

OfficeServ DM

User Guide



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Overview

Purpose

This Guide contains the introduction, installation instructions and user guide for the OfficeServ DM, a PC-version MMC (Man Machine Communication) program designed to configure and set the OfficeServ key phone system's environment.

Document Content and Organization

This Guide comprises eight Chapters and a list of abbreviations as follows.

CHAPTER 1. Introduction

In this chapter, we give a brief introduction to the OfficeServ DM and its core functionalities.

CHAPTER 2. Launching the OfficeServ DM

In this chapter, we discuss the installation environment and explain how to install and/or uninstall the program.

CHAPTER 3. OfficeServ DM Menus

In this chapter, we provide instructions on how to run the OfficeServ DM and use its menus in detail.

CHAPTER 4. Page Screen and Programming Example

In this chapter, we give an introduction to the page screens which can be set up from within the OfficeServ DM. Examples of page programming are also provided.

CHAPTER 5. Call Server Programming

In this chapter, we describe the call server programming procedure with OfficeServ DM.

CHAPTER 6. Voice Mail Programming

In this chapter, we describe the voice mail programming procedure with OfficeServ DM.

CHAPTER 7. Conference Card Programming

In this chapter, we describe the conference card programming procedure with OfficeServ DM.

CHAPTER 8. Troubleshooting

This section describes how to handle the problems that may occur while using OfficeServ DM.

Conventions

The following types of paragraphs contain special information that must be carefully read and thoroughly understood. Such information may or may not be enclosed in a rectangular box, separating it from the main text, but is always preceded by an icon and/or a bold title.



WARNING

Provides information or instructions that the reader should follow in order to avoid personal injury or fatality.



CAUTION

Provides information or instructions that the reader should follow in order to avoid a service failure or damage to the system.



CHECKPOINT

Provides the operator with checkpoints for stable system operation.

**NOTE**

Indicates additional information as a reference.

Console Screen Output

- The lined box with 'Courier New' font will be used to distinguish between the main content and console output screen text.
- 'Bold Courier New' font will indicate the value entered by the operator on the console screen.

Revision History

EDITION	DATE OF ISSUE	REMARKS
00	11. 2010.	First edition



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SAFETY CONCERNS

In order to ensure product safety and proper operation, information followed by the following icons should be carefully read before installing or using the product:

Symbols

**Caution**

Indication of a general caution.

**Restriction**

Indication for prohibiting an action for a product.

**Instruction**

Indication for commanding a specifically required action.



CAUTION



Caution when installing/uninstalling the OfficeServ DM

Existing data may be lost during installation/uninstallation of the OfficeServ DM. Backup all data before proceeding.



Caution when uploading

When uploading, the card slot of the user's PC database should be identical to the key phone system's card slot. Depending on the condition, it may be necessary to reboot after the upload (a message will be prompted). To protect memory data from accidental deletion, ensure that the MCP card's backup switch is set to **[ON]**.



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CHAPTER 1. Introduction

This chapter gives a brief introduction to the OfficeServ DM and its core functionalities.

Introduction to the OfficeServ DM

The OfficeServ DM is a PC-version MMC (Man Machine Communication) program designed to configure and set the OfficeServ key phone system's environment.

The OfficeServ DM comprises two parts: environment setting and file management.

The former configures the environment to use the system's internal devices, and the latter manages the database files and system program files.

Functionalities and Characteristics

Integrating/Managing the System Database

The OfficeServ DM integrates and manages the OfficeServ key phone system's environment database.

Uploading/Downloading the Database

The OfficeServ DM can be used to download or upload the database to the user's PC or to the OfficeServ key phone system.

Uploading/Deleting the Program

The OfficeServ DM can be used to upload the program to the OfficeServ key phone system or to delete a file from the system.



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CHAPTER 2. Launching the OfficeServ DM

This chapter describes the environment for running the OfficeServ DM and how to launch the OfficeServ DM.

Environment

This section provides the minimum requirements for OfficeServ DM.

Minimum Requirements

Below are the minimum requirements for the OfficeServ DM to function properly.

H/W	Requirement	
PC	CPU	Pentium IV 2.4 GHz or faster
	Main Memory	512 MB or more
	HDD Drive	At least 1 GB of free space
	OS	Microsoft Windows XP or later
Modem	1,200~115,200 baud rate	

Compatible web browser

The table below is compatible web browser version lists we are tested.

Web Browser	Version
Internet Explorer	6.0, 7.0 or 8.0

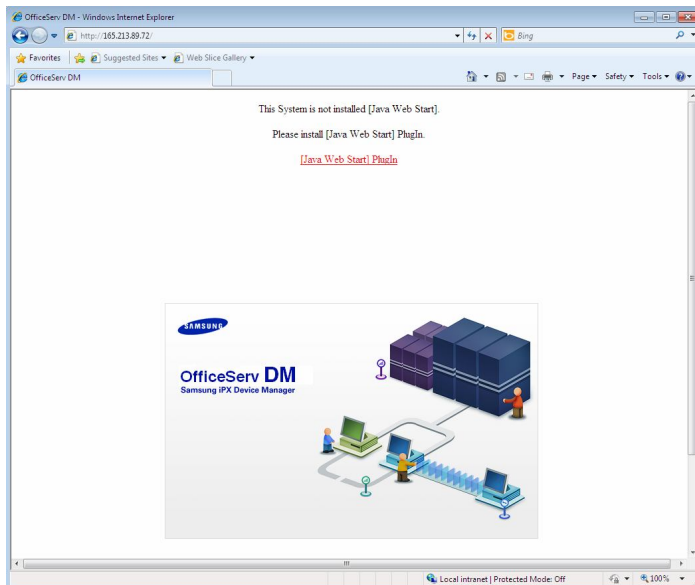
Connecting Web Server

A user can launch the OfficeServ DM with a web browser.

Execute a web browser and type 'http(s)://OfficeServ System IP address' or 'http(s)://OfficeServ System IP address/dm/"/>.

If you want to connect public IP, type 'http(s)://OfficeServ System IP address/dmp/' or 'http(s)://OfficeServ System IP address/dm_public/'.

If OfficeServ system is under NAT so private with public IP is used, port 21, 80, 443 and 5090 must be opened to allow user to login.



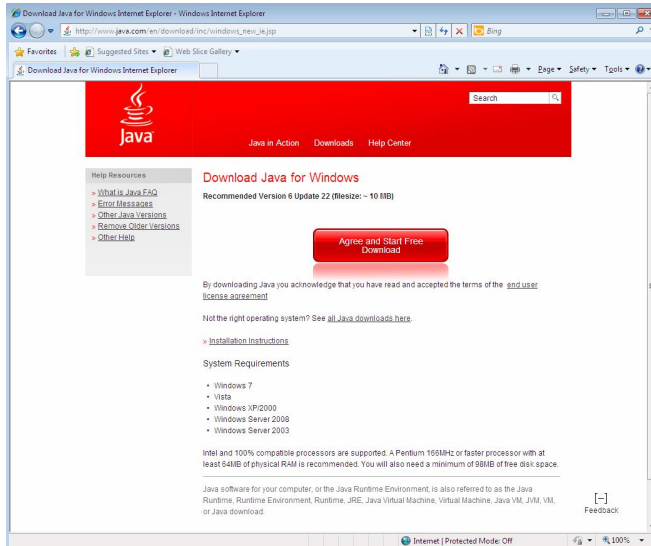
NOTE

Launch the OfficeServ DM

If Java Web Start Plugin is already installed in PC, you can see the OfficeServ DM Screen.

Java Web Start Plugin Installation

Java Web Start Plugin should be installed to use OfficeServ DM.
If it's not, click **[Java Web Start]** Plugin , then click the button 'Free Java Download' to install.



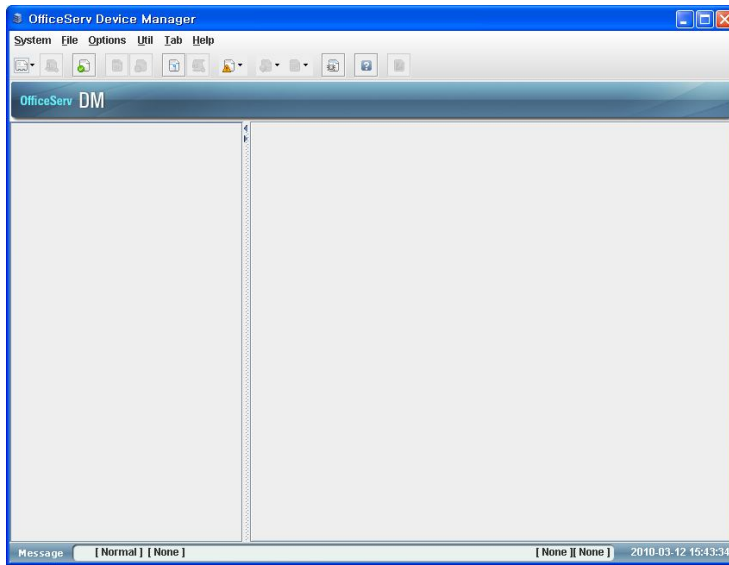
NOTE

JRE Version Check

At least JRE 1.6 should be installed to use OfficeServ DM.
If an old version of JRE (i.e., lower than the version 1.6) is installed, please remove it and replace with a new one.

Launching the OfficeServ DM

A user can see the screen below if OfficeServ DM is launched.



Registration site list for OfficeServ System

You must register site list before connecting OfficeServ System.

1. Click on **[System]** → **[Link Setup]**. The following screen is displayed.

The screenshot shows the 'Setup' dialog box with the 'Site List' tab selected. The 'LAN' radio button is chosen, and the 'Default Port' checkbox is checked. The 'Data Port' is set to 5090, 'File Port' to 5003, and 'FTP Port' to 21. The 'COM Port' is set to COM1 and 'Baudrate' to 38400. Below these settings, the 'Site Name' is 'Default' and 'Destination' is '165.213.89.72'. A table lists several sites, with 'Default' selected. The table has columns: Select, Site Name, Link Type, Destination, Data/COM, File/Baudrate, and FTP Port.

Select	Site Name	Link Type	Destination	Data/COM	File/Baudrate	FTP Port
<input type="radio"/>	7030	LAN	165.213.89.84	5090	5003	21
<input type="radio"/>	7400	LAN	165.213.89.72	5090	5003	21
<input checked="" type="radio"/>	Default	LAN	165.213.89.72	5090	5003	21
<input type="radio"/>	MP10	LAN	165.213.89.31	5090	5003	21
<input type="radio"/>	MP10a	LAN	165.213.177.200	5090	5003	21
<input type="radio"/>	MP20	LAN	165.213.177.197	5090	5003	21
<input type="radio"/>	MP20s	LAN	165.213.89.64	5090	5003	21
<input type="radio"/>	박영민대	LAN	165.213.89.36	5090	5003	21
<input type="radio"/>	정지우	LAN	165.213.66.237	5090	5003	21

2. Input **[Site Name]** and **[Destination]** about OfficeServ System.
3. Click on **[Apply]** for registration.
4. Click on **[Close]** for completion.

Connect to OfficeServ System

Click on **[System]** → **[Connect]**. The following screen is displayed.

A screenshot of a 'Login' dialog box. The dialog has a blue title bar with the text 'Login' and a close button (X). Inside the dialog, there are three input fields: 'ID' with the text 'admin', 'Password' (empty), and 'Tenant No' with a dropdown menu showing 'Tenant 1'. At the bottom, there are two buttons: 'OK' and 'Cancel'.

Enter the correct 'ID' and 'Password' then click on **[OK]**.
The initial value for the ID/password is set to admin/samsung by default.

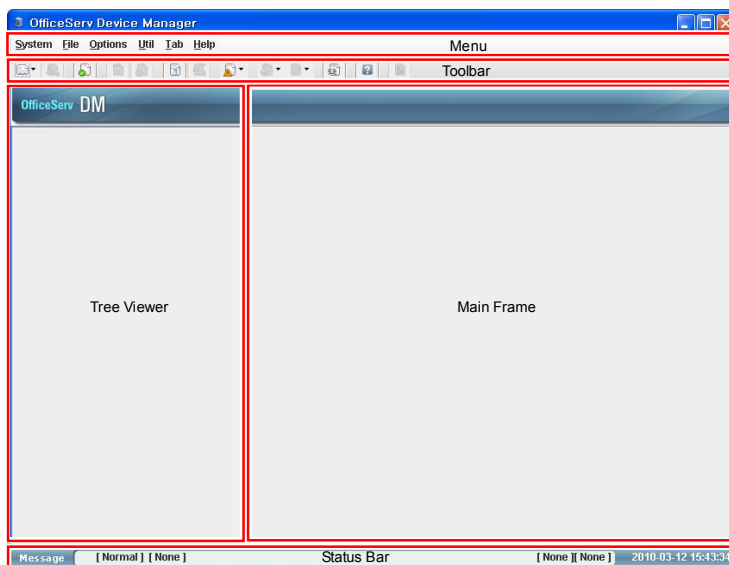


CHAPTER 3. OfficeServ DM General Functions

This chapter describes the general management functions of the OfficeServ DM and how to use its menus.

Screen Layout

The main screen of the OfficeServ DM is as displayed below.
















Below are details of the screen layout.

Screen Layout	Details
Menu	Displays all the functions used in the program
Toolbar	Displays the most commonly used functions
Tree Viewer	Displays the page tools and the page indexes
Main Frame	Displays the selected page function on the screen
Status Bar	Displays information such as online time/user DB file name, system type/locale/version, date and time

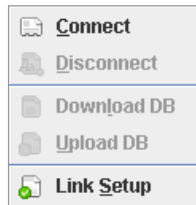
OfficeServ DM Toolbar Icons

Below are details of the OfficeServ DM toolbar icons.

Icon	Details
	Connect: To connect with the key phone system
	Disconnect: To disconnect from the key phone system
	Link Control: To configure the communication environment
	Download DB: To download a database file
	Upload DB: To upload a database file
	Open: To open a database file
	Close: To close a database file.
	File Control: To upload/delete a program file
	Bookmark: To manage bookmarked files/displays the page index
	History: To delete a previously opened page/displays the page index
	Exit: To terminate the program
	Information: To display the program's version and its creation date
	Data: To setup data configuration for 7030 systems

System Menu

The **[System]** menu provides functions such as connecting/disconnecting, uploading/downloading the database and controlling the connection.



NOTE

Using the [System] menu

The **[System]** menu's **[Link Setup]** can only be used in off-line mode; the **[Download DB]**, **[Upload DB]** can only be used in on-line mode.

Connect

This menu is used to connect the OfficeServ DM to the key phone system. Click on **[System]** → **[Connect]**. The following screen is displayed.



Enter the correct 'ID' and 'Password' then click on **[OK]**. The OfficeServ DM downloads the initial data and switches to on-line mode.



NOTE

Entering the password

After unsuccessful login attempts, the program automatically go to the **[Normal]** screen. The initial value for the ID/password is set to admin/samsung by default.

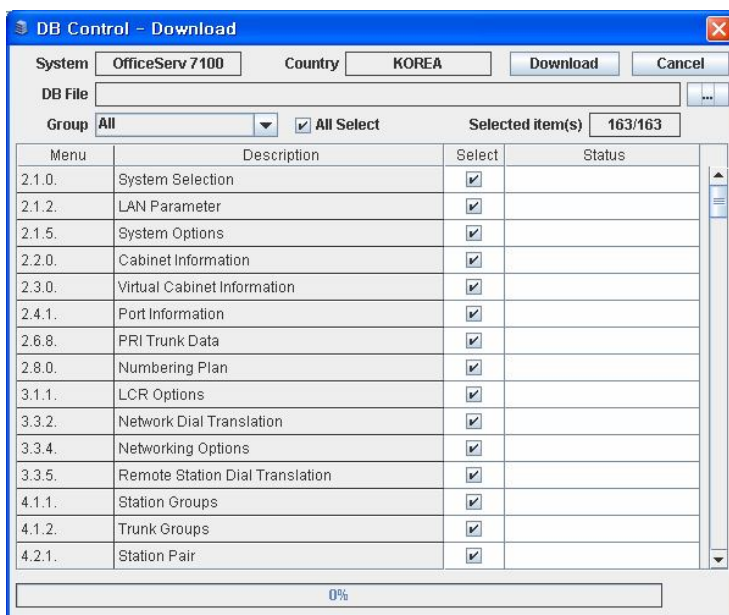
Disconnect

During on-line mode, click on **[System]** → **[Disconnect]** to disconnect from the system and switch to off-line.

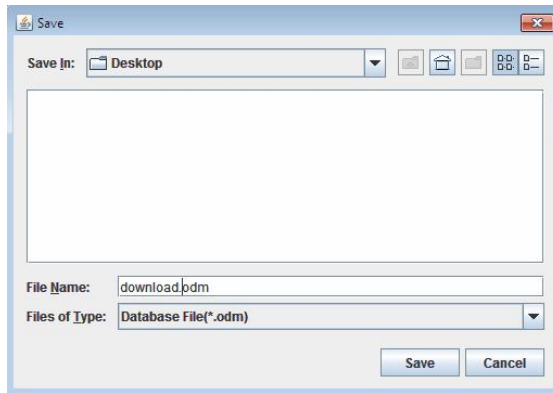
Download DB

This menu is used to download the key phone system's database to the user's PC.

1. Click on **[System]** → **[Download DB]**.
On the following screen, create a new file or select an existing one.



2. Create a new file or select an existing one.



3. When an existing file is selected, the following screen is displayed.



To download the file as new, click on **[Yes]**. Otherwise, click on **[No]** to cancel the download.

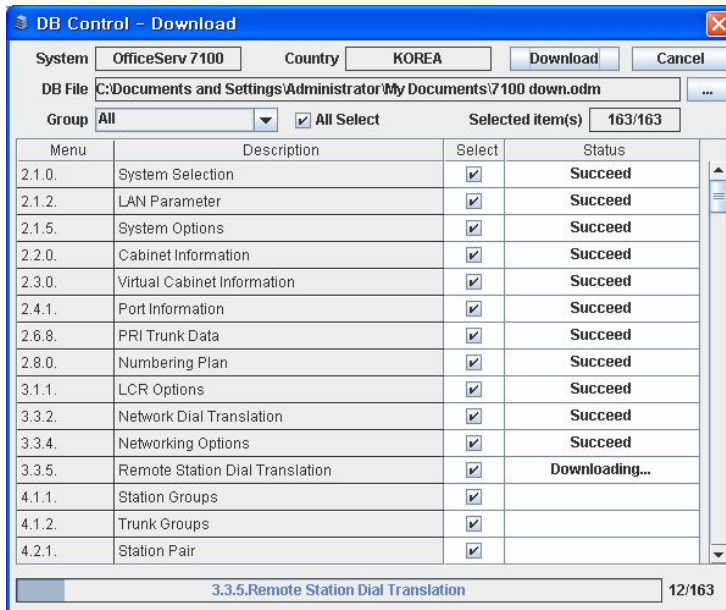
Downloading a newly created file

When creating and downloading a new file, the following screen is displayed.

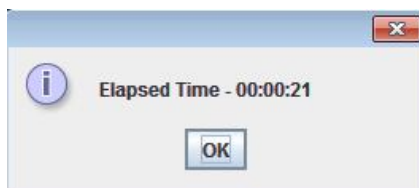


On the <New DB file...> screen, create and confirm the database file's 'Password' to create a new file to download.

4. You can select the desired page to download. To download all fields, click on **[All Select]**.
5. Select the desired page and click on **[Download]**. The following screen is displayed, and the program initiates downloading. To cancel downloading, click on **[Cancel]**.



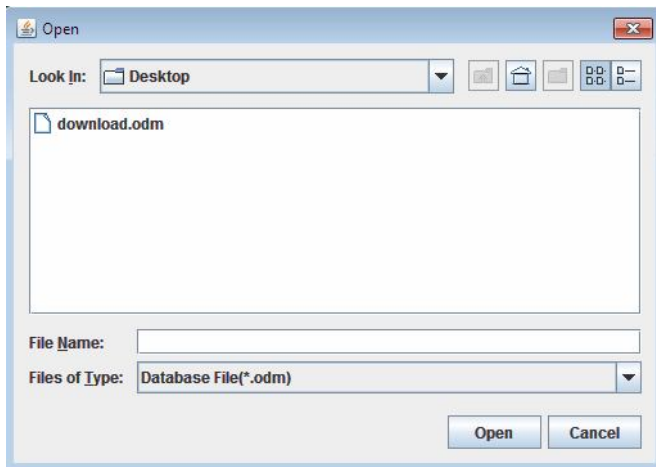
6. When the download is finished, the following screen is displayed. Click on **[OK]**.



Upload DB

This menu is used to upload the user PC's database to the key phone system.

1. Click on **[System] → [Upload DB]**.
The following screen is displayed.



2. Select a file to display the following login screen.



On the <Login> screen, enter the database file's 'Password' to open the file to upload.

3. You can select the desired page to download. To download all fields, click on **[All Select]**.

DB Control - Upload

Group: **All** ☒ All Select Selected item(s) 163/163

Menu	Description	Select	Status
2.1.0.	System Selection	<input checked="" type="checkbox"/>	
2.1.2.	LAN Parameter	<input checked="" type="checkbox"/>	
2.1.5.	System Options	<input checked="" type="checkbox"/>	
2.2.0.	Cabinet Information	<input checked="" type="checkbox"/>	
2.3.0.	Virtual Cabinet Information	<input checked="" type="checkbox"/>	
2.4.1.	Port Information	<input checked="" type="checkbox"/>	
2.6.8.	PRI Trunk Data	<input checked="" type="checkbox"/>	
2.8.0.	Numbering Plan	<input checked="" type="checkbox"/>	
3.1.1.	LCR Options	<input checked="" type="checkbox"/>	
3.3.2.	Network Dial Translation	<input checked="" type="checkbox"/>	
3.3.4.	Networking Options	<input checked="" type="checkbox"/>	
3.3.5.	Remote Station Dial Translation	<input checked="" type="checkbox"/>	
4.1.1.	Station Groups	<input checked="" type="checkbox"/>	
4.1.2.	Trunk Groups	<input checked="" type="checkbox"/>	
4.2.1.	Station Pair	<input checked="" type="checkbox"/>	
5.3.1.	WLAN Parameter	<input checked="" type="checkbox"/>	

0%

4. Select the desired page and click on **[Upload]** to initiate uploading. To cancel uploading, click on **[Cancel]**.

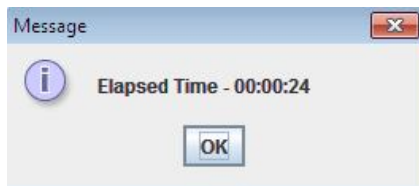
DB Control - Upload

Group: **All** ☒ All Select Selected item(s) 163/163

Menu	Description	Select	Status
2.1.0.	System Selection	<input checked="" type="checkbox"/>	Succeed
2.1.2.	LAN Parameter	<input checked="" type="checkbox"/>	Succeed
2.1.5.	System Options	<input checked="" type="checkbox"/>	Succeed
2.2.0.	Cabinet Information	<input checked="" type="checkbox"/>	Succeed
2.3.0.	Virtual Cabinet Information	<input checked="" type="checkbox"/>	Succeed
2.4.1.	Port Information	<input checked="" type="checkbox"/>	Succeed
2.6.8.	PRI Trunk Data	<input checked="" type="checkbox"/>	None
2.8.0.	Numbering Plan	<input checked="" type="checkbox"/>	Succeed
3.1.1.	LCR Options	<input checked="" type="checkbox"/>	Succeed
3.3.2.	Network Dial Translation	<input checked="" type="checkbox"/>	Succeed
3.3.4.	Networking Options	<input checked="" type="checkbox"/>	Succeed
3.3.5.	Remote Station Dial Translation	<input checked="" type="checkbox"/>	Uploading...
4.1.1.	Station Groups	<input checked="" type="checkbox"/>	
4.1.2.	Trunk Groups	<input checked="" type="checkbox"/>	
4.2.1.	Station Pair	<input checked="" type="checkbox"/>	
5.3.1.	WLAN Parameter	<input checked="" type="checkbox"/>	

3.3.5.Remote Station Dial Translation 12/163

5. When the upload is finished, the following screen is displayed.
Click on **[OK]**.



NOTE

Upload/download failure

If the upload/download fails, an error message is displayed and the upload/download is cancelled.



CAUTION

Caution when uploading

- When uploading, the card slot of the user's PC database should be identical to the key phone system's card slot.
- Depending on the condition, it may be necessary to reboot after the upload (a message will be prompted). To protect memory data from accidental deletion, ensure that the MCP card's backup switch is set to **[ON]**.

Link Setup

Site List

This menu is used to configure the communication environment between the OfficeServ DM and the key phone system.

Click on **[System]** → **[Link Setup]**. The following screen is displayed.

Setup

MODEM Options

☒ LAN Data Port: 5090 File Port: 5003 FTP Port: 21 ☒ Default Port

☐ MODEM COM Port: COM1 Baudrate: 38400

Site Name: Default Destination: 165.213.89.72

Select	Site Name	Link Type	Destination	Data/COM	File/Baudrate	FTP Port
<input type="radio"/>	7030	LAN	165.213.89.84	5090	5003	21
<input type="radio"/>	7400	LAN	165.213.89.72	5090	5003	21
<input checked="" type="radio"/>	Default	LAN	165.213.89.72	5090	5003	21
<input type="radio"/>	MP10	LAN	165.213.89.31	5090	5003	21
<input type="radio"/>	MP10a	LAN	165.213.177.200	5090	5003	21
<input type="radio"/>	MP20	LAN	165.213.177.197	5090	5003	21
<input type="radio"/>	MP20s	LAN	165.213.89.64	5090	5003	21
<input type="radio"/>	박정민	LAN	165.213.89.36	5090	5003	21
<input type="radio"/>	정지우	LAN	165.213.66.237	5090	5003	21

Refer to the following table to configure the communication environment.

Field	Details
Site Name	Enter the spot name.
Link Type	Select between Modem and LAN (Local Area Network). Refer to the next page's 'The two communication environments for [Link Type] ' for guidance.
Destination	Enter the spot's IP Address (LAN)/telephone number (Modem).
Data Port	Enter which port the OfficeServ DM will use during LAN connection. (only use in specific circumstances such as NAT)
File Port	Enter which port the file control will use during LAN connection. (only use in specific circumstances such as NAT)
FTP Port	Enter which port the FTP will use during LAN connection. (only use in specific circumstances such as NAT)
COM Port	Select the modem's COM port.
Baudrate	Select the appropriate modem speed.
[Delete] Button	To delete the selected spot information.
[Apply] Button	To set the selected spot to [Connect] button's initial value.
[Close] Button	To close the screen.

The two communication environments for [Link Type]

From the <Link Setup> screen, select one of the two following methods.

- Modem: Use the PC's modem to connect to the key phone system.
(COM 1~10: We suggest using an external modem for this purpose.)
- LAN: Use the PC's LAN to connect to the key phone system.
(You may use a cross-over LAN cable to connect directly to the key phone system's LAN port. Alternatively, you may use a straight LAN cable to connect to the network.)



NOTE

Entering the system IP

The IP address in the OfficeServ DM refers to the system's IP address to which the OfficeServ DM will be connected. It can be verified from the MMC 830, 'ETHERNET PAR' field.

MODEM Options

This menu is used to set additional information regarding the communication environment (between the OfficeServ DM and the key phone system).

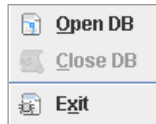
The screenshot shows a 'Setup' window with a 'MODEM Options' tab. The 'Dial Retry' field is set to 1. The 'Dial Duration' field is set to 90 seconds. Under 'Dial Type', the 'DTMF' radio button is selected, and the 'PULSE' radio button is unselected. The 'Initial Command' field contains 'AT&F'. An 'Apply' button is located to the right of the 'Initial Command' field.

Refer to the following table to configure the communication environment.

Field	Details
Dial Retry	Set the number of attempts (dial counts) for the modem connection.
Dial Duration	Set the connection time (uptime) for the modem connection.
Dial Type	Set the dial type (DTMF/PULSE)
Initial Command	Set the modem's initialization command.

File Menu

The **[File]** menu provides functions such as opening/closing the user database and exiting the program.



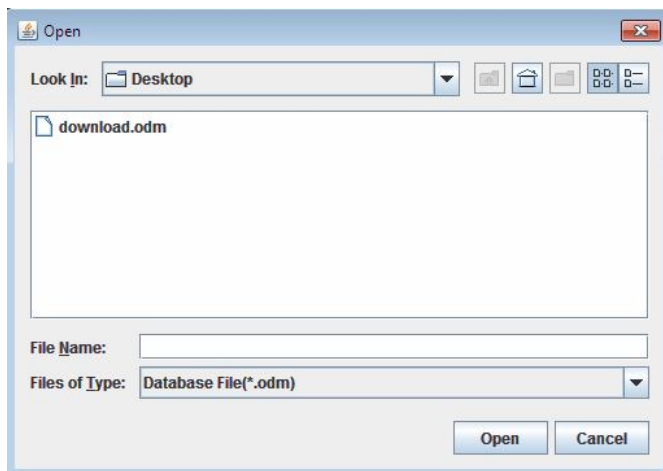
NOTE

Using the [File] menu

The **[File]** menu's **[Open Database]** can only be used in off-line mode.

Open DB

This menu is used to open a file. This can only be used in off-line mode. Click on **[File] → [Open DB]**. The following screen is displayed.



Select a file, and then click on **[Open]**. The following <Login> screen is displayed.



Enter the correct password to open the selected file.



Entering the password

Enter the correct password. After three unsuccessful login attempts, an error message is displayed and the **[Open Database]** menu is cancelled.

Close DB

This menu is used to close a file. This can only be used in off-line mode. Click on **[File] → [Close DB]** to close an opened user database.

Exit

This menu is used to terminate the program. Click on **[File] → [Exit]** to terminate the program.

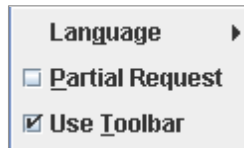


Save changes on exit

When there are unsaved files when exiting the program, a 'Do you want to save change (s)?' message is displayed. Click on **[Yes]** to save the files. Otherwise, click on **[No]** to discard files.

Options Menu

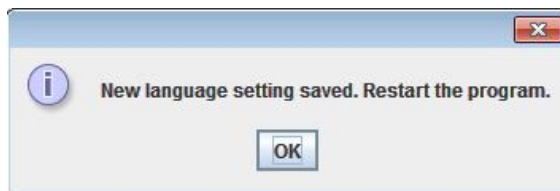
The **[Options]** menu consists of Language, Partial Request and Language Selection.



Language

You can select the language to be displayed in the OfficeServ DM program. Currently available languages are: English, Korean, Russian, Germany, and Italian.

1. From **[Options]** → **[Language]**, select which language to use. The following message is displayed.

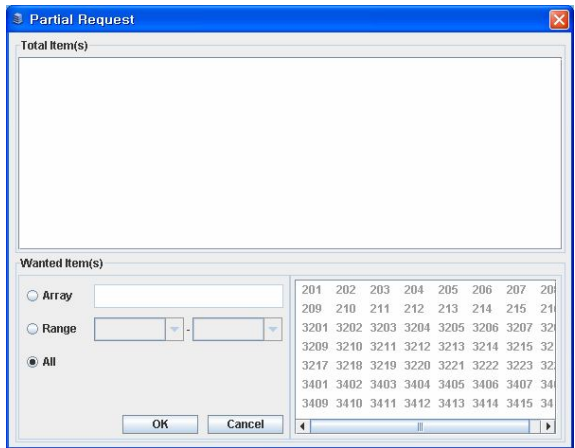


2. Restart the program to use the interface with the selected language.

Partial Request

You can request to the system that you selected items.

1. Enable [Options] → [Partial Request], following screen will be displayed in some menu.



2. You can select items to the system.

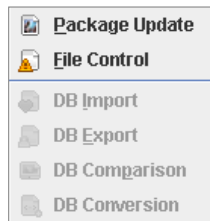
Field	Details
Total Item (s)	Display all items that you can select
Array	Select items clicking with Total Item (s) or writing with text box (201, 202, 203, ...)
Range	Select items with range
All	Select all items

Use Toolbar

This menu is selecting display Toolbar option.

Util Menu

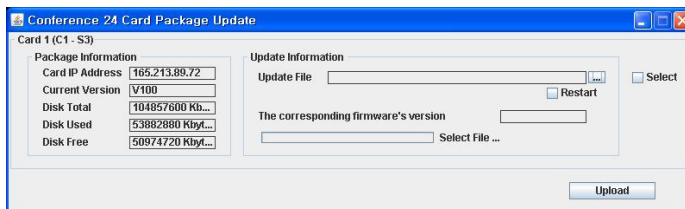
The **[Util]** menu consists of Package Update, File Control, DB Import/Export, DB Comparison/Conversion.



Package Update

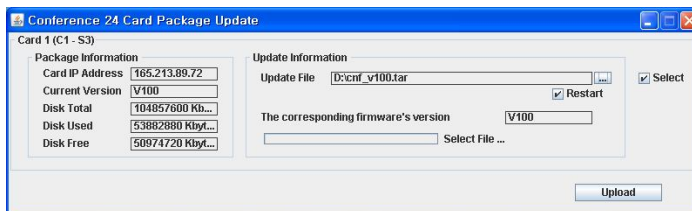
Select Package Update

Select 'Package Update' in Menu tab of OfficeServ DM GUI.



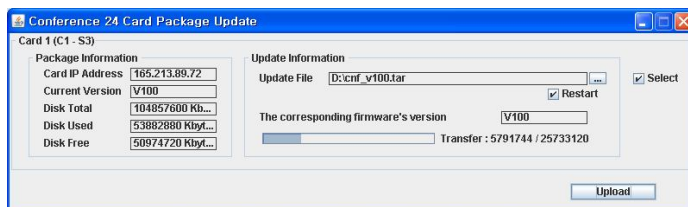
Select the file to update

Click '...' and assign the file to update. If the file is selected, 'firmware version' will be displayed in File Information.



Upload the package

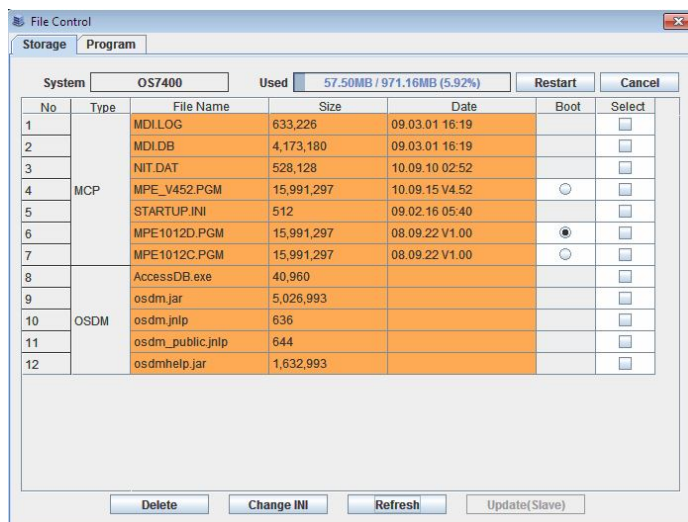
After check 'Select', click 'Upload' button to start to upload the file. To apply the uploaded file, Ubigate should be restarted, so you have to check 'Restart' to use it immediately.
The progress bar displays current state.



Progress bar will be closed if it completes to upload.

File Control

To upload/delete a program file to/from the key phone system's Smart Media/MMC card, click on **[Util] → [File Control]**. The following screen is displayed.



Refer to the following table to perform the file control.

Field	Details
[Restart] Button	Restart the system with the new program.
[Cancel] Button	Closes the screen.
[Delete] Button	To delete the selected file.
[Change INI] Button	To select which initialization file to use during the system startup. The current file is displayed as blue within the index. You must check the box in the INIT field to modify the selection.
[Refresh] Button	To refresh the system file index.
Update (Slave) Button	To update the slave system same with master system.

Comment [KDJ2]: 내용 추가함

Comment [BKH1]:



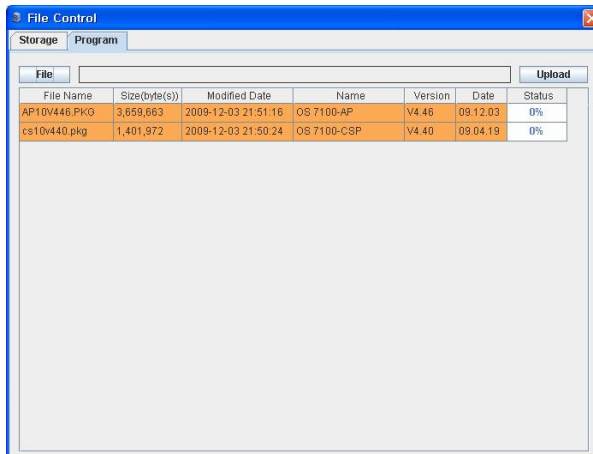
NOTE

Using the [Change INI] button

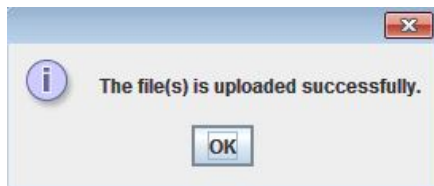
The [Change INI] button can only be used in OS7100.

Uploading the program file (Example)

1. In [Program] tab, click on [File] and select the location (path) and name of the file to upload to the key phone system's Smart Media/MMC card.



2. Click on **[Upload]** to upload.
3. Upon successful completion of the file upload, the following message is displayed.



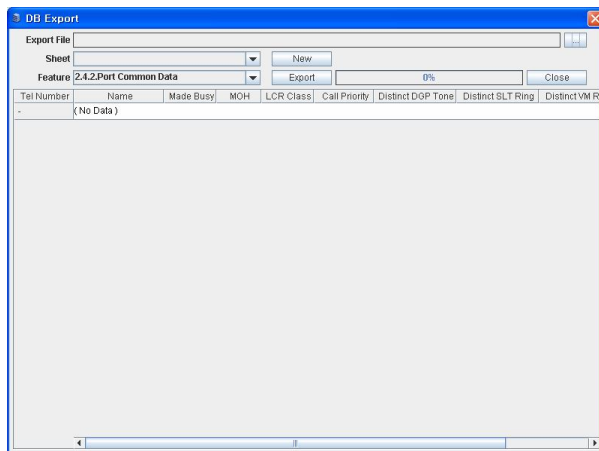
NOTE

Uploading the file

You can verify the status of the file upload using the 'MMC 818', 'PGM DOWNLOAD'.

DB Import/Export

This menu is used to import/export a specific page content from/to the Excel file (*.xls). This can only be used in off-line mode. Click on **[Util] → [DB Import]/[DB Export]**. The following screen is displayed.

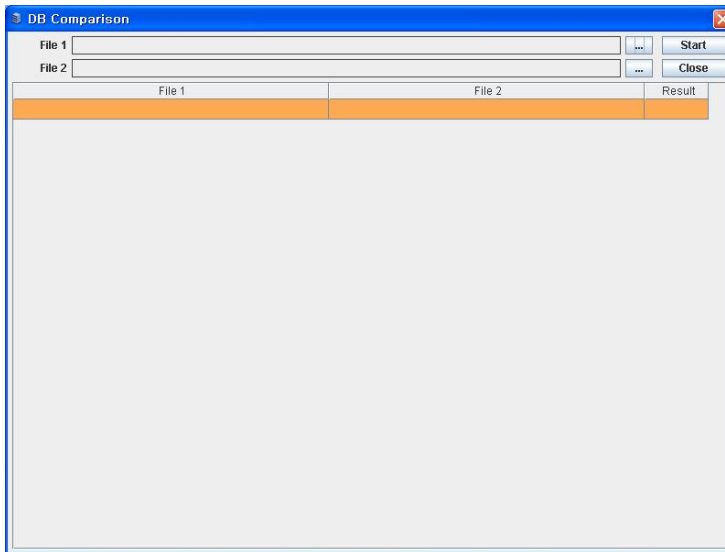


DB Comparison

This menu is used to compare two database files.

Comparing the database (Example)

1. Click on **[Util] → [DB Comparison]**.
The following screen is displayed.



2. Click on [...] and select the two files to compare, then click on **[Compare]**. The following screen is displayed.

DB Comparison		
File 1 C:\Documents and Settings\Administrator\My Documents\7100.odm		Start
File 2 C:\Documents and Settings\Administrator\My Documents\7100 down.odm		Close
File 1	File 2	Result
2.1.0 System Selection	2.1.0 System Selection	Detail
2.1.2 LAN Parameter	2.1.2 LAN Parameter	Detail
2.1.5 System Options	2.1.5 System Options	Detail
2.2.0 Cabinet Information	2.2.0 Cabinet Information	Detail
2.3.0 Virtual Cabinet Information	2.3.0 Virtual Cabinet Information	Same
2.4.1 Port Information	2.4.1 Port Information	Detail

Comparing the data (Example)

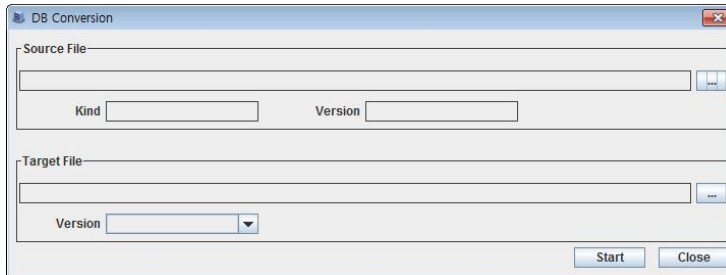
On the page with modified fields, click on [Details].
The following screen is displayed.

2.2.15.MPS Card

Record	File	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	#1	00	02	00	00	00	00	00	00	00	00	00	00	FF	FF	32	01	01	02	00	00	00	00	00
	#2	00	04	00	00	00	00	00	00	00	00	00	00	FF	FF	A5	D5	59	54	00	00	00	00	00

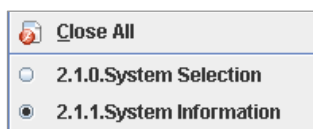
DB Conversion

This menu is used to convert form Installation DB file to OfficeServ DM DB File.



Tab Menu

You can select the alignment method from the **[Tab]** menu. You can focus the menu when you select in **[Tab]** menu.

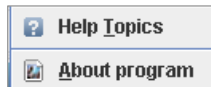


Close All

Click on **[Tab]** → **[Close All]** to close all opened windows.

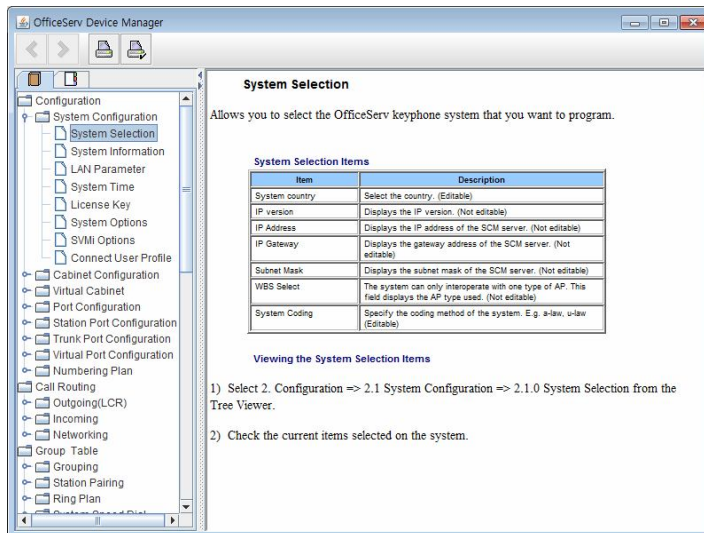
Help Menu

The **[Help]** menu is used to display the information of the OfficeServ DM.



Help Topics

This menu displays help topics for the menu of OfficeServ DM. Click on **[Help]** → **[Help Topics]** to display the following screen.



About program

This menu displays additional information such as the OfficeServ DM program's version, copyright, policy/permission and date.

Click on **[Help]** → **[About program]** to display the following screen.





CHAPTER 4. Using Page Screen

This chapter gives an introduction to the page screen which can be set up from within the OfficeServ DM. Examples of page programming are also provided.

Page Screen

You can modify the MMC settings from the page screen.
Below is an example taken from page 2.1.0.















2.1.0.System Selection

Item	Value
System Country	USA
IP Version	IPv4
IP Address	165.213.89.72
Gateway	165.213.89.1
Subnet Mask	255.255.255.0
WBS Select	Dual

The screenshot shows a web-based interface for system configuration. At the top, there's a title bar with the text '2.1.0.System Selection'. Below it is a table with two columns: 'Item' and 'Value'. The table contains six rows of configuration data. To the right of the table is a large, empty rectangular area. At the bottom of the interface is a horizontal toolbar containing various icons for navigation and editing, such as back, forward, search, and save.

Page Screen Icon

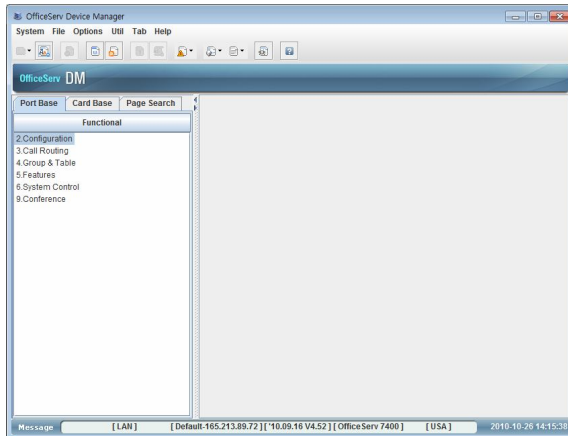
Below are details of the page screen icon.

Icon	Details
	Save: To save to a file in off-line mode; or to upload a file in on-line mode.
	Reload: To refresh a page.
	Print: To display a preview of the page to print. (Click on [Print] from the preview screen to print.)
	Previous: To move to the previous page.
	Next: To move to the next page.
	Copy: To copy the selected text from a field.
	Cut: To cut the selected text from a field.
	Paste: To paste the previously cut/copied text to another field. You cannot paste if the data on the clipboard and the target field are of different data type.
	Search: To search within a field.
	Repeat: To enter a series of consecutive numbers in the selected field. You can use ',' to define the intervals.
	Sort: To sort tel numbers.
	Add to Bookmarks: Add the current page to the bookmark.
	Help: Help topics for current page.
	Close: To terminate the page window.

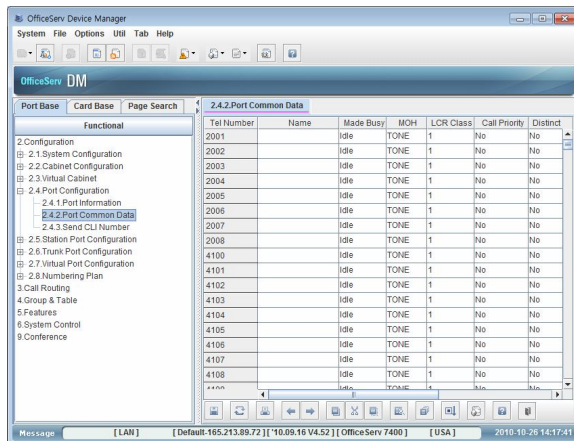
Page Programming (example)


This section introduces the page programming. We will use the '2.4.2 Port Common Data' to illustrate this procedure.

1. Click on **[System]** → **[Connect]**. Following screen is displayed.



2. From the menu, click on **[2]** → **[2.4]** → **[2.4.2 Port Common Data]** to display the following screen.



3. Set each field appropriately and click on  to save changes.

4. Click on  to terminate the <Page Screen>.

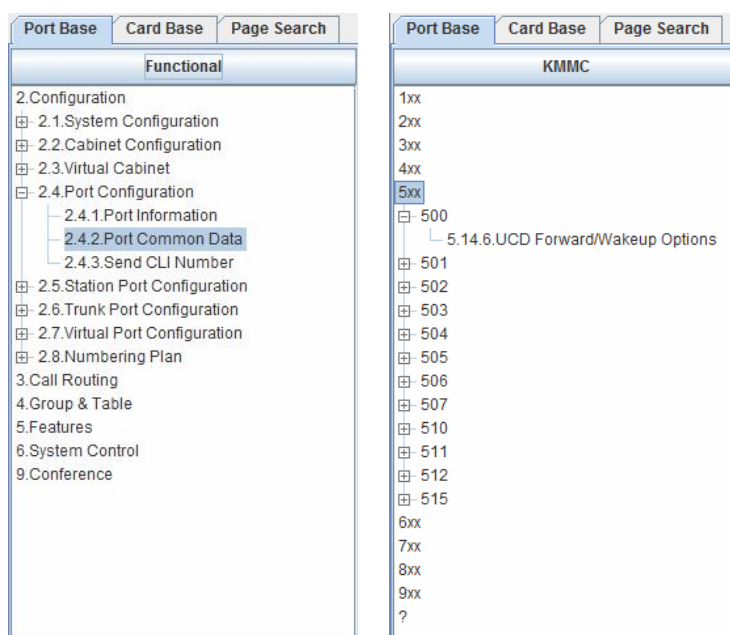
Displaying the Cell Property

When the cursor is in an input field, the OfficeServ DM displays the corresponding field properties on the status bar.

Message [LAN] [7100-165.213.89.41] [09,12.03 V4.46] [OfficeServ 7100] [KOREA] 2010-03-13 14:49:32

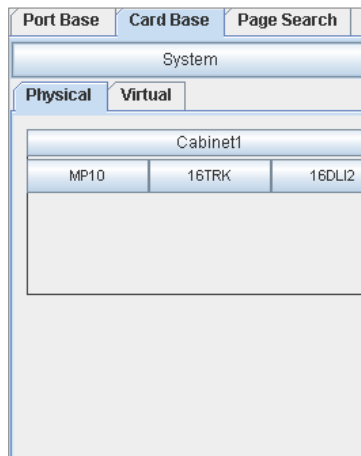
Port Base

The **[Port Base]** tab consists of Functional Mode and KMMC Mode.
In Functional Mode, the page names are displayed. And in KMMC Mode, the KMMC Numbers are displayed.

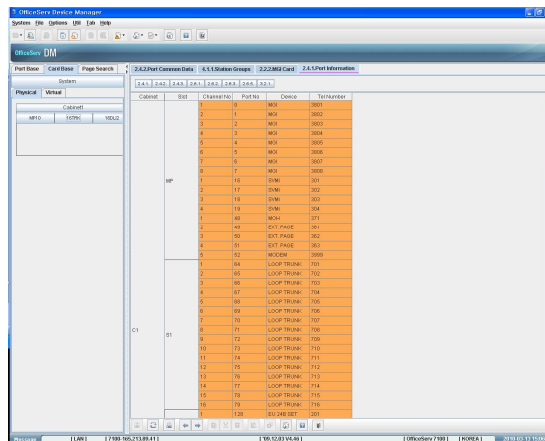


Card Base

The **[Card Base]** tab displays the structure of the current system. Click on 'System', 'Cabinet', 'Card' to display the following screen.



Unlike the **[Port Base]**, **[Card Base]** only displays the port corresponding to the given card. The corresponding menu is also displayed on the upper section of the screen.





Using [Card Base]

[Card Base] is enabled in on-line mode.

Page Search

This menu is used to find menu.

Search (by Menu)

Select **[by Menu]** and enter the keyword and click on the **[Search]** button.

The corresponding menu names are displayed on **[Result (s)]**.

Port Base	Card Base	Page Search
<input checked="" type="radio"/> by Menu <input type="radio"/> by MMC		
<input type="text" value="trunk"/>		<input type="button" value="Search"/>
Go	Result	
...	5.2.1.H.323 Trunk Options	
...	4.1.2.Trunk Groups	
...	2.6.8.PRI Trunk Data	
...	2.6.7.BRI Trunk Data	
...	2.6.5.Loop Trunk Data	
...	2.6.3.Trunk Timer	
...	2.6.2.Trunk On/Off	
...	2.6.1.Trunk Data	
...	5.14.5.ISDN/R2/Trunk Options	
...	5.12.1.Trunk Rate	

If you click [...], move to the page that you are selecting.

Search (by MMC)

Select **[by MMC]** and enter the desired MMC number and click on the **[Search]** button. The corresponding menu (with the MMC number) is displayed on **[Result (s)]**.

Port Base	Card Base	Page Search
<input type="radio"/> by Menu <input checked="" type="radio"/> by MMC		
830		Search
Go	Result	
...	2.1.2. - MMC 830	
...	2.1.0. - MMC 812;830;849;901	
...	5.6.1. - MMC 804;830;841	

If you click [...], move to the page that you are selecting.



This page is intentionally left blank.



CHAPTER 5. Page Functions for Call Server Programming

This chapter describes each page function for call server programming in KMCC mode of port base tab.

Configuration

System Configuration

System Selection

Allows you to select the OfficeServ keyphone system that you want to program.

System Selection Items

Item	Description
System country	Select the country. (Editable)
IP version	Displays the IP version. (Not editable)
IP Address	Displays the IP address of the SCM server. (Not editable)
IP Gateway	Displays the gateway address of the SCM server. (Not editable)
Subnet Mask	Displays the subnet mask of the SCM server. (Not editable)
WBS Select	The system can only interoperate with one type of AP. This field displays the AP type used. (Not editable)
System Coding	Specify the coding method of the system. E.g., a-law, u-law (Editable)

Viewing the System Selection Items

1. Select [2. Configuration] → [2.1 System Configuration] → [2.1.0 System Selection] from the Tree Viewer.
2. Check the current items selected on the system.

System Information

Displays the system software and hardware information and versions.

System Information Items

Item	Description
System Type	Displays the system type.
MCP DIP Switch	Displays the selection status of the switch on the MCP card.
MCP EPLD Version	Displays the MCP EPLD (Erasable Programming Logic Device) version installed in the system.
MCP PCB Version	Displays the MCP PCB version installed in the system.
MODEM EPLD Version	Displays the EPLD modem version installed in the system.
MODEM PCB Version	Displays the PCB modem version installed in the system.
MODEM Exist	Displays whether there is a modem installed in the system.
Virtual Cabinet Max	Displays the maximum virtual cabinet value of the system.
S/W Version	Displays the versions of the software programs (System, MP, SP, VMS, MGI, BRI, WEB, Linux and MPS) installed in the system.
LP Connect	Displays if LP 1, 2, 3 is Connected.
Free Speed Block	Displays the number of available speed dial blocks.
Free CID Block	Displays the number of available CID blocks.
Free Log Block	Displays the number of available LOG blocks.
Free TMSG Station	Displays the number of available urgent text messages.
Free GCONF Station	Displays the number of available conference groups.

Viewing the System Information Items

1. Select **[2. Configuration] → [2.1 System Configuration] → [2.1.1 System Information]** from the Tree Viewer.
2. Check the current system information.

LAN Parameter

Specifies the LAN parameter values. After changing a LAN parameter value, the system must be restarted.

LAN Parameter Items

Item	Description
IP Version	Specifies whether to use IPv4 or IPv6 as the system IP version.
IP Address	Sets the IP address of the system.
Gateway	Sets the gateway address of the system.
Subnet Mask	Sets the subnet mask for the system.
MAC Address	System hardware address. This address cannot be changed.
Public IP Address	System public IP address.
DHCP Mode	Sets whether to use DHCP mode or not.
IP Type	If the IP addresses used in the private network are different from the IP addresses used in the public network, this parameter is used to assign a public IP address to a packet to be transmitted to a public network.
System Reset	Sets whether to restart the system.
Signal Type	Sets the signal type to be used in communications.
Slave IP Address	Sets the IP address of the slave system.

Requirements

After a parameter value is modified, the MCP board must be reset to apply the changes.

Viewing and Changing the LAN Parameter Values

1. Select [2. Configuration] → [2.1 System Configuration] → [2.1.2 Lan Parameter] from the Tree Viewer.
2. View the current LAN parameter values.
3. Change the LAN parameter values.
4. Save the changes.

SystemTime

Sets the information related to the system time.

System Time Items

Item	Description
Current Time	Changes the date and time of the system.
Daylight Saving Time	<p>Sets daylight saving periods.</p> <p>Up to 10 daylight saving periods can be entered.</p> <p>For example, if the system date reaches the start date of a daylight saving period entered, when the system time reaches 2:00 a.m. it will advance to 3:00 a.m. automatically.</p> <p>Also, if the system date reaches the end date of the daylight saving period entered, when the system time reaches 3:00 a.m. it will go back to 2:00 a.m. automatically.</p>

Viewing and Changing the System Time Values

1. Select [2. Configuration] → [2.1 System Configuration] → [2.1.3 System Time] from the Tree Viewer.
2. View the current System Time values.
3. Change the System Time values.
4. Save the changes.

License Key

Displays the current approval status for the Soft phone, SIP phone and OfficeServ News, which have a restriction on the number of copies that can be used, depending on their license keys. The approval status for these functions can only be viewed, they cannot be modified.

License Key Items

Item	Description
PBX License (OLD)	This is for backwards compatible with earlier version than V4.30. If having license in previous version, the license should be inserted in this parameter.
PBX License Status	This is for backwards compatible with earlier version than V4.30. If inserted license is valid, license details are shown.
PBX License Stack	This is for backwards compatible with earlier version than V4.30. Designate the SIP Stack within the number allowed in the license.
SIP License	Insert license for sip stack.
SIP License Status	If inserted license is valid, license details are shown. Display assigned information of sip stack for SIP Trunk, SIP Station including 3rd party, SIP application (e.g., IP-UMS/IVR)
Resource License	Insert the license for MGI, VMS. This parameter is shown in only OfficeServ 7100.
Resource License Status	If inserted license is valid, license details are shown.
Service License	Insert license for H323, Soft phone, MGS (MOBEX), IP Phone, WIFI Phone, Call Manager, SPNET used and CNF24.
Service License Status	If inserted license is valid, license details are shown.
Temporary License	This can have 3 values. - DISABLE - URGENT ENABLE: If a license key with an old MAC address is entered, even if the MAC addresses differ, the old license shall be able to be used for two weeks. If a normal license is entered while an urgent license is being operated, it shall be disabled automatically. The urgent license shall be used just one time on the same H/W.

(Continued)

Item	Description
Temporary License	<p>- TUTORIAL ENABLE: A license function for tutorial shall be added. It shall be operated only when there is no normal license key.</p> <p>But if normal license is inserted, tutorial license is changed to disable and the normal license is used automatically.</p> <p>After being enabled, it can be used for 2 weeks. When the tutorial license is enabled, the available resources shall be available as follows.</p> <p>2 VM channels 2 MGI channels 2 MOBEX Executive users 2 Soft phones 2 H.323 trunks 2 SIP trunks 2 Samsung SIP phones 2 3rd-Party SIP phones 2 Samsung SIP applications</p>

Viewing the License Key

1. Select **[2. Configuration] → [2.1 System Configuration] → [2.1.4 License Key]** from the Tree Viewer.
2. Check the current license key.

System Options

Sets other system options.

System Option Items

Item	Description
Hotel State	Sets whether to use the hotel function.
Technician Password	Changes the password to enter when programming the Technician System. The password consists of four (4) digits from 0 to 9.
Country Code	Sets the country code for the city where the system is installed. The country code and area code are required when using the CTI function.

(Continued)

Item	Description
Area Code	Sets the area code for the city where the system is installed. The country code and area code are needed when using the CTI function.
Carrier Code	[718] CARRIER
Daily Save DB	Saves the system database (SYSDB) to a smart media card/MMC card, or copies the database (MCDB) saved on a smart media card/MMC card to the system database. The system database can be saved to a smart media card/MMC card automatically or manually during operation. Each day, at the Daily Save Time, the database is automatically saved to a smart media card/MMC card, unless the time is set to '00:00', in which case it is not saved automatically. The database from a smart media card/MMC card can only be copied to the system manually while the system is operating. After copying, the system should be restarted, after which the system will operate with the copied database.
Alarm Overflow	Sets the processing method when all alarm buffers are filled. - Over Written: Overwrites, starting with the oldest alarm entry. - Stop Recording: No longer records alarm entries.
System Speed Max	Sets the number of common system speed dials to the maximum of 500 or 950.
System Speed Block	Assigns the common speed dial blocks. Up to 50 common speed dial blocks can be set.
Idle when enblock	When a large-scaled LCD phone is in Enblock mode and a number to send to is being entered on the keypad (before pressing the [Send] button), this option sets whether the system processes this period as Busy or Idle.
LCD2 Enblock	Sets whether to set the dial mode of a two (2) line LCD phone with a navigation button to Enblock mode.
Simultaneous Zone External Page	Sets whether an announcement is available or not from two (2) external announcement areas at the same time.
Use Loud Bell For Page (Cabinet 1)	Sets whether to use the LB port of the MISC card in Cabinet1 as the ROP port.
Use Loud Bell For Page (Cabinet 2)	Sets whether to use the LB port of the MISC card in Cabinet2 as the ROP port.

(Continued)

Item	Description
Use Loud Bell For Page (Cabinet 3)	Sets whether to use the LB port of the MISC card in Cabinet3 as the ROP port.
Loop Trunk Tone Disconnect	Checks and disconnects after receiving a busy tone from the loop trunk.
SLI2 PRS Service	When a station connected to the SLI2 card sends an external number, this option sets whether to send the Polarity Reverse Signal (PRS) to the port when the opposite party's answer is recognized.
External BGM/MOH	The BGM or MOH sound source can be either an internal sound source or an external sound source. This option sets which of them is used.

Viewing and Changing the System Options

1. Select **[2. Configuration] → [2.1 System Configuration] → [2.1.5 System Options]** from the Tree Viewer.
2. View the System Option values currently set.
3. Change the System Option values.
4. Save the changes.

SVMi Options

Sets the information related to the voice mailbox card.

SVMi Option Items

Item		Description
VMS Day/Night	Ring Plan 1	Sets the ring conversion mode between the system and the voice mailbox.
	Ring Plan 2	
	Ring Plan 3	
	Ring Plan 4	
	Ring Plan 5	
	Ring Plan 6	
Warning Destination		Sets the station or station group to ring in the event of a voice mailbox card alarm.
Alarm Threshold		Sets the conditions for the voice mailbox card alarm.
Halt Status		Sets whether to stop the voice mailbox card in operation.

Viewing and Changing the SVMi Options

1. Select **[2. Configuration] → [2.1 System Configuration] → [2.1.6 SVMi Options]** from the Tree Viewer.
2. View the Feature Option values currently set.
3. Change the Feature Option values.
4. Save the changes.

Connect User Profile

Sets the User Profile about Admin and User.

Gateway Information Items

Item	Description
Admin	Sets the Admin Password.
User	Sets the User ID, Password and Level

Viewing and Changing the Connect User Profile

1. Select [2. Configuration] → [2.1 System Configuration] → [2.1.7 Connect Uesr Profile] from the Tree Viewer.
2. View the Connect Uesr Profile.
3. Change the Connect Uesr Profile.
4. Save the changes.

Cabinet Configuration

Cabinet Information

This window displays the status of the daughter boards for a card installed in the system. This information can be viewed only. Using this window, you can easily view the information for the daughter cards mounted in a card without removing it.

Cabinet Information

Displays the information for the cabinet.

Cabinet Information Items

Item	Description
LP Version	Displays the software version installed in the LP card.
Fan Status	Displays the power status of the fan located inside the cabinet.
Option Board1	Displays the daughter cards installed in option slot 1 of the LP40 card of the cabinet.
Option Board2	Displays the daughter cards installed in option slot 2 of the LP40 card of the cabinet.
Option Board3	Displays the daughter cards installed in option slot 3 of the LP40 card of the cabinet.
Board EPLD Version	Displays the cabinet's motherboard EPLD version.
Board PCB Version	Displays the cabinet's motherboard PCB version.
Card EPLD Version	Displays the LP card EPLD version in the cabinet.
Card PCB Version	Displays the LP card PCB version in the cabinet.

Slot Information

When installing a new card in the slot, if this new card is of a different type from the existing card, this option sets the information related to this new card.

