

Lucent Technologies



Octel[®] 50 Installation Guide



Octel Messaging

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Issue 1
June 1999

Octel 50

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Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change without notice.

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there is a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk.

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FCC Part 15 Requirements

The components of the Octel 50 system described in this manual have been deemed to comply with FCC Part 15.

Octel 50 equipment has been tested and found to comply with the limits for Class B computing devices in accordance with the specifications in Subpart J of Part 15 of the FCC rules. These specifications are designed to provide reasonable protection against interference.

Some telephone companies require you to notify them if you connect electronic communications equipment to the telephone lines. Provide the telephone company with the FCC registration and Ringer Equivalence Numbers (REN). The sum of the RENs from all equipment on one phone line must be less than 5. Note that the Octel 50 ringer equivalence is approximately 0.5.

FCC Part 68 Requirements

The components of the Octel 50 system described in this manual have been deemed to comply with the requirements of Part 68 of the FCC rules. Octel 50 equipment has a label that contains the FCC registration and Ringer Equivalence Numbers (RENs) for the board.

Some telephone companies require you to notify them if you connect electronic communications equipment to the telephone lines. Provide the telephone company with the FCC registration and Ringer Equivalence Numbers. The sum of the RENs from all equipment on one phone line must be less than 5. Note that the Octel 50 ringer equivalence is approximately 0.5.

The REN is used to determine the number of devices you can connect to the telephone line and still be assured that all of those devices ring properly when the number is called. In most areas, the sum of the RENs of all devices should not exceed 5. To be certain of the number of devices you may connect to the line as determined by the RENs, call the local telephone company and request information on the maximum REN for the calling area.

The local telephone company must be notified prior to installation that you are connecting a registered device to the phone system. You must also provide the following information to the telephone company for it to select the correct type of service for its lines:

- Service type: Loop Start or Ground Start—see paragraph 4.1 of the Configuration Note for the switch
- Jack required: Multiple RJ-14
- Order in which you want incoming lines to be when they are connected to the jacks
- Ringer Equivalence Number: 0.5A

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Installation Overview

The *Octel 50 Installation Guide* is designed to provide technical information and guidance for installing, configuring, and maintaining the Octel 50 system. This manual contains comprehensive step-by-step procedures that help you:

- Install and configure the Octel 50 system
- Configure Octel 50
- Maintain the Octel 50 system
- Troubleshoot the Octel 50 system

This manual provides information on using all available Octel 50 features and options. Note, however, that all features and options are not available with all Octel 50 systems.

Tabs for this *Installation Guide* are provided in separate wrapping. Insert the tabs before their corresponding sections. Use the Additional Information tab for storing release notes, manual updates, or other materials you may receive periodically for the Octel 50 system.

Octel 50 System Overview

Octel 50 is an automated attendant and voice and fax messaging system that controls call handling. As an automated attendant, Octel 50 greets incoming callers and instructs them on how to proceed through the system using the messaging features. This type of technology gives total control of a call to the user. If an extension is busy or there is no answer, Octel 50 can take a message from the caller or transfer the call to another extension.

The automated attendant features in Octel 50 can also provide callers with company directories, automatically transfer callers from rotary phones to an operator, and answer calls with after-hours or holiday greetings. The attendant can screen callers for the subscriber, provide music or product messages while a caller is on hold in a queue, and redirect a call either before it is transferred to an extension or only if the extension is busy or not answered.

Octel 50's messaging features eliminate "telephone tag" and incorrect or lost messages. The system's voice messaging features allow subscribers to send, receive, delete, skip, redirect, review, and update messages. Subscribers can pause, fast-forward, and rewind messages; send copies of messages to other subscribers; designate messages as listen-only, private, or urgent; confirm message reception; and forward messages. The system's fax features allow subscribers to send and receive fax messages and to include fax documents in voice response applications that they create. The AMIS Interface Module (AIM) allows subscribers to send and receive messages to and from other voice mail systems that support the AMIS-analog protocol.

Octel 50 is a voice-prompted, menu-driven system. Through voice prompts, the system conveys information that includes the options subscribers can choose from to proceed. As subscribers become familiar with the voice prompts for the options they use most often, they can interrupt the prompts by pressing the telephone keypad button for an option before the prompt is completely voiced.

Related Documentation

The following materials provide additional information that complements the information presented in the *Installation Guide*:

- **Octel 50 Quick Reference Guide**—An easy-to-reference, foldout card, the *Quick Reference Guide* shows system subscribers the telephone keypress navigation paths to accessing voice mail features. Twenty-five *Quick Reference Guides* are provided with each system shipped.
- **Octel 50 Supervisor's Guide**—The supervisor is the individual at the customer site who will be responsible for maintaining the installed Octel 50 system. The *Administration Guide* can be left with the system supervisor at the site. The book provides information on creating, modifying, and deleting mailboxes; setting and modifying automated attendant features; generating system reports, and using various other system features such as AMIS, V-Trees, and fax retrieval.
- **Configuration Notes**—Each switch supported by Octel 50 has an associated Configuration Note that provides comprehensive, switch-specific integration considerations. Configuration Notes are updated monthly. For information on obtaining the latest version of configuration notes, contact a technical support representative.

CHAPTER 2

Determining System Needs

This section discusses items you should consider before you set up the Octel 50 system hardware and install the system software. The steps in this section help you:

- Determine system application and requirements
- Determine hardware requirements

Step 1: Determining the System Application and Requirements

Before installing the Octel 50 system, it is important to identify what tasks the system is expected to perform. This determines what options may be required and which system features you should enable. Use the following table as a guide.

Considerations	Associated System Features
What type of phone system is the customer using; what type of integration is necessary?	Integrator/SMDI
Number of phone extensions	Number of ports
How many subscribers use the system?	Number of mailboxes
Do certain subscribers require different features?	Class of service
How many and what type voice boards are required?	Number of ports
What options does the customer want callers to hear when they first call into the system?	Attendant Menu
What morning, afternoon, evening, office closed, or holiday prompts does the customer want?	System prompts
What kind of information or background music does the customer want callers to hear while they are on hold?	Call Queuing phrases
How many languages are supported on the system? Have the appropriate voice files been ordered?	Multiple languages
Does the customer want different lines answered with different types of greetings? Do several companies share one system, each requiring a unique greeting?	Greeting by port
When and where do subscribers want to receive notification of new messages in their system mailboxes?	Message delivery
During which days and hours does the customer want the system to voice daily greetings?	Business Hours
Does the customer want to be able to send faxes to callers requesting information? Does the customer want subscribers to be able to receive faxes in their voice mailboxes?	Fax Solution module
Does the customer want to be able to send messages via a network to other voice mail systems?	AMIS Interface module

Step 2: Determining the Hardware Requirements

The following hardware requirements are the minimum requirements for adequate system performance.

Hard Drive Size

To determine the minimum amount of disk storage space needed to operate the system, enter the information in the following list, then use the formula provided to calculate the required hard drive size:

- | | |
|---|-------|
| a. Number of subscribers | _____ |
| b. Average message length in seconds | 45 |
| c. Number of new and saved messages per subscriber (avg.) | 5 |
| d. Message seconds (a x b x c) | _____ |
| e. Audiotex (V-Trees) time in seconds (avg.) | 1800 |
| f. Total time in seconds (d + e) | _____ |
| g. Total recorded hours (f÷3600) | _____ |
| h. Megabytes needed for messages (g x 13.5) | _____ |
| i. Megabytes needed for Octel 50 software, prompts, and up to 1000 subscribers | 20 |
| j. Megabytes needed for each additional 1000 subscribers (5 for each additional 1000) | _____ |
| k. Estimated number of pages needed for fax applications | _____ |
| l. Megabytes needed for fax applications (k÷15) | _____ |
| Total Megabytes Needed (h + i + j + l) | _____ |

If you are installing optional software, such as remote maintenance software, make sure you allow sufficient hard drive space. See the documentation for the optional software you are installing to identify hard drive space requirements.

CPU and Memory Requirements

The following table provides the minimum CPU and memory required for a PC to run Octel 50. Do not attempt to run Octel 50 with memory capacity less than that listed here.

The PC's BIOS should be millennium-compliant. See the PC's documentation or contact the PC manufacturer for information.

Ports	CPU	Clock Speed MHz	RAM	Extended Memory	Ext. Memory for Fax
4	386SX	16	640KB	1 MB	1 MB
6	386SX	16	640KB	1 MB	1 MB
8	386SX	20	640KB	2 MB	1 MB
12	386SX	20	640KB	2 MB	1 MB
16	386DX	25/33	640KB	3 MB	1 MB

If you want the system to put the voice files in RAMDisk, 1 megabyte of memory is required. For additional information on RAMDisk, see Chapter 4, "Installing the Software."

At least 1 additional megabyte should be installed as a SMARTDrive. SMARTDrive is a DOS 5.0 or higher disk-caching utility that allocates memory (cache) for storing information usually read from the hard drive.

For example, suppose there is 4 MB of memory on the system. Octel 50 resides in 450K of the base 640K RAM (the first megabyte). If a RAMDisk is selected during installation, it uses the second megabyte. If SMARTDrive is chosen, it uses the third and fourth megabytes.

Step 3: Consider Additional Hardware Needs

The following hardware requirements represent the minimum to effectively run Octel 50.

Some additional hardware, such as a printer, modem (for remote maintenance), and tape backup unit can optionally be used with the Octel 50 system. This optional hardware is not supplied and the optional hardware is not supported by technical support.

Monitor

An VGA or better monitor should be used.

3½-inch Floppy Drive

One 1.44 megabyte, 3½-inch drive is necessary to install software and perform system backups.

Parallel Port

A parallel port is required for the Sentinel® protection device and the optional printer. This port must be bidirectional, as most are today.

Serial Port (Optional)

Depending on the system configuration, up to 4 serial (RS-232) ports may be required:

- Mouse (unless using a bus-type mouse)
- UPS integration
- Serial integration
- External modem for remote diagnostics

If you require additional serial ports, contact your authorized representative.

Mouse

A mouse can be used with the system, but is not required for full functionality of the system.

Printer (Optional)

A printer can be attached to the Octel 50 PC to produce hard copies (for example, reports). The printer, which must connect to a parallel port, can be attached to the back of the system's sentinel unit.

If you attach a printer to the system's sentinel, make sure you leave the printer on at all times and never shut off power to the printer while it is connected to the sentinel. It is recommended that you disconnect the printer from the sentinel when you are not using it.

Modem (Optional)

A modem may be used for remote diagnostics. Modems with a minimum speed of 9600 bps are recommended. An external modem that can utilize interrupts 10 through 15 is recommended. It is suggested that you use COM2 for the modem. Contact your authorized representative for additional information.

Tape Backup (Optional)

A tape backup unit can be used to archive the entire Octel 50 system or a portion of it (for example, phrase files). Make sure a DOS-compatible tape backup unit is used.

Voice Boards

Dialogic[®] and Rhetorex[®] voice boards are supported for the Octel 50 system. Octel 50 only recognizes a voice board if the EPROM has been programmed to contain the proper "signature." If a nonsigned board is detected during initialization, its ports are disabled.

Brooktrout TR112 Fax Boards (Optional)

A Brooktrout TR112 fax board may be installed to use the Fax Solution fax mail and fax retrieval features. Octel 50 only recognizes a fax board if the EPROM has been programmed to contain the proper "signature." If a nonsigned board is detected during initialization, its ports are disabled.

Call your authorized representative for additional information.

Uninterruptible Power Supply (Optional)

An Uninterruptible Power Supply (UPS) protects the Octel 50 PC from a sudden loss of power. You must connect the UPS to a serial port if you plan to run UPS integration. It is suggested that you connect the UPS to COM1.

Call your authorized representative for additional information.

Notes:

CHAPTER 3

Installing the Hardware

This section provides information for configuring and installing the hardware required to run Octel 50. The steps in this section help you:

- Assemble the required materials
- Preparing the phone system
- Configure and install the voice boards
- Configure and install the fax boards
- Connect phone and fax lines
- Install peripheral hardware

Step 1: Assembling All Materials

The following list of materials should be assembled before beginning the hardware installation.

Materials Checklist

- _____ Assembled PC, including:
 - _____ CPU (Memory and hard disk should already be installed.)
 - _____ CPU power cord
 - _____ Monitor-to-CPU cord
 - _____ Monitor
 - _____ Monitor power cord
 - _____ Keyboard
 - _____ Printer and cable (Optional)
- _____ Voice and fax boards
- _____ Sentinel
- _____ UPS
- _____ UPS cable
- _____ Butt set
- _____ Digit grabber
- _____ Ground strap
- _____ Modular RJ-14 cables (4-connector)
- _____ Power strip
- _____ 2500 set (at least one)
- _____ Phone system documentation
- _____ Octel 50 Configuration Note for the customer's switch
- _____ Line simulator
- _____ DOS installation disks and manual
- _____ Octel 50 software
- _____ Octel 50 manuals
- _____ Hard disk utility software and manual
- _____ One or two boxes of high-density disks for system backup
- _____ Mouse, software, and manual (Optional)
- _____ Modem, software, and manual (Optional)
- _____ Tape backup, software, and manual (Optional)
- _____ Tool kit (Phillips and flathead screwdrivers, wire strippers, crimping tool, punch down tool, etc.)

Optional items, such as a modem or tape backup unit are not provided with the Octel 50 system nor are they supported by technical support.

Step 2: Verifying Phone System Readiness

Before beginning hardware installation, you must prepare the phone system by:

- Confirming the presence of a dial tone on each board used
- Verifying that the phone system is configured properly
- Compiling phone system configuration information

Confirming Dial Tone

The first step in preparing the phone system at the customer site is to establish the presence of dial tone.

To confirm the presence of a dial tone on the phone system:

1. Connect one end of a modular plug into the phone system.
2. Plug the other end of the modular plug into a 2500 set, a telephone test set, or the proprietary telephone instrument if using a Dialogic D/42D-NS or D/42D-SX integration.
3. Lift the handset and confirm that a dial tone is present.

Verifying the Phone System Configuration

Verify that the phone system is configured properly for the system:

- Ensure that the phone system technician followed the procedures detailed in the latest Configuration Note when programming the phone system.
- If a Configuration Note is not available for the customer's switch, contact a technical support representative for information on the codes required.

Compiling Phone System Configuration Information

Obtain the following phone system configuration information:

- List of hunt groups configured for the phone system, if there are any.
- List of active phone system features, such as a distinctive ring or auto answer, so you can ensure they do not conflict with the intended system application.

Step 3: Configuring the Voice Boards

Voice boards provide the interface between Octel 50 and the phone system that allows them to communicate. You must configure the voice boards for use with the Octel 50 system before you install them.

Voice boards contain ports, which are the interface between a voice board and a phone system channel. The Octel 50 system supports a maximum of 16 ports. System access to ports is controlled by the sentinel attached to the Octel 50 PC.

The boards you install in the Octel 50 PC must be purchased from an authorized representative so they are programmed with the proper signature. If a nonsignatured board is detected during Octel 50 system initialization, the board is disabled. In addition,

the system writes an entry to the log file identifying the location of the nonsignatured board.

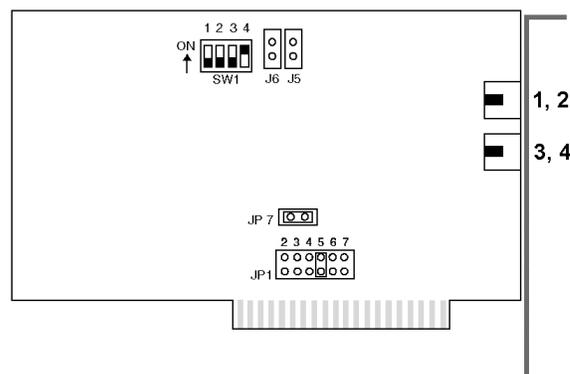
The Octel 50 system supports Dialogic voice boards for new systems. Rhetorex boards are supported for existing systems in which they are already installed.

Use caution when handling voice boards as they are electrostatic-sensitive. Ensure you ground the PC, the work area, and the ground end of the antistatic wrist strap prior to handling a board, and always use antistatic wrist straps and electrostatic-dissipative mats while handling a board.

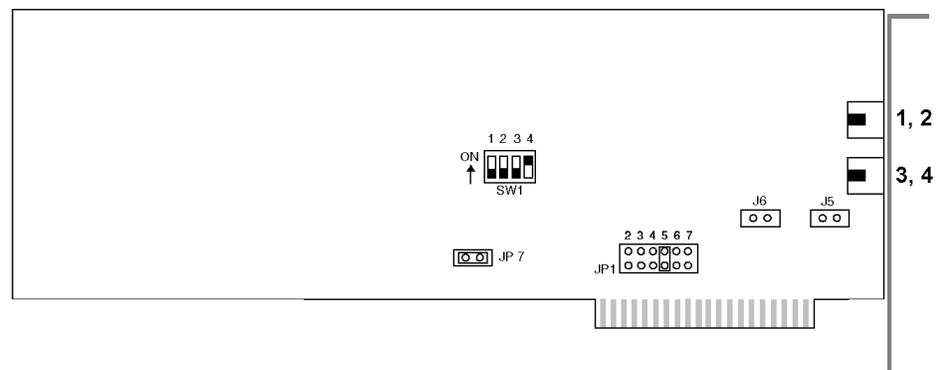
Configuring Dialogic Boards

Octel 50 supports the DIALOG/4 and D/42D-SX boards for new Octel 50 systems. In addition, the Dialogic D/4xD board is supported for existing systems in which it is already installed.

The following figure illustrates the DIALOG/4 board.



The following diagram illustrates the D/4xD board. The location of the relevant jumpers and switches on the D/42D-SX board is approximately the same as on the D/4xD board.