Slot Information Items

Item	Description
Previous Card	Information for the previously installed card.
Previous Service 1	Service type of the previously installed card.
Previous Service 2	
Previous Service 3	
Current Card	Information for the new card.
Current Service 1	Service type of the new card.
Current Service 2	
Current Service 3	
Card Version	Version of the new card.
Max Channel 1	Maximum number of channels on the new card.
Max Channel 2	
Max Channel 3	
Dip Switch	Dip switch information for the new card.
Option Board	Option board information for the new card.
ELPD Version	ELPD version information for new card.
PCB Version	PCB version information for new card.

Viewing the Cabinet Information

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.0 Cabinet Info from the Tree Viewer.
2. View the Cabinet information.

LCP Card

Specifies the mode of each DSP in the CRM board and specifies a relay service for each MISC port.

D-Board

The CRM board has two (2) DSPs. Each DSP can operate in DTMFR, R2MFC or CID modes. This D-Board tab is used to specify the modes for these two DSPs. If the CRM board is not installed, 'NO CRM' is displayed. If installed, the version of the Erasable Programming Logic Device (EPLD), which is the hardware installed in the system, is displayed. This version cannot be modified.



Since the CRM board can only be used in the OfficeServ 7400 Gateway, this tab is not displayed for other gateways.

Requirements for the D-Board

The CRM board must be installed in the LP40 card.

MISC

Specifies a relay service for each MISC port. External Page, Common bell, Loud bell, or NOT USED can be selected as the relay service.



This setting is only available in the OfficeServ 7100 Gateway. In the OfficeServ 7200/7400 Gateway, all MISCs relay ports are fixed to PAGE.

The ring can be set to continuous (0. CONTINUOUS) or interrupted (1. INTERRUPTED) for the ordinary bell. For each auxiliary ring, the station that rings it can be set.

An auxiliary ring and a station must be specified as a pair. When a station rings, the auxiliary ring with which it forms a pair also rings, simultaneously.

Viewing the LCP Card

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.1 LCP Card from the Tree Viewer.
2. View the LCP Card.

MGI Card

Allows MGI card parameters to be set and a specific MGI port to be assigned as a dedicated port to a port that needs to call via the MGI.

MGI Card Items

MGI Parameter	Description
IP Version	Sets whether the MGI IP version is IPv4 or IPv6.
IP Type	If the IP address used by the MGI board in the private network is different from the IP address used in the public network, this parameter is used to assign a public IP address to a packet to be transmitted to a public network.
IP Address	IP address of the MGI card
Subnet Mask	Subnet mask of the MGI card
Gateway	Default gateway address of the MGI card
Public IP Address	Public IP address of the MGI card
Public Port	Public port No. of the MGI card start channel. Two (2) ports are sequentially assigned to each one of the channels.
MAC Address	Displays the MAC address of the MGI card. (Available for MGI64/MGI16 cards only)

Viewing and Changing the MGI Card

1. Select 2.Configuration → 2.2 Cabinet Configuration → 2.2.2 MGI Cards from the Tree Viewer.
2. View and change the MGI Card values.
3. Save the changes.

SVMi Card

Sets a message on the voice mailbox card as the hold sound source, and also sets each port on the voice mailbox as a receive only or send only port.

If a voice mailbox card port is set as the hold sound source, it does not operate as a normal voice mailbox port. You can also set an IP-UMS port as the hold sound source.

If an IP-UMS port is set as the hold sound source, a system MGI will also always be assigned as a hold sound source. If no MGI is available in the system, the hold sound source cannot be specified. An IP-UMS port set as the hold sound source does not operate as a normal voice mailbox port. The method used to set the hold sound source message number is also used to specify the voice mailbox card. (5000 to 5099)

SVMi Card Items

Item	Description
VMMOH Message	Specifies the message number to be used as the hold sound source for the voice mailbox port.
VM In/Out	Sets the voice mailbox port to receive or send.

Viewing and Changing the Hold Sound Source of the Voice Mail Box, and Using a Port for Receiving or Sending

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.3 SVMi Card from the Tree Viewer.
2. Select a gateway and cabinet number.
3. View the SVMi hold sound source and whether the port is to be used for receiving or sending.
4. Change the SVMi hold sound source and whether the port is to be used for receiving or sending.
5. Save the changes.

WLI Card

Sets various parameters related to interoperation of the WLI board.
Depending on the parameters, when they are changed the WBS24 wireless station will operate automatically, reflecting the changes.

Parameter

Parameter	Description
IP Address	Sets the IP address of the WLI card
Gateway	Sets the gateway address of the WLI card.
Subnet Mask	Sets the net mask of the WLI card.
Status	Displays the status of the WLI card.
WBS Status	Displays the Alive operation status of the WBS24 installed on the system.

Viewing and Changing the Wireless Parameter Values

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.4 WLI Card from the Tree Viewer.
2. View the wireless parameter values.
3. Change the wireless parameter values.
4. Save the changes.

DLI Card

Displays the information for the Port, Port Common Data, CLI Send Number, DLI Data, Station Data, Station On/Off Data, Customer On/Off Data, Preset Forward and Hot Line of a DLI board. Use the **[Prev]** and **[Next]** buttons to move to any item.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the DLI Card Configuration

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.5 DLI Card from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the DLI card information.
(Use the Next or Prev button to move to an item.)
4. Change the DLI card information.
5. Save the changes.

SLI Card

Displays the information for the Port, Port Common Data, CLI Send Number, SLI Data, Station Data, Station On/Off Data, Customer On/Off Data, Preset Forward and Hot Line of an SLI board.

Use the **[Prev]** and **[Next]** buttons to move to any item.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the SLI Card Configuration

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.6 SLI Card from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the SLI card information.
(Use the Next or Prev button to move to an item.)
4. Change the SLI card information.
5. Save the changes.

Analog Trunk Card

Displays the information for the Port, Port Common Data, CLI Send Number, Loop Trunk, Trunk Data, Trunk On/Off and Trunk Timer of the Analog Trunk cards.

Use the **[Prev]** and **[Next]** buttons to move to any item.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the Analog Trunk Card Configuration

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.7 Analog Trunk Card from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the Analog Trunk card information.
(Use the Next or Prev button to move to an item.)
4. Change the Analog Trunk card information.
5. Save the changes.

Universal Trunk Card

Displays the Universal Trunk card information.

Viewing and Changing the Universal Trunk Card Configuration

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.10 Universal Trunk Card from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the Universal Trunk card information.
4. Change the Universal Trunk card information.
5. Save the changes.

PRI Card

Displays the information for the Port, Port Common Data, CLI Send Number, PRI Trunk Data, Trunk Data and Trunk On/Off of the PRI boards.

Use the **[Prev]** and **[Next]** buttons to move to any item.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the PRI Card Configuration

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.10 PRI Card from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the PRI card information.
(Use the Next or Prev button to move to an item.)
4. Change the PRI card information.
5. Save the changes.

T1 Card

Displays the information for the Port, Port Common Data, CLI Send Number, T1 Trunk Data, Trunk Data, Trunk On/Off, Trunk Timer and Digits Translation of the T1 boards.

Use the **[Prev]** and **[Next]** buttons to move to any item.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the T1 Card Configuration

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.11 T1 Card from the Tree Viewer.
2. Select the Cabinet/Slot.

3. View the T1 card information.
(Use the **[Next]** or **[Prev]** button to move to an item.)
4. Change the T1 card information.
6. Save the changes.

OAS Card

Provides configuration of the OAS card (s) in the system.

Deleted:

Viewing and Changing the OAS Card Configuration

1. Select[2. Configuration] → [2.2 Cabinet Configuration] → [2.2.14 OAS Card] from the Tree Viewer.
2. View the OAS Card information.
3. Change the OAS Card information.
4. Save the changes.

MPS Card

Provides network configuration of the MPS card (s) in the system.

Slot Information

Sets the MPS card parameters.

Slot Information Items (MPS Parameters)

MGI Parameter	Description
IP Version	Specifies MPS IP version. (Ipv4/Ipv6)
IP Address	Specifies the IP address for the MPS card.
Subnet Mask	Specifies the IP subnet mask. This parameter is used by the system to calculate the range of IP devices (subnet) that are within 'direct reach' of the MPS. (without having to go through the designated network IP gateway)
Gateway	Specifies the designated IP gateway address used for contacting IP devices beyond the local subnet.

IP Type	Specifies if the system will be routing data over a public or private network.
Local RTP Port (Start)	Specifies local rtp port. The default value is 30000 and the value range is between 10000 and 60000.
Public IP Address 1	Public IP Address is only used for VoIP signaling protocols in a NAT network. NAT system binds IP Address with Public IP and processes a voice stream.
Public RTP Port 1	Public RTP Port which NAT system binds a private RTP port
Public IP Address 2	Public IP Address is only used for VoIP signaling protocols in a NAT network. NAT system binds IP Address with Public IP and processes a voice stream.
Public RTP Port 2	Public RTP Port which NAT system binds a private RTP port

(Continued)

MGI Parameter	Description
Public IP Address 3	Public IP Address is only used for VoIP signaling protocols in a NAT network. NAT system binds IP Address with Public IP and processes a voice stream.
Public RTP Port 3	Public RTP Port which NAT system binds a private RTP port

Viewing and Changing the Slot Information

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.15 MPS Card.
2. Select a gateway and cabinet number.
3. Select the Slot Information tab.
4. View and change the MGI parameter values.
5. Save the changes.

CNF 24 Card

Provides network configuration of the CNF24 card (s) in the system.

Slot Information

Sets the CNF 24 card parameters.

Slot Information Items (CNF 24 Parameters)

MGI Parameter	Description
IP Version	Specifies CNF24 IP version. (Ipv4/Ipv6)
IP Address	Specifies the IP address for the CNF24 card.
Subnet Mask	Specifies the IP subnet mask. This parameter is used by the system to calculate the range of IP devices (subnet) that are within 'direct reach' of the CNF24. (without having to go through the designated network IP gateway)
Gateway	Specifies the designated IP gateway address used for contacting IP devices beyond the local subnet.

(Continued)

MGI Parameter	Description
IP Type	Specifies if the system will be routing data over a public or private network.
Local RTP Port (Start)	Specifies local rtp port. The default value is 30000 and the value range is between 10000 and 60000.
Public IP Address 1	Public IP Address is only used for VoIP signaling protocols in a NAT network. NAT system binds IP Address with Public IP and processes a voice stream.
Public RTP Port 1	Public RTP Port which NAT system binds a private RTP port
Public IP Address 2	Public IP Address is only used for VoIP signaling protocols in a NAT network. NAT system binds IP Address with Public IP and processes a voice stream.
Public RTP Port 2	Public RTP Port which NAT system binds a private RTP port
Public IP Address 3	Public IP Address is only used for VoIP signaling protocols in a NAT network. NAT system binds IP Address with Public IP and processes a voice stream.
Public RTP Port 3	Public RTP Port which NAT system binds a private RTP port
FTP Port	Specifies FTP Port for the CNF24 card.

Viewing and Changing the Slot Information

1. Select 2. Configuration → 2.2 Cabinet Configuration → 2.2.16 CNF 24 Card.
2. Select a gateway and cabinet number.
3. Select the Slot Information tab.
4. View and change the MGI parameter values.
5. Save the changes.

Virtual Cabinet

Virtual Cabinet Information

Views the card type of the virtual cabinet.

Viewing the Virtual Cabinet Information

1. Select 2. Configuration → 2.3 Virtual Cabinet → 2.3.0 Virtual Cabinet Information from the Tree Viewer.
2. View the current virtual cabinet information.

Virtual DGP

Displays the information for the Port, Port Common Data, CLI Send Number, DLI Data, Station Data, Station On/Off, Customer On/Off Data, Preset Forward and Hot Line of the virtual DGP.

Use the **[Prev]** and **[Next]** buttons to move from item to item.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the Virtual DGP Information

1. Select 2. Configuration → 2.3 Virtual Cabinet → 2.3.1 Virtual DGP from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the virtual DGP information.
(Use the **[Next]** or **[Prev]** button to move to an item.)
4. Change the virtual DGP information.
5. Save the changes.

Virtual SLT

Displays the information for the Port, Port Common Data, CLI Send Number, SLI Data, Station Data, Station On/Off, Customer On/Off Data, Preset Forward and Hot Line of the virtual SLT.

Use the **[Prev]** and **[Next]** buttons to move from item to item.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the Virtual SLT Information

1. Select 2. Configuration → 2.3 Virtual Cabinet → 2.3.2 Virtual SLT from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the virtual SLT information.
(Use the **[Next]** or **[Prev]** button to move to an item.)
4. Change the virtual SLT information.
5. Save the changes.

Desktop ITP

Displays the information for the Port, Port Common Data, CLI Send Number, ITP Information, DLI Data, Station Data, Station On/Off, Customer On/Off Data, Preset Forward and Hot Line of the Desktop ITP.

Use the **[Prev]** and **[Next]** buttons to move from item to item.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the Desktop ITP Information

1. Select 2. Configuration → 2.3 Virtual Cabinet → 2.3.3 Desktop ITP from the Tree Viewer.
2. Select the Cabinet/Slot.

3. View the Desktop ITP information.
(Use the **[Next]** or **[Prev]** button to move to an item.)
4. Change the Desktop ITP information.
5. Save the changes.

Mobile WIP

Displays the information for the Port, Port Common Data, CLI Send Number, WIP Phone Information, Station Data, Station On/Off, Customer On/Off Data and Preset Forward of the Mobile WIP.

Use the **[Prev]** and **[Next]** buttons to move from item to item.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the Mobile WIP Information

1. Select 2. Configuration → 2.3 Virtual Cabinet → 2.3.4 Mobile WIP from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the Mobile WIP information.
(Use the **[Next]** or **[Prev]** button to move to an item.)
4. Change the Mobile WIP information.
5. Save the changes.

Standard SIP Phone

Displays the standard SIP phone information. For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the Standard SIP Phone Information

1. Select 2. Configuration → 2.3 Virtual Cabinet → 2.3.5 Standard SIP Phone from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the standard SIP phone information.
4. Change the standard SIP phone information.
5. Save the changes.

IP-UMS

Displays the IP-UMS information.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the IP-UMS Information

1. Select 2. Configuration → 2.3 Virtual Cabinet → 2.3.6 IP-UMS from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the IP-UMS information.
4. Change the IP-UMS information.
5. Save the changes.

Virtual GCONF

Displays the port common data information for the virtual GCONF.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the Virtual GCONF Information

1. Select 2. Configuration → 2.3 Virtual Cabinet → 2.3.8 Virtual GCONF from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the virtual GCONF information.
4. Change the virtual GCONF information.
5. Save the changes.

VoIP Trunks

Displays the information for the Port, Port Common Data, CLI Send Number, Trunk Data and Trunk On/Off of the VoIP trunks.

Use the **[Prev]** and **[Next]** buttons to move from item to item.

For more information for each item, refer to its description elsewhere in this manual.

Viewing and Changing the VoIP Trunk Information

1. Select 2. Configuration → 2.3 Virtual Cabinet → 2.3.9 VoIP Trunks from the Tree Viewer.
2. Select the Cabinet/Slot.
3. View the VoIP trunk information.
(Use the **[Next]** or **[Prev]** button to move to an item.)
4. Change the VoIP trunk information.
5. Save the changes.

Port Configuration

Port Information

Displays the port information.

Port Information Items

Item	Description
Device	Displays the station type, trunk, and virtual station.
Tel No	Sets the dial number.

Viewing and Changing the Port Information

1. Select 2. Configuration → 2.4 Port Configuration → 2.4.1 Port Information from the Tree Viewer.
2. View the Port Information settings.
3. Change the Port Information settings.
4. Save the changes.

Port Common Data

Sets the common items for the station and trunk.

Items to be Specified

Item	Description
Station Name	Sets the name of the station or trunk
Made Busy	Sets the station and trunk to the Busy state.
MOH	Specifies the hold sound source to be heard when the station or trunk is on hold.
LCR Class	Sets the grade (1 to 8) of the optimal line selection function, used to restrict the range of trunk groups that can be selected in that function.

(Continued)

Item	Description
Call Priority	When all members of the station group called are busy and there are multiple calls on standby, this option specifies which of the standby will be connected first if a member of that station group becomes available. (1 to 9) Priority 1 is the highest priority.
Distinct Tone	Sets the distinct ring tone of the digital phone. (1 to 8)
Distinct Ring	Sets the ring period of a normal phone. (1 to 5)
SVMi Ring Back	Sets whether to use the ring-back service using the VMS message.
Collect Call	Sets whether to use the collect call function.

Viewing and Changing the Port Common Data

1. Select 2. Configuration → 2.4 Port Configuration → 2.4.2 Port Common Data from the Tree Viewer.
2. View the port common data.
3. Change the port common data.
4. Save the changes.

CLI Send Number

Sets the send number (caller number) to be sent by station/trunk when calling an ISDN trunk.

You can set four (4) send numbers by station/trunk. When sending through the R2MFC, the first send number is used and up to sixteen (16) digits can be entered in a send number.

Viewing and Changing the CLI Send Numbers

1. Select 2. Configuration → 2.4 Port Configuration → 2.4.3 CLI Send Number from the Tree Viewer.
2. View the CLI send numbers.
3. Change the CLI send numbers.
4. Save the changes.

Station Port Configuration

Station Data

Sets the call pickup group, branch group, display sender information option, ring-back service and individual speed dial block by station.

Items to be Specified

Item	Description
Pickup Group	Sets the call pickup group for the station. (1 to 99) When a call pickup group is set for a station, the calls received by other phones can be picked up by the station.
Branch Group	Sets the branch group for the station. (1 to 99) Each station has a branch group. Calls received by other phones in the same branch group can be picked up by the station just by lifting the phone's receiver.
CID/ANI Allow	Sets whether to allow sender information for the station to be displayed.
Ringback Message	Sets the ring-back service for the station. Enter the VMS message number to use for ring-back. (1 to 9999)
Speed Block	Assigns individual speed dial blocks. (0 to 5)

Viewing and Changing the Station Data

1. Select 2. Configuration → 2.5 Station Port → 2.5.1 Station Data from the Tree Viewer.
2. View the Pickup Group, Branch Group, CID/ANI Allow, Ringback Message and Speed Block settings for the stations.
3. Change the Pickup Group, Branch Group, CID/ANI Allow, Ringback Message and Speed Block settings for the stations.
4. Save the changes.

Station On_/Off Data

Sets the (On or Off) option for each function by station.

Items to be Specified

Item	Description
Off Hook Ring	Sets whether to use the Off Hook Ring function.
Access Dial	Sets whether to select a trunk or trunk group directly by dialing when using the optimal line selection function.
Next Group Tone	Sets whether to use a signal sound to notify selection of a trunk group for the next step when performing the optimal line selection function.
VMAA Forward	Sets whether to use call forwarding to voice mailbox/auto attendant.
Night Password	Sets ON, the steps verifying the ring plan passcode will be added in Ring Plan change.

Viewing and Changing Function On/Off Settings by Station

1. Select 2. Configuration → 2.5 Station Port → 2.5.2 Station On_/Off Data from the Tree Viewer.
2. View the Function On/Off settings by station.
3. Change the Function On/Off settings by station.
4. Save the changes.

Customer On_/Off

Sets the (On or Off) option for each function by station.

Items to be Specified

Item	Description
SMDR Print	Sets whether to print the call information.
Intercom SMDR	Sets whether to output the calls between stations to the SMDR.
Recall Operator	If there is no answer from the opposite party after a call transfer, this sets the option of whether to re-ring the attendant or station that forwarded the call.
HK Flash No Recall	For a normal phone, this option sets whether to recall if the receiver is hung up without any digit being dialed after performing the Hook Flash.
No Cost Print	Sets whether to print the SMDR in the Hotel function even if there is no call charge.

Viewing and Changing the Customer Function Settings

1. Select 2. Configuration → 2.5 Station Port → 2.5.3 Customer On_/Off Data from the Tree Viewer.
2. View the Customer function settings.
3. Change the Customer function settings.
4. Save the changes.

Preset Forward

Sets the Preset Forward settings.

Items to be Specified

Item	Description
Forward Port	Sets the station to which the call is forwarded when a station for which no answer forwarding is enabled does not answer the incoming call.
Forward Option	Sets whether to use no answer forwarding.

(Continued)

Item	Description
Forward Override	If call forwarding is enabled in the station that must ring when a call is received, this option sets whether to ignore its call forwarding setting and received the call if the station option of the calling station is set to On.
No Answer Forward Delay	For no answer forwarding, this option sets the period of time after which it is decided that a call has not answered. (0 to 250 sec)
External Forward Delay	Sets the period of time for which the station enabling the forwarding rings before the call is forwarded. (1 to 250 sec)
CC Ring Delay	If the called station does not answer within the set time, the station with the CC button corresponding to the station called is also called. However, this service is not provided for group incoming calls. (0 to 250 sec)

Viewing and Changing the Preset Forward Settings

1. Select 2. Configuration → 2.5 Station Port → 2.5.4 Preset Forward from the Tree Viewer.
2. View the Preset Forward settings.
3. Change the Preset Forward settings.
4. Save the changes.

Hot Line

Sets the hot line and the related parameters.

Items to be Specified

Item	Description
Hot T/S #	Enter the station number to be set as the hot line.
Hot Outgoing Digit	Enter the off hook trunk selection dial.
Off Hook Delay	Enter the delay period to wait before sending when the hot line is set. (0 to 250 sec)
Trunk Pair	Enter the trunk number to connect to the hot line trunk.

Viewing and Changing the Hot Line Settings

1. Select 2. Configuration → 2.5 Station Port → 2.5.5 Hot Line from the Tree Viewer.
2. View the hot line settings.
3. Change the hot line settings.
4. Save the changes.

DLI Data

Sets the CID Block, Log Block, Text Message, Group Message, BGM, Micro Phone, Ring Back Station Name and Group Listen by Speaker items for each station.

Items to be Specified

Item	Description
CID Block	Assigns the entries to save a caller ID to each station. Since the number of entries that are not assigned is displayed, they can be added or removed for each station. Up to 50 entries can be assigned, in units of 10.
Log Block	Assigns the buffer to save the dialing information for outgoing calls. Up to 50 log blocks can be assigned to a digital phone that has LCD.
Text Message	Specifies the stations that can use urgent text messages. Up to 100 stations can be enabled to use urgent text messages.
Group Conference	Specifies the stations that can use the temporary conference function. Up to 100 stations can be enabled to use the temporary conference function.
BGM	Specifies the Background Music Source (BGM) by station. As system sound sources, one (1) internal sound source and two (2) external sound sources are supported by the MIS card .
Micro Phone	Sets whether to use the microphone.
Ring Back Station Name	Sets whether to display the opposite station name instead of the 'calling' message in the ring back state, when sending a station call.
Group Listen by Speaker	Sets whether to operate the Group Listen function with the Speaker button.

Requirements

When specifying an external sound source for the background music source, you must connect the terminal box port to the external sound source of the MIS card.

If the BGM item is set to 'None' or a sound source is not connected to the external sound source specified as the background music source, even if the background music function is enabled, it will not be heard.

Viewing and Changing the DLI Data

1. Select 2. Configuration → 2.5 Station Port → 2.5.6 DLI Data from the Tree Viewer.
2. View the DLI settings.
3. Change the DLI settings.
4. Save the changes.

SLI Data

Sets the functions related to the ports of the normal phone.

Items to be Specified

Item	Description
CID Phone	Sets whether to send CID information to a normal phone when an RCM2 board is installed.
Loop Open	Sets whether or not to supply power to a normal phone for a certain time if it has been used and has switched to standby mode.
ISDN Service	Specifies the ISDN service type.
Ring Type	Specifies the ring type for a normal phone port.
VMAA Port	Specifies whether to use a normal phone port as the port for a voice mailbox or auto attendant port (VMAA), or normal phone (Normal). A voice mailbox or auto attendant equipment can be connected to a normal phone port. In this case, you must specify the type of terminal connected in order to use the service.

(Continued)

Item	Description
DRMF Duration (100 ms)	Sets the period of time for which the DTMF tone continues. (100 to 9900 ms)
First Digit Delay (100 ms)	Sets the period of time during which the first digit is sent after selecting the voice mailbox/auto attendant, etc. (100 to 9900 ms)

ISDN Service Type

ISDN Service Type	Description
Voice	Performs the service using a normal phone.
Fax 3	Performs the service using a phone to which a G3 Fax is connected.
Audio 3.1	Performs the service using a 3.1 kHz voice phone.
Modem	Performs the service using a data communication phone to which a modem is connected.

Ring Types for Normal Phones

Ring Type	Setting
ICM Ring	Normal station ring of 0.4 sec ringing/0.2 sec off/2 sec ringing/3 sec off.
CO Ring	Normal trunk ring of 1 sec ringing/2 sec off
Data Ring	This is the same as the normal trunk ring of 1 sec ringing/2 sec off, but does not have the off hook tone.

Viewing and Changing the SLI Data

1. Select 2. Configuration → 2.5 Station Port → 2.5.7 SLI Data from the Tree Viewer.
2. View the SLI settings.
3. Change the SLI settings.
4. Save the changes.

Soft IVR

Sets whether to use the Soft IVR that OfficeServ SCM Call Server provide basically.

Items to be Specified

Item	Description
Conference	Sets whether to use Soft-IVR conference. It uses not conference chip of Gateway but conference function of Soft-IVR. It provides 3-way 8 group and supports G.711A codec.
Station MOH	Sets whether to use Soft-IVR station MOH. It uses not melody chip of Gateway but MOH file of Soft-IVR. It doesn't provide for BGM.
Announcement	Sets whether to use Soft-IVR Announcement. It provides not tone/page but announcement of Soft-IVR about several error case while using phone.

Viewing and Changing the Soft IVR

1. Select 2. Configuration → 2.5 Station Port → 2.5.8 Soft IVR from the Tree Viewer.
2. View the Soft IVR settings.
3. Change the Soft IVR settings.
4. Save the changes.

Trunk Port Configuration

Trunk Data

Sets the trunk CO number, trunk dial type, night group by trunk and trunk time parameters.

Items to be Specified

Item	Description
CO Number	Enter the Central Office (CO) trunk number.
Dial Type	Specifies the trunk dial type.
Night Group	Specifies the night group for each trunk. (0 to 9) Only trunks that belong to a night group operate in Ring Time plan Override (RTO) mode. They operate in that mode until it is changed to ring mode, when the night group mode is released.
DTMF Duration	Sets the period of time for which the DTMF tone continues. Set a value in units of 100 ms. (100 to 9900 ms)
First Digit Delay	Sets the period of time during which the first digit is sent after selecting the trunk. Enter a value in units of 100 ms. (100 to 9900 ms)
Pause Time	Specifies the waiting time to allow the opposite party time to prepare.

Trunk Dial Types

Dial Type	Description
DTMF	Multi-Frequency type
PULSE	Dial pulse type
R2MFC	R2MFC type

Viewing and Changing the Trunk Data

1. Select 2. Configuration → 2.6 Trunk Port → 2.6.1 Trunk Data from the Tree Viewer.
2. View the trunk settings.
3. Change the trunk CO number, trunk dial type, night group by trunk and trunk time parameter values.
4. Save the changes.

Trunk On On/Off

Sets the trunk type and whether to use specific functions for each trunk.

Items to be Specified

Item	Description
CO/PBX Line	Sets the trunk type for each trunk, i.e., whether it is a normal trunk or a PBX station. Co Line: Normal trunk PBX Line: PBX station
Abandon Call	If an incoming call is not connected because the caller replaced the receiver when the call was not answered, this field sets whether to save the information for this call.
1A2 Emulate	Sets whether to use the truck call interrupting function.
Incoming DND	Sets whether to use the truck Do Not Disturb (DND) function.
Trunk Forward	Sets whether to use the truck call forwarding function.
E-Forward CLI	When performing external trunk forwarding, this field sets whether to use the station caller ID.
Repeat CLI	When performing external trunk forwarding, this field sets whether to use the CID of the called trunk or the CID of the trunk used for the forwarding as the CID information.
Tandem CLI	For a trunk tandem call, this field sets whether to put '0' in front of the received caller ID.
Coloring As	To use coloring instead of the ring back tone, a call path must be connected for an incoming trunk. If it is not connected, the field sets whether to have the coloring heard by sending an ANSBACK message.

Viewing and Changing Function On/Off Settings by Trunk

1. Select 2. Configuration → 2.6 Trunk Port → 2.6.2 Trunk On On/Off from the Tree Viewer.
2. View the Function On/Off settings by trunk.
3. Change the Function On/Off settings by trunk.
4. Save the changes.

Trunk Timer

Changes the time parameters to be set and used for each trunk.

Trunk Time Parameters

Trunk Time Parameter (display unit)	Description
Answer Back (100 ms)	Sets the Answer Back detection time. (0 to 2500 ms)
Clear Wait (100 ms)	Sets the delay time for hook-on when re-calling a trunk. (100 to 9900 ms)
Co SuperVision Timer (10 ms)	Sets the interval for trunk checking during a call. (10 to 2500 ms)
Flash Time (10 ms)	Sets the trunk flash time. (20 to 2500 ms)
No Ring Wait (sec)	Sets the maximum time before recognizing that the call has disconnected because there is no trunk ring signal. (1 to 25 sec)
PRS Detect (10 ms)	Sets the duration of PRS signal pulse. If the PRS signal is reversed when opposite party is answered and maintain the status before the opposite party disconnect the call, the PRS Detect must be set to 0. (0 to 2500 ms)
Ring Detect (10 ms)	Sets the trunk ringing detection time. (10 to 2500 ms)
Wink Start (10 ms)	Sets the time to keep up the WINK signal on an E & M trunk. (100 to 300 ms)
MF/DP Interval (100 ms)	Sets the interval between digits in pulse dialing. (100 to 9900 ms)

Requirements

- If the opposite party's trunk exchange is S1240, the Co SuperVision Timer must be set to 300ms and the Ring Detect to 50 sec.
- If the opposite party's trunk exchange is TDX-10, the Ring Detect must be set to 50 sec.

Viewing and Changing the Trunk Time Parameter Values

1. Select 2. Configuration → 2.6 Trunk Port → 2.6.3 Trunk Timer from the Tree Viewer.
2. View the trunk time parameter values.
3. Change the trunk time parameter values.
4. Save the changes.

Digits Translation

Sets the functions related to a leased line or DID trunk.

Items to be Specified

Item	Description
ENM Translate	When a call is received by a leased line or Direct Inward Dialing (DID) trunk, this field specifies the receiving type.
Receive Digit	If the receiving type is selected as 'Follow Trunk Ring', this field sets the count for the received digits where the receiving service is to be performed.
Insert Digit	Sets the digit to insert into the received number when it is received from a leased line or DID trunk or when providing the TANDEM (trunk-trunk, trunk-leased line, leased line network trunk) service.

ENM Translate Receiving Type

Receiving Type	Description
Follow Incoming Digit	When receiving a call, it is received by the station (group) with the same number as the received number.
Follow DID Translation	The call is received based on the '3.2.3 DID Ringing' settings.
Follow Trunk Ring	The call is received based on the '3.2.1 Trunk Ringing' settings. In this event, set in the Receive Digit field the number of received digits at which the receiving service is to be performed.

Requirements

For the R2MFC trunk, only the Follow Incoming Digit and Follow DID Translation receiving types are supported.

Viewing and Changing the Digits Translation Settings

1. Select 2. Configuration → 2.6 Trunk Port → 2.6.4 Digits Translation from the Tree Viewer.
2. View the settings related to the use of a leased line or DID trunk.
3. Change the settings related to the use of a leased line or DID trunk.
4. Save the changes.

Loop Trunk Data

Sets whether to provide caller ID for an analog trunk, whether to use Tone Check, and the Connect Delay time parameter value.

Items to be Specified

Item	Description
CID Trunk	Sets whether the analog trunk provides caller ID or not.
Tone Check	For an analog trunk, this field sets whether to use the function to check the BUSY tone and cut the trunk if detected. (This is applied only when the Loop Trunk Tone Disconnect in '2.1.5 System Options' is enabled.)
Connect Delay (100 ms)	When sending a call using an analog trunk, this field sets the waiting time until the call path is connected. (0 to 2500 ms)

Requirements

- The caller ID for the trunk must be provided by the phone service vendor.
- Before setting the caller ID display options, check whether the RCM option card or the RCM2 option card is installed.

Viewing and Changing the Loop Trunk Data

1. Select 2. Configuration → 2.6 Trunk Port → 2.6.5 Loop Trunk Data from the Tree Viewer.
2. View the loop trunk data.
3. Change the loop trunk data.
4. Save the changes.

Universal Trunk Data

Sets the hybrid trunk type and the leased line/DID trunk signaling type.

Items to be Specified

Item	Description
Hybrid Trunk Mode	Sets the E & M, DID, and R/D service type for each trunk of the Hybrid Trunk card.
Trunk Signal	Sets the signal type for each E & M trunk.

Requirements

The Analog E & M/DID Trunk card must be installed. If there is no E & M trunk, 'No Data' will be displayed.

Settings

Item	Setting
Hybrid Trunk Mode	E & M
Trunk Signal	Immediate Start

Viewing and Changing the Universal Trunk Data

1. Select 2. Configuration → 2.6 Trunk Port → 2.6.6 Universal Trunk Data from the Tree Viewer.
2. View the universal trunk data.
3. Change the universal trunk data.
4. Save the changes.

BRI Trunk Data

Sets the options for each Q-Signaling BRI trunk and BRI trunk used for networking.

Requirements

- Check the following items before setting the BRI. For the TEPRI board, set the number 2 jumper on the TEPRI board to BRI mode. For the TEPRI2 board, set the number 2 jumper of the module that corresponds to the port to be used in the two (2) TEPRI2 board jumper modules to BRI mode.
- After these are set, reset as in '6.3.1 Pre-Install/Reset' for the settings to be validated.

Viewing and Changing the PRI Trunk Data

1. Select 2. Configuration → 2.6 Trunk Port → 2.6.7 BRI Trunk Data from the Tree Viewer.
2. View the BRI trunk data.
3. Change the BRI trunk data.
4. Save the changes.

PRI Trunk Data

Sets the options for each Q-Signaling PRI trunk and PRI trunk used for networking.

Items to be Specified

Item	Description
Q-Sig Trunk	Specifies the Q-Signaling PRI trunks to use for networking. The data should be set in TEPRI card units.
CLIP Table	Sets the number of the Calling Line Identification Presentation (CLIP) table in '2.4.3 CLI Send Number' to use when sending a call.
Channel Select	Sets the channel to use when sending a call.
Use Channel	Sets the number of available channels.

(Continued)

Item		Description	
Auto Time Update		Sets whether to update the system time automatically for ISDN calls. When an exact time value is transmitted from an ISDN trunk, the system time is updated if this option is On.	
Channel	Any Channel	When set to Yes, an available channel is selected from the card terminal regardless of the PRI the subscriber selected, and the call is sent through the selected channel. When set to No, the call is sent through the channel that the subscriber selected.	
	Incoming Mode	Normal	Connects a received call to the designated representative number.
		DDI	Connects a received call directly to the receiving number.

Requirements

- Check the following items before setting the PRI. For the TEPRI board, set the number 2 jumper on the TEPRI board to PRI mode. For the TEPRI2 board, set the number 2 jumper of the module that corresponds to the port to be used in the two (2) TEPRI2 board jumper modules to PRI mode.
- After these are set, reset as in '6.3.1 Pre-Install/Reset' for the settings to be validated.

Viewing and Changing the PRI Trunk Data

1. Select 2. Configuration → 2.6 Trunk Port → 2.6.8 Pri Trunk Data from the Tree Viewer.
2. View the PRI trunk data.
3. Change the PRI trunk data.
4. Save the changes.

T1 Trunk Data

Sets the service type and signal type for each E1 trunk, whether to create and detect the CRC4 when serving the E1 or PRI, and whether the analog trunk provides the caller ID.

Items to be Specified

Item		Description
CRC6 On/Off		When serving the E1 or PR, this field sets whether to create and detect the Cycle Redundancy Check (CRC4).
Coding Mode		Sets the T1 coding mode.
Signal Mode		Sets the T1 signal mode.
ANI Trunk		Sets whether the analog trunk provides caller ID or not.
Channel	T1 Line	Sets the E1 trunk service mode.
	T1 Signal	Sets the signal type to be used when the E1 trunk is used as DID or E & M.

Requirements

- The CRC6 On/Off setting can be used in a network where the CRC4 frame service is available.
- An ANI trunk can only be specified if the phone service vendor provides its caller ID.
- To use the E1 trunk, the TEPRI board or TEPRI2 board must be installed in the system. For the TEPRI board, set the number 1 jumper on the TEPRI board to E1 mode and the number 2 jumper to E1/T1 mode. For the TEPRI2 board, set the number 1 jumper of the module that corresponds to the port you want to use in the two (2) TEPRI2 board jumper modules to E1 mode, and the number 2 jumper to E1/T1 mode. Otherwise, 'No Data' will be displayed.

Viewing and Changing the T1 Trunk Data

1. Select 2. Configuration → 2.6 Trunk Port → 2.6.9 T1 Trunk Data from the Tree Viewer.
2. View the T1 trunk data.

3. Change the T1 trunk data.

4. Save the changes.

Virtual Port Configuration

ITP Information

Sets various parameters of the IP phone.

Parameter

Parameter	Description
User ID	Enter the ID to be used to identify the user when registering the phone.
Password	Enter the password to be used to identify the user when registering the phone.
DSP Type	Sets the DSP type to use when calling with the IP phone.
Time Zone	For a IP phone at a remote location, if the time displayed on the phone is to be different from the time on the system connected, this field sets the appropriate time difference.
Remote MGI	When calling between remote IP phones in the same private zone, this field sets whether to use MGI.
Signal Type	Selects the signaling method (UDP/TCP) for an IP phone.
Video CODEC	Sets the video standard compression type for an IP video phone.
Video Size	Sets the video input and output format of and IP video phone codec.
IP Zone Type	Sets the IP address type.
QOS Enable	Sets whether to use QoS.
IP Phone SRTP	Sets whether to use the SRTP protocol.

Viewing and Changing the IP Phone Information

1. Select 2. Configuration → 2.7 Virtual Port Configuration → 2.7.1 ITP Information from the Tree Viewer.
2. View the IP phone information.
3. Change the IP phone information.
4. Save the changes.

SIP Phone Information

Displays the information for the registered standard SIP terminals.

Parameter

Parameter	Description
User ID	User ID for the terminal
Password	User password for the terminal
Hold Tone	When calling using a SIP terminal, this field sets whether to use the hold sound on the system or the SIP terminal itself as the hold sound.
Call Wait	When a second call is received by the SIP terminal, this field sets whether to allow it to be received without processing it as a call received when busy.

Hold Tone Types

Hold Tone Type	Description
System Tone	Uses the hold sound and the ring back tone in one of a variety of ring back states (callback, etc.) as the system tone. If the system tone is used for calls, such as SIP terminal calls or IP phone calls, where MGI is not used, an MGI is assigned to enable the hold tone to be heard.
WIP Tone	Uses the tone from the SIP terminal itself.

Requirements

In the '2.1.4 License Key', the SIP Stack License key must be entered and the number of SIP phones must be set in the 'SIP Allowed' field.

Viewing and Changing the SIP Terminal Information

1. Select 2. Configuration → 2.7 Virtual Port Configuration → 2.7.2 SIP Phone Information from the Tree Viewer.
2. View the SIP terminal information.
3. Change the SIP terminal information.
4. Save the changes.

WIP Phone Information

Displays the information for the registered wireless terminals.

Parameter

Parameter	Description
User ID	User ID for the terminal
Password	User password for the terminal
Insert Code	Sets the trunk prefix to be inserted if the outgoing code has five (5) or more digits.
Handover Thresh Hold	Sets the threshold for handover.
Handover Delta Value	Sets the Delta value for handover.
Handover Scan Period	Sets the Scan period for handover.

Viewing and Changing the Wireless Terminal Information

1. Select 2. Configuration → 2.7 Virtual Port Configuration → 2.7.3 WIP Phone Information from the Tree Viewer.
2. View the WIP terminal information.
3. Change the WIP terminal information.
4. Save the changes.

Mobile Extension

The system shall have virtual stations to serve the MOBEX function. This virtual station is called a MOBEX station. A MOBEX station shall be mapped to a MOBEX phone in a one-to-one relationship. The trunks that can make a call to a MOBEX phone shall be limited to PRI/BRI and SIP trunks.

- MOBEX Number: The phone number of an external device, such as a mobile phone, to be ringing.
- MOBEX Phone: An external phone that has a MOBEX number.
- MOBEX User: A user of a MOBEX phone.
- MOBEX Station: A virtual station to which a MOBEX number is assigned.
- Master Station: A station that assigns a group of MOBEX stations to which a simultaneous call is to be made.

Parameter

Parameter	Description
Dial Number (Trunk Number)	The trunk number of an external device, such as a mobile phone, to be ringing.
Dial Number (Outgoing Digit)	The outgoing digit of an external device, such as a mobile phone, to be ringing.
Incoming CLI Number	The CLI of external MOBEX phone. It is possible to input 0~9 number and maximum 16 letters.
Executive User	Choose to use exclusive option or not.
Executive License Priority	License Priority of Executive User.
Executive License Max	License Max Number of Executive User.
Master Station	A station that assigns a group of MOBEX stations to which a simultaneous call is to be made.
Status	Set MOBEX station to be active or not.

Viewing and Changing the Mobile Extension

1. Select 2. Configuration → 2.7. Virtual Port Configuration → 2.7.5. Mobile Extension from the Tree Viewer.
2. View the Mobile Extension.
3. Change the Mobile Extension.
4. Save the changes.

Numbering Plan

Numbering Plan

Changes the dial numbers (function numbers) for calling stations, trunks, station groups and trunk groups.

Cabinet Type

Cabinet Type	Description
Virtual #	Displays the phone type and number of the virtual station.
Station Group	Displays the dial number and group number of the station group.
Trunk Group	Displays the dial number and group number of the trunk group.
Features	Displays the dial numbers to call a function.
Network LCR	Displays the networking dial number and serial number.

Below are the function types for which the dial number can be changed.

Function Type	Description
ACCT	Charge (Account)
LCR	Optimal route selection (Auto Route Selection)
OPER	Attendant calling (Operator)
AUTH	Grade change code (Authorized Prefix)
FAUTO	Forced auto answer by the caller (Forced Auto Answer)
BARGE	Barge-in (Barge-in/Override)
BOSS	Boss and secretary
CBK	Call Back
FWD	Call Forward
CAMP	Station reservation (Station Camp-On)
CONF	Conference
DIR	Directory dial (Directory)
DIRPK	Direct pick up
DND	Do not disturb

(Continued)

Function Type	Description
DLOCK	Door phone ring answering (Door Unlock)
FLASH	Trunk flash (Flash)
LISTEN	Group listening
IG	Whether to include the group or not (In/Out Of Group)
GRPK	Answering by any arbitrary group (Group pick up)
HOLD	Hold
HLDPK	Hold pick up
LNR	Redial (Last Number Redial)-This can only be specified only if it is not already included in the fixed keys.
MMPG	Announcement forward (Meet Me Page)
MMPA	Announcement forward answering (Meet Me Page Answer)
MSG	Message-This can only be specified only if it is not already included in the fixed keys.
NEW	New trunk call (New Call)
CANMG	Message canceling (Message-Cancel)
SETMG	Leaving a message (Set Message W/O Ring)
OHVA	Off hook announcement
PAGPK	Announcement hold answer (Pick Up Page Hold)
PAGE	Announcement (Page)
SNR	Saved number redial (Saved Number Redial)
SPEED	Speed dial
SLTMMC	Normal phone programming (SLT Programming)
UA	Night ring answer
PMSG	Absence message (Status Message)
WCOS	Changes to the service grade of the self-station. (Working COS)
ALMCLR	Clears the alarm.
BLOCK	Locks the off hook announcement. (OHVA Block)
REJECT	Rejects the off hook announcement. (OHVA Reject)
DISALM	Clears the DISA alarm. (DISA Alarm Clear)
MYGRPK	Self-group call pick up (Pick Up)

(Continued)

Function Type	Description
PARK	Saves/recovers the call. (Call Park/Retrieve)
ALLCLR	Initializes the station settings.
HDSET	Headset mode
ABAND	Checks the information to establish whether the caller abandoned the call before it was answered
SLTALM	Sets the normal phone alarm.
VMMEMO	Calls the IP-UMS and embedded voice mailbox. (VM Memo)
VMADM	Changes the IP-UMS and embedded voice mailbox. (VM Administration)
VMAME	Auto answer for the IP-UMS and embedded voice mailbox (VM Auto Answer Emulation)
VMMSG	Checks the IP-UMS and embedded voice mailbox messages (VM Message)
CR	Records calls to the IP-UMS and embedded voice mailbox (Call Record)
RTO	Switches the mode. (Ring Plan Time Override)
RP	Switches the ring mode.
LOG	Searches the latest call sent/received. (Call Log)
DNDO	Ignores the Do not disturb setting. (DND Override)
WAKEUP	Sets the morning call time.-Hotel function
BILL	Bills the room charge.-Hotel function
HOTEL	Hotel-Hotel function
RB	Bills the call charge. (Room Bill)-Hotel function
RSV	Displays the room status. (Room Status View)-Hotel function
CREDIT	Checks and changes the charge at which the room is available.-Hotel function
CHIN	Check-in-Hotel function
CHOUT	Check-out-Hotel function
PTHR	Aligns the networking call paths. (Path Replacement)
CONP	Displays the networking name. (Connected Name Display)

(Continued)

Function Type	Description
SRELOC	Exchanges station data. (Set Relocation)
SLOCAT	Checks the locations of hotel staff (Staff Locator)-Hotel function
INFDSP	Displays the SPOT View information.
NOCLIP	Prevents calling line ID being sent. (No CLIP Send)
ABW	Connects/disconnects to the group agent for auto call distribution.
DGPALM	Sets the alarm time for multiple stations.
CHOICE	Displays the SPOT Choice information.
STATE	Sets the status for the boss.
DIVERT	Switches to the secretary
NPAGE	Networking announcement (Paging Across Networked Node)
E-LCR1	Extended optimal route selection 1
E-LCR2	Extended optimal route selection 2
E-LCR3	Extended optimal route selection 3
E-LCR4	Extended optimal route selection 4
TCLIP	Allows the phone to send a different calling line ID for each call (Temporary CLIP)
RTO	Switches the mode. (Ring Plan Time Override)
RP	Switches the ring mode.
LOG	Searches the latest call sent/received. (Call Log)
DNDO	Ignores the Do not disturb setting. (DND Override)
WAKEUP	Sets the morning call time.-Hotel function
BILL	Bills the room charge.-Hotel function
HOTEL	Hotel-Hotel function
RB	Bills the call charge. (Room Bill)-Hotel function
RSV	Displays the room status. (Room Status View)-Hotel function
CREDIT	Checks and changes the charge at which the room is available.-Hotel function
CHIN	Check-in-Hotel function
CHOUT	Check-out-Hotel function

(Continued)

Function Type	Description
PTHR	Aligns the networking call paths. (Path Replacement)
CONP	Displays the networking name. (Connected Name Display)
SRELOC	Exchanges station data. (Set Relocation)
SLOCAT	Checks the locations of hotel staff (Staff Locator)-Hotel function
INFDSP	Displays the SPOT View information.
NOCLIP	Prevents calling line ID being sent. (No CLIP Send)
ABW	Connects/disconnects to the group agent for auto call distribution.
DGPALM	Sets the alarm time for multiple stations.
CHOICE	Displays the SPOT Choice information.
STATE	Sets the status for the boss.
DIVERT	Switches to the secretary
NPAGE	Networking announcement (Paging Across Networked Node)
E-LCR1	Extended optimal route selection 1
E-LCR2	Extended optimal route selection 2
E-LCR3	Extended optimal route selection 3
E-LCR4	Extended optimal route selection 4
TCLIP	Allows the phone to send a different calling line ID for each call (Temporary CLIP)

Viewing and Changing the Number Plan

1. Select 2. Configuration → 2.8 Numbering Plan → 2.8.0 Numbering Plan from the Tree Viewer.
2. Select the cabinet type.
3. View the number plan for the selected cabinet type.
4. Change the number plan for the selected cabinet type.
5. Save the changes.

Call Routing

Outgoing (LCR)

LCR Options

Sets whether to use the LCR function and changes the LCR time parameter values.

Items to be Specified

Item	Description
LCR Enable	Sets whether to use the optimal route selection function.
LCR Dial Tone	When using optimal route selection function, this option is used to connect the station dial tone and other dial tones. When set to On, a continuous sound similar to the trunk dial tone is connected.
Extra LCR Tone	Gives a different dial tone when a Second LCR is operated.
Next Group Search (sec)	When using the LCR, this option sets the time needed to pass to the next trunk group. (1 to 250 sec)
LCR Advance Time (sec)	When using the LCR, this option sets the time before selecting the next allowable route when a station is allowed to route advance. (1 to 250 sec)
LCR Inter Digit Time (sec)	When using the LCR, this option sets the maximum time between digits. (1 to 250 sec)

Viewing and Changing the LCR Option Settings

1. Select 3. Call Routing → 3.1 Outgoing → 3.1.1 LCR Option from the Tree Viewer.
2. View the LCR Option settings.
3. Change the LCR Option settings.
4. Save the changes.

Routing Digits

Enter the routing table to be referred to and the digits of the optimal route selection function that analyzes the external phone number dialed by the user, and then connects the call to the lowest cost trunk group automatically.

You can enter up to 2000 numbers in the optimal route selection function. Each of them can have up to 10 digits.

Items to be Specified

Item	Description
LCR Digit	Enter the digits for the optimal route selection.
Length	Enter the number of digits entered.
Router Table	Enter the number of the routing table to be referred to. (1 to 99)

Viewing and Changing the Optimal Route Selection Digits

1. Select 3. Call Routing → 3.1 Outgoing → 3.1.2 Routing Digits from the Tree Viewer.
2. Select the gateway for which you want to view the optimal route selection digits.
3. View the settings for the optimal route selection digits.
4. Change the settings for the optimal route selection digits.
5. Save the changes.

Time Table

Enter the time table to be referred to, based on the day and time of the optimal route selection function that analyzes the external phone number dialed by the user, and then connects the call to the lowest cost trunk group automatically.

Viewing and Changing the Optimal Route Selection Time Table

1. Select 3. Call Routing → 3.1 Outgoing → 3.1.3 Time Table from the Tree Viewer.
2. Select the gateway for which you want to view the optimal route selection time table.
3. View the settings for the optimal route selection time table.
4. Change the settings for the optimal route selection time table.
5. Save the changes.

Routing Table

Enter the trunk group to be selected, based on the time and grade of the optimal route selection function that analyzes the external phone number dialed by the user, and then connects the call to the lowest cost trunk group automatically, and enter the number of the dial conversion table to be referred to, based on the selected trunk group.

If the user dials a valid number, the system selects the specific trunk group predefined in the 'Optimal Route Selection Routing Table'. Up to 99 numbers can be entered in the routing table. If more than one trunk group is available for a call, the system established this, and selects an available trunk group from the first designated trunk group, in sequence. If all trunk groups are busy, the call will be connected to the next trunk group that becomes available, immediately and automatically.

Items to be Specified

Item	Description
Trunk Group	Sets the phone number for the trunk group.
Modify No	Sets the dial conversion table. (1 to 200)

Viewing and Changing the Optimal Route Selection Routing Table

1. Select 3. Call Routing → 3.1 Outgoing → 3.1.4 Routing Table from the Tree Viewer.
2. Select the gateway and routing table for which you want to view the optimal route selection routing table.
3. View the settings for the optimal route selection routing table.
4. Change the settings for the optimal route selection routing table.
5. Save the changes.

Modify Digits

Selects a trunk group in the optimal route selection function that analyzes the external phone number dialed by the user, connects the call to the lowest cost trunk group automatically, and then changes the dial button to be converted (inserted or added) in order to export the dialed number.

Up to 200 dial conversion tables can be entered.

Items to be Specified

Item	Description
Delete Count	Sets the number of the digits to be deleted.
Insert Digits	Sets the digits to be inserted before dialing.
Append Digits	Sets the digits to be added after dialing.



NOTE

The actual dialing sequence for all digits is 'Insert Digits' + 'Dial Digits' - 'Digits to delete' + 'Append Digits'.

Viewing and Changing the Optimal Route Selection Dial Conversion Table

1. Select 3. Call Routing → 3.1 Outgoing → 3.1.5 Modify Digits from the Tree Viewer.
2. Select the gateway for which you want to view the optimal route selection dial conversion table.
3. View the settings for the optimal route selection dial conversion table.
4. Change the settings for the optimal route selection dial conversion table.
5. Save the changes.

Second LCR Digits

Sets the value needed to use E-LCR (the additional optimal route selection). If multiple LCR codes have to be applied, they can be programmed using N-LCR code.

For an N-LCR, in contrast to LCR code, there is the problem that the virtual tone will not be heard after entering the code. However, if E-LCR is used, the virtual tone can be added after entering the LCR code.

For E-LCR, the digits the user dials can be converted to the digits to be sent externally, and a trunk group can then be selected so a detour call can be made.

Option Items

Item	Description
In Digit	Digits that the user dials after pressing the E-LCR code. The user can enter up to sixteen (16) digits.
Out Digit	If the digits the user enters match the 'In Digit' of this table, this option sets the number to be sent externally on this occasion. It cannot be entered if 'In Digit' is not entered. The user can enter up to sixteen (16) digits.
User LCR No	When an LCR code from among E-LCR1, E-LCR2, E-LCR3 and E-LCR4 is selected, this option sets whether to use the digits entered in 'In Digit'.

(Continued)

Item	Description
User LCR No	If this option is set to ALL, the 'In Digit' for the table matches all four (4) E-LCRs, and they can all be used. (To do so, the E-LCR in the Features Cabinet of the '2.8.0 Number Plan' must be entered.)
Next Route	When digits matching the 'In Digit' are entered, this option specifies the trunk group to be used. For LCR, when digits matching the 'In Digit' of the table are entered, they follow the '3.1.2 Routing Digits' with the converted 'Out Digit'

The E-LCR tables can be used from No.1 to 200. The 200th table does not have the items for entering In Digit, Out Digit and User LCR No. This 200th table specifies the trunk group number or LCR to be used if the digits entered after pressing the E-LCR code do not match any of those in 'In Digit'.

Requirements

To use the E-LCR, at least one from E-LCR1, E-LCR2, E-LCR3 and E-LCR4 must be entered in the Features Cabinet of the '2.8.0 Number Plan'.

Viewing and Changing the Additional Optimal Route Selection Settings

1. Select 3. Call Routing → 3.1 Outgoing → 3.1.6 Second LCR Digits from the Tree Viewer.
2. View the additional optimal route selection settings.
3. Change the additional optimal route selection settings.
4. Save the changes.

LCR GW Route

Enter number of Routing Table selected by gateway that provides best route selection function to connect the cheapest station group automatically after analyzing external number dialed.

Requirements

GW Routing of '3.1.2 Routing Digits' should be configured.

Viewing and Changing LCR GW Route

1. Select 3. Call Routing → 3.1 Outgoing → 3.1.7 LCR GW Route from the Tree Viewer.
2. View the additional optimal route selection settings.
3. Change the value of LCR GW Route table according to Gateway of each index.
5. Save the changes.

Incoming

Trunk Ringing

Sets the subscriber to ring when a call is received from a trunk. This function allows a trunk call to ring in a station or station group by ring mode.

Viewing and Changing the Trunk Ring Receiving Settings

1. Select 3. Call Routing → 3.2 Incoming → 3.2.1 Trunk Ringing from the Tree Viewer.
2. View the stations (station groups) by ring mode.
3. Change the stations (station groups) by ring mode.
4. Save the changes.

Trunk DISA/Auto Answer

Sets whether to perform DISA service and DISA time parameters for each trunk. This function also sets whether to use Auto Answer for each trunk. If Auto Answer is set to On, you should set the sound source to be heard when using Auto Answer for a trunk.

Items to be Specified

Item	Description
DISA Service Of Ring Plan	Sets whether to perform DISA service for each ring mode of a trunk.
Trunk Answer Time	When receiving DISA, it will be answered after the time set in this option has elapsed. Alternatively, if there is a trunk for which the Trunk Auto Answer MOH of the '5.14.4 Incoming/CID/DISA Options' is set to On, and the Auto Answer item is also set to On (for a DID/MSN trunk, if the DID Destination is set to A), the trunk is answered automatically after the time set in this option has elapsed. The sound source set in the Answer MOH option is then connected .
Auto Answer	<p>If a call is received by a trunk with this item is set to On (if following the DID receiving table when received, the DID Destination must be set to A), the sound source specified in the Answer MOH item is heard by answering automatically after the time set in the Trunk Answer Time has elapsed.</p> <p>At this point, the call is received in the location designated in '3.2.1 Trunk Ringing'. If there is no answer before the Trunk Auto MOH Disconnect Time set in '5.14.2 Confirm/Disconnect/No Action Timer' elapses, the call is disconnected automatically.</p> <p>This option is only applied when the Trunk Auto Answer MOH item in the '5.14.4 Incoming/CID/DISA Option' is set to On.</p>
Answer MOH	Sets the phone number of the sound source to be heard when performing Auto Answer.
MFR Delay Time	Sets the standby time for assigning the MFR. (0 to 25 sec)

Requirements

When a station is talking, pressing [*] enables another call to be tried, while pressing [#] disconnects the DISA call.

Viewing and Changing the Trunk DISA/Auto Answer Settings

1. Select 3. Call Routing → 3.2 Incoming → 3.2.2 Trunk DISA/Auto Answer from the Tree Viewer.
2. View the DISA/Auto Answer settings.
3. Change the DISA/Auto Answer settings.
4. Save the changes.

DID Ringing

When direct dialing a station externally, this function changes the number dialed, the station number selected based on the number dialed, and the name of the number dialed.

Items to be Specified

Item	Description
Incoming digits	Up to 16 digits can be entered for calls received externally. If only some of these digits change, and the others are identical, enter '*' for the changeable digits. (For example, if the digits are 201, 202 and 203, enter only 20* or 2**.)
MOH/BGM	When an incoming trunk call is on hold, this option sets the hold sound to be used when giving a different hold sound for calls received externally. If this option is set to None, the hold sound set for the trunk will be used.
Ring Plan (Dest 1~Dest 6)	Sets the station (group)/trunk (group) to be received for each of the six (6) ring modes. 'B' means received digits are deleted, starting with the first digit and deleting the number specified in the 'Delete Count', with the remaining digits being received at the end.
Delete Count	Sets how many digits are ignored in the digits received externally, before the Ring Plan is referred to.
Max call	When calls are received simultaneously, this option sets the maximum number of incoming calls that can be processed.

(Continued)

Item	Description
Max call	If the number of calls received by a DGP and are being processed is higher than the number specified in this item, any new incoming call cannot be processed and will be disconnected.
Call Wait	When the station to which the call is forwarded is busy, this option sets whether to make it wait automatically.
Translate Name	Enter a name for the entered digits, which can be up to 11 characters long.
Priority	Sets the priority for a call. When all members of the station group called are busy and there are multiple calls on standby, this option is used to decide which standby call will be connected first if a member of that station group becomes available. (Range: 1 to 9, where 1 is the highest priority.)
DGP Tone	When a call is received by the 'incoming digits' phone, if the receiving station is a digital phone the tone can be differentiated so that it can be distinguished from other rings.
SLT Ring	When a call is received by the 'incoming digits' phone, if the receiving station is a digital phone the ring period can be differentiated so that it can be distinguished from other rings.

Requirements

Sets the ENM Translate item of '2.6.4 Digits Translation' to Follow DID Translation, based on the station direct dial conversion table.

Viewing and Changing the Station Direct Dials Conversion Table.

1. Select 3. Call Routing → 3.2 Incoming → 3.2.3 DID Ringing from the Tree Viewer.
2. View the station direct dials conversion table.
4. Change the station direct dials conversion table.
5. Save the changes.

MSN Ringing

Provides a method of assigning an incoming MSN call to a specific station. If any entry in the MSN DIGIT TABLE matches an incoming call's called party number, either the specific station is alerted, if it is programmed to accept the call, or the call is cleared if it is programmed to reject the call..

Viewing and Changing the MSN Ringing.

1. Select 3. Call Routing → 3.2 Incoming → 3.2.4 MSN Ringing from the Tree Viewer.
2. View the MSN Ringing.
3. Change the MSN Ringing.
4. Save the changes.

CLI Ringing

Sets the options to be processed, based on the external phone number type received.

Items to be Specified

Item	Description
CID Number	Enter the number received externally.
Ring Plan (Dest1~Dest6)	Displays the station (group) received for each of the six (6) ring modes.
Call Reject	When an external phone number sends a call, this option sets whether to allow the call to be connected or disconnected immediately.
Call Priority	Sets the priority for the call. When all members of the station group called are busy and there are multiple standby calls, this option is used to decide which standby call will be connected first if a member of that station group becomes available. (Range: 1 to 9, where 1 is the highest priority.)
Distinctive Tone	When the external phone number sends a call, if the receiving station is a digital phone the tone can be differentiated so that it can be distinguished from other rings.

(Continued)

Item	Description
Distinctive Ring	When the external phone number sends a call, if the receiving station is a digital phone the ring period can be differentiated so that it can be distinguished from other rings.

Viewing and Changing the Ringing Settings for Each Send Number

1. Select 3. Call Routing → 3.2 Incoming → 3.2.5 CLI Ringing from the Tree Viewer.
2. View the ringing settings for each send number.
3. Change the ringing settings for each send number.
4. Save the changes.

CLI Name Translation

Enter the name of the received external phone number.

If the name of the phone number received through a CID trunk differs from the name specified in this table, the 'NO CID NAME' message will be displayed.

The maximum number of caller ID conversion table entries is 2000.

Viewing and Changing the Caller ID Conversion Table

1. Select 3. Call Routing → 3.2 Incoming → 3.2.6 CLI Name Translation from the Tree Viewer.
2. View the caller ID conversion table.
3. Change the caller ID conversion table.
4. Save the changes.

Door Ringing

Sets the subscriber to ring when a ring is received from a door phone.

This function rings a door phone call in a station (group), and sets the ring receive mode separately. If the Door Phone Interface Module (DPIM) does not exist in the system, the 'There is no DPIM connected' message will be displayed.

The Door Phone Interface Module (DPIM) for the door phone can be connected to the port of any digital phone.

Viewing and Changing the Door Ring Settings

1. Select 3. Call Routing → 3.2 Incoming → 3.2.7 Door Ring from the Tree Viewer.
2. View the door ring settings.
3. Change the door ring settings.
4. Save the changes.

DISA Password Skip CLI

This function allows DISA calls to be received without entering the DISA password, based on the CID number received by the DISA trunk.

Up to 500 CID numbers can be set. When a DISA call received matches a CID number entered, the call can be sent without entering the DISA password, even if the Password Enable item of the '5.14.4 Incoming/CID/ DISA Options' is set to On.

Viewing and Changing the DISA-Allowed Caller ID Settings

1. Select 3. Call Routing → 3.2 Incoming → 3.2.8 DISA Password Skip CLI from the Tree Viewer.
2. View the DISA-allowed caller ID settings.
3. Change the DISA-allowed caller ID settings.
4. Save the changes.

Networking

System Link ID

Sets the system node number to be used for networking.

You can enter up to 12 digits as the node number. In the system where the MCP board is installed, an IP address can be entered for networking that uses VoIP. The IP address can also be set for the Self node for each opposite node, in order to give a different Self node IP address to the opposite nodes, based on whether the node to be connected to is connected to a private or public IP network.

Items to be Specified

Item	Description
IP Type	For networking using VoIP, this option sets the IP address for the Self node to be sent to the opposite node.
System ID	Enter the node number of other system connected. The network can consist of up to 99 systems. For the Self entry, enter the node number of the 'Self' system.
IP Address	For networking using VoIP, enter the IP address for signaling.
System Name	Enter the name of the other system connected. Up to 11 characters can be entered.
Time Sync	Sets whether to update the time information between systems automatically.
No MGI	Sets whether to use MGI for IP calls.
Audio Codec	Sets Preferentially used CODEC for SPNET

Requirements

The Self entry represents the self node, and must be specified to use the networking function. The others are the items for displaying the station numbers. These can be left unspecified.