Dialogic boards are all configured the same way for Octel 50. Complete the following steps, as required, to configure each Dialogic board:

- Set the board's base shared memory address
- Modify the board's base memory segment
- Set the board's hardware interrupt
- Set the default line state

- Configure for multiple boards

Setting the board's base shared memory address—The base shared memory address allows the voice board to communicate with the voice driver and, in turn, the Octel 50 system. SW1 determines the Dialogic board's base shared memory address.

If you are only installing one Dialogic board, leave SW1 at the default setting unless it conflicts with another component. If you are installing multiple boards or there is a conflict, you can change the base shared memory address by configuring the first three jumpers on SW1.

The following figure illustrates the recommended jumper settings for the boards. The first column lists the board number, the second column lists the base shared memory address that should be assigned to each board, and the third column represents the jumper settings that correspond to the base shared memory address.

Board	Base Shared Memory Address (Hex)	Switch Settings			
		1	2	3	4
First board	D0000				
Second board	D2000				
Third board	D4000				
Fourth board	D6000				

Modifying the board's base memory segment—The shared memory block on the PC is called a segment. You can set most Dialogic boards to an address in the D segment, which is the default. If you cannot use the D segment due to a conflict or for some other reason, a technical support representative can advise you to use an address in segment A or C.

To use an alternate segment, you must install one of two jumpers on the Dialogic board:

- Install the JP5 jumper if you assign the voice board an address using the A segment, such as A0000.
- Install the JP6 jumper if you assign the voice board an address using the C segment, such as C0000.

Do not change the settings of either of these jumpers unless a technical support representative directs you to set the voice board to an address using an alternate segment.

Setting the board's hardware interrupt—The JP1 jumper block sets the Dialogic boards' hardware interrupt level, also called the IRQ. Interrupt settings for these boards range from 2 through 7. Install the jumper that corresponds to the interrupt level you want to use. You must set all Dialogic boards to the same interrupt level. The recommended interrupt is IRQ5. Depending on the system configuration, you may have to try different interrupts before you find one that does not conflict with other devices.

The interrupt levels typically assigned to standard computer components are as follows:

IRQ3 = COM2
 IRQ4 = COM1
 IRQ5 = LPT2

IRQ6 = disk drive
 IRQ7 = LPT1

Setting the board's default line state—The fourth jumper on SW1 determines whether the lines connected to the voice board return a ring-no-answer signal or a busy signal when the Octel 50 system is not running. Make sure this jumper is always on to indicate that the lines should return a busy when the Octel 50 system is not running.

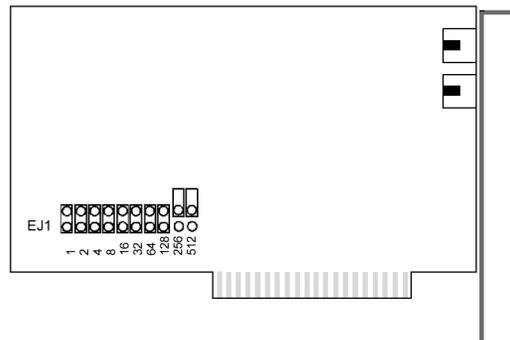
Configuring for multiple boards—If you are installing multiple Dialogic boards, remove the JP7 jumper clip on all but the first board. If you are using a single board, leave the JP7 jumper clip installed.

Configuring Rhetorex Boards

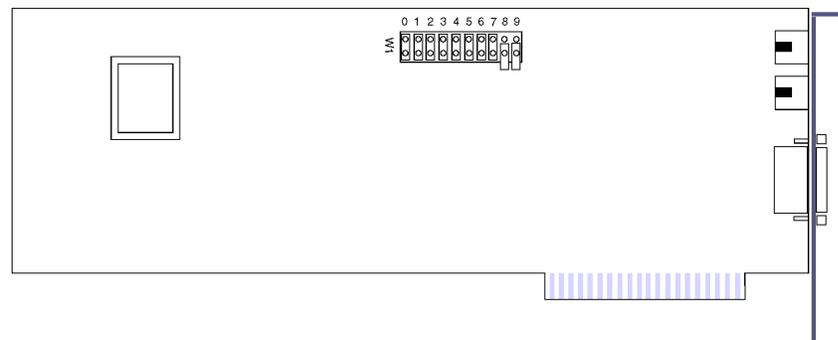
Rhetorex 432, 4132 and 4108 boards are supported for existing systems in which they are already installed.

All Rhetorex boards are configured the same way for Octel 50. All Rhetorex boards are factory-set to a default address of 300 hex. If you are only installing one voice board, leave the port address at the factory default unless it conflicts with the address of another system component. If you are using multiple Rhetorex boards, you must assign a unique port address to each board. Check with your PC manual to determine an available port address.

The following figure illustrates the default settings for the 432 board. On the 432 board, the EJ1 jumper block sets the port address.



The following figure illustrates the default settings for the 4132 and 4108 boards. On the 432 board, the W1 jumper block sets the port address.



The following figure displays recommended jumper settings for the 432 board. The first column lists the board number, the second column lists the port address that should be assigned to each board, and the third column represents the jumper settings that correspond to the port address.

Board	Port Address	Jumpers
First board	300 Hex	
Second board	301 Hex	
Third board	302 Hex	
Fourth board	303 Hex	

The following figure displays recommended jumper settings for the 4132 and 4108 boards. The first column lists the board number, the second column lists the port address that should be assigned to each board, and the third column represents the jumper settings that correspond to the port address.

Board	Port Address	Jumpers
First board	300 Hex	
Second board	301 Hex	
Third board	302 Hex	
Fourth board	303 Hex	

Step 4: Configuring the Fax Boards

Fax boards allow the Octel 50 system to use the Fax Solution features. You must configure the fax boards for use with the Octel 50 system before you install them.

Fax boards contain ports, which are the interface between the fax board and a phone system channel. The Octel 50 system supports a maximum of 12 fax channels.

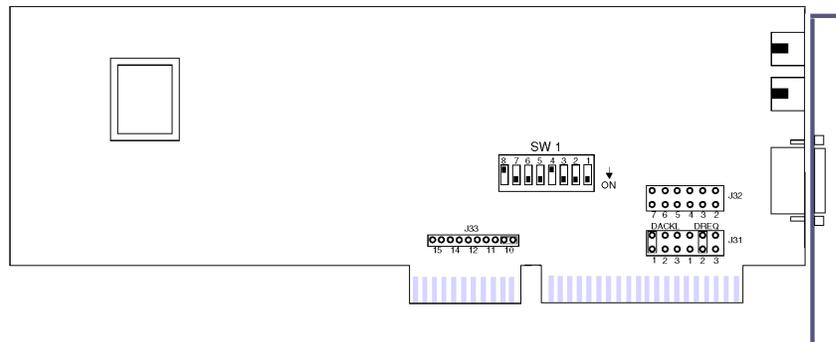
Octel 50 supports the Brooktrout TR112 fax board.

The boards you install in the Octel 50 PC must be purchased from an authorized representative so they are programmed with the proper signature.

Use caution when handling fax boards as they are electrostatic-sensitive. Make sure you ground the PC, the work area, and the ground end of the antistatic wrist strap prior to handling a board, and always use antistatic wrist straps and electrostatic-dissipative mats while handling a board.

Configuring Brooktrout TR112 Boards

The TR112 is a 2-port fax card for use with the Fax Solution module.



Before installing the TR112 board, you must:

- Set the board's port address
- Set the interrupt level
- Set the DMA channel

Setting the TR112 Port Address

The PC and the Brooktrout boards communicate with each other through a shared memory block that resides within the memory address space of the PC. You can modify the physical address offset where this memory block is located by changing the dip switches of SW1.

The default setting, 220, is acceptable for the first TR112 board. However, if you are installing more than one TR112 board, the address must be changed as shown in the following figure. The SW1 switch is located in the lower-right corner of the board and contains eight dip switches.

Board	Base Port Address(Hex)	Switch Settings
First board	220	
Second board	228	
Third board	240	
Fourth board	248	
Fifth board	260	
Sixth board	268	

Setting the TR112 Board's Hardware Interrupt Level

The hardware interrupt allows the board to communicate with the driver, which in turn communicates with the Octel 50 system. The J32 or J33 jumper controls the TR112 board's hardware interrupt level, depending on the interrupt you select. J32 controls interrupts 2 through 7. J33 controls interrupts 10, 11, 12, 14, and 15. Use the same interrupt level for all Brooktrout boards you install in the Octel 50 PC.

For the TR112 board, the default interrupt level of 10 should be acceptable in most cases. Interrupt 10 is set on the J33 jumper.

Setting the TR112 Board's DMA Channel

The DMA Channel transfers data from the TR112 board to the PC. The J31 jumper block controls the DMA Channel for the TR112 board. Channel 1 is the recommended setting. On the first TR112 board, you must set two jumpers—both jumpers must be set to the same channel. On the remaining TR112 boards, you only need to set one jumper.

Step 5: Installing the Voice and Fax Board(s) in the PC

Use caution when handling voice and fax boards as they are electrostatic-sensitive. Make sure you ground the PC, the work area, and the ground end of the antistatic wrist strap prior to handling a board, and always use antistatic wrist straps and electrostatic-dissipative mats while handling a board.

To install the voice and fax boards:

1. Turn off the power to the PC and any peripherals.
2. Unfasten the screws retaining the PC's cover and remove the cover.
3. Select an expansion slot in which to install the board. Use an 8- or 16-bit slot (PCI, ISA) for the Dialogic and Rhetorex voice boards. Use a 16-bit slot for the Brooktrout fax boards.
4. Unfasten the screw retaining the slot cover, located at the rear of the PC chassis, and remove the slot cover.
5. Insert the board into the expansion slot by holding the board at the top of each corner. Apply equal pressure to both sides of the board and push down firmly to seat the board. The board should easily slide down most of the way. If you feel any resistance, check the alignment of the board.
6. Make sure that the board's RJ-11 or RJ-14 jacks are accessible from the rear of the PC chassis.
7. Secure the board's metal bracket with the retaining screw.
8. Replace the PC's cover, and fasten it back into place with the retaining screws.

Step 6: Connecting the Telephone and Fax Lines

Once you install the voice boards, you must connect them to the switch. The method of connection depends on the type of voice boards you are using.

Connecting the Voice Boards

The Dialogic and Rhetorex boards all have two RJ-14 jacks on the brackets. Each jack carries two telephone lines:

- The top RJ-14 jack supports channels 1 and 2. Channel 1 is the inside pair of wires; Channel 2 is the outside pair.
- The lower RJ-14 jack supports channels 3 and 4. Channel 3 is the inside pair of wires; Channel 4 is the outside pair.

If the switch uses RJ-14 jacks, you need a pair of standard 4-wire modular cables. If the switch uses RJ-11 jacks, also called single-line terminations, you need RJ-14 to RJ-11 splitting cables, which are available from most electronic stores. Each splitting cable consists of an RJ-14 plug and a Y cable that terminates in two RJ-11 plugs. If you have another type of telephone line termination, use an adapter or connector that starts with an RJ-14 connection and ends with the required termination.

To connect the Dialogic and Rhetorex voice boards to the phone system:

1. With the gold contacts on the RJ-14 end of the modular phone cable facing the gold contacts of one of the connectors, insert the RJ-14 end of the modular telephone cable into one of the phone connectors on the bracket of the voice board. The cable should slide in easily and stay in place once the connection is made.
2. Connect the other end of the telephone cable to a telephone line termination on the phone system.
3. Repeat step 2 for the other phone connector on the back of the first board.
4. Repeat steps 1-3 to connect each additional board.

Connecting the Fax Lines

Once you install the Brooktrout fax boards, you must connect them to the phone system. There are two methods of connecting fax boards:

- Transfer
- Non-Transfer

Because the type of wiring you use to connect the fax boards depends on a number of factors, step-by-step connection procedures are not provided. Consult the Configuration Note for the phone system to determine the hardware required to connect the fax board to the switch. For additional information, see the considerations provided below.

Understanding Transfer Method vs. Non-Transfer Method

Transfer Method—The Transfer method denotes a situation where the Octel 50 system performs an internal transfer from a voice port to a fax port when:

- An incoming fax is detected
- A caller chooses to attach a fax message to a voice message
- The system delivers a fax retrieved from a V-Tree

Keep the following considerations in mind when determining whether to use the Transfer method:

- You must use the Transfer method if you have installed D/42D-SX boards since fax boards use analog lines, and these Dialogic boards are digital.
- If the phone system does not support station-to-station transfers, you cannot use the Transfer method.
- Note that with the Transfer method, the Octel 50 system performs a blind transfer to a fax port. Therefore, callers sending a fax message must hang up after pressing the Start/Send button on the fax machine.
- Use the Transfer method when the Octel 50 system does not have the same number of voice ports as fax ports. For example, if the Octel 50 system has four voice ports and two fax ports, you must use the Transfer method.
- With the Transfer method, you must use a separate telephone extension for each voice and fax channel. For example, on an Octel 50 system with four voice ports and two fax ports, you must have a total of six telephone extensions.

Non-Transfer Method—The Non-Transfer method denotes a situation where voice and fax channels share telephone extensions. Using this method, both voice and fax transmission and reception occur on the same line.

Keep the following considerations in mind when determining whether to use the Non-Transfer method:

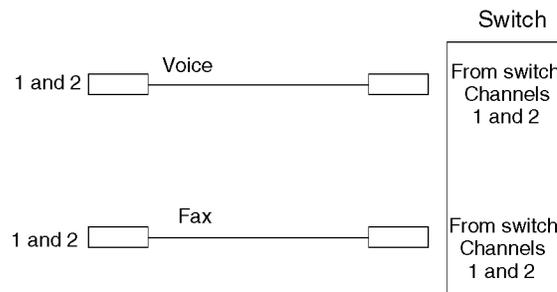
- With the Non-Transfer method, callers can continue on in the Octel 50 system once they send or retrieve a fax.
- If the phone system does not support station-to-station transfers, you must use the Non-Transfer method.
- You cannot use the Non-Transfer method if you have installed D/42D-SX boards since fax boards use analog lines, and these Dialogic boards are digital.
- Use the Non-Transfer method when the Octel 50 system has the same number of voice ports as fax ports.
- With the Non-Transfer method, each pair of channels, one voice and one fax, share a single telephone line. For example, on an Octel 50 system with four voice ports and four fax ports, you only need four telephone extensions.

Connecting the TR112 Board for the Transfer Method

Consider the following when connecting TR112 boards for the Transfer method:

- The TR112 board has two RJ-11 jacks on the bracket. The top jack represents channels 1; the lower jack represents channel 2.
- You must identify the extensions connected to each fax channel under Fax Extensions in System Setup.
- Depending on the type of termination from the switch and the type of boards used, splitters may be required.

The following diagram represents a TR112 sample wiring configuration for the Transfer method.

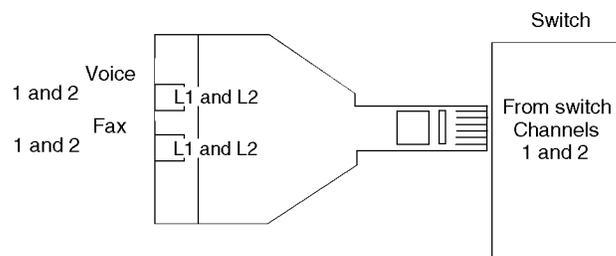


Connecting TR112 Boards for the Non-Transfer Method

Consider the following when connecting TR112 boards for the Non-Transfer method:

- Each voice channel must be assigned the same extension as the corresponding fax channel. For example, if you assign extension 2100 to voice channel 1, fax channel 1 must also be assigned extension 2100.
- You must have the same number of voice channels as fax channels.
- Depending on the type of termination from the switch and the type of boards used, splitters may be required.

The following diagram represents a sample TR112 wiring configuration for the Non-Transfer method.



Step 7: Installing the Serial Integration Device

The Serial Integration utility takes proprietary information sent from the phone system through the Octel 50 PC's serial port, interprets it, and passes it to the Octel 50 system. If you are using a serial integration device, install and test it using the information provided with the device. Also, consult the Configuration Note for the switch for instructions on configuring the device for use with the Octel 50 system

Step 8: Installing the Uninterruptible Power Supply

An uninterruptible power supply is vital to ensure proper system performance. When a power failure occurs, it can corrupt data in any number of open files. By using a UPS, the chances of data corruption are minimized.

Octel 50 can integrate with a UPS that has communication ports to minimize file corruption. In the event of a power failure, the UPS notifies Octel 50 when it reaches a low battery condition and Octel 50 shuts down. For information on running UPS integration, see Chapter 10, "Integrating with an Uninterruptible Power Supply."

For detailed instructions on installing and using the UPS, see the manual shipped with the UPS. It is suggested that you connect the UPS to COM1.

Step 9: Installing and Testing Other Peripherals

If you plan to use a mouse or a modem with your system, the peripherals should be installed and tested using the instructions in their respective manuals.

Step 10: Installing the Sentinel

The sentinel shipped with the Octel 50 system controls:

- Maximum number of ports available on the system
- Octel 50 software version access
- Access to Octel 50 system optional utilities such as AMIS, Fax Solution, and SMDI integration
- Octel 50 system copy protection

All sentinels are assigned a unique serial number, which identifies the Octel 50 system. Please note that you must have the correct sentinel to run certain versions of the Octel 50 software.

To install the sentinel:

1. Make sure that the Octel 50 PC's parallel ports are properly installed and configured. For example, if two ports are configured as LPT1, the Octel 50 software may not be able to locate the sentinel. In this case, the Octel 50 system does not run.
2. Attach the sentinel to the parallel port configured as LPT1. You must attach the sentinel before you install the Octel 50 system software, and it must remain attached while the Octel 50 system is running. If the proper sentinel is not attached, you cannot run the software.

Notes:

CHAPTER 4

Installing the Software

This section provides the step-by-step procedure for installing the Octel 50 software. It is important that you complete the hardware installation and preparation processes before installing the software.

The steps in this section help you:

- Verify the PC is ready for Octel 50 installation
- Back up the Octel 50 software
- Install the Octel 50 program files
- Confirm the contents of the AUTOEXEC.BAT, CONFIG.SYS, and RUNSMO3.BAT files
- Define an alternate keypad format

This chapter also provides a list of important Octel 50 system files.

Procedures in this section assume that the hard drive on which the Octel 50 system is installed is drive C: and the disk drive is A: (and B: if there is a second disk drive). Drive designations on the specific PC on which you are working may vary. Confirm the appropriate drive letters when necessary in procedures provided in this section.

Verifying the PC is Ready for Installation

Before beginning the Octel 50 installation, verify the PC is equipped with the required hardware and software.

To verify the PC is ready for Octel 50 installation:

1. Verify the PC is plugged in, the power is on, and the C: prompt displays on the screen (where C is the root directory on which the Octel 50 system will be installed).
2. Install a millennium-compliant version of MS-DOS or PC-DOS, if it is not already installed. For information on millennium-compliant versions of DOS, contact IBM (for PC-DOS) or Microsoft (for MS-DOS).
3. From the C:\ prompt, type `DIR/W` then press <ENTER>. Scan the listed directories to verify the \DOS directory exists.
4. From the C:\ prompt, type `CHKDSK` then press <ENTER> to display the hard disk size. Verify that the hard disk has the minimum amount of required space available based on the formula under CPU and Memory Requirements.
5. Run a hard disk optimization program. such as PC Tools Compress or DEFRAG.
6. From the C:\ prompt, type `MEM/C` then press <ENTER> to display the memory status. Verify the amount of memory is sufficient. Octel 50 requires at least 450 KB of RAM.
7. From the C:\ prompt, type `DATE` then press <ENTER>. If the current date displayed is correct, press <ENTER>. If the current date displayed is not correct, enter the current date as prompted, then press <ENTER>.
8. From the C:\ prompt, type `TIME` then press <ENTER>. If the current time displayed is correct, press <ENTER>. If the current time displayed is not correct, enter the current time as prompted, then press <ENTER>.
9. From the C:\ prompt, type `CD\DOS` then press <ENTER>.
10. From the \DOS directory prompt, type `DIR/W` then press <ENTER>. Verify that there are files listed in the DOS directory.

Making Backup Copies of Software

To make backup copies of any software disks, use the DOS DISKCOPY command. For more information on using the DISKCOPY command, see the DOS manual.

To copy software using two disk drives of the same size:

1. Type `DISKCOPY A: B:` then press <ENTER>.
2. When prompted, insert the first source disk (the one to copy from) in the A: drive and the target disk (the one to copy to) into the B: drive, then press any key.
3. Once the information is copied, the system prompts you to copy another disk. Press <Y> if you want to copy another disk, then repeat step 2. Press <N> if you do not want to copy another disk.

To copy software using a single disk drive:

1. Type `DISKCOPY A: A:` then press <ENTER>.
2. When prompted, insert the first source disk (the one to copy from) in the disk drive, then press any key. Once the source disk is read, the system prompts you to insert the target disk.
3. Remove the source disk, insert the target disk, then press any key. Once the information is copied to the target disk, the system prompts you to create another copy of the disk.
4. Press <N>. The system prompts you to copy another disk. Press <Y> if you want to copy another disk, then repeat steps 2 through 4. Press <N> if you do not want to copy another disk.

Installing Octel 50 Software

Before attempting to install Octel 50, be sure that you have completed all procedures in the Hardware Installation section.

The Octel 50 software is contained on a set of high-density disks. The files must be installed using the installation program provided for you; they cannot simply be copied onto your hard disk.

If you are planning to UPS Integration, you must install to the C:\ drive. UPS Integration enables the Octel 50 system to monitor the UPS's status and recognize a potential interruption in operation before it occurs. For additional information on integrating the Octel 50 system with a UPS, see Chapter 10, "Integrating with an Uninterruptible Power Supply."

To install the Octel 50 software:

1. Turn on the Octel 50 PC if it is not already running.
2. Insert Octel 50 disk 1 into the disk drive.
3. At the command prompt, type `A: INSTALL` and press <ENTER>. An information screen appears that briefly describes the installation procedure.
4. Press any key to continue. A dialog box describing proposed changes to the `AUTOEXEC.BAT` and `CONFIG.SYS` files displays.
5. Press <Y> if you want the `AUTOEXEC.BAT` and `CONFIG.SYS` files to be automatically modified during installation. Press <N> if you do not want the files to be automatically modified.

If you have edited the `AUTOEXEC.BAT` or `CONFIG.SYS` files since DOS installation, it is recommended you press <N>. If you press <N>, when the installation is complete, you must compare the `AUTOEXEC.BAT` and `CONFIG.SYS` files against the samples provided in the topic, "Confirming the Files," later in this chapter. If there are any lines in the sample files that must be added to the files on the Octel 50 PC, you must manually edit the files to include the missing lines.

6. A dialog box displays asking whether you will be using the Fax Solution (an optional module that enables access to the fax mail and fax retrieval features):
 - Press <Y> if the system will be using the Fax Solution module for fax mail and fax retrieval.
 - Press <N> to select No if the system does not have the Fax Solution module. If you select <N>.
7. If more than one hard drive is detected, you are prompted to select the drive to which the Octel 50 files should be installed. A list of all local fixed drives is displayed. (Drives A and B are usually disk drives.) Highlight the drive onto which you want to install the system and press <ENTER>.
8. The system prompts you to enter the total amount of memory in the computer. Highlight an option and press <ENTER>.
9. The system prompts you to enter the number of voice ports installed. Enter the number of ports on the system and press <ENTER>.
10. The system displays a list of supported voice boards. Highlight the model of voice board installed in the PC and press <ENTER>. If a DIALOG/4 board is installed, select D/4xD.
11. If you selected <Y> in step 6, the system prompts you to enter the number of fax ports installed on the system. Enter the number of ports and press <ENTER>.
12. The system prompts you to select the hardware interrupt level of the voice boards. You set the hardware interrupt for the voice boards when you installed the boards. Select the interrupt and press <ENTER>.
13. If you selected <Y> in step 6, the system prompts you to select the hardware interrupt level of the fax boards. You set the hardware interrupt for the fax boards when you installed the boards. Select the interrupt and press <ENTER>.
14. The system prompts, "Do you want to install the 4.0 program files?" Press <Y>.
15. A dialog box displays describing the installation process and informing you that if identical filenames are detected on the hard disk and the installation disk, you will be prompted whether to overwrite the file. To continue, press any key.

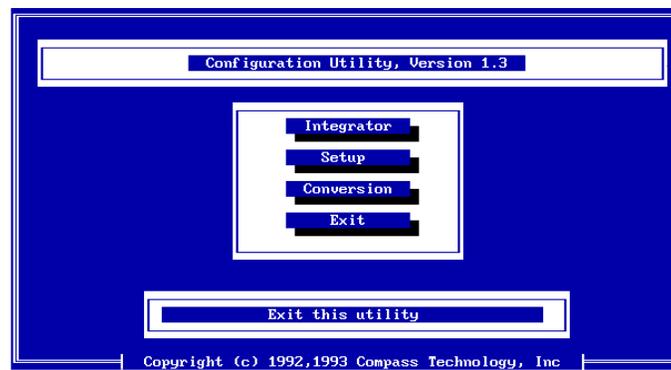
During the actual file installation, the screen displays two boxes. The top box indicates the files that are being read from the disk and written to your hard drive. The bottom box indicates the status of each file being read or written to and the overall installation status.
16. As prompted by the system, replace installation disks, then press any key.
17. The system prompts, "Do you want to put the voice files in a RAMdisk?" It is recommended that you use a RAMDrive if you have more than 2 MB of RAM on your system. Press <Y> for Yes or <N> for No.

When the system creates a RAMDrive, it uses 1 MB (1024K) of extended memory to store the SO3-ALL.VAP voice file.

18. If you press <Y>, you are prompted to enter the drive of the RAMDrive. The system notifies you if the RAMDrive you specify does not exist.

The system automatically creates 10 directories needed to store messages and greetings: \REC00 through \REC09. If you indicated in step 6 that you are using Fax Solution, 10 fax directories, named \FAX00 through \FAX09, are also created.

19. The system prompts, "Do you want to install the SMDI utility?" Select <Y> for Yes or <N> for No.
20. If you press <Y> to install the SMDI utility, the Integrate Switch dialog box displays. For information on installing the SMDI utility, see Chapter 5, "Running the SMDI Utility."
21. The Configure Dial Plan dialog box displays. For information on running Dial Plan, see Chapter 6, "Configuring Dial Plan."
22. When you exit Dial Plan, a dialog box displays informing you that the system is now installed. Remove the disk from the disk drive, and then press any key to continue.
23. If in step 5 you selected during the program file installation to have Octel 50 modify the AUTOEXEC.BAT and CONFIG.SYS files, a dialog box displays informing you the PC will reboot after you use the configuration utility. Press any key to continue.
24. The Configuration Utility dialog box displays.



29. Press <TAB> to select Integrator from the Configuration Utility menu then press <ENTER>. For information on running Integrator, see Chapter 7, "Integrating with the Phone System."
30. When you exit Integrator, the Configuration Utility dialog box displays. Press <TAB> to select Setup from the Configuration Utility menu and press <ENTER>. The System Setup dialog box displays. For information on running System Setup, see Chapter 8, "Setting Up the System."
31. When you exit Setup, the Configuration Utility dialog box displays. To close the Configuration Utility dialog box, press <TAB> to select Exit and press <ENTER>.
32. If you chose in step 5 to not have Octel 50 modify the AUTOEXEC.BAT and CONFIG.SYS files, reboot the system by pressing <CTRL+ALT+DEL>. Otherwise, the system automatically reboots. Once the system reboots, a menu with options to run Octel 50, run Setup, or return to DOS displays.

If you installed new Rhetorex voice boards, and you do not have the boards configured at the defaults (such as the first board set to a port address of 300), you must run the Configur utility before you attempt to run Octel 50. Press <3> to return to DOS from the menu that displays when Octel 50 installation is complete. For information on running Configure, see the topic, "Defining an Alternate Rhetorex Board Configuration," later in this chapter.

33. Press <1> to run Octel 50.

34. You are prompted to run call analysis. This option is always displayed the first time you reboot the system after an installation. It is recommended that you press <Y> to run call analysis. For information on running call analysis, see Chapter 9, "Defining Phone System Signals."
35. When you exit call analysis, Octel 50 launches, and the Octel 50 main screen displays. If the Octel 50 system does not launch, contact a technical support representative.
36. Shut down the Octel 50 system:
 - a. If the Mailbox Status screen is open and the Exit button is highlighted, press <ENTER>. The Mailbox Status screen closes and the menu bar is activated with the File menu highlighted.
 - b. Press <ALT+F> to view the File menu options.
 - c. From the File menu, use the down arrow key to select Exit and press <ENTER>. The Shutdown System dialog box displays.
 - d. Select Shutdown and press <ENTER>. The system shutdown completes and the \CVR prompt displays.
37. Press <CTRL+ALT+DEL> to reboot the PC. Once the system reboots, a menu with options to run Octel 50, run Setup, or return to DOS displays.
38. Press <1> to run Octel 50. The Octel 50 launches, and the Octel 50 main screen displays.

Confirming Files

During Octel 50 installation, if you selected not to have the system automatically update the AUTOEXEC.BAT and CONFIG.SYS files, verify that the files on the Octel 50 PC include the same lines as the sample files shown below. If there are lines in the sample files that should be added to the files on the Octel 50 PC, you must manually edit the files using the steps provided.

To view the files on the Octel 50 PC, from the directory in which the file is located, type `TYPE` followed by the filename. For example, to view the AUTOEXEC.BAT file, type `TYPE AUTOEXEC.BAT`.

Lines in the sample files that indicate drive designations depend on the drive on which you installed the software.

Sample Files

AUTOEXEC.BAT

```
@ECHO OFF
SMARTDRV C
PATH C:\DOS;C:\CVR;C:\MOUSE
PROMPT $P$G
SET COMSPEC=C:\DOS\COMMAND.COM
SET TEMP=C:\DOS
\DOS\SHARE /L:35
C:
CD\CVR
WINFACE
QUERY -A -CQUERY2.CTL
IF ERRORLEVEL==3 GOTO END
IF ERRORLEVEL==2 GOTO SETUP
IF NOT EXIST RECOVER.FLG CALL \CVR\RECOVER.BAT
QASSIST /B1 /D
LOGUTIL
LOGUTIL -A
RHETDRV (for Rhetorex installations)
CALL D40 (for Dialogic installations)
CALL LOAD integration_name (for SMDI installations)
IF EXIST \CVR\FIRST.CCA CALL \CVR\RUNCCA.BAT
BTKERNEL BTKERNEL.CFG (for Brooktrout fax boards)
IF EXIST \CVR1\FXDRIVER.DAT DEL \CVR1\FXDRIVER.DAT (for Brooktrout
fax boards)
FD -S \CVR1\FXDRIVER.DAT -U FD.CFG (for Brooktrout fax boards)
RUNSMO3
GOTO END
:SETUP
SETUP
:END
CLS
```

CONFIG.SYS

```

DEVICE=C:\DOS\SETVER.EXE
DEVICE=C:\WINDOWS\HIMEM.SYS /TESTMEM:OFF
DEVICE=C:\DOS\SMARTDRV.SYS 1024 256 (DOS 5.0)
DEVICE=C:\DOS\RAMDRIVE.SYS 1024 /E
REM DEVICE=C:\DOS\EMM386.EXE 576 FRAME E000 /X=D000-DFFF RAM
BUFFERS=30
FILES=60
STACKS=10,256
LASTDRIVE=D
DEVICE=C:\MOUSE\MOUSE.COM (may differ depending on mouse)
SHELL=C:\DOS\COMMAND.COM C:\DOS /E:384 /P
FCBS 16,8
DOS=HIGH

```

Certain lines in the file, especially the RAMDrive and SMARTDrive lines, may have REM at their beginning, effectively removing them, depending on memory availability, number of ports, and whether or not use of RAMdrive was selected during installation.

RUNSMO3.BAT

```

@ECHO OFF
IF EXIST \CVR\RECOVER.FLG DEL \CVR\RECOVER.FLG
COPY C:\CVR\S03-ALL.VOX D:\ (for Rhetorex with RAMDrive)
COPY C:\CVR\S03-ALL.VAP D:\ (for Dialogic with RAMDrive)
SMOOTHX OPERATOR -H5 -R8 (for Dialogic with 8KHz phrases)
SMOOTHX OPERATOR -H5 -R8 -SX (for D/42-SX board with 8KHz phrases)
IF ERRORLEVEL 50 DOW
IF ERRORLEVEL 20 GO TO QBOOT
IF ERRORLEVEL 15 UPS
GO TO END
:QBOOT
CLS
QUERY -A -CQUERY1.CTL
IF ERRORLEVEL==2 GOTO END
C_BOOT
:END
CLS

```

There are several command line options you can add to the SMOOTHX command line in the RUNSMO3.BAT file located in the \CVR directory:

Option	Description
-Hn	Sets the interrupt level for the voice board, where n is a number 2 through 7. (The recommended hardware interrupt level is IRQ5.)
-SX	Specifies that the system is using D/42-SX (or equivalent) voice boards. -SX can only be used with Mitel SX Series systems that have Dialogic boards.
-Rn	Specifies the digitizing rate for playback and record operations for systems with Dialogic boards, where n equals 8 kHz. Default = 6DTMF.DEF for Foreign Keypads.

Editing the AUTOEXEC.BAT, CONFIG.SYS, RUNSMO3.BAT Files

Use the following procedure to edit the AUTOEXEC.BAT, CONFIG.SYS, or RUNSMO3.BAT files using the DOS editor.

To edit a file:

1. From the \CVR directory prompt, type `EDIT` followed by the name of the file you want to edit, then press `<ENTER>`. For example, to edit the AUTOEXEC.BAT file, from the \CVR directory prompt, type `EDIT AUTOEXEC.BAT` and press `<ENTER>`. The contents of the selected file appear in a DOS editor window.
2. Use the up and down arrows or the mouse to scroll to the line you want to modify. Use the left and right arrows or the mouse to move the cursor to the point in the line you want to modify. If you need to insert a new line, move the cursor to the end of the end you want to insert the new line after and press `<ENTER>`.
3. Edit the existing line or type the new line.
4. Repeat steps 2 and 3 until you finish making modifications.
5. To save the modifications, select Save from the File menu.
6. To close the file, select Close.
7. To close the DOS Editor, select Exit.

Defining an Alternate Keypad Format

If you are installing the Octel 50 system in a country whose telephone keypad does not follow the same format as that in the United States (where the `<2>` key is labeled ABC, the `<3>` key is labeled DEF, etc.) you must define the foreign keypad in a file named DTMF.DEF for use in proper directory searches.

There is a file named DTMF.ALT in the \CVR directory that includes alternate keypad assignments where the letters A through D are assigned to the `<1>` key, the letters E through H are assigned to the `<2>` key, continuing in groups of four letters to a key, through Y and Z being assigned to the `<7>` key.

You can simply rename the existing DTMF.ALT file to DTMF.DEF to use the file's current assignments or you can modify the DTMF.ALT file as required then rename it to DTMF.DEF.

To use this file with its current keypad assignments, from the \CVR prompt, type `REN DTMF.ALT DTMF.DEF` and press `<ENTER>`.

To edit the DTMF.ALT file then rename it to DTMF.DEF, complete the following steps.

To edit the existing DTMF.ALT file and rename it to DTMF.DEF:

1. From the \CVR prompt, type `EDIT DTMF.ALT` and press `<ENTER>`. The contents of the selected file appear in a DOS editor window.
2. Use the up and down arrows or the mouse to scroll to the line you want to modify. Use the left and right arrows or the mouse to move the cursor to the point in the line you want to modify. If you want to insert a new line, move the cursor to the end of the end you want to insert the new line after, then press `<ENTER>`.
3. Edit the existing line or type the new line.