Viewing and Changing the System Link Numbers

1. Select 3. Call Routing → 3.3 Networking → 3.3.1 System Link ID from the Tree Viewer.
2. View the system link numbers.
3. Change the system link numbers.
4. Save the changes.

Network Dial Translation

Specifies the dial number conversion data so that a station within another system connected through a trunk can be called, using the same number system.

To call a station within another system connected via networking, the user must usually dial the system link number and station number.

However, by using the data that this program specifies, the user can call an additional system link number by adding it to the station number entered.

In this event, the call will be sent using the '3.1.2 Routing Digits'.

This program can also be used if the system is not connected via networking, when multiple optimal route selection function codes are needed.

In this case, this program gives the speed dial effect.

Items to be Specified

Item	Description
N-LCR Number	Enter the number of Network LCR
Translation Digits	Enter the number of digits, up to a maximum of eight (8), to be converted.
Mail Box	Enter whether to assign the voice mailbox automatically.
Wait Length	Enter the digit count for the number to be entered when using the entry.
Max Digit	Enter the number of digits until the optimal route selection function starts to operate.
Station Display	Sets whether to display the number in the station format.

Viewing and Changing the Optimal Route Selection Station Dial Conversion Data

1. Select 3. Call Routing → 3.3 Networking → 3.3.2 Network Dial from the Tree Viewer.
2. View the optimal route selection station dial conversion data.
3. Change the optimal route selection station dial conversion data.
4. Save the changes.

Extra System Link ID

Specifies the information for the system to be communicated with via the Samsung Protocol for Networking (SPNET).

This system interoperates with the optimal route selection function and has a total of 2000 tables.



NOTE

The SPNET is a VoIP networking function developed by Samsung, and is not a standard protocol.

Items to be Specified

Item	Description
Node ID	Sets the ID for the other system.
ID Address	Sets the IP address for the other system.
Tel Number	Sets a trunk number to use as a detour when communicating with another system via SPNET, i.e., when the IP network has a defect. (This should be a trunk, but not a VoIP trunk.)
Max Count	When the number of digits in the Max Count is entered, the call is set up.
No MGI	Sets whether to use MGI for IP calls.

Requirements

The link ID of the other system must not be entered in the '3.3.1 System Link' and the digits entered in the Access Number and Tel Number items must be entered in the LCR table.

Viewing and Changing the System Node Information

1. Select 3. Call Routing → 3.3 Networking → 3.3.3 Extra System Link ID from the Tree Viewer.
2. View the system node information.
3. Change the system node information.
4. Save the changes.

Networking Options

Sets the various options needed for networking.

Items to be Specified

Item	Description
Ext No	Sets whether to include the station number in the name field of the Q-Sig message.
CID Number	Sets whether to send the trunk CID number with the node number attached when sending it to the voice mail card.
SPNet Digit Send	Sets the SPNET dialing type and MCP or MGI signaling.
Incoming Call Auto Timer	When set to Off, the call time will not be displayed for the networking station call.
Optimize Time (sec)	Sets the time when the optimal route for a call is found and the route is reconnected after the call is set up through Q-Sig. (0 to 250 sec)
Dial Mode	Sets whether to operate SPNet dialing in Overlap mode.
CLIP Table	When a network call is received in the KB Net, this option sets so that the CLI number set in the '2.4.3 CLI Send Number' is displayed instead of (Node + Station number).
Real Ringback Tone	When calling on the VoIP networking, this option sets whether to have a virtual tone heard or have a ring back tone received from the opposite party heard.
Use 2 System ID	In networking, this option sets so that a system can have two (2) node IDs.
ELCR CLIP Table	In case of the E-LCR call, this option sets so that it follows the CLIP Table.

(Continued)

Item	Description
KB Call Trace	Sets whether to perform the VoIP and PRI call traces.
SPNet DTMF Forward	In case of the SPNet, this option sets so that the ext fwd is performed in the state that only a trunk port is occupied and a dial tone is heard.
Remote Voice Mail	Sets whether to use the voice mailbox card of other system connected using the Q-Sig.
Remote Attendant 1 to 6	Sets whether to use the attendant of other system for each ring mode.

Viewing and Changing the Networking Option Settings

1. Select 3. Call Routing → 3.3 Networking → 3.3.4 Networking Options from the Tree Viewer.
2. View the networking option settings.
3. Change the networking option settings.
4. Save the changes.

Remote Station Dial Translation

Assigns the digit translation table used per remote stations for networking. And the maximum value of the remote station is 2000 and it can be assigned in 2.8.0 Number Plan ('R-STN' option)

Viewing and Changing the Remote Station Dial Translation Settings

1. Select 3. Call Routing → 3.3 Networking → 3.3.5 Remote Station Dial Translation from the Tree Viewer.
2. View the Remote Station Dial Translation settings.
3. Change the Remote Station Dial Translation settings.
4. Save the changes.

Group & Table

Grouping

Station Groups

Sets the station groups.

Items to be Specified

Item	Description
Group Type	Sets the type of the station group.
Ring Mode	Sets the ring distribution method.
Next Port	Sets the station (group) to be received in the next time.
Ringback Tone Message	Used when performing the coloring service for a station group. Enter the VMS message number to use for the coloring. In case of the F-STN, it operates according to the station coloring message of the received group member. (0 to 9998, F-STN, None)
Group Name	Sets the name of the station group.
Transfer Time	Sets the group transfer time.
Overflow Time	Sets the ringing time for the next group.
Hunt Time	In Sequential or Distribute Receiving mode, if the member that is ringed does not answer within this time, the ring is disconnected and the next member is ringed. When set to 0 sec, this option does not operate.
Group Busy	If all members of the station group are buddy, this option sets whether to process a new call as a call during the busy state. (In case of an uncondition group, this is not applied.)
Group Answer	For a call received to a group, this option sets whether to apply the auto ringing. The auto ringing is available only if the ring distribution method is Sequential or Distributed.
All Out Next	When all members of the station group are logged out, this option sets whether to forward the call to the station (group) specified in the Next Port option without waiting for the Overflow time.
Override	Sets the waiting time to override forcibly.
Announce	Sets the auto announcement playback time.
Member 1~99	Sets the members of the station group.

Station Group Type

Station Group Type	Description
Normal	Normal station group
VMAA	Voice mailbox/auto attendant group
UCD	Auto call distribution group
Bi_VMS	Embedded voice mailbox group
MSG	Message group. When a member of this group leaves a message, the answer call is received to the group.
S0	BRI-S0 station group
VMSUCD	Group that uses the VMS as the next port of the UCD group
AA Only VM	AA group. Even if the MP MGI/VM key is not entered, the VM port can be used as the AA port.

Ring Distribution Type

For the Normal and MSG Group only among the station groups, you can set their type to Uncondition.

Ring Distribution Type	Description
Sequential	Always received to the first member of the group in standby.
Distribute	Received to the members by turns according to the specified order.
Uncondition	Received to all members.

Requirements

- You can specify so that one station belongs to all station groups. You can specify up to 99 members in a station group. But if the ring distribution method is Uncondition, you can specify up to 32 members only.
- To ring the off hook ring to a member which is busy when the call is received to a group, the Off Hook Ring item of the '2.5.2 Station On_Off Data' must be set to On. But, at this time, the off hook ring is ringed only if the ring distribution method is set to Uncondition.

Viewing and Changing the Station Group Settings

1. Select 4. Group & Table → 4.1 Grouping → 4.1.1 Station Groups from the Tree Viewer.
2. View the station group settings.
3. Change the station group settings.
4. Save the changes.

Trunk Groups

Sets the trunk groups. You can specify so that one trunk belongs to one or multiple trunk groups. If setting a trunk group, it can be useful when performing the optimal route selection.

Trunk Group Assignment Modes

Item	Description
TYPE	Specify the type of trunk group. This option have 7 kinds of values MIXED TRUNK: default. Associated in various kind of trunk channel NORMAL TRK ISDN TRK SIP TRK H.323 TRUNK SPNET TRUNK QSIG PRI
MODE	Select the way searching idle channel of trunk.
MEMBER	Trunk channel member You can input trunk channel corresponding trunk type. But in case of MIXED TRUNK type, It's possible to input different kind of trunk channel

Viewing and Changing the Trunk Group Settings

1. Select 4. Group & Table → 4.1 Grouping → 4.1.2 Trunk Groups from the Tree Viewer.
2. View the trunk group settings.
3. Change the trunk group settings.
4. Save the changes.

Page Groups

Sets the members to which internal/external announcements are to be announced and sets whether each announcement area can be the destination of internal area announcements.

In case of the internal announcement, you can specify up to 99 members.

In case of the external announcement, up to 8 members.

The announcement area numbers 1 to 4 are used as the internal announcement areas.

The announcement area numbers 5 to 8 are used as the external announcement areas.

For a whole internal announcement or a whole internal/external announcement, the members of the announcement area number 0 are used.

Viewing and Changing Internal/External Announcement

1. Select 4. Group & Table → 4.1 Grouping → 4.1.3 Page Groups from the Tree Viewer.
2. View the current announcement group settings.
3. Change the announcement group settings.
4. Save the changes.

MGI Groups

Sets an MGI port for each user type that must use an MGI port for calling.

Port Type

Port Type	Description
Local ITP	MGI port to use when calling with a private type IP phone.
Public IP ITP	MGI port to use when calling with a public type IP phone.
VoIP Networking	MGI port to use when calling with a VoIP networking call
Public IP Networking	MGI port to use when calling with a networking call using a public type IP address
VoIP Trunk	MGI port to use when calling with a H.323 or SIP trunk
Public IP Trunk	MGI port to use when calling with a trunk using a public type IP address
ITP Paged	MGI port to use when the IP phone interoperates with the announcement function

Viewing and Changing the MGI Group Settings

1. Select 4. Configuration → 4.1 Grouping → 4.1.4 MGI Groups from the Tree Viewer.
2. View the current announcement group settings.
3. Change the User type and Member item values for a port type.
4. Save the changes.

Pickup Groups

According as Pickup Group Ring Service is enabled or disabled, the way of assignment of stations into call pickup groups is different. In case Pickup Group Ring Service is enabled in 2.1.5 System Options, it allows that the maximum 32 stations can be assigned per call pickup groups.

But in case Pickup Group Ring Service is disabled in 2.1.5 System Options, it allows that call pickup groups can be assigned per stations. It is the same as before. An unlimited number of members can belong to each group. Stations can only be in one pickup group at any given time.

Viewing and Changing the Pickup Groups Settings

1. Select 4. Configuration → 4.1 Grouping → 4.1.5 Pickup Groups from the Tree Viewer.
2. View the Pickup Groups settings.
3. Change the Pickup Groups settings.
4. Save the changes.

Station Pairing

Station Pair

Sets the station pair which operates like a phone connected to the same port. If the information for call forwarding, service grade, optimal route selection grade, Do not disturb, or station lock, etc. is changed in a station pair member, the same information is changed in the other station pair member.

Viewing and Changing the Station Pair Settings

1. Select 4. Group & Table → 4.2 Station Pairing → 4.2.1 Station Pair from the Tree Viewer.
2. View the current station pair settings.
3. Enter the number of the station you want to set as the pair for the station number.
4. Save the changes.

Boss/Secretary

Sets the boss or secretary phone. You can set up to four (4) secretaries for each boss.

If you specify as a secretary one of the four (4) numbers already assigned to a boss, the 'Invalid Input-try again!' message is displayed.

Requirements

The station sets to a boss cannot be set as a secretary of other boss.

Viewing and Changing the Boss/Secretary Settings

1. Select 4. Group & Table → 4.2 Station Pairing → 4.2.2 Boss/Secretary from the Tree Viewer.
2. View the current boss/secretary settings.
3. Enter the station number to set as the secretary for each boss number.
4. Save the changes.

AOM Master

Sets a station which operates as the master for each Add On module (AOM). Up to four (4) Add On modules can be set as a pair.

Whether to give an off hook announcement

Whether to give an off hook announcement	Description
Ohvaed Off	Off hook announcement is not used as an Add On module.
Ohvaed On	Off hook announcement is used as an Add On module.

Requirements

- The Add On module cannot be specified as a master.
- If the Add On module is specified as the first Add On module pair of the master phone, you have to also set whether the off hook announcement function can be performed using it. In this case, the DS-24SE AOM is not applicable.

Viewing and Changing the AOM Master Settings

1. Select 4. Group & Table → 4.2 Station Pairing → 4.2.3 AOM Master from the Tree Viewer.
2. View the current AOM Master settings.
3. Sets the phone number of the add on module and whether to give an off hook announcement for the station number you want to set as the master.
4. Save the changes.

Ring Group Pair

Up to five stations shall be able to be assigned to a ring group.

When a master station is ringing, the member stations of its ring group shall also be ringing simultaneously.

If a master station cannot be ringing because the forward, DND, or Lock function etc. is enabled, its member stations shall also not be ringing.

However, if the master station is unplugged, its member stations shall be ringing.

If an off hook ring occurs a master station due to a camp-on call which came in while it was busy, its member stations shall also be ringing. If no off hook ring is ringing, they shall not be ringing either.

If the forward all, DND, or Lock function is enabled in a member station, it shall not be ringing. However, if the forward busy or no answer function is enabled, this setting shall be ignored.

When a master or one of its member stations answers a call, other rings shall be cleared.

Viewing and Changing the Ring Group Pair Settings

1. Select 4. Group & Table → 4.2 Station Pairing → 4.2.5 Ring Group Pair from the Tree Viewer.
2. View the current Ring Group Pair settings.
3. Sets Ring Group Pair settings.
4. Save the changes.

Ring Plan

Ring Plan Time

Sets the start time and end time for automatic switching to Night mode.

You should select the ring mode for each day of the week and enter the start time and end time for the selected ring mode.

When it reaches the start time of a ring mode of a day of the week, the station changes to that ring mode. When it reaches the end time, it changes to other ring mode. If the end time is earlier than the start time, the ring mode changes at the end time of the next day of the week.

The ring mode change button ([**RTO**] or [**RP**] button) is not needed, but if you want to change the ring mode manually and forcibly, it is convenient to use the mode change button. If the Day/Night mode is changed manually using the [**RTO**] mode change button, the specified mode is preserved until you change it to other mode manually.

Enter the hour and minute in 24 hours mode when entering the time.

- 01. SUN (Sunday)
- 02. MON (Monday)
- 03. TUE (Tuesday)
- 04. WED (Wednesday)
- 05. THU (Thursday)
- 06. FRI (Friday)
- 07. SAT (Saturday)

Requirements

- When specifying the ring mode, it is convenient to specify the whole time to Night mode and then set your desired times to Day mode.

Ring Mode	Description
Ring Mode 1	00:00-23:59 Night mode (Includes all the times that are not included in the modes 2 to 4)
Ring Mode 2	08:00-12:00 morning business time
Ring Mode 3	12:01-12:59 lunch time
Ring Mode 4	13:00-17:00 afternoon business time

- When connecting and using a device that has only the Day/Night mode, such as voice mailbox, etc., you must set the '2.1.6 VMS Day/Night Ring Plan' items.

Viewing and Changing the Ring Plan Time

1. Select 4. Group & Table → 4.3 Ring Plan → 4.3.1 Ring Plan Time from the Tree Viewer.
2. View the current Ring Plan Time Option settings.
3. Change the Ring Plan Time Override and Ring Plan Override settings.
4. Save the changes.

Holyday List

Sets the vacation dates for a year.

If it reaches one of the annual holidays, the station changes to Night mode automatically. You can enter a holiday in the format of month and day (MMDD). You can enter up to 20 holidays. The RING PLAN is the mode number to operate in a specified holiday.

Viewing and Changing the Holyday List

1. Select 4. Group & Table → 4.3 Ring Plan → 4.3.2 Holiday from the Tree Viewer.
2. View the current vacations in a year.
3. Enter a mode number to operate on a vacation set in the Ring Plan.
4. Enter the dates to set as vacations.
5. Save the changes.

System Speed Dial

System Speed Dial

Enter the phone number and name of the common speed dials. You can enter up to 24 characters as a speed dial phone number. It consists of 0-9, *, #, P (p), F (f), C (c), 'T', or 'J'.

Speed dial phone number can include trunk (group).

Code Inputs

Text	Code
F (f)	Trunk flash code
P (p)	Pause code
C (c)	Pulse/DTMF conversion code
'T' 'J'	OCC code

Viewing and Changing the System Speed Dial

1. Select 4. Group & Table → 4.4 System Speed Dial → 4.4.0 System Speed Dial from the Tree Viewer.
2. View the current system speed dials.
3. Enter the Trunk No., Outgoing Digits, and Speed Name for each speed dial.
4. Save the changes.

Account/Authorize Code

Forced Code

This function specifies the type of code that must be entered when making a trunk call by station.

Code Type	Description
NONE	Do not input any code.
AUTHORIZE CODE	Enter registered grade change code.
ACCT VERIFIED	Enter registered charge code.
ACCT NO VERIFIED	Enter the account code (Does not check whether it is registered or not.)

Viewing and Changing the Type of Forced Input Code

1. Select 4. Group & Table → 4.5 Account/Authorize Code → 4.5.1 Forced Code from the Tree Viewer.
2. View the current forced input codes.
3. Set a code type for a station number.
4. Save the changes.

Account Code

If the account code is pressed for charging whenever making a call, the account code changes. You can enter up to 999 account codes.

Viewing and Changing the Account Codes

1. Select 4. Group & Table → 4.5 Account/Authorize Code → 4.5.2 Account Code from the Tree Viewer.
2. View the current account codes.
3. Enter the account code (up to 14 characters long) in the Account Code Number field.
4. Save the changes.

Authorization Code

Sets the grade change code to enter when a call is made after changing the service grade of a station. You can enter up to 5000 grade change codes. A grade change code is 4 to 10 character long.

Viewing and Changing the Authorization Codes

1. Select 4. Group & Table → 4.5 Account/Authorize Code → 4.5.3 Authorization Code from the Tree Viewer.
2. View the current authorization codes.
3. Enter the grade code that needs changing into the Authorization Code field then enter the grade to change in the Authorized COS field.
4. Save the changes.

UCD

UCD Group Options

Specifies the auto call distribution option. If there is no UCD group, '-' is displayed in Group No and 'No Data' is displayed as the control information.

Control Information

Control Information	Description
First Message	Sets the message to send when all members of the auto call distribution group are busy.
Second Message	When all members of the auto call distribution group is busy this option sets the message to send repeatedly until a member to be served appears.
Retry Count	Specifies the number of times to repeat sending the second message.
Exit Code	When you are hearing a message because all members of the auto call distribution group is busy, this option sets a dial (0-9, *, #) to press to connect to the 'FINAL DEST' without waiting.
Final Destination	Sets the station (group) or auto attendant table number to receive the call when there is no member to be served even if the caller has waited as many as Retry Count. (To input the table number of the auto attendant, you must press the [A] button.)
Wrap Time	Sets the memo time to prepare without processing the next call immediately after a member of the auto call distribution group finishes a call.
Next Time	When a member of the auto call distribution group does not answer, this option the time (00-99 sec) to disconnect the ring and ring the next member. If the time is set to 0 sec, it will not be applied.
Recall Time	Sets the time for which the hold sound is heard between the second message and second message.
Auto logout	When disconnecting a ring and ringing the next member because a member of the auto call distribution group does not answer, this option sets whether to log out the first member.
All Out to Final	When all members of the auto call distribution group are logged out, this option sets whether to forward the call to the final destination.

(Continued)

Control Information	Description
Group Busy Next	When all agents are busy, this option sets whether to call the next port without waiting for the overflow time.
MOH/BGM	Sets the hold sound source to be heard between the second message and second message. (NONE, TONE, 371 to 376)
Agent ID	When an agent enters the auto call distribution group, this option sets whether to press the auto call distribution agent code.

Viewing and Changing the Auto Call Distribution Control Information

1. Select 4. Group & Table → 4.6 UCD → 4.6.1 UCD Group Options from the Tree Viewer.
2. View the current call distribution control information.
3. Change the call distribution control information.
4. Save the changes.

UCD PIN Number

Enter the auto call distribution agent code. The auto call distribution agent code you enter must belong to only one auto call distribution group. You can enter up to four (4) characters for it. The maximum number of agent codes is 300.

Viewing and Changing the Auto Call Distribution Agent Codes

1. Select 4. Group & Table → 4.6 UCD → 4.6.2 UCD PIN Number from the Tree Viewer.
2. View the current auto call distribution agent codes.
3. Enter the agent code in the Agent ID field and the auto call distribution group number in the Group No. field.
4. Save the changes.

Class of Service

Port Class

Sets the service grade of the ring receiving mode for each station.
Service grades are divided into 30 grades ([01]-[30]) as specified in the '4.7.2 COS Contents'.

Viewing and Changing the Ring Receiving Mode for Each Station

1. Select the 4.Group & Talbe → 4.7 Class of Service → 4.7.1 Port Class from the Tree Viewer.
2. View the current ring receiving mode for each station.
3. Enter the service grade ([01]-[30]) for each station when its ring receiving mode is 1 to 6.
4. Save the changes.

COS Contents

Changes the details of the service grade table.

Type of Service Grade Table

Service Grade Table	Description
Features	Sets whether the function that the system provides can be used or not for each service grade.
Station Group	Sets whether the eighty (80) station groups defined in the system can be called for each service grade.
Trunk Group	Sets whether a call can be sent to the thirty (30) trunk groups defined in the system for each service grade.
BIVMS	Sets whether the embedded voice mailbox port can be used for each service grade.

Function of Service Grade Table

Function	Description
TOLL Type	Trunk call restriction grade by service grade
AA CALER	Auto answer by caller
ABSENCE	Absence/presence
ALM CLR	Clears alarm
AUTO RDL	Auto redial
CALLBACK	Reservation
CID ABND	Views the saved information for the unanswered incoming calls.
CID INQR	Views the sender's information for the call on hold
CID INVT	Checking of the call status of other station/override/call disconnection
CONFER	conference
DALM CLR	Clears DISA alarm ring
DIRECT	Direct dial
DISA	DISA
DND	Do Not Disturb
DND FWRD	Call forward in the Do Not Disturb state
DND OVRD	Ignores the Do Not Disturb
DOOR	Door phone ring answer/Door Unlock
DSS	Station direct selection
DTS	Trunk direct selection
EXT AREC	Records the station call to the SVM-800 voice mailbox automatically.
EXT FWD	Forward call to external
FEATURE	Uses function
FLASH	Flash
FOLLOW-ME	Retrieve forwarded call
FORWARD	Call forwarding
FWDTOVMS	Forwards SVM-800 to voice mailbox
GRP I/O	Includes/excludes group
HOLD	Hold
HOT LINE	Hotline

(Continued)

Function	Description
INTERCOM	Station call
MESSAGE	Message
MM PAGE	Announcement forwarding
NEW CALL	New trunk call
OHVAED	Receives off-hook announcement
OHVAING	Performs off-hook announcement
ONEA2	Emulates trunk call
OPERATOR	Calls attendant
OUT TRSF	Forwards to trunk
OVERRIDE	Barge-in/Override
PAGE 0	Broadcasts in area 0
PAGE 1	Broadcasts in area 1
PAGE 2	Broadcasts in area 2
PAGE 3	Broadcasts in area 3
PAGE 4	Broadcasts in area 4
PAGE 5	Broadcasts in area 5
PAGE 6	Broadcasts in area 6
PAGE 7	Broadcasts in area 7
PAGE 8	Broadcasts in area 8
PAGE 9	Broadcasts in area 9
PAGE *	Broadcasts in area *
PGM MSG	Answer phone message
PICKUP	Call pick-up
PRB	Privacy clear/call confluence
REM.HOLD	Remote hold
RNG PLAN	Transfers ring mode
SECURE	Rejects Barge-in/Override
SET RLOC	Exchanges the station subscriber information.
SSPD TOL	Restricts speed dial call
STN LOCK	The station is locked.
SYS SPD	Common speed dial

(Continued)

Function	Description
TRK AREC	Records the trunk call to the SVM-800 voice mailbox automatically.
TRSF RCV	Sets whether to receive a call sent and forwarded from the external.
UNCO CNF	Hold a conference among trunks
VM AREC	Records the call to the embedded voice mailbox automatically.
VM AME	Sets auto answer mode to embedded voice mailbox
VM REC	Records to embedded voice mailbox
VMS PSWD	Password of SVM-800 voice mailbox
VMS REC	Records SVM-800 voice mailbox

Viewing and Changing the Service Grade Settings

1. Select 4. Group & Table → 4.7 Class of Service → 4.7.2 COS Contents from the Tree Viewer.
2. Select a service grade.
3. View the settings for the selected service grade.
4. Change the settings for the selected service grade.
5. Save the changes.

Networking COS

Specifies the service grade table to be applied when using the networking function.

Defaults

Service Function	Setting
Completion of Calls to Busy Subscriber	N
Completion of Calls on No Replay	N
Call Intrusion	N
Intrusion Capability Level	2
Intrusion Protection Level	2
CONP LEVEL	3
Transfer By Rerouting	N
DND Announcement Offer	N
DNDO Capability Level	2
DNDO Protection Level	2
Path Retention	N
Others	Y

Viewing and Changing the Networking Service Grades

1. Select 4. Group & Table → 4.7 Class of Service → 4.7.3 Networking COS from the Tree Viewer.
2. View the current networking service grade table.
3. Enter the service grade to use by function.
4. Save the changes.

Toll Restriction

Toll Deny Table

Press the dial button to restrict trunk sending. Level A allows all outgoing trunks. Level H restricts all outgoing trunks. Therefore, the table below is about the Level 'B to G' outgoing trunk grades. Up to 500 dial buttons to restrict outgoing trunks can be saved. Each button has up to twelve (12) digits. For each dial button, whether to apply the six (6) outgoing trunk grades is set.

Dial button	Input Value
0-*	Number you want to restrict
A-C	Meta character X, Y, Z

These are used when checking several dial buttons simultaneously. If there is a meta character during dialing, the dial corresponding to the item **[1]** of the meta character table is used. End mark of the dial F (displayed with 'E')

Viewing and Changing the Outgoing Trunk Restriction Dial Settings

1. Select 4. Group & Table → 4.8 Toll Restriction → 4.8.1 Toll Deny Table from the Tree Viewer.
2. View the current outgoing trunk restriction dial settings.
3. Enter a call restriction dial number and set whether to use it for each grade.
4. Save the changes.

Toll Allow Table

Enter the dial button to allow outgoing trunks.

Level A allows all outgoing trunks. Level H restricts all outgoing trunks. Therefore, the table below is about the Level 'B to G' outgoing trunk grades. Up to 500 dial buttons to restrict outgoing trunks can be saved. Each button has up to twelve (12) digits. For each dial button, whether to apply the six (6) outgoing trunk grades is set.

Dial button	Input Value
0-*	Number you want to permit
A-C	Meta character X, Y, Z

These are used when checking several dial buttons simultaneously. If there is a meta character during dialing, the dial corresponding to the item **[1]** of the meta character table is used. End mark of the dial F (displayed with 'E')

Viewing and Changing the Outgoing Trunk Call Settings

1. Select 4. Group & Table → 4.8 Toll Restriction → 4.8.1 Toll Allow Table from the Tree Viewer.
2. View the outgoing trunk call settings.
3. Enter a call allow dial number and set whether to use it for each grade.
4. Save the changes.

Toll Wild Characters

When entering a outgoing trunk restriction table or allow table, if you need to enter several dial buttons of which only one place is different, this function sets whether a digit your enter can be inserted into that one place. For example, if 1 and 2 has the place **[1]** in X, and there is '0X' in the restriction table or allow table, it corresponds to the dials '01' and '02'.

Viewing and Changing the Meta Characters for Call Restriction

1. Select 4. Group & Table → 4.8 Toll Restriction → 4.8.3 Toll Wild Characters from the Tree Viewer.
2. View the current meta characters for call restriction.
3. Sets whether to use for each meta character dial (0 to 9, *, #).
4. Save the changes.

Toll Pass Code

Sets the special code that is excluded from the restriction targets when restricting outgoing trunks.

Special Code	Description
PBX ACCESS CODE	When the system is connected to a PBX, this options sets the code to press to use that PBX. (five (5) codes, four (4) digits)
SPECIAL CODE	Code to be only for special use, as it must be pressed to call with CO (ten (10) codes, four (4) digits)
TOLL OVERRIDE	Urgent sending code that ignores call restriction and forced input code, etc. (eight (8) codes, fourteen (14) digits)
Override Use Trunk Group	Trunk group to send the urgent sending code when it is pressed

Viewing and Changing the Toll Pass Codes

1. Select 4. Group & Table → 4.8 Toll Restriction → 4.8.4 Toll Pass Codes from the Tree Viewer.
2. View the current setting for Toll Pass Codes.
3. Change the setting for Toll Pass Codes.
4. Save the changes.

Trunk Toll Type

Sets the restriction grade in call restriction for each trunk.

This function also sets whether to perform call restriction by station or by giving a grade to each trunk. The call restriction grade of a trunk should be set for each ring mode.

Below are the call restriction grades for trunks.

Grade	Description
F-STN	Depends on the call restriction grade of the station
CLS-A	Depends on the call restriction grade A. (Does not restrict calls.)
CLS-B	Depends on the call restriction grade B.
CLS-C	Depends on the call restriction grade C.
CLS-D	Depends on the call restriction grade D.
CLS-E	Depends on the call restriction grade E.
CLS-F	Depends on the call restriction grade F.
CLS-G	Depends on the call restriction grade G.
CLS-H	Depends on the call restriction grade H. (Cannot send trunk calls.)

Viewing and Changing the Trunk Call Restriction Grades

1. Select 4. Group & Table → 4.8 Toll Restriction → 4.8.5 Trunk Toll Type from the Tree Viewer.
2. View the current trunk call restriction grades.
3. Change the call restriction grades.
4. Save the changes.

Key Programming

Default Key

For each phone type that has the button that can be programmed, this function specifies the same functions to the same program button at a once.

No.	Phone Type	Description
00	24 BTN SETS	Phone that has twenty four (24) program buttons
01	12 BTN SETS	Phone that has twelve (12) program buttons
02	7 BTN SETS	Phone that has seven (7) program buttons
03	6 BTN SETS	Phone that has six (6) program buttons
04	32 BTN AOMS	In case that an add on module that has thirty two (32) program buttons is connected.
05	40-64 BTN AOMS	In case that an add on module that has 40 to 64 program buttons is connected.
06	20 BTN SETS	Phone that has twenty (20) program buttons
07	28 BTN SETS	Phone that has twenty eight (28) program buttons
08	18 BTN SETS	Phone that has eighteen (18) program buttons
09	8 BTN SETS	Phone that has eight (8) program buttons
10	99 BTN SETS	Phone that has ninety nine (99) program buttons
11	38 BTN SETS	Phone that has thirty eight (38) program buttons
12	21 BTN SETS	Phone that has twenty one (21) program buttons
13	14 BTN SETS	Phone that has fourteen (14) program buttons
14	DS-07S SETS	DS-5014S/5007S/5000S Personal Phone

The program buttons 1 and 2 is assigned to the multi-purpose button (Call) by default.

Below are the functions that can be assigned to the program buttons. Some functions (underlined) can specify and use function extension numbers independently. For the trunk and trunk group direct selection function, the extension number must be specified. For other functions, it is possible that the extension number is not specified.

Function that can be specified

Function that can be specified	Description
AAPLAY	AA PLAY (This option may not be available in certain OfficeServ models.)
AAREC	AA RECORD (This option may not be available in certain OfficeServ models.)
AB	Absence/Presence (ABSENCE)
ABAND	Checks the information for whether the caller abandoned the call before answering. (CID ABANDON)
ABW	Connects/disconnects to the group agent for auto call distribution.
ACC	Charge (Account)
AG	Answer Group (Including or excluding in a temporary answer group)
ALARM	Alarm
AN/RLS	Answer/release (ANSWER/RELEASE)-It can be specified only when it does not exist in the fixed keys.
BARGE	Barge-in (BARGE-IN/OVERRIDE)
BILL	Bills the room charge: Hotel function
BLOCK	Locks the off hook announcement. (OHVA BLOCK)
BOOK	Booking function
BOOTH	Sets whether to use the booth phone: Hotel function
BOSS	Boss and secretary (BOSS AND SECRETARY)
CAD	Displays the call processing status. (CALL ACTIVITY DISPLAY)
CALL	Multi-purpose call button (CALL BUTTON)-An extension number specifies a purpose automatically.
CAG	Control Answer Group (Making or deleting a temporary answer group)
CAMP	Station reservation (STATION CAMP-ON)
CANMG	Message canceling (MESSAGE-CANCEL)
CBK	Reservation (CALL BACK)
CC	Multi-ring service and call pick up button by station (CALL COVERAGE)
CHIN	Check-in: Hotel function
CHOUT	Check-out: Hotel function
CHOICE	Displays the SPOT Choice information.

(Continued)

Function that can be specified	Description
CID	Selects the CID function.
CONF	Conference (CONFERENCE)
CONP	Displays the networking name. (CONNECTED NAME DISPLAY)
CR	Records the call to embedded/IPUMS voice mailbox (CALL RECORD)
CREDIT	Checks and changes the charge at which the room is available: Hotel function
CS	Standby status of the auto call distribution group (CALL STATUS)
CSNR	Saves the caller ID in the SNR buffer. (CID SAVED NUMBER REDIAL)
DGPALM	Sets the alarm time for multiple stations.
DICT	Memo (DICTATION)
DIR	Directory dial (DIRECTORY)
DIVERT	Switches to the secretary
DLOCK	Door phone ring answering (DOOR UNLOCK)
DND	Do not disturb (DO NOT DISTURB)
DNDO	Ignores the Do not disturb setting. (DND OVERRIDE)
DP	Direct pick up (DIRECT PICK UP)
DROP	Drops and returns the opposite call when forwarding a call. (CALL DROP)
DS	Direct station selection button (DSS KEY)
DT	Direct trunk selection button (DTS KEY)
EP	Call pick up of an established call (ESTABLISHED CALLPICK UP)
EXTEND	CNF24 MEET-ME CONFERENCE EXTEND
EXTMIC	Selects the external or internal microphone in a phone to which the external microphone can be connected. (EXTERNAL MIC)
FAUTO	Forced auto answer by the caller (FORCED AUTO ANSWER)
FLASH	Trunk flash (FLASH)
FWRD	Call forward (CALL FORWARD)

(Continued)

Function that can be specified	Description
GPIK	Group pick up (GROUP PICK UP)
HDSET	Headset mode (HEADSET MODE)
HLDPK	Hold pick up (HOLD PICK UP)
HOLD	Hold
HOTEL	Hotel function
IG	Whether to include the group or not (IN/OUT OF GROUP)
INFDSP	Displays the SPOT View information.
INQUIRE	Views the caller information for a hold call. (CID INQUIRE)
ISPY	Checks the call status of other station. (CID I SPY)
LANREQ	Sends a control message to the LAN card. (LAN REQUEST)
LISTN	Group listening (GROUP LISTENING)
LNR	Redial (LAST NUMBER REDIAL): This can be specified only if it does not exist in the fixed keys.
LOG	Searches the last receiving/sending call. (CALL LOG)
MCONF	CNF24 Progressive Conference
MGC	CNF24 Predefined Conference
MJOIN	CNF24 Reserved Room Conference Join
MACR	MACRO
MMPA	Announcement forward answering (MEET ME PAGE ANSWER)
MMPG	Announcement forward (MEET ME PAGE)
MOBEX	MOBEX
MS	Sends a specific sound to the opposite party of a key. (MANUAL SIGNALING)
MSG	Message (MESSAGE): This can be specified only if it does not exist in the fixed keys.
MUTE	Drops the transmission. (MUTE): This can be specified only if it does not exist in the fixed keys.
MW	Displays the waiting message. (MESSAGE WAITING)
NEW	New trunk call (NEW CALL)
NIGHT	Trunk night group (NIGHT GROUP)

(Continued)

Function that can be specified	Description
NIGHT	Trunk night group (NIGHT GROUP)
NND	Converts the number/name/date mode when checking the caller ID. (NUMBER/NAME/DATE)
NOCLIP	Rejects sending of the calling line ID. (NO CLIP SEND)
NPG	Networking announcement (PAGING ACROSS NETWORKED NODE)
NS	Calls a networking station. (NETWORKING STATION)
NXT	Selects the next data when checking the caller ID. (CID NEXT CALL)
OHVA	Off hook announcement (OFF HOOK VOICE ANNOUNCEMENT)
OPER	Attendant calling (OPERATOR)
PAGE	Announcement (PAGE)
PAGPK	Announcement hold response (PICK UP PAGE HOLD)
PARK	Saves/recovers the call. (CALL PARK/RETRIEVE)
PAUSE	Pauses dialing. (PAUSE)
PMSG	Absence message (STATUS MESSAGE)
PRB	Allows interrupting. (PRIVACY RELEASE/BRIDGE)
PROG	Individual program (PROGRAM)
PTHR	Aligns the networking call paths. (PATH REPLACEMENT)
RB	Bills the call charge. (ROOM BILL): Hotel function
REJECT	Rejects the off hook announcement. (OHVA REJECT)
RETRY	Auto redial (AUTO REDIAL ON BUSY)
REVV	Checks the caller ID. (CID REVIEW)
RP	Converts/displays the ring mode. (RING PLAN)
RSV	Displays the room status. (ROOM STATUS VIEW): Hotel function
RTO	Fixes ring mode (RING PLAN OVERRIDE)
SETDND	Sets/releases the Do Not Disturb function of other station. (REMOTE SET DND)
SETMG	Leaving a message (SET MESSAGE W/O RING)
SG	Direct station group selection (STATION GROUP)

(Continued)

Function that can be specified	Description
SLOCAT	Checks the locations of the hotel staff. (STAFF LOCATER): Hotel function
SMDR	Displays, prints, and removes the call charge.
SNR	Saved number redial (SAVED NUMBER REDIAL)
SP	Monitors the auto call distribution groups. (SUPERVISOR)
SPD	Speed dial (SPEED DIAL)
SPKR	Speaker (SPEAKER). This can be specified only if it does not exist in the fixed keys.
STATE	Sets the status of the boss.
STORE	Saves the caller ID in the individual speed dial buffer. (CID STORE)
SYSALM	System alarm (SYSTEM FAULT ALARM)
TCLIP	Allows the phone to send the calling line ID differently for each call. (Temporary CLIP)
TG	Direct trunk selection button (TRUNK GROUP)
TIMER	Timer (TIMER)
TRARPT	Processes the statistics data. (TRAFFIC REPORT)
TRSF	Transfer (TRANSFER). This can be specified only if it does not exist in the fixed keys.
UA	Night ring answer (UNA PICK UP)
VG	SVM-800 group messages
VM	Calls the embedded/IPUMS voice mailbox. (VM MEMO)
VMADM	Changes the embedded/IPUMS voice mailbox. (VM ADMINISTRATION)
VMAME	Auto answer for the embedded/IPUMS voice mailbox. (VM AUTO ANSWER EMULATION)
VMMSG	Checks the messages of the embedded/IPUMS voice mailbox. (VM MESSAGE)
VT	Transfers the voice mailbox. (VMS TRANSFER)
WAKEUP	Sets the morning call time: Hotel function
XCHIN	Speed check-in: Hotel function

Viewing and Changing the Buttons for Each Type of Phone

1. Select 4. Group & Table → 4.9 Key Programming → 4.9.1 Default Key from the Tree Viewer.
2. View the current settings for each type of phone.
3. Select the type of phone.
4. Select the button number and select a function in the Feature item.
In case that station number is needed, inputs the station number in the Extension item.
5. Save the changes.

Station Key

Sets a specific function to a program button of a phone that has the buttons that can be programmed.

The program buttons 1 and 2 is assigned to the multi-purpose button (Call) by default.

Below are the functions that can be assigned to the program buttons. Some functions (underlined with-at the latter part) can specify and use function extension numbers independently. For the trunk and trunk group direct selection function, the extension number must be specified. For other functions, it is possible that the extension number is not specified.

Function that can be specified

Function that can be specified	Description
AAPLAY	AA PLAY (This option may not be available in certain OfficeServ models.)
AAREC	AA RECORD (This option may not be available in certain OfficeServ models.)
AB	Absence/Presence (ABSENCE)
ABAND	Checks the information for whether the caller abandoned the call before answering. (CID ABANDON)
ABW	Connects/disconnects to the group agent for auto call distribution.

(Continued)

Function that can be specified	Description
ACC	Charge (Account)
AG	Answer Group (Including or excluding in a temporary answer group)
ALARM	Alarm
AN/RLS	Answer/release (ANSWER/RELEASE)-It can be specified only when it does not exist in the fixed keys.
BARGE	Barge-in (BARGE-IN/OVERRIDE)
BILL	Bills the room charge: Hotel function
BLOCK	Locks the off hook announcement. (OHVA BLOCK)
BOOK	Booking function
BOOTH	Sets whether to use the booth phone: Hotel function
BOSS	Boss and secretary (BOSS AND SECRETARY)
CAD	Displays the call processing status. (CALL ACTIVITY DISPLAY)
CALL	Multi-purpose call button (CALL BUTTON)-An extension number specifies a purpose automatically.
CAG	Control Answer Group (Making or deleting a temporary answer group)
CAMP	Station reservation (STATION CAMP-ON)
CANMG	Message canceling (MESSAGE-CANCEL)
CBK	Reservation (CALL BACK)
CC	Multi-ring service and call pick up button by station (CALL COVERAGE)
CHIN	Check-in: Hotel function
CHOUT	Check-out: Hotel function
CHOICE	Displays the SPOT Choice information.
CID	Selects the CID function.
CONF	Conference (CONFERENCE)
CONP	Displays the networking name. (CONNECTED NAME DISPLAY)
CR	Records the call to embedded/IPUMS voice mailbox (CALL RECORD)

(Continued)

Function that can be specified	Description
CREDIT	Checks and changes the charge at which the room is available: Hotel function
CS	Standby status of the auto call distribution group (CALL STATUS)
CSNR	Saves the caller ID in the SNR buffer. (CID SAVED NUMBER REDIAL)
DGPALM	Sets the alarm time for multiple stations.
DICT	Memo (DICTATION)
DIR	Directory dial (DIRECTORY)
DIVERT	Switches to the secretary
DLOCK	Door phone ring answering (DOOR UNLOCK)
DND	Do not disturb (DO NOT DISTURB)
DNDO	Ignores the Do not disturb setting. (DND OVERRIDE)
DP	Direct pick up (DIRECT PICK UP)
DROP	Drops and returns the opposite call when forwarding a call. (CALL DROP)
DS	Direct station selection button (DSS KEY)
DT	Direct trunk selection button (DTS KEY)
EP	Call pick up of an established call (ESTABLISHED CALLPICK UP)
EXTEND	CNF24 MEET-ME CONFERENCE EXTEND
EXTMIC	Selects the external or internal microphone in a phone to which the external microphone can be connected. (EXTERNAL MIC)
FAUTO	Forced auto answer by the caller (FORCED AUTO ANSWER)
FLASH	Trunk flash (FLASH)
FWRD	Call forward (CALL FORWARD)
GPIK	Group pick up (GROUP PICK UP)
HDSET	Headset mode (HEADSET MODE)
HLDPK	Hold pick up (HOLD PICK UP)
HOLD	Hold
HOTEL	Hotel function

(Continued)

Function that can be specified	Description
IG	Whether to include the group or not (IN/OUT OF GROUP)
INFDSP	Displays the SPOT View information.
INQUIRE	Views the caller information for a hold call. (CID INQUIRE)
ISPY	Checks the call status of other station. (CID I SPY)
LANREQ	Sends a control message to the LAN card. (LAN REQUEST)
LCR	Optimal route selection (AUTO ROUTE SELECTION)
LISTN	Group listening (GROUP LISTENING)
LNR	Redial (LAST NUMBER REDIAL): This can be specified only if it does not exist in the fixed keys.
LOG	Searches the last receiving/sending call. (CALL LOG)
MCONF	CNF24 Progressive Conference
MGC	CNF24 Predefined Conference
MJOIN	CNF24 Reserved Room Conference Join
MACR	MACRO
MMPA	Announcement forward answering (MEET ME PAGE ANSWER)
MMPG	Announcement forward (MEET ME PAGE)
MOBEX	MOBEX
MS	Sends a specific sound to the opposite party of a key. (MANUAL SIGNALING)
MSG	Message (MESSAGE): This can be specified only if it does not exist in the fixed keys.
MUTE	Drops the transmission. (MUTE): This can be specified only if it does not exist in the fixed keys.
MW	Displays the waiting message. (MESSAGE WAITING)
NEW	New trunk call (NEW CALL)
NIGHT	Trunk night group (NIGHT GROUP)
NND	Converts the number/name/date mode when checking the caller ID. (NUMBER/NAME/DATE)
NOCLIP	Rejects sending of the calling line ID. (NO CLIP SEND)
NPG	Networking announcement (PAGING ACROSS NETWORKED NODE)

(Continued)

Function that can be specified	Description
NS	Calls a networking station. (NETWORKING STATION)
NXT	Selects the next data when checking the caller ID. (CID NEXT CALL)
OHVA	Off hook announcement (OFF HOOK VOICE ANNOUNCEMENT)
OPER	Attendant calling (OPERATOR)
PAGE	Announcement (PAGE)
PAGPK	Announcement hold response (PICK UP PAGE HOLD)
PARK	Saves/recovers the call. (CALL PARK/RETRIEVE)
PAUSE	Pauses dialing. (PAUSE)
PMSG	Absence message (STATUS MESSAGE)
PRB	Allows interrupting. (PRIVACY RELEASE/BRIDGE)
PROG	Individual program (PROGRAM)
PTHR	Aligns the networking call paths. (PATH REPLACEMENT)
RB	Bills the call charge. (ROOM BILL): Hotel function
REJECT	Rejects the off hook announcement. (OHVA REJECT)
RETRY	Auto redial (AUTO REDIAL ON BUSY)
REVV	Checks the caller ID. (CID REVIEW)
RP	Converts/displays the ring mode. (RING PLAN)
RSV	Displays the room status. (ROOM STATUS VIEW): Hotel function
RTO	Fixes ring mode (RING PLAN OVERRIDE)
SETDND	Sets/releases the Do Not Disturb function of other station. (REMOTE SET DND)
SETMG	Leaving a message (SET MESSAGE W/O RING)
SG	Direct station group selection (STATION GROUP)
SLOCAT	Checks the locations of the hotel staff. (STAFF LOCATER): Hotel function
SMDR	Displays, prints, and removes the call charge.
SNR	Saved number redial (SAVED NUMBER REDIAL)
SP	Monitors the auto call distribution groups. (SUPERVISOR)
SPD	Speed dial (SPEED DIAL)

(Continued)

Function that can be specified	Description
SPKR	Speaker (SPEAKER). This can be specified only if it does not exist in the fixed keys.
STATE	Sets the status of the boss.
STORE	Saves the caller ID in the individual speed dial buffer. (CID STORE)
SYSALM	System alarm (SYSTEM FAULT ALARM)
TCLIP	Allows the phone to send the calling line ID differently for each call. (Temporary CLIP)
TG	Direct trunk selection button (TRUNK GROUP)
TIMER	Timer (TIMER)
TRARPT	Processes the statistics data. (TRAFFIC REPORT)
TRSF	Transfer (TRANSFER). This can be specified only if it does not exist in the fixed keys.
UA	Night ring answer (UNA PICK UP)
VG	SVM-800 group messages
VM	Calls the embedded/IPUMS voice mailbox. (VM MEMO)
VMADM	Changes the embedded/IPUMS voice mailbox. (VM ADMINISTRATION)
VMAME	Auto answer for the embedded/IPUMS voice mailbox. (VM AUTO ANSWER EMULATION)
VMSG	Checks the messages of the embedded/IPUMS voice mailbox. (VM MESSAGE)
VT	Transfers the voice mailbox. (VMS TRANSFER)
WAKEUP	Sets the morning call time: Hotel function
XCHIN	Speed check-in: Hotel function

Viewing and Changing the Program Buttons for Each Station

1. Select 4. Group & Table → 4.9 Key Programming → 4.9.2 Station Key from the Tree Viewer.
2. View the current program button settings for each station.
3. Select the station number to change.
4. Select the button number and select a function in the Feature item.
In case that station number is needed, inputs the station number in the Extension item.
5. Save the changes.

Program Key Status

Display current program key status.

Viewing the Program Key Status

1. Select 4. Group & Table → 4.9 Key Programming → 4.9.3 Program Key Status from the Tree Viewer.
2. View the current program key status.

Features

Call Restriction

Port Use Group

Specifies the call group to which each station or trunk belongs. When you want to restrict calls between stations or trunk calling/pick up, you can specify it for each call group.

Requirements

A station can be assigned to the call groups 001 to 300. A trunk can be assigned to the call groups 301 to 500.

Viewing and Changing the Station/Trunk Call Groups

1. Select 5. Features → 5.1 Call Restriction → 5.1.1 Port Use Group from the Tree Viewer.
2. View the current station/trunk call groups.
3. Select the station/trunk number to change and enter the call group number.
4. Save the changes.

Station To Trunk (Dial)

Sets whether a call can be sent to a specific trunk call group. (YES or NO)

Requirements

In the '5.1.1 Port Use Group', one of call groups 001 to 300 can be set to a station and one of call groups 301 to 500 to a trunk.

Viewing and Changing the Usage for Each Call Group

1. Select 5. Features → 5.1 Call Restriction → 5.1.2 Station To Trunk (Dial) from the Tree Viewer.
2. View whether a call can be sent for each call group currently set.

3. Select the station and trunk call group number to change.
4. Set whether a call can be sent.
5. Save the changes.

Station To Trunk (Answer)

Sets whether a call pick up can be performed to a specific trunk call group.
(YES or NO)

Requirements

- In the '5.1.1 Port Use Group', one of call groups 001 to 300 can be set to a station and one of call groups 301 to 500 to a trunk.
- If ANS is set to NO, call pick up cannot be performed, but, it can be performed if the station is ringing due to an incoming call or call forward, or for a common hold trunk.

Viewing and Changing the Usage for Each Call Group

1. Select 5. Features → 5.1 Call Restriction → 5.1.3 Station To Trunk (Answer) from the Tree Viewer.
2. View whether a call pick up can be performed for each call group currently set.
3. Select the station and trunk call group number to change.
4. Set whether a call pick up can be performed
5. Save the changes.

Station To Station

Sets whether a station call group can make a call to other station call groups.
(YES or NO)

Viewing and Changing the Station Call Groups Where Call Is Available

1. Select 5. Features → 5.1 Call Restriction → 5.1.4 Station To Station from the Tree Viewer.
2. View the current station call groups where call is available.
3. Select the station call group to receive the call and the station call group where call is available and set whether the call can be sent for each station call group.
4. Save the changes.

Trunk To Trunk

Sets whether a trunk call group can make a call to other trunk call groups.
(YES or NO)

Viewing and Changing the Trunk Call Groups Where Call Is Available

1. Select 5. Features → 5.1 Call Restriction → 5.1.5 Trunk To Trunk from the Tree Viewer.
2. View the current trunk call groups where call is available.
3. Select the trunk call group to receive the call and the trunk call group where call is available and set whether the call can be sent for each trunk call group.
4. Save the changes.

VoIP Options

H.323 Trunk Options

Sets the system parameters related to H.323 processing and H.323 Gatekeeper parameters.

H.323 Trunk Option

Item	Description
GATEWAY CALL ID	Sets the caller ID to account.
DIL Number	If the dial digits is not included in the received call, this option specifies the number to which the call is made to be received.
Signal Port	Sets the IP port number for H.323 signaling.
Call ID Type	Sets the caller ID type to send to the receiving side when sending a call. It can be displayed only if it has the same type as the caller sent.
MFR Alloc	When an incoming VoIP trunk call is sent directly to other trunk without passing via a station, the DTMF signal is detected which enters from that trunk. At this time, this option sets whether to assign the DTMF Receiver.
Real Ringback	When calling with a VOIP trunk, this option sets whether to have a virtual tone heard or have a ring back tone received from the opposite party heard.
RE-Route Time (sec)	When sending a VOIP trunk call, if there is no answer from the opposite party within this time, it is processed as fail. In case of the LCR, this option specifies the time to call the next group.
Gateway Allow	In case that this option is set to ENABLE, when receiving a H.323 call, if the calling side IP address is not registered in the program 833 VoIP Internet addresses, the call cannot be received.
Fast Setup	Sets whether to use the H.323 Fast Start.
Tunnel Mode	For H.245 signaling, this option sets whether to use a Q.931 signaling channel together without using a channel separately.
Codec Negotiation	Sets whether to change the codec type to use automatically depending on the opposite party.

(Continued)

Item	Description
CLIP Table	When sending a call to a VOIP network, this option sets '2.4.3 CLI Send Number' to use as the caller ID to send. When set to NONE, the CO Number of '2.6.1 Trunk Data' is used.
Incoming Mode	When a VOIP call is received, this option sets whether to use the received Called Party Number as it is or to follow the '3.2.3 DID Ringing' or to follow the receiving location for trunks specified in '3.2.1 Trunk Ringing'.
CLIR With Number	When set to ENABLE, even if CLIP Restriction is set, the CLIP number is sent to the network.
Dial Mode	Selects whether to use OVERLAP mode or ENBLOCK mode.
Gatekeeper Connect	Sets whether to connect and use the Gatekeeper.
Gatekeeper Route	When connecting to the Gatekeeper, this option can be set when you want not the Gatekeeper but the system to perform the analysis for dialing digits. Usually the Gatekeeper analyzes digits. But when this function is enabled, it analyzes the dialing digit with the information specified in the Outband tables of '5.2.3 VoIP Outgoing Digits' and '5.2.4 VoIP Incoming Digits'.
Gatekeeper Address	Sets the IP address of the Gatekeeper.
Gatekeeper Alter IP Address	If the Gatekeeper is used in redundancy mode, this option sets the IP address of the other Gatekeeper to use when the connection to the Primary Gatekeeper is disconnected.
Gatekeeper Name	Sets the alias name of the Gatekeeper.
H.323 Gateway ID	Sets the system ID to register in the Gatekeeper to H.323 ID.
E.164 Gateway Number	Sets the system ID to register in the Gatekeeper to E.164 ID.
Gatekeeper Keep Alive (sec)	Sets the RRQ transmission interval in the Gatekeeper.
Gatekeeper Down Route	Sets the routing method to use when the connection to the Gatekeeper being used is disconnected. - Alter Gatekeeper: Connects to the Alternative Gatekeeper. - PSTN: Uses the PSTN routing.
Gatekeeper RAS Type	When connecting the Gatekeeper manually according to the prefix, select MANUAL. For other cases, select AUTO.

(Continued)

Item	Description
URQ Reason Mode	When the Gatekeeper transmits a URQ message to the gateway, the gateway disables the Gatekeeper connection according to the REASON code.
RRQ Fail Time (sec)	Sets the interval to transmit a RRQ again when the gateway transmits a PRQ to the Gatekeeper and it fails,
GRQ Send	Sets whether the gateway sends a GRQ message.
Gatekeeper State	Displays the status of the Gatekeeper.

Viewing and Changing the H.323 Trunk Option Settings

1. Select 5. Features → 5.2 VoIP Options → 5.2.1 H.323 Trunk Option from the Tree Viewer.
2. View the current H.323 Trunk option settings.
3. Change the SIP Option settings.
4. Save the changes.

SIP Options

Sets the SIP parameter values.

SIP Option

Item	Description
Gateway Call ID	Sets the caller ID to account.
DIL Number	If the dial digits is not included in the received call, this option specifies the number to which the call is made to be received.
Signal Port	Sets the UDP port number for signaling.
Caller ID Type	Sets the caller ID type to send to the receiving side when sending a call. It can be displayed only if it has the same type as the caller sent.
MFR Alloc	When an incoming VoIP trunk call is sent directly to other trunk without passing via a station, the DTMF signal is detected which enters from that trunk. At this time, this option sets whether to assign the DTMF Receiver.

(Continued)

Item	Description
Real Ringback Tone	When calling with a VOIP trunk, this option sets whether to have a virtual tone heard or have a ring back tone received from the opposite party heard.
RE-Route Time (sec)	When sending a VOIP trunk call, if there is no answer from the opposite party within this time, it is processed as fail. In case of the LCR, this option specifies the time to call the next group.
Gateway Allow	In case that this option is set to ENABLE, when receiving a H.323 call, if the calling side IP address is not registered in '5.2.5 VoIP Routing IP Address', the call is not received.
UDP Trunk Port	Sets the UDP port number when the opposite party of the trunk is also a trunk.
UDP Phone Port	Sets the UDP port number when the opposite party of the phone is also a phone.
T1 Time (100 ms)	When using an unreliable transmission protocol such as UDP, if there is no answer after transmitting a call, it is retransmitted. The T1 Time is the first retransmission interval defined in the RFC2543.
T2 Time (100 ms)	Maximum retransmission interval defined in the RFC2542.
General Ring Time (100 ms)	In an unreliable transmission protocol, the server cannot ensure that the client has received the last answer after it sent it. In this case, until the retransmission that the server requested is received, it must retransmit the answer during this time. For example, it is the time to wait after sending a 200 OK message for an INFO message.
Invite Ring Time (100 ms)	In an unreliable transmission protocol, the client cannot ensure whether the server has received the ACK message after the client sent an ACK for an INVITE Final Response. At this time, this is the time to wait after sending an ACK for the Final Response.
Provisional Time (100 ms)	When a provision response is received, this is the time to wait before the user agent ends the timer.
Inverse Response Time (100 ms)	This is the time for the user agent to wait before sending a cancel for an Invite Request.
T4 Time (100 ms)	This is defined and used for several uses in the RFC 2543. For example, in an unreliable transmission protocol, one of them is the time to wait after the USA (User Agent Server) receives an ACK message.

(Continued)

Item	Description
CLIP Table	Sets the UDP port number for signaling.
Incoming Mode	When a VoIP call is received, this option sets whether to use the received Called Party Number as it is or to follow the '3.2.3 DID Ringing' or to follow the receiving location for trunks specified in '3.2.1 Trunk Ringing'. When a VOIP call is received, this option sets whether to use the received Called Party Number as it is or to follow the '3.2.3 DID Ringing' or to follow the receiving location for trunks specified in '3.2.1 Trunk Ringing'.
General Response Time (100 ms)	This is the time for the user agent to wait before sending a cancel for a General Request.
Request Retry Time (100 ms)	This is the time for the user agent to wait until it receives a Final Response after sending a General Request.
Server IP Address	Sets the IP address of the SIP server.
Registration per User	When using the SIP server, if this item is set to Enable, you can register it for each user. If set to Disable, you can registers a representative number to it.
Gateway Enable	Sets whether to use the SIP server.
Server Port	Sets the port number of the SIP server.
Regist Trunk Number	Sets the representative number to register in the SIP server.
Proxy Domain Name	Sets the domain name for authentication when using the SIP server.
User ID	Sets the user ID for authentication when using the SIP server.
Regist Password	Sets the password to use when authentication is needed to register a number to the SIP Server, This is to used when registering the representative number.
Regist Expire (sec)	This expire time value is needed to register a number to the SIP server periodically. Generally, a value given by the SIP server is used. We recommend using the default value.
Session Timer	This the timer value to use when sending and receiving a message periodically to preserve a session after it is set up. Whether to use the session timer is predefined for each SIP server. We recommend using the default value.
Session Vendor	This option is used to discriminate the slightly different operations of each server. We recommend using the default value.

(Continued)

Item	Description
Regist Status	Displays whether the terminal is registered to the SIP server.
SIP Station Expire Time (sec)	Sets the registration expire time of the SIP station terminal. We recommend using the default value.
SIP Peering	When making a call in interoperation with the SIP server, usually, the SIP server IP address is used in the From/To header. But, this option is used when you want use the IP address of the terminal for a specific SIP server.
Codec Auto Negotiation	Sets whether to set the voice codec automatically.
TLS Port	This is the port specified to use the TLS.
Use TLS	Sets whether to use the TLS when performing SIP signaling.
Proxy Server Address	Sets the domain name or IP address of the SIP server. If a domain name is entered in this option, the DNS query is executed and, through this, the IP address of the SIP server is obtained.
Alter Proxy IP Address	In case that the proxy address is specified to be an IP address type, this option sets the alternative proxy IP address to replace when the specified SIP server fails.
DNS Server1 IP Address	When executing a DNS Query using a domain name, this option sets the IP address of the name server that gives the IP address of the SIP server.
DNS Server2 IP Address	Set the alternate name server to use when the name server specified in the DNS Server1 IP Address field fails.

Viewing and Changing the SIP Option Settings

1. Select 5. Features → 5.2 VoIP Options → 5.2.2 SIP Option from the Tree Viewer.
2. View the current SIP Option settings.
3. Change the SIP Option settings.
4. Save the changes.

VoIP Outgoing Digits

Sets the digit code conversion settings when sending an H.323 and SIP VoIP trunk call.

Items to be Specified	Description
Table No	Index (0 to 62) of the first IP table to refer to when converting an access code to an IP address.
Access Digit	Digits needed to connect to the opposite party. This is needed to transmit a call to the opposite system.
Insert Digit	Digit to insert at the front of the called party number entered.
Digit Length	Length of the VoIP call digits
Delete Length	Length of a part of the ACCESS DGT to delete After connecting to the opposite VoIP trunk, as many digits as is removed from the ACCESS DGT and the remaining is used.
IP Table Number	When sending a VoIP call, this option sets the number of the table in which the destination IP address is saved.
Start Entry of IP Table	Sets the location to start searching in the IP table to distribute calls for a specific access code.
Server Use	Sets whether to use Gatekeeper for the access. (This is applicable only when the Gatekeeper Route is set to Enable in '5.2.1 H.323 Trunk Option'.)

Viewing and Changing the VoIP Outgoing Digits

1. Select 5. Features → 5.2 VoIP Options → 5.2.3 VoIP Outgoing Digits from the Tree Viewer.
2. View the current VoIP Outgoing Digits.
3. Change the VoIP Outgoing Digits.
4. Save the changes.

VoIP Incoming Digits

Sets the digit code conversion settings when receiving an H.323 and SIP VoIP trunk call.

Items to be Specified	Description
Table No	Index (0 to 62) of the first IP table to refer to when converting an access code to an IP address.
Access Digit	Digits needed to connect to the opposite party. This is needed to transmit a call to the opposite system.
Insert Digit	Digit to insert at the front of the called party number entered.
Digit Length	Length of the VoIP call digits
Delete Length	Length of a part of the ACCESS DGT to delete After connecting to the opposite VoIP trunk, as many digits as is removed from the ACCESS DGT and the remaining is used.

Viewing and Changing VoIP Incoming Digits

1. Select 5. Features → 5.2 VoIP Options → 5.2.4 VoIP Incoming Digits from the Tree Viewer.
2. View the current VoIP Incoming Digits.
3. Change the VoIP Incoming Digits.
4. Save the changes.

VoIP Routing IP Address

Sets the Internet address that can be connected via VoIP.

Viewing and Changing the VoIP Routing IP Addresses

1. Select 5. Features → 5.2 VoIP Options → 5.2.5 VoIP Routing IP Address from the Tree Viewer.
2. View the current VoIP routing IP addresses.
3. Change the VoIP routing IP addresses.
4. Save the changes.

E.164 Numbers

Sets the system ID to register in the Gatekeeper to E.164 ID.

Viewing and Changing the E.164 Number

1. Select 5. Features → 5.2 VoIP Options → 5.2.6 E.164 Numbers from the Tree Viewer.
2. View the current E.164 Number.
3. Change the E.164 Number.
4. Save the changes.

SIP Number

Registers a SIP user ID and password.

The number, i.e., user ID, should be sixteen (16) characters long. It can contain *, #, and blank. The password should be sixteen (16) alphanumeric characters long.

Viewing and Changing the SIP Number

1. Select 5. Features → 5.2 VoIP Options → 5.2.7 SIP Number from the Tree Viewer.
2. View the current number and password.
3. Change the number and password.
4. Save the changes.

Private IP Address

Registers the IP address of the devices which use a private IP address among other devices that you want to use to connect an H.323 or SIP call from the system. When connecting an H.323 or SIP call using the IP address that is registered here, this function recognizes that it is connected to a city private network and sends the private IP of the system to the opposite party.

Viewing and Changing the Private IP Address

1. Select 5. Features → 5.2 VoIP Options → 5.2.8 Private IP Address from the Tree Viewer.
2. View the current private IP address.
3. Change the private IP address.
4. Save the changes.

MGI Parameter

Sets the DSP parameters of the MGI board.

The parameters of the MGI 3 board and MGI 16/MG I64 board differ respectively. You can set them individually.

MGI 3 Parameter

Parameter	Description
Echo Cancel	The Echo Cancellation is the function to remove echo generated by reflection of voice on the Packet Delay and PSTN. This option sets whether to use this function.
Silence Suppression	The Silence Suppression is the function that detects silence during talking and does not transmit those voice packets. This option sets whether to use this function.
Input Filter	Sets whether to perform the DSP Input Filtering.
Input Gain	Inputs the call receptivity of the PCM voice that enters the DSP. (-31~31 Db)
Voice Volume	Sets the volume used when converting voice packets to a PCM voice. (-31~31 Db)
Frame Count	Selects the audio codec of the MGI card and sets the transmission interval time for VoIP packets.
Jitter Option Factor	Sets the reference to control the Jitter buffering operation when converting voice packets received from the network to a PCM voice. If this option is set to a value less than 4, emphasis is put on the packet loss processing. If set to a value larger than 4, emphasis is put on the packet delay.
Min Jitter Delay (ms)	Selects the jitter delay value.
Max Jitter Delay (ms)	Selects the maximum jitter delay value.
Loss Check Time (sec)	Sets the loss check interval for RTP packets.
FAX ECM	When using the T.38 fax, this option sets the additional recovery function for fax transmission errors.
FAX Count	Sets the maximum allowable number of the Internet FAX channels.
DTMF Type	Sets whether to send DTMF signals along a voice channel (INBAND) or using a separate message (OUTBAND).

(Continued)

Parameter	Description
TOS/DiffServ	Consists of eight (8) bits. This option sets the priority to be used in a router or switch on the external networks. If the network does not support this, this option must be set to the default value.
T38 Retry Count	Sets the retry count in the T38 Redundancy Field.
T38 G711	Sets whether to apply the T38 if the exit codec of the MGI is G.711.

MGI 16/MGI 64 Parameter

Parameter	Description
Echo Cancel	The Echo Cancellation is the function to remove echo generated by reflection of voice on the Packet Delay and PSTN. This option sets whether to use this function.
Silence Suppression	The Silence Suppression is the function that detects silence during talking and does not transmit those voice packets. This option sets whether to use this function.
Input Filter	Sets whether to perform the DSP Input Filtering.
Input Gain	Inputs the call receptivity of the PCM voice that enters the DSP. (-31~31 Db)
Voice Volume	Sets the volume used when converting voice packets to a PCM voice. (-31~31 Db)
Frame Count	Selects the audio codec of the MGI card and sets the transmission interval time for VoIP packets.
Jitter Option Factor	Sets the reference to control the Jitter buffering operation when converting voice packets received from the network to a PCM voice. If this option is set to a value less than 4, emphasis is put on the packet loss processing. If set to a value larger than 4, emphasis is put on the packet delay.
Min Jitter Delay (ms)	Selects the jitter delay value.
Max Jitter Delay (ms)	Selects the maximum jitter delay value.
Loss Check Time (sec)	Sets the loss check interval for RTP packets.
FAX ECM	When using the T.38 fax, this option sets the additional recovery function for fax transmission errors.
FAX Count	Sets the maximum allowable number of the Internet FAX channels.

(Continued)

Parameter	Description
DTMF Type	Sets whether to send DTMF signals along a voice channel (INBAND) or using a separate message (OUTBAND).
TOS/DiffServ	Consists of eight (8) bits. This option sets the priority to be used in a router or switch on the external networks. If the network does not support this, this option must be set to the default value.
T38 Retry Count	Sets the retry count in the T38 Redundancy Field.
T38 G711	Sets whether to apply the T38 if the exit codec of the MGI is G.711.
802.1 Priority	Sets the priority field for Ethernet frames composed by the 802.1 standard. The priorities of packets are divided into the packets that must be processed urgently and the packets that have a time, and those packets are processed. (0 to 7)
802.1 VLAN ID	Sets the 802.1Q VLAN. The Virtual Local Area Network (VLAN) is the function to group similar devices into workgroups and perform the switching processing according to the LAN operation policy regardless of the location of user's device. (0 to 4095)
802.1Q Service	Sets whether to use the 802.1Q.
EC Gain	Sets the EC GAIN value. (18~38)
NLP	Sets the NLP value. (0/1/2)
Echo Tail Length (ms)	Sets the echo tail length. (8 to 128)
Jitter Delay Time	Sets the jitter delay time. (0 to 500)
Jitter Period	Sets the jitter period. (1 to 10)
Dual Filter EC Option	Sets the dual filter option.
SRTP Enable	Sets whether to use SRTP protocol on the whole system.

Viewing and Changing the MGI Parameter Values

1. Select 5. Features → 5.2 VoIP Options → 5.2.9 MGI Parameter from the Tree Viewer.
2. View the current MGI parameter values.
3. Change the MGI parameter values.
4. Save the changes.

System IP Options

This menu provides various proprietary Samsung VoIP and IP integration options.

The options set in this menu apply system wide.

System IP Option Items

Item	Description
Phone TFTP Address	Sets the IP address to be connected to when upgrading the program of the IP phone.
IPP Password	When the IPP Registration is set to 'System Password', this option sets the password to be used for check.
IPP Registration	Disable: New registration is not allowed. System Password: Checks whether it is the same as the ITP REGIST PSWD of the program 841 when registering a new phone. Phone Password: Phone Password (Checks whether it is the same as the USER PSWD of the program 840 when registering a new phone.)
Soft Key Version	Sets the version of the Soft Menu.
Update Type	Selects MMC COMMAND, PHONE CONNECT, or AUTO TIME, etc.
Update Interval (sec)	Sets the interval with which the IP phone program is changed.
Update Time	When set to AUTO TIME, this option sets the start time to change the IP phone program.
Frame Count	Sets the number of buffering when transmitting a voice packet to the network. This system performs as many as voice packet buffering set in this item and sends them as one (1) voice packet.

(Continued)

Item	Description
Jitter Size	Sets the reference to control the Jitter buffering operation when converting a voice packet received from the network to a PCM voice.
TOS Field	Sets the TOS (Type Of Service) field value.
ITP Codec Nego	When connecting a call path between the IP phone and MGI, this option sets whether to use the MGI codec or the IP phone codec.
Parameter Base	Sets whether to set the DSP parameter of IP phone to SYSTEM BASE or ITP BASE.
ITP TX Limit Option	Sets whether to restrict sending from the IP phone.

Viewing and Changing the Phone Versions

1. Select 5. Features → 5.2 VoIP Options → 5.2.10 System IP Options from the Tree Viewer.
2. Select Phone Version tab.
3. View the current phone versions.
4. Change the phone versions.
5. Save the changes.

ITP DSP Parameter

Sets various parameters of the IP phone.

ITP DSP Parameter

Parameter	Description
Frame Count	Sets the number of buffering when transmitting a voice packet to the network. This system performs as many as voice packet buffering set in this item and sends them as one (1) voice packet.
Jitter Size	Sets the reference to control the Jitter buffering operation when converting a voice packet received from the network to a PCM voice signal.
TOS Field	Sets the TOS (Type Of Service) field value.

Viewing and Changing the ITP DSP Parameter Values

1. Select 5. Features → 5.2 VoIP Options → 5.2.11 ITP DSP Parameter from the Tree Viewer.
2. View the current ITP DSP parameter values.
3. Change the ITP DSP parameter values.
4. Save the changes.

SIP Stack/Ext/Trunk Options

Sets SIP Stack/Ext/Trunk Options.

Viewing and Changing the SIP Stack/Ext/Trunk Options Values

1. Select 5. Features → 5.2 VoIP Options → 5.2.12 SIP Stack/Ext/Trunk Options from the Tree Viewer.
2. View the current SIP Stack/Ext/Trunk Options values.
3. Change the SIP Stack/Ext/Trunk Options values.
4. Save the changes.

SIP Carrier Options

Sets SIP Carrier Options.

Viewing and Changing the SIP Carrier Options Values

1. Select 5. Features → 5.2 VoIP Options → 5.2.13 SIP Carrier Options from the Tree Viewer.
2. View the current SIP Carrier Options values.
3. Change the SIP Carrier Options values.
4. Save the changes.

SIP Users

Sets SIP Users.

Viewing and Changing the SIP Users

1. Select 5. Features → 5.2 VoIP Options → 5.2.14 SIP Users from the Tree Viewer.
2. View the current SIP Users values.
3. Change the SIP Users values.
4. Save the changes.

SIP Destination

Sets SIP Destination.

Viewing and Changing the SIP Destination

1. Select 5. Features → 5.2 VoIP Options → 5.2.15 SIP Destination from the Tree Viewer.
2. View the current SIP Destination values.
3. Change the SIP Destination values.
4. Save the changes.

MGI Options

Sets MGI Options.

Viewing and Changing the MGI Options

1. Select 5. Features → 5.2 VoIP Options → 5.2.16 MGI Options from the Tree Viewer.
2. View the current MGI Options values.
3. Change the MGI Options values.
4. Save the changes.

VoIP Peering

Sets VoIP Peering.

Viewing and Changing the VoIP Peering

1. Select 5. Features → 5.2 VoIP Options → 5.2.17 VoIP Peering from the Tree Viewer.
2. View the current VoIP Peering values.
3. Change the VoIP Peering values.
4. Save the changes.

VoIP Options

Sets VoIP Options.

Viewing and Changing the VoIP Options

1. Select 5. Features → 5.2 VoIP Options → 5.2.18 VoIP Options from the Tree Viewer.
2. View the current VoIP Options values.
3. Change the VoIP Options values.
4. Save the changes.

CNF24 Options

Sets CNF24 Options.

Viewing and Changing the VoIP Options

1. Select 5. Features → 5.2 VoIP Options → 5.2.19 CNF24 Options from the Tree Viewer.
2. View the current CNF24 Options values.
3. Change the CNF24 Options values.
4. Save the changes.

Wireless LAN

WLAN Parameter

Sets the parameters related to WLI board interoperoperation and the parameters related to wireless terminal authentication.

Depending on the parameters, when they are changed the WBS24 wireless station they can be operated automatically again to reflect the changes.

And, when System ID or System Key, etc. is changed, all the existing registered terminal information is initialized.

WLAN Parameter

Parameter	Description
RF Channel	Sets the RF channels that the WBS24 uses. Up to six (6) channels can be specified and the default is three (3) (No.1, No.6, No.11).
Codec 1,2,3,4	Codec used for VoIP calls between the WBS24 and terminal. Any of G.711u, G.711a, G.726, and G.729 can be specified.
Register VoWLAN	Sets whether to permit a new registration of a wireless terminal.
WIP Policy	Sets whether to use the WIP IP address in static mode or not.
WLI Slot	Sets the location information of the cabinet and slot in which the WLI card is mounted.
Version	Parameter to view the version information of the WLAN module.
WLAN Switch	Option to support the WLAN switch. This option is applicable only if the AP TYPE is set to Commercial AP.
Max AP Channel	Used to restrict the number of channels for the Commercial AP. This option is applicable only if the AP TYPE is set to Commercial AP.
Retransmission T1	When using an unreliable transmission protocol such as UDP, if there is no answer after transmitting a call, it is retransmitted. The RE-TRANS.T1 TIME is the first retransmission interval defined in the RFC2543.
Retransmission T2	Maximum retransmission interval defined in the RFC2543
Retransmission T4	This is defined and used for several uses in the RFC 2543. For example, in an unreliable transmission protocol, one of them is the time to wait after the USA (User Agent Server) receives an ACK message.

(Continued)

Parameter	Description
General Linger Timer	In an unreliable transmission protocol, the server cannot ensure that the client has received the last answer after it sent it. In this case, until the retransmission that the server requested is received, it must retransmit the answer during this time. For example, it is the time to wait after sending a 200 OK message for an INFO message.
Invite Linger Timer	In an unreliable transmission protocol, the client cannot ensure whether the server has received the ACK message after the client sent an ACK for an INVITE Final Response. At this time, this is the time to wait after sending an ACK for the Final Response.
Cancel General No Response Timer	The time to wait before canceling a request related to the SIP
Cancel Invite No Response Timer	The time to wait before canceling an SIP INVITE Request
General Request Timeout Timer	The time to wait before the last answer for a request related to the SIP is received
Provisional Timer	When receiving a Provision Response, the user agent must wait for this time before it is timed out.

Viewing and Changing the WLAN Parameter Values

1. Select 5. Features → 5.3 Wireless LAN → 5.3.1 WLAN Parameter from the Tree Viewer.
2. View the current WLAN parameter values.
3. Change the WLAN parameter values.
4. Save the changes.

WLAN IP Pool

This menu is used when viewing the IP list assigned to WLAN, or when creating a new IP list. This IP address is automatically assigned to WiFi phone during a new registration procedure. If the IP address is already assigned, the assigned terminal number will be shown in the USED field.

Also, the MMC is used to set MAC addresses in the terminal in order to use the wireless LAN. (not yet implemented)

Viewing and Changing the WLAN IP Pool Values

1. Select 5. Features → 5.3 Wireless LAN → 5.3.3 WLAN IP Pool from the Tree Viewer.
2. View the current WLAN IP Pool values.
3. Change the WLAN IP Pool values.
4. Save the changes.

Volume Control

System-Wide Volume

Controls the volume or call sensitivity of the phones installed in the system.

T-Switch Gain

Controls the volume or call sensitivity of the phones installed in the system.

There are 121 T-Switch gain connection types which control call sensitivity.

When connecting between trunks, this is applied only if '5.4.3 Trunk Gain' is set to 0.

T-Switch Gain Connection Types

Connection Type		Description
Tx	Rx	
DGP	DGP	Digital Phone Tx → Digital Phone Rx Sensitivity Control
	SLT	Digital Phone Tx → Normal Phone Rx Sensitivity Control
	ATRK	Digital Phone Tx → Analog Trunk Rx Sensitivity Control
	DTRK	Digital Phone Tx → Digital Trunk Rx Sensitivity Control
	ITP	Digital Phone Tx → ITP Rx Sensitivity Control
	VOIP	Digital Phone Tx → VoIP Trunk Rx Sensitivity Control
	SVMi	Digital Phone Tx → SVMi Rx Sensitivity Control
	WLAN	Digital Phone Tx → WLAN Rx Sensitivity Control
	SOFT	Digital Phone Tx → SOFT Phone Rx Sensitivity Control
	UMS	Digital Phone Tx → IP-UMS Rx Sensitivity Control
	SIP	Digital Phone Tx → SIP Station Rx Sensitivity Control
SLT	DGP	Normal Phone Tx → Digital Phone Rx Sensitivity Control
	SLT	Normal Phone Tx → Digital Phone Rx Sensitivity Control
	ATRK	Normal Phone Tx → Analog Trunk Rx Sensitivity Control
	DTRK	Normal Phone Tx → Digital Trunk Rx Sensitivity Control
	ITP	Normal Phone Tx → ITP Rx Sensitivity Control
	VOIP	Normal Phone Tx → VoIP Trunk Rx Sensitivity Control
	SVMi	Normal Phone Tx → SVMi Rx Sensitivity Control
	WLAN	Normal Phone Tx → WLAN Rx Sensitivity Control
	SOFT	Normal Phone Tx → SOFT Phone Rx Sensitivity Control

(Continued)

Connection Type		Description
Tx	Rx	
SLT	UMS	Normal Phone Tx → IP-UMS Rx Sensitivity Control
	SIP	Normal Phone Tx → SIP Station Rx Sensitivity Control
ATRK	DGP	Analog Trunk Tx → Digital Phone Rx Sensitivity Control
	SLT	Analog Trunk Tx → Normal Phone Rx Sensitivity Control
	ATRK	Analog Trunk Tx → Analog Trunk Rx Sensitivity Control
	DTRK	Analog Trunk Tx → Digital Trunk Rx Sensitivity Control
	ITP	Analog Trunk Tx → ITP Rx Sensitivity Control
	VOIP	Analog Trunk Tx → VoIP Trunk Rx Sensitivity Control
	SVMi	Analog Trunk Tx → SVMi Rx Sensitivity Control
	WLAN	Analog Trunk Tx → WLAN Rx Sensitivity Control
	SOFT	Analog Trunk Tx → SOFT Phone Rx Sensitivity Control
	UMS	Analog Trunk Tx → IP-UMS Rx Sensitivity Control
	SIP	Analog Trunk Tx → SIP Station Rx Sensitivity Control
DTRK	DGP	Digital Trunk Tx → Digital Phone Rx Sensitivity Control
	SLT	Digital Trunk Tx → Normal Phone Rx Sensitivity Control
	ATRK	Digital Trunk Tx → Analog Trunk Rx Sensitivity Control
	DTRK	Digital Trunk Tx → Digital Trunk Rx Sensitivity Control
	ITP	Digital Trunk Tx → ITP Rx Sensitivity Control
	VOIP	Digital Trunk Tx → VoIP Trunk Rx Sensitivity Control
	SVMi	Digital Trunk Tx → SVMi Rx Sensitivity Control
	WLAN	Digital Trunk Tx → WLAN Rx Sensitivity Control
	SOFT	Digital Trunk Tx → SOFT Phone Rx Sensitivity Control
	UMS	Digital Trunk Tx → IP-UMS Rx Sensitivity Control
	SIP	Digital Trunk Tx → SIP Station Rx Sensitivity Control
ITP	DGP	ITP Tx → Digital Phone Rx Sensitivity Control
	SLT	ITP Tx → Normal Phone Rx Sensitivity Control
	ATRK	ITP Tx → Analog Trunk Rx Sensitivity Control
	DTRK	ITP Tx → Digital Trunk Rx Sensitivity Control
	ITP	ITP Tx → ITP Rx Sensitivity Control
	VOIP	ITP Tx → VoIP Trunk Rx Sensitivity Control

(Continued)

Connection Type		Description
Tx	Rx	
ITP	SVMi	ITP Tx → SVMi Rx Sensitivity Control
	WLAN	ITP Tx → WLAN Rx Sensitivity Control
	SOFT	ITP Tx → SOFT Phone Rx Sensitivity Control
	UMS	ITP Tx → IP-UMS Rx Sensitivity Control
	SIP	ITP Tx → SIP Station Rx Sensitivity Control
VOIP	DGP	VoIP Trunk Tx → Digital Phone Rx Sensitivity Control
	SLT	VoIP Trunk Tx → Normal Phone Rx Sensitivity Control
	ATRK	VoIP Trunk Tx → Analog Trunk Rx Sensitivity Control
	DTRK	VoIP Trunk Tx → Digital Trunk Rx Sensitivity Control
	ITP	VoIP Trunk Tx → ITP Rx Sensitivity Control
	VOIP	VoIP Trunk Tx → VoIP Trunk Rx Sensitivity Control
	SVMi	VoIP Trunk Tx → SVMi Rx Sensitivity Control
	WLAN	VoIP Trunk Tx → WLAN Rx Sensitivity Control
	SOFT	VoIP Trunk Tx → SOFT Phone Rx Sensitivity Control
	UMS	VoIP Trunk Tx → IP-UMS Rx Sensitivity Control
	SIP	VoIP Trunk Tx → SIP Station Rx Sensitivity Control
SVMi	DGP	SVMi Tx → Digital Phone Rx Sensitivity Control
	SLT	SVMi Tx → Normal Phone Rx Sensitivity Control
	ATRK	SVMi Tx → Analog Trunk Rx Sensitivity Control
	DTRK	SVMi Tx → Digital Trunk Rx Sensitivity Control
	ITP	SVMi Tx → ITP Rx Sensitivity Control
	VOIP	SVMi Tx → VoIP Trunk Rx Sensitivity Control
	SVMi	SVMi Tx → SVMi Rx Sensitivity Control
	WLAN	SVMi Tx → WLAN Rx Sensitivity Control
	SOFT	SVMi Tx → SOFT Phone Rx Sensitivity Control
	UMS	SVMi Tx → IP-UMS Rx Sensitivity Control
WLAN	DGP	WLAN Tx → Digital Phone Rx Sensitivity Control
	SLT	WLAN Tx → Normal Phone Rx Sensitivity Control
	ATRK	WLAN Tx → Analog Trunk Rx Sensitivity Control

(Continued)

Connection Type		Description
Tx	Rx	
WLAN	DTRK	WLAN Tx → Digital Trunk Rx Sensitivity Control
	ITP	WLAN Tx → ITP Rx Sensitivity Control
	VOIP	WLAN Tx → VoIP Trunk Rx Sensitivity Control
	SVMi	WLAN Tx → SVMi Rx Sensitivity Control
	WLAN	WLAN Tx → WLAN Rx Sensitivity Control
	SOFT	WLAN Tx → SOFT Phone Rx Sensitivity Control
	UMS	WLAN Tx → IP-UMS Rx Sensitivity Control
	SIP	WLAN Tx → SIP Station Rx Sensitivity Control
SOFT	DGP	SOFT Phone Tx → Digital Phone Rx Sensitivity Control
	SLT	SOFT Phone Tx → Normal Phone Rx Sensitivity Control
	ATRK	SOFT Phone Tx → Analog Trunk Rx Sensitivity Control
	DTRK	SOFT Phone Tx → Digital Trunk Rx Sensitivity Control
	ITP	SOFT Phone Tx → ITP Rx Sensitivity Control
	VOIP	SOFT Phone Tx → VoIP Trunk Rx Sensitivity Control
	SVMi	SOFT Phone Tx → SVMi Rx Sensitivity Control
	WLAN	SOFT Phone Tx → WLAN Rx Sensitivity Control
	SOFT	SOFT Phone Tx → SOFT Phone Rx Sensitivity Control
	UMS	SOFT Phone Tx → IP-UMS Rx Sensitivity Control
UMS	SIP	SOFT Phone Tx → SIP Station Rx Sensitivity Control
	DGP	UMS Tx → Digital Phone Rx Sensitivity Control
	SLT	UMS Tx → Normal Phone Rx Sensitivity Control
	ATRK	UMS Tx → Analog Trunk Rx Sensitivity Control
	DTRK	UMS Tx → Digital Trunk Rx Sensitivity Control
	ITP	UMS Tx → ITP Rx Sensitivity Control
	VOIP	UMS Tx → VoIP Trunk Rx Sensitivity Control
	SVMi	UMS Tx → SVMi Rx Sensitivity Control
	WLAN	UMS Tx → WLAN Rx Sensitivity Control
	SOFT	UMS Tx → SOFT Phone Rx Sensitivity Control
	UMS	UMS Tx → IP-UMS Rx Sensitivity Control
	SIP	UMS Tx → SIP Station Rx Sensitivity Control

(Continued)

Connection Type		Description
Tx	Rx	
SIP	DGP	SIP Station Tx → Digital Phone Rx Sensitivity Control
	SLT	SIP Station Tx → Normal Phone Rx Sensitivity Control
	ATRK	SIP Station Tx → Analog Trunk Rx Sensitivity Control
	DTRK	SIP Station Tx → Digital Trunk Rx Sensitivity Control
	ITP	SIP Station Tx → ITP Rx Sensitivity Control
	VOIP	SIP Station Tx → VoIP Trunk Rx Sensitivity Control
	SVMi	SIP Station Tx → SVMi Rx Sensitivity Control
	WLAN	SIP Station Tx → WLAN Rx Sensitivity Control
	SOFT	SIP Station Tx → SOFT Phone Rx Sensitivity Control
	UMS	SIP Station Tx → IP-UMS Rx Sensitivity Control
	SIP	SIP Station Tx → SIP Station Rx Sensitivity Control

Conference Gain

Controls the volume for the conference attendants. You can control the volume for each analog trunk conference member.

Conference Gain Control Items

Item	Description
Member	Number of the analog trunk conference members for which the volume is to be controlled.
Trunk	Analog trunk No. A number is given to each member sequentially, starting from 0.
Conf. Gain	Controls the sensitivity of the conference bridge.
TSW Gain	Controls the sensitivity of the time switch.

ITP Volume

Changes the handset and speaker gain of the IP phone.

TX Level Control

Controls the phone sending sensitivity. The maximum sending sensitivity is 9.

TX Level Control Items

Item	Description
TX Level	Controls the phone sending sensitivity. (Max. sensitivity: 9) INDEX: 0 1 2 3 4 5 6 7 Value: 0 1 2 3 4 5 6 7
Misc Level	Controls the sensitivity for the internal sound source of the MCP card or the external sound source of the MIS card. (0 to 7, Greater the number lower the level)
R2 Tx Level	Controls the power sensitivity when sending the R2MFC data.
R2 Rx Level	Controls the power sensitivity when receiving the R2MFC data.
R2 Threshold	Controls the voltage level for recognizing an R2MFC signal.

Viewing and Changing the System-Wide Volume Values

1. Select 5. Features → 5.4 Volume Control → 5.4.1 System-Wide Volume from the Tree Viewer.
2. View the System-Wide Volume values.
3. Change the System-Wide Volume values.
4. Save the changes.

DGP Volume

Controls the volume for the digital phones. You can set a different volume for each type of digital phone. If you change the volume for a type of digital phone, it is applied to all phones of the same type.

Types of Digital Phones

Phone Type	Description
US24	Unused in Korea.
EU24	
KR24	DS-24SE phone
KP24	DS-24SI phone
KP20	Unused in Korea.
US07	
EU06	
EKTS	
AOM	Add On module
DOR	Door phone
28B	DS-4028E, DS-4018E, and DS-4008E phones
12L	Large LCD phone
21D	DS-5038D, DS-5021D, and DS-5014D phones
ITP	IP phone

Viewing and Changing the DGP Volume Options

1. Select 5. Features → 5.4 Volume Control → 5.4.2 DGP Volume from the Tree Viewer.
2. Select the Option tab.
3. View the current option settings.
4. Change the option settings.
5. Save the changes.

Trunk TSW Gain

Controls the call sensitivity for each trunk.

Viewing and Changing the Trunk Gains

1. Select 5. Features → 5.4 Volume Control → 5.4.3 Trunk TSW Gain from the Tree Viewer.
2. View the current trunk gains.
3. Change the TX and RX gains.
4. Save the changes.

Trunk TMC Gain

Controls the reference sensitivity for each trunk. You can control the reference sensitivity within the range of -10~+20 dB.

Requirements

An analog trunk card must be mounted.

Viewing and Changing the Trunk TMC Gains

1. Select 5. Features → 5.4 Volume Control → 5.4.4 Trunk TMC Gain from the Tree Viewer.
2. View the current trunk TMC gains.
3. Change the TX and RX gains.
4. Save the changes.

SLI2 Gain

Controls the receiving sensitivity for each port of the SLI2 card. You can control the receiving sensitivity by port but the actual application is performed by card. To have the ports operate with new values, you should first set the desired sensitivity for each port and then must perform downloading.

Requirements

Applicable for the 16SLI2 card only

Viewing and Changing the SLI2 Gains

1. Select 5. Features → 5.4 Volume Control → 5.4.5 SLI2 Gain from the Tree Viewer.
2. View the current receiving sensitivity for each SLI2 card.
3. Changes the receiving sensitivity for each SLI2 card.
4. Save the changes.

Trunk Gain

Controls the trunk call TX/RX sensitivity.

Viewing and Changing the TRK Gain

1. Select 5. Features → 5.4 Volume Control → 5.4.6 Trunk Gain from the Tree Viewer.
2. View the current trunk call TX/RX sensitivity.
3. Change the Type, TX Gain, and RX Gain for each trunk phone number.
4. Save the changes.

System Control

System Control

Changes the reference and system information for synchronizing the clock to use in the system.

System Information

Sets the message waiting lamp flash frequency for the regular phone. You can change also the dial pulse make/break ratio and the number of pulses per second for each trunk, and the system time variables which are specified and operated by system.

System Information Items

Item	Description
Make/Break Ratio (Make, %)	Sets the dial pulse make/break ratio (1 to 99).
Pulse Per Second (pps)	Sets the number of pulses per second. (10 or 20)
Message Waiting Lamp Cadence	Sets the message waiting lamp flash frequency for the regular phone.
Message Waiting Lamp On Time (100 ms)	Sets the interval of time for which the message waiting lamp is turned on for the regular phone. (Default: 1 second)
Message Waiting Lamp Off Time (100 ms)	Sets the interval of time for which the message waiting lamp is turned off for the regular phone. (Default: 1 second)
Hook Off Time (10 ms)	Sets the minimum period of time to be recognized as a hook-off for the regular phone.
Hook On Time (10 ms)	Sets the minimum period of time to be recognized as a hook-on for the regular phone.
Hook Flash Min Time (10 ms)	Sets the minimum hook flash time for the regular phone. (Enter a value in units of 10 ms.)
Hook Flash Max Time (10 ms)	Sets the maximum hook flash time for the regular phone. (Enter a value in units of 10 ms.)
Power Down Time (100 ms)	Sets the power down time when the SLI is disconnected. (Enter a value in units of 100 ms.)

Viewing and Changing the System Information

1. Select 5. Features → 5.5 System Control → 5.5.0 System Control from the Tree Viewer.
2. Select the System Information tab.
3. View the current system information values.
4. Change the system information values.
5. Save the changes.

System I/O Options

System I/O Parameter

Sets the parameter values related to the LAN and the phone interoperation. If you changed a LAN parameter value, you have to restart the system.

System I/O Parameter

Parameter	Description
Easysset Password	Sets the password used for confirmation when connecting to an Easysset server.
VDC SMDR Status	Specifies whether to send the SMDR output information to the CTI link.
VDC UCD Status	Specifies whether to send the UCD output information to the CTI link.
Easysset Alive Time (sec)	Sets the time interval at which the link operation is checked or not checked during Easysset interoperation.
CTI Alive Time (10 sec)	Sets the period of time for checking the CTI link. If an ALIVE message is not received from the CLI in this period of time, the CLI link is processed as disconnected.
MGI Alive Time (sec)	Sets the time interval at which the MGI link is checked.
IPC Data Card	Specifies whether to perform the IPC operation with the Data card when it is installed in the system.
Data Server IP Address	Sets the IP address of the data server of the system.
Feature Server IP Address	Sets the IP address of the IP UMS server.

(Continued)

Parameter	Description
NMS Trap IP Address	Sets the IP address of the NMS trap.
Link IP Address	Sets the IP address of the link IP.
News IP Address	Sets the IP address of the news server.
E-Mail IP Address	Sets the IP address of the email server.
MMS IP Address	Sets the IP address of the MMS server.
MMS Web IP Address	Sets the IP address of the MMS web server.
IMPS IP Address	Sets the IP address of the IMPS server.
QOS IP Address	Sets the IP address of the QOS check server.
IVR Server IP Address	Sets the IP address of the IP IVR server.

Requirements

If you changed a parameter value related to the system IP address, gateway, net mask, or DHCP mode, you have to reset the MCP board to apply the changes.

Viewing and Changing the System I/O Parameter Values

1. Select 5. Features → 5.6 System I/O Options → 5.6.1 System I/O Parameter from the Tree Viewer.
2. View the current system I/O parameter values.
3. Change the system I/O parameter values.
4. Save the changes.

LAN Printer

Sets the various parameter values for using a LAN printer.

You can print the following eight (8) kinds of information using a LAN printer.

- 01. SMDR
- 02. UCD REPORT
- 03. TRAFFIC REPORT
- 04. ALARM REPORT
- 05. 119 ANI/ALI
- 06. PERIODIC UCD
- 07. HOTEL REPORT
- 08. PMS

LAN Printer Parameters

Item	Setting
Current Status	Displays the current status of the LAN printer.
Buffered Data Printout	Specifies whether to print the data remaining in the buffer.
Update to LAN Card	Specifies whether to apply the changes.
Printer IP Address	Sets the IP address of the LAN printer.
Printer TCP Port	Sets the printer TCP port.
LAN TCP Port	Sets the LAN TCP port.
Printer Destination	Specifies the destination.
Retry Count	Sets the retry count (0 to 10).
Retry Interval	Sets the retry waiting time (5 to 250 sec).
PJL Enable	Enables or disables the PJL.
Printer Language	Sets the printer language.
Paper Size	Sets the paper size.
Font Type	Sets the font type.
Duplex Enable	Enables or disables duplex mode.
Orientation	Sets the orientation.
Printer Tray	Sets the printer tray.
Resolution	Sets the resolution.
Line per Page	Sets the number of lines per page.

Viewing and Changing the LAN Printer Parameter Values

1. Select 5. Features → 5.6 System LAN Options → 5.6.2 LAN Printer from the Tree Viewer.
2. View the current LAN printer parameter values.
3. Change the LAN printer parameter values.
4. Save the changes.

SMDR Options

Sets the printing options for the System Message Detail Recording (SMDR).

SMDR Printing Options

Printing Option	Description
Page Header	Specifies whether to print a header at the top of each page.
Line Per Page	Sets the number of lines to print per page. (Maximum 99 lines)
Incoming Call	Specifies whether to print incoming calls.
Outgoing Call	Specifies whether to print outgoing calls.
Authorization Code	Specifies whether to print changed authorization codes.
SMDR Start Time	Specifies whether to print calls which have finished before the SMDR was started.
Group In/Out	Specifies whether to print group in/out information.
DND Call	Specifies whether to print DND calls.
Wake Up Call	Specifies whether to print station alarms.
Caller ID Data	Specifies whether to print caller ID SMDR. (Up to 16 characters long)
Abandon Call	Specifies whether to print the information for the calls abandoned by the caller, before the answer is received.
Directory Name	Sets the company name to print with the header.
Number of Dial Mask	Sets number of dialed digits not to be printed.
Incoming Answer	Specifies whether to print the times that incoming calls are answered. Used to know the answering times.
Intercom Call	Specifies whether to print calls between stations.

(Continued)

Printing Option	Description
Key MMC In/Out	Specifies whether the key programming is started or finished.
ITP Regist	Specifies whether to print information when an IP phone is registered.
Set Relocate	Specifies whether to print the information when a phone is relocated.

Viewing and Changing the SMDR Printing Options

1. Select 5. Features → 5.6 System I/O Options → 5.6.3 SMDR Options from the Tree Viewer.
2. View the current SMDR option values.
3. Change the SMDR option values.
4. Save the changes.

Phone I/O Parameter

This menu provides IP phone's advance function.

Phone I/O Parameter Items

Items	Description
XML SERVER URL	Specifies the server url for the XML.
LDAP SERVER URL	Specifies the server url for the LDAP.
LDAP BASE DN	Specifies the LDAP Base Domain name.
LDAP AUTH ID	Specifies the ID for the LDAP authentication.
LDAP AUTH PW	Specifies the Password for the LDAP authentication.
SNMP TRAP SERVER	Specifies the server url for the SNMP Trap.
SNMP S/G SERVER	Specifies the set/get server url for the SNMP.
SNMP COMMUNITY	Specifies community name for the SNMP.

Viewing and Changing the Phone I/O Parameter

1. Select 5. Features → 5.6 System I/O Options → 5.6.4 Phone I/O Parameter from the Tree Viewer.
2. View the current Phone I/O Parameter values.
3. Change the Phone I/O Parameter values.
4. Save the changes.

System Tone/Ring

Tone Cadence

Changes the tone cadence of the system.

There are 14 different tones. You can set continuous and interrupt tones for each type.



Except for 'message wait dial tone' and 'trunk dial tone', all tone types are of 'interrupt tone'. The tone sound heard continuously without interrupting like 'toot...' is called 'continuous tone'. The tone sound heard interrupted like 'toot, toot, toot...' is called 'interrupt tone'. (unit: ms) The 'trunk busy tone', 'trunk ringback tone' and 'trunk dial tone' are not provided by the system. They are the same tones provided by the local or long distance service providers.

Viewing and Changing the Tone cadence of the System

1. Select 5. Features → 5.7 System Tone/Ring → 5.7.1 Tone Cadence from the Tree Viewer.
2. View the current tone cadences of the system.
3. View the tone cadences of the system.
4. Save the changes.

Tone Source

View the external tone source (e.g., a music source) instead of the normal system tone (TONE) for certain calls.

Viewing and Changing the Tone Source

1. Select 5. Features → 5.7 System Tone/Ring → 5.7.2 Tone Source from the Tree Viewer.
2. View the current tone source.
3. View tone source.
4. Save the changes.

Ring Cadence

View the ring cadences of the regular phone

Viewing and Changing the Ring Cadences of the regular Phone

1. Select 5. Features → 5.7 System Tone/Ring → 5.7.3 Ring Cadence from the Tree Viewer.
2. View the current ring cadences of the regular phone.
3. View the ring cadences of the regular phone.
4. Save the changes.

Diagnostics

Alarm Ring

Sets the type of alarm used by the system alarm ring.

If the alarm ring is enabled, the system searches all digital phones and rings the alarm ring of those phones in which the system button is assigned.

If the alarm ring is disabled, it is still processed that an alarm generated is stored in the alarm buffer or output to the alarm I/O port of those phones.

Definitions of Alarm Keys and Their Alarm Names

Alarm Name	Definition
MJA01 Power On Restart	The MCP is restarted as the power is supplied to it.
MJA02 Button Restart	The MCP is restarted as the button is pressed.
MJA03 MMC Reset	The RAM area is initialized by the PCMMC or KMMC.
MJA04 MCP Reset	<p>The MCP has restarted due to an exception.</p> <p>*****</p> <p>Alarm Data: Reason</p> <p>*****</p> <ul style="list-style-type: none"> - BUS ERR: Bus error - ADDR.ERR: Address error - ILLEGAL: Wrong opcode - ZERO DIVID: Divided by zero - PRIVILEGE: Privilege violation - ENDL LOOP: Endless loop
MJA05 LCP Reset	<p>The LCP has restarted.</p> <p>Alarm Data = Cabinet (1, 2)</p>
MJA06 PCM Switching	<p>Switching control error</p> <p>Alarm Data = MCP BASE, ESM: 1, ESM: 2 or ESM: 3</p>
MJA08 FAN Out of Order	A power fan sensor error has occurred.
MJA09 FAN Recovery	The power fan sensor error has recovered.
MJA10 CPU Overload	The current CPU load has reached more than 80%.
MJA11 CPU Overload Rec	The current CPU load has dropped below 80%.
MJA12 FLASH FORMAT Err	Formatting is performed in the NAND Flash as an error has occurred during its operation.
MJA13 Invalid MMC Halt	A halt occurs as the system is activated by an unauthorized MMC.
MJA14 DUAL PWR Error	A dual power error has occurred.

(Continued)

Alarm Name	Definition
MJA15 DUAL PWR Recovery	The dual power error has recovered.
MJA16 D-PWR FAN Error	A dual power fan error has occurred.
MJA17 D-PWR FAN Recov	The dual power fan error has recovered.
MJA18 PoE PWR Error	APoE power error has occurred.
MJA19 PoE PWR Recovery	The PoE power error has recovered.
MJA20 PoE FAN Error	APoE power fan error has occurred.
MJA21 PoE FAN Recovery	The PoE power fan error has recovered.
MJA22 PoE Battr Error	APoE power battery error has occurred.
MJA23 PoE Battr Recov	The PoE power battery error has recovered.
MJA24 MAIN PWR Error	A main power battery error has occurred.
MJA25 MAIN PWR Recovery	The main power battery error has recovered.
MJA26 GW Connected	The inter SCM-GW link is connected.
MJA27 GW Disconnected	The inter SCM-GW link is disconnected.
MJB01 HDLC Comm Error	An error has occurred in communication with the LCP.
MJB02 Memory Alarm	An MCP RAM area diagnostics error has occurred.
MJB06 IPC MSGQ Over	IPC TX queue full error has occurred in the MCP2. Alarm data = IPC Queue type (MCP-LAN, MCP-SCP, MCP-LCP1, MCP-LCP2)
MJB07 IPC MSGQ Under	IPC TX queue full recovery has occurred in the MCP2. Alarm data = IPC Queue type (MCP-LAN, MCP-SCP, MCP-LCP1, MCP-LCP2)
MJC01 DTMF Fault	An error has occurred in the DTMF resources of the system. Alarm Data = Location of the DSP to receive the DTMF.
MJC02 Tone Fault	An error has occurred in the tone resources of the system. Alarm Data = Location of the DSP to receive the tone.
MJC03 CID DSP Fault	CID DSP Fault
MJC06 AC Pwr Loss	AC Power Loss
MJC07 AC Pwr Recovery	AC Power Recovery
MJC08 Low Battery	Low Battery

(Continued)

Alarm Name	Definition
MJC09 Low Battery Rec	Low Battery Rec
MJC16 WLI Restart	The WLI board is restarted. Alarm Data = Cabinet, Slot (Cx-Syy)
MJC17 WLI Block	The system has detected an error of the WLI board and prohibited its use. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD01 Sync Failure	The clock of the TEPRI board has been out of sync.
MJD02 Sync Recovery	The clock out of sync error of the TEPRI board is recovered.
MJD03 Red Alarm	The PCM carrier of the TEPRI board is not detected for 250 ms. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD04 Red Alarm Rec	The PCM carrier of the TEPRI board is detected. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD05 Yellow Alarm	A frame transmission error has occurred in the TEPRI board. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD06 Yellow Alarm Rec	The frame transmission error that occurred in the TEPRI board is cleared.
MJD07 Blue Alarm	A TEPRI board facility error has occurred. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD08 Blue Alarm Rec	The TEPRI board facility error is cleared. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD09 Bit Error Alarm	The bit error rate of the E1, PRI or BRI board is excessive. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD11 SPID Init Error	The BRI board has received an error message from the network. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)
MJD12 SPID Init Rec	The BRI board has received a message from the network that the error was cleared. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)
MJD13 LPBK Error	A loopback test by an internal command has failed. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)
MJD14 LPBK Recovery	A loopback test by an internal command has succeeded. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)

(Continued)

Alarm Name	Definition
MJD15 BRI DL Unavail	The data link of the BRI is invalid. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)
MJD16 BRI DL Recovery	The data link of the BRI is now valid. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)
MJD18 T1 Restart	The E1 board has restarted. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD19 PRI Restart	The PRI board has restarted. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD20 BRI Restart	The BRI board has restarted. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD21 PCM Loss	A PCM code loss has occurred in the E1, PRI or BRI board. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD22 PCM Recovery	The PCM code loss that occurred in the E1, PRI or BRI board is recovered. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD23 L2 Disconnect	The PRI L2 is disconnected.
MJD24 L2 Connect	The PRI L2 is connected.
MJE01 MGI Restart	The MGI board is restarted. Alarm Data = Cabinet, Slot (Cx-Syy)
MJE03 MGI IP Duplicate	The IP address of the MGI board has duplicated. Alarm Data = Cabinet, Slot (Cx-Syy)
MJE04 MGI NTWK Error	The MGI board has stopped due to a system ping test error. Alarm Data = Cabinet, Slot (Cx-Syy)
MJE05 MGI NTWK Rec	The stopping of the MGI board has cleared due to a system ping test error. Alarm Data = Cabinet, Slot (Cx-Syy)
MJE06 MGI DSP Error	The DSP operation error has occurred in the MGI board. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MJE07 MGI DSP Run	The DSP operation error that occurred in the MGI board is cleared. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MJE08 WBS Disconnect	The WBS has been disconnected from the system. Alarm Data = CWBS: xx or BWBS: xx
MJE09 WBS Connect	The WBS has been connected to the system. Alarm Data = CWBS: xx or BWBS: xx

(Continued)

Alarm Name	Definition
MJE10 SVMi Restart	The SVMi-20E board has restarted.
MJE11 SVMi Halt	The SVMi card has been halted.
MJE12 SVMi Down	The SVMi card has gone down.
MJE13 MGI Self Restart	The MGI board has restarted automatically.
MNF01 Card Out	No card is inserted into a specific slot. Alarm Data = Cabinet, Slot (Cx-Syy)
MNF02 Card In	A card is inserted into a specific slot. Alarm Data = Cabinet, Slot (Cx-Syy)
MNF04 Trunk Fault	A faulty trunk which cannot provide service is detected by the internal codec test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF05 Trunk Recovery	A trunk which can provide service is detected by the internal codec test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF06 Trunk Disconnect	A faulty trunk which cannot provide service has been detected by the external occupation test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF07 Trunk Connect	A trunk which can provide service is detected by the external occupation test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF10 T1 Out Of Srv	The T1 line is out of service. Alarm Data = Cabinet, Slot (Cx-Syy)
MNF11 T1 In Service	The T1 line is in service. Alarm Data = Cabinet, Slot (Cx-Syy)
MNF14 TODC Error	An MCP clock chip error has occurred.
MNF18 SLI Fault	A faulty SLI board which cannot provide service is detected by the internal codec test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF19 SLI Recovery	An SLI board which can provide service is detected by the internal codec test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF28 LAN Printer Err	An LAN printer error has occurred in the MCP board. Alarm Data = Data Type (SMDR)
MNF29 LAN Printer Rec	The LAN printer error that occurred in the MCP board is cleared. Alarm Data = Data Type (SMDR)

(Continued)

Alarm Name	Definition
MNF30 SPNet Link Error	An SPNet link connection error has occurred. Alarm Data = Link ID Index of '3.3.1 System Link'
MNF31 SPNet Send Error	An SPNet message sending error has occurred. Alarm Data = xx:yyy:zz xx: SPNet TRK index, yyy: SPNet TRK No., zz: MMC 820 Link ID index
MNF32 SVMi Ready	The SVMi Card Ready has started.
MNF33 SVMi Request	The SVMi Card Request has started.
MNF34 SVMi Ready End	The SVMi Card Ready has ended.
MNF35 SVMi Request End	The SVMi Card Request has ended.
MNF36 SVMi HDD Alarm	An SVMi Card HDD alarm has occurred.
MNF37 Manual Reset Req	Card Manual Rest Request
MNF38 Card Active	Card Active notification

Viewing and Changing the Alarm Key Settings

1. Select 5. Features → 5.8 Diagnostics → 5.8.1 Alarm Ring from the Tree Viewer.
2. View the current alarm key settings.
3. View the alarm key settings.
4. Save the changes.

Maintenance Busy

This function can make a station, trunk, and common resource busy. When made busy, a station operates as if it is in Halt state and Made Busy is displayed at the caller station. Moreover, this function can engage not only a station or trunk but also an external broadcasting port, AA port, and the DSPs that receive STMFR, R2MFCM, and CID. Those DSPs are set to Busy or Idle per chip.

Status Items

Item	Description
MFR	The DSP that receives DTMF
CID	The DSP that receives CID
R2	The DSP that receives R2MFC
Conf.Group	The DSP for conference

Viewing and Changing the Maintenance Busy Settings

1. Select 5. Features → 5.8 Diagnostics → 5.8.2 Maintenance Busy from the Tree Viewer.
2. Select a status item (MFR/CID/R2/Conf.Group) tab.
3. View the current Maintenance Busy settings.
4. Change the Maintenance Busy settings.
5. Save the changes.

Diagnostic Time

Sets the system diagnostics time for each day of the week.

Viewing and Changing the Diagnostic Time

1. Select 5. Features → 5.8 Diagnostics → 5.8.3 Diagnostic Time from the Tree Viewer.
2. View the current Diagnostic Time values.

3. Change the Diagnostic Time values.
4. Save the changes.

Voice Mail

SVMi Create Subscriber

Sets assigning download option of station/group number and mailbox. Download option has 4 values, NONE, EXT, MBX, BOTH. BOTH value means that both extension number and mailbox are downloaded.

Viewing and Changing the SVMi Create Subscriber Settings

1. Select 5. Features → 5.9 Voice Mail → 5.9.1 SVMi Create Subscriber from the Tree Viewer.
2. View the current SVMi Create Subscriber settings.
3. Change the SVMi Create Subscriber settings.
4. Save the changes.

SVMi Auto Record

When a station is busy, the new call can be recorded, automatically, to the voice mailbox card. This function sets the information used for this operation.

Viewing and Changing the Auto Voice Mailbox Recording Options

1. Select 5. Features → 5.9 Voice Mail → 5.9.2 SVMi Auto Record from the Tree Viewer.
2. View the current auto voice mailbox recording options.
3. Change the auto voice mailbox recording options.
4. Save the changes.

VMAA Options

Sets the variables related to the voice mailbox (VM) and auto attendant (AA).

Voice Mailbox (VM) and Auto Attendant (AA) Options

Item		Description
DN1 Extension No		The first dial number of the station
DN1 Trunk No		The first dial number of the trunk
DN2 Extension No		The second dial number of the station
DN2 Trunk No		The first dial number of the trunk
CID Number		Whether to provide the caller ID
Separator		Separator symbol
Disconnect Signal		Disconnection signal
Call Type	Direct Call	Direct calls
	All Forward Call	Calls which are always forwarded
	Busy Forward Call	Calls which are forwarded if busy
	No Answer Forward Call	Calls which are forwarded if there is no answer
	Recall	Calls recalled
	Direct Trunk Call	Direct trunk calls
	Overflow Call	Overflow calls
	DID Call	Internal direct calls
	Message Call	Message calls
Progress Tone	Dial Tone	Dial tone
	Busy Tone	Busy tone
	Ringback Tone	Ringback tone
	DND Tone	DND tone
	Handset Answer Tone	Handset answer tone
	Speaker Answer Tone	Speaker answer tone

Viewing and Changing the Voice Mailbox (VM) and Auto Attendant (AA) Options

1. Select 5. Features → 5.9 Voice Main → 5.9.3 VMAA Options from the Tree Viewer.
2. View the current Voice Mailbox (VM) and Auto Attendant (AA) options.
3. Change the Voice Mailbox (VM) and Auto Attendant (AA) options.
4. Save the changes.

Call Costing

Trunk Rate

Specifies whether to use the charge rate table for each trunk.

Viewing and Changing Whether to Use the Charge Rate Table for Trunks

1. Select 5. Features → 5.12 Call Costing → 5.12.1 Trunk Rate from the Tree Viewer.
2. View the current settings for whether to use the charge rate table for trunks.
3. View the settings for whether to use the charge rate table for trunks.
4. Save the changes.

Cost Rate

The cost rate is used to set the charge for each charging item.

Charging Item

Charging Item	Description
First Duration (sec)	The period of time for which the charge is billed when a call is first made, is applied.
First Cost (cent)	The charge applied for the First Duration.
Second Duration (sec)	The period of time after the First Duration for which a charge is added for every specific time.
Second Cost (cent)	The charge added for every Second Duration.
Sur Charge (cent)	The additional charge added to the call charge.

Viewing and Changing the Cost Rate

1. Select 5. Features → 5.12 Call Costing → 5.12.2 Cost Rate from the Tree Viewer.
2. View the current cost rate.
3. Change the cost rate.
4. Save the changes.

Cost Dial Plan

The Cost Dial Plan function analyzes the major dialed numbers and determines a dial plan to be applied.



NOTE

Digits

There are 500 entries up to 10 digits can be assigned to each entry. These entries are used to find the dial plan that matches the number which a station dials to make a call. There are eight (8) different dial plans (1 to 8).

They are used in the trunk call charge rate of program 433 and the exact charge is determined according to the charge calculation table of program 749.

As the system analyzes numbers with a logical order, whenever a new entry is added all the entries are sorted by the number system. For example, when this program has the entries 1, 13, 1305, and 140, if 13056 is dialed then entry 1305 is selected because it is the closest to 13506. When this program has the entries 1, 13, 13056, and 140, if 1305 is dialed no operation occurs until the user dials another digit.

Viewing and Changing the Cost Dial Plan

1. Select 5. Features → 5.12 Call Costing → 5.12.3 Cost Dial Plan from the Tree Viewer.
2. View the current cost dial plan.
3. Change the cost dial plan.
4. Save the changes.

System Features

Tenant Options

Sets the tenant options.

Tenant Option

Sets the tenant options, such as night ringing, DISA alarm ringing, attendant group, and barge-in/override type, etc.

Tenant Option Items

Item	Description
Universal Answer Device	<p>In special cases, such as Night mode, the user can forward a call dialed to a subscriber other than himself using the 'UA' code. This option specifies the subscriber whose dialed call the user can forward to himself.</p> <p>Below are the possible calling targets:</p> <ul style="list-style-type: none"> - NONE-NO UA: When there is no phone number - STATION: When the target is a station number - STN GROUP: When the target is a station group number - RING PAGE: When the target is an external speaker number - COMMON BELL: When the target is a common bell number
Ring Back Message Group	-
Barge-in/override Type	<p>Sets the method to barge-in/override a call.</p> <p>Below are the types of barge-in/override.</p> <ul style="list-style-type: none"> - No barge In: No barge-in/override is allowed. - With Tone: A barge-in/override is started by sending a warning tone to the subscriber. - Without Tone: A barge-in/override is started without sending a warning tone to the subscriber.
MMS SIP Trunk Group	Set the SIP trunk group number for the MMS service.
Operator Group	Sets a station group which operates as the attendant.
DISA Alarm Ringing	Selects the subscriber to whom the DISA alarm is alerted when it is received. You should have the DISA alarm attached to a station and specify a station for each ring mode.

Wake-up Announcement

Specifies whether to play the announcement recorded in the auto-attendant (AA) or VMS card for alarm answering.

Wake-up Announcement Items

Item	Description
Source	Set the auto-attendant (AA) or voice mailbox (VMS) group numbers to be connected for the coloring service.
Group Busy	Sets the background sound source to be played when all auto-attendants (AA) or voice mailbox (VMS) groups to be connected for alarm answering, are already being used. If set to None, the Dial tone is played. If set to Tone, the Hold tone is played.
Prompt #	Sets the number of the announcement to play for alarm answering.

Automatic Traffic Report

Sets the statistics data printing options (auto/manual). In Auto Print mode, after printing the data, all existing data is deleted and new data begins to be saved.

Automatic Traffic Report Options

Option	Description
Auto Print Off	Automatic printing is disabled.
Daily Time	Prints the data at the same time every day. You have to set the hour and minute for printing.
Every Time	Prints the data every hour. You have to set the minute for printing.
Three Time Shift	Sets three printing times at which the data is printed. You have to set at least one printing time and set the start/end hour and minute.

Feature Password

You have to enter a password when specifying the administrator program node and there are also some functions that require a specific password before use. You can change these passwords with this function.

They have four (4) digits and consist of the numbers 0 to 9.

Feature Password Items

Item	Description
MMC	The password to enter when specifying the administrator program mode.
Ring Plan	The password to enter when changing the mode.
DISA Alarm	The password to enter when clearing a DISA alarm.
HMT Delete	The password to enter when deleting the Hotel charge.
WLI Regist	The password to enter when registering a wireless phone.
Alarm Clear	The password to enter when clearing an alarm

Viewing and Changing the Tenant Options

1. Select 5. Features → 5.13 System Features → 5.13.1 Tenant Options from the Tree Viewer.
2. View the current tenant options setting.
3. Change the tenant options setting.
4. Save the changes.

Customer Access KMMC

Sets the System Administrator (customer) to have access to certain MMCs. This MMC is for both tenants.

Viewing and Changing the Customer Access KMMC

1. Select 5.13 System Features → 5.13.2 Customer Access KMMC from the Tree Viewer.
2. View the Customer Access KMMC.
3. Change the Customer Access KMMC.
4. Save the changes.

Programmed Message

Sets the programmed messages.

Viewing and Changing the Programmed Messages

1. Select 5. Features → 5.13 System Features → 5.13.3 Programmed Message from the Tree Viewer.
2. View the programmed messages.
3. Change the programmed messages.
4. Save the changes.

Large LCD Idle Display

Specifies the announcement data to be displayed on the large LCD phone.

Viewing and Changing the Announcement Data to Display on the Large LCD Phone

1. Select 5. Features → 5.13 System Features → 5.13.4 Large LCD Idle Display from the Tree Viewer.
2. View the announcement data display on the large LCD phone.
3. Change the announcement data display on the large LCD phone.
4. Save the changes.

Customer Access WMMC/IT/DM

Sets the menu for user level 2 and 3.

Viewing the Customer Access WMMC/IT/DM

1. Select 5. Features → 5.13 System Features → 5.13.5 Customer Access WMMC/IT/DM from the Tree Viewer.
2. View the Customer Access WMMC/IT/DM.
3. Change the Customer Access WMMC/IT/DM.
4. Save the changes.

Menu Use Status

Displays the menu use status.

Viewing the Menu Use Status

1. Select 5. Features → 5.13 System Features → 5.13.6 Menu Use Status from the Tree Viewer.
2. View the menu use status.

Timer/Option Features

Transfer/Recall/Pickup Options

Specifies whether to use the Transfer/Recall/Pickup function or not (1: ON, 0: OFF). You can also set time variables related to the Transfer/Recall/Pickup functions.

Items to be Specified

Function	Description
Transfer Ring Back MOH	Specifies whether to use the function that sends the hold tone instead of the dial tone when a call is transferred.
Cancel Key	After the user has switched to the second caller on a phone without an LCD, whenever the hook switch is pressed the next caller is connected and others enter the hold state. This is called the alternate call state. This option is not used for an alternate call state. When this option is set to On, if the hook switch is pressed the new call, i.e., the second call, is released and the user returns to the first caller.
VMS Transfer Key	Specifies whether the VT key operation is transferred or not to the VM.
Recall Pickup	Specifies whether other stations can answer the recalled calls, in place of the ringing station. Any station can answer the recalled calls received on the attendant, regardless of this option's setting.
Pickup by DSS Key	When set to On, if a call is received at a station to which the DS button is set, that DS button blinks. By pressing this button, a user can answer the call immediately in place of the original recipient.
Pickup Hold Station	Specifies which other station can pick up held calls.
E & M Transfer Recall	E & M Transfer Recall
Transfer Recall Time (sec)	Specifies the time after which a transferred call is recalled, if it is not answered. (0 to 250 sec)
Camp On Recall Time (sec)	Specifies the time after which an auto reserved call is recalled, if it is not answered. (0 to 250 sec)
E-Hold Recall Time (sec)	Sets the recall time for the calls that the station holds. (0 to 250 sec)

(Continued)

Function	Description
System Hold Recall Time (sec)	Sets the recall time for common hold calls. (0 to 250 sec)
Park Recall Time (sec)	Sets the recall time for park calls. (0 to 250 sec)
ATT.Recall Time (sec)	If a recalled call is not answered and this ATT recall time is set to 0 sec, the call is not recalled again and is disconnected. (0 to 250 sec)
Recall Wait Time (sec)	Sets the time that a call should wait before it is recalled to the attendant when the recalled station is busy. When set to 0 sec, it is not recalled to the attendant and is disconnected. (0 to 250 sec)
Recall Disconnect Time (min)	Sets the time after which a trunk call recalled to the attendant is disconnected if it is not answered. (1~250 min)

Viewing and Changing the Transfer/Recall/Pickup Settings and their Timer Settings

1. Select 5. Features → 5.14 Timer/Option Features → 5.14.1 Transfer/Recall/Pickup Options from the Tree Viewer.
2. View the current Transfer/Recall/Pickup settings and their timer settings.
3. Change the current Transfer/Recall/Pickup settings and their timer settings.
4. Save the changes.

Confirm/Disconnect/NoAction Timer

Changes the system time variables related to the Confirm/Disconnect/No Action timers which are specified and operated per system.

Confirm/Disconnect/No Action Time Variables

Time Variable	Description
Alert Tone Time (100 ms)	Specifies the period of time for which the alert tone is maintained. (100 to 2500 ms)
Confirm Tone Time (100 ms)	Sets the period of time for the confirm tone to be used. Enter a value in units of 100 ms. (100 to 250 ms)
Page Tone Time (100 ms)	Sets the period of time for which a confirm tone rings when hearing an announcement. Enter a value in units of 100 ms. (100 to 2500 ms)
CRD Tone Interval (sec)	Sets the interval of the tone which is heard when a call recording is performed using the SVMi-20E card. (0 to 250 sec)
CO-CO Disconnect All	Sets the option used to prevent binding of trunks by operating timers for all trunks.
CO-CO Disconnect Time (min)	Specifies the maximum allowable call time between trunks. (1 to 250 min)
Trunk Auto MOH Disconnect Time (min)	When the TRK AUTOMOH option is set to On, an incoming trunk call can be answered automatically and an MOH can be connected to it. In this case, the caller hears the MOH and the called station continues to ring. If the station does not answer for the TrunkAuto MOH Disconnect Time, the call is disconnected.
Page Disconnect Time (sec)	Sets the maximum period of time for which an external announcement can be played. (1 to 250 sec)
First Digit Time (sec)	Sets the period of time during which the first digit should be pressed when making a call. (1 to 250 sec)
Inter Digit Time (sec)	Sets the maximum period of time between two digits. (1 to 250 sec)
Feature Out Time (min)	Sets the maximum Future No Action Time.
KMMC Lock Out Time (sec)	Sets the period of time that the MMC become disabled if there is no operation. (10 to 250 sec)

(Continued)

Time Variable	Description
WebMMC Lock Time (min)	Sets the period of time that the WebMMC become disconnected if there is no operation. (1 to 60 min)
Call Back No Answer Time (sec)	Sets the period of time after which a reserved ring is canceled if there is no answer. (1 to 250 sec)
OHVA Answer Time (sec)	Sets the period of time that an off-hook announcement becomes disconnected if there is no answer. (1 to 250 sec)

Viewing and Changing the Confirm/Disconnect/No Action Timer Settings

1. Select 5. Features → 5.14 Timer/Option Features → 5.14.2 Confirm/Disconnect/NoAction Timer from the Tree Viewer.
2. View the current Confirm/Disconnect/No Action timer settings.
3. Change the Confirm/Disconnect/No Action timer settings.
4. Save the changes.

Outgoing/Retry Options

Specifies whether to use the Outgoing/Retry functions and changes the system counter and system time variables for the Outgoing/Retry functions.

Outgoing/Retry Option Items

Item	Description
Dial Pass Time (sec)	Sets the period of time that the call path is connected after a trunk call is dialed. (0 to 25 sec)
New Call Count	Sets the maximum time that a trunk can be reused for trunk calls. (1 to 99)
Trunk Group 2 MBR	Specifies whether to expand the number of members to 198 by grouping the 23rd to 30th trunk groups (the first groups of No. 821 to 828) into two groups. When this option is set to On, if an odd-numbered group is selected, the next even-numbered group is selected too.

(Continued)

Item	Description
Auto Redial Counter	Sets the maximum time that a call is auto redialed in Auto Redial mode with just an operation. (1 to 99)
Auto Redial Interval (sec)	Sets the interval with which auto redial is tried in Auto Redial mode. (1 to 250 sec)
Auto Redial RLS. (sec)	Sets the period of time that, when an auto redial is successful but the recipient does not pick up the receiver, they are assumed to have left their seat and the call is disconnected. (1 to 250 sec)

Viewing and Changing the Outgoing/Retry Option Settings

1. Select 5. Features → 5.14 Timer/Option Features → 5.14.3 Outgoing/Retry Options from the Tree Viewer.
2. View the current Outgoing/Retry Option settings.
3. View the Outgoing/Retry Option settings.
4. Save the changes.

Incoming/CID/DISA Options

Sets whether to use the Incoming/CID/DISA functions and changes the system counter and system time variables for the Incoming/CID/DISA functions.

Incoming/CID/DISA Option Items

Item	Description
DID Busy Route	Specifies whether to use the function which transfers a call received to a busy DID incoming station onto the trunk ring incoming station.
DID Error Tone	Specifies whether to transfer the number received by the DID to the attendant or play the error tone when that number does not exist. When this option is set to On, the error tone is played. When set to Off, the call is transferred according to the 'DID Busy Route' setting or a station is called according to the '3.2.1 Trunk Ringing' settings.