4. Repeat steps 2 and 3 until you finish making modifications.
5. To save the modifications, select Save from the File menu.
6. To close the file, select Close.
7. To close the DOS Editor, select Exit.
8. From the \CVR prompt, type `REN DTMF .ALT DTMF .DEF` and press <ENTER>. The modified file will now be used by the system.

Octel 50 System Files

This section contains the list of Octel 50 files that control voice drivers, system functions, system data, and maintenance.

AUDIT.LOG

A log file that records AMIS-related activity

BTKERNEL.CFG

The configuration file for the BTKERNEL.EXE driver.

BTKERNEL.EXE

The Brooktrout driver Octel 50 uses to communicate with the RD driver.

COMPASS.TON

A tone table file shipped with the Rhetorex version only to handle tone for immediate fax receive.

CONTROL.DAT, CONTROL.KEY

Files that control the system's access to other system files.

DIALPLAN

An executable file that starts the Dial Plan utility for entering telephone area code/prefix combinations.

DIRECTRY.KEY

A file containing alphabetical directory information.

DISTLIST.DAT

A file containing distribution list information.

EDPMI.OVL

The DOS protected mode interface manager for the extended version.

EVENT.KEY, EVENT.DAT

Schedule files for wake-up calls, message delivery, and message waiting lights.

FD.CFG

The configuration file for the FD.EXE driver.

FD.EXE

The Brooktrout fax board driver.

FDEXIT.EXE

The command used to remove the FD driver from memory.

INTEGRAT.EXE

An executable file that starts the Integrator utility during installation.

MESSAGE.DAT

A file containing message control information.

MSGCONF.DAT

A file containing message confirmation information.

OPERATOR.CKP

A file containing statistical information used by the system.

OPERATOR.LOG

An output error log file.

OPERATOR.P

A system control file.

OPERATOR.SYS

A file containing System Setup parameters such as OUTBOUND and INBOUND.

PORTS.DAT

A greeting by port configuration file.

QASSIST.EXE

An executable file that starts the Octel 50 file maintenance utility.

RUNSMO3.BAT

A batch file that starts the execution of Octel 50.

SET_UP.CFG

A file containing Setup information such as the number of digits in a mailbox.

SMOOTHX.EXE

A DOS extended mode executable file.

SO3-ALL.VAP, SO3-D1.VAP, SO3-D2.VAP

Octel 50 voice files used with Dialogic voice boards.

SO3-ALL.VOX, SO3-D1.VOX, SO3-D2.VOX

Octel 50 voice files used with Rhetorex voice boards.

SUBSCRIB.DAT

A file containing mailbox information.

SWDATA.TXT

A data file used in the Integrator utility.

VBOX.DAT

A file containing volatile mailbox information.

VFTREE.DAT

A file containing voice and fax tree information.

CHAPTER 5

Running the SMDI Utility

SMDI integration is an option available with Octel 50 that allows you to configure the system for a serial integration. The steps in this section help you:

- Install the SMDI utility
- Run the SMDI utility in standalone mode

Installing the SMDI Utility

You can install and configure SMDI during or after Octel 50 system installation or later, after installation. However, it is recommended that you run it during system installation.

To install the SMDI utility during Octel 50 installation:

1. During Octel 50 installation, when you are prompted to run the SMDI utility, press <Y>. An introductory dialog box displays.

Select Yes to install SMDI only if you have an SMDI disk. Note that the SMDI utility is sentinel-controlled.

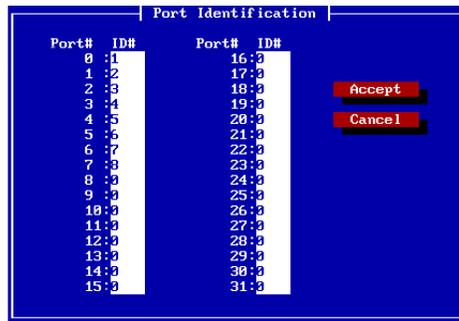
2. Press any key to continue. The Integration Configuration dialog box displays.
3. If you have an ITT or Hitachi switch, select the switch from the list and press <ENTER>. If you have another type of switch, select SMDI.
4. When prompted, insert the Special Integration disk into the disk drive and press <ENTER>. The Integration Configuration dialog box displays. The information you enter on the Integration Configuration dialog box depends on the phone system configuration and is strictly defined if the system connects directly to a central office (CO) or switch. See the switch documentation or Configuration Note for more information. Use the <TAB> key to move around the dialog box.

```

Integration Configuration
-----
| BAUD | | DATABITS | | PARITY | | COMPORT | |
| ( ) 110 | | ( ) 5 | | ( ) NONE | | (J) 1 |
| ( ) 150 | | ( ) 6 | | ( ) ODD | | ( ) 2 |
| ( ) 300 | | (J) 7 | | (J) EVEN | | ( ) 3 |
| ( ) 600 | | ( ) 8 | | ( ) MARK | | ( ) 4 |
| (J) 1200 | | | | | ( ) SPACE | | ( ) 5 |
| ( ) 2400 | | | | | | |
| ( ) 4800 | | | | | | |
| ( ) 9600 | | | | | | |
| ( ) 19200 | | | | | | |
-----
| STOPBITS |
| (J) 1 |
| ( ) 2 |
-----
Event rate: 5
Desk ID: 1
Timeout: 10
Port ID's
Cancel
Save
  
```

5. Under Baud, select the speed at which the data is transferred.
6. Under Databits, select the number of bits in each character (word).
7. Under Stopbits, select the number of bits used to signify the end of the word (byte).
8. Under Parity, select the algorithm used to calculate the parity bit in a word.
9. Under Comport, select the serial port where the data link with the switch is to be established.
10. Under Event Rate, enter how often the SMDI information is read. Do not change this value unless directed to by a technical support representative.
11. Under Desk ID, enter the number that identifies the SMDI source.
12. Under Timeout, enter the intercharacter timeout period, which determines the amount of time the system is to wait between characters before it assumes a bad or failed packet and aborts.

13. When you finish entering the values, press <TAB> until the Port IDs button is highlighted and press <ENTER>. The Port Identification dialog box displays.



14. In the ID # fields, enter the number that corresponds to each Port #.
15. When you finish, press <TAB> to highlight the Accept button and press <ENTER>. The Integration Configuration dialog box displays.
16. To save the configuration and exit the SMDI utility, press <TAB> until the Save button is highlighted and press <ENTER>.

WARNING: You can edit the ICONFIG parameters at any time by typing `ICONFIG` and pressing <ENTER> from the `\CVR` directory prompt to display the Integration Configuration screen. However, each time you run `ICONFIG`, the following parameters in the `.CFG` file are overwritten: `MWLPRFX`, `MWLTIMEOUT`, `DATAWAIT`, `DTR`, `TRS`, `CTS`, and `DISPLAY`. Consequently, you must manually edit the `.CFG` file each time after you run `ICONFIG` to restore these parameters' previous settings. It is therefore strongly recommended that you record the `SI.CFG` file settings for future reference. The name of the `.CFG` file depends on the type of SMDI integration. For example, the `.CFG` file for a generic SMDI integration is `SMDI.CFG`.

Running SMDI as a Standalone Utility

You can set up the SMDI integration after you install the Octel 50 system by running SMDI as a standalone utility.

To run SMDI:

1. Shut down the Octel 50 system if it is running.
2. Place the SMDI disk in the disk drive.
3. From a DOS prompt, type `A:\SWITCH` (where A: is the disk drive) and press <ENTER>. The Integration Configuration dialog box displays.
4. Complete the steps under the procedure, "Installing the SMDI Utility," earlier in this chapter, starting with step 3.

Notes:

CHAPTER 6

Configuring Dial Plan

The Dial Plan utility determines the correct outdial string for outbound dialing operations. Use Dial Plan to identify the local area code and associated prefixes for the customer's Octel 50 system. This information is then compared to the outdial string supplied by the application to determine the string the Octel 50 system dials.

An outbound dialing operation is any call scheduled by the Octel 50 system for which it must access an outbound port. For an outbound dialing operation to an outside number to be successful, the Octel 50 system must have the correct outdial string, which consists of the applicable access codes and prefixes followed by the destination telephone number. For the following outbound dialing operations, the entire outdial string may not be supplied by the application and must be determined by the Octel 50 system:

- Replying to network messages
- Dispatching administered AMIS messages
- Sending a fax requested through fax retrieval to external destinations

The steps in this section help you:

- Identify the local area code and prefixes
- Run the Dial Plan utility after installation
- Delete prefixes
- Activate Dial Plan
- Understand how Dial Plan works

Identifying Local Area Code and Prefixes

Use the following procedure to identify the local area code and associated prefixes for the Octel 50 system.

To configure the Dial Plan utility during Octel 50 installation:

1. During installation, after the Octel 50 program files and SMDI utility are installed, the Octel 50 Dial Plan Utility dialog box displays.
2. Press any key to continue. If previous Dial Plan information exists, you are prompted whether to load the information. Select Yes if you want to display the existing information or No to continue without displaying the existing information. The Local Telephone Information dialog box displays.

	Area Code: 313	Enter Prefix Data Below (Press F1 for Help, / for above + 1)			
1	331	19	37	55	73
2	253	20	38	56	74
3	552	21	39	57	75
4		22	40	58	76
5		23	41	59	77
6		24	42	60	78
7		25	43	61	79
8		26	44	62	80
9		27	45	63	81
10		28	46	64	82
11		29	47	65	83
12		30	48	66	84
13		31	49	67	85
14		32	50	68	86
15		33	51	69	87
16		34	52	70	88
17		35	53	71	89
18		36	54	72	98

3. Enter the local area code in the Area Code field at the top of the dialog box.
4. Press the down arrow key to move to the first prefix field, and enter a prefix associated with the area code you entered. You can enter 3 digits to represent a 3-digit prefix, 4 digits to represent a 1 plus a 3-digit prefix, or 6 digits to represent an area code plus a 3-digit prefix.

If the first 3 digits in a 6-digit string are the same as the specified local area code, Dial Plan prompts you whether you want to convert the data to a 3-digit prefix.

5. Repeat step 4 until you identify all prefixes for the local area code. If you are entering a list of sequential prefixes, once you enter the first, you can press the <1> key (forward slash) to enter the previous prefix + 1.
6. To save the configuration and exit the Dial Plan utility, use the arrow or <TAB> keys to highlight the Done button, then press <ENTER>.

To activate Dial Plan, enable the Use Dial Plan parameter in System Setup. If Use Dial Plan is not selected, Dial Plan dials 1 before all 10-digit outdial sequences.

Running Dial Plan After Installation

You can set up or edit Dial Plan settings after you install the Octel 50 system by running Dial Plan as a standalone utility. To run Dial Plan, from the \CVR prompt, type `DIALPLAN` then press <ENTER>.

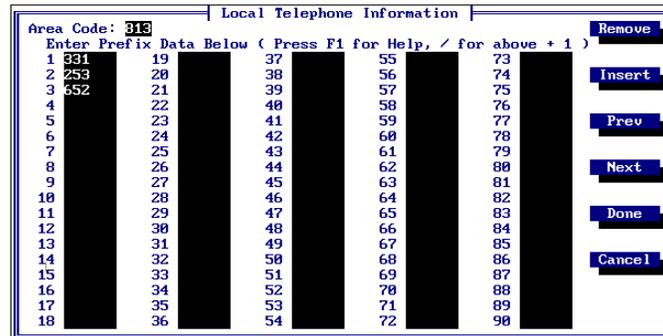
If you encounter a memory problem when running Dial Plan, unload the board drivers by typing, from the \CVR prompt, `RDSPEXIT` for Rhetorex or `RELEASE` for Dialogic then pressing <ENTER>.

Deleting a Prefix

Use the following procedure to delete a prefix from Dial Plan after Octel 50 installation.

To delete a Dial Plan prefix:

1. Shut down the Octel 50 system if it is running. The \CVR prompt displays.
2. From the \CVR prompt, type `DIALPLAN` and press <ENTER>. The Local Telephone Information dialog box displays.



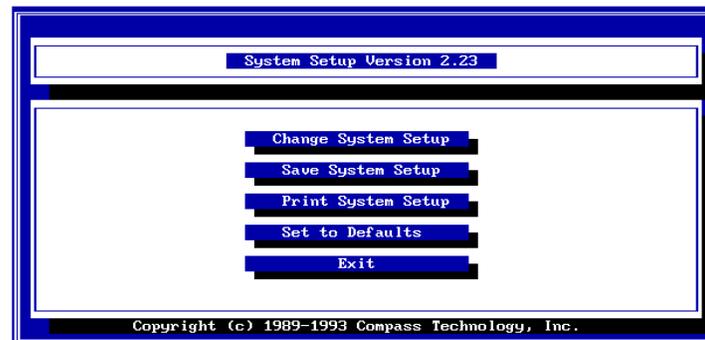
3. Press the down arrow key to move to the field that contains the prefix you want to delete. The prefix field is highlighted.
4. To delete the highlighted prefix, use the arrow or <TAB> keys to highlight the Remove button, then press <ENTER>.
5. To save the configuration and exit the Dial Plan utility, select Done.

Activating Dial Plan

Use the following procedure to activate the Dial Plan utility.

To activate Dial Plan:

1. If the Octel 50 system is currently running, make sure you are logged in as a level 3 supervisor, then select System Setup from the Options menu. If the Octel 50 system is not currently running, from the \CVR prompt, type `SETUP` and press <ENTER>. The System Setup dialog box displays.



2. Select Change System Setup. The first page of System Setup parameters displays.
3. Use the down arrow or Page Down key to move to the Use Dial Plan parameter.
4. To activate the Use Dial Plan parameter, press <SPACEBAR> to place a check in the box.

5. To return to the System Setup dialog box, select OK. The System Setup dialog box displays.
6. To save System Setup settings, select Save System Setup.
7. To exit System Setup, select Exit.

Understanding How Dial Plan Works

Once you configure and activate Dial Plan, a request to dispatch an Administered network message or a Fax Retrieval request triggers a search for a match of the destination phone number's area code to the data you entered in Dial Plan:

1. If the destination number's area code (*aaa*) does not match the Local Area Code defined in Dial Plan, a match of *aaapp* is attempted. If *aaapp* is found in the Prefix List, the Octel 50 system dials *aaappnnnn*. If a match is not found, the Octel 50 system assumes the number is long distance and dials *1aaappnnnn*, where 1 represents the Long Distance Access Code you defined on the Networking tab in System Setup.
2. If the destination number's area code matches the defined Local Area Code, Dial Plan conducts the following additional searches:
 - a. Searches for an *aaapp* match. If a match is found, the Octel 50 system dials *aaappnnnn*.
 - b. Searches for *ppp* in a 4-digit entry (*1ppp*). If a match is found, the Octel 50 system dials *1ppnnnn*.
 - c. Searches for a *ppp* match. If a match is found, the Octel 50 system dials *ppnnnn*.
 - d. If no matches are found from the above searches, the Octel 50 system dials *1aaappnnnn*, where 1 represents the Long Distance Access Code.

Dial Plan is not used for international calls. When the Country Code you identify in System Setup is different than the country code of the destination phone number, the Octel 50 system dials the number as entered.

CHAPTER 7

Integrating with the Phone System

The Integrator utility configures the Octel 50 system for use with the telephone switch by setting many of the software's parameters to values appropriate for the switch. This allows you to move through the System Setup utility much faster and reduces the possibility of making invalid entries in some of the more advanced setup fields.

The steps in this section help you:

- Run the Switch Integrator utility
- Run the Switch Integration utility after installation

Running the Switch Integrator Utility

Integrator can be run from the Configuration Utility menu during installation or later from the \CVR prompt. It is important that you run Integrator during Octel 50 system installation, especially if you are installing the Octel 50 system for the first time.

To integrate Octel 50 with the switch:

1. During Octel 50 installation, the Configuration Utility main menu displays.



2. Select Integrator from the Configuration Utility main menu. An initial information dialog box displays. To continue, select OK. The Select dialog box displays.



3. Use the mouse or up and down arrow keys to highlight the name of the switch, then select Select SW. A dialog box displays the name of the selected switch. If you are using a switch with the Simplified Message Desk Interface (SMDI), select the model that indicates "with SMDI" or "with Voice Bridge." Be careful to select the proper switch software version for any special board integrations.

If the switch is not listed in the Integrator, consult the switch documentation for the correct codes.

4. Select See/Modify codes. The Integrator Switch Data Editor dialog box displays the codes for the selected switch. You can modify any of the codes; however, do not modify the codes without first talking to a technical support representative.



5. When you finish viewing the codes, select DID Codes. The Integrator Switch Data Editor dialog box displays the DID information for the switch. You can modify any of the codes; however, do not modify the codes without first talking to a technical support representative.
6. When you finish viewing the codes, select Leave DID. The Integrator Switch Data Editor dialog box displays.
7. Select Install to install the selected switch.

When you select Install, if the selected switch is already installed the system displays a dialog box asking if you want to terminate the integration. If you select No to continue, the system reinstalls the switch and overwrites any customized switch settings.

8. Once the switch information is installed, a dialog box displays a list of integration requirements and switch programming notes.
9. Select OK when you are done reading the notes. The Configuration Utility dialog box displays.

If you change any of the codes, the changes are written to the SET_UP.CFG or OPERATOR.SYS files, as appropriate for the code.

Running the Switch Integrator After Installation

You can set up or modify switch settings after you install the Octel 50 system by running the Switch Integrator utility as a standalone utility. To run Switch Integrator, type INTEGRAT from the \CVR prompt and press <ENTER>.

If you are re-integrating or changing the phone switch for a particular system, the Integrator warns you before overwriting the Integration setup.