(Continued)

Item	Description
Trunk Auto Answer MOH	If a call is received to a trunk (if the incoming calls has to follow the DID Incoming table, the DID Destination must be set to A too.) for which this option is set to On and the Auto Answer option of '3.2.2 Trunk DISA/Auto Answer' is set to On, it is answered automatically after the Trunk Answer Time of '3.2.2 Trunk DISA/Auto Answer' has passed. At this time, the sound set by the Answer MOH option of '3.2.2 Trunk DISA/Auto Answer' is played to the recipient and the call is received at the location specified by '3.2.1 Trunk Ringing'. If the call is not answered and the Auto MOH Disconnect Time of '5.14.2 Confirm/Disconnect/No Action' has passed, it is disconnected automatically.
CID Code Insert	Sets whether to automatically insert the country code into the received caller ID.
CID Display Time (sec)	Set the display time of the caller ID. (1 to 25 sec)
CID Message Receive Time (sec)	Sets the time to detect the caller ID from an analog trunk. (1 to 25 sec)
CID Display Allocation Time (100 ms)	Sets the time to wait in order to attach the CID receiver after a call is received to a trunk. This time must be adjusted according to the time spent by the network to send the CID information. (0 to 2500 ms)
Password Enable	Specifies whether the caller must enter a password to send the call on when it is received by a DISA trunk.
Dial Tone MOH	Specifies whether to use the function that sends the hold tone instead of the dial tone to the caller, when a call is received by a DISA trunk.
No Action Ring Station	Specifies whether to transfer the call to the station specified by '3.2.1 Trunk Ringing' if no digit is entered after it is received by a DISA trunk.
Max Call Count	Sets the maximum number of station calls that can be used at a time when using the DISA. (1 to 99)
Lock Error Count	Sets the maximum password re-entry count allowed for the DISA user when he enters a wrong password. If this count is exceeded, the port is locked. (1 to 99)
Call DISC Time (min)	Sets the period of time that can be used after calls are received to the DISA. (1 to 250 min)

(Continued)

Item	Description
DTMF Detect Time (min)	Sets the DISA DTMF receiving time.
Lock Out Time (min)	Sets the period of time for which the DISA locking is maintained. (1 to 250 min)
Pass Check Time (min)	Sets the period of time that, if passwords entered are wrong more than the specified times, DISA locking is activated. (1 to 250 min)
No Answer DISC Time (sec)	Sets the period of time that, if the recipient does not answer while the DISA incoming station rings, the call is disconnected. (0 to 250 sec)
No Action Ring Time (sec)	Sets the period of time that, if no digit is entered after a DISA call is received, the call is processed according to the trunk ringing option. (10 sec)

Viewing and Changing the Incoming/CID/DISA Option Settings

1. Select 5. Features → 5.14 Timer/Option Features → 5.14.3 Incoming/CID/DISA Options from the Tree Viewer.
2. View the current Incoming/CID/DISA Option settings.
3. View the Incoming/CID/DISA Option settings.
4. Save the changes.

ISDN/R2/Trunk Options

Specifies whether to use the ISDN/R2/Trunk functions and changes the system counter and system time variables for the ISDN/R2/Trunk functions.

ISDN/R2/Trunk Option Items

Item	Description
ISDN Prog Conn	Specifies whether to process the ISDN Progress message.
DTMF to S0	Specifies whether to send the DTMF to the S0 station.
ISDN Inter Digit Time (sec)	Sets the maximum time before the next number dial when sending a call to the ISDM trunk (BRI or PRI. (1 to 15 sec))

(Continued)

Item	Description
TSW CONN.Delay Time (sec)	Sets the period of time to wait until the call path is attached to the trunk when a trunk incoming call is forwarded to another trunk. (0 to 10 sec)
Trunk Monitor	Specifies whether to disconnect the call immediately or connect to a station which uses the barge-in/override function, when the barge-in/override function is used for a trunk call and the original caller disconnects.
3.1K Audio without HLC	Specifies whether to allow ISDN incoming calls when their type is the 3.1K Audio without HLC.

Viewing and Changing the ISDN/R2/Trunk Option Settings

1. Select 5. Features → 5.14 Timer/Option Features → 5.14.5 ISDN/R2/Trunk Options from the Tree Viewer.
2. View the current ISDN/R2/Trunk Option settings.
3. View the ISDN/R2/Trunk Option settings.
4. Save the changes.

UCD Forward/Wakeup Options

Specifies whether to use the UCD Forward/Wakeup functions and changes the system counter and system time variables for the UCD Forward/Wakeup functions.

UCD Forward/Wakeup Items

Item	Description
Periodic UCD Report	Specifies whether to use the function that periodically outputs the statistics data of the auto call distribution groups.
Periodic Report SIO	Specifies whether to send the PERI UCD data to the UCD port instead of the PERI UCD port of the SIO service type ports.
UCDS Visual Alarm Count	During auto call distribution, this function is not used if the number of waiting calls which ring an alarm on the LED and LCD is zero. (1 to 25)

(Continued)

Item	Description
UCDS Audio Alarm Count	During auto call distribution, this function is not used if the number of waiting calls which ring an alarm ring is zero. (1 to 25)
UCD CS Level 1	During auto call distribution, this function is not used if the number of Level 1 calls, which notify the LED of their waiting level, is zero. (1 to 25)
UCD CS Level 2	During auto call distribution, this function is not used if the number of Level 2 calls, which notify the LED of their waiting level, is zero. (1 to 25)
UCDS Visual Alarm (10 sec)	The alarm message is displayed and the LED is turned on if the period of time a call has spent waiting in the UCD group exceeds this time. (0 to 990 sec)
UCDS Audio Alarm (10 sec)	An alarm is sounded if the period of time a call has spent waiting in the UCD group exceeds this time. Enter a value in units of 10 ms. (0 to 990 sec)
Periodic UCD Report (sec)	Sets the interval with which the UCD statistic data is sent to the I/O. (3 to 99 sec)
Intercom External Forward	Specifies whether to forward external calls from a station. When set to Off, only trunk calls are forwarded to the external. When set to On, the station calls are also forwarded to the external.
Preset Forward Busy	Specifies whether to forward a call immediately if it is received by a station for which the busy forwarding is not activated but the system no answer forwarding is activated.
VMAA Chain Forward	Specifies whether to send the first or last forward station number as the station number, when a call is forwarded to the voice mailbox.
Trunk Auto MOH	Specifies whether to have the MOH heard when answering an alarm.
Alarm Reminder	Sets the maximum ringing time for an activated station alarm which is not answered. Specifies the number of times the alarm is sounded. (1 to 99)
Alarm Reminder Interval	Sets the interval at which the alarm is sounded when the alarm time, set by '5.15.8 Alarm Reminder', is reached. (1 to 250 sec)
Alarm Reminder Ring Off	Sets the period of time after which the call is disconnected when the alarm set by '5.15.8 Alarm Reminder' is sounded but is not answered. (1 to 25 sec)

Viewing and Changing the UCD Forward/Wakeup Option

1. Select 5. Features → 5.14 Timer/Option Features → 5.14.6 UCD Forward/Wakeup Options from the Tree Viewer.
2. View the current UCD Forward/Wakeup Option settings.
3. View the UCD Forward/Wakeup Option settings.
4. Save the changes.

SMDR/Alarm/Hotel Options

Specifies whether to use the SMDR/Alarm/Hotel functions and changes the system counter and system time variables for the SMDR/Alarm/Hotel functions.

SMDR/Alarm/Hotel Items

Item	Description
Auth On Account	Allows the authorization code to be put above the account code when outputting the SMDR.
Pulse Start Time (sec)	Sets the SMDR start time of the dial pulse trunk. (1 to 250 sec)
DTMF Start Time (sec)	Sets the SMDR start time of the DTMF pulse trunk. (1 to 250 sec)
System Alarm Interval (sec)	Sets the period of time that when a system alarm is sounded and it is answered but not cleared, an alarm is sounded again.
No Item Cost	Allows the item code and cost entry to be skipped when checking the Hotel feature.
SMDR Log All	Allows the SMDR records to be saved in the Hotel feature if the requirements of 'admin' and 'normal station' are satisfied and the cost is 0.
AOC Call Cost	Specifies whether to charge the ISDN line in the AOC when the Hotel feature is enabled.
Check-in Restrict	Specifies whether to restrict the phone if the phone deposit is not entered at check-in.
Check-in Forced Auth Code	Specifies whether to set the phone allocated to the room to FAC mode at check-in.

Viewing and Changing the SMDR/Alarm/Hotel Option Settings

1. Select 5. Features → 5.14 Timer/Option Features → 5.14.7 SMDR/Alarm/Hotel Options from the Tree Viewer.
2. View the current SMDR/Alarm/Hotel Option settings.
3. View the SMDR/Alarm/Hotel Option settings.
4. Save the changes.

Station/Phone/Group Options

Specifies whether to use the Station/Phone/Group functions and changes the system counter and system time variables for the SMDR/Alarm/Hotel functions.

Station/Phone/Group Items

Item	Description
Group All Log Out	Specifies whether the function, which excludes all members from a station group temporarily, can be used or not.
Door Lock Open Time (100 ms)	Sets the door open time. Enter a value in units of 100 ms. (100 to 2500 ms)
Door Ring Detect Time (10 ms)	Sets the ringing detection time for the door phone. Enter a value in units of 10 ms. (10 to 250 ms)
Door Ring Time (sec)	Sets the period of time that if a door phone is not answered it is disconnected. (1 to 250 sec)
Long Key Detect Time (10 ms)	Sets the Long key detection time. (0 to 1200 ms)
Long Key Repeat Time (10 ms)	Sets the time that this interval is regarded as a new Long key press while the Long key is held down continuously. (0 to 1200 ms)
Redial Digit Display	Specifies whether to display the redial or speed dial numbers starting from the first number, when there are twelve (21) or more numbers.
Redial Review Dial	Specifies, when the [LNR] button is pressed, whether to redial the number immediately or to show the dialed number and allow the user select whether to redial it or not.

(Continued)

Item	Description
Original Dial Save	Specifies whether to send the call logs for the normally processed calls only or all the call logs to the phone (large LCD).
Pair Camp No Ring	When set to Off and the receiving station is CAMP On, this option uses the off-hook service if the station is busy and if the paired station has not rung.
Intercom Auto Hold	Specifies whether to activate auto hold if the DT or DS key is pressed during an intercom call.
One Touch Forced Account Code	Specifies whether the one touch account code button can be used in Forced Account Code Input mode.
Area Code Delete	Specifies whether a phonebook can be sent with the area code deleted or not.
Display Delay Time (sec)	Sets the period of time for which the LCD message, such as an error message, remains displayed. (1 to 250 sec)
Manual Signaling LED On Duration (sec)	Set the period of time for which the LED of the phone of the opposite party remains turned on when the MS key is pressed. (0 to 10 sec)
Display KSD Name	Specifies whether to display the name of the speed dial for the transformer substation.

Viewing and Changing the Station/Phone/Group Option Settings

1. Select 5. Features → 5.14 Timer/Option Features → 5.14.8 Station/Phone/Group Options from the Tree Viewer.
2. View the current Station/Phone/Group Option settings.
3. View the Station/Phone/Group Option settings.
4. Save the changes.

Station Features

Station Options

Changes the lock status, DND status, subscriber password, and station name for each station.

Items to be Specified

Item	Description
Lock Status	Locks the phone so that others cannot use it when you are away.
DND Status	Activates the DND function.
Initialize Password	Sets or changes the personal password.
Station Name	Changes the user name for a station.

Station Lock Type

Station Lock Type	Description
Unlocked	The lock is released,
Locked Outgoing	Trunk outgoing is locked.
Locked All Calls	The station is locked.

Viewing and Changing the Station Lock Settings

1. Select 5. Features → 5.15 Station Features → 5.15.1 Station Options from the Tree Viewer.
2. View the Station Lock settings.
3. Change the Station Lock settings.
4. Save the changes.

Station Mode

Changes the answer mode of a phone. This function also changes the format of the date and time displayed on the LCD of a phone, if it has an LCD, and changes the speed at which information is displayed on the LCD of the phone.

Items to be Specified

Item	Description
Answer Mode	Changes the Answer mode of a digital phone or add-on module.
Auto Answer Co	Sets whether to answer the incoming trunk calls automatically or not.
Date Mode	Sets the Date mode to either Oriental or Western. Oriental: Month/Day Day-of-the-Week HH:MM Western: Day-of-the-Week Day Month HH:MM
Time Mode	Sets the Time mode to either 12Hour or 24Hour.
Display Mode	Sets the Displays mode to either Lower or Upper Case.
Call Speed	Sets the speed at which information is displayed on the LCD of the digital phone when the OfficeServ Call function is used.

Answer Mode Types

Item	Description
Ring Mode	The phone rings in one of eight (8) tones. If a user picks up the receiver or presses the [Speaker] button, the phone enters the conversation state.
Auto Answer Mode	An attention signal rings shortly and the speaker of the digital phone opens automatically and the phone enters the conversation state. When the trunk call is forwarded to the digital phone, which is specified as the auto answering phone, both the station which wants to forward it and that digital phone enter the Auto Answer mode. But, after the station forwards it, the receiver is placed and the trunk is forwarded to the digital phone, the digital phone rings until a user picks up its receiver or presses its [Speaker] button.
Voice Announce	The digital phone does not ring but emits a short attention tone and the voice of the opposite party is heard. If the user's voice is not sent, he enters the conversion state when he picks up the receiver or presses the [Speaker] button.

Viewing and Changing the Station Mode Settings

1. Select 5. Features → 5.15 Station Features → 5.15.2 Station Mode from the Tree Viewer.
2. View the Station Mode settings.
3. Change the Station Mode settings.
4. Save the changes.

Station Display

Sets the caller information to display on the LCD of the phone when a R2MFC trunk, CID trunk, or ISDN trunk is received to it and it rings.

Items to be Specified

Item	Description
CID Display	Sets the type of the caller ID information to display on the LCD of the digital phone.
ANI Display	Sets the type of the ANI information to display on the LCD of the digital phone.
CLIP Display	Sets the type of the CLIP information to display on the LCD of the digital phone.
Language	Sets the language of the text displayed on the LCD of the digital phone.

Types of Caller Information

Item	Description
No Display	Displays no caller information.
Number First	Displays the caller's number.
Name First	Displays the caller's name.

Requirements

After selecting a language, the text is displayed in this language. Even if you select 'Korean' in a phone which supports Korean text, only the program name is displayed in Korean, others are displayed in English.

Viewing and Changing the Type of Caller Information and Display Language

1. Select 5. Features → 5.15 Station Features → 5.15.3 Station Display from the Tree Viewer.
2. View the Station Display.
3. Change the Station Display.
4. Save the changes.

Keyset On/Off

Specifies whether to use a specific function for each station.

Items to be Specified

Item	Description
Auto Hold	Puts the current trunk on hold automatically when another trunk is selected during a trunk call.
Auto Timer	Starts a timer when a specific period of time is passed after a trunk call is sent.
Headset Use	Selects the Headset mode (On) or Handset mode (Off). If the Headset mode is selected, you have to press the [Speaker] phone to enter the conversation state when the phone rings.
Hot Keypad	This function operates immediately when a number is pressed in standby state without picking up the receiver or pressing the [Speaker] button.
Key Tone	Emits the corresponding key tone whenever a key is pressed.
Page Rejoin	When the station being used to send an announcement enters the standby state, this function automatically allows the station to hear the announcement.
Ring Pref.	When set to On, if you pick up the receiver when the phone rings, this function lets you answer the call first. When set to Off, if you pick up the receiver when the phone rings, a tone is heard and you have to press the button which is rapidly blinking to answer the call.
Auto Campon	If another trunk enters the system while you are talking on a trunk call, this function has it enter the standby mode automatically instead of hearing the busy tone.

(Continued)

Item	Description
AME PWD	Specifies whether to have the user enter a password when changing the AME status.
Call Cost	Specifies whether to display the call charges instead of the call duration on the LCD for an outgoing trunk call.
Disp Spdname	When set to On, the name instead of the number is displayed when a call is made using the speed dial function.
CID Review All	When the caller ID is received, it is saved in the buffer allocated in '2.5.6 DLI D = ata'. When this function is set to On, all calls are saved. When set to Off, a call is saved only if it is not answered.
Secure OHVA	When set to On, the off-hook voice announcement (OHVA) is sent to the receiver. When set to Off, it is sent to the speaker.
Enblock 2LCD	Sets the dial mode of the phone which has the navigation buttons.
Station No Ring	Specifies whether to call the specified station for an incoming trunk or station call. When set to On, the specified station does not ring although a call is received to it. At this time, though it does not ring, the LED and LCD services function as though it does.
Feature Tone	When set to On, a tone other than the dial tone is heard for each of the specific functions enabled. Those are the DND, All Forward, Busy Forward, No Answer Forward, Follow Me, and Station Lock functions.

Viewing and Changing the Keypad On/Off Settings

1. Select 5. Features → 5.15 Station Features → 5.15.4 Keypad On/Off from the Tree Viewer.
2. View the Keypad On/Off settings.
3. Change the Keypad On/Off settings.
4. Save the changes.

Keyset Volume

Sets the volume of a keyphone.

Items to be Specified

Item		Description
Volume Control	Ring	Sets the volume level when in standby state. (1 to 8)
	Off Ring	Sets the volume level when the receiver is picked up. (1 to 8)
	Handset	Sets the volume heard through the receiver. (1 to 8)
	Speaker	Sets the volume heard through the speaker. (1 to 16)
	BGM	Sets the volume of the background music. (1 to 16)
	Page	Sets the volume of announcements heard through the speaker. (1 to 16)
	Headset	Sets the volume of the headset. (1 to 14)
Ring Frequency		Specifies the ringtone. (1 to 8) If you set a different ringtone, it can prevent an incoming call being missed due to noise from the adjacent phones.

Viewing and Changing the Volume and Tone of the Keyphone

1. Select 5. Features → 5.15 Station Features → 5.15.5 Keyset Volume from the Tree Viewer.
2. View the volume and tone of the keyphone.
3. Change the volume and tone of the keyphone.
4. Save the changes.

Call Forwarding

Specifies the phone number to which calls are forwarded and whether to use call forwarding or not.

Types of Call Forwarding

Item	Description
Forward Cancel	Cancels the call forwarding.
Forward All	Forwards all calls.
Busy	Forwards calls when the phone is busy.
No Answer	Forwards calls when they are not answered.
Busy/No Answer	Forwards calls when the phone is busy or they are not answered.

Requirements

- If 'Busy/No Answer' is selected, each call is forwarded to the station specified by the 'Busy Forward' or 'No Answer Forward' item, according to the user situation. Therefore, to use the 'Busy/No Answer' function, a phone number must be set in the 'Busy Forward' and 'No Answer Forward' items, respectively.
- If the FORWARD item of '4.7.2 COS Contents' is set to No, no call forwarding can be set but it can be canceled.
- Calls can only be forwarded to an external number if the EXT FWD item of '4.7.2 COS Contents' is set to Yes. If only the FORWARD item is set to Yes, calls can be forwarded to a station number only.

Defaults

All stations: Forward Cancel

Viewing and Changing the Call Forwarding Settings

1. Select 5. Features → 5.15 Station Features → 5.15.6 Call Forwarding from the Tree Viewer.
2. View the Call Forwarding settings.
3. Change the Call Forwarding settings.
4. Save the changes.

Station Speed Dial

Sets the individual speed dial and its name for each station.

You can enter up to 24 characters as a speed dial and it consists of 0-9, * and #.

A trunk (group) can be included in the speed dial numbers.

You can enter up to 11 characters for a speed dial name.



NOTE

The OCC code refers to the code after which all the numbers or internal numbers are displayed as (*) when they are sent.

Requirements

Each station can store up to 50 (0 to 49) speed dials and names in the speed block of the '2.5.1 Station Data'.

Viewing and Changing the Individual Speed Dial and Name Settings.

1. Select 5. Features → 5.15 Station Features → 5.15.7 Station Speed Dial from the Tree Viewer.
2. View the individual speed dial and name settings.
3. Change the individual speed dial and name settings.
4. Save the changes.

Alarm Reminder

Sets or changes three alarm times and messages (up to 16 characters long) for each station.

An alarm time should be entered in 24 Hour mode. You don't have to enter an alarm time again.

The alarm message can be used in a digital phone with the LCD.

When it reaches the set time, the alarm rings and the alarm message is displayed on the LCD, so that you can check your schedule.

Alarm Type

Alarm Type	Description
Noset	Does not ring the alarm.
Today	Rings the alarm once within 24 hours.
Daily	Rings the alarm at the specified time every day.

Viewing and Changing the Alarm Time and Message Settings

1. Select 5. Features → 5.15 Station Features → 5.15.8 Alarm Reminder from the Tree Viewer.
2. View the alarm time and message settings.
3. Change the alarm time and message settings.
4. Save the changes.

User Programmed Message

Selects one of twenty (20) reasons on your station when you leave your seat (20). If an absence message is selected, it is displayed on the LCD when the phone is in the standby state. If another station makes a call to the phone, the absence message is displayed on that station so that the caller can know that you are absent from your seat and the reason for this absence.

Requirements

- The user can enter the absence message numbers **[16]** to **[20]**.
- The PGM MSG item of '4.7.2 COS Content' must be set to Yes before you can set an absence message. If you do not change the default of the PGM MSG item, you cannot change or set an absence message, you can only cancel one.

Viewing and Changing the Absence Message Settings

1. Select 5. Features → 5.15 Station Features → 5.15.9 User Programmed Message from the Tree Viewer.
2. View the absence message settings.

3. Change the absence message settings.
4. Save the changes.

Text Message

Change or enter urgent text messages. A station can use up to ten (10) urgent text messages.

Requirements

Only the station for which the Text Message item of '2.5.6 DLI Data' is set to Used can set and use the urgent text messages.

Viewing and Changing the Urgent Text Messages

1. Select 5. Features → 5.15 Station Features → 5.15.10 Text Message from the Tree Viewer.
2. View the urgent text messages.
3. Change the urgent text messages.
4. Save the changes.

Group Conference

Sets the conference groups for a large LCD phone. You can set up to five (5) conference groups for a station. The number of members you can register for a conference group can be up to four (4) person (s), excluding yourself. If you call a previously set conference group using the GCONF button on a large LCD phone, the call connection tone is heard and if a member answers it, the call connection tone stops and the phone is changed to Conference mode automatically. If a member is called via a normal analog trunk, your phone cannot know whether they has answered or not. Therefore, in this case, he is always regarded as having answered when the SMDR START TIME is passed and his phone is changed to Conference mode automatically. Also, if you are talking on a normal analog trunk, your phone cannot know whether a member is disconnected or not. Therefore, in this case, the conference chairman has to remove the member from Conference mode manually.

Requirements

Only the station for which the Group Conference item of '2.5.6 DLI Data' is set to 'Used' can set and use a conference group.

Viewing and Changing the Conference Group Settings

1. Select 5. Features → 5.15 Station Features → 5.15.11 Group Conference from the Tree Viewer.
2. View the conference group settings.
3. Change the conference group settings.
4. Save the changes.

Large LCD Options

Sets the options for phone that has a large LCD (DS-5012L).

Items to be Specified

Item	Description
Screen Type	Sets whether to display 'Calendar' or 'Information' on the LCD screen in the IDLE state.
DssKey Type	Sets whether to display the phone number or station name on the DS button screen.
Dial Mode	Sets the dialing mode of the phone. (Enbloc/Overlab)
Screen Mode	Sets whether to display the soft menu or AOM button first on the bottom of the LCD when changed to the busy state.
Calendar	Sets whether to display the previous screen status (soft menu, AOM button screen) or the Calendar (or Information) screen in the IDLE state.
AOM Cursor	Sets the position of the cursor when displaying the AOM button screen. (0 to 99, Prev Position)
Video Mode	Sets the video start mode of the video IP phone. If set to Auto Start, when a call is connected to Video IP phone, the video screen is displayed automatically. If set to Manual start, you can select whether to display video using the buttons of the video IP phone. (Auto Start/Manual Start)
Video Ring	Sets whether to display video during ringing after a call is received to the video IP phone. (Disable/Enable) This option is applicable to the video IP phone only.

Viewing and Changing the Large LCD Option Settings

1. Select 5. Features → 5.15 Station Features → 5.15.12 Large LCD Options from the Tree Viewer.
2. View the large LCD option settings.
3. Change the large LCD option settings.
4. Save the changes.

Executive State

You can view the status of stations specified as a bosses by interoperating with the OfficeServ EasySet.

This is the program to use when setting the current status of bosses to be displayed.

And, you can set the answer mode for a boss' call using the boss/secretary function.

Items to be Specified

Item	Description
State	Sets the status of the boss to be displayed when interoperating with EasySet.
Exec Answer Mode	Sets the answer mode when the boss calls the secretary.
Display 1	When the status of the boss is set to In, this option sets the message to be displayed in the EasySet.
Display 2	When the status of boss is set to Out, this option sets the message to be displayed in the EasySet.

Viewing and Changing the Boss Presence Status

1. Select 5. Features → 5.15 Station Features → 5.15.13 Executive State from the Tree Viewer.
2. View the boss presence status.
3. Change the boss presence status.
4. Save the changes.

MMS Service

Sets the functions related to the multimedia service

Items to be Specified

Item	Description
MMS Ringback	Sets the function to receive and display the multimedia information from the server instead of hearing the ring back tone in interoperation with the multimedia server.
MMS Ring	Sets the function to receive and display the multimedia information from the server instead of hearing the ring in interoperation with the multimedia server.
MMS Busy	Sets the function to receive and display the multimedia information from the server instead of hearing the busy tone in interoperation with the multimedia server.
MMS MOH	Sets the function to receive and display the multimedia information from the server instead of hearing the MOS that the opposite party held in interoperation with the multimedia server.

Viewing and Changing the MMS Service Settings

1. Select 5. Features → 5.15 Station Features → 5.15.14 MMS Service from the Tree Viewer.
2. View the MMS Service settings.
3. Change the MMS Service settings.
4. Save the changes.

Emergency Dial

Sets the functions related to the emergency dial.

Viewing and Changing the Emergency Dial Settings

1. Select 5. Features → 5.15 Station Features → 5.15.15 Emergency Dial from the Tree Viewer.
2. View the Emergency Dial settings.
3. Change the Emergency Dial settings.
4. Save the changes.

System Control

Alarm Report

Alarm History

Displays the alarms of the system and sets the types of alarms for which the system alarm ring is ringed.

Alarms are stored in the alarm buffer. There are fifty (50) major alarm buffers and fifty (50) additional alarm buffers. They follow the First In First Out rule. The Remove option allows the current existing alarms to be removed from the alarm memory. An alarm is outputted to an alarm port automatically. If an alarm buffer is emptied, a new alarm enters it.

If the alarm ring is enabled, the system searches all digital phones and rings the alarm ring of those phones in which the system button is assigned. If the alarm ring is disabled, it is still processed. The alarm generated is stored in the alarm buffer or output to the alarm I/O port of those phones.

Definitions of Alarm ID

ID	Alarm Name	Description
MJA--	MCP Error	System Error
MJA01	POR Restart	The MCP restarts when the power is supplied to it.
MJA02	Soft Restart	The MCP restarts as the button is pressed.
MJA03	MEM Reset	The RAM area is initialized by the PCMMC or KMMC.
MJA04	Watchdog Reset	<p>The MCP has restarted due to an exception.</p> <p>*****</p> <p>Alarm Data: Reason</p> <p>*****</p> <ul style="list-style-type: none"> - BUS ERR: Bus error - ADDR.ERR: Address error - ILLEGAL: Wrong opcode - ZERO DIVID: Divided by zero - PRIVILEGE: Privilege violation - ENDL LOOP: Endless loop
MJA05	LCP Reset	<p>The LCP has restarted.</p> <p>Alarm Data = Cabinet (1, 2)</p>
MJA06	PCM Switching	<p>Switching control error</p> <p>Alarm Data = MCP BASE, ESM: 1, ESM: 2 or ESM: 3</p>

(Continued)

ID	Alarm Name	Description
MJA08	FAN Sensor Error	A power fan sensor error has occurred.
MJA09	FAN Recovery	The power fan sensor error has recovered.
MJA10	SW Except Reset	System restart with SW exception.
MJA11	CPU Overload	The current CPU load has reached more than 80%.
MJA12	Flash Format Err	Formatting was performed in the NAND Flash as an error has occurred during its operation.
MJA13	Invalid MMC Halt	A Halt occurs as the system is activated by an unauthorized MMC.
MJB--	LCP/Task Error	LCP or task error
MJB01	HDLC Com Error	An error has occurred in communication with the LCP.
MJB02	Memory Alarm 1	An MCP RAM area diagnostics error has occurred.
MJB06	IPC MSGQ Over	IPC TX queue full error has occurred in the MCP2. Alarm data = IPC Queue type (MCP-LAN, MCP-SCP, MCP-LCP1, MCP-LCP2)
MJB07	IPC MSGQ Under	IPC TX queue full recovery has occurred in the MCP2. Alarm data = IPC Queue type (MCP-LAN, MCP-SCP, MCP-LCP1, MCP-LCP2)
MJC--	DSP Error	System DSP Error
MJC01	DTMF Fault	An error has occurred in the DTMF resources of the system. Alarm Data = Location of the DSP to receive the DTMF
MJC02	Tone Fault	An error has occurred in the tone resources of the system. Alarm Data = Location of the DSP to receive the tone
MJC03	CID DSP Fault	CID DSP Fault
MJC06	AC Pwr Loss	AC Pwr Loss
MJC07	AC Pwr Recovery	AC Pwr Recovery
MJC08	Low Battery	Low Battery
MJC09	Low Battery Rec	Low Battery Rec
MJC16	WLI Restart	The WLI board has restarted. Alarm data = Cabinet, Slot (Cx-Syy)
MJC17	WLI Block	The system has detected an error with the WLI board and has prohibited its use. Alarm data = Cabinet, Slot (Cx-Syy)

(Continued)

ID	Alarm Name	Description
MJD--	DTRK Error	ISDN or E1 board error
MJD01	Sync Failure	The clock of the TEPRI board was out-of-sync.
MJD02	Sync Recovery	The out-of-sync clock error on the TEPRI board is now resolved.
MJD03	Red Alarm	The PCM carrier of the TEPRI board is not detected for 250 ms. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD04	Red Alarm Rec	The PCM carrier of the TEPRI board has been detected. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD05	Yellow Alarm	A frame transmission error has occurred in the TEPRI board. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD06	Yellow Alarm Rec	The frame transmission error that occurred in the TEPRI board has cleared.
MJD07	Blue Alarm	A TEPRI board facility error has occurred. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD08	Blue Alarm Rec	The TEPRI board facility error has cleared. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD09	Bit Error Alarm	The bit error rate of the E1, PRI or BRI board is too high. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD11	SPID Init Error	The BRI board has received an error message from the network. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)
MJD12	SPID Init Rec	The BRI board has received a message from the network that the error was cleared. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)
MJD13	LPBK Error	A loopback test by an internal command has failed. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)
MJD14	LPBK Recovery	A loopback test by an internal command has succeeded. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)
MJD15	BRI DL Unavail	The BRI data link is invalid. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)
MJD16	BRI DL Recovery	The data link of the BRI is now valid. Alarm Data = Cabinet, Slot, Channel (Cx-Syy-czz)
MJD18	E1 Restart	The E1 board has restarted. Alarm Data = Cabinet, Slot (Cx-Syy)

(Continued)

ID	Alarm Name	Description
MJD19	PRI Restart	The PRI board has restarted. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD20	BRI Restart	The BRI board has restarted. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD21	PCM Loss	A PCM code loss has occurred in the E1, PRI or BRI board. Alarm Data = Cabinet, Slot (Cx-Syy)
MJD22	PCM Recovery	The PCM code loss that occurred in the E1, PRI or BRI board is recovered. Alarm Data = Cabinet, Slot (Cx-Syy)
MJE--	MGI and Card Error	MGI, WBS, SVMi Error
MJE01	MGI Restart	The MGI board has restarted. Alarm Data = Cabinet, Slot (Cx-Syy)
MJE03	MGI IP Duplicate	The IP address of the MGI board has duplicated. Alarm Data = Cabinet, Slot (Cx-Syy)
MJE04	MGI NTWK Error	The MGI board has stopped due to a system ping test error. Alarm Data = Cabinet, Slot (Cx-Syy)
MJE05	MGI NTWK Rec	The stopping of the MGI board due to a system ping test error has now cleared. Alarm Data = Cabinet, Slot (Cx-Syy)
MJE06	MGI DSP Error	The DSP operation error has occurred in the MGI board. Alarm Data = Cabinet, Slot (Cx-Syy-Pzz)
MJE07	MGI DSP Run	The DSP operation error that occurred in the MGI board has now cleared. Alarm Data = Cabinet, Slot (Cx-Syy-Pzz)
MJE08	WBS Disconnect	The WBS has been disconnected from the system. Alarm Data = CWBS: xx or BWBS: xx
MJE09	WBS connect	The WBS is now connected to the system. Alarm Data = CWBS: xx or BWBS: xx
MJE10	SVMi Restart	The SVMi-20E board has restarted.
MJE11	SVMi Halt	The SVMi card has been halted.
MJE12	SVMi Down	The SVMi card has failed.
MJE13	MGI Self Restart	The MGI board has restarted itself.
MNF--	Minor Error	Minor error to be stored in the alarm buffer.

(Continued)

ID	Alarm Name	Description
MNF01	Card Out	No card has been inserted into any of the slots. Alarm Data = Cabinet, Slot (Cx-Syy)
MNF02	Card In	A card is inserted into one of the slots. Alarm Data = Cabinet, Slot (Cx-Syy)
MNF04	Trunk Fault	A faulty trunk which cannot provide the service, has been detected by the internal codec test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF05	Trunk Recovery	A trunk which can provide the service has been detected by the internal codec test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF06	Trunk Disconnect	A faulty trunk which cannot provide the service has been detected by the external occupation test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF07	Trunk Connect	A trunk which can provide the service has been detected by the external occupation test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF10	E1 Out Of Srv	The E1 line is out of service. Alarm Data = Cabinet, Slot (Cx-Syy)
MNF11	E1 In Service	The E1 line is in service. Alarm Data = Cabinet, Slot (Cx-Syy)
MNF14	TODC Error	The MCP clock chip error has occurred.
MNF18	SLI Fault	A faulty SLI board which cannot provide the service is detected by the internal codec test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF19	SLI Recovery	An SLI board which can provide the service is detected by the internal codec test. Alarm Data = Cabinet, Slot, Port (Cx-Syy-Pzz)
MNF28	LAN Printer Err	The LAN printer error has occurred in the MCP board. Alarm Data = Data Type (SMDR)
MNF29	LAN Printer Rec	The LAN printer error that occurred in the MCP board has cleared. Alarm Data = Data Type (SMDR)
MNF30	SPNet Link Error	A SPNet link connection error has occurred. Alarm Data = MMC 820 LINK ID INDEX number

(Continued)

ID	Alarm Name	Description
MNF31	SPNet Send Error	An SPNet message-sending error has occurred. Alarm Data = xx:yyyy:zz xx: SPNet TRK index, yyyy: SPNet TRK No., zz: MMC 820 Link ID index
MNF32	SVMi Ready	The SVMi Card Ready has started.
MNF33	SVMi Request	The SVMi Card Request has started.
MNF34	SVMi Ready End	The SVMi Card Ready is ended.
MNF35	SVMi Request End	The SVMi Card Request is ended.
MNF36	SVMi HDD Alarm	SVMi Card HDD Alarm
MNF37	Manual Reset Req	Card Manual Reset Request
MNF38	Card Active	Card Active notification

Viewing the Alarm History

1. Select 6. System Control → 6.1 Alarm Report → 6.1.1 Alarm History from the Tree Viewer.
2. View the alarm history.

Programming Logs

Displays the times when the system programming mode was enabled or disabled and the ports (station number, or input and output ports) which were programmed. In case of the WebMMC/PCMMC, this function displays input and output ports (in case of the MP40/MCP card, the LAN port is displayed). If the end time is not saved, 'Illegal End' is displayed. The self station that is viewing the programming logs in the program mode is displayed as 'Current'. Saves the latest eight (8) pieces of information.

Viewing the System Programming Time

1. Select 6. System Control → 6.1 Alarm Report → 6.1.2 Programming Logs from the Tree Viewer.
2. View the system programming time

Port Status

Connection Status

Displays the connection status of a station or trunk and displays the phone type of the station.

The opposite party is displayed during talking. All members are displayed during a conference. And, during dialing or when the opposite party is not displayed, only 'Busy' is displayed.

Phone Types of Virtual Station

Phone Type	Description
14 BTN SET	Phone that has fourteen (14) program buttons
LARGE SET	Large LCD phone
7 BTN LCD	Phone that has seven (7) program buttons
0 BTN LCD	Phone that has no program button
NONE	-
24 BTN SET	Phone that has twenty four (24) program buttons
12 BTN SET	Phone that has twelve (12) program buttons
7 BTN SET	Phone that has seven (7) program buttons
6 BTN SET	Phone that has six (6) program buttons
28 BTN SET	Phone that has twenty eight (28) program buttons
18 BTN SET	Phone that has eighteen (18) program buttons
8 BTN SET	Phone that has eight (8) program buttons
38 BTN SET	Phone that has thirty eight (38) program buttons
21 BTN SET	Phone that has twenty one (21) program buttons

Viewing the Connection Status

1. Select 6. System Control → 6.2 Port Status → 6.2.1 Connection Status from the Tree Viewer.
2. View the connection status.

ITP Status

Sets various parameters of the IP phone.

Parameters for the IP Phone

Parameter	Description
IP Address	IP address of the IP phone
Remote IP Address	Private IP address of the IP phone
MAC Address	Hardware address of the IP phone
Phone Version	Displays the version of the registered IP phone.
Signal Port	Sets the IP port through which messages are sent and received for calls using the IP phone.
Voice Port	Sets the IP port through which voice packets are sent and received for calls using the IP phone
Phone Type	Sets the phone type (SAMSUNG/SIP STANDARD)
Current Status	Displays the current connection status of the IP phone.
Clear Reg. & Software Upgrade	Deletes the information of the registered IP phone and sets whether to upgrade the software. (No/Clear Registration/SW Upgrade)

Viewing and Changing the ITP Phone Information

1. Select 6. System Control → 6.2 Port Status → 6.2.2 ITP Status from the Tree Viewer.
2. View the ITP phone information.
3. Change the ITP phone information.
4. Save the changes.

SIP Phone Status

Displays the information for the registered standard SIP terminals.

Terminal Information Items

Item	Description
IP Address	IP address assigned to the registered standard SIP terminal.
Current Status	Displays whether the standard SIP terminal is registered.
Phone Type	Displays the manufacturer of the standard SIP terminal. If the terminal is not a standard Samsung SIP terminal, the registration is restricted as many as the number which is set according to the license key entered in the '2.1.4 License Key'. (Disconnected/Samsung SIP/Non Samsung SIP)

Requirements

A license key must be entered in the '2.1.4 License Key'. The number of SIP Phones must be set in the 'SIP Stack License Allowed', and the 'SIP STN' card must be set in the 'mmc857'.

Viewing and Changing SIP Terminal Information

1. Select 6. System Control → 6.2 Port Status → 6.2.3 SIP Phone Status from the Tree Viewer.
2. View the standard SIP terminal information.
3. Change the standard SIP terminal information.
4. Save the changes.

WIP Status

Displays the information for the registered wireless terminals.

Terminal Information Items

Item	Description
Current Status	Displays whether the wireless terminal is registered.
Located	Displays whether the wireless terminal is connected to the current system.
WLI Number	The number of the WLI connected to the WBS24 in service in the area in which the terminal is being used
WBS Number	The number of the WBS24 in service in the area in which the terminal is being used
IP Offset	The location of the IP pool in which the IP address assigned to the terminal is located
IP Address	IP address assigned to the registered terminal
MAC Address	MAC address of the registered terminal
Phone Type	Displays the phone type of the wireless terminal.

Viewing the Wireless Terminal Information

1. Select 6. System Control → 6.2 Port Status → 6.2.5 WIP Status from the Tree Viewer.
2. View the wireless terminal information.

System Resource

Displays the system resource (DTMFR Display, CID Display, R2MFC Display, and Conf Group) and the numbers of the used and unused resources. You can only view this information.

Viewing the System Resource Status

1. Select 6. System Control → 6.2 Port Status → 6.2.6 System Resource from the Tree Viewer.
2. View the system resource status.

MPS Status

Displays the system resource about MPS. You can only view this information.

Viewing the MPS Status

1. Select 6. System Control → 6.2 Port Status → 6.2.7 MPS Status from the Tree Viewer.
2. View the MPS status.

Commands

Pre-Install/Reset

Replaces the card installed in the system to a card of other type and then deletes the information of the previous card. Then this function notifies the system that the new card can start and restarts the system using the software.

When mounting a new card to the slot, if the type of this new card is different from that of the existing card, this function sets the information so that it matches the new card.

When mounting a new card, to prevent the information from being removed, this function the system that the new card can start and has the system initialize it.



CHECK

The types of the existing and new cards are displayed so that you can check both of them.

The dial number of the existing card remains after this program is performed, therefore, you have to change the dial number in the '2.8.0 Number Plan'.

Installing a New Card and Restarting The System

1. Select 6. System Control → 6.3 Commands → 6.3.1 Pre-Install/Reset from the Tree Viewer.
2. Select a gateway.
3. Set a new card, and set whether to restart the system.
4. Save the changes.

Virtual Card Change

Sets the card type of a virtual cabinet.

Viewing and Changing the Card Types of Virtual Cabinets.

1. Select 6. System Control → 6.3 Commands → 6.3.2 Virtual Card Change from the Tree Viewer.
2. View the card types of the virtual cabinets.
3. Change the card types of the virtual cabinets.
4. Save the changes.

Halt/Processing

Makes the system halted (Halt) or operated normally (Processing).

Viewing and Changing the Halt/Processing Settings

1. Select 6. System Control → 6.3 Commands → 6.3.3 Halt/Processing from the Tree Viewer.
2. View the Halt/Processing settings for the system.
3. Change the Halt/Processing settings for the system.
4. Save the changes.

Memory Dump

Displays the values about memory address.

Performing the Memory Dump

1. Select 6. System Control → 6.3 Commands → 6.3.4 Memory Dump from the Tree Viewer.
2. Press the Start button.
3. Save the memory dump status.

Port Clear

Initializes forcibly the items related to call processing or DB for a station or trunk.

Type of Port Initialization

Type of Port Initialization	Description
Call Clear	Initializes the call processing part.
DB Initial	Initializes the DB.

Initializing a Station/Trunk Port

1. Select 6. System Control → 6.3 Commands → 6.3.5 Port Clear from the Tree Viewer.
2. Select the number of station/trunk you want to initialize, and set the type of initialization.
3. Save the changes.

Set Relocation

Exchanges all the information that each station has.

Requirements

The phone information auto exchange is available between the same type of phones only.

If the phone type is not the same, the 'Invalid device type' message is displayed when saving the changes.

Exchanging the Phone Information

1. Select 6. System Control → 6.3 Commands → 6.3.6 Set Relocation from the Tree Viewer.
2. Set the station number to exchange the phone information with.
3. Save the changes.

Copy Station Key

Copies the button settings for a phone to other phone.

Copying the Phone Button Setting

1. Select 6. System Control → 6.3 Commands → 6.3.7 Copy Station Key from the Tree Viewer.
2. Set the station number (From) of the original digital phone to copy from and the station number (To) to paste the copied information in.
3. Save the changes.

Save Default Key

Saves and recovers the button settings for each station. When saving the phone button settings, they are saved to a buffer that each phone type has.

Requirements

The buffer is also used in the '4.9.1 Default Key', and also used when initializing the program for a newly connected phone. Therefore, use it carefully.

Saving the Phone Button Settings

1. Select 6. System Control → 6.3 Commands → 6.3.8 Save Default Key from the Tree Viewer.
2. Enter the station number of the digital phone and select Save or Restore as shown in the figure below.
3. Save the changes.

Alarm Buffer Control

Manages the alarm buffers of the system. Alarms are stored in the alarm buffer. There are fifty (50) major alarm buffers and fifty (50) additional alarm buffers. They follow the First In First Out rule. The Remove option allows the current existing alarms to be removed from the alarm memory. An alarm is outputted to an alarm port automatically.

If an alarm buffer is emptied, a new alarm enters it.

Items to be Specified

Item	Description
Clear	Clear the alarm buffer.
Print	Prints the alarm buffer to the alarm port.

Clearing and Printing the Alarm buffer

1. Select 6. System Control → 6.3 Commands → 6.3.9 Alarm Buffer Control from the Tree Viewer.
2. Set whether to clear and print the alarm buffer.
3. Save the changes.

WIP Clear

Sets the items needed to release registrations of wireless terminals.

Items to be Specified

Item	Description
Clear	You can release the registration for each terminal. There are two modes to release the registration, 'Forced' and 'Normal'. The Forced mode deletes only the related DB of the system to register a new terminal due to damage to the terminal, etc. The Normal mode deletes all of the databases of the system and the terminal through exchange of messages between them.
Current Status	Sets whether to use the WIP IP address in static mode or not.

Viewing and Changing the Wireless Terminal Registration Clear Settings

1. Select 6. System Control → 6.3 Commands → 6.3.11 WIP Clear from the Tree Viewer.
2. View the wireless terminal registration clear settings.
3. Change the wireless terminal registration clear settings.
4. Save the changes.

Memory Unmount

This function is for memory UNMOUNT, before restart system,

Items to be Specified

Item	Description
STOP MEDIA	Memory UNMOUNT in SD Card. (This option may not be available in certain OfficeServ models.)
STOP MEMORY	Memory UNMOUNT in SD Card and NAND Flash.

Viewing and Changing the Memory Unmount Settings

- 1.** Select 6. System Control → 6.3 Commands → 6.3.13 Memory Unmount from the Tree Viewer.
- 2.** Change the Memory Unmount settings.
- 3.** Save the changes.

ITP Idle Logout

This function is all IP-based phone logout now,

Viewing and Changing the ITP Idle Logout Settings

- 1.** Select 6. System Control → 6.3 Commands → 6.3.14 ITP Idle Logout from the Tree Viewer.
- 2.** Change the ITP Idle Logout settings.
- 3.** Save the changes.

ITP Forced Logout

This function is used to logout the registration of a particular IP phone. IP phone should support IDLE MODE function and be login status. This is useful for maintenance,

Viewing and Changing the ITP Idle Logout Settings

- 1.** Select 6. System Control → 6.3 Commands → 6.3.15 ITP Forced Logout from the Tree Viewer.
- 2.** Change the ITP Forced Logout settings.
- 3.** Save the changes.



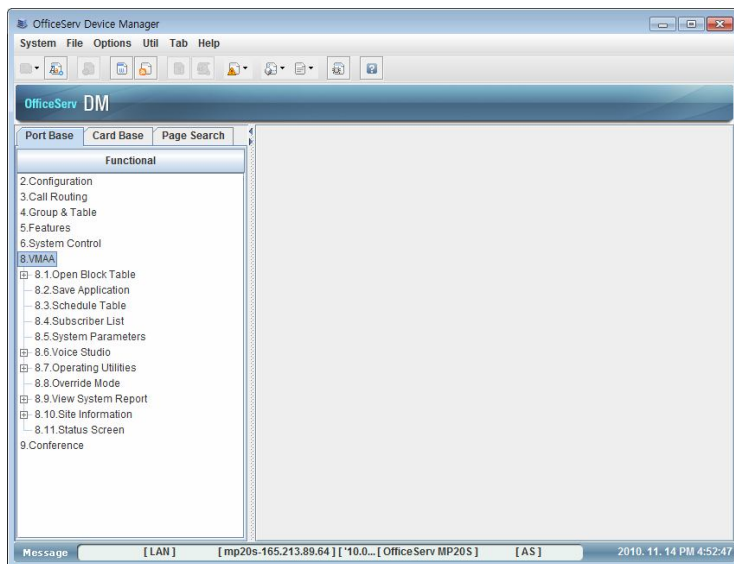
CHAPTER 6. Page Functions for Voice Mail Programming

The following section describes all the configurable options and detailed functional definitions in the Voice Mail features.

System Main Menu

The System Main Menu provides easy access to the different areas of OfficeServ System configuration. The specific areas can be accessed using the cursor controls or by selecting the designation letter. The areas that can be accessed are:

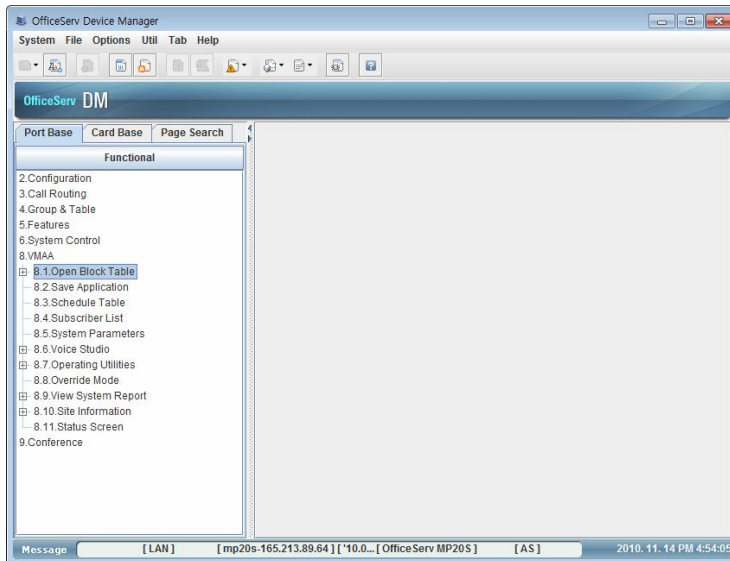
- [A] Open Block Table
- [B] Save Application
- [C] Schedule Table
- [D] Subscriber List
- [E] System Wide Parameter
- [F] Voice Studio
- [G] Operating Utilities
- [H] Override Mode
- [I] System Reports
- [J] Site Information
- [K] Status Screen



Open Block Table

The Block Table is used for building OfficeServ System call routing applications. This is the most frequently accessed area in the OfficeServ System and determines its behavior when it is routing calls. All the prompts and options offered to callers are programmed here.

Because most of the configuration, for any customer, will usually be in the Block Tables, these are dealt in detail with separately in the next section.



Save Application

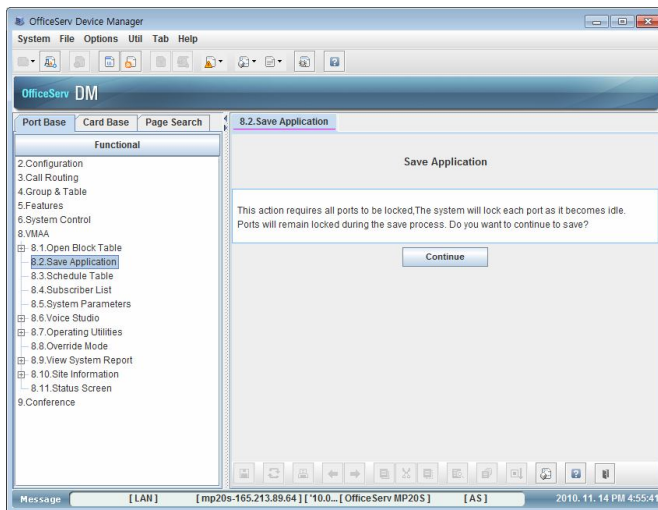
If changes are made to the customer database they are live and immediate, however they are not immediately saved to disk. The save to disk will only take place if:

- The administrator reboots the system after gracefully exiting using 'Operating Utilities' and 'Shutdown System'.
- Or the nightly maintenance runs. This happens each night at 3 A.M.
- Or the administrator selects 'Save Application' from the System Main Menu.

The save application option forces the changes to be written to the database immediately. This will ensure that if the system loses power between the time that the changes are made and the nightly maintenance, the changes will be preserved.

Warning: For this data to be saved the OfficeServ System must lock its ports temporarily. Any idle ports are immediately locked. As ports become free they are also locked. When all ports are locked the data will be saved and the ports placed back online.

The system will politely Lock all ports before performing the save. If any port is off hook engaged in a call, the system will wait until the caller hangs up before locking that port.



Schedule Table

The Schedule Table determines when the OfficeServ System will automatically change Modes. A mode is a set of operating rules for a specific situation, like DAY Mode or NIGHT Mode. These changes may be based on Port Number, Date or Day of Week, and Time of Day. The Schedule Table contains one record for each scheduled change.

This selection of modes may be automatically set by this schedule table or manually overridden via a touch tone phone, using the MANUAL MODE SELECTION function. When a call comes in, the schedule table is checked to find out which mode rules to apply to the call session.

If the entry says 'DCS AUTO' then the OfficeServ System will change between mode 1 (Day Mode) and Mode 2 (Night Mode) whenever the phone system changes between Day and Night operation.

The OfficeServ System selects a mode from this schedule based on an Order of Precedence. Schedule table entries which select the mode based on Date takes precedence over Day of Week (DOW).

Each entry defines a start time for that specific mode. The mode will continue until the next scheduled start time for a particular port.

In the example screen shown, if an additional entry is made which selects Holiday Mode, when Date = 12/25, it will take precedence over the other records. In other words, the OfficeServ System will switch to Holiday Mode on December 25 at Midnight, regardless of what Day of Week, it happens to be. The information contained within the Schedule Table screen shown in this section is for discussion and display purposes only.

One page contains the Schedule Table parameters. The parameters are grouped by category as follows:

MODE NAME COLUMN

This is the mode block which will start the application. To create a new mode, press ADD button. Select a new or existing mode block. The Mode Name column is automatically filled in. To finish scheduling this mode, fill in the rest of the line with the following information.

PORTS COLUMN

The port number (1 through 6) sets a mode change for a particular port. If there are no other entries in the Schedule Table for this port, it will run the specified mode continuously. If this field is set to 'All', this entry will be used by all ports which do not have specific port entries. Ultimately the schedule is assigned to a port or group of ports. If you have an entry for All ports to go into the Holiday Mode and an entry for ports 5-6 to go into the Emergency Service Mode at the same Date, DOW, and/or Time then ports 5 & 6 will NOT follow the mode setting set for ALL ports.

They will go into Emergency Service Mode and stay there until the net scheduled mode change that included or addressed ports 5-6 specifically.

DATE COLUMN

Month and day of month (mm/dd) when the change of mode will occur.

If a date is entered in this field, no option will be given to make an entry in the DOW (Day of Week) field. This entry will take a higher order of precedence over records based on DOW only on the date specified.

Therefore, to guarantee a particular mode setting over a three day period, a date entry should be created for each day of that period.

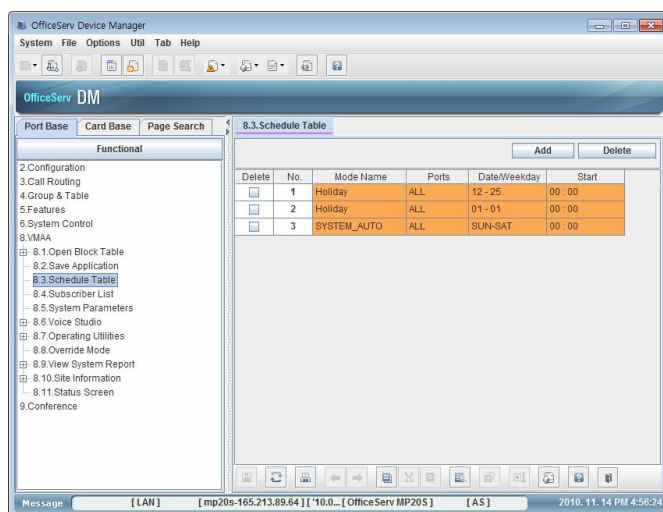
WEEKDAY COLUMN

Day of Week when a mode change is to occur regularly on specific day of the week. Either the Date or Weekday column may be filled in.

If you should manage to make entries in both columns, OfficeServ System will realize a conflict and automatically delete one of them. You can select ranges such as 'MON-FRI' to cover week days only, or 'SUN- SAT' to cover all seven days (as used by SYSTEM AUTO).

START COLUMN

The Hour and Minute when a change in mode should occur. The hour must be specified in 24 Hr. format (i.e., 1:30 P.M. is entered as 13:30).



Subscriber List

To access the subscriber list, from the System Main Menu press SUBSCRIBER LIST. Then select a group number, the default subscriber group is 01.



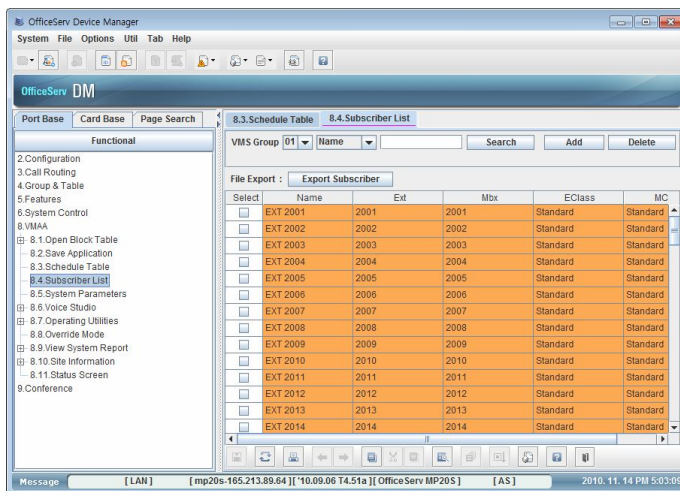
You can have up to 99 different subscriber groups on the OfficeServ System system. These are typically useful in multi-tenant environments, but also have other useful applications where you need to isolate some members of an application from others.)

This area of configuration is used to quickly view, or edit the subscriber list. You will see a list of subscribers along with their extension and their mailbox number.

Entering a New Subscriber

To enter a new subscriber, press ADD button. Type in the subscriber's last name, enter a comma (,) and type the subscriber's first name. Then create or select the extension and mailbox for this subscriber.

OfficeServ System stores the subscriber's name in 'last name, first name' format. When entering the subscriber's name this format should be followed. This format is only important because the directory feature will search on a specific field (first name or last name) and the search should be consistent for all entries.



System Parameters

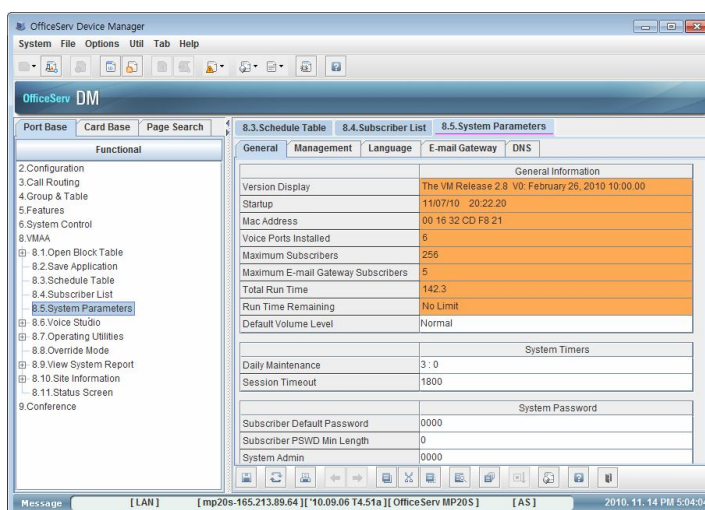
To access the System Parameters, from the System Main Menu press SYSTEM PARAMETERS. System Parameters include fields displaying the software release, version number, the authorized number of ports, and options. Other parameters control functionality for the whole system. It also displays the MAC ADDRESS of the LAN Port and number of authorized E-Mail subscribers.

The first page mostly provides information only. This information may be useful to you or may be needed during a technical support call.

General Information

Default Volume Level

The choices are Quietest, 2, 3, Normal, 4, 5, Loudest) Normal is the default for this parameter.



System Timers

Daily Maintenance

This is the time when OfficeServ System performs routine daily maintenance. Daily maintenance will save the system tables and perform message purging. The default setting is 3:00 AM.

Maintenance will not occur until:

- a) It is after the daily maintenance time (typically it does not run until 2 to 10 minutes past the actual set time).
- b) 23 hours have elapsed since startup or the last daily maintenance interval.

System Passwords

SUBSCRIBER DEFAULT PASSWORD

The digits used as the default settings for extension and mailbox passwords. The digit input may be from 1 to 8 digits in length. When a mailbox or extension password is reset, this is the value that the password will be reset to. The default setting is 0000.

SUBSCRIBER PSWD MINIMUM LENGTH

This parameter defines the minimum number of digits used in a subscriber's password. A password can be equal to or larger than this value. If this value is changed to a larger value on a running system, subscribers will be forced to change their password to one that meets these requirements the next time they log in. The system will prevent them from doing anything including listening to new messages until they first change their password to meet the minimum requirements. A setting of '0' equals NO minimum password length. Valid values can be set from 0 to 8, the default is:0

SYSTEM ADMIN

This affects both the GUI and the TUI. With the GUI (Graphical User Interface); this password gives the administrator access to all parameters.

It is the highest level password and enables the administrator access to shutting the system down. With the TUI (Telephony User Interface), this password along with the remote login procedure gives the administrator access to recording system prompts and overriding the scheduling by engaging a specific mode. This password is also required to access System Wide Parameters. Without this password you would not be able to set the other system level passwords.

Multilingual Voice Prompts Support

The Multilingual Voice Prompt Support page shows a list of all installed languages. Languages are defined by Language and Locale (or dialect).

KEY CODE

The key code is the digit entered by the caller and used by the OfficeServ System to identify a language selection. This key code is used in a language selection menu that must be built specifically for your application.

DEFAULT SYSTEM LANGUAGE

This sets the default operating language of the system.



All language selection is based on the order of the defined languages in this page. If the languages are to be re-ordered, added to or changed, then it should be done first, before any mailbox language options are set.

Load Language

Select the prompt to load and press save button, then it will be installed on the system.

The installed prompts will be displayed in the list after completion.

If the prompts that you want is not available, you have to upload it via management interface or ftp. This will take a few minutes, so do not turn off the system.

Email Gateway

The Parameters set in the SMTP Server section on this page, are used for sending mail to the address set in the 'Report:' field. The REPORT is used for sending error reporting to the ON or OFF site system administrator.

These SMTP Server parameters are NOT used for Subscriber E-Message Delivery and/or Notification. See MCLASS SMTP Server settings for use with individual or groups of subscribers.

HOST ID

Enter the IP address of the Host Mail Server that the IVM will use to send the E-mail error report to the ON/OFF site System Administrator.

PORT

The default (recommended) port to use is: 25. Most Mail Servers look at port 25 for receiving and sending Mail.

SMTP USER ID (OPTIONAL)

This is the User ID the IVM will use to log on to the Mail Server and Identify itself as a Client associated with sending Mail.

PASSWORD (OPTIONAL)

This is the password associated with the IVM's User ID for logging into the Mail Server verifying it is the Client it said it was.

DOMAIN (OPTIONAL)

The Domain is used as part of the authentication process between the IVM and the Mail server. Based on the Local Domain Name and Domain ID the mail server can validate that it is accepting mail from this Client.

Optional parameters are associated with Authentication to the Mail Server. Mail Servers that are on a Local (non-Public) IP, often do not require authentication.

REPORT

If an E-Mail fails or is rejected by the Mail server (a Failure is generated after the total number of Attempts parameter in the MCLASS has been exceeded) a Failure Message is generated and sent to the recipient entered in this field. This is usually the ON Site Systems or IT Administrator. The Recipient could be an OFF Site Administrator as well.

Important Note: If the LAN is down, if the SMTP Server is Down, or for numerous other Network failures, it may not be possible for the IVM to notify the Administrator of a failure.

REPLY TO

Many Mail Servers will require a Valid 'Reply To:' address. E-Mails with a Blank or Non-Formatted 'Reply To:' could be considered SPAM and blocked by the Server. This parameter only applies to E-Mails sent that do not have a valid or known 'From:' address, as in a Public Caller. See the Mailbox Block 'From:' parameter of an individual subscriber for creating Valid 'From:' addresses for subscribers sending voice messages to other subscribers.

Important Note: Mail sent with this 'Reply To:' address should be blocked by the IT administrator or sent to a inbox that dumps it's data at during preventative maintenance. Keep in mind that Voice Messages sent by public callers cannot be replied to via e-mail. The only purpose for this parameter is because of the requirements dictated by some Mail Servers or IT department policies.

E-MAIL ADDRESS SYNTAX

An e-mail address can be entered a couple of ways.