Notes:

Setting Up the System

System Setup is comprised of parameters grouped by specific Octel 50 feature or function.

System Setup controls feature settings on a system-wide basis. You can, however, override some System Setup parameters on a class of service level. For example, you can permit inbound and outbound AMIS messaging at a system level in System Setup, then disable networking options for a particular group of mailboxes in the class of service assigned to those mailboxes. Note, however, that you cannot activate options in an individual class of service unless they are permitted on a system-wide basis in System Setup.

Some of the System Setup parameters are preset for you by the Integrator utility. It is strongly recommended that you run the Integrator utility before running the System Setup utility.

This section contains information for configuring the Octel 50 system. The steps in this section help you:

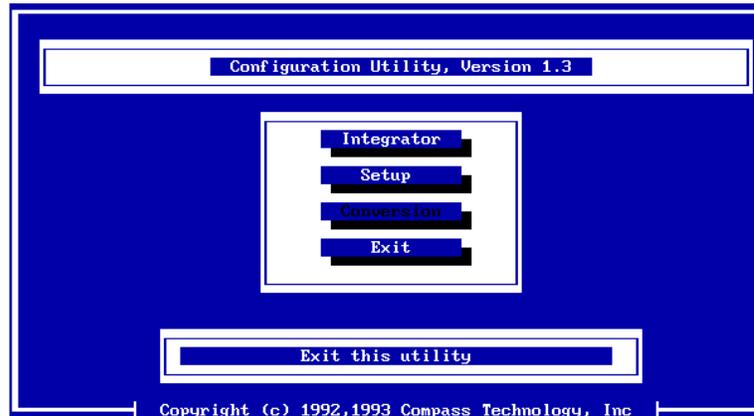
- Run the System Setup utility
- Run the System Setup utility after installation
- Configure System Setup parameters

Running System Setup

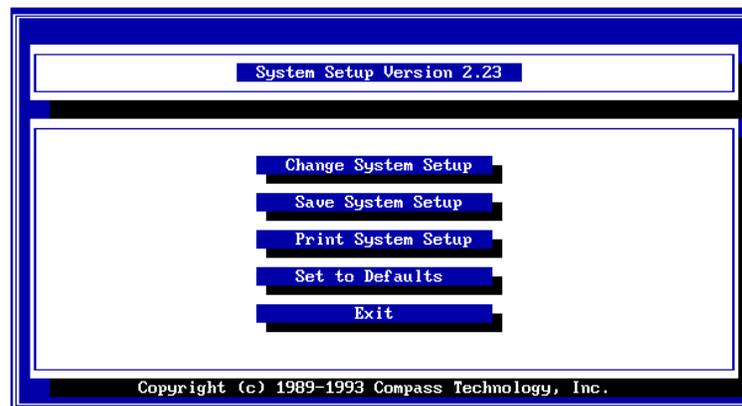
You can run System Setup during system installation or after. However, it is recommended that you run System Setup during installation.

To run System Setup:

1. During installation, the Configuration Utility main menu displays.



2. Select System Setup from the Configuration Utility main menu. An introductory dialog box displays. Note that this introductory dialog box does not display when you run System Setup from the Options menu or from the \CVR prompt.
3. Press any key to continue. The System Setup dialog box displays.



4. Select Change System Setup. The first page of System Setup parameters displays. Individual parameter descriptions are provided on the pages that follow.
5. Use the up and down arrow keys to highlight individual parameters. To activate a highlighted parameter with a checkbox, press <SPACEBAR> to place a check in the box and activate the selection. To change the value of a highlighted parameter, enter the appropriate value, then press <ENTER>.

Choices that cannot be modified are unavailable due to other parameter settings that invalidate the parameter.

6. To move among pages of parameters, use the Previous Page button and Next Page button.

7. To return to the System Setup dialog box, select OK. The System Setup dialog box displays.
8. To print the System Setup for later analysis or for a permanent record of the settings, select Print System Setup. Select Print System Setup only if a printer is connected to the Octel 50 PC.
9. To save System Setup settings, select Save System Setup. When you modify and save System Setup parameters, the system saves the information to a file called SET_UP.CFG located in the \CVR1 directory. If this file already exists on the system, it is automatically renamed as SET_UP.BAK.
10. If you want to reset all the System Setup parameters to the default values, select Set to Defaults. Use caution when returning system settings to the defaults. Some settings may be set by the Integrator utility during system configuration. Resetting to the system defaults may therefore prevent Octel 50 from interfacing with the switch.
11. To exit System Setup, select Exit. The Configuration Utility dialog box displays.

Running System Setup After Installation

You can modify System Setup settings after you install the Octel 50 system by running the System Setup utility as a standalone utility. To run System Setup, type `SETUP` from the \CVR prompt, then press <ENTER>. If you are logged into the Octel 50 PC as a level 3 supervisor, you can also access System Setup screens by selecting System Setup from the Options pull-down menu.

Configuring System Setup Parameters

Unless otherwise noted, throughout the setup descriptions, "YES" means the parameter is enabled, as indicated by a checked box next to the parameter name, and "NO" means it is disabled, as indicated by an unchecked box. If you change a parameter that requires restart, you must type `RESTART` then press <ENTER> from the Command Line interface for the change to take effect.

General Parameters

The General parameters control general system-level functions.

General Parameters - #1

Enable Automated Attendant

The automated attendant routes calls to Octel 50 system extensions.

When the automated attendant is disabled, the Octel 50 system routes callers directly to the subscribers' mailboxes. It does not attempt to transfer calls to subscriber extensions.

Note that this parameter does not affect the Attendant menu, system prompts, or holidays, which determine what the Octel 50 system voices to callers, or the ability to press <0> to reach a default or personal operator.

<i>When/How to Use</i>	<p>You should enable this parameter unless the Octel 50 system is being used in an application such as a service bureau, where callers should not be allowed to transfer to extensions.</p> <p>On Octel 50 systems with live operators, you can configure the automated attendant to handle call overflow.</p>
<i>Related Parameters/Features</i>	<p>When the automated attendant is disabled, the following Octel 50 system features are not available:</p> <ul style="list-style-type: none"> • Call screening • Call queuing • Call handling, although call blocking is still available • Call waiting • Intercom paging <p>In addition, the following system setup parameters are not available:</p> <ul style="list-style-type: none"> • Inform Subscriber Transfer is from Attendant • Number Attempts Rotary Transfer to Busy Receptionist • General Transfer parameters • The first six Call Transfer parameters
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

General Parameters - #2

Number of Digits in a Mailbox

This parameter determines the length and available range of Octel 50 system subscriber mailboxes. For example, if you set this parameter to 5, the range of available mailboxes is 10000 to 99999.

When/How to Use

Set this parameter using the System Setup before you begin creating subscriber mailboxes. If you change the value of this parameter after you have created mailboxes, the existing mailboxes are unusable. In this case, all Octel 50 system mailboxes must be deleted and re-created, and all prompts, messages, and events are lost.

Because you cannot change this parameter once you create mailboxes, you must be careful to allow for extra mailboxes for new subscribers and any additional applications, such as V-Trees, that may require a mailbox.

This parameter is not available when you run System Setup from the Options menu, and does not reset when you select the Set to Defaults option from the System Setup File menu.

Related Parameters/Features None.

If Set Too High

While you want to make sure that you allow mailboxes for expansion, setting this parameter too high may make it more difficult for subscribers to remember their mailbox numbers.

If you set this parameter higher than the number of digits in extension numbers on the phone system, inband signaling may fail due to the mismatch between the length of the extension and mailbox numbers.

If Set Too Low

You may not have enough mailboxes for the number of subscribers and applications requiring one.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	9	4	–	No	No

General Parameters - #3

Number of Languages

This parameter specifies the number of languages installed on the Octel 50 system.

When/How to Use

Enter the number of languages to use with the system. If you are using multiple languages on the system, you must load the appropriate voice files onto the system.

Related Parameters/Features

You must define the multilingual prompts on the System Prompts dialog box and/or select an alternative language in each mailbox's class of service.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	5	1	No	No	No

General Parameters - #4

Tutor for New Mailboxes

This parameter determines whether Co-Educator, the Octel 50 system tutorial, is enabled for subscribers accessing their mailboxes for the first time.

Co-Educator provides an introduction to the Octel 50 system and guides subscribers through the steps to change their password and record their personalized prompts (Please Hold, Directory, Name, and Personal Greeting prompts).

When/How to Use

Enable this parameter to help ensure that subscribers change their password from the assigned default and record their personalized prompts right away.

Related Parameters/Features

None.

If Set Too High

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

General Parameters - #5

Minimum Length of Password

This parameter specifies the minimum number of digits the Octel 50 system requires for a valid mailbox password. This parameter is used as a security feature to require subscribers to use passwords to log into their mailboxes.

When/How to Use

For most Octel 50 systems, the default should be sufficient.

If you change this parameter to a higher value, the Octel 50 system prompts subscribers using existing mailboxes to change their passwords to comply with the new value before gaining access to their mailboxes.

If you change this parameter to a lower value, subscribers are not required to change their passwords, since their current passwords exceed the minimum.

Related Parameters/Features

None.

If Set Too High

Subscribers are required to enter very long strings of keypresses to access their mailboxes.

If Set Too Low

Setting this parameter low increases the chance that a caller could guess a password and gain unauthorized access to the Octel 50 system.

If this parameter is set to 0, a password is not required to access system mailboxes. However, subscribers can assign passwords to their mailboxes.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	9	4	No	No	No

General Parameters - #6

Daily Maintenance Time

This parameter determines when the Octel 50 system performs its daily maintenance. During daily maintenance, the Octel 50 system ages messages and purges expired messages, updates statistics, and performs other functions.

Daily maintenance only takes a moment. The Octel 50 system remains up and continues to answer calls.

When/How to Use

Set this parameter to the desired hour in Military format, 0 to 23, where 0 represents midnight. This parameter can only be set for the top of the hour and cannot be specified in minutes.

Related Parameters/Features

If you enable Shutdown After Daily Maintenance, you should set Daily Maintenance Hour for a low-traffic time so that call traffic is not interrupted.

If Set Too High

Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	23	0	No	No	No

General Parameters - #7

Shutdown System After Daily Maintenance

This parameter determines whether the Octel 50 system goes through an automatic shutdown after daily maintenance is complete to run user-supplied backup programs or other disk utilities. A batch file must be designed to perform such functions. A sample Day of Week batch file (DOW.BAT) is described in the Maintaining the System section.

When/How to Use

Enable this parameter if you want to run third-party utilities such as backups and disk maintenance after daily maintenance.

Related Parameters/Features

The Daily Maintenance Time parameter setting determines when the Octel 50 system will perform the shutdown.

If you enable Shutdown System After Daily Maintenance, set the Daily Maintenance Time to a low-traffic time as the Octel 50 system will be unable to accept calls until it restarts.

When this parameter is enabled, the OFFHDIS parameter determines whether callers hear a busy or no answer while the Octel 50 system is shut down. Note that if OFFHDIS is enabled, some phone switches may see the off hook as a line problem and disable the ports.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Receptionist Parameters

The Receptionist parameters specify extensions where callers requesting to speak to a receptionist or exceeding a specified number of errors are transferred during or after business hours. These parameters also determine how the Octel 50 system handles callers dialing from rotary phones and whether subscribers are informed of calls transferred from the attendant.

Receptionist Parameters - #8

Default Receptionist Mailbox Number

This parameter defines the mailbox where the Octel 50 system routes callers during business hours when they press <0> to speak to an operator, are dialing from a rotary phone, or exceed the maximum number of errors allowed.

When/How to Use You must manually create the default operator mailbox on the Octel 50 system; it is not automatically created. If you do not create the default receptionist mailbox, callers transferred to that mailbox are told that the mailbox is not recognized on the system and are disconnected.

Make sure that the mailbox number specified for this parameter is used for a receptionist mailbox or for a regular subscriber. Otherwise, the subscriber assigned this mailbox number may receive calls that are supposed to be directed to the receptionist.

Related Parameters/Features Callers to mailboxes that have a personal operator defined are transferred to the personal operator instead of the default receptionist mailbox when they press <0>.

The minimum and maximum values for this parameter depend on the Number of Digits in a Mailbox. For example, on a Octel 50 system with 3-digit mailboxes, the default for this parameter is 100.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>1000</i>	<i>9999</i>	<i>1000</i>	<i>No</i>	<i>No</i>	<i>No</i>

Receptionist Parameters - #9

After Hours Receptionist Mailbox Number

This parameter defines the mailbox where the Octel 50 system routes callers after business hours.

When/How to Use You must manually create the after hours receptionist mailbox on the Octel 50 system; it is not automatically created. If you do not create the after hours receptionist mailbox, callers transferred to that mailbox are told that the mailbox is not recognized on the system and the callers are disconnected.

Related Parameters/Features The minimum and maximum allowed values for this parameter depend on the Number of Digits in a Mailbox parameter setting. For example, on a Octel 50 system with 3-digit mailboxes, the default for this parameter is 100.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>1000</i>	<i>9999</i>	<i>1000</i>	<i>No</i>	<i>No</i>	<i>No</i>

Receptionist Parameters - #10**Inform Subscriber Transfer is from Attendant**

This parameter determines whether the Octel 50 system voices a prompt informing subscribers when it transfers calls.

If this parameter is selected, subscribers hear the message, "One moment, you have a call," or, "There is a call for <subscriber's name>," before a call is transferred to their extensions from the system. Otherwise, the caller is immediately transferred.

When/How to Use

Use this parameter if the phone system cannot display the origin of calls and you want subscribers to be able to distinguish between external and internal callers. Note that this only applies when call progress is used.

Related Parameters/Features

This parameter only applies when calls are supervised.

This parameter is not available when Enable Automated Attendant is disabled.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Receptionist Parameters - #11**Disconnect All Rotary Callers**

This parameter determines whether the Octel 50 system disconnects all callers dialing from a rotary phone. The Octel 50 system considers a rotary call to be any call from which it does not detect touch-tone digits at the initial greeting or at the main greeting for a V-Tree. When you enable this parameter and the system detects a rotary call, it voices, "Thank you, good-bye," and disconnects the caller.

When/How to Use

Enable this parameter when the switch does not use positive disconnect to indicate hangups. This parameter allows ports from which callers have hung up to become available more quickly.

If this parameter is enabled, the main greeting should include an alternate phone number for rotary callers.

If this feature is not enabled, the Octel 50 system transfers rotary calls to the Default Receptionist Mailbox Number during business hours or the After Hours Receptionist Mailbox Number after business hours.

Related Parameters/Features

You must create the default operator mailbox and the after hours operator mailboxes if you want to transfer callers using rotary phones.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Receptionist Parameters - #12

Number Attempts Rotary Transfer to Busy Operator

This parameter specifies the number of times the Octel 50 system attempts to transfer a rotary caller to the receptionist's extension when it is busy.

When/How to Use

The default should be sufficient for most Octel 50 systems. If a call cannot be transferred to the receptionist, it is directed to the receptionist's mailbox and the caller can leave a message.

This parameter only applies if calls to the receptionist are supervised.

Related Parameters/Features

This parameter is not used if Disconnect All Rotary Callers is enabled.

This parameter is not available if Enable Automated Attendant is disabled.

If Set Too High

The higher you set this parameter, the longer the port holding the rotary caller is tied up.

If Set Too Low

If this parameter is set to 0, the Octel 50 system attempts to transfer rotary callers once before they are transferred to voice mail to leave a message.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	9	3	No	No	No

Receptionist Parameters - #13

Enable Receptionist Grunt Detection

This parameter determines whether callers may use short words such as Yes to transfer to a receptionist.

When/How to Use

This parameter is useful for callers with rotary phones who cannot successfully access the system but want to be transferred to an operator. Also, this is useful for detecting whether a caller has hung up before transferring the call to the operator.

It is recommended that you leave this parameter disabled.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Receptionist Parameters - #14

Maximum Number of Errors

This parameter specifies the maximum number of consecutive invalid mailbox entries and keypresses the Octel 50 system allows each caller to make before the system transfers the caller to the operator or disconnects.

When/How to Use

The default setting should be sufficient.

When you set this parameter to 0, the Octel 50 system transfers or disconnects the caller after one error.

Related Parameters/Features

This parameter determines the number of errors before the Octel 50 system transfers callers to the operator if Transfer Calls to Receptionist after Maximum Errors is enabled.

If Set Too High

The higher this number, the more invalid entries each caller is allowed to make.

If Set Too Low

A low setting does not affect Octel 50 system performance, but callers could perceive the system as intolerant if they are disconnected or transferred after one error.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	9	3	No	No	No

Receptionist Parameters - #15

Maximum Number of No Entries

This parameter specifies the number of times the Octel 50 system prompts callers for an entry before assuming they have hung up and releasing the line.

When/How to Use

The default value for this parameter should be sufficient.

When this parameter is set to 0, the caller is disconnected after the first no entry.

This parameter is not used when a caller fails to make an entry at the initial greeting. In this case, the call is considered a rotary call.

Related Parameters/Features

None.

If Set Too High

The higher the setting, the longer the off hook time between callers hanging up and the Octel 50 system resetting the port.

If Set Too Low

Callers may perceive the Octel 50 system as intolerant if they are transferred or disconnected after the first no entry.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	9	3	No	No	No

Receptionist Parameters - #16**Transfer Calls to Receptionist after Max. Errors**

This parameter determines whether the Octel 50 system transfers callers exceeding the Maximum Number of Errors parameter setting to the default operator or politely disconnects them.

When/How to Use

Enable this parameter when you want callers exceeding the Maximum Number of Errors setting to be transferred to an operator for assistance or to leave a message.

Related Parameters/Features

If you enable Transfer Calls to Receptionist after Maximum Errors, you must create the default operator mailbox and the after-hours mailbox. If you do not, callers transferred to those mailboxes are told that the mailboxes are not recognized on the system, and the callers are disconnected.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

General Transfer Parameters

The General Transfer parameters control whether calls to invalid mailboxes are transferred to the switch.

General Transfer Parameters - #17**Transfer Invalid Mailboxes During Business Hours**

This parameter determines whether calls to an invalid mailbox during business hours are transferred to the switch. An invalid mailbox is an extension that is not assigned a Octel 50 system mailbox number.

If this parameter is enabled, calls during business hours to numbers that do not exist as mailboxes are transferred directly to the switch.

If this parameter is off, callers dialing invalid mailbox numbers during business hours hear, "<Mailbox number> is an invalid extension number. Please enter the extension number of the person you would like to speak with."

When/How to Use

Disable this parameter unless you have extensions that callers should be allowed to directly dial.

Be aware that enabling this parameter can pose a security concern in that, depending on the configuration of the switch, callers transferred to the switch may use this capability to attempt to access an outside line. This is most relevant for Octel 50 ports used for outcalls for networking or message delivery to a beeper.

Related Parameters/Features

If you turn off Enable Automated Attendant, this parameter is not available.

Business hours are defined under the Attendant menu.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

General Transfer Parameters - #18

Transfer Invalid Mailboxes After Business Hours

This parameter determines whether calls to an invalid mailbox after business hours are transferred to the switch. An invalid mailbox is an extension that is not assigned as Octel 50 system mailbox number.

If this parameter is on, calls after business hours to numbers that do not exist as mailboxes are transferred directly to the switch.

If this parameter is off, callers dialing invalid mailbox numbers hear, "<Mailbox number> is an invalid extension number. Please enter the extension number of the person you would like to speak with."

When/How to Use

Disable this parameter unless you have extensions that callers should be allowed to directly dial.

Be aware that enabling this parameter can pose a security concern in that, depending on the configuration of the switch, callers transferred to the switch may use this capability to attempt to access an outside line.

Related Parameters/Features

If you turn off Enable Automated Attendant, this parameter is not available.

Business hours are defined under the Attendant menu.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Time/Date Parameters

The Time/Date parameters determine when the Octel 50 system voices the time of day greetings (Morning, Afternoon, and Evening) defined on the System Prompts dialog box, and how the Octel 50 system voices times and dates.

The Octel 50 system only voices time of day greetings during open business hours. It voices the Closed greeting after business hours.

Time/Date Parameters - #19**Start of Morning Hours**

This parameter defines when, during open hours, the Octel 50 system begins voicing the Morning greeting identified on the System Prompts dialog box.

If you do not specify a Morning greeting on the System Prompts dialog box, only the Attendant Menu prompt or, if no attendant menu is defined, the default prompt is voiced during morning hours.

When/How to Use

Enter the hour and minutes, in military format, that you want morning hours to begin. Morning hours cannot be set on a day-by-day basis.

Related Parameters/Features

The Start of Afternoon Hours parameter determines when the morning hours end.

The Morning greeting does not begin voicing each day until the Open hours on the Business Hours dialog box is reached. For example, if you set the Start of Morning Hours parameter to 6:00 AM but set the Open time field on the Business Hours dialog box to 8:00 AM, the Morning greeting does not begin voicing until 8:00 AM.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0000 (12:00 AM)</i>	<i>2359 (11:59 PM)</i>	<i>600 (6:00 AM)</i>	<i>No</i>	<i>No</i>	<i>No</i>

Time/Date Parameters - #20**Start of Afternoon Hours**

This parameter defines when, during open hours, the Octel 50 system begins voicing the Afternoon greeting identified on the System Prompts dialog box.

If you do not specify an Afternoon greeting on the System Prompts dialog box, only the Attendant Menu prompt or, if no attendant menu is defined, the default prompt is voiced during afternoon hours.

When/How to Use

Enter the hour and minutes, in military format, that you want afternoon hours to begin. Afternoon hours cannot be set on a day-by-day basis.

Related Parameters/Features

The Start of Evening Hours parameter determines when afternoon hours end.

The Start of Afternoon Hours parameter must be later than the Start of Morning Hours parameter.

The Afternoon greeting is only voiced during the Open hours set on the Business Hours dialog box. For example, if you set the Start of Afternoon Hours to 1:00 PM but set the Closed time on the Business Hours dialog box to 12:00 PM, the Afternoon greeting does not voice.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0000</i> <i>(12:00 AM)</i>	<i>2359</i> <i>(11:59 PM)</i>	<i>600</i> <i>(6:00 AM)</i>	<i>No</i>	<i>No</i>	<i>No</i>

Time/Date Parameters - #21**Start of Evening Hours**

This parameter defines when, during open hours, the Octel 50 system begins voicing the Evening greeting identified on the System Prompts dialog box.

If you do not specify an Evening greeting on the System Prompts dialog box, only the Attendant Menu prompt or, if no attendant menu is defined, the default prompt is voiced during evening hours.

When/How to Use

Enter the hour and minutes, in military format, that you want evening hours to begin. Evening hours cannot be set on a day-by-day basis.

Related Parameters/Features

The Start of Morning Hours parameter determines when the evening hours end.

The Start of Evening Hours parameter must be set later than the Start of Afternoon Hours parameter.

The Evening greeting is only voiced during the Open hours set on the Business Hours dialog box. For example, if you set the Start of Evening Hours to 5:00 PM and set the Closed time on the Business Hours dialog box to 9:00 PM, the Evening greeting voices from 5:00 PM to 9:00 PM.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0000</i> <i>(12:00 AM)</i>	<i>2359</i> <i>(11:59 PM)</i>	<i>1800</i> <i>(6:00 AM)</i>	<i>No</i>	<i>No</i>	<i>No</i>

Time/Date Parameters - #22**Enable Chinese Date**

This parameter has been disabled.

Message Timing Parameters

The Message Timing parameters control the message playback features and the maximum allowed lengths of message and prompt recordings.

Message Timing Parameters - #23**Number of Seconds to Rewind Message**

This parameter defines the number of seconds a message rewinds when a subscriber uses the Rewind keypress when reviewing messages.

<i>When/How to Use</i>	For most Octel 50 systems, the default value should be sufficient. When you set this parameter to 0, the message continues to play without rewinding when subscribers uses the Rewind key.
<i>Related Parameters/Features</i>	None.
<i>If Set Too High</i>	When this parameter is set too high, subscribers have less control over how much of the message they can review when they use the Rewind key.
<i>If Set Too Low</i>	When this parameter is set too low, subscribers may have to use the Rewind key several times to review the desired portion of the message. Set this parameter to 0 to disable it.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>99</i>	<i>5</i>	<i>No</i>	<i>No</i>	<i>No</i>

Message Timing Parameters - #24

Number of Seconds to Pause Message

This parameter defines the number of seconds a message pauses when a subscriber uses the Pause keypress when reviewing messages.

<i>When/How to Use</i>	For most Octel 50 systems, the default value should be sufficient. Subscribers may use the Pause keypress while the message is paused to resume the playback of the message. When you set this parameter to 0, the message continues playback without pausing when subscribers use the Pause keypress.
<i>Related Parameters/Features</i>	None.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Short pauses may not allow sufficient time for subscribers to complete what they wanted to do when they paused the message. Set this parameter to 0 to disable it.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>99</i>	<i>5</i>	<i>No</i>	<i>No</i>	<i>No</i>

Message Timing Parameters - #25

Number of Seconds to Fast Forward Message

This parameter defines the number of seconds to fast forward a message when a subscriber uses the Fast Forward keypress when reviewing messages.

<i>When/How to Use</i>	For most Octel 50 systems, the default value should be
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sufficient.

When you set this parameter to 0, the message continues to play without fast forwarding when subscribers use the Fast Forward keypress.

Related Parameters/Features None.

If Set Too High

When this parameter is set too high, subscribers do not have much control over how much of the message they can fast forward through when they use the Fast Forward keypress.

If Set Too Low

When this parameter is set too low, subscribers must use the Fast Forward keypress several times to fast forward the desired portion of the message. Set this parameter to 0 to disable it.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>99</i>	<i>5</i>	<i>No</i>	<i>No</i>	<i>No</i>

Message Timing Parameters - #26

Maximum Time to Record Mailbox Prompts

This parameter specifies the maximum amount of time, in seconds, for subscribers to record mailbox prompts and folder labels.

When/How to Use

For most Octel 50 systems, the default setting should be sufficient.

Some applications may require longer prompts. For example, using V-Trees, you may want to raise this parameter value. Set this value lower if you need to limit the amount of disk space to store prompts on small Octel 50 systems to conserve disk space.

Related Parameters/Features None.

If Set Too High

The higher this setting, the more disk space mailbox prompts and folder labels are allowed to use on Octel 50 systems.

If Set Too Low

The lower this setting, the less time subscribers have to record their prompts and folder labels. If this parameter is set to 0, subscribers cannot record prompts or folder labels.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>999</i>	<i>90</i>	<i>No</i>	<i>No</i>	<i>No</i>

Message Timing Parameters - #27

Minimum Message Length in Seconds

This parameter specifies the minimum length, in seconds, of messages allowed on the Octel 50 system.

When/How to Use

For most Octel 50 systems using positive disconnect, the default setting should be sufficient.

If the switch does not provide positive disconnect, set this parameter higher than 0. This prevents the Octel 50 system from recording blank messages when callers have hung up during recording.

Related Parameters/Features None.

If Set Too High When set too high, the Octel 50 system may delete actual messages.

If Set Too Low If you leave this parameter set to 0, and your switch does not provide positive disconnect, mailboxes may receive blank messages.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	10	0	No	No	No

Subscriber Parameters

The Subscriber parameters control password security features and message maintenance features for subscriber mailboxes.

Subscriber Parameters - #28

Enable Extended Password Security

This parameter determines whether the Octel 50 system requires subscribers to press <#> after they enter their passwords to gain immediate access to their mailboxes.

If you enable this parameter and a subscriber enters the correct password, but does not press <#>, the Octel 50 system pauses after the last digit before permitting access to the mailbox.

If you disable this parameter, the Octel 50 system allows the subscriber access as soon as they finish entering the last digit of the correct password.

When/How to Use For most Octel 50 systems, leave this parameter enabled to provide added security for mailboxes.

Related Parameters/Features Enable Extended Password Security is only used if mailboxes have passwords.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Subscriber Parameters - #29**Permit
Subscribers to
Leave Messages
to Themselves**

This parameter allows subscribers to send messages to their own mailboxes. When this parameter is on, subscribers may use this feature as a message reminder. If this parameter is off, subscribers attempting to send a message to their own mailboxes are informed that the mailbox is not recognized on the system and are prompted to enter another mailbox number.

When/How to Use

For most Octel 50 systems, leave this parameter enabled to allow subscribers to send messages to themselves. Disable this parameter to conserve hard disk space on small systems if the Octel 50 system is being used in an application such as a service bureau where you do not want subscribers to leave messages for themselves.

Related Parameters/Features

The subscriber mailboxes must be enabled for receive messages in their class of service.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Subscriber Parameters - #30**Permit
Listen-Only
Messages to be
Reviewed**

This parameter determines whether the Octel 50 system allows subscribers to review listen-only messages before deleting them. Messages marked as listen-only cannot be saved or copied to another mailbox.

When/How to Use

If this parameter is on, subscribers are given the choice of replaying the message, accessing envelope information, erasing the message, or exiting the message review.

If this parameter is off, the message plays, then the Octel 50 system voices, "Message erased," and continues to play the rest of the new messages then returns to the Main menu.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Subscriber Parameters - #31**Enable
Confirmation of
Deleted
Messages**

This parameter determines whether the Octel 50 system prompts subscribers to confirm that they want to delete a message by entering an additional keypress.

<i>When/How to Use</i>	For most Octel 50 systems, leave this parameter enabled to help prevent subscribers from accidentally deleting messages.
<i>Related Parameters/Features</i>	Subscribers may retrieve accidentally deleted messages during the same message review session by pressing 5 from the Main menu and following the prompts voiced by the system.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Subscriber Parameters - #32

Voice Warning when Messages Expire

This parameter enables the Octel 50 system to notify subscribers when messages are automatically deleted after the number of days to save defined in the class of service has expired.

<i>When/How to Use</i>	Enable this parameter when you want the Octel 50 system to inform subscribers that messages have been deleted from their mailboxes because the messages exceeded the Number of Days to Save New and Saved messages. It is recommended you enable this parameter if Days to Save messages is set low. This should prevent subscribers from thinking they have lost messages when they have, in fact, expired.
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<i>Related Parameters/Features</i>	The Number of Days to Save New and Saved messages determines when messages are purged from the subscriber's mailboxes. Setting Number of Days to Save New and Saved messages to 99 saves the messages indefinitely so the Voice Warning when Messages Expire is not used.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Subscriber Parameters - #33

Voice Warning When Message Time is Less than 2 Minutes

This parameter enables the Octel 50 system to voice a warning when a mailbox's total time to record messages drops below 2 minutes.

When/How to Use Enable this parameter when you want the Octel 50 system to inform subscribers when a mailbox's total time to record messages drops below 2 minutes. This warning alerts subscribers to delete messages from their mailboxes. Otherwise, total recording time could be reached and callers trying to record messages are told that the mailbox is full.

Related Parameters/Features None.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Subscriber Parameters - #34

Maximum Number of Forwarded Extensions

This parameter determines the maximum number of extensions the Octel 50 system allows in a forwarding chain when the desired extension is busy or not answered. When this maximum is reached, the Octel 50 system voices the extension is busy or not answered, then prompts the caller to try another extension, leave a message for the original mailbox, or disconnect.

When/How to Use

The mailboxes included in the forwarding chain must be using supervised transfers. A call is a supervised transfer if the Maximum Rings setting in the mailbox's class of service is 1 or above. A call is a blind transfer if the Maximum Rings setting is 0. If the mailboxes are not using supervised transfers, the system cannot track the forwarding, which prevents the system from voicing the greeting of the original called party should the maximum be reached.

For most Octel 50 systems the default setting should be sufficient. If you change this setting, consider the maximum amount of time you want callers to wait as they are transferred from extension to extension before they are prompted to try another extension, leave a message, or disconnect.

The Octel 50 system does not allow circular forwarding situations. When the Octel 50 system encounters a circular forwarding situation, the system does not forward the call, regardless of the value of this parameter, and prompts the caller to dial another extension, leave a message, transfer to an operator, or disconnect.

Setting this parameter to 0 disables call forwarding.

Related Parameters/Features

Subscribers using call forwarding must have Forward selected as the No Answer/Call Blocking or Busy option on the Subscriber Settings dialog box.

If Set Too High

The higher the setting, the longer callers wait while they are transferred from extension to extension, and the longer the voice port is occupied.

If Set Too Low

If you set this parameter to 0, automatic call forwarding is not used, and callers will only be allowed to dial another extension, leave a message, or disconnect.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	10	No	No	No

Subscriber Parameters - #35

Set Initial Password for New Mailboxes to 1111

This parameter determines whether the Octel 50 system assigns the password 1111 to all mailboxes created over the phone by the supervisor.

When/How to Use

If this parameter is disabled, the supervisor must enter an initial password when creating mailboxes over the phone. Note that when creating mailboxes onscreen, the initial password is always set to 1111, regardless of this parameter.

Related Parameters/Features

If Minimum Length of Password is greater than 4, subscribers are prompted to enter a new password that complies with the minimum.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Caller Parameters

The Caller parameters control whether outside callers are allowed to leave multiple messages during a single call and whether they can access subscriber directories.

Caller Parameters - #36

Permit Callers to Leave Multiple Messages

This parameter determines whether outside callers are allowed to leave multiple messages for Octel 50 system subscribers during a single phone call.

If you enable this parameter, the Octel 50 system voices an option to disconnect along with the options to try another extension or transfer to the operator.

If you disable this parameter, callers are politely disconnected after leaving a single message.

<i>When/How to Use</i>	This parameter should be enabled for most Octel 50 systems. If you disable it, callers could become frustrated having to call back to leave additional messages. An application for which you may want to disable this parameter is a service bureau, where you want callers directly routed to subscriber mailboxes to leave a message and then disconnected. Also, on smaller Octel 50 systems, such as those with fewer ports, you may want to restrict callers from tying up ports for considerable lengths of time.
<i>Related Parameters/Features</i>	If you enable this parameter, you can use the PROGTIME parameter under Channel Specific Parameters to control the total length of calls to the system.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Caller Parameters - #37

Permit Callers Access to Directory Services

This parameter determines whether outside callers can access subscriber directories.

If you enable this parameter, callers can press <*> to access a directory they can use to dial the names of the subscribers they want to reach.

If you disable this parameter, callers must know the number of the subscribers they wish to speak to, or they can transfer to the default operator.

<i>When/How to Use</i>	If the Octel 50 system is being used as a service bureau, you may want to disable this parameter. If you do not have a live operator, it is recommended that this parameter be enabled. Otherwise, callers will have no timely way of reaching subscribers whose numbers they do not know.
<i>Related Parameters/Features</i>	To create directory entries, you must enter the First and Last Names on the Mailbox Entry dialog box, and the subscribers must record their name prompt.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

AMIS Parameters

The AMIS parameters identify the local Octel 50 system and define system-wide defaults for dispatching network messages. Some of these parameters can be overridden on a

per-node basis on the AMIS Node Entry dialog box. AMIS parameters only apply to Octel 50 systems with sentinels that support the AMIS network protocol.

For the first five parameters, the minimum and maximum refer to the length of the entry allowed, not an actual number.

AMIS Parameters - #38

System Telephone Access Number

This parameter defines the local Octel 50 system's phone number. The Octel 50 system includes the System Telephone Access Number as part of network message dispatches to remote systems. This allows remote sites to reply directly to messages you send them.

When/How to Use

When defining the System Telephone Access Number, you must include the area code and 7-digit phone number, such as 9415551234. Only digits can be entered for this parameter.