The traditional e-mail syntax is: `username@mailserverdomain.domainsuffix` (domain suffix = .com, .net, .org, etc...) in this case the name entered as the Mailbox label name will be displayed in the Inbox 'From' field if the voice message was sent subscriber to subscriber.

In some cases the number of characters in a person's name is longer than the label name length in a Mailbox Block. Until now no-one saw that name so it didn't matter. If you do not want the Recipient to see the label name as it is typed you can use the following syntax:

Firstname Lastname <username@mailserverdomain.domainsuffix>
OR

Departmentname <username@mailserverdomain.domainsuffix>

This applies to all fields that accept an e-mail address:

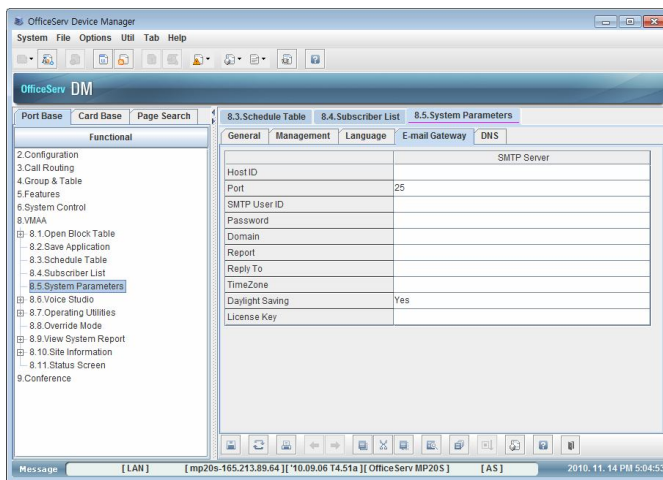
- System Wide Parameters: 'Report' & 'Reply To'
- Mailbox Block: 'From', 'Deliver MSG', & 'Notify Only'

TIME ZONE

Select the Time Zone, from the list, associated with where the IVM will be installed. The default Time Zone is: 'Eastern Standard Time'.

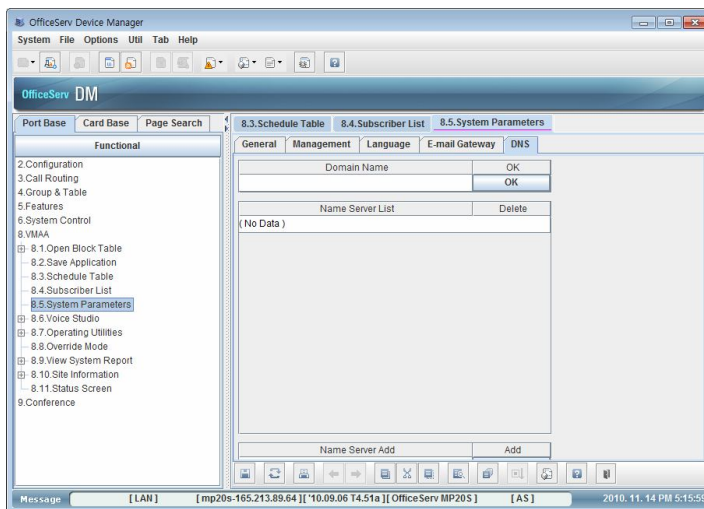
DAYLIGHT SAVINGS

Honor Daylight Savings in E-Mail Date stamp. The Default is: 'Y'



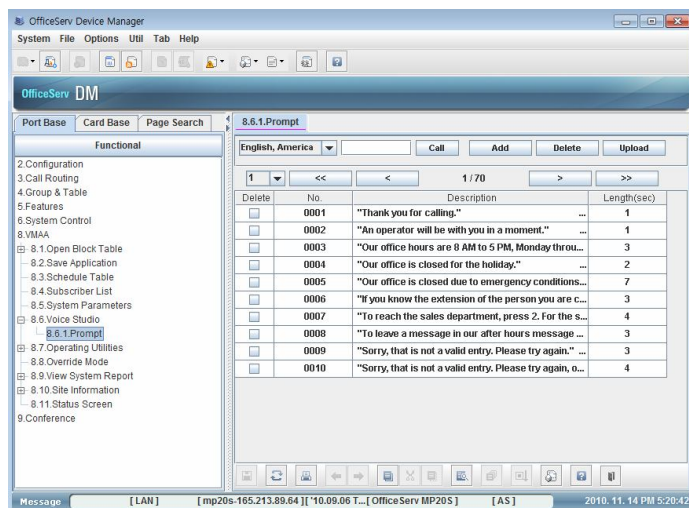
DNS

Enter the domain name server address that the system refers to.
You have to enter this information to use domain name for SMTP server of Email gateway instead of IP address.



Voice Studio

The Voice Studio is an utility for recording custom prompts. To record a prompt with a telephone, enter the extension number and press 'call' button.



Prompt Recording Studio

PROMPT NUMBER

The number of the Prompt to be recorded or reviewed. After entering a valid prompt number you will be presented with instructions to record or re-record. You may re-record any prompt in the system, but if you re-record system prompts (prompts below # 1000) the original prompt will be lost.

LANGUAGE

This is a language option. You may select from any installed language and from that point on the Voice studio will interact with that language.

LENGTH

The length of the recording in seconds. This parameter is automatically filled in by the OfficeServ System when the Prompt is recorded.

RECORDED

The date the recording was made or last updated.

TEXT

Space is provided for entering the text of the Prompt to be recorded. Use this space to provide information on the intended usage of the recording. The entered text has no effect on the actual recording.

However, it is recommended that the recording be the same as the text to make later editing or re-recording easier.

The screenshot shows a window titled "Prompt Recording Studio ()" with a standard Windows-style title bar (minimize, maximize, close buttons). The window contains a table with the following data:

Prompt Recording Studio		Confirm
Prompt Number		Confirm
Language	English, America	
Length(sec)		
Recorded		

Below the table is a section labeled "Description" with a large, empty text area for input. At the bottom of the window, there are four buttons: "Save", "Save&Exit", "Reload", and "Close".

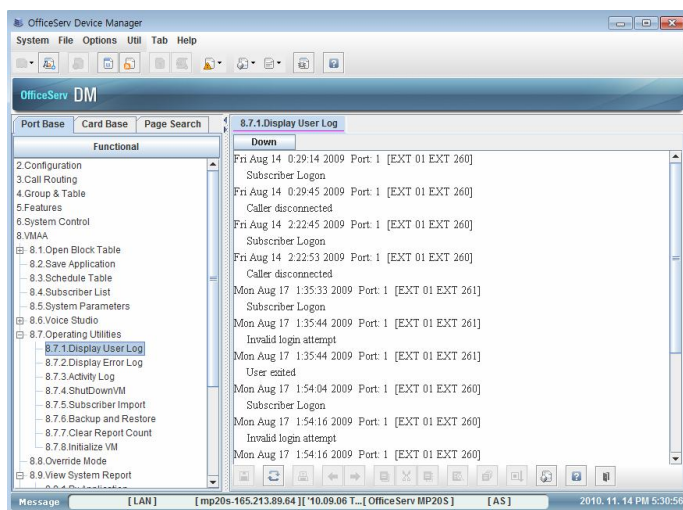
Operating Utilities

This page is used for accessing various display logs and System Administrator facilities. The utilities and parameters contained within the Operating Utilities are as follows:

Display User Log

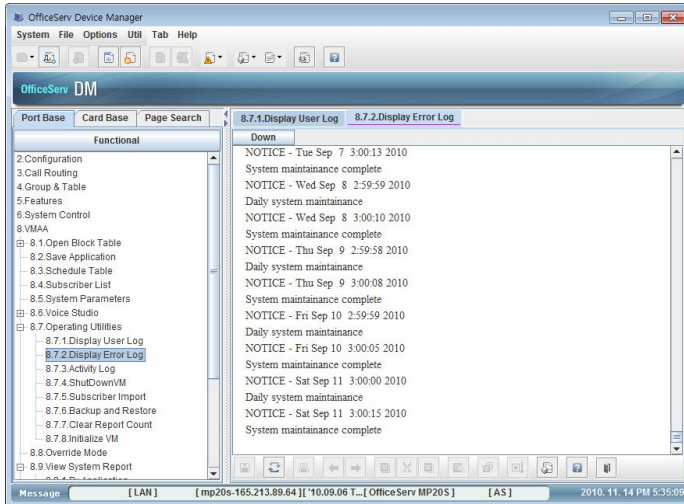
This log provides information on all user accesses to the system. Information displayed includes Subscriber Logon, Port Used, Service Accessed, Message Center Activities, Greetings Recorded, and all other User Activities.

During system maintenance this log will be truncated. Only the most recent 150 KB will be kept.



Display Error Log

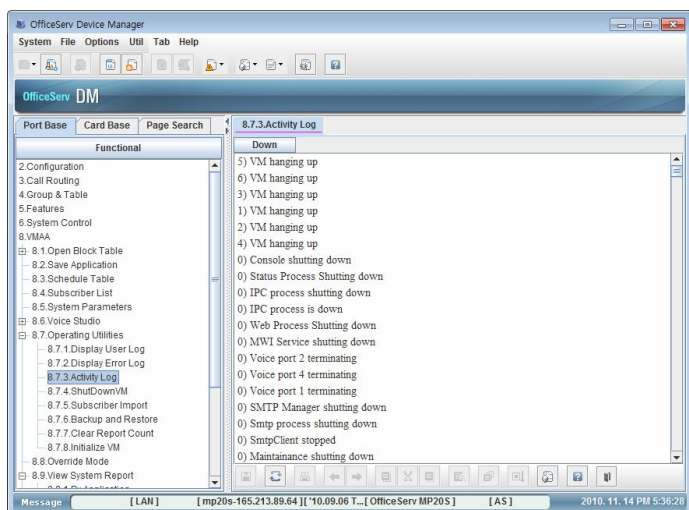
This is a log of all system errors and other information including startup and System Daily Maintenance. The information supplied in this log includes: OfficeServ System breeding mailbox, lost message file recovered, OfficeServ System shutting down and other system information. During system maintenance this log will be truncated. Only the most recent 150 KB will be kept.



Activity Log

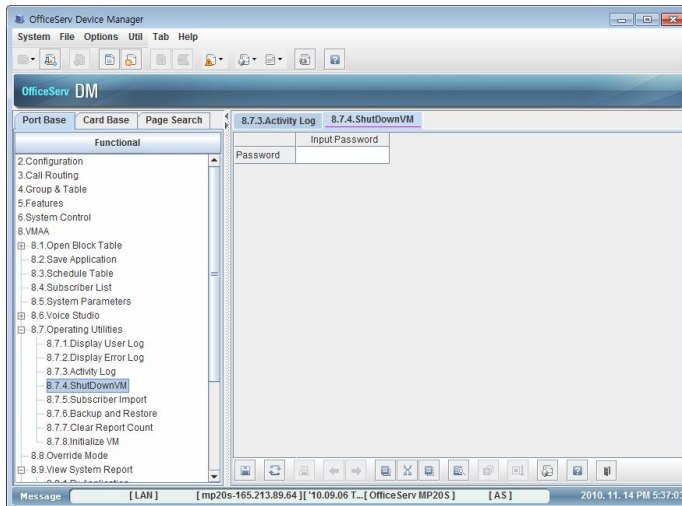
This screen provides a log of all of OfficeServ System activities.

These include: changing to another mode, OfficeServ System hanging up, new call and call data, or searching on caller ID or entry. Everything OfficeServ System does is logged here. Usually this will only be used under direction of Samsung Technical Support. During system maintenance this log will be truncated. Only the most recent 150 KB will be kept.



Shutdown VM

Shutdown System does exactly what you would expect. It will deactivate OfficeServ System and shut down the application. The OfficeServ System will not answer the telephone until restarted. This is the preferred and recommended method of shutting down the OfficeServ System, also referred to as a 'Proper Shutdown'.



Subscriber Import

The Subscriber Import provides an easy way to import large lists of subscribers into OfficeServ System from any existing text file. Use an existing text file with all employees listed to quickly create an import file and follow the instructions provided by OfficeServ System in the dialog screens.

- Select Group
- Select the .txt file to import
- Select Subscriber Objects
- Review Import List

Select Group

Select the Group Number the subscribers will be listed under. Group Numbers are convenient for organizing large sets of subscribers into specific groups. In special cases, e.g., multiple tenants sharing a switch, or when OfficeServ System is connected to more than one switch, it is necessary to partition subscribers extensions and mailboxes. In such cases, several subscribers may have the same Extension or Mailbox Number, or the tenants may wish to restrict transfers between the different groups. Because OfficeServ System does not allow the same Extension or Mailbox Number to be used more than once in a Group, and only allows transfers between members of the same Group, it is recommended that all subscribers use Group 01. Values from 01 to 99 are valid entries.

Select the .txt file to import

The file name can be any text (.txt) file.

Select Subscriber Objects

Select subscriber objects for easy importation of a large number of subscribers. In the selection field enter either:

- for Extensions
- for Mailboxes
- for Both EXT & MBX

Create a text file, or use any existing text file, to import subscribers.

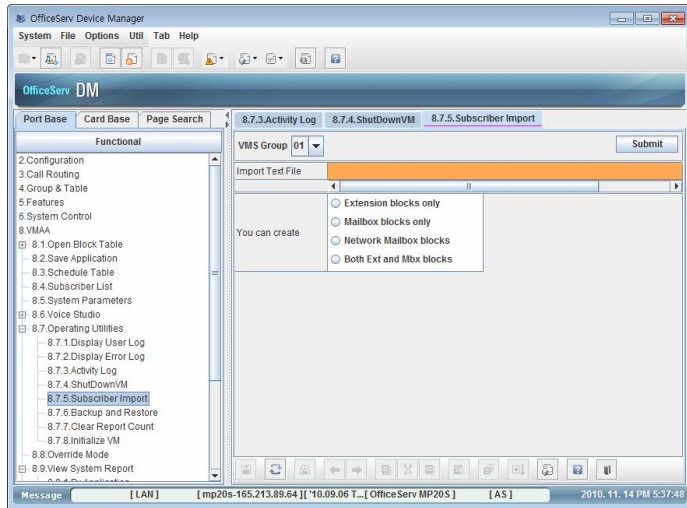
The file can be named user.txt and include separate columns for the user name, extension, and/or mailbox. Only the subscriber list may be in the file.

The user.txt file can look like:

- Sandy Parks 217 217
- Dusty Roads 222 202
- Sonny Skies 227 007
- Jane Doe 201
- John Doe 202

Review Import List

Scroll through, and review, the subscriber list. The list may not be edited at this point. Accept it as is and press OK or reject the list and press the CANCEL button. All editing that may need to be done on the subscriber list must be done in the text file the list was created in.

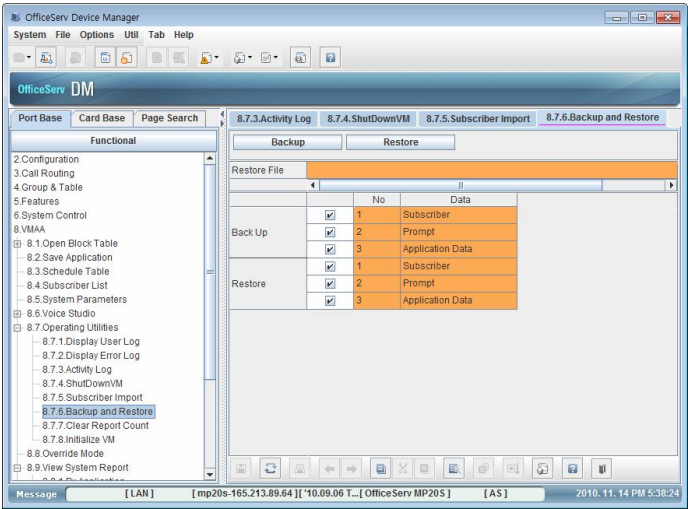


Backup and Restore

This facility allows backup and restoring the configuration, user mailboxes, customized prompts.

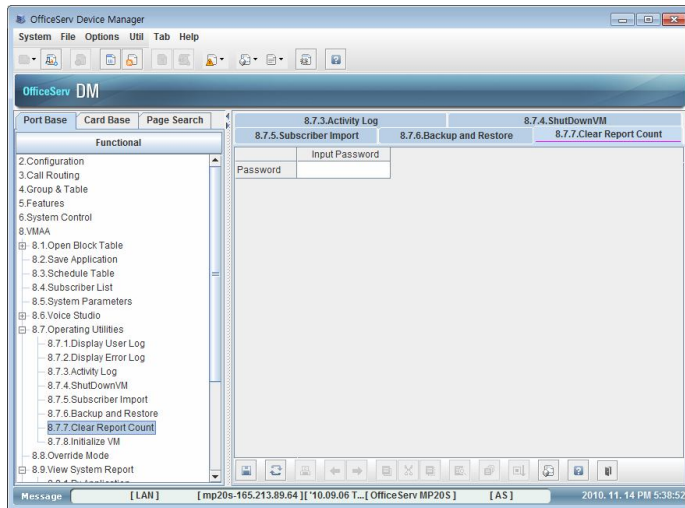


This does not support to backup and restore the recorded messages in users' mailboxes. You have to use ftp client program to do it.
(The port number is 60021.)



Clear Report Count

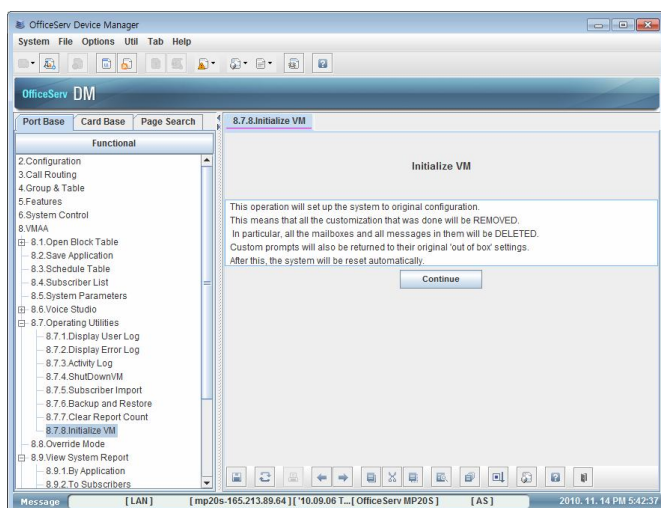
This clears all report counters. Report counters can be found throughout the OfficeServ System block definitions and on the Status Screen. This will not clear the total run time display in System Wide Parameters.



Iniialize VM

This operation will set up the system to original configuration.

Comment [KDJ3]: 항목 추가함



Override Mode

The Override Mode bypasses control of the Schedule Table. This allows the System Administrator to immediately put a single port or group of ports in a specific mode. This override will stay active, on the specified ports, until the System Administrator reasserts the automatic schedule. The Override Mode can be activated remotely by the System Administrator. See Manual Mode Selection.

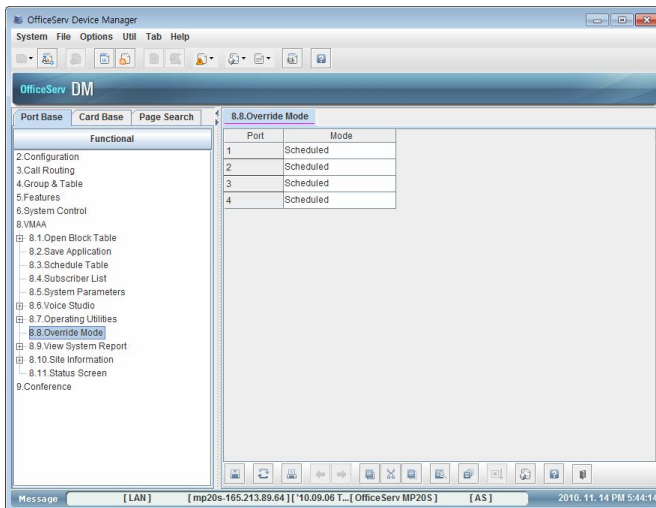
The Override Mode has one page which contains all parameters. The parameters are grouped by category as follows:

PORTS

This parameter specifies which port (s) are to be set active to a specific Mode Block.

USE MODE

This field is used to pick which Mode Block is to be asserted.



View System Report

Management Information

The OfficeServ System architecture provides a large number of counters to track specific events occurring in an application and on a system wide basis, this allows an administrator to quickly view activity and parameter value settings.

The OfficeServ System offers activity data and parameter value settings that provide management information on volume of calls, call connect time, messaging status, and resource utilization.

Note that there are many applications that may be created that introduce complexity to the reporting process. For instance, blind transfers will cause a call record when the OfficeServ System answers and then another record when the station forwards or recalls (2 records for 1 call). Also the calculations are made by each module of software and may seem to be inconsistent if a comparison to another statistic is assumed. For this reason, we suggest you use these reports as a guideline only or to observe trends over time.

We can explain how each number is generated, but because each application is different we may not be able to explain apparent inconsistencies.

By Application

REPORTING

Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

CREATED

The date and time the report was actually created.

CALLS

The total number of calls serviced by an application type.

One caller accessing more than one application, such as Voicemail and Fax Applications (two applications), counts as two callers.

MINUTES

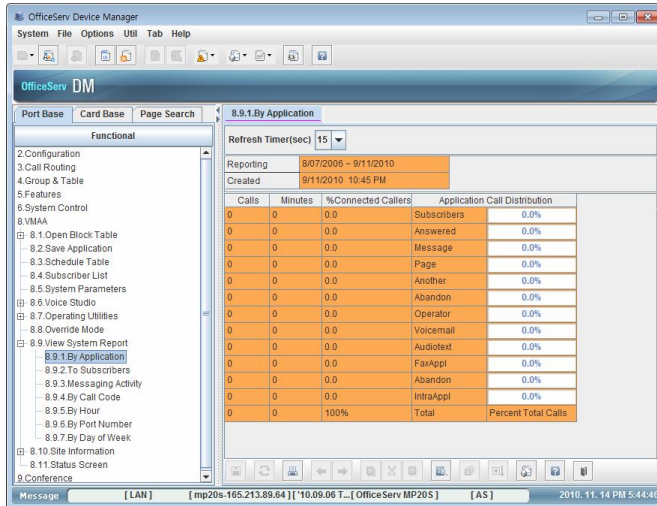
Total minutes callers were connected to an application type.

%TT

The total percentages of callers connected to an application type.

APPLICATION CALL DISTRIBUTION

A bar chart of the different applications and the percentages of calls each application serviced. IntraAppls is Intra-application which represents the callers who accessed more than one type of application.



To Subscribers

REPORTING

Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

CREATED

The date and time the report was actually created.

SUBS CALLS

The total number of calls to the subscriber's extensions, listed by how the calls were handled (completed, redirected, rejected, etc.).

CALLS TO SUBSCRIBERS-EXTENSIONS

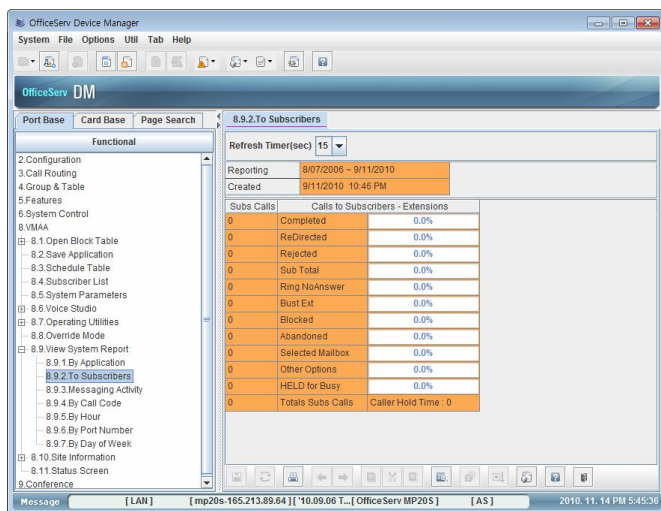
A listing of how all calls to the subscribers were handled and their percentages. For example, 9% of all calls to subscribers were cases where the subscriber's extension was busy.

TOT SUBCALLS

The total number of calls to the subscriber's extensions.

CALLER HOLD TIME

The total number of minutes callers were on hold.



Message Activity

REPORTING

Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

CREATED

The date and time the report was actually created.

ACTIVITY

The Message Activity types. Several different categories are shown.

PUBLIC

The first column is the total number of public callers that accessed a particular type of Message Activity. The second column is the percentage of public callers out of the total number of callers, including subscribers, which accessed a particular type of Message Activity.

SUBSCRIBER

The first column is the total number of subscriber callers that accessed a particular type of Message Activity. The second column is the percentage of subscriber callers, out of the total number of callers, including public callers, which accessed a particular type of Message Activity.

TOTALS

The total number of all callers that accessed a particular type of Message Activity.

The screenshot displays the OfficeServ DM web interface. On the left is a navigation tree with categories like Configuration, Call Routing, Group & Table, Features, System Control, VMAA, and Voice Studio. The main area shows the '8.9.3.Messaging Activity' report. It includes a 'Refresh Timer(sec)' dropdown set to 15, a 'Reporting' period of 8/7/2006 - 9/11/2010, and a 'Created' timestamp of 9/11/2010 10:40 PM. Below this is a table with columns for Activity, Public, Subscriber, and Totals. The table lists various metrics such as Mailbox Access Count, Messages Received From, Messages Sent From Mbox, No Messages Sent, Current Messages Count, New Messages, Saved Messages, Average Messages/Mailbox, Total Connected Minutes, and Disk Space Available (Megabytes).

Activity	Public	Subscriber	Totals
Mailbox Access Count	0	0.0	0
Messages Received From	0	0.0	0
Messages Sent From Mbox	0	0	0
No Messages Sent	0	0	0
Current Messages Count	0	0.0	0
New Messages	0	0.0	0
Saved Messages	0	0.0	0
Average Messages/Mailbox	0.0	0.0	0.0
Total Connected Minutes	0	0.0	0
Disk Space Available (Megabytes)	896.7		

By Call Code

REPORTING

Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

CREATED

The date and time the report was actually created.

CALLS

The total number of calls listed by each Call Code.

%TC

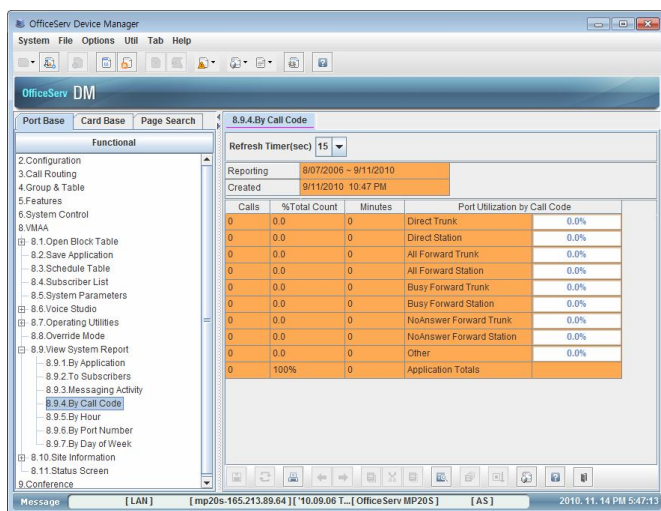
The percentage of the total count of all calls of a particular Call Code.

MINUTES

The total connect time, in minutes, of all calls of a particular Call Code.

PORT UTILIZATION BY CALL CODE

A listing of the Call Code types and their port utilization by percentage.



By Hour

REPORTING

Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

CREATED

The date and time the report was actually created.

CALLS

The total number of calls that came in during a specific hour.

%TC

The percentage of all calls received during a specific hour.

MINUTES

The total connect time, in minutes, of all calls during a specific time period.

PORT UTILIZATION BY HOUR

A listing of the time periods and their port utilization by percentage

The screenshot displays the OfficeServ DM application window. The title bar reads 'OfficeServ Device Manager'. The menu bar includes 'System', 'File', 'Options', 'Util', 'Tab', and 'Help'. The left sidebar shows a tree view with categories like '2.Configuration', '3.Call Routing', '4.Group & Table', '5.Features', '6.System Control', '8.VMAA', '8.9.View System Report', '8.10.Site Information', and '9.Conference'. The main window is titled '8.9.5.By Hour' and contains a 'Refresh Timer(sec)' dropdown set to '15'. Below this, 'Reporting' and 'Created' dates are shown. The main data table has columns for 'Calls', '%Total Count', 'Minutes', and 'Port Utilization by Call Code'. The table lists various time periods (e.g., 06A-07A, 07A-08A, ..., 05P-06P) and their corresponding statistics. At the bottom, a summary row shows 'Totals' and 'Avg 6A-6P: 0 Day 6A-6P: 0.0'. The status bar at the very bottom displays network and system details.

By Port Number

REPORTING

Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

CREATED

The date and time the report was actually created.

CALLS

The total number of calls that came in on a specific port.

%TC

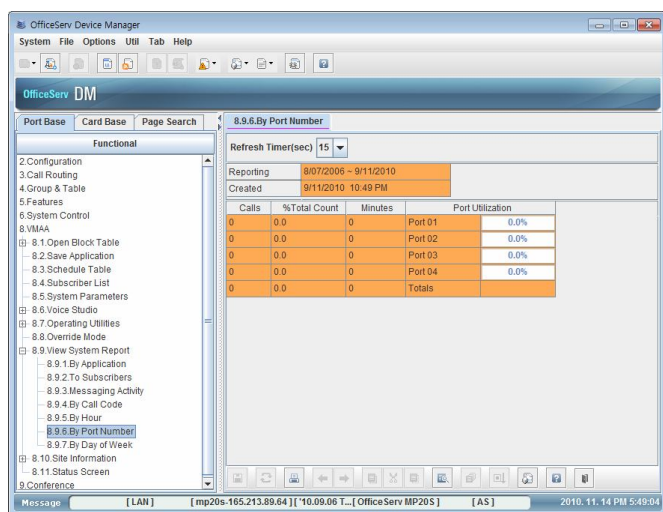
The percentage of all calls received on a specific port.

MINUTES

The total connect time, in minutes, of all calls on a specific port.

PORT UTILIZATION BY PORT NUMBER

A listing of the ports and the percentage of calls handled by each port represented by a bar chart.



By Day of Week

REPORTING

Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

CREATED

The date and time the report was actually created.

CALLS

The total number of calls that came in on a specific day of the week.

%TC

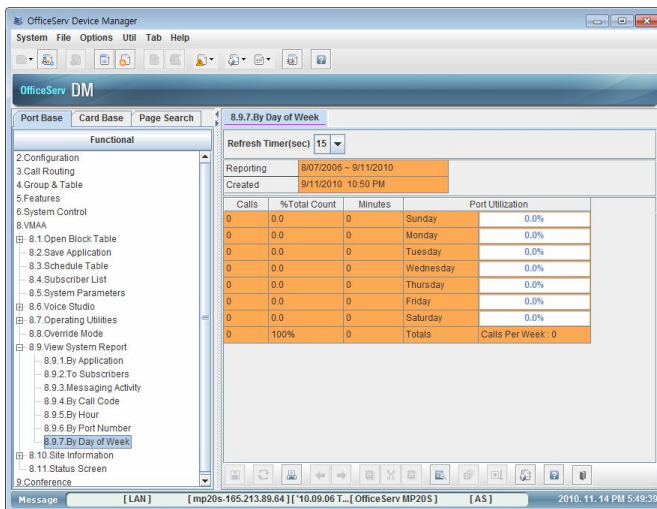
The percentage of all calls received on a specific day of the week.

MINUTES

The total connect time, in minutes, of all calls on a specific day of the week.

PORT UTILIZATION BY DAY OF WEEK

A listing of the days of the week and the percentage of calls handled by each day, represented by the bar chart.



Site Information

This page allows the System Administrator access to helpful information about the site in which the OfficeServ System is installed. This information becomes very useful long after the system installation has been completed. These are only memo pages but it is recommended that these screens be filled out for all sites. Having a record of all port connections helps make trouble shooting easier, if it becomes necessary.

Status Screen

This is the normal operating page for the OfficeServ System. The Status Screen is a display only facility, and shows information in real time relating to the current status of the OfficeServ System. The following information is displayed.

PORT COLUMN

The Port column gives you the number of the voice circuit that the call is taking place on.

MODE COLUMN

The Mode Number column lets you know which mode the port is in.

ACTIVE BLOCK COLUMN

This column shows you which block is currently servicing the call, as the call gets directed through the call session.

STATUS COLUMN

The status column displays the current condition that the port is in. Some examples are: Idle, Processing, Transferring, Messaging, etc.

System Activity

CALLS TO-DATE

The total number of calls that the OfficeServ System has processed.

AVERAGE CALLS PER WEEK

The average number of calls per week averaged over all weeks.

DIRECTORY ACCESSES

The total number of callers that have accessed the directory.

TIMES ALL PORTS BUSY

The total number of times all ports have been busy.

NUMBER OF SUBSCRIBERS

The total number of subscribers on the system. This is actually a mailbox count. Extensions are created for every station port on the phone system.

TOTAL MESSAGE COUNT

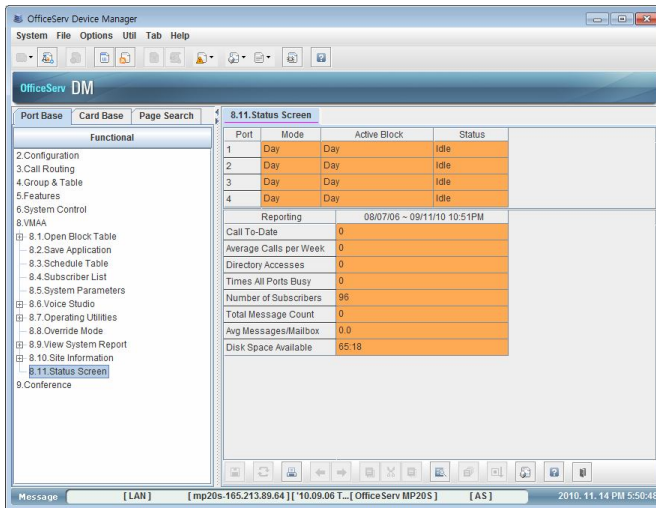
The total number of messages in the system. This includes new and saved messages.

AVG MESSAGES/MAILBOX

The average number of messages in the subscriber's mailboxes.

DISK SPACE AVAILABLE

The total disk space available in hours and minutes.



Explanation of Default Configuration

Application Design

Creating an application consists of linking the appropriate Blocks into a set of Call ControlPaths which, for a particular caller, or group of callers, represents a Call Routing Solution. The number of ControlPaths, needed to establish a satisfactory Routing Solution, depends upon how many alternatives or variations the organization wishes to provide, to satisfy the anticipated needs of the caller (s).

The default application is built using Blocks. Each block has a specific purpose and are chained together to build the application. This allows the caller to pass from one to the other as the call is processed.

The default configuration in the OfficeServ System has been designed to simplify installation and reduce the amount of time it takes to learn the application. Many of the configuration options have been disabled or fixed at a default value. When a call is answered, it is processed by a number of blocks behind the scenes. These blocks are hidden for reasons of simplicity.

The call is processed in the following way:

NEW CO CALLS

New calls are answered by the PORT Block which looks to the SCHEDULE Table to see which MODE Block should take control of the call session.

The MODE Block based on the Call type will then pass control to one of the MENU blocks. This may have sounded complicated but is quite simple.

By default all of the configuration is done for you. Most of the application for the customer actually starts at the MENU Block. Knowledge of how the call is routed through the system will help you create more complex applications only when and/or if necessary.

Depending on the current mode (Day, Night, Holiday, or Weather).

A custom Company greeting is played and the caller is directed to any other block in the system based on the DTMF input.

The below Call Routing Solution Chart shows you the communication links and connections between each of the blocks in the system.

FORWARDED CALLS

Follow the same initial call flow as stated above. Their Call Type is identified as a Forwarded call and the call is passed to a MENU Block that handles forwarded calls. This MENU Block does not speak to the caller it simply looks at the Forward ID of the Cal and transfers the caller to the appropriate Subscriber's Personal Greeting. Based on the Subscriber's greeting the caller may leave a message, route themselves to another subscriber, return to the main menu, or simply hang up.

Import Basic Concepts

The Configuration Concept for the OfficeServ System is a series of Blocks, Pointers, and Objects configured together to create a 'Call Routing Solution' for specific Member (s) of the 'TeleCommunity'

TeleCommunity

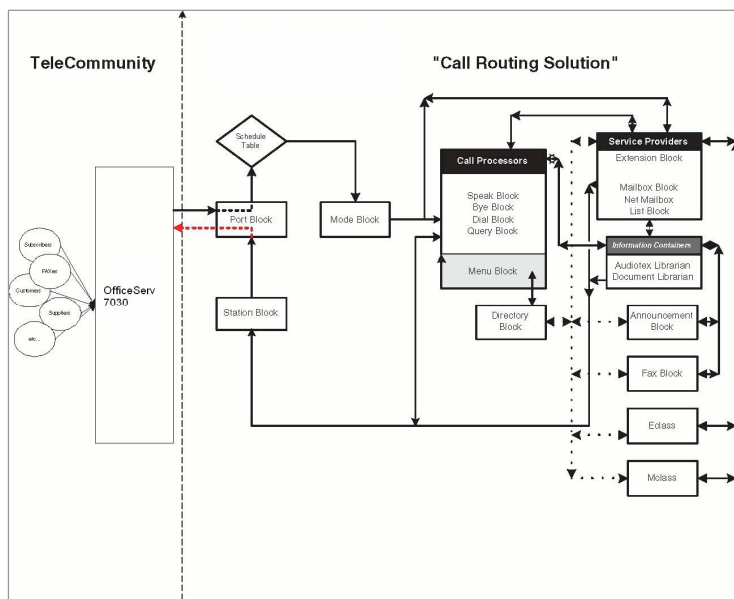
Anybody and/or anything that needs to communicate with the organization

Communicate

The need to deliver and/or receive information

Call Routing Solution

The process in which the OfficeServ System products connects the caller to the Person and/or Device most suitable for communicating with the caller.



Blocks

Blocks are the components used to build your individual customer application. All call flow is programmed using these blocks. Each block type has a specific function, and can be chained together with other blocks to provide a complete call processing solution.

Bye Block

Speaks a prompt, usually 'Good-bye', then terminates the call session.

Dial Block

This block is typically used for dial devices such as fax machines and modems, or paging systems. Any device where the power of having the functionality of a subscriber is not necessary.

Directory Block

This is a utility that sets up the necessary parameters used in the subscriber's directory list.

EClass Block

This is a class of service block for extensions, and contains additional permissions that apply to all extensions in this class.

Extension Block

Represents the subscriber to a caller. Houses subscriber's settings, personal greetings, and call coverage controls such as call blocking and screening. Contains Caller Option Processor and Designated Location facility for routing callers to subscriber's current telephone, regardless of physical location. Multiple subscribers, each with their own Extension Object, can effectively share a single telephone.

List Block

Delivers recorded voice message to a list of mailboxes. May contain other lists as members.

Mailbox Block

Receives, records, sends, and stores multimedia messages. Contains default personal greeting, name and password for the subscriber. This block contains all the parameters for the mailbox including pager and cell phone notification. One usually exists for each phone on the system.

MClass Block

This is a class of service block for Mailboxes, and contains additional permissions that apply to all Mailboxes in this class.

Menu Block

Speaks prompts to caller and routes on Input from caller entry. The Auto Attendant Main Menu is an example of a menu block.

Mode Block

Answers incoming calls for assigned port (s) by mode, as assigned in the Schedule Table. Collects and stores CallData in appropriate call session Memory Registers. Can speak salutation prompts.

Port Block

Contains all parameters to connect and communicate with the device the OfficeServ System is directly attached to. For most applications changes to this block are not required. It has been made visible because it contains parameters that define what disconnect signal, besides the switch's IPC disconnect Message, we will hang-up on. This is useful when the CO does not provide a consistent disconnect.

Query Block

Speaks a question/statement and expects to record a voice and or DTMF response. Delivers recorded response to one or more mailboxes for transcription.

Speak Block

The purpose of a Speak Block is to speak a prompt or system information to the caller. A Speak Block can contain two prompts in addition to the ability of speaking system information or register contents. After speaking to the caller, control is passed to another Block based on the target of the NEXT pointer .

Station Block

The station block is responsible for dialing. When the OfficeServ System dials or transfers any calls it uses a station block. All devices accessible via Touch-Tone dialing in OfficeServ System use at least one of these. Each contains the call progress information to monitor and process calls to the associated device (s).

Extension and Mailbox Objects

On the OfficeServ System Subscribers are defined by both extension blocks and mailbox blocks.

The extension block is responsible for playing the appropriate personal greeting, and performing all transfers. It may initiate any hold conditions, park and page and other caller options. Through the access manager you can control call screening, forwarding and blocking, find me and follow me.

It is the main component that callers will experience when they dial an extension number and it provides the subscriber with a collection of management tools and personal services including workload manager, availability schedule, stored phone numbers and direct calling.

The mailbox block, is far more simple. It is used primarily for two things.

Recording messages and notification

Each subscriber may have one or both blocks.

Call Directors

Call Directors are powerful tools used to connect the various blocks together.

All blocks that pass control of the call to another block use Call Directors.

Call Directors pass control of the call to the next block. Which block they pass control to is dependent on certain conditions called events, that have occurred within the current block.

Events may include no entry, invalid entry, no message left, operator requested and user exit. There are many possible events and they will vary depending on the type of block being programmed.

In a Menu Block, the Call Director is called the 'Menu Input Processor' and also acts on data entered by the caller.

In an Extension Block, the Call Director is called the 'Caller Options Processor' and also acts on data entered by the caller.

In a Mode Block, the Call Director is called the 'Call Code Processor' and also acts on call type data received from the phone system.

The Bye Block and the Station Block do not have Call Directors, as they are considered the end of a Call Control Path.

Event Pointers

The Call Director uses EVENT POINTERS to pass control of the call to the next block. All Event Pointers consist of an INPUT value, an ACTION, a Block TYPE, and a TARGET.

The INPUT value is the collection of digits, whether received from the caller via DTMF, or telephone system or network integration information, collected in the block.

The ACTION is that which takes place when input from the caller equals the INPUT value.

TYPE, is the type of Block to pass control to, there are five types of ACTIONS: GOTO, TRANSLATE, PASSWORD then GOTO, SEARCH ON, and FILE.

The TARGET is the Name of the Block to pass control to next.

Modes

At any time of the day the OfficeServ System is in a specific operating mode. This may be as simple as Day Mode (business hours) or Night Mode (business closed) or it can be very complex (Special Mode for Port 2 Only, on July 19th between 7 and 8 p.m.). New modes may be added as needed.

The times that operating modes are effective are defined in the Schedule Table. The behavior of the OfficeServ System when it answers a new call during each specific operating mode is defined in the Mode Block.

OfficeServ System can be made to change modes either manually, by using Special Administrative commands, or automatically as specified in the Schedule Table.

Mode Specific Event Pointers

When configuration any block that defines event targets (exit points from the block) the OfficeServ System will first ask you to select a mode. This allows the exit destinations to be different for each mode.

For example, the next pointer might access an announcement informing callers of special daytime sales events during the 'Day' Mode, but after 5:00 p.m., it would pass control to a different announcement about evening shopping hours, during 'Night' Mode.

Pointers set in the 'Default' mode are always in effect unless the same pointer is set in another Operating Mode. The OfficeServ System will display 'Default' mode pointers in a block while viewing pointers in another mode.

The 'Default' mode pointers will be grayed out to denote that they are not in the current mode.

Each Operating Mode is given an unique number by the system. Valid numbers are 01-99, and are assigned in sequence as new modes are created.

Pressing ENTER at this field opens a Pointer Mode Target Generator, from which an existing mode name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number.

The mode number and name are associated with the block's pointers, not the block itself. This allows one block to route calls to different destinations in different modes, using different Targets for the pointers' various mode references.

Template Blocks

To simplify creating multiple blocks of a given type, OfficeServ System provides a template for each type of block. Templates have default values preset for many of their parameters. You may change these defaults and save the modified Template, or by using the 'Save As...' option, create a new block of that type, while preserving the original template. Each time a block is created, it will be initialized with the parameter values which are set in the template. This is particularly useful when building mailbox and extension blocks for subscribers, where many of the parameter settings will be uniform from subscriber to subscriber.

Configuration Blocks

Bye Block

The BYE Block is very simple. Its purpose is to say good-bye to the caller, disconnect the call, and free the port. The only parameter is the prompt to be spoken before disconnecting. There is only one bye block available in the OfficeServ System but additional Bye blocks can be added.

Bye Block Controls		Description
Label Name	TEMPLATE BYE	
Disconnect Prompt	0051	Description
Activity		
From ~ To	8/07/2006 ~ 8/27/2009	
Calls	0	

Label

The name of this block. A block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

PROMPT

The number of the prompt that the OfficeServ System speaks before disconnecting the caller. Allowable inputs are 0001-9999 with blank indicating 'say nothing'.

Dial Block

The functions of a DIAL Block are to perform a dialing operation and then either release the call or branch to another Block, based on the outcome of the dialing operation.

This Block is commonly used to transfer callers to an operator for assistance. It does not have the extensive automated attendant features of an Extension Block. However, it is useful for transferring calls to another system, such as a dictation system, answering machine, FAX machine, MODEM, or paging terminal. It can also be used to facilitate special features that a telephone system may lack, such as DISA (Direct Inward System Access a feature which enables employees at remote locations, such as their homes, a telephone booth, or a customer's office, to use their company's system to process telephone calls), or Least Cost Routing of outgoing long distance calls. DIAL Blocks may also be used in conjunction with an Extension Block to create various types of extension hunt groups. This is accomplished by setting up the Event Pointers in the Blocks to hunt through the designated extensions until an appropriate service provider is located.

Each Dial Block is associated with a Station Block which can be used to provide circuit specific cadence filtering for unique remote (off premises) devices like answering machines, fax machines, tie lines, auto-attendant or voicemail systems, excessively noisy trunks, paging systems, or even attendant consoles. The Dial Block can play a prompt to the caller prior to connecting the call, and can activate a variety of other Call Processing or Service Provider Objects, based on the configuration of its Event Pointers. One of these the Answer Pointer can be set to play customized prompts, initiate a caller dialog, or invoke menu options after the call is answered.

General Information		Call Director	
Label Name	TEMPLATE DAL		
	To Transfer	Description	
Prompt	0016		
Number			
Supervision	NONE		
Station Type			
		Activity	
From ~ To	8/07/2006 ~ 8/27/2009		
Calls	0		
Answered	0 : 0 %		
No-Answered	0 : 0 %		
BUSY Count	0 : 0 %		
FBUSY Count	0 : 0 %		
ERROR Count	0 : 0 %		

To Transfer

PROMPT The number of the prompt spoken to the caller before executing the specified dialing operation. Allowable inputs are 0001 9999. Blank indicates 'say nothing'. for prompts numbers above 0999.

NUMBER This is the DTMF string required for dialing the telephone or extension number. Valid dialing characters are 1234567890*#abcd&.,W. You can also enter OfficeServ System registers containing numeric data. When using Register information as part of a dialing sequence, the register character is always preceded by a '\$' sign.

SUPERVISION This is how the call is handled when transferred. Press ENTER for the following pick list options:

- **NONE** is a blind transfer. A blind transfer indicates that once the call is transferred the system no longer monitors the call for any subsequent condition.
- **PARTIAL** is when the call is transferred and the system checks to identify if that line is busy.
- **FULL** is when the call is transferred and the system stays on the line to make sure the call was answered or not answered (NO-ANSWER).

STATION TYPE This is the area where the call progress parameters are set up as referred to in the opening paragraphs of this Block. You can assign the necessary Station Type to fit the appropriate conditions needed to be met. If this parameter is left blank the OfficeServ System will select a station Block based on the Station Block's 'Matching Dialing Strings' (See Station Blocks for information on this parameter and field). If you assign one then you can click to review or edit the Station Block assigned.

Activity

CALLS Shows the total number of calls processed by this block during the period specified in the following range.

FROM-TO Indicates the period from the date when the Report Counters were last cleared till the current date. Applies to all call counts in this report.

ANSWERED The number of calls processed by this Block which were answered by the called party, and what percentage of the total calls this number represents.

NO-ANSWER The number of calls processed by this Block which were unanswered (resulted in Ring-No-Answer), and what percentage of the total calls this number represents.

BUSY COUNT The number of calls processed by this Block which encountered a busy signal, and what percentage of the total calls this number represents.

FBUSY COUNT The number of calls processed by this Block which encountered a fast busy signal (usually indicating an invalid number was dialed, or the destination returned fast busy in a DND condition), and what percentage of the total calls this number represents.

ERROR COUNT The number of calls processed by this Block which encountered a signal or condition which OfficeServ System could not recognize, or were terminated due to a processing error, and what percentage of the total calls this number represents.

Event	Action	Type	Gp	Target Name	Clear
ANSWER	Goto				Clear
NO-ANSR	Goto				Clear
BUSY	Goto				Clear
FBUSY	Goto				Clear
ERROR	Goto				Clear

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the No-Answer pointer might route callers to an operator's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Night Options Menu during 'Night' Mode. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. OfficeServ System will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

ANSWER POINTER The Block OfficeServ System will execute next if the dialed number is answered. Normally this pointer is left blank, in which case OfficeServ System will hang up after completing the call transfer.

NO-ANSWER POINTER OfficeServ System goes immediately to the designated target Block when a ring-noanswer condition is encountered.

BUSY POINTER OfficeServ System goes immediately to the designated target Block when a busy condition is encountered.

FBUSY POINTER OfficeServ System goes immediately to the designated target Block when a fast busy is encountered.

ERROR POINTER OfficeServ System goes immediately to the designated target Block if an error signal is encountered after dialing the number.



NOTE

If the applicable pointer is not set or the Supervision parameter is set to none, the OfficeServ System will go on hook after dialing. This is a typical situation for transferring callers to the Console for assistance.

Directory Block

A Directory Block defines necessary information about how the system Dial-by-Name Directory will function. Note that in order for the directory feature to work the included subscribers must have recorded their names and entered DTMF values for them.

This information includes the maximum number of digits the caller may enter to search for an individual's name, the maximum number of names matching the caller's entry, and also, whether or not to speak the extension number of the matching name to the called party. The directory will search on extensions first, if no match is found then it will search mailboxes.

Search Information		Prompts		Call Director	
Label Name	TEMPLATE DIR				
Input Controls					
Maximum entry digits	3				
Wait for first digit	3				
Wait for subsequent digits	3				
Repeat prompts if no entry	1				
Retries if no match	2				
Search Controls					
Maximum number of matches	4				
Search based on first name	No				
Include unnamed objects	No				
Speak name on exit	No				
Speak key value on exit	Yes				
Verify before exit	No				
Search Targets					
Type	Gp	Type	Gp	Type	Gp
EXT	1	MBX	1		

LABEL The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name.

Input Controls

MAXIMUM ENTRY DIGITS The maximum number of digits the caller may enter, to search for the target, the caller is trying to locate. This is usually set to three because most people's names do not have the same first three letters. This number can be between 1 and 10.

WAIT FOR FIRST DIGIT This is the amount of time, in seconds, the system waits for the caller to enter the first digit.

WAIT FOR SUBSEQUENT DIGITS The amount of time, in seconds, the system waits for the caller to enter the digits following his first entry digit.

REPEAT PROMPTS IF NO ENTRY The number of times the system repeats prompts if the caller does not enter any digits.

RETRIES IF NO MATCH This is the maximum number of names a caller may enter if no match is found on the digits the caller entered. If this occurs, it is considered an INVALID entry.

Search Controls

MAXIMUM NUMBER OF MATCHES The number of names played to the caller if more than one name matches the entry. The number can be between 1 and 8.

SEARCH BASED ON FIRST NAME When an extension is set up, generally people are listed by last name, comma, and first name. This parameter determines which part of the name (label) that will be searched for a match. Example name is entered in the subscriber list as Smith, John. If this value is set to N (no) the directory will search on Smith if this value is set to Y (yes) the directory will search on John.

INCLUDE UNNAMED OBJECTS If this parameter is set to YES, Search Targets with no recorded name will be included in the directory listing played to the caller. In this case, the OfficeServ System speaks the number of the Search Target. This could, for example, be an extension or mailbox number.

SPEAK NAME ON EXIT If this parameter is set to YES, the selected object's name is played to the caller prior to exiting the directory. If no name is recorded, the selected object's number is played to the caller. This could, for example, be an extension or mailbox number.

SPEAK KEY VALUE ON EXIT If set to YES, the selected object's number is played to the caller prior to exiting the directory.

VERIFY BEFORE EXIT If this parameter is set to YES, the system requests the caller to confirm the object selection before transferring the caller to that object. If set to NO, confirmation is not needed.

Search Targets

TYP This is a list of the Block Type priority for this particular directory system to search. By default, the directory will search for extensions first and then mailboxes.

GP For each Type that is entered you must select the Group Number where the selected Block Type should be search for. In almost all standard installations you will only search in group 01.

This page contains a list of the prompts that the OfficeServ System plays to the caller when the directory feature is being used.

Directory Block (TEMPLATE DIR)		
Search Information Prompts Call Director		
Directory Control Prompts		
Enter name		Description
Target name prefix	0132	Description
No matches found	0128	Description
Invalid entry	0131	Description
Press '9' for more names	0126	Description
Press '0' for new names	0129	Description
Press '*' to exit	0130	Description
Selection Prompts		
Press one	0118	Description
Press two	0119	Description
Press three	0120	Description
Press four	0121	Description
Press five	0122	Description
Press six	0123	Description
Directory Activity		
Accessed	0.0 : 0.0 %	
Target Found	0.0 : 0.0 %	
Escape	0.0 : 0.0 %	
No response	0.0 : 0.0 %	
Disconnect	0.0 : 0.0 %	
None Found	0.0 : 0.0 %	

Directory Control Prompts

ENTER NAME The prompt asking the caller to spell the called party's name. This is the prompt you would change, if you wanted to ask the caller to enter the parties FIRST name.

TARGET NAME PREFIX The prompt spoken in front of the target object's name. 'To reach...'

NO MATCHES FOUND The prompt indicating no matches were found.

INVALID ENTRY The prompt indicating the caller input is invalid.

PRESS '9' FOR MORE NAMES The prompt offering the caller additional matches.

PRESS '0' FOR A NEW NAME The prompt offering the caller the option to search for another name.

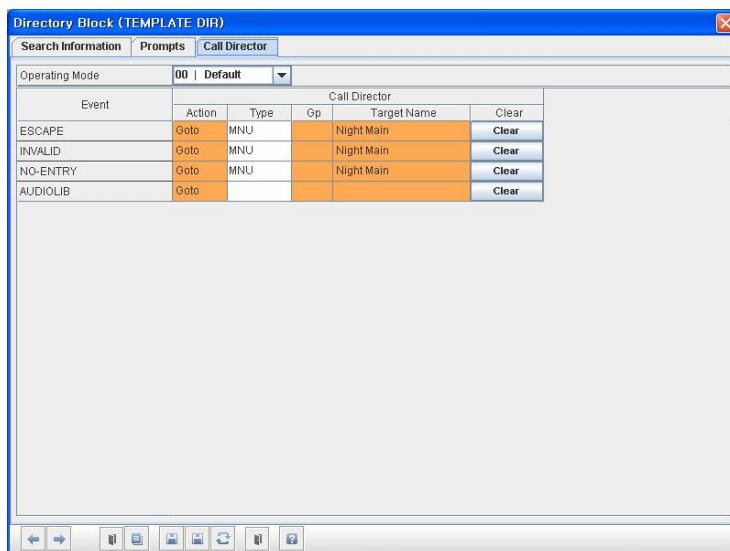
PRESS ' TO EXIT** The prompt offering the caller the option to return to the previous menu.

Selection Prompts

PRESS... (1...8) A brief description of the prompt that is played to the caller and its associated prompt number.

Directory Activity

This is a record of directory activity and may be useful for system planning or troubleshooting.



Operating Mode

This is used to select an operating mode for configuration the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system, that is done in the schedule table. This selection allows you to program different destinations called event pointers for each mode.

Choose the mode you would like to program. If you select 'Default' it means all the time-unless another mode is entered to override the default setting.

If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

Call Director

ESCAPE POINTER The Block to go to if the caller presses the Escape digit to escape from an announcement (the Escape digit may be pressed anytime during the play of the announcement). It is recommended that the target Block be the initial MENU Block. This allows the caller to return to the main options.

NO-ENTRY POINTER This is the Block to go to if the caller is prompted to replay the announcement and does not enter anything.

INVALID POINTER This is the Block to go to if the caller enters data (DTMF) that is not recognized by the system

EClass Block

The ECLASS (Class of Service) Block is an expansion or extension of service parameters which pertain to an Extension Block. All extension blocks are associated with one ECLASS Block.

ECLASS Blocks specify the voice prompts and operating parameters to be used when transferring calls to Extension Blocks and what to do in the event of a failed transfer (ring-no-answer or busy). It authorizes subscribers to make Outcalls and allows their callers to have them paged via Overhead Paging. There is no limit to the number of Extension Blocks the ECLASS Block may be associated with.

The Operating Modes in the CallDirector section of the ECLASS Block provide the flexibility to handle calls differently for various modes of operation (typically at different times of the day). The CallDirector uses Event Pointers to pass control of the caller.

EClass Block (TEMPLATE ECL)
✕

General
Prompts
Hold Controls
OutCall
Call Director

General	
VMS Group	1
Label Name	TEMPLATE ECL
Extension Retention	0

Caller Input Controls	
Wait for entry	3
Retries on invalid entry	2
Repeat on no entry	0

		System Caller Option						
		Prompt	Digit	NoAnsr	Busy	FBusy	Block	Error
Other Number	0719	Description	n/a	Yes	Yes	Yes	Yes	Yes
Leave a message	0720	Description	1	Yes	Yes	Yes	Yes	Yes
Hold	1	0721	Description	2	No	No	No	No
	2	0722	Description	2	No	No	No	No
Overhead page	0723	Description	3	No	No	No	No	No
Other options	0724	Description	4	No	No	No	No	No
Operator	0725	Description	0	Yes	Yes	Yes	Yes	Yes
Escape	0726	Description	*	Yes	Yes	Yes	Yes	Yes

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LABEL The first parameter is the Block Name. A Block name can also be referred to as the Label Name and can be any alphanumeric string up to 16 characters long (including spaces). A Block Name may not be the same as another Block Name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

The ECLASS Group Number is located to the left of the ECLASS Block Name. Group Numbers are convenient for organizing extensions into application specific groups. This number must be the same as the Group Number for the Extension Blocks assigned to this ECLASS. In most applications, the default value of 01 is normally used.

Values from 01 to 99 are valid. You select which group the ECLASS Block belongs to before you create the ECLASS Block. Group Numbers for ECLASS, EXTENSION, MCLASS, MAILBOX, and LIST Blocks generally are used for Multi Tenant environments.

Extension Controls

EXTENSION RETENTION The number of days, from 1 to 999, an inactive extension or EXT Block will be retained. If an extension goes unused for the specified number of days, it will be automatically deleted. The default value is 60 days.

Caller Input Control

WAIT FOR ENTRY The time, in seconds, that extensions in this ECLASS will wait for the caller to make an entry. This parameter is in effect after prompts play requesting caller entry on a failed transfer. This time begins after a prompt is spoken or after the last digit is pressed. This parameter should be kept in the 3-5 second range to avoid long delays by the OfficeServ System. The allowable inputs are 0-99 seconds.

RETRIES ON INVALID The number of times from 0 to 99 that the OfficeServ System will allow the caller to reenter his password if an invalid password was entered.

REPEAT ON NO ENTRY The number of times from 0 to 9 that the OfficeServ System will repeat prompts, if no entry is made by the caller. This only effects prompts associated with the ECLASS Block. To have the caller '...Leave a message at the tone...' after hearing an Extension call condition greeting (see the User Guides for information on the extension greetings), this parameter should be set to 0.

System Caller Options Digit Assignment

This section defines the permission and options for all extensions that are assigned to this ECLASS. The configurable fields are:

- a) The prompts that play to callers for each option that is offered in the Extension Block.
- b) The digits that are assigned as caller inputs to activate these options
- c) What options are available for each type of call.

The options for each of these are:

OTHER NUMBER No digit is assigned for this. This controls the ability of the OfficeServ System to allow callers reaching extensions, to dial another extension.

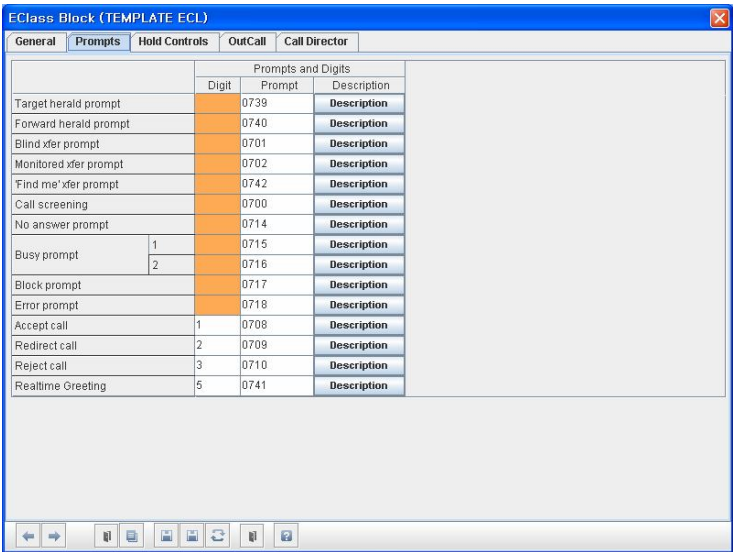
LEAVE MESSAGE This is the digit a caller enters to indicate they wish to leave a message. Allowable digits are 0-9, but cannot be the same as the hold digit.

HOLD This is the digit the caller enters when he elects to hold for an extension that is busy. Allowable digits are 0-9, but cannot be the same as the Digit to Leave Message, Digit to Request Paging or Digit for other options. This digit is active after a call transfer that results in a busy condition.

REQUEST PAGING This is the digit the caller enters to have the called party paged via an external paging system. Allowable digits are 0-9, but cannot be the same as the Digit to Leave Message, Digit to Hold or Digit for other options.

OTHER OPTIONS This is the digit the caller enters to indicate they wish options, other than leaving a message or holding. Allowable digits are 0-9, but cannot be the same as the Digit to Leave Message, Digit to Hold or Digit to Request Paging.

ESCAPE DIGIT This is the digit the caller enters to exit immediately from the current process. Control is passed to the block indicated by the Options pointer. This digit is also used by the Subscriber when exiting from the Extension Menu. Control is passed to the block specified by the USER-EXIT pointer. Allowable digits are 0-9, Q and #.



EClass Block (TEMPLATE ECL)			
General Prompts Hold Controls OutCall Call Director			
Prompts and Digits			
	Digit	Prompt	Description
Target herald prompt		0739	Description
Forward herald prompt		0740	Description
Blind xfer prompt		0701	Description
Monitored xfer prompt		0702	Description
'Find me' xfer prompt		0742	Description
Call screening		0700	Description
No answer prompt		0714	Description
Busy prompt	1	0715	Description
	2	0716	Description
Block prompt		0717	Description
Error prompt		0718	Description
Accept call	1	0708	Description
Redirect call	2	0709	Description
Reject call	3	0710	Description
Realtime Greeting	5	0741	Description

Transfer Prompts

TARGET HERALD PROMPT The prompt # that plays during a transfer. By default this is 'transferring to...'.

FORWARD HERALD PROMPT The prompt # that plays when a call is forwarded. By default this is 'forwarding to...'.

BLIND TRANSFER PROMPT The prompt # that plays during a blind transfer. By default this is 'one moment please'.

MONITORED TRANSFER PROMPT The prompt # that plays during a monitored transfer. By default this is 'Please hold while I connect your call'.

FIND ME TRANSFER PROMPT The prompt # that plays during a 'find me' operation. By default this is 'Please hold while I locate your party'.

CALL SCREENING PROMPT The prompt # that plays during call screening. By default this is 'Whose calling please?'