If you do not enter the System Telephone Access Number, remote systems will be unable to reply directly to messages dispatched from the Octel 50 system.

Related Parameters/Features

The Country Code is placed in front of the System Telephone Access Number to identify the Octel 50 system for remote sites.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>16</i>	<i>Blank</i>	<i>No</i>	<i>No</i>	<i>No</i>

AMIS Parameters - #39

AMIS Prefix

This parameter defines the code that the Octel 50 system must insert before the dialing string when dispatching network messages. This code can be used to identify a local phone network or the Code for Accessing an Outside Line.

When/How to Use

Use the AMIS Prefix to identify the code that must be dialed if you are part of a local network. For example, some companies have multiple sites that use a code other than the Code for Accessing an Outside Line to indicate that they are dialing another network site.

If the customer's system does not require a special prefix to be dialed for network messages, leave this parameter blank.

The AMIS Prefix is not used for replies to network messages; the Code for Accessing an Outside Line is used instead.

If you need to use multiple prefixes, use the AMIS Prefix to define the code used most often and then use the Prefix Code field on the AMIS Node Entry dialog box to override the AMIS Prefix for nodes that require a different prefix.

If you do not define an AMIS Prefix, subscribers sending Casual AMIS messages to destinations that require a prefix must insert the prefix before the destination telephone number when dialing.

Related Parameters/Features

The Prefix Code field on the AMIS Node Entry dialog box overrides the AMIS Prefix on a per-node basis.

The Octel 50 system uses the Code for Accessing an Outside Line when no AMIS Prefix or Prefix Code is defined. If you do not want to use a prefix or the Code for Accessing an Outside Line, insert a comma in this field.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>3</i>	<i>Blank</i>	<i>No</i>	<i>No</i>	<i>No</i>

AMIS Parameters - #40

International Access Code

This parameter defines the code used to access international dialing in the country the Octel 50 system is located. The Octel 50 system uses this code when sending network replies to remote systems in other countries.

The Octel 50 system determines whether the International Access Code is required for a reply by comparing the Country Code of the remote destination to the Octel 50 system's Country Code. If the codes are different, the Octel 50 system inserts the International Access Code in the dialing string.

When/How to Use

Enter the International Access Code for the country in which the local Octel 50 system is located. This code should only contain numbers or commas.

The International Access Code for the United States is 011.

Related Parameters/Features You must correctly define the Country Code for the Octel 50 system to determine whether the International Access Code is required for a network reply.

This parameter is only used for network replies. If Reply is disabled on the Class of Service dialog box for all subscribers, the International Access Code is not used.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>No</i>	<i>No</i>

AMIS Parameters - #41

Long Distance Access Code

This parameter defines the code used to access long distance dialing at the Octel 50 system location. The Octel 50 system uses this code when sending network replies to remote systems in other area codes.

Dial Plan determines whether the Long Distance Access Code is required for network replies. If the prefix of the remote system is not found in Dial Plan, the Octel 50 system assumes it is a long distance number and inserts the Long Distance Access Code in the dialing string.

When/How to Use

Enter the Long Distance Access Code for the Octel 50 system location. The Long Distance Access Code for the United States is 1.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

This code is only used for network replies. If Network Reply is disabled on the Class of Service dialog box for all subscribers, the Long Distance Access Code is not used.

Use Dial Plan database must be enabled in the Dialing parameters for the Octel 50 system to insert the Long Distance Access Code when required for network replies.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>No</i>	<i>No</i>

AMIS Parameters - #42**Country Code**

This parameter defines the dialing code for the country in which the Octel 50 system is located.

The Octel 50 system transmits the Country Code to remote systems when it dispatches both casual and administered network messages. This allows remote sites to reply directly to messages you send them.

The Country Code must be defined for network transmissions to be successful.

When/How to Use

Enter the Country Code for the country in which the Octel 50 system is located. The Country Code for the United States is 1.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The Octel 50 system uses the Country Code to determine if the International Access Code is required for network replies.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>No</i>	<i>No</i>

AMIS Parameters - #43**Permit Inbound AMIS Dispatch**

This parameter determines whether the Octel 50 system is permitted to receive AMIS messages.

When/How to Use

When you enable this parameter, all subscribers on the Octel 50 system able to receive messages from local subscribers can also receive AMIS messages.

Related Parameters/Features

If Permit Inbound AMIS Dispatch is enabled but Permit Outbound AMIS Dispatch is disabled, subscribers can receive network messages but cannot send or reply to them.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>–</i>	<i>–</i>	<i>No</i>	<i>No</i>	<i>No</i>	<i>No</i>

AMIS Parameters - #44**Permit Outbound AMIS Dispatch**

This parameter determines whether the Octel 50 system can send network messages and replies.

When/How to Use

Permit Outbound AMIS Dispatch controls the ability to send network messages and replies from the Octel 50 system.

Related Parameters/Features You must also activate the networking options on the Class of Service dialog box.

If Permit Outbound AMIS Dispatch is enabled but Permit Inbound AMIS Dispatch is disabled, you can send network messages but you cannot receive replies to those messages.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

AMIS Parameters - #45

Start of Economy Weekday Hours

This parameter defines the system-wide start of economy dispatch hours during the week. During economy hours, the Octel 50 system sends any casual or administered network messages marked for economy dispatch since the end of economy hours the previous day.

When/How to Use

Enter the hour and minute that economy time begins in military time. The same economy time is used for each weekday; you cannot specify different economy times for different weekdays.

When defining economy hours, use the off-peak rate period defined by the phone carrier.

It is recommended that you start the economy hours a few minutes after the start of the lower rate period to allow for discrepancies between the Octel 50 system clock and the carrier's clocks.

Related Parameters/Features

You can use the Economy Dispatch fields on the AMIS Node Entry dialog box to override the economy hours for individual nodes.

The End of Economy Weekday Hours parameter determines when economy hours end.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0000 (12:00 AM)	2359 (11:59 PM)	Blank	No	No	No

AMIS Parameters - #46

End of Economy Weekday Hours

This parameter defines the system-wide end of economy dispatch hours during the week. During economy hours, the Octel 50 system sends any casual or administered network messages marked for economy dispatch since the end of economy hours the previous day.

When/How to Use

Enter the hour and minute that economy time ends in military time. The same economy time is used for each weekday; you cannot specify different economy times for different weekdays.

When setting economy hours, use the off-peak rate period defined by the phone carrier.

It is recommended that you end the economy hours a few minutes before the end of the lower rate period to allow for discrepancies between the Octel 50 system clock and the carrier's clocks.

The economy time frame can overlap into the next day. For example, Friday's time may extend into Saturday morning. In this case, the hours that extend into Saturday are still considered part of the weekday economy time.

Related Parameters/Features

You can use the Economy Dispatch fields on the AMIS Node Entry dialog box to override economy hours for individual nodes.

The Start of Economy Weekday Hours parameter determines when economy hours begin.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0000</i> <i>(12:00 AM)</i>	<i>2359</i> <i>(11:59 PM)</i>	<i>Blank</i>	<i>No</i>	<i>No</i>	<i>No</i>

AMIS Parameters - #47**Start of Weekend Economy Hours**

This parameter defines the system-wide start of economy dispatch hours for the weekend. During economy hours, the Octel 50 system sends any casual or administered network messages marked for economy dispatch since the end of economy hours on the previous day.

When/How to Use

Enter the hour and minutes that economy time begins for Saturday and Sunday in military time. The same economy time is used for both weekend days; you cannot specify different economy times.

When setting economy hours, use the off-peak rate period defined by the phone carrier. Many carriers have different off-peak hours on the weekend.

It is recommended that you start the economy hours a few minutes after the start of the lower rate period to allow for discrepancies between the Octel 50 system clock and the carrier's clocks.

Related Parameters/Features

You can use the Economy Dispatch fields on the AMIS Node Entry dialog box to override economy hours for individual nodes.

The End of Economy Weekend Hours parameter determines when economy hours end.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0000 (12:00 AM)</i>	<i>2359 (11:59 PM)</i>	<i>Blank</i>	<i>No</i>	<i>No</i>	<i>No</i>

AMIS Parameters - #48

End of Economy Weekend Hours

This parameter defines the system-wide end of economy dispatch hours for the weekend. During economy hours, the Octel 50 system sends any casual or administered network messages marked for economy dispatch since the end of economy hours on the previous day.

When/How to Use

Enter the hour and minutes that economy time ends in military time. The same economy time is used for Saturday and Sunday; you cannot specify different economy times.

When setting economy hours, use the off-peak rate period defined by the phone carrier. Many carriers have different off-peak hours on the weekend.

It is recommended that you end the economy hours a few minutes before the end of the lower rate period to allow for discrepancies between the Octel 50 system clock and the carrier's clocks.

The economy time frame can overlap into the next day. For example, Sunday's time may extend into Monday morning. In this case, the hours that extend into Monday are still considered part of the weekend economy time.

Related Parameters/Features

You can use the Economy Dispatch fields on the AMIS Node Entry dialog box to override economy hours for individual nodes.

The Start of Economy Weekend Hours parameter determines when economy hours begin.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0000 (12:00 AM)</i>	<i>2359 (11:59 PM)</i>	<i>Blank</i>	<i>No</i>	<i>No</i>	<i>No</i>

AMIS Parameters - #49

Maximum Number of Attempts Before Failure

This parameter defines the number of unsuccessful dispatch attempts to an Administered node allowed before the Octel 50 system deactivates the node. When a node is inactive, subscribers may not send any messages to it until you reactivate the node on the AMIS Node Entry dialog box.

This parameter only applies to Administered AMIS nodes.

An attempt is counted any time the Octel 50 system returns a message to the sending subscriber's mailbox:

- Maximum number of retries for busy is reached
- Minimum number of retries for no answer is reached
- Destination mailbox is full
- Dispatch fails

For example, if you set this parameter to 5, the node will be disabled if five messages to that node are returned to the sending subscribers' mailboxes.

When/How to Use

The default for this parameter should be sufficient for most Octel 50 systems.

If subscribers notify you that they are unable to enter a node number when sending a network message, it is likely the node has been deactivated. Check the AMIS Node Entry dialog box to determine if the Octel 50 system has automatically disabled the Node Active checkbox. If so, you should determine the reason for the messaging failures before reactivating the node.

Related Parameters/Features

Each time the Number of Retries for No Answer is reached for a message, the Octel 50 system returns the message to the subscriber's mailbox and an attempt is counted towards Maximum Number of Attempts Before Failure.

Each time the Number of Retries for Busy is reached for a message, the Octel 50 system returns the message to the subscriber's mailbox and an attempt is counted towards Maximum Number of Attempts Before Failure.

If Set Too High

It may be some time before you determine that there is a problem with a node.

If Set Too Low

You may deactivate nodes unnecessarily. Setting this parameter to 0 acts the same as when you set it to 1.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>9</i>	<i>5</i>	<i>No</i>	<i>No</i>	<i>No</i>

AMIS Parameters - #50

Maximum Delay for Standard Dispatch in Minutes

This parameter defines the number of minutes that any message can be held in a standard dispatch queue. When any message in the queue reaches the maximum delay, the Octel 50 system dispatches all messages in the queue. This parameter applies to all network messages assigned standard dispatch (Administered or Casual AMIS).

When/How to Use

When setting this parameter, keep in mind that only one message in the queue will be held for the maximum delay. When the delay is reached, the Octel 50 system sends all messages in the queue, regardless of how long they have been there.

Consider what type of messages subscribers usually send with standard dispatch. If time-critical messages are regularly sent with standard dispatch, you may want to set this parameter lower to ensure that they are sent in a timely manner.

Also consider how active the queues are. The more messages that are regularly sent with standard dispatch, the higher you can set this parameter.

Related Parameters/Features

This parameter defines the delay for standard dispatch on a system-wide basis. You can override this parameter for individual nodes using the Standard Dispatch Maximum Delay field on the AMIS Node Entry dialog box.

If Maximum Number of Standard Messages in System Setup or Maximum Messages or Maximum Delay on the AMIS Node Entry dialog box is reached first, the Octel 50 system dispatches all of the messages in the queue before the maximum delay is reached.

The Octel 50 system creates queues for standard dispatch based on the System Telephone Access Number, not the node number.

If Set Too High

Some messages may be held in the queue for quite a while before they are dispatched.

If Set Too Low

The Octel 50 system will make more outcalls to the remote sites to dispatch messages.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
3	999	90	No	No	No

AMIS Parameters - #51**Maximum Number of Standard Messages**

This parameter defines the number of messages that may accumulate in a standard dispatch queue. When the queue reaches the maximum number, the Octel 50 system dispatches all messages in the queue. This parameter applies to all network messages (Administered or Casual AMIS) assigned Standard dispatch.

When/How to Use

Consider what type of messages subscribers usually send with standard dispatch. If time-critical messages are regularly sent with standard dispatch, you may want to set this parameter lower to ensure that they are sent in a timely manner.

Also consider how active the queues are. The more messages that are regularly sent with standard dispatch, the higher you can set this parameter.

Related Parameters/Features This parameter defines the maximum messages for standard dispatch on a system-wide basis. You can override this parameter for individual nodes using the Standard Dispatch Maximum Messages field on the AMIS Node Entry dialog box.

If Maximum Delay for Standard Dispatch in Minutes in System Setup or Maximum Delay or Maximum Messages on the AMIS Node Entry dialog box is reached first for a queue, the Octel 50 system dispatches all of the messages in the queue before the maximum number of messages accumulate.

The Octel 50 system creates queues for standard dispatch based on the System Telephone Access Number, not the node number.

If Set Too High Some messages may be held in the queue for quite a while before they are dispatched.

If Set Too Low The Octel 50 system will make more outcalls to the remote sites to dispatch messages.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
2	9	8	No	No	No

AMIS Parameters - #52

Delay for Busy In Minutes

This parameter defines the number of minutes the Octel 50 system waits between retries when dispatching to a remote access phone number that is busy. This parameter applies to all outbound network messaging (Administered AMIS, Casual AMIS, network replies).

When/How to Use The default for this parameter should be sufficient on most Octel 50 systems.

Related Parameters/Features This parameter determines the delay between Number of Retries for Busy.

If Set Too High The higher you set this parameter, the longer it will take for the message to reach its intended destination

If Set Too Low The lower you set this parameter, the faster the Octel 50 system exhausts the number of retries.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
3	99	5	No	No	No

AMIS Parameters - #53

Number of Retries for Busy

This parameter defines the number of busy responses the Octel 50 system allows when attempting dispatch to a remote access phone number. This parameter applies to all outbound network messaging (Administered AMIS, Casual AMIS, network replies).

When/How to Use The default for this parameter should be sufficient on most Octel 50 systems.

Related Parameters/Features The Delay for Busy In Minutes determines how long the Octel 50 system waits between retries for attempts resulting in a busy.

If the Number of Retries for No Answer is reached first, the Octel 50 system places the message in the sender's new message queue and makes no further attempts.

Each time the Number of Retries for Busy is reached for a message and the Octel 50 system returns the message to the sender's mailbox, an attempt is counted towards Maximum Number of Attempts Before Failure.

If Set Too High

The Octel 50 system may unnecessarily tie up a port trying to reach a remote system that may be down.

If Set Too Low

The Octel 50 system may unnecessarily return messages to subscriber mailboxes. If set to 0, the Octel 50 system places the message in the sender's mailbox after the first attempt resulting in a busy.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	5	No	No	No

AMIS Parameters - #54

Delay for No Answer In Minutes

This parameter defines the number of minutes the Octel 50 system waits between retries when dispatching to a remote access phone number that does not answer. This parameter applies to all outbound network messaging (Administered AMIS, Casual AMIS, network replies).

When/How to Use

The default for this parameter should be sufficient for most Octel 50 systems.

Related Parameters/Features

This parameter determines the delay between Number of Retries for No Answer.

If Set Too High

The higher you set this parameter, the longer it will take for the message to reach its intended destination

If Set Too Low

The lower you set this parameter, the faster the Octel 50 system exhausts the number of retries.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
3	99	5	No	No	No

AMIS Parameters - #55

Number of Retries for No Answer

This parameter defines the number of no answer responses the Octel 50 system allows when attempting dispatch to a remote access phone number. This parameter applies to all outbound network messaging (Administered AMIS, Casual AMIS, network replies).

When/How to Use

The default for this parameter should be sufficient on most Octel 50 systems.

<i>Related Parameters/Features</i>	<p>The Delay for No Answer In Minutes determines how long the Octel 50 system waits between retries for attempts resulting in a no answer.</p> <p>If the Number of Retries for Busy is reached first, the Octel 50 system places the message in the sender's new message queue and makes no further attempts.</p> <p>Each time the Number of Retries for No Answer is reached for a message and the Octel 50 system returns the message to the sender's mailbox, an attempt is counted towards Maximum Number of Attempts Before Failure.</p>
<i>If Set Too High</i>	The Octel 50 system may unnecessarily tie up a port trying to reach a remote system that may be down.
<i>If Set Too Low</i>	The Octel 50 system may unnecessarily return messages to subscriber mailboxes. If set to 0, the Octel 50 system places the message in the sender's mailbox after the first attempt resulting in a no answer.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	5	No	No	No

Fax Parameters

The Fax parameters determine where and how callers retrieve faxes from the Octel 50 system.

Fax Parameters - #56

Local Fax Machine Telephone Number

This parameter defines the fax machine phone number where Octel 50 system subscribers retrieve faxes sent to their mailboxes. This phone number may be an extension on the system or an external phone number.

When/How to Use

The Local Fax Machine Telephone Number may be an extension, external phone number, or a long distance number.

If the Local Fax Machine Telephone Number is an internal extension, enter the extension number.

If the fax machine is a local external phone number, enter the number.

If the Local Fax Machine Number is at a long distance number, enter the long distance access code, followed by the area code and the phone number.

The minimum and maximum for this parameter refer to the length of the entry allowed in this field, not an actual value.

<i>Related Parameters/Features</i>	<p>If Fax Mail Allowed is disabled and the Octel 50 system detects fax tones, it performs a blind transfer to the Local Fax Machine Telephone Number.</p> <p>If the number of digits in the Local Fax Machine Telephone Number is equal to or greater than the Number of Digits in Local Telephone Number, the Fax Prefix Code is inserted at the beginning of the dialing string. If the Fax Prefix Code is not defined, the Custom Message Delivery Code is inserted at the beginning of the dialing string.</p> <p>If the number of digits in the Local Fax Machine Telephone Number is less than the Number of Digits in Local Phone Number, the Custom Message Delivery Code is inserted at the beginning of the dialing string.</p> <p>If both the Fax Prefix Code and a Custom Message Delivery code are undefined, the Octel 50 system dials the fax number as it displays in the field.</p>
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>No</i>	<i>No</i>

The following fax parameters are only available on Octel 50 systems with sentinels that support the Fax Solution module.

Fax Parameters - #57

Fax Board Type	This parameter indicates the type of fax board in the Octel 50 system. When you select None, all the Fax parameters, except Local Fax Machine Telephone Number, are disabled.
<i>When/How to Use</i>	Enter 0 if no fax board is installed and 2 if a Brooktrout fax board is installed.
<i>Related Parameters/Features</i>	<p>When None is selected, the following parameters are not available:</p> <ul style="list-style-type: none"> • V-Tree Fax Retrieval • Use Immediate Fax Delivery Mode in V-Trees • Fax Mail Allowed • Use a Fax Cover Sheet • Number of Attempts when Sending a Fax • Fax Delivery Retry Delay • Fax Prefix Code
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	0	Yes	No	No

Fax Parameters - #58

V-Tree Fax Retrieval

This parameter determines whether the Octel 50 system can distribute faxes requested by callers from a V-Tree.

When/How to Use

You should enable this parameter when you want the Octel 50 system to be able to send faxes to callers. For example, to provide product information to customers.

Related Parameters/Features

Use Immediate Fax Delivery Mode in V-Trees is disabled if V-Tree Fax Retrieval is off.

If Use Fax Cover Sheet is enabled, the Octel 50 system sends a cover sheet with every outbound fax.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Fax Parameters - #59

Use Immediate Fax Delivery Mode in V-Trees

This parameter determines whether the Octel 50 system delivers a fax during the phone call the caller requested it or schedules the fax for later delivery. If this parameter is enabled, callers must be calling from a fax machine to receive the fax.

When/How to Use

Enable this parameter if you do not want the Octel 50 system to incur long distance charges for delivering faxes requested by callers from a V-Tree.

Related Parameters/Features

When V-Tree Fax Retrieval is disabled, Use Immediate Fax Delivery Mode in V-Trees is not available.

Fax cover sheets are not sent with faxes retrieved from V-Trees when Use Immediate Fax Delivery Mode in V-Trees is enabled.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Fax Parameters - #60**Fax Mail Allowed**

This parameter determines whether Octel 50 system subscribers are permitted fax mail.

When/How to Use

This parameter permits fax mail for all mailboxes on the Octel 50 system. Mailboxes must also be enabled for send or receive faxes in the class of service.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Fax Parameters - #61**Use a Fax Cover Sheet**

This parameter specifies whether the Octel 50 system attaches a fax cover sheet when it delivers faxes retrieved from a V-Tree.

When/How to Use

If you enable this parameter, you must create a system-wide fax cover sheet. You can only have one fax cover sheet in the system.

Related Parameters/Features

A Fax cover sheet is not sent from a V-Tree when Use Immediate Fax Delivery Mode in V-Trees is enabled.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Fax Parameters - #62**Number of Attempts when Sending a Fax**

This parameter specifies the number of times the Octel 50 system attempts to send a fax for V-Tree fax retrieval and fax mail when it encounters a busy or no answer condition at the destination fax machine.

When/How to Use

The default should be acceptable for most systems.

If you set this parameter to 0, and the Octel 50 system encounters a busy or no answer condition at the destination fax machine, the fax is not delivered.

Related Parameters/Features

The Fax Delivery Retry Delay (Minutes) determines how long the Octel 50 system waits between attempts to deliver a fax.

If Set Too High

The maximum is the default value for this parameter.

If Set Too Low

The Octel 50 system may be unable to deliver the fax.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	9	5	No	No	No

Fax Parameters - #63

Fax Delivery Retry Delay (Minutes)

This parameter determines the number of minutes the Octel 50 system waits before attempting to send a fax after it encounters a busy or no answer at the destination fax machine.

When/How to Use

For most Octel 50 systems, the default should be sufficient. Increase this value if the Octel 50 system experiences heavy fax traffic and the outbound ports are constantly occupied by fax delivery.

Related Parameters/Features

If the Number of Attempts when Sending a Fax is set to 0, this parameter is not used.

If Set Too High

The higher you set this parameter, the longer callers have to wait for fax delivery.

If Set Too Low

Ports may not have enough time to reset between delivery attempts. Also, the number of attempts could be exhausted before the fax can be delivered.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	60	2	No	No	No

Fax Parameters - #64

Fax Prefix Code

This parameter specifies the prefix the Octel 50 system dials when accessing an external line to send a fax.

When/How to Use

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

Related Parameters/Features

If the length of the destination fax number is equal to or greater than Number of Digits in Local Telephone Number, the Octel 50 system uses the fax prefix code to access an external fax line when dialing the destination fax number.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	9,	No	Yes	No

Fax Extensions

The Fax Extensions parameters are used for Octel 50 systems using the Transfer Method to send and receive faxes. The Transfer Method is used when the Octel 50 system has fewer fax ports than voice ports. When the Transfer Method is used, the Octel 50 system must put the voice channel on hold, then dial a fax port extension.

Fax Extensions Parameters - #65

Transfer to Extensions (Requires Shutdown)

This parameter determines whether the Octel 50 system transfers calls from a voice port to a fax port when sending and receiving faxes.

When/How to Use

Enable this parameter if the Octel 50 system must use the Transfer Method to send and receive faxes.

If you enable this parameter, you must shutdown the Octel 50 system and then restart it for the change to be recognized.

Related Parameters/Features

When Transfer to Extensions is enabled, you must configure the Extension Connected to Fax Channel *n* parameters.

The Fax Extensions parameters are not available when the Fax Board Type parameter is set to 0.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	Yes	No	No

Fax Extensions Parameters - #66-77

Extension Connected to Fax Channel 0-11

These parameters define the phone system extension number connected to each fax channel. Octel 50 systems using the Transfer Method dial these extensions to transfer faxes to a fax port.

When/How to Use

Enter the extension number for each fax port on your system. The extensions you enter for each channel must be valid extensions that you assigned to the fax ports. Note that the channel numbers begin at 0. For example, if you have four fax ports on the Octel 50 system, enter an extension for ports numbered 0-3.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

Transfer to Extensions (Requires Shutdown) must be enabled for these parameters to be available.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	No	No

Call Queuing Parameters

The Call Queuing parameters control the number of callers allowed in holding queues for the Octel 50 system and the prompts voiced to callers holding in queues. Call Queuing is only available when Enable Automated Attendant is on, and when call progress is used.

Call Queuing Parameters - #78

Maximum Number of Callers Allowed in Queue

This parameter specifies the total number of callers the Octel 50 system permits to be holding in queues at any one time.

When/How to Use

When setting this parameter, consider the following:

- Set this parameter high enough to accommodate as many callers as possible, but low enough so all the inbound ports are not constantly tied up with callers on hold.
- Do not set this parameter higher than the number of ports installed on the Octel 50 system.

Related Parameters/Features

The number of ports enabled for inbound calls determines the maximum number of callers allowed in the Octel 50 system.

If Set Too High

All inbound ports on the Octel 50 system are tied up by callers on hold. If this occurs, the Octel 50 system will be unable to receive inbound calls.

If Set Too Low

Callers will not be able to wait in queues. Set this parameter to 0 to disable it.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	5	No	No	No

Call Queuing Parameters - #79

Voice "Extension is (still) busy" while in Queue

This parameter determines whether the Octel 50 system voices, "I'm sorry, but that extension is busy right now," to callers after the system first attempts to transfer them to a busy extension enabled for call queuing.

If this parameter is enabled, and the caller is in the first queue position, the Octel 50 system voices, "I'm sorry, but that extension is still busy," each time the system attempts to transfer the caller to the busy extension.

Callers in any queue position but the first do not hear this phrase again until they move up to the first position in the queue.

<i>When/How to Use</i>	For most Octel 50 systems, leave this parameter enabled.
<i>Related Parameters/Features</i>	System managers may record call queuing prompts using SOLVE or the phone interface. The Octel 50 system voices this prompt after the phrase, <i>"Please hold while your call is being transferred,"</i> if the Voice <i>"Please Hold while Call is Transferred"</i> parameter is enabled.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Call Queuing Parameters - #80

Voice Caller's Position in Queue

This parameter determines whether the Octel 50 system voices call queue positions to callers in the second queue position or higher.

<i>When/How to Use</i>	For most Octel 50 systems, leave this parameter enabled. This parameter gives callers an indication of how long they may need to wait to be connected to the subscriber at the busy extension. Disable this parameter if you do not want the Octel 50 system to inform callers of their positions in the queue.
<i>Related Parameters/Features</i>	When the caller is first transferred to the second position queue position or higher the Octel 50 system voices, <i>"Please hold while your call is being transferred,"</i> and <i>"I'm sorry, but that extension is busy,"</i> followed by, <i>"You are number n in the queue,"</i> if these phrases are enabled. Afterwards, the Octel 50 system only voices the keypress options phrase, any additional call queuing phrases, and the caller's position phrase until the caller moves into the first queue position.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Call Queuing Parameters - #81

Voice "Please Hold while Call is Transferred"

This parameter determines whether the Octel 50 system voices, *"Please hold while your call is being transferred,"* to the caller in the first queue position each time the system attempts to transfer to an extension enabled for call queuing.

<i>When/How to Use</i>	For most Octel 50 systems, leave this parameter enabled.
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Related Parameters/Features If you recorded a Custom Transfer prompt using SOLVE or the system manager's phone interface, that prompt is voiced each time the system attempts to transfer the caller. In this case, disable this parameter so the Octel 50 system does not voice two transfer prompts.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Call Queuing Parameters - #82

Voice and Accept Keypress Options while in Queue

This parameter determines whether the Octel 50 system voices keypress options to all callers waiting in queues. Providing keypress options gives callers alternatives to holding for the busy extension.

When this parameter is enabled, the Octel 50 system voices, "To continue holding, press <*>. To try another extension, press <1>. To leave a voice or fax mail message, press <2>. To be transferred to a live operator, press <0>. Or to disconnect, press <#>."

This prompt is voiced after, "Please hold while your call is being transferred," and, "I'm sorry, but that extension is busy," if each of these phrases is enabled. If the caller is holding in the second queue position or higher, this prompt is voiced after the caller's position.

When/How to Use For most Octel 50 systems, leave this parameter enabled. If this parameter is disabled, callers only have the choice of continuing to hold or hanging up.

Related Parameters/Features If this parameter is disabled, the Custom Call Queuing Phrase for Receptionist and the Require Caller to Press Star to Stay in Queue parameters are not available.

If Require Caller to Press Star to Stay in Queue is enabled, the Octel 50 system substitutes the phrase, "To continue holding, press star," in the keypress options prompt.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Call Queuing Parameters - #83**Custom Call Queuing Phrase for Receptionist**

This parameter determines whether the Octel 50 system uses a custom call queuing phrase for callers holding for the default receptionist mailbox.

This phrase should be recorded as phrase 93 in the SO3-D1.VAP (Dialogic) or SO3-D1.VOX (Rhetorex) file using the V-Edit voice editor.

When/How to Use

If you enable this parameter, make sure the default receptionist mailbox is enabled for call queuing in the class of service, and call queuing is active on the Subscriber Settings dialog box.

Related Parameters/Features

This parameter is not available if Voice and Accept Keypress Options while in Queue is disabled.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Call Queuing Parameters - #84**Require Caller to Press Star to Stay in Queue**

This parameter determines whether the Octel 50 system prompts all callers to press <*> to remain holding in a call queue.

When this parameter is enabled, the Octel 50 system voices, "To continue holding, press <*>. To try another extension, press <1>. To leave a voice or fax mail message, press <2>. To be transferred to a live operator, press <0>. Or to disconnect, press <#>." Callers in the queue who do not press <*> when prompted to stay in the queue are disconnected.

When/How to Use

If the Octel 50 system experiences hangup detection problems, enable this parameter to allow the Octel 50 system to reset ports when callers on hold hang up.

If Require Caller to Press Star to Stay in Queue is enabled, the Octel 50 system substitutes the phrase, "To continue holding, press star," in the keypress options prompt.

Related Parameters/Features

This parameter is not available if Voice and Accept Keypress Options while in Queue is disabled.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Call Queuing Parameters - #85**Number of Seconds for First Caller in Queue to Wait**

This parameter specifies the number of seconds the Octel 50 system waits after attempting to transfer the first caller in a queue to the desired extension before attempting to transfer them again.

When/How to Use

For most Octel 50 systems, the default setting should be sufficient. Increase this value if you want callers to remain on hold longer between prompt voicing.

Related Parameters/Features

None.

If Set Too High

Callers may assume they have been disconnected and hang up.

If Set Too Low

Not applicable; the default is the minimum allowed setting.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	99	1	No	No	No

Intercom Paging Parameters

The Intercom Paging parameters define the codes the Octel 50 system dials to activate the Intercom Paging feature. They also determine how many times and how often the Octel 50 system pages a subscriber.

Intercom Paging Parameters - #86**Intercom Paging Code**

This parameter specifies the dialing string the Octel 50 system must send to the switch to activate Intercom Paging. When the Octel 50 system initiates a page, it puts the caller on hold, dials the Intercom Paging Code, then returns to the caller.

When/How to Use

This parameter is set when the Integrator utility is run, if required by the switch.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

Related Parameters/Features

If you want to configure zone paging, enter the zone paging code for each mailbox in the Number field under Intercom Paging on the Subscriber Settings dialog box. This code overrides the Intercom Paging code.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	15	Blank	No	Yes	Yes

Intercom Paging Parameters - #87**Release Code for Intercom Paging**

This parameter specifies the code the Octel 50 system dials when required by the switch to return to a call after the system attempts to page the subscriber.

When/How to Use

This parameter is set when the Integrator utility is run, if required by the switch.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Intercom Paging Parameters - #88**Repeat Intercom Paging Phrase**

This parameter determines whether the Octel 50 system automatically repeats the paging phrase when performing a page.

When/How to Use

When this parameter is enabled, and a subscriber does not respond to the paging announcement within the time specified in Paging Wait Time (Intercom Redirect), the Octel 50 system repeats the announcement.

Related Parameters/Features

If the subscriber's mailbox is configured for Automatic paging on the Subscriber Settings dialog box, the Octel 50 system automatically pages the subscriber when the extension is not answered. If Repeat Intercom Phrase is enabled, the Octel 50 system voices the announcement twice, then prompts the caller to try another extension, leave a message, retry the page, or disconnect. Note that the Octel 50 system prompts callers to try the page again only if Max. Number of Retries in Paging (Intercom Redirect) is set greater than 0.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch Dependent</i>	<i>Set by Integrator</i>
<i>–</i>	<i>–</i>	<i>No</i>	<i>No</i>	<i>No</i>	<i>No</i>

Intercom Paging Parameters - #89**Number of Retries when Paging is Busy**

This parameter specifies the number of times the Octel 50 system attempts to page when the paging extensions are busy.

<i>When/How to Use</i>	For most Octel 50 systems, the default value is sufficient. If the Octel 50 system experiences heavy traffic, increase this value.
<i>Related Parameters/Features</i>	None.
<i>If Set Too High</i>	The higher the setting, the more times the Octel 50 system attempts to send the page.
<i>If Set Too Low</i>	If the Octel 50 system cannot access the busy paging system at the first attempt, the page is not voiced.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	9	3	No	No	No

Intercom Paging Parameters - #90

Max. Number of Retries in Paging (Intercom Redirect)

This parameter specifies the number of times the Octel 50 system allows a caller to retry a page. When the caller reaches the maximum number of retries, the Octel 50 system prompts the caller to try another extension, leave a message, or disconnect.

<i>When/How to Use</i>	When setting this parameter, consider the following: <ul style="list-style-type: none"> If Repeat Intercom Paging Phrase is enabled, the Octel 50 system voices the paging announcement twice for each paging attempt before prompting the caller to try another extension, leave a message, retry the page, or disconnect. Note that the Octel 50 system prompts callers to try the page again only if Max. Number of Retries in Paging (Intercom Redirect) is set greater than 0. If the subscriber's mailbox is enabled for automatic paging, the Octel 50 system immediately pages the subscriber when the extension is not answered, before prompting the caller to try another extension, leave a message, retry the page (if this parameter is greater than 0), or disconnect.
<i>Related Parameters/Features</i>	The Paging Wait Time (Intercom Redirect) parameter determines the amount of time the Octel 50 system waits after paging a subscriber allowing the caller to retry the page.
<i>If Set Too High</i>	The higher the setting, the more times the intercom paging announcement is voiced.
<i>If Set Too Low</i>	Does not affect Octel 50 system performance.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	9	3	No	No	No

Intercom Paging Parameters - #91**Paging Wait Time (Intercom Redirect)**

This parameter specifies the number of seconds the Octel 50 system waits for a subscriber to respond to a page before prompting the caller try another extension, leave a message, page the subscriber, or disconnect. Note that the Octel 50 system prompts callers to try the page again only if Max. Number of Retries in Paging (Intercom Redirect) is set greater than 0.

When/How to Use

For most Octel 50 systems the default should be sufficient. However, if you find that many subscribers do not have enough time to retrieve their pages, increase this parameter