NO ANSWER PROMPT The prompt # that plays to a caller during an unanswered transfer. By default this is 'I'm sorry the call was not answered'.

BUSY PROMPT The prompt # that plays when a caller is holding for a busy station. By default there are two, they are 'I'm sorry the number is busy' and 'I'm sorry the number is still busy'.

BLOCKED PROMPT The prompt # that plays to a caller when the subscriber has blocked their calls. By default this is 'I'm sorry, that party is not available'.

ERROR PROMPT The prompt # that plays in an error condition. By default this is 'I'm sorry, that call did not go through'.

Digits and Prompts

ACCEPT CALL This is the digit a called party enters to indicate they will accept the call during a screened transfer. Allowable digits are 0-9. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

REDIRECT CALL This is the digit a called party enters to indicate they wish to redirect a screened call to another extension. Allowable digits are 0-9. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

REJECT CALL This is the digit a called party enters to indicate they wish to reject a call. If the call is rejected, the blocked greeting is played to the caller. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

EClass Block (TEMPLATE ECL)			
General		Prompts	Hold Controls
Hold Controls			
Maximum hold queue size	4		
Maximum hold time	5		
Require input every Nth try	3		
Retry interval in seconds	30		
		Hold Prompts	Description
No digit hold prompt	0727		Description
No digit continue holding prompt	0728		Description
Announce hold interval prompt	0737		Description
On Hold Information Message			
	1st	2nd	
Announce hold position	No	Yes	
Announce hold time	Yes	No	

Hold Controls

MAX HOLD QUEUE SIZE The maximum number of callers allowed holding in queue while waiting to be transferred to a WorkGroup member.

Once this parameter is exceeded, the OfficeServ System will look to the Que-Full or Expand event pointer to determine what action to take.

Allowable inputs are 1 to maximum number of ports installed.

MAX HOLD TIME (IN MINUTES) The maximum amount of minutes the caller will hold in queue while waiting to be transferred to a WorkGroup member. Once this parameter is exceeded, OfficeServ System will look to the Que-Full or Expand event pointer to determine what action to take.

Allowable inputs range from 1 to 99 minutes.

REQUIRE INPUT EVERY NTH TRY This allows the caller to remain on hold for a busy extension without pressing the hold digit for each retry interval. This parameter specifies the number of retry intervals that the caller is not prompted to enter a digit to indicate they wish to continue holding.

Allowable entry for this parameter are 1-99. If this parameter is set greater than '1', the OfficeServ System will default to 'hold' on a busy condition if the caller makes no input on the first busy.

RETRY INTERVAL (IN SECONDS) This is the maximum number of seconds, from 1 to 99, OfficeServ System waits when a caller elects to hold before re-trying the extension.

Hold Prompts

NO DIGIT HOLD PROMPT The prompt # that plays during caller hold options. By default this is 'If you would like to hold, please stay on the line'.

NO DIGIT CONTINUE HOLDING PROMPT The prompt # that plays during caller hold options. By default this is 'To continue holding, please stay on the line'.

ANNOUNCE HOLD INTERVAL PROMPT The prompt # that plays during caller hold options. By default this is 'I will try that extension in a moment'.

On Hold Information Messages

ANNOUNCE HOLD POSITION The system will advise the caller of his position in the hold queue when selecting to hold for a busy extension, there are two parameters for this feature.

1st-The Hold position will be played when the caller first begins to hold.

2nd-The Hold position will be played each time the OfficeServ System attempts to connect the call.

ANNOUNCE HOLD TIME The system will advise the caller of the average hold time when selecting to hold for a busy extension, if this parameter is set to 'Y'. There are two parameters for this feature.

1st-The Estimated hold time will be played when the caller first begins to hold.

2nd-The Estimated hold time will be played each time the OfficeServ System attempts to connect the call.

EClass Block (TEMPLATE ECL)									
General		Prompts		Hold Controls		OutCall		Call Director	
					Outcall Authorizations				
					On/Off		Station Block Selection		
On premise					Yes				
Off premise					Yes				
Long distance					Yes				
Excepted Area Codes									
1	2	3	4	5					
900	976								

OutCall Authorizations

ON PREMISE (Y/N) Set to 'Y' to allow the subscriber to make on-premise Outcalls. The On Premise Station Type-Station type to use for on-premise out calls. If left blank, IVM will automatically select a Station type.

OFF PREMISE (Y/N) Set to 'Y' to allow the subscriber to make local Outcalls. The Off Premise Station Type-Station type to use for off-premise out calls. Leave blank for auto select.

LONG DISTANCE (Y/N) Set to 'Y' to allow subscriber to make long distance Outcalls. The Long Distance Station Type-Station type to use for long distance out calls. Leave blank for auto select.

Excepted Area Codes

EXCEPTED AREA CODES These 10 spaces are used to specify area codes subscribers may not call. Use these settings to restrict toll calls such as calls to 900 numbers.

Operating Mode

This is used to select an operating mode for configuration the mode specific pointers. Examples of operating modes are Day, Night or Holiday.

This field does not set the operating mode for the system, that is done in the schedule table. This selection allows you to program different destinations called event pointers for each mode.

If you select 'Default' it means all the time-unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

EClass Block (TEMPLATE ECL)

General Prompts Hold Controls OutCall **Call Director**

Operating Mode: 00 | Default

Event	Action	Type	Gp	Target Name	Clear
MESSAGE					Clear
OPTIONS	Goto	MNU		Night Main	Clear
OPERATOR	Goto	EXT	01	Operator	Clear
ESCAPE	Goto	MNU		Night Main	Clear
NO-ENTRY	Tran			MESSAGE	Clear
INVALID	Goto	MNU		Night Main	Clear
QUE-FULL	Goto	MNU		Night Main	Clear
USER-EXIT	Goto	MNU		Night Main	Clear
DIRECTORY	Goto	DIR		Directory	Clear

Call Director

MESSAGE POINTER This causes the OfficeServ System to go directly to the designated Block, if the caller chooses to leave a message.

This is usually an MCLASS Block, which routes the caller to a mailbox with the same number as the Extension Block. However, it may be a DIAL Block or Extension Block if messages are to be taken by a secretary or separate voice mail system. OfficeServ System will ignore this pointer if the <MSG> pointer is set in the Extension Block.

OPTIONS POINTER When a transfer to an extension results in a busy or ring-no-answer condition, the caller is given choices such as 'To leave a message, press 1, to hold, press 2, or for additional options, press 3.' This pointer determines the MENU Block which control will be passed to, if the caller presses the digit for additional options.

OPERATOR POINTER This is the Block control is passed to if the caller presses '0' for the operator while listening to: 'To leave a message, press 1, to hold, press 2, or for additional options, press 3'.

ESCAPE POINTER This is the Block to go to if a public caller presses the escape digit.

NO-ENTRY POINTER This is the Block to go to if no entry is made within the ECLASS Block when prompted.

INVALID POINTER This is the Block to go to if an invalid entry is made within the ECLASS Block when prompted.

QUE-FULL POINTER The next Block to go to if the number of callers allowed holding in queue is exceeded. (See Max in hold queue parameter in the MODE Block.) OfficeServ System will ignore this pointer if the <QUE-FULL> pointer is set in the Extension Block.

USER-EXIT POINTER The next Block to go to if a subscriber presses star (*) to exit from their extension administration menu. It is recommended that the named Block, be the initial MENU Block to allow the user to return to the beginning of the application.

DIRECTORY Pointer This is the Block to go to if the caller presses the digit associated with the Directory Assistance.

Extension Block

The Extension Block is one of the two Blocks (Extension, Mailbox) that describes a subscriber. The Extension Block controls the operating characteristics specific to a subscriber's extension. This includes all the caller options and transfer instructions.

It is important to understand that in the OfficeServ System the only function of a mailbox block is to take a message and perform notification.

All other subscriber features and options are provided by the extension block.

Extension Block (TEMPLATE EXT)						
General		Authorization	Additional Information	Caller Options Processor	Call Director	Activity
VMS Group		1				
Label Name		TEMPLATE EXT				
Number						
Mailbox						
Eclass		Standard				
Language		None				
Extension Controls						
Dial Number mailbox						
Alternate Number						
Supervision Label		FULL				
Subscriber Password		****				
Account code						
Station						
Auto Login		No				
Directory		Public	Yes			
		User	Yes			
Retention days remaining(Day)		90				

LABEL The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

OfficeServ System stores the subscriber name in either 'lastname, firstname' or 'firstname lastname'. When entering the subscriber name it is suggested you follow one for mat or the other for the entire application. If the name is entered as 'firstname lastname' OfficeServ System will NOT automatically re-sort it to 'lastname, firstname', but the subscriber would still be able to be accessed correctly from the directory. However by mixing and matching formats with in an application would cause the list of blocks to appear to be out of order

This format ('lastname, firstname' vs 'firstname lastname' is only important because the directory feature will search on a specific field, 'lastname' or 'firstname'. If you did not put a comma after the 'lastname' in the 'lastname, firstname' format or put a comma after 'firstname' in the 'firstname lastname' format the directory search would not be accurate and subscribers entered out of format could not be accessed from the Directory.

EXTENSION NUMBER The number that must be entered by the caller in order to access the subscriber extension. It does not necessarily have to be the same number dialed by OfficeServ System when transferring to the extension on the telephone system. This cannot be the same number of any other extension, and is also referred to as the 'Key' Value.

LANGUAGE This is a language option. You may select from any installed language and from that point on, the extension will respond to the authorized owner in the language selected. Authorized owner means a user who has entered a valid password.

The mailbox block also has a language field, and the OfficeServ System will try to resolve these fields to a single value (make them match). If conflicting information is contained in these fields, the Extension Block has priority and the Mailbox Block will be automatically changed to match.

This selection is based on the order of the defined languages in page 3 of the System Wide Parameters. If the languages are to be reordered, added to or changed in page 3 of the System Wide Parameters then this field should be re-entered.

MAILBOX The mailbox corresponding to the subscriber Extension Block. By entering a Mailbox Block here signifies that this extension owns the specified Mailbox.

ECLASS The name of the EClass block that contains the class of service information for this Extension. Much of the prompts, control, and parameters are located here. See the EClass Block for detailed information and operation.

Extension Controls

DIAL NUMBER The actual number that the OfficeServ System will dial to complete the transfer. OfficeServ System associates two types of numbers with an extension: the block identification number called the Key and the Dial Number. The Key is the number the caller enters for a particular called party's telephone. The Dial Number is the number the telephone system database recognizes as one of its stations. When the OfficeServ System receives the Key from the caller, it transmits the Dial Number to the telephone system to execute the transfer to the called party's telephone.

The Key and the Dial Number are usually the same, but they can be different. When they are different, the extension is a virtual extension. A virtual extension can be configured with the same set of call automation attributes as a regular extension. It is particularly useful when a group of people in an organization share a single telephone. Each person in the group can be assigned his own Key in the OfficeServ System subscriber database.

The Dial Number, however, will be the same for each virtual extension. This allows callers to enter a distinctive Key for each member of the group, even though they ring the same telephone. A call presentation prompt can be customized for each virtual extension subscriber; for example, 'Call for John Smith,' or 'Call for Jane Doe'.

ALTERNATE NUMBER The OfficeServ System has a feature where a subscriber can enter an alternate location and all calls processed by the extension block will be transferred to this alternate number. This number can be an internal number (other extension) or an external number like your home number.

The designated location option must be set to Yes to use this feature. When calls are transferred to a designated location (alternate number) the OfficeServ System will supervise the transfer, i.e., it will monitor the call progress until the call is answered. If the call is not answered it will be routed to the destination specified in this extension block's call director, for the no answer event.

SUPERVISION LEVEL This sets the type of transfer that this extension block uses to transfer callers.

NONE (BLIND TRANSFER) OfficeServ System transfers the call, releases, and doesn't wait for any subsequent condition.

PARTIAL (Supervise for Busy) OfficeServ System transfers the call, and waits to see if it gets one valid Ring. If it hears a valid ring it releases, and doesn't wait for any subsequent condition. If it does not hear a valid ring, it aborts the transfer, pulling the call back and follows the Extension Blocks 'Busy' call condition rules. This can be play the subscriber's Busy Greeting if recorded, their Primary Greeting if recorded, or be directed to the CallDirector on page four for instructions on where to send the call for that call condition.

FULL (SUPERVISED) OfficeServ System transfers the call and waits until the call is answered. If the call is not answered (NO-ANSWER), the call transfer is aborted, pulling the call back and follows the extension Blocks 'No-Answer' call condition rules. This can be play the subscriber's Primary/No-Answer Greeting if recorded, or be directed to the CallDirector on page four for instructions on where to send the call for that call condition. Each of the next supervision levels are simply Full Supervision levels with added functionality beneficial for the Subscriber being called.

PROMPT A prompted supervision level performs a Full Supervision call transfer. If the call is answered it plays a prompt to the called party, 'Transferring a call.' after the answering party says 'hello'. This is useful if simply trying to identify a call is being transferred by the OfficeServ System.

ANNOUNCE This supervision level is very similar to the Prompted supervision. In this case the called party hears, 'There is a call for Extension 2001' or 'There is a call for Jane Doe.' After the that the call is handled in the same manner as a Full Supervision transfer.

CONFIRM This level not only performs a an Announced Supervision but also now allows the Subscriber the option of accepting, redirecting, rejecting, or record a real time greeting for the call. If the call is rejected it is considered to be a 'Blocked' call condition. The call transfer is aborted, pulling the call back and follows the extension Blocks 'Blocked' call condition rules. This can be play the subscriber's Blocked Greeting if recorded, Primary Greeting if recorded, or be directed to the CallDirector on page four for instructions on where to send the call for that call condition. This level of supervision is automatically used in all 'Designated location', 'Follow Me', and 'Find Me' applications or whenever the Alternate Number Field is used.

SCREEN The system requests the name of the caller, rings the subscriber and announces who is calling. The subscriber has the option of accepting, redirecting, rejecting, or record a real time greeting for the call. If the call is rejected it is considered to be a 'Blocked' call condition. The call transfer is aborted, pulling the call back and follows the extension Blocks 'Blocked' call condition rules. This can be play the subscriber's Blocked Greeting if recorded, Primary Greeting if recorded, or be directed to the CallDirector on page four for instructions on where to send the call for that call condition.

SUBSCRIBER PASSWORD The digits the extension user enters to gain access to the extension user menu. In the IVM products, subscribers usually have both an Extension Block and a Mailbox Block (but may have only one of them). Since each of these blocks have a password option, if different password values are entered in each of these blocks (extension and mailbox) the OfficeServ System will try to resolve these two password fields into one value. The extension password will override the value in the mailbox field. Valid entries for this field are 'NONE'-No password and 'DEFAULT'-Password will be set to the default of 0000. This field will not display the subscribers password.

ACCOUNT CODE Entered if the subscriber has an access code used for long distance access. This access code can be inserted in any dial string using '\$A'.

STATION If there is no entry entered here the system will automatically search the Station options for the appropriate Station block required to send the call. This block is used to dial the 'Dial Number'. If there is an Alternate number it will select a station block automatically.

AUTO LOGIN A 'Y' in this parameter, enables the subscriber to login without a password when logging in from their extension.

DIRECTORY PUBLIC/USER A 'Y' in these parameters, and the subscribers' name recorded in the mailbox, allows this object to be listed in either of the appropriate Directories. The Public directory is the directory that callers access, the User directory is the directory that subscribers access.

RETENTION DAYS REMAINING The number of days remaining before this block is automatically discarded during system maintenance if unused. The range is 0-999 days. An entry of 0 means indefinite.

Extension Block (TEMPLATE EXT)		
General Authorization Additional Information Caller Options Processor Call Director Activity		
Authorizations		
Blocking	Blocking allowed	No
	Enabled	No
Call 2	Call screening	No
	Enabled	No
Scheduling		No
Intercept		No
Retrieve public caller allowed		No
Busy greeting allowed		No
Extended prompting enabled		Yes

Authorizations

BLOCKING ALLOWED Call blocking will prevent any calls from being transferred to your extension or designated location. You may think of it as a DND feature. It will override all call transfer instructions (follow me, forward, find me etc.), but it will not override call screening.

A 'Y' in this field allows the Subscriber to set Call Blocking for their extension. An 'N' in this field disables the option and it will not be spoken as an option in the extension user menu.

The 'enabled' field shows if this option is currently set. This setting must be 'Y' to allow a subscriber to set this greeting. This option can only be set by the subscriber if the extension has Greeting type of 'Basic.'

CALL FORWARDING A 'Y' in this parameter allows the Subscriber to remotely redirect calls to another extension. An 'N' in this parameter disables the option and it will not be spoken as an option in the extension user menu. The 'enabled' field shows if this option is currently set. If you 'enable' this feature here you must also assign a destination to the Remote-Fwd pointer in the Extension Block page 4 of 5. When this feature is activated the OfficeServ System will perform a blind transfer and the control of the call will then be passed to the forward destination.

CALL SCREENING A 'Y' in this parameter allows the Subscriber to set call screening for their extension. OfficeServ System asks the calling party to speak his name before transferring the call and allows the called party to accept or reject the call when answered. If the call is rejected, OfficeServ System will prompt the caller that their party is unavailable and allow them to dial another extension or leave a message. Allowable inputs are 'Y' for yes or 'N' for no.

The 'enabled' field shows if this option is currently set. This setting must be 'Y' to allow a subscriber to set this greeting. This option can only be set by the subscriber if the extension has Greeting type of 'Basic'.

FIND ME ALLOWED Find Me is a feature that may be programmed by the subscriber as a high priority call connection method. When this feature is set, the OfficeServ System will begin to dial the first 5 numbers in your stored number list until you are reached. The 'enabled' field shows if this option is currently set.

SCHEDULING Each subscriber (if allowed by setting this parameter to 'Y'), may define a weekly availability schedule. This schedule is used to automatically select a day or night greeting to play to callers. During the time a subscriber is (according to this schedule) available the call will be transferred to the extension blocks dial number, and the no answer greeting will play (if recorded).

If the subscriber is 'not available' (according to this schedule) the call will be transferred to the extension blocks dial number, and the extension night greeting will play (if recorded).

INTERCEPT (AUTO NIGHT INTERCEPT) This feature only affects subscribers who are using an availability schedule (this must be allowed by a System Administrator.) When the intercept feature is set, and the subscriber is unavailable, callers will not be transferred to the subscriber station, instead they will immediately hear the night message (if recorded).

RETRIEVE PUBLIC CALLER Allowed When this option is available, a subscriber that accesses their mailbox while another caller is leaving a message will be given the opportunity to immediately connect with that caller.

BUSY GREETING ALLOWED Allows a subscriber to record a busy greeting. This option can only be set by the subscriber if the extension has Greeting type of 'Basic'.

DESIGNATED LOCATION ALLOWED If this is set to Yes, then a subscriber can use the Access Manager Menu (digit 4 from the Main Menu) to set an alternate number where they can be reached. This number can be an internal or external location. When this feature is activated, OfficeServ System will perform a full supervised 'Confirmed' transfer. If there is no answer at the designated location the transfer will be aborted and the caller will be returned to the OfficeServ System to follow the No-Answer call condition rules for that subscriber.

STORED PHONE NUMBERS ALLOWED This allows the subscriber to enter a list of up to 9 personal phone numbers where the subscriber can be reached. Examples of this would be cell phone, branch office, home, etc. These numbers may be quickly entered into the designated location (Alternate #) or positions 1-5 may be used by the find me feature. See 'Stored Numbers'.

EXTENDED PROMPTING ENABLED A 'Y' in this parameter allows the subscriber to use Extended Subscriber Prompting. Extended Prompting plays all of the options available to a subscriber. An 'N' in this parameter, disables the option and will play only the first three or four prompts.

Greeting Number Recorded			
	Number	Record	
No answer	0	No	
Blocked	0	No	
Screening	0	No	
Busy	0	No	
Night	0	No	
Password set		No	
Name recorded		No	

Availability Schedule			
	Start	Stop	ON/OFF
Sunday	0 : 0	0 : 0	Off
Monday	0 : 0	0 : 0	Off
Tuesday	0 : 0	0 : 0	Off
Wednesday	0 : 0	0 : 0	Off
Thursday	0 : 0	0 : 0	Off
Friday	0 : 0	0 : 0	Off
Saturday	0 : 0	0 : 0	Off

Stored Numbers

STORED NUMBERS This is a list of nine phone numbers where the subscriber can be reached. Examples of this would be cell phone, branch office, home, etc.

These numbers may be quickly entered into the designated location (Alternate #) or positions 1-5 may be used by the Find Me feature.

These numbers can be entered in this screen or if allowed, by setting the Stored Phone Numbers Allowed flag, in page 1 of 5, the subscriber may enter and edit them.

Greeting Number Recorded

GREETING NUMBERS When a subscriber is using the 'Basic' greeting type, different greetings will play depending on different call coverage conditions.

When a subscriber has the 'Basic' greeting enabled, they will be able to access and program the Personal greeting menu from their telephone.

There are 9 personal greetings available, and any greeting may be assigned to any call coverage condition. The call coverage conditions are:

NO ANSWER Your telephone has rung but it did not answer.

BUSY Your telephone is busy (must be allowed by Administrator)

BLOCKED A subscriber has 'blocked' calls to their extension (must be allowed by administrator).

NIGHT The subscribers personal availability schedule reports that the subscriber is an unavailable extension (must be allowed by administrator).

CALL SCREENING The subscriber has selected the call screening option (must be allowed by Administrator).

If a subscriber records only the greeting assigned to the No-Answer Call Coverage Condition, then that greeting will play to callers for all Call Coverage Conditions (No-Answer, Busy, Blocked, Night, and Rejected Caller). In this case the greeting should be very general.

Availability Schedule

AVAILABILITY SCHEDULE If allowed by setting 'Scheduling' to 'Y', a subscriber may define an availability schedule. During the time a subscriber is (according to this schedule) available, the call will be transferred to the extension blocks dial number, and the no answer greeting will play (if recorded). If the subscriber is 'not available' (according to this schedule), the call will be transferred to the extension blocks dial number, and the extension night greeting will play (if recorded).

Extension Block (TEMPLATE EXT)

General Authorization Additional Information **Caller Options Processor** Call Director Activity

Greeting: BASIC

Event	Option Description	To Select	Type	Op	Target name	Clear
1	Press 1				Leave a Message	Clear
2	Press 2				Hold for Busy	Clear
3	Press 3				Page User	Clear
4	Press 4				Other Options	Clear
5	Press 5	EXT		01	TEMPLATE EXT	Clear
6	Press 6					Clear
7	Press 7					Clear
8	Press 8					Clear
9	Press 9					Clear
10	Press 0				Goto Operator	Clear
11	Press *				Escape	Clear
12	Press #				Subscriber Logon	Clear

Caller Options Processor

GREETING Two greeting options are available in the OfficeServ System Extension Block. They are NONE and BASIC.

If the greeting is NONE, the subscriber may not record a greeting in their extension (they may however, if allowed, record a mailbox greeting).

The caller will be played a list of caller options that match the selections that have been allowed in EClass System Caller Options Digit Assignment.

These may include any or all of the following:

Dialing another number, leave a message, hold, have the subscriber paged on the overhead paging system, select other custom options or reach the operator.

If the greeting type is BASIC the caller may record custom greeting (s) according to the features allowed in extension block Authorizations. The caller will still be able to access a list of caller options that match the selections that have been allowed in EClass System Caller Options Digit Assignment, but the subscribers greeting will have to announce these. Additionally any other options that have been assigned in the extension Caller Options Processor (Extension Block page 3 of 5) will be available to callers.

Caller Options Processor Parameters

OPTION DESCRIPTION This column contains texts fields for a description of what the caller will experience as a result of pressing the 'To Select' column digit in the Caller Options Processor target generator.
Example, 'I'm in the facility, if you would like to page me, please press 3'.

TO SELECT COLUMN The fields in this column are Event Pointers. They are activated by the administrator at time of installation for each mailbox. subscriber through the extension telephone interface in System Caller Options.

ACTION,TYP, GP AND TARGET NAME COLUMNS Action specifies the operation to take place. In the Extension Block, go to (or leave blank) is the only possible action. Typ indicates the type of block targeted. Gp represents the group number (if appropriate) and will always be 01. Target Name specifies the block to pass control to.

Extension Block (TEMPLATE EXT)

GeneralAuthorizationAdditional InformationCaller Options ProcessorCall DirectorActivity

Operating Mode00 | Default

Event	Call Director				Clear
	Action	Type	Gp	Target Name	
NO-ANSR					Clear
BUSY					Clear
FBUSY					Clear
BLOCKED					Clear
ERROR					Clear
MESSAGE					Clear
OPTIONS					Clear
OPERATOR					Clear
ESCAPE					Clear
NO-ENTRY					Clear
INVALID					Clear
QUE-FULL					Clear
REMOTE-FWD	Goto	EXT			Clear

←→

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created.

The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the No-Answer pointer might route callers to an associate's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during the 'Night' Mode. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. The OfficeServ System will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointer

NO-ANSR POINTER OfficeServ System goes immediately to the designated target Block when a ring-no-answer condition is encountered. It will not prompt the caller prior to doing this.

BUSY POINTER OfficeServ System goes immediately to the designated target Block when a busy condition is encountered. It will not prompt the caller prior to doing this.

FBUSY POINTER OfficeServ System goes immediately to the designated target Block when a fast busy condition is encountered. It will not prompt the caller prior to doing this.

BLOCKED POINTER OfficeServ System goes immediately to the designated target Block when call blocking is activated in the extension administration menu. It will not prompt the caller prior to doing this.

ERROR POINTER OfficeServ System goes immediately to the designated target Block when an error is encountered during the transfer. It will not prompt the caller prior to doing this.

MESSAGE POINTER This causes OfficeServ System to go directly to the designated Block if the caller chooses to leave a message for this extension. The target is usually a MBX Block. However, it may be another EXT or DIAL Block. If left unspecified in this block, and the <MSG> pointer in the EClass block associated with it is set, OfficeServ System will attempt to find a mailbox with the same number as the Extension. If a mailbox is not found OfficeServ System will automatically create one. If this parameter is not specified in this block and the EClass block associated with it, OfficeServ System will not present the caller the option to leave a message in the event of a busy or no answer for this extension.



The MESSAGE Pointer may also be specified in the associated ECLASS Block. However, the MESSAGE pointer in this Extension Block will take precedence.

OPTIONS This pointer is reached because the EClass (page 1 of 5) assigned a specific digit to 'options' and allowed the feature for at least one call condition. The extension block (page 3 of 5) will then show that 'Other Options' has been assigned to that digit.

On this Call Director page you may assign any destination to this options pointer. This is used if a subscriber wants to offer callers the option to press a certain digit to route to an audiotext system, list of departments to transfer to or any other condition that may be programmed in the OfficeServ System. OfficeServ System goes immediately to the designated Target Block. It will not prompt the caller prior to doing this.

OPERATOR POINTER This pointer is reached because the EClass (page 1 of 5) assigned a specific digit to 'operator' and allowed the feature for at least one call condition. The extension block (page 3 of 5) will then show that 'Operator' has been assigned to that digit. On this call director page you may assign any destination to this operator pointer. OfficeServ System goes immediately to the designated target Block. It will not prompt the caller prior to doing this.

ESCAPE POINTER This pointer is reached because the EClass (page 1 of 5) assigned a specific digit to 'escape' and allowed the feature for at least one call condition. The extension block (page 3 of 5) will then show that 'escape' has been assigned to that digit. On this call director page you may assign any destination to this escape pointer. OfficeServ System goes immediately to the designated target Block. It will not prompt the caller prior to doing this.

NO ENTRY POINTER OfficeServ System goes to the designated target Block, when the caller makes no input. It will not prompt the caller prior to doing this. The 'wait for input' is located on page 1 of 5 of the EClass Block.

INVALID POINTER OfficeServ System goes immediately to the designated target Block, when a caller makes an invalid input. OfficeServ System will not prompt the caller prior to doing this Page 1 of 5 of the EClass block allows for multiple caller mistakes in a parameter called 'Retries on invalid input'.

QUE-FULL POINTER The next block to go to if the number of callers allowed to hold in queue is exceeded. (See EClass page 2 of 5)



NOTE

The <QUE-FULL> Pointer may also be specified in the associated ECLASS Block. However, the <QUE-FULL> Pointer in the EXT Block will take precedence.

REMOTE-FWD POINTER The Remote-Forward pointer is used to display the target extension, when Call Forwarding is activated in the extension administration menu. This feature can be set by the Subscriber-(but must first be allowed by administrator-See Call Screening).

Extension Block (TEMPLATE EXT)			
General Authorization Additional Information Caller Options Processor Call Director Activity			
From	To	Total	
8/07/2006	8/27/2009	0	
Activity			
Answered	0 : 0 %		
No answer	0 : 0 %		
Busy	0 : 0 %		
Blocked	0 : 0 %		
Rejected	0 : 0 %		
Redirected	0 : 0 %		
Hold count	0 : 0 %		
Abandoned	0 : 0 %		
No response	0 : 0 %		
Left message	0 : 0 %		
Operator	0 : 0 %		
Page	0 : 0 %		
Other option	0 : 0 %		
Avg. hold time in sec	0 : 0 %		

Activity Counters

This page will keep track of this extension blocks activity. It contains the following statistics. Total shows the total number of calls this Block has processed during the period specified in the following range.

FROM-TO Indicates the period, from the date when the Report Counters were last cleared, until the current date. Applies to all call counts in this report.

ANSWERED The number of calls processed by this Block, which were answered by the called party, and what percentage of the total calls this number represents.

NO-ANSWER The number of calls processed by this Block, which encountered a ring-no-answer condition, and what percentage of the total calls this number represents.

BUSY The number of calls processed by this Block, which encountered a busy signal, and what percentage of the total calls this number represents

BLOCKED The number of calls which encountered call blocking set on this extension, and the percentage of the total calls this number represents.

REJECTED The number of calls processed as screened transfers, which were rejected by the subscriber, and the percentage of the total calls this number represents.

REDIRECTED The number of callers redirected to another extension by the subscriber, and the percentage of the total calls this number represents.

ABANDONED The number of calls processed by this Block, during which the caller disconnected without selecting any options, and the percentage of the total calls this number represents.

NO RESPONSE The number of calls processed by this Block, during which the caller made no entry in response to the available options, and what percentage of the total calls this number represents.

LEFT MESSAGE The number of calls processed by this Block, during which the caller chose to record a voicemail message, and the percentage of the total calls this number represents.

OPERATOR The number of calls processed by this Block, during which the caller elected to go to the Operator, and what percentage of the total calls this number represents.

PAGE The number of callers who chose to have the called party paged, while in this Block, and the percentage of the total calls this number represents.

OTHER OPTION The number of calls processed by this Block, during which the caller elected to hear the other options, and what percentage of the total calls this number represents.

HOLD COUNT The number of callers who elected to hold, after encountering a busy signal, and the percentage of the total calls this number represents. It includes callers who may have elected to hold and subsequently hung up prior to connecting.

AVG. HOLD TIME IN SECONDS The total time, in seconds, callers were holding for this extension. Dividing this number by the Hold Count gives an approximation of the average hold time per caller.

List Block

A LIST is a special type of Mailbox Block that is used to distribute copies of recordings to a predetermined list of mailboxes. When a message is addressed to a LIST mailbox, a copy of it is sent to each of the member mailboxes. A List Block can also verify addressees and password protect information. It can record a voice response or connect the recipient to the sender when authorized. Other LIST mailboxes may be members of this list, thereby creating 'nested' lists. Members may be changed according to changes in operating mode.

List Block (TEMPLATE LST)	
General	
VMS Group	1
Label Name	TEMPLATE LST
Number	
Extension	
Mclass	Standard
Language	None
List Controls	
Send broadcast MSG allowed	No
Extended Prompting enabled	Yes
Directory	Public: No, User: Yes
Mailbox greeting allowed	Yes
Subscriber password	****
Retention days remaining	0
Delete all unheard copies of a	No
Activity	
From - To	8/07/2008 - 8/27/2008
Msgs distributed	0

General Parameters

LABEL The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

The LIST Group Number is located to the left of the LIST Block Name.

Group Numbers are convenient for organizing Lists into application specific groups. In most applications, the default value of 01 is normally used.

Values from 01 to 99 are valid. You select which group the LIST Block belongs to before you create the LIST Block. Group Numbers for ECLASS, EXTENSION, MCLASS, MAILBOX, and LIST Blocks generally are used for Multi Tenant environments.

LIST NUMBER The number representing this LIST. It may not be the same as the Number of any other LIST or Mailbox with in a particular subscriber group.

EXTENSION The name of the Extension that belongs to this list.

In many applications this parameter will be left blank. This parameter's primary use is for an Extension block that is used as a Department extension that when unanswered and the caller leaves a message will actually leave the message for the List. The message will then be distributed to all the members of the List Block.

LANGUAGE This is a language option. You may select from any installed language and from that point on the LIST will respond to the authorized owner in the language selected. Authorized owner means a user who has entered a valid password.

If the Extension parameter is filled in the OfficeServ System will try to resolve these fields to a single value (make them match). If conflicting information is contained in these fields, the Extension Block has priority and the LIST Block will be automatically changed to match.

This selection is based on the order of the defined languages in page 3 of the System Wide Parameters. If the languages are to be reordered, added to or changed in page 3 of the System Wide Parameters then this field should be re-entered.

MCLASS The name of the mailbox class of service that defines operating characteristics for this List.

List Controls

SEND BROADCAST MESSAGE ALLOWED Set this parameter to Y if this list is a subscriber administrator. Otherwise, set to N. If this is set to Yes then broadcast messages will be allowed from this list box.

ENABLE EXTENDED PROMPTING Set this parameter to Y to use the full set of OfficeServ System menu prompts. Otherwise, set to N.

LIST IN PUBLIC DIRECTORY A 'Y' in this parameter, and the recorded List name, allows the listing in the Public Directory.

LIST IN USER DIRECTORY A 'Y' in this parameter, and the name recorded in the List, allows the listing in the Voice Mail Directory.

MAILBOX GREETING ALLOWED When set to yes the caller is allowed to record a greeting for the LIST block. This is rarely used. If the LIST Block is used a Department Mailbox for Public callers then the Greeting will be useful.

SUBSCRIBER PASSWORD Allows the list password to be changed to the default digits specified by Default password in the System Wide Parameters or removed completely. Inputs are 'DEFAULT' or 'NONE'.

RETENTION DAYS REMAINING The number of days remaining before this block is automatically discarded during system maintenance if there are no list members. List Blocks are not automatically deleted for lack of use as long as they contain members.

ACTIVITY MSGS DISTRIBUTED The total number of messages distributed to list members during the period specified in the range below.

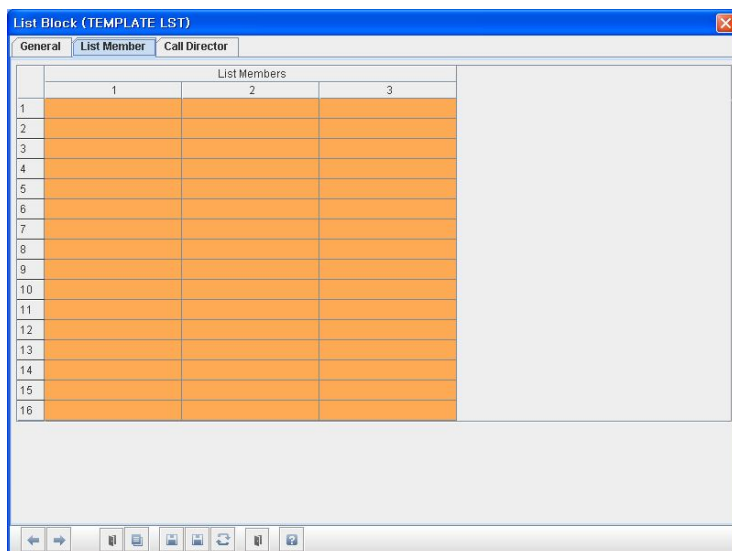
FROM-TO: Indicates the period from the date when the Report Counters were last cleared till the current date.

DELETION OF ALL OTHER UNHEARD COPIES WHEN ONE SAVED BY FIRST LISTENER A 'Y' in this parameter, and the OfficeServ System will un-deliver all unheard copies of a message sent to this list after the first listener saves the message.



NOTE

This will not apply to members of the list that are Network MBX members. There is no way to un-deliver a message sent to a Network MBX after it has been sent.



List Members

This page contains a list of the Mailbox Blocks, which messages left in this LIST Block will be distributed to. These mailbox blocks are referred to as Members. Members may include other LIST Blocks thereby creating 'nested' lists. A System Administrator using the PC interface must enter the members contained in this list.

List Block (TEMPLATE LST)

General | List Member | **Call Director**

Operating Mode: 00 | Default

Event	Action	Type	Call Director		
			Gp	Target Name	Clear
MSG-LEFT	Goto				Clear
NOMSG-LEFT	Goto				Clear
ESCAPE	Goto				Clear
GREET-DTMF	Goto				Clear
OPERATOR	Goto				Clear

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created.

The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows each Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references.

For example, the No-Answer pointer might route callers to an associate's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during 'Night' Mode. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode.

OfficeServ System will display Default

Mode pointers in a block while viewing pointers in another mode.

The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

MSG-LEFT POINTER This is the Block that the OfficeServ System will pass control to if the caller leaves a message. The target block allows the caller the option of returning to the beginning of the application, or may send the caller to the Bye block, if the organization does not want to give the caller additional options.

NOMSG-LEFT POINTER This is the Block that the OfficeServ System will pass control to if the caller does not leave a message. The target block may allow the caller the option of returning to the beginning of the application, or sending the caller to the Bye block if the organization does not want to give the caller additional options.

ESCAPE POINTER This is the Block that the OfficeServ System will pass control to if the caller presses the escape digit while listening to the List greeting or while leaving a message. When the Escape digit is pressed the OfficeServ System will immediately exit the process it's in and go to the block defined in this pointer.

GREET-DTMF POINTER This is the Block that the OfficeServ System will pass control to if the caller enters any valid DTMF while listening to the List greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit are not considered valid for this pointer. The target block is a menu. The menu will perform a search operation to match the caller ENTRY to the INPUT value of a pointer, or Number of an Extension, Mailbox or Announcement.

OPERATOR This is the Block to go to if Operator assistance is requested.

Mailbox Block

The Mailbox Block is used to implement the Voice Mail messaging features on OfficeServ System. It also controls the operating characteristics specific to an individual mailbox such as whether the Mailbox is announce only or if the subscriber has Mailbox Administration capabilities. This Block maintains the message notification details. The Mailbox is where a subscriber receives, sends, and manages messages. The public caller may record a message after hearing a personal greeting from the Mailbox User and choose to review, re-record, send, or discard his message.

Event pointers are used to provide the flexibility to handle messaging differently for various modes of operation (typically at different times of the day).

The Mailbox Group Number is convenient for organizing Mailboxes and/or Subscribers into application specific groups. This number must be the same as the Group Number for the MClass used to control this Block.

In most applications, the default value of 01 is normally used. Values from 01 to 99 are valid. You select which group the Mailbox Block belongs to before you create the Mailbox Block. In a 'Multi-Tenant' installation groups in the OfficeServ System can be used to partition the application between tenants.

General	
VMS Group	1
Label Name	TEMPLATE MBX
Number	
Extension	
Mclass	Standard
Language	None

Mailbox Controls	
Announce only mailbox	No
Send broadcast MSG allowed	No
User LIFO message ordering	No
New message beep(s)	No
Directory	Public: Yes, User: Yes
Subscriber password	****
Retention days remaining (days)	0

General Parameters

LABEL The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A block name may not be the same as another Block name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

OfficeServ System stores the subscriber name in either 'lastname, firstname' or 'firstname lastname'. When entering the subscriber name it is suggested you follow one for mat or the other for the entire application. If the name is entered as 'firstname lastname' OfficeServ System will NOT automatically re-sort it to 'lastname, firstname', but the subscriber would still be able to be accessed correctly from the directory. However by mixing and matching formats with in an application would cause the list of blocks to appear to be out of order.

This format ('lastname, firstname' vs 'firstname lastname' is only important because the directory feature will search on a specific field, 'lastname' or 'firstname' . If you did not put a comma after the 'lastname' in the 'lastname, firstname' format or put a comma after 'firstname' in the 'firstname lastname' format the directory search would not be accurate and subscribers entered out of format could not be accessed from the Directory.

NUMBER This is the number of the mailbox. It can not be the same as any other mailbox block or list block. This is the number that is used to give the block a unique identity. It is also the number that is used to call the mailbox and can be referred to as it's 'Key' Value.

LANGUAGE This is a language option. You may select from any installed language and from that point on the extension will respond to the authorized owner in the language selected. Authorized owner means a user who has entered a valid password.

The Extension block also has a Language field, and the OfficeServ System will try to resolve these fields to a single value (make them match).

If conflicting information is contained in these fields, the Extension block has priority and the Mailbox block will be automatically changed to match.

This selection is based on the order of the defined languages in page 3 of the System Wide Parameters. If the languages are to be reordered, added to or changed in page 3 of the System Wide Parameters then this field should be re-entered.

EXTENSION The Extension number to which the mailbox belongs.
To edit this field.

MCLASS This is the name of the mailbox class of service that defines operating characteristics for this Mailbox.

Important Note: When enabling E-Mail Gateway for a Subscriber, make sure the MCLASS with the appropriate Mail Server is assigned.

Mailbox Controls

ANNOUNCE ONLY MAILBOX A 'Y' in this field designates this as an announcement only mailbox. When a public caller accesses this mailbox, it will play the greeting message (announcement) and exit immediately without recording a message. This may be used for bulletin boards and other simple audiotex applications. After playing the announcement, OfficeServ System will pass control to the block defined by the <No Msg Left> pointer.

SEND BROADCAST MESSAGE ALLOWED A 'Y' in this field gives the mailbox user the ability to send a broadcast message to all subscribers on the system.

USE LIFO MESSAGE ORDERING If set to 'Y', messages are reviewed in 'Last In First Out' order. If set to 'N', they are reviewed in 'First In Last Out' order.

NEW MESSAGE BEEPS If set to 'Y', the IVM will beep at the subscriber before requesting they enter their password when trying to log in. The beep signifies whether they have messages or not. This is useful when a caller is calling in from their cell phone and does not want to stay on the phone any longer than they have to so they can save minutes on their phone. The IVM will beep once for a single message and twice if there is more than one message.

DIRECTORY PUBLIC/USER A 'Y' in these parameters, and the subscribers' name recorded in the mailbox, allows this object to be listed in either of the appropriate Directories. The Public directory is the directory that callers access, the User directory is the directory that subscribers access.

SUBSCRIBER PASSWORD Allows the mailbox password to be changed, to the default digits, specified by Default password in the System Wide Parameters or removed completely. Inputs are 'DEFAULT' or 'NONE'. In the IVM products, subscribers usually have both an Extension Block and a Mailbox Block (but may have only one of them).

Since each of these blocks have a password option, if different password values are entered in each of these blocks (extension and mailbox), the OfficeServ System will try to resolve these two password fields into one value. The extension password will override the value in the mailbox field.

RETENTION DAYS The number of days remaining before this block is automatically discarded during system maintenance. This only applies to unused mailboxes.

Authorization	
Forced messages allowed	No
Workload manager	Yes
Commitment/Follow up allowed	No
Message grouping allowed	No
Mailbox greeting allowed	Yes
Message alert control allowed	Yes
Extended prompting enabled	Yes
Auto play of new message enabled	Yes
Auto play of message info enabled	Yes

Authorizations

FORCED MESSAGES ALLOWED This option makes the mailbox capable of sending Forced Messages. Forced Messages are messages that have either 'Reply Required' or Delivery Imperative.

When a message is designated as Reply Required, the messages recipient **MUST** reply to the message before the message can be saved or deleted.

When a message is designated as Delivery imperative, the OfficeServ System will take extra steps to deliver it. The recipient's pager will be called and then each of his stored telephone numbers will be tried.

WORKLOAD MANAGER This allows access to the subscriber workload manager in the subscriber telephone interface. It makes available option #1 (dial #1 at the Subscriber Main Menu), and will allow the subscriber to group their reminders as Commitments, Follow-ups or Tasks.

COMMITMENT/FOLLOW UP ALLOWED If this is enabled, subscribers can designate the reminders they create as either a Commitment, Follow-up or Task. The individual meaning of these labels may vary from person to person, their intent is to provide a way of separating reminders into different categories. These categories can be reviewed in the subscriber Workload Manager. Workload Manager must be Y to make Commitment/Follow up Allowed Work.

MESSAGE GROUPING ALLOWED If this is enabled a subscriber may group messages for playback. Reminders, messages from a specific sender, Urgent messages, Call back messages and Private messages may all be grouped separately. (Reminders may be further sub divided in the Subscriber Workload manager).

MAILBOX GREETING ALLOWED When set to yes the caller is allowed to record a mailbox greeting.

MESSAGE ALERT CONTROL ALLOWED When set to yes the caller is allowed to turn on and off the message alert and set the alert number.

ENABLE EXTENDED PROMPTING A 'Y' in this field enables the full length, extended prompting to play to the subscriber the next time he logs into his mailbox. Once the flag is set to 'N', extended prompting does not play again and the subscriber does not have to listen to all the dialing options. The extended prompting is used to aid the new mailbox user.

AUTO PLAY NEW MESSAGES If set to 'Y', any new messages, or those messages not saved, will automatically begin to play when the subscriber logs in to their Subscriber Services Menu.

AUTO PLAY MESSAGE INFO If this option is set, the sender information and time will be automatically played for each message. If this is not set to Y, the caller can still get this information on demand by pressing '00' while a message is playing.

Mailbox Block (TEMPLATE MBX)

General Authorization Alerts **MMI & AutoForward** E-Mail Gateway Call Director Activity

Message Alert			
Message alert is currently on	No		
Alert on urgent message only	No		
Alert phone number			

Delivery Schedule			
	Start	Stop	ON/OFF
Sunday	0 : 0	0 : 0	Off
Monday	0 : 0	0 : 0	Off
Tuesday	0 : 0	0 : 0	Off
Wednesday	0 : 0	0 : 0	Off
Thursday	0 : 0	0 : 0	Off
Friday	0 : 0	0 : 0	Off
Saturday	0 : 0	0 : 0	Off

Navigation icons: Back, Forward, Home, Mailbox, Search, Print, Refresh, Stop, Help.

Message Alert Controls (Notification)

Message Alert allows the subscriber to be notified at an alternate number (home, cell phone, etc.) of any new messages in their mailbox.

ALERT ON A 'Y' in this field enables Message Alert capabilities for this mailbox. An 'N' disables the Message Alert feature. This parameter setting may be overridden by the phone interface.

ALERT ON URGENT MESSAGE ONLY Alerts the subscriber only if the message left was designated as urgent.

ALERT PHONE NUMBER This is the phone number where you want to be notified of your new messages, if you have enabled message alert in your mailbox.

Delivery Schedule

Enter the from-to times for each day of the week that this subscriber should be notified of new messages. Enter 2 digit for the hour (12 or 24 hour clock) and 2 digits for the minute. This schedule may also be set by the subscriber.

Mailbox Block (TEMPLATE MBX)

General | Authorization | Alerts | **MWI & AutoForward** | E-Mail Gateway | Call Director | Activity

Message Waiting Indicators

This mailbox has an MWI	Yes
MWI number	d

Message Autoforward

Enable autoforward	Delete after forwarding	Auto forward delay (HH:MM)
No	No	0 : 0

Pager Notification

Pager notification is enabled	No
Notify on urgent message only	No
Station	Beebers
Dial	d

Notification Schedule

	Start	Stop	ON/OFF
Sunday	0 : 0	0 : 0	off
Monday	0 : 0	0 : 0	off
Tuesday	0 : 0	0 : 0	off
Wednesday	0 : 0	0 : 0	off
Thursday	0 : 0	0 : 0	off
Friday	0 : 0	0 : 0	off
Saturday	0 : 0	0 : 0	off

Message Waiting Indicators

This mailbox has an MWI It decides to notify that a new message has arrived. LCD, LED and Tone is used for it.

MWI Number It assigns a extension number to notify that a new message has arrived for this mailbox.

Message Auto Forward

ENABLE AUTO FORWARD This option turns Auto Forward on. When set any messages arriving in this mailbox will be automatically forwarded to the destination specified on Mailbox Block page 4 of 5.

DELETE AFTER FORWARDING If this parameter is set to 'Y', the new message that is to be Auto Forwarded will be discarded from this mailbox, when the forwarding takes place. If this parameter is set to 'N' the mailbox will retain a copy of the message that is Auto-Forwarded. This parameter is only active when 'Enable Auto-Forward' parameter is set to 'Y'.

AUTO-FORWARD DELAY The number of hours and/or minutes before a new message is automatically forwarded to another mailbox. Auto Forwarding is disabled if this parameter is left blank. The range for this is from 0 (no forward) to 23:59 (almost one day).

The screenshot shows a configuration window titled "Mailbox Block (TEMPLATE MBX)". It has several tabs: General, Authorization, Alerts, MVM & AutoForward, E-Mail Gateway (selected), Call Director, and Activity. The E-Mail Gateway tab contains a table with the following fields:

E-Mail Gate Way	
Enable E-Mail Gateway support	No
From	
Deliver MSG - 1	
Deliver MSG - 2	
Deliver MSG - 3	
Deliver MSG - 4	
Deliver MSG - 5	
Notify Only - 1	
Notify Only - 2	
Notify Only - 3	
Notify Only - 4	
Notify Only - 5	

Below the table is a large empty text area. At the bottom of the window is a toolbar with icons for back, forward, and other navigation functions.

E-Mail Gateway

ENABLE E-MAIL GATEWAY SUPPORT This is a 'Y' or 'N' setting. 'Y' enables the E-Mail Gateway for that subscriber's Mailbox, and 'N' disables the functionality.

FROM Put in the E-Mail address the Subscriber would like to receive Replies to if a recipient of a Voice Message from him wishes to reply via e-mail. When filled in with a valid e-mail address the receiving party will see the Sending subscriber's name as it appears in the Mailbox Label name. If left blank all Voice Messages sent by the subscriber will show VM in the From of the receiving parties Inbox.

DELIVER MSG Enter the e-mail address or addresses that the subscriber wishes to have E-Message Delivery sent to. (A subscriber or mailbox can have up to 5 different E-Mail addresses assigned.)

NOTIFY ONLY Enter the e-mail address or addresses that the subscriber wishes to have E-Message Notification sent to. (A subscriber or mailbox can have up to 5 different E-Mail addresses assigned.)

E-MAIL ADDRESS SYNTAX An e-mail address can be entered a couple of ways. The traditional e-mail syntax is: username@mailserverdomain.domainsuffix (domain suffix = .com, .net, .org, etc...) in this case the name entered as the Mailbox label name will be displayed in the Inbox 'From' field if the voice message was sent subscriber to subscriber.

In some cases the number of characters in a person's name is longer than the label name length in a Mailbox Block. Until now no-one saw that name so it didn't matter. If you do not want the Recipient to see the label name as it is typed you can use the following syntax:

Firstname Lastname <username@mailserverdomain.domainsuffix>

OR

Departmentname <username@mailserverdomain.domainsuffix>

This applies to all fields that accept an e-mail address:

- System Wide Parameters: 'Report' & 'Reply To'
- Mailbox Block: 'From', 'Deliver MSG', & 'Notify Only'

Mailbox Block (TEMPLATE MBX)

Operating Mode: 00 | Default

Event	Action	Type	Call Director		
			Gp	Target Name	Clear
MSG-LEFT	Goto				Clear
NOMSG-LEFT	Goto				Clear
ESCAPE	Goto				Clear
GREET-DTMF	Goto				Clear
OPERATOR	Goto				Clear
AUTO-FWD	Goto				Clear

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created.

The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows each Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references.

For example, the Message Left pointer might route callers to an operator during the 'Day' Mode, but after 5:00 PM, it would route them to a Bye block. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. OfficeServ System will display Default Mode pointers in a block while viewing pointers in another mode.

The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

MSG-LEFT POINTER This is the Block that the OfficeServ System will pass control to if the caller leaves a message. The target block allows the caller the option of returning to the beginning of the application, or sending the caller to the Bye block if the organization or individual does not want to give the caller additional options.

NO MSG-LEFT POINTER This is the Block that the OfficeServ System will pass control to if the caller does not leave a message or if this is an announcement only mailbox. The target block may allow the caller the option of returning to the beginning of the application, or sending the caller to the Bye block, if the organization or individual does not want to give the caller additional options.

ESCAPE POINTER This is the Block that the OfficeServ System will pass control to if the caller presses the escape digit while listening to the mailbox greeting or while leaving a message in the mailbox. When the Escape digit is pressed IVM will immediately exit the process it's in and go to the block defined in this pointer.

GREET-DTMF POINTER This is the Block that the OfficeServ System passes control to if the caller enters any valid DTMF while listening to the mailbox greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit are not considered valid for this pointer. The target block is a menu which performs a search operation to match the caller ENTRY to the INPUT value of a pointer, or Number of an Extension, Mailbox or Announcement.

OPERATOR POINTER This is the target Block that the OfficeServ System will pass control to if the caller presses the Operator digit while listening to the mailbox greeting or recording a message.

AUTO-FWD POINTER This is the Mailbox to forward new messages to when the time has expired in the 'Auto-Forward Message After' parameter. The target must be another mailbox and may not point back to itself.

Mailbox Block (TEMPLATE MBX)				
General Authorization Alerts MVM & AutoForward E-Mail Gateway Call Director Activity				
Data last accessed		Activity		
	Activity			
	Public	Subscriber	Totals	
Mailbox access count	0	0	0	
Message sent	0	0	0	
Message received	0	0	0	
Total connect minutes	0	0	0	
Current message count	0	0	0	
New messages	0	0	0	
Saved messages	0	0	0	

Activity Counters

This page will keep track of this mailbox blocks activity. It contains the following statistics. Three columns of statistics exist, Outside or Public callers, Call from other subscribers and Totals.

MAILBOX ACCESS COUNT The number of times someone other than the subscriber ('Public Callers') accessed this Mailbox and the number of times the subscriber logged into this Mailbox, regardless of what functions they performed.

MESSAGES SENT The number of messages this subscriber has sent, regardless of destination.

MESSAGES RECEIVED The number of messages this subscriber has received, from 'Public Callers' and from other subscribers.

TOTAL CONNECT MINUTES The total amount of time connected to the mailbox. The total number of messages in this Mailbox, listed according to those received from 'Public Callers' and from other subscribers.

NEW MESSAGES The current message count broken down to reflect how many have not been saved, from both 'Public Callers' and other subscribers.

SAVED MESSAGES The current message count from 'Public Callers' and other subscribers reflecting how many have been saved.

DATE LAST ACCESSED The last time the subscriber logged into this Mailbox.

MClass Block

The MClass (Class of Service) Block is a block containing many general parameters effecting Mailbox or List Block. Each MClass Block may be associated with one or several subscriber mailboxes (Mailbox Blocks) or List Blocks. This information includes the maximum length of a mailbox number, the number of days' messages will be retained, the number of days unused mailboxes will be retained, Message Waiting Indication (MWI) dialing codes, Message Alert, and other parameters. There is no limit to the number of Mailbox Blocks the MClass Block may be associated with.

MClass Block (TEMPLATE MCL)	
General	
VMS Group	1
Label Name	TEMPLATE MCL
Message Center Controls	
Max greeting length	30
Mailbox retention	0
Maximum number messages	0
Maximum messages length (sec)	600
Message retention (day)	9999

LABEL This is the name of the MClass, and is used to reference this block. It must be a unique name and cannot be the same as any other MClass Block.

Message Center Controls

MAX GREETING LENGTH Maximum greeting length that a subscriber can record for a mailbox and List box. This can be from 0 to 999 seconds.

MAILBOX RETENTION Specifies the number of days, from 1 to 999, an unused mailbox should be retained before being erased.

MAXIMUM NUMBER MESSAGES Maximum messages allowed, from 0 to 999 seconds, that a subscriber can receive and/or save in his mailbox. Zero means no limit. Once the maximum has been met callers attempting to leave a message will be informed of the message storage unit full condition. The subscriber will be informed of the message storage unit full condition immediately after entering his password.

MAXIMUM MESSAGE LENGTH Maximum message length allowed that a public caller can leave for a mailbox or List box, from 1 to 999 seconds.

MESSAGE RETENTION The number of days from 1 to 999 that unread messages will remain before being automatically discarded. An individual message's retention will be reset to this value each time the message is reviewed and saved. This is now associated with the 'Adjust Message Retention' parameter on page 4. When 'Adjust Message Retention' is set to 'Y', this parameter no longer applies.

Public Caller Interface	
Wait for caller entry	3
Retries if invalid entry	2
Repeat prompts no entry	1
Record silence timeout	7
Digit to initiate fax receipt	0
Digit for operator assistance	0
Digit to skip greeting	9
Digit to escape	*
Digit log on as a user	#

Public Caller Interface

WAIT FOR CALLER ENTRY This is the number of seconds, from 1 to 99, that the OfficeServ System waits for an entry during the message editing and message retrieval operation. The time begins at the end of speaking the prompt that requests an entry from the caller. Upon entry of the first digit, the time is reset so that the caller has the full Wait for Caller Entry time to enter another digit.

RETRIES IF INVALID ENTRY This specifies the number of times, from 0 to 99, a caller may re-enter his password if an invalid password was entered. This also applies if a caller makes an invalid entry while recording/editing a message.

REPEAT PROMPTS NO ENTRY The number of times, from 1 to 99, to repeat prompts while the caller is recording/editing a message. If the caller does not respond to the prompts after this number of attempts, the OfficeServ System will go to the next Block specified by <Pub-Msg>.

RECORD SILENCE TIME OUT This is the amount of time in seconds that OfficeServ System will listen to caller silence before assuming the caller has stopped talking.

DIGIT FOR OPERATOR ASSISTANCE The Operator digit, when defined, allows the caller, while listening to the subscribers personal greeting or recording a message, to press a specific digit to transfer to the operator defined by the 'OPERATOR' pointer.

DIGIT TO SKIP GREETING The digit to skip the greeting, when defined, allows the caller, while listening to the subscribers personal greeting, to enter a specific DTMF digit to skip the greeting and enter record mode.

DIGIT TO ESCAPE The ESCape digit controls the following functions when using a mailbox:

- 1) In the mailbox public mode, if entered while the mailbox greeting is being played or any time prior to the caller beginning to speak, the message is canceled and OfficeServ System exits the mailbox using the <PUBESC> pointer. If entered after the caller begins, it will terminate the recording (just as with any other DTMF tone).
- 2) Used to exit from the opening menu of the mailbox or List box user mode. OfficeServ System will use the <USER-EXIT> pointer to determine where to go next.
- 3) In the mailbox or List box user mode, the Escape digit is generally used as a 'cancel' key to abort the current operation and return to the previous one.



Escape digit and Admin digit should not be set to the same digit.

DIGIT TO LOG IN AS USER (ADMINISTRATION DIGIT) The Admin digit controls the following functions:

- 1) In the mailbox or List public mode, if entered at any time prior to the (beep) signaling the beginning of recording a message OfficeServ System will switch immediately to the user mode, requesting a password to be entered for the subscriber access to the mailbox.
- 2) When sending a message, recorded in the mailbox user mode, prefacing the mailbox number with the Admin digit will request delivery confirmation.



Escape digit and Admin digit should not be set to the same digit.

MClass Block (TEMPLATE MCL)				
General		Public Caller Interface		OutCall
		Prompts		
		E-Mail Gateway		
		Call Director		
Controls		Message Notification and Delivery		
		Alert		
Number of attempts	3			
Busy retry time	5			
No answer retry time	15			
		Callback Authorization		
		Y/N	Station Type	
On Premise	Yes			
Off Premise	Yes			
Long distance	Yes			
Excepted Area Codes				
1	2	3	4	5
900	976			

Message Notification and Delivery

The following configuration parameters can be entered for Message Alert (being called at a designated number and notified of new messages).

PORT TO USE The port used for notification. Enter specific port numbers (e g., 1,2,4) or a range (e g., 2-4).

NUMBER OF ATTEMPTS The number of attempts made to perform notification.

BUSY RETRY TIME The time between notification outcall attempts, in minutes, if the previous attempt returned a busy signal.

NO ANSWER RETRY TIME The time between notification outcall attempts, in minutes, if the previous attempt returned was not answered.

Callback Authorizations

Each subscriber may be allowed, to press a single key and return a call to the person who left a message. This is called the Callback feature and is allowed denied or limited in this set of options.

ON PREMISE Y/N Set to 'Y' to allow the subscriber to make on-premise Callbacks.

ON PREMISE STATION TYPE Station block type to use for on-premise call backs.

OFF PREMISE Y/N Set to 'Y' to allow the subscriber to make off-premise Callbacks.

OFF PREMISE STATION TYPE Station block type to use for off-premise call backs. Leave this field blank for OfficeServ System to auto select.

LONG DISTANCE Y/N Set to 'Y' to allow the subscriber to make long-distance Callbacks.

LONG DISTANCE STATION TYPE Station block type to use for long distance call backs. Leave this field blank for OfficeServ System to auto select.

Excepted Area Codes

These 10 spaces are used to specify area codes subscribers are not allowed to call. Use to restrict toll calls such as calls to 1-900 numbers.

Public Record Prompts		
		Description
Prompt prior to record	0760	Description
Prompt indicating error	0761	Description
Prompt indicating discard	0762	Description
Prompt indicating success	0763	Description
Prompt for normal delivery	0764	Description
Prompt for urgent delivery	0765	Description
Prompt for call back	0766	Description
Prompt for phone number	0767	Description

Special Service Prompts		
		Description
Prompts for invalid entry	0768	Description
Prompts for user available	0769	Description
Prompt prior to transfer	0770	Description

Conversation Record Controls		
		Description
Prompts prior to record	0771	Description
Beep before recording	No	

Public Record Prompts

These prompts play to a public caller. Leaving the prompt field blank will prevent these prompts from playing.

PROMPT PRIOR TO RECORD Used in the system wide record facility for a public caller leaving a message. By default this prompt is 'Please begin speaking at the tone. To stop recording, press '2' or simply hang up'. It may be changed to any other system prompt or you may replace it with a custom prompt. This field is left blank, by default, at the request of our dealers. The system prompt recorded for this field is Prompt number 0760.

PROMPT INDICATION ERROR Played when a caller has chosen to record something when the disk is full. By default this prompt is 'Sorry. The message storage unit is full' it may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT INDICATION DISCARD Confirms that a message has been erased. By default this prompt is 'Message discarded', it may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT INDICATION SUCCESS By default this prompt is 'Message sent'. It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR NORMAL DELIVERY By default this prompt is 'To send your message with normal delivery, press '1''. It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR URGENT DELIVERY By default this prompt is 'To mark your message urgent, press '2''. It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR CALL BACK By default this prompt is 'To request a callback, press '3''. It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR PHONE NUMBER By default this prompt is 'Enter the telephone number where you can be reached'. It may be changed to any other system prompt or you may replace it with a custom prompt.

Special Service Prompts

PROMPT FOR INVALID ENTRY By default this prompt is 'Invalid entry. Try again'. It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR USER AVAILABLE By default this prompt is '...is now available'. It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT PRIOR TO TRANSFER By default this prompt is 'Please hold while I connect your call'. It may be changed to any other system prompt or you may replace it with a custom prompt.

Call Record Controls

PROMPT PRIOR TO RECORDING By default this prompt is blank. It may be changed to any other system prompt or you may replace it with a custom prompt.

BEEP BEFORE RECORDING Enables a beep to play prior to recording conversations.

The screenshot shows a configuration window titled "MClass Block (TEMPLATE MCL)" with a tabbed interface. The "E-Mail Gateway" tab is selected. The window contains a table with the following fields and values:

E-Mail Gateway	
Host ID	
Port	25
SMTP User ID	
Password	
Domain	
Attempts	3
Retry Interval	10
Adjust message retention	<input type="checkbox"/>
Message retention to use	1

At the bottom of the window is a toolbar with icons for navigation and actions.

E-Mail Gateway

HOST ID Enter the IP address of the Host Mail Server used by the subscribers assigned this MClass.

PORT The default (recommended) port to use is: 25. Most Mail Servers look at port 25 for receiving and sending Mail.

SMTP USER ID (OPTIONAL) This is the User ID the IVM will use to log on to the Mail Server and Identify itself as a Client associated with sending Mail. (Mail Servers that are on a local LAN and that do not have Public IP addresses often do not require authentication.)

PASSWORD (OPTIONAL) This is the password associated with the IVM's User ID for logging into the Mail Server verifying it is the Client it said it was. (Mail Servers that are on a local LAN and that do not have Public IP addresses often do not require authentication.)

DOMAIN (OPTIONAL) The Domain is used as part of the authentication process between the IVM and the Mail server. Based on the Local Domain Name and Domain ID the mail server can validate that it is accepting mail from this Client. (Mail Servers that are on a local LAN and that do not have Public IP addresses often do not require authentication.)

Delivery Controls

ATTEMPTS How many times do you want the IVM to attempt to deliver the E-Mail Message if it fails? The Default value is: 3. After the last attempt fails the IVM will generate a Failure report e-mail and attempt to deliver it to the 'Report' address assigned in System Wide Parameters.

RETRY INTERVAL This is how long the IVM will wait between failure attempts before trying to deliver the e-mail message again.

Message Retention Controls

ADJUST MESSAGE RETENTION 'N' is the default setting. This means the IVM will leave the original Voice Message as New. The Subscriber can then go in and Delete or Save the Voice Message via the telephone interface at any time up to the number of days specified in the Message Retention timer set on page one of the MClass.

'Y' means the IVM will follow the 'Message Retention to use:' value set below in place of the Message Retention set on page one.

MESSAGE RETENTION TO USE Sets the number of days to retain the Voice Message as New after it sends it to the Mail server. A value of '0' means delete the original voice message immediately after it is packed up and sent to the Mail Server. 'Adjust Message Retention:' must be set to 'Y' for this parameter to take effect. The selected range is from 0 to 999.

Event	Action	Type	Gp	Target Name	Clear
MSG-LEFT	Goto	MNU		Night Main	Clear
NOMSG-LEFT	Goto	BYE		GoodBye	Clear
ESCAPE	Goto	MNU		Night Main	Clear
GREET-DTMF	Goto	MNU		Night Main	Clear
OPERATOR	Goto	EXT	01	Operator	Clear
USER-EXIT	Goto	MNU		Night Main	Clear
DIRECTORY	Goto	DIR		Directory	Clear

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given an unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created.

The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the No-Answer pointer might route callers to an associate's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during 'Night' Mode. Pointers set in the Default Mode are in effect unless overridden by the same Pointer set in the current Operating Mode. OfficeServ System will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointer

MSG-LEFT POINTER The Block to go to, after the caller has recorded and sent a message.

NOMSG-LEFT POINTER The Block to go to, if the caller did not leave a message.

ESCAPE POINTER The Block to go to, if the caller presses the Escape digit to escape from a mailbox (the escape digit may be pressed anytime before the recording tone). It is recommended that the named Block be the initial MENU Block. This allows the caller to return to the main options that may include dialing another extension.

GREET-DTMF POINTER This is the Block to go to, if the caller enters any valid DTMF while listening to the mailbox greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit is not considered valid DTMF digits for this pointer. The target block is a menu. The menu will perform a search operation to match the caller ENTRY to the KEY value of a pointer, extension, mailbox or Announcement.

OPERATOR POINTER This is the Block to go to, if the caller presses the operator digit while listening to the mailbox greeting.

USER-EXIT POINTER The Block proceeded to, if a mailbox user presses star (Q) to exit from their mailbox. It is recommended that the named Block be the initial MENU Block to allow the user to return to the main options.

DIRECTORY POINTER The Block to go to, if the caller presses the digit associated with Directory Assistance.

Menu Block

The Menu is used to speak something to the caller, collect a caller's DTMF entry, and pass control to another Block. A menu can accept entries from 1 to 16 digits in length.

The Menu performs a search operation to match the caller ENTRY.

For example, a Menu prompt may be, 'You may dial an extension directly or for sales press 1, for service press 2'. If the caller presses 1, a pointer with an Input value of <1> directs the caller to an extension group within the phone system called 'SALES.' If the caller entered 223, the MENU may be configured to search for an extension or mailbox.

When a match is found, the OfficeServ System looks to see if it should translate the input into a new value before performing the search. OfficeServ System then transfers control to Block defined in the target name field.

This is all done in the in the Menu Input Processor.

Menu Block (TEMPLATE MNU)	
General	
Label Name	TEMPLATE MNU
Input Processor Operating Parameters	
Take INPUT from	Store INPUT in
ENTRY	
Digit Assignment	
Administration	Escape
#	*
Caller ENTRY Options and Other INPUT Parameters	
Prompt	1
	2
	3
	4
	5
	6
Invalid condition prompt	0009
Request password prompt	0011
Maximum caller entry digits	4
Wait for first entry digits	3
Key Value	
Append to KEY register	Store KEY Value in
No	

LABEL The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name.

Input Processor Operating Parameters

TAKE INPUT FROM (ENTRY, KEY ,CID,FWDID,TRUNK) The value which OfficeServ System uses to search INPUT values in the input processor on Page 2 of 4.

ENTRY If a MENU is expecting DTMF digits from the caller, this should be set to ENTRY.

CID, FWDID,TRUNK These are used in the menu blocks that handle system integration (Direct Station and Trunk and Forward Station and Trunk). These should not be changed. For specialized applications you can create other Menu Blocks that can take input from these registers to use within the application.

KEY The search is based on input that has been stored in the KEY register that existed upon entry to the current MENU Block. After all <TRANSLATION> operations have been performed and a match has been found, the new search value is stored in KEY register for later use.

STORE INPUT In Store the input to this menu in the CID, FwdID, TRUNK call session memory register for use as input to subsequent MENU search This is used for basic system integration with the phone system. The LANG Register is used to store the language option selected by the caller

Digit Assignment

ADMINISTRATION Normally the '#' key is used as a prefix for signaling administrative functions. When it is the first digit pressed, it does not count as one of the digits pressed, when compared to Maximum Caller Entry Digits. In other words, if a caller enters #123, it will count as a total of 3 digits. Some applications may require restriction of administrative capabilities on specific ports or MENUs. This can be accomplished by setting Administration digit value to blank in the MENU Blocks where administration is not allowed. Allowable inputs are 0-9, '#', 'Q', 'a', 'b', 'c', 'd'.



NOTE

Administration and Escape digits should never be set to the same value.

ESCAPE The Escape digit (normally the 'Q' key) causes an immediate exit from a request for digit entry. When the Escape digit is pressed OfficeServ System will not wait for any subsequent digits to be pressed. The INPUT value will include any digits entered before the Escape digit as well as the Escape digit itself.



Administration and Escape digits should never be set to the same value.

NOTE

Caller ENTRY Options

PROMPTS 1 THROUGH 6 These are the voice prompts that the OfficeServ System speaks when the Menu Block is entered. Menu prompts 1-6 are spoken in succession and are normally used to prompt the caller for an entry. Allowable inputs include any four digit prompt number (1000-9999). A blank entry means 'say nothing'. To use a different, or custom prompt, highlight the field to be changed and enter the desired prompt number.

INVALID CONDITION PMT The prompt spoken when no match is found during a MENU search. It normally advises the caller that their entry is invalid, try again.

REQUEST PASSWORD PMT The prompt which asks the caller to enter a password (when appropriate). The prompt is used when a caller has made an entry that requires a password for access to another Block or perform an administrative function.

MAXIMUM CALLER ENTRY DIGITS Indicates the maximum number of digits the caller may enter in response to the Menu prompts. The allowable values are 1-16. This should be set to the length of the maximum valid entry in this Menu. If set greater, the OfficeServ System will wait unnecessarily for additional digits to be entered. If the caller enters more than the specified number of digits, the excess will be carried forward to the next Block.

WAIT FOR FIRST ENTRY DIGIT This is the time, in seconds (from 0 to 99), that OfficeServ System will wait for the caller to make an entry. This timer begins after the last menu prompt has been spoken.

WAIT FOR SUBSEQUENT DIGITS This is the time, in seconds (from 0 to 99), that OfficeServ System will wait for the caller to make a subsequent entry. This timer begins after the first caller entry digit has been received and resets after each digit pressed by the caller, up to the Max Caller Entry value.

REPEAT PROMPTS IF NO ENTRY Indicates the number of times, from 0 to 9, the menu prompts are repeated, if no entry is made by the caller.

RETRY IF INVALID CONDITION The number of additional attempts that this MENU allows if the caller makes an invalid entry. The allowable inputs are 0-9. When retries are exhausted, the OfficeServ System will exit the MENU using the <INVALID> condition.

Key Value

APPEND TO KEY REGISTER A 'Y' in this parameter instructs OfficeServ System to add the resulting KEY value to the previous KEY value stored in the KEY register. The new KEY will only be appended if the search in the current MENU was successful. This is useful in applications where the caller is asked to enter DTMF (usually one or two digits) in response to a series of prompts (MENUs). Each response is first validated (by matching an INPUT value) and then added (appended) to the previous response. After the final response, the combined KEY value may be used by another MENU to search for an Extension, Mailbox or Announcement. If 'N' is specified, the previous KEY is cleared and replaced by the new value.

STORE KEY VALUE IN Store the resulting KEY from the menu search in the CID, FwdID, or TRUNK call session memory register for use as input to subsequent MENU operations. To change this value, press ENTER to bring up a pick list of appropriate values. Highlight and select one.

No.	Event	Action	Type	Gp	Target name	Count	Clear
1	NO-ENTRY	Goto	BYE		GoodBye		Clear
2	INVALID	Goto	BYE		GoodBye		Clear
3	FAXCALL	Goto	BYE		GoodBye		Clear
4	9	Goto	DIR		Directory		Clear
5							Clear
6							Clear
7							Clear
8							Clear
9							Clear
10							Clear
11							Clear
12							Clear
13							Clear
14							Clear
15							Clear
16							Clear
17							Clear
18							Clear
19							Clear
20							Clear

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created.

The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the Invalid pointer might route callers to an operator's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Night Options Menu during 'Night' Mode. Pointers set in the Default Mode stay in effect unless overridden by Pointers set in the current Operating Mode. OfficeServ System will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

Event Pointer

NO-ENTRY POINTER The Block that the OfficeServ System will execute next if the caller makes no entry in this MENU.

INVALID POINTER The Block that the OfficeServ System will execute next if the caller has made too many invalid entries (determined by Retries allowed) or a search on a value other than ENTRY failed to find a match.

FAXCALL POINTER The Block that the OfficeServ System will execute next after hearing a FAX Tone. This applies only when the FAX machine is an extension of the telephone system.

User Defined Event Pointers

These are the event pointers the user enters to customize how that the OfficeServ System functions. They include all the entries below FAXCALL.

Input Value Column

The Input value is a defined event pointers that directs the OfficeServ System to other Blocks. The Input Processor contains Input Pointers that determine which Application Block receives control of the call next. Upon finding a match, it examines the type of action specified in that pointer and passes control to the object named in the pointer's target. These pointers may go directly to an object (with or without requiring the caller to enter a password), translate the Input Value to a new value or search a large array of objects for one matching the Input Value.

The input value can be any digits that are to be processed by the Menu. These can be digits dialed by the caller or digits passed from previous blocks.

The origin for these digits are determined by the contents of the 'input FROM...' field.

A question mark, '?', may be used as the INPUT value to apply to a set of caller entries. An INPUT value of '<2??>' will match any 3 digit entry beginning with the digit '2'. An INPUT value of '4?57' will apply to all 4 digit entries beginning with the digit '4', ending with the digits '57' and having any value in the second digit. The Wild Card is placed in the INPUT value to indicate that any digit entered in that position will qualify as a match. The '?' character may also be used in a translation to indicate that the translated value should include the character which is in the position of the corresponding '?' in the pointer INPUT value. A dot (.) is used in the translation value to indicate that the corresponding '?' in the INPUT value should be discarded.

When searching for a match to a caller entry or for a particular pointer, OfficeServ System follows a consistent sequence. MENU Blocks require a more elaborate search than other Blocks. However, the pattern is consistent. It looks for the most specific match. A direct digit match on an INPUT value takes precedence over a wild card match. Also, a wild card pointer with a lesser number of '?' characters will precede one with a greater number. A match on a pointer in the current mode of operation takes precedence over a pointer in Default mode.

Action Column

When searching for a match to a caller entry or for a particular pointer, OfficeServ System follows a consistent sequence. MENU Blocks require a more elaborate search than other Blocks. However, the pattern is consistent. It looks for the most specific match. A direct digit match on an INPUT value takes precedence over a wild card match. Also, a wild card pointer with a lesser number of '?' characters will precede one with a greater number. A match on a pointer in the current mode of operation takes precedence over a pointer in Default mode.

MENU Blocks search and give precedence in the following order:

- Translation pointers
- Other Pointers
- Extensions
- Mailboxes
- Announcements

Action Column Options

GOTO Specifies the next Block to execute, if the caller's entry matches the INPUT value.

PASS (PASSWORD THEN GOTO) Used only with MENU Blocks.

A password pointer is used to restrict access to a target Block by requiring the caller to enter a password code before passing control to the target block.

TRANSLATIONS Translates caller entry, telephone system or network integration information to the translated value specified. OfficeServ System then searches for a match, using the translated value.

SEARCH Used only with MENU blocks. This type of ACTION uses the INPUT value to search a specified range of block types to find a Block with a Number that matches and then passes control to the block. More than one Block type may be searched at one time. Valid block types to be searched are Extensions, Mailboxes and Announcements (searched in that order).

FILE This type of action provides for a large amount of Input values, for a specific MENU, be stored in a database which is accessed at the time the MENU is executing. It directs OfficeServ System to search the specified data base file, located in the DTA directory of the hard disk, for a match to the INPUT value. The type of data file is POINTER files that has the filename extension of PTR respectively. This is used in applications that would otherwise require a very large number of individual event pointers to be programmed in a MENU Block.

Pointer (PTR) files are simple text files, which may be produced on a word processor, notepad, or DOS editor. PTR Files are stored as .TXT files. Each line of a pointer file appears and acts exactly like a pointer on the OfficeServ System Menu's Input Processor screen. This operates as an extension to the input pointers on the MENU Block. Also, a single pointer file can be used for more than one MENU Block.

Type Column

Represents the three character mnemonic for the type of Block targeted.

Below are a few examples:

- MBX represents Mailbox
- EXT represents Extension
- MNU represents Menu

Target Name Column

Specifies the block to pass control to when the Input value is matched with the input from the defined input source.

Menu Block (TEMPLATE MNU)		
General Menu Input Processor Activity		
Activity		
From ~ To	8/07/2006 ~ 8/27/2009	
Abandoned	0	
Admin count		
Total count		

Activity

This page shows the activity for this mailbox from the time the statistics were last set in Main Menu/Operating Utilities/Clear report count to the present time. Statistics include:

ABANDONED CALLS Callers who hung up while in this menu.

ADMIN COUNT The number of times an administrator accessed the system from this menu.

TOTAL COUNT The total number of times a caller accessed this menu.

EVENT COUNT Counters for each option selected from this menu.

Mode Block

A Mode block exists for each operating mode. An operating mode is defined by a combination of port (s) and time. It can be as simple as Day or Night mode, or more complex (e.g., a special mode that is in effect for port 2 and 3 between 9.23 AM and 7.41 PM on Mondays and Wednesdays).

The MODE Block is the entry point into the call routing solution for a particular operating mode and can contain the opening voice prompts which the OfficeServ System will speak when answering a call. The main purpose of the MODE Block is to provide the OfficeServ System with an entry point into the call session and to direct it to other blocks depending on the type of call. The MODE Block receives call information from the phone system, speaks a salutation (optional), and then transfers control to the next Block.

A mode can have only one MODE Block.

Every Call reaching the OfficeServ System is identified by a call code.

A call code consists of 2 letters. The first letter will indicate how the call arrived and will be D (Direct Call), A (Forward All), B (Forward Busy), N (Forward No Answer) or T (Manual Transfer). The second letter indicates the type of call and will be T (trunk) or S (Station).

OfficeServ System can direct the call to a different Block for each different Call code.

OfficeServ System applications may contain up to 99 different modes, (although this many are seldom necessary) each corresponding to a particular style of organizational operation. As the organization changes its behavior by changing work shifts, scheduling inventory and other special events or conditions, OfficeServ System automatically adjusts the Call Routing Solutions required to meet callers' needs.

Mode Block (Day)

Call Code Processor **Prompt**

Call Code Processor	
Label Name	Day
Mode Number	1

Call Code	Action	Type	Gp	Target Name	Clear
NEXT	Goto	MNU		Day Main	Clear
DEFAULT	Goto	BYE		GoodBye	Clear
DT	Goto	MNU		Direct Trunk	Clear
DS	Goto	MNU		Direct Station	Clear
AT	Goto	MNU		Forward Trunk	Clear
AS	Goto	MNU		Forward Station	Clear
BT	Goto	MNU		Forward Trunk	Clear
BS	Goto	MNU		Forward Station	Clear
NT	Goto	MNU		Forward Trunk	Clear
NS	Goto	MNU		Forward Station	Clear
TT	Goto	MNU		Day Main	Clear
TS	Goto	MNU		Day Main	Clear
RC	Goto	MNU		Record Call	Clear

LABEL The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name.

MODE NUMBER The number is identified with the name of the mode.

Call Code Processor

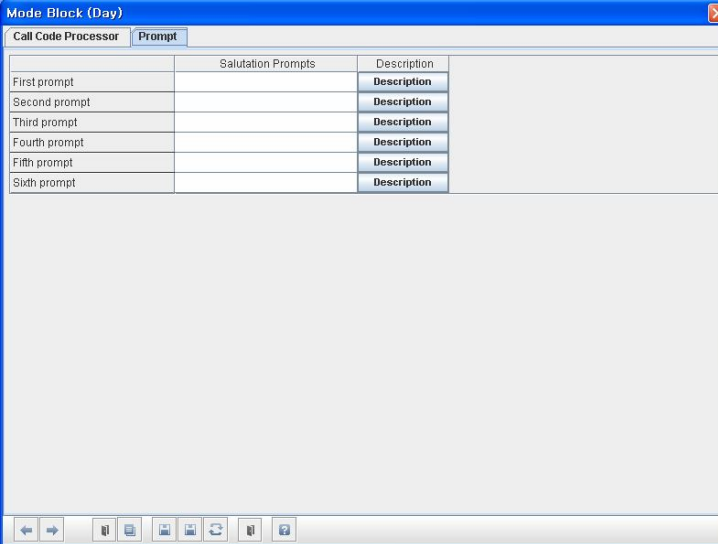
NEXT POINTER The NEXT pointer will only be used if the OfficeServ System does not receive a Call Type IPC message from the phone system when the call is first presented. This parameter points to the next Block OfficeServ System will execute after answering a call and speaking the prompts in the MODE Block. The logic that is used is: the OfficeServ System receives a Call but does NOT receive a Call Typ indicator, what should it do NEXT? Any DTMF digits entered in the MODE Block will be carried forward to the next MENU block.

DEFAULT POINTER The Default pointer of the MODE Block determines what to do if a condition occurs while operating in this mode and a pointer has not been set. This is intended to be a back-up precaution, in the event of configuration error. It is normally directed to a BYE Block which will hang up. This parameter will ONLY be referenced if an application is written with a hole within the application. A hole would be defined as an event that occurs that an event pointer was not programmed to handle.

CALLCODE POINTERS CallCode events represent call information that the OfficeServ System receives from the phone system. They determine the next Block to pass control to. The CODE values are as follows:

- DT-Direct call originating from a Trunk.
- DS-Direct call originating from a Station.
- AT-All calls forwarded, originating from a Trunk.
- AS-All calls forwarded, originating from a Station.
- BT-Forwarded on busy, originating from a Trunk.
- BS-Forwarded on busy, originating from a Station.
- NT-Forwarded on no answer, originating from a Trunk.
- NS-Forwarded on no answer, originating from a Station.
- TS-Manually transferred Station Call.
- TT-Manually transferred Trunk Call.
- RC-Record Call Request.

If no CallCode is given or the CallCode does not match any programmed, the NEXT pointer is used.



The screenshot shows a window titled "Mode Block (Day)" with a close button in the top right corner. Inside the window, there are two tabs: "Call Code Processor" and "Prompt". The "Prompt" tab is active, displaying a table with the following structure:

	Salutation Prompts	Description
First prompt		Description
Second prompt		Description
Third prompt		Description
Fourth prompt		Description
Fifth prompt		Description
Sixth prompt		Description

Below the table is a large empty area, and at the bottom is a toolbar with various icons for navigation and editing.

Salutation Prompts

SALUTATION PROMPTS The prompt numbers to be spoken when OfficeServ System answers a call in this mode. The prompts are only spoken if the call uses the NEXT pointer or is a Direct Trunk (DT) call. The prompts are spoken in sequence beginning with the prompt in the 'First' position. These should include prompts that are only spoken upon answering (e.g., 'Thank you for calling ABC company.') and are not repeated for the duration of the call. Allowable values include any four digit prompt number 1000-9999. If DTMF tones are entered while these prompts are being spoken, they will be interrupted and the digits will be carried forward into the next MENU Block.

Port Block

The Port Block always precedes a Mode Block. This Block contains all the necessary parameters to link the PBX/Telephone system with the OfficeServ System. This includes all call setup protocols, hardware communication processes, handshaking, and switch integration. The Block tells the physical port how to communicate with the hardware it is connected to.

The Port Block defines the physical connection between a OfficeServ System voice port and the phone system, describing all the signals passed between the phone system and OfficeServ System. It describes how calls are presented, how to answer them, and how to collect integration data describing an incoming call. It defines the necessary dial strings to place callers on consultation hold and draw dial tone, complete call transfers, abort call transfers, log on, and disconnect. The Port Block also defines what kind of disconnect supervision the phone system provides and how reliable it is. The Port Block answers incoming calls and checks the Schedule Table to find out which Mode Block to pass control to. The Block collects the Call Type Data and passes that data to the appropriate Mode Block along with the caller.

In order to process calls, each port must be assigned a Port Block.



This has been done for you and is hard coded into the system.

**NOTE**

Many of the parameters are not applicable to the Samsung switches while in an embedded environment. The Port Block was made visible to allow you to adjust the Disconnect Parameter. Many installations have been having trouble getting the CO to provide proper disconnect. Changing the disconnect signal in the port block will allow the OfficeServ System to disconnect on an alternate signal type. See Disconnect Signal below.

Parameters prefixed below with (DO NOT USE) should not be played with. These parameters will ultimately be adjusted for use with the Samsung switches or eliminated from view.

Port Block (TEMPLATE PRT)

General		Set Information	
Label Name	TEMPLATE PRT		
Call Setup			
Line is wink start	No		
Wait for loop current	No		
Rings before answer	1		
Phone System Interface			
Hunt group type	Linear		
Disconnect signal	None		
Mailbox Services		Description	
Toll saver group	1		
Toll saver rings	0		
Toll saver prompt		Description	
Auto clear MVI	0		

Call Setup

LINE IS WINK START (DO NOT USE) In a wink start situation, the CO transmits a signal to say a call is coming in. OfficeServ System issues a wink to acknowledge the call. The wink for loop current is used in DID installations in which case the wait for loop current is set to 'Y' for 'yes'. The setting 'N' for 'No' acknowledges a flash hook.

WAIT FOR LOOP CURRENT (DO NOT USE) If this parameter is set to 'Y' for 'Yes', incoming calls are signaled via a loop current. If set to 'N' for 'No', incoming calls are signaled via a ring signal.

RINGS BEFORE ANSWER (DO NOT USE) This is the number of rings for the system to wait before going off hook to answer a call.

Phone System Interface

HUNT GROUP TYPE How are the calls presented to the OfficeServ System. By default this is set to 'Linear'.

DISCONNECT SIGNAL Disconnect supervision is generally transparent to the installer and the user. When a calling party hangs up, a signal (IPC Message) is sent to OfficeServ System indicating the caller has dropped and the OfficeServ System should hang up it's appropriate Port. The OfficeServ System will, by default, only hang-up if the switch tells it to do so. This parameter allows the installer to select an additional type of disconnect signal which will be used with this system.



This parameter was the main reason for making this block visible again. If you are having trouble getting the CO to provide a proper disconnect this parameter can help you. Remember the problem is with the CO and this is simply trying to accommodate for the lack of proper disconnect. The most common alternatives are 'Dial Tone', 'Busy Tone', and/or 'Reorder Tone'.

It is best not to rely on a dial tone for a disconnect signal. Continuous background noise may be misconstrued as a disconnect signal, when a caller is leaving a message, resulting in the caller being suddenly, and rudely, cut off. Unreliable signals can also cause messages to end with long dial tones. Alternately, dial tone may not be detectable in a given installation resulting in 'hung' ports, phantom calls, etc. Test before using. OfficeServ System must have a reliable disconnect signal to set up conference calls.

Mailbox Services

MAILBOX SERVICES (DO NOT USE) This feature is used only for voice mail service bureaus. OfficeServ System' toll saver feature will 'guess' the caller's mailbox based on the caller ID (CID), check to see if the caller has messages, and delay pickup if there are no messages. Pickup is delayed by waiting additional rings and/or playing a prompt before answering.

TOLL SAVER GROUP (DO NOT USE) Sets which mailbox group this functionality will be applied to.

TOLL SAVER RINGS (DO NOT USE) The additional number of rings the system waits for the Toll Saver feature. OfficeServ System' toll saver feature 'guesses' the caller's mailbox based on the caller ID, checks to see if the caller has messages, and delays pickup if there are no messages. Pickup is delayed by waiting additional rings and/or playing a prompt before answering.

TOLL SAVER PROMPT (DO NOT USE) The prompt played during the Toll Saver delay. Enter the four-digit number of the desired prompt. Leave this field blank if no prompt is to be played.

AUTO CLEAR MWI (DO NOT USE) This parameter identifies under which conditions the switch will reset message waiting indicators. This helps OfficeServ System keep track of MWI status. Acceptable entries are:

- 0-The switch never has permission to clear the indicators.
- 1-Clear only by the port that set it. The user must dial into the port that set the indicator.
- 2-Clears when the user dials directly into any voice mail port.
- 3-Clears when the user gets routed into OfficeServ System by any means (i.e., Call Forward).
- 4-Clears when the user reaches OfficeServ System by any means and from any port.

Port Block (TEMPLATE PBT)

General | Set Information

PBX Interface Strings	
port logon	
Answer	
Disconnect	

PBX Hold Control Strings	
Hold	
Retrieve	

Call Transfer DTMF Strings					
Transfer	Connect	Reject	No answer	Busy	Error
&,<		&,<	&,<	&,<	&,<

Phone System Interface			
Initiate	Abort	Set up	Tear down
&,<	&,<	&,<	&,<

Navigation icons: back, forward, search, print, save, undo, redo, delete, help.

PBX Interface Strings

PORT LOGON (DO NOT USE) The digit (s) dialed to initiate, or maintain, communications with the phone system. The Port Logon feature instructs OfficeServ System to pick up the phone and dial the indicated string. When starting or if no calls come in for one hour, the system assumes it's not connected and checks. A comma (,) tells OfficeServ System to go off-hook for one second; a semicolon (;) places the line off-hook and tests for dial tone. If the logon fails, another attempt will be made in five minutes. It is not necessary to reset either the PBX or OfficeServ System in order to reinitialize the link. The system is informed if a port is working or if it even exists. The setting may be left blank except on electronic sets. The comma (,) is recommended. The Port Logon dial string is required in true ACD installations.

WHEN ANSWERING (DO NOT USE) The digits for the system to dial upon answering an incoming call (if applicable).

WHEN DISCONNECTING (DO NOT USE) The digits for the system to dial upon ending a call (if applicable).

PBX Hold Control Strings

PBX HOLD CONTROL STRINGS (DO NOT USE) These are hold controls as associated with the port. These controls tell the system how to hard hold but do not enable OfficeServ System to do a hard hold. If left blank, PBX hard hold is not used, only consultation hold is used. The controls to enable or disable hard hold can be found in the EClass Block.

PUT ON HOLD (DO NOT USE) The digits dialed by the system to place a caller in hard hold (i.e., &, 51).

RETRIEVE FROM HOLD (DO NOT USE) The digit (s) dialed by the system to retrieve a caller from hard hold.

Call Transfer DTMF Strings

TRANSFER PREFIX (DO NOT USE) The digits to dial to place a caller on consultation hold (when transferring a caller from one extension to another) and get a dial tone.

DIAL TO CONNECT (DO NOT USE) The digits to dial to complete a call transfer and connect the caller to the called party.

ABORT REJECTED (DO NOT USE) The digits the system dials to abort a call transfer if the called party rejects the call.

ABORT NO ANSWER (DO NOT USE) The digits the system dials to abort a call transfer which resulted in a no answer condition.

ABORT BUSY (DO NOT USE) The digits the system dials to abort a call transfer which resulted in a busy signal.

ABORT ERROR (DO NOT USE) The digits the system dials to abort a call transfer if an error occurs such as no dial tone.

Conference Call Control Strings

DIAL TO INITIATE (DO NOT USE) The dial string used to initiate a conference call.

DIAL TO ABORT (DO NOT USE) The dial string used to abort a conference call if the second station does not answer.

DIAL TO SET UP (DO NOT USE) The dial string used to set up a conference call after the second station answers.

DIAL TO TEAR DOWN (DO NOT USE) The dial string needed to tear down a conference call and drop the second station.

Query Block

Query Blocks are used to create a 'voice questionnaire'. The OfficeServ System can be configured to ask the caller a series of questions, record the caller's voice responses and combine the responses into single, or multiple, voice message (s) that is (are) placed into one, or more, specified mailbox (es). Common applications are order entry, caller opinion surveys and information requests. To send the voice response to more than one mailbox, send the response to a list.

When the mailbox user reviews a message, recorded by QUERY Blocks, each of the responses is played back in the order it was recorded, preceded by a playback prompt (if used) to identify it.

The operation can be configured to offer callers the options of playing back, changing or confirming their response with DTMF commands or it can be programmed so that it requires no DTMF entries at all. When used in conjunction with MENU Blocks, sequences can be created which involve both voice and DTMF responses (e.g., 'Dial 1 to order nails or 2 to order bolts'). The Operating Modes in the CallDirector section of the Query Block are used to provide the flexibility to handle calls differently for various modes of operation (typically at different times of the day). The CallDirector uses Event Pointers to pass control of the call.

Query Block (TEMPLATE QRY)

General | Call Information | Call Director | Activity

Label Name: TEMPLATE QRY

	Query Script	Description
Query prompt		Description
Exit prompt	0071	Description
Error prompt	0072	Description
Invalid prompt	0009	Description

Query Script

Repeat Query: 0

Repeat exit: 0

Auto replay: No

Last query: No

	Transcription	Description
Header prompt		Description
Mailbox		

Navigation icons: back, forward, search, print, save, delete, refresh, help

LABEL The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name.

Query Script

QUERY PROMPT This prompt requests a voice response to be recorded by the caller. It is followed by a short tone signal that indicates that the system is recording. Valid entries are 1000-9999, with blank indicating 'say nothing'. Example: 'Please speak your name at the tone.' (beep)...

EXIT PROMPT This prompt is given after the response has been recorded. It may simply say 'Thank you' to acknowledge the response or prompt the caller to enter DTMF tones to playback, change, or confirm their response.

ERROR PROMPT This prompt is played if a system error occurs. The most common error condition is that the message storage disk is full. Example: 'Sorry. The message storage unit is full. Please hold the line for assistance'.

INVALID PROMPT This prompt is played to the caller when an invalid DTMF entry is made.

Query Script Controls

REPEAT QUERY (0-9) The number of times to repeat the query prompt if the caller does not begin speaking.

REPEAT EXIT (0-9) The number of times to repeat the Exit Prompt if no DTMF has been dialed.

AUTO REPLAY Set this parameter to Y to immediately play back the caller response. Otherwise, set to N.

LAST QUERY If set to 'Y' a new message will be created for any subsequent queries during this call session. If this is set to 'N' the responses to any additional queries will be appended to the message created during this call session.

Transcription

HEADER PMT This prompt is used when the message is being played back. It is followed immediately by the caller's recorded response. Valid entries are 1000-9999, with blank indicating 'say nothing.'

MAILBOX The mailbox to which this response should be sent. If the same mailbox was previously specified by another QUERY Block (during the same call session and the parameter Last Query was set to 'N' in the previous Query Block) the voice response to the current query will be appended to the same voice message, forming a composite message. If the mailbox has not been used by another Query block or the parameter Last Query was set to 'Y' in the previous Query Block, a new voice message will be created.

Query Block (TEMPLATE QRY)

General Call Information Call Director Activity

Caller Interface	
Take input from	VOICE
Maximum caller response	30
Wait for voice response	3
Wait for DTMF response	3

Digit Assignment	
Digit play back response	1
Digit to play back response	2
Digit to confirm response	3
Terminator digit	#
Escape digit	*

Navigation icons: Back, Forward, Home, Search, Print, Refresh, Stop, Help

Caller Interface

TAKE INPUT FROM This is a list of possible input types. This will usually only be Voice or in some cases DTMF.

Important Note: If you are going to set any Query Block to take Input from anything other than Voice, you must set 'Use 32/Kbit/s rate' to 'Y'.

This will guarantee the accurate playing back of DTMF entries in a Voice Format during the transcription of the message.

MAXIMUM CALLER RESPONSE (1-999 SECONDS) The maximum length of recorded response allowed.

WAIT FOR VOICE RESPONSE (1-9 SECONDS) This is the time that the IVM will wait for the caller to begin speaking a response to the query.

WAIT FOR DTMF RESPONSE (1-99 SECONDS) The time to wait for the caller to enter a DTMF tone in response to the Exit prompt. The time interval begins after the prompt has been played.

Digit Assignment

DIGIT TO PLAYBACK RESPONSE The DTMF digit that causes OfficeServ System to play back the voice response, just recorded, to the caller.

DIGIT TO CHANGE RESPONSE The DTMF digit that will cause OfficeServ System to repeat the query and allow the caller to change his response.

DIGIT TO CONFIRM RESPONSE If this is set to a valid DTMF digit, OfficeServ System will automatically play back the response, just recorded by the caller, then play the exit prompt which should ask the caller to confirm the response by pressing this digit. Example: 'Dial 3 to confirm your response or 2 to change it'.

TERMINATOR DIGIT The digit to enter to indicate the caller DTMF entry is complete. This is usually the pound (#) key.

ESCAPE DIGIT If the caller presses this key, typically '*', at any time during the query or exit prompt, any response to this query that may have been recorded will be canceled and OfficeServ System will proceed immediately to the Block indicated by the <ESCAPE> pointer. This will have no effect on responses to other queries recorded during the current call.

Query Block (TEMPLATE QRY)

General | Call Information | **Call Director** | Activity

Operating Mode: 00 | Default

Event	Call Director				Clear
	Action	Type	Op	Target Name	
NO-ENTRY	Goto				Clear
ESCAPE	Goto				Clear
DISK-FULL	Goto				Clear
NEXT	Goto				Clear

Operating MODE

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created.

The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes. Pointers set in the Default Mode stay in effect unless overridden by the same Pointer set in the current Operating Mode. OfficeServ System will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be Blued (grayed on a Black and white monitor) out to denote that they were not set in the current mode but will operate as indicated.

CallDirector Event Pointer

NO-ENTRY POINTER The next Block to go to if no response was recorded (or if not confirmed and Digit to confirm response is set).

ESCAPE POINTER The next Block to go to if the caller presses the Escape Digit.

DISK-FULL POINTER The next Block to go to if a system error occurs. The most common error condition is that the message storage disk is full.

NEXT POINTER The next Block to go to after a response has been recorded (and confirmed, if Digit to confirm response is set). This should be the block containing the next question.

Activity

Calls OfficeServ System shows the total number of calls this Block has processed during the period specified in the following range.

From ~ To	Activity
8/07/2008 ~ 8/27/2008	
Calls	0
Abandoned	0
NO-Response	0
ESCAPE Count	0
Error Count	0
NEXT Count	0

FROM-TO Indicates the period from the date when the Report Counters were last cleared till the current date. Applies to all call counts in this report.

ABANDONED The number of callers who hung-up during the time they were connected to this Block, prior to completing the Block's function, and what percentage of the total calls this number represents.

NO RESPONSE The number of callers who did not record a response or make any entry while connected to this Block, and what percentage of the total calls this number represents.

ESCAPE COUNT The number of callers who pressed the Escape digit while connected to this Block, and what percentage of the total calls this number represents.

ERROR COUNT The number of calls processed by this Block which encountered a condition which OfficeServ System could not recognize, or were terminated due to a processing error, and what percentage of the total calls this number represents.

NEXT COUNT The number of calls processed by this Block, during which the Block completed its function and the caller was passed to the Target of the Next pointer, and what percentage of the total calls this number represents.

Speak Block

The purpose of a Speak Block is to speak a prompt or system information to the caller. A Speak Block contains two prompts in addition to speaking system information. After speaking to the caller, control is passed to another Block based on the target of the NEXT pointer.

This Block is commonly used to speak a salutation to the new caller and is useful for verifying caller input before passing control of the caller to the next Block. An administrator may select system prompts or record customized prompts in the Voice Studio for use in this Block. Up to three prompts may be played, but only the first and third prompt positions in the sequence are prompts. The second position speaks a unique 'index' (or Register) value, which may be any one of the following: current time; today's date; voiced confirmation of digits entered by the caller; or the contents of one of the Call Session Memory Registers. This allows an administrator to create a scenario in which the caller enters their account number (in a preceding Menu Block) and the Speak Block plays 'The account number you entered is 4788235. If this is correct, press 1. If not, press 3 to reenter it'. This uses all three prompt positions, the second one playing a confirmation of the number the caller entered in the previous Menu. The third prompt implies a Menu Block function within the Speak Block, which does not exist. Instead, an Event Pointer labeled Next has targeted a Menu, which receives control immediately following the end of the third prompt. Options '1' and '3' are actually processed in this second Menu Block. Speak Blocks may be 'daisy-chained' to play an extended series of prompts.

The information contained within the Speak Block screen shown in this section is for discussion and display purposes only. One page houses all Speak Block parameters. The parameters are grouped by category as follows:

General Parameters

CALLER SCRIPT FIRST PROMPT The first prompt spoken to the caller. Allowable inputs are 1000 9999. Blank indicates 'say nothing.'

CALLER SCRIPT INDEX The system information spoken to the caller can be either, the system date or time, the current key value, or the value stored in the CID, FWDID, TRUNK, REG 1, etc...call session memory registers. If the Speak block is used to only speak a salutation to the caller, then this field is left blank.

LAST PROMPT The prompt spoken to the caller after the first prompt and/or system information is spoken. The allowable inputs are 1000 9999. Blank indicates 'say nothing.'

Activity

TOTAL CALLS Shows the total number of calls this Block has processed during the period specified in the following range.

FROM-TO Indicates the period from the date when the Report Counters were last cleared till the current date. Applies to all call counts in this report.

LIST IN PUBLIC DIRECTORY A 'Y' in this parameter, and the recorded List name, allows the listing in the Public Directory.

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created.

The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes. Pointers set in the Default Mode stay in effect unless overridden by the same Pointer set in the current Operating Mode.

The OfficeServ System will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be Blued (grayed on a Black and white monitor) out to denote that they were not set in the current mode but will operate as indicated.

CallDirector Event Pointers

NEXT POINTER This points to the next Block the OfficeServ System will execute after speaking the prompts. If the next Block is a MENU, any DTMF digits entered in the Speak Block will be carried forward to the MENU Block.

Station Block

The Station Block contains all the information needed to call or transfer a caller to a particular phone number. The bulk of the Station Block defines the various call progress signals. It also contains any additional dial strings needed to reach a particular station (like dialing '9' to access a trunk or adding digits after the call to activate a beeper).

One of the handiest features of the Station Block is the Call Progress Training facility. This feature allows you to provide phone numbers and have OfficeServ System call them to learn the ringback and busy signals automatically. The OfficeServ System then adjusts the appropriate parameter settings in the Station Block according to the data collected by calling the provided numbers.

Blocks that reference a telephone number, such as Mailbox Blocks, must reference a Station Block which allows the OfficeServ System to dial.

This is particularly useful for unique stations that must be handled in a special way. However, this usually isn't necessary. Station Blocks contain a set of matching strings which allow the OfficeServ System to select an appropriate Station Block based on the kind of number being dialed (all seven digit numbers, four digit numbers beginning with '3', '0', long distance numbers, etc.).

The OfficeServ System requires at least one Station Block to make supervised calls and you can create as many Station Blocks as desired.

Station blocks can be specifically selected. If an instruction to dial a number (such as a message alert number or pager notification-both found in the mailbox block) does not have a specific station block defined, a station block will be automatically selected based on the number to dial. See Matching Dial Strings for more on this subject.

There are five types of Station Blocks preset on OfficeServ System: Template, Beeper, Long Distance, Off-Premise, and On-Premise.

Each of these Station Block types comes with factory preset settings which should not be changed. If you want to change any of these parameter settings, press copy button and enter a new name for the Block. You now have a new Station Block. Make the necessary parameter setting changes to the new Block and assign it as necessary. Save the original five Station Blocks with their factory default settings for future reference and use.

Station Block (TEMPLATE STN)

General Override Strings

Label Name: TEMPLATE STN

Matching Dial Strings		
1	2	3

Prefix and Suffix

Prefix:

Suffix:

Transfer Controls

Simultaneous xfers: No

Conference calls: No

Internal station: No

Monitor transfer: No

Call Progress Parameters

Max Time of Waiting for Answer: 30

Rings for no answer: 3

IBusy cycles for busy: 3

Silence duration: 5

Max Time of waiting for Silence: 6

Navigation icons: Back, Forward, Home, Search, Print, Copy, Paste, Undo, Redo, Refresh, Stop, Help

Matching Dial Strings

There are two ways for the OfficeServ System to select a station block. The station is specifically selected by a Mailbox or Extension Block or Automatic selection. This Matching Dial String area is where the automatic selection takes place. If a Station Block has not been explicitly assigned to a phone number, OfficeServ System will search all Station Blocks to locate the one most closely matching the number being dialed. Station Blocks can contain up to six matching dial strings. These strings can include any digit which can be dialed and the wildcard character '?'. Zero would match the operator's extension.

Examples:

- 3???-Match any four-digit number beginning with '3'.
- 411-Match '411' only.
- ???5000-Match any seven-digit number ending in '5000'.
- ???-Match any three-digit number.

Prefix and Suffix

PREFIX The Dial Prefix instructs OfficeServ System what DTMF to dial, if any, prior to the actual number. Prefix examples include a tie line or trunk access code. One example is shown in the Off-Premise Station Block: '9,' tells OfficeServ System to dial '9' and then pause before dialing the actual telephone number.

SUFFIX Enter any DTMF that must be dialed after the actual number. This will usually be left blank but may include an account code or PBX feature code. Beepers usually require some form of DTMF entry after the telephone number.

Transfer Controls

SIMULTANEOUS XFERS-Y/N Set this parameter to 'Y' to allow more than one port to transfer to the same station simultaneously. This applies to blind transfer conditions only. Station groups and operator positions are examples of 'Yes' situations.

INTERNAL STATION Not used.

MONITOR TRANSFERS Not used.

Call Progress Variables

Max Time of Waiting for Answer: This is maximum time of waiting for answers. (seconds)

Rings for no answer: Number of ringback tone to decide the callee does not answers.

Busy cycles for busy: Number of busy tone to decide the callee is busy.

Silence duration Not used

Max time of waiting for Silence: Not used

Station Block (TEMPLATE STN)	
General	Override Strings
Call Transfer DTMF Override Strings	
Transfer	
No answer	
Connect	
Busy	
Rejected	
Error	
Conference Call Control Override Strings	
Initiate	
Set up	
Abort	
Tear down	

Call Transfer DTMF Override Strings

TRANSFER The digits/string/command to dial to place a caller on consultation hold (when transferring a caller from one extension to another) and get a dial tone.

CONNECT The digits/string/command to dial to complete a call transfer and connect the caller to the called party.

REJECTED The digits/string/command the system dials to abort a call transfer if the called party rejects the call.

NO ANSWER The digits/string/command the system dials to abort a call transfer which resulted in a no answer condition.

BUSY The digits/string/command the system dials to abort a call transfer which resulted in a busy signal.

ERROR The digits/string/command the system dials to abort a call transfer if an error occurs such as no dial tone.

Conference Call Control Strings

INITIATE The digits/string/command used to initiate a conference call.

ABORT The digits/string/command used to abort a conference call if the second station does not answer.

SET UP The digits/string/command used to set up a conference call after the second station answers.

TEAR DOWN The digits/string/command needed to tear down a conference call and drop the second station.



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CHAPTER 7. Conference Card Programming

Conference

Conference Admin

Conference Options

Permits the adjustments of CNF24 card options and is used in case of Meet-me conference.

System Selection Items

Item	Description
Password Options	User who wants to join Meet-me conference doesn't have to input password when this option is set to DISABLE.
Greeting Options	Participant can't hear greeting announcement when this option is set to DISABLE.
Whoami Options	Participant doesn't have to record who am I when this option is set to DISABLE.
SPA Options	1st participant can hear SPA when this option is set to ENABLE.
Join Alarm Options	Current participants can hear join-alarm tone when a new member joins Meet-me conference.
Leave Alarm Options	Current participants can hear leave-alarm tone when one of participants leaves Meet-me conference.
End Alarm Options	Participants can hear conference-end-alarm tone when current Meet-me conference is terminated.
Early Ent Time	Participants can join Meet-me conference earlier than reserved time.

(Continued)

Item	Description
Mail Server Options	Greeting mail is sending when this option is set to ENABLE.
Mail Max Retry	Specifies the number of counts to repeat when sending the mail is failed.
Mail Retry Interval	Specifies the number of times to repeat when sending the mail is failed .
Mail Day Saving Time	Using day saving time when this option is set to SUMMER TIME.
Mail Time Zone Offset	Specifies time zone for mail server.
Max Rec Time	Specifies the maximum number of recording time.
Mail Server IP	Specifies the Mail Server IP address.
Mail Server Port	Specifies the port no of Mail Server .
Local Domain	Specifies the local domain name.
Mail Server User ID	Specifies the user id registered in mail server.
Mail Server Password	Specifies the user password registered in mail server.

Deleted: This time indicates how long user can record current Meet-me conference.

Comment [KDJ4]: 내용 변경함

Viewing the System Selection Items

1. Click the Conference from Tree Viewer.
2. Select 9.1 Conference Admin → 9.1.1 Conference Options from the Tree Viewer.
3. Check the current items selected on the system.

CNF 24 Card Configuration

Provides information of the CNF24 card (s) in the system.

System Selection Items

Item	Description
Max License	Displays the total number of conference channels allowed by system.
Free License	Displays the total number of conference channels that can be used by system.

(Continued)

Item	Description
Card	Displays the index of CNF24 Card.
Cabinet	Displays the cabinet number of CNF24 Card.
Slot	Displays the slot number of CNF24 Card.
Conference License Assign	Displays the used number of conference channels by CNF24 Card.
MeetMe Channel	Specifies MeetMe Channel for the CNF24 card.
Version	Specifies CNF24 IP version. (Ipv4/Ipv6)
EPLD Version	Displays the CNF24 EPLD (Erasable Programming Logic Device) version installed in the system.
PCB Version	Displays the CNF24 PCB version installed in the system.
IP Address	Specifies the IP address for the CNF24 card.
Mac Address	Specifies the MAC address for the CNF24 card.
Card Status	Displays the current status of the CNF24 card.

Viewing the System Selection Items

1. Click the Conference from Tree Viewer.
2. Select 9.1 Conference Admin → 9.1.2 CNF 24 Card Configuration from the Tree Viewer.
3. Check the current items selected on the system.

Meet-Me Contact List

Specifies the phone number to join meet-me conference.

System Selection Items

Item	Description
Contact Numbers	Specifies the phone number to join meet-me conference.

Viewing the System Selection Items

1. Click the Conference from Tree Viewer.
2. Select 9.1 Conference Admin → 9.1.3 Meet-Me Contact List from the Tree Viewer.
3. Check the current items selected on the system.

Predefined Groups

Specifies the predefined groups.

System Selection Items

Item	Description
Descript	Specifies the description for predefined group.
Trunk	Specifies the trunk or station number.
Tel	Specifies the outgoing number if trunk number is inputted in TRUNK.

Viewing the System Selection Items

1. Click the Conference from Tree Viewer.
2. Select 9.1 Conference Admin → 9.1.4 Predefined Groups from the Tree Viewer.
3. Check the current items selected on the system.

Meet-Me Members List

Specifies the member list for reservation of meet-me conference.
When meet-me conference is reserved, this list is updated.

System Selection Items

Item	Description
User Name	Specifies the name of meet-me member.
Tel Number	Specifies the phone number to call for conference.
Email Address	Specifies the email address to receive the invite mail.

Viewing the System Selection Items

1. Click the Conference from Tree Viewer.
2. Select 9.1 Conference Admin → 9.1.5 Meet-Me Members List from the Tree Viewer.
3. Check the current items selected on the system.

Email Address

Specifies the email address for station users.

System Selection Items

Item	Description
Email Address	Specifies the email address for station users.

Viewing the System Selection Items

1. Click the Conference from Tree Viewer.
2. Select 9.1 Conference Admin → 9.1.6 Email Address from the Tree Viewer.
3. Check the current items selected on the system.

CNF 24 Voice Management

Display the current prompt files and upload files.

System Selection Items

Item	Description
Card	Select the card to manage.
Language Set	Select the language to use.
Comments	Display the description of prompt.
File	Display the prompt file name.

Viewing the System Selection Items

- 1. Click the Conference from Tree Viewer.
- 2. Select 9.1 Conference Admin → 9.1.7 CNF24 Voice Management from the Tree Viewer.
- 3. Check the current items selected on the system.

Conference Management

Meet Me Conference

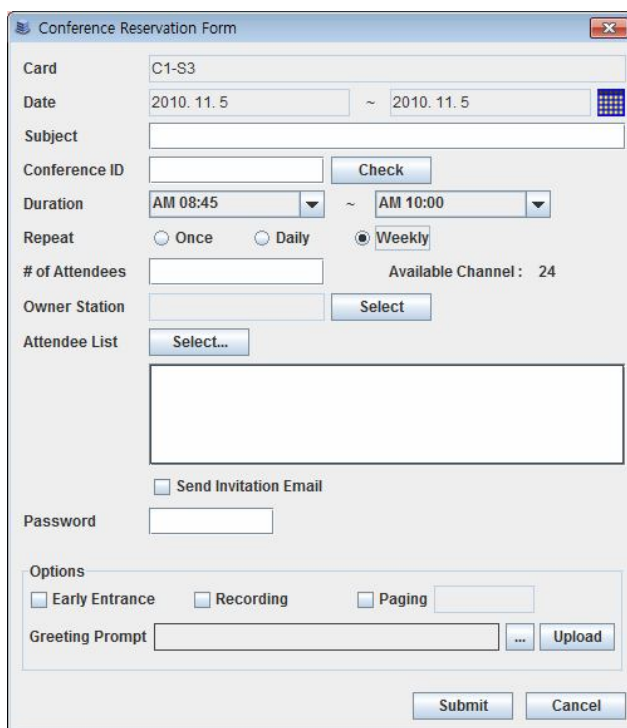
Screen Layout



Screen Layout	Details
① Navigator	Display the card position, and can select the previous/this/next week
② Buttons	Displays the all the functions used in program
③ Main Screen	Displays the channel status

Reservation

1. Drag the period in main screen
2. Click the [Create] button
3. Input the detail information for conference



The screenshot shows a 'Conference Reservation Form' window with the following fields and controls:

- Card:** Text field containing 'C1-S3'.
- Date:** Two date pickers showing '2010. 11. 5' and '2010. 11. 5' with a tilde '~' between them.
- Subject:** Empty text field.
- Conference ID:** Empty text field with a 'Check' button to its right.
- Duration:** Two time pickers showing 'AM 08:45' and 'AM 10:00' with a tilde '~' between them.
- Repeat:** Radio buttons for 'Once', 'Daily', and 'Weekly' (selected).
- # of Attendees:** Empty text field.
- Available Channel:** Text '24'.
- Owner Station:** Empty text field with a 'Select' button to its right.
- Attendee List:** A 'Select...' button above an empty list box.
- Send Invitation Email:** A checkbox.
- Password:** Empty text field.
- Options:**
 - ☐ Early Entrance
 - ☐ Recording
 - ☐ Paging
- Greeting Prompt:** Empty text field with an 'Upload' button to its right.
- Buttons:** 'Submit' and 'Cancel' buttons at the bottom right.

Item	Details
Subject	Input the description for conference
Conference Id	After input the unique numeric id, click the [Check] button If the id is not unique, system will offer the unique id.
Duration	Select the duration for conference
Repeat	Select the repeat type
# of Attendees	Input the wanted channel count
Owner Station	Input the owner station id for the conference.
Available Channel	Display the max channel according to condition
Attendee List	If click the panel, will be displayed the <Select Conference Member> window
Send Invitation...	If you have party list, you can send the invitation
Password	Input the passcode for conference
Early Entrance	Determine if early entrance is allowed
Recording	Determine if recording is allowed
Paging	Determine if early paging is allowed
Page Group	If you enabled the paging, input the page group index
Greeting Prompt	You can upload personal greeting message file

< Making the [Attendee List] >

1. Click the **[Select...]** button in 'Conference Reservation' window
2. After input the phone number or name, click the **[Search]** button
3. After check the member for invitation, click the **[Invite Selected]** button
 - a) If you want to add all member, click the **[Invite All]** button
 - b) If can't search the member, input the member's information in **[Attendee List]**, then click the **[Add]** button
4. If complete to add member selection, click the **[OK]** button

Select Conference Member

Subscriber

Phone Search

...	Select	Phone	Name	Email
(No Data)				

Users Found : 0 Selected Users : 0

Attendee List

Phone Name Email

...	Select	Phone	Name	Email
(No Data)				

 Invited Users : 0 / 1

< Sending the invitation >

1. After make the conference checked with the 'Send Invitation...', you can see the below window
2. Input the **[Mail Subject]**
3. After modify the mail contents, click the **[Send]** button
4. The mail will be sent to conference party

Conference Subject: test

Mail Subject: test mail

CONFERENCE INVITATION MAIL

TITLE : test
DATE & TIME : 2010Apr23 (16:15 - 16:30)
PASSWORD : 1234

CONFERENCE MEMBERS (Total Room Size:3)
CONF-ID: 11101 MEMBER: stroh (stroh@samsung.com)

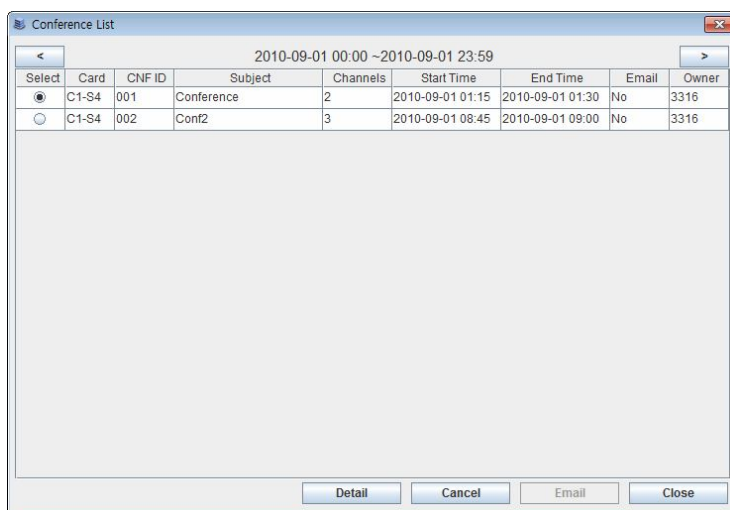
Name	Phone	Email
stroh	4314	stroh@samsung.com

Send Cancel

Detail

If click the **[Detail]** button, you can see the today list

And after select the range by dragging, click the **[Detail]** button, you can see the selected list



<Detail>

You can see the detail of selected conference

<Cancel>

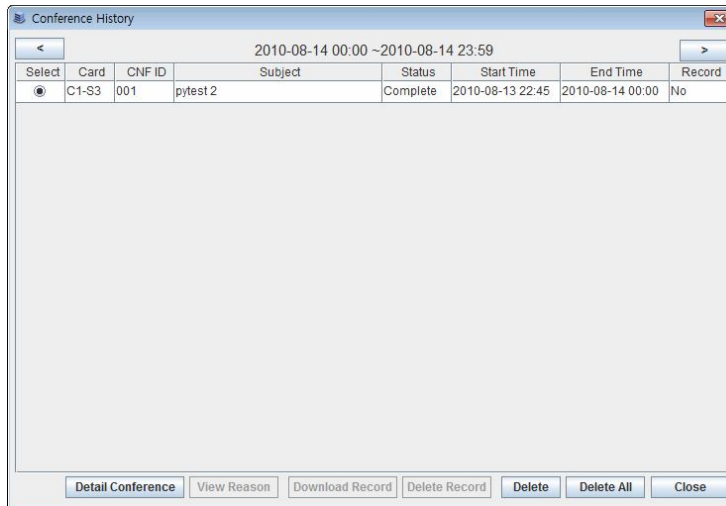
You can cancel the selected conference. And you can send the mail with reason

[Remark] You can run <Detail Reservation>, <Cancel Reservation> about yours

History

If click the **[History]** button, you can see the today list

And after select the range by dragging, click the **[History]** button, you can see the selected list



<Detail Conference>

You can see the detail of selected conference

<View Reason>

You can see the cancel reason of selected conference

<Download Record>

You can download the recording file if have been recorded

<Delete Record>

You can delete the recording file if have been recorded

<Delete>

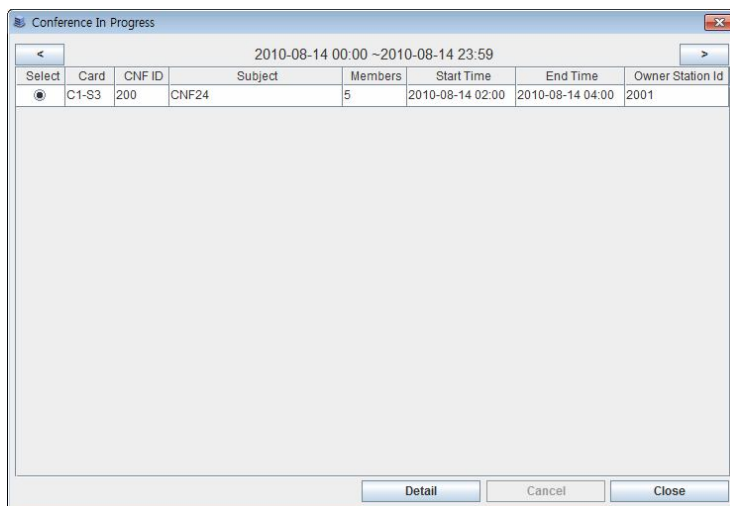
You can delete the selected history

<Delete All>

You can delete all history

In Progress

If click the **[In Progress]** button, you can see the conference list in progress.
And after select the range by dragging, click the **[List]** button, you can see the selected list



<Detail Reservation>

You can see the detail of selected conference

<Cancel Reservation>

You can cancel the selected conference. And you can send the mail with reason



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CHAPTER 8. Troubleshooting

This section describes how to handle the problems that may occur while using OfficeServ DM. If the OfficeServ DM becomes abnormal, first check the following: If the problem still exists, contact a local service center.

Can't execute OfficeServ DM with Web Browser.

When Web Browser is not allowed to execute OfficeServ DM, check if Web Browser setting is correct.

From the Internet Explorer 8, click on **[Tools] → [Internet Options] → [Security] → [Custom Level]**.



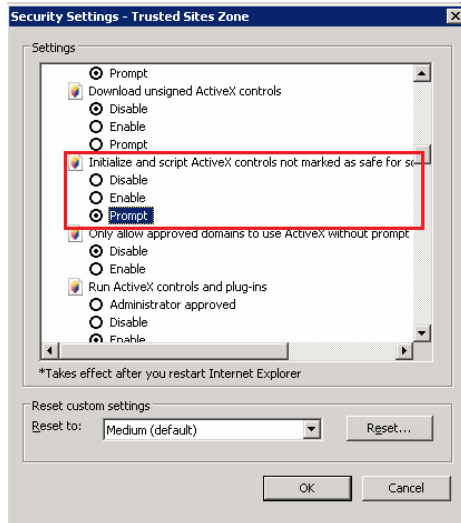
NOTE

Web Browser Setting

This options must be set in Internet or Local Intranet or Trusted sites with connection status.

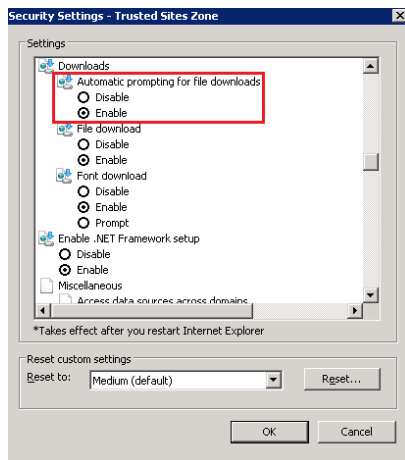
ActiveX Controls and plug-ins → Initialize and script ActiveX controls not marked as safe for scripting

This must be **[Prompt]** or **[Enable]**



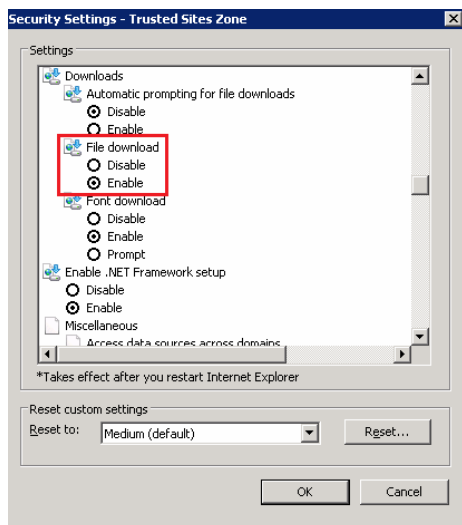
Downloads → Automatic prompting for file downloads

This must be **[Enable]**



Downloads → File Download

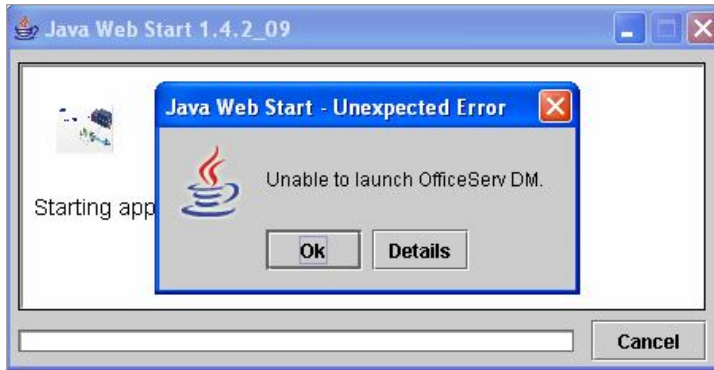
This must be [Enable]



Current Installed Java Web Start is lower than the version 1.6

At least JRE 1.6 should be installed to use OfficeServ DM. If current installed Java Web Start

Version is lower than 1.6, you can see the picture below.



In this case, you must uninstall an already installed Java program and reinstall.



NOTE

Uninstall Procedure

From the Windows Taskbar, click on **[Start] → [Settings] → [Control Panel] → [Add/Remove Programs]**.

WEEE SYMBOL INFORMATION



Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

(Applicable in the European Union and other European countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

BATTERY SYMBOL INFORMATION



Correct disposal of batteries in this product

(Applicable in the European Union and other European countries with separate battery return systems.)

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66. If batteries are not properly disposed of, these substances can cause harm to human health or the environment.

To protect natural resources and to promote material reuse, please separate batteries from other types of waste and recycle them through your local, free battery return system.

OfficeServ DM User Guide

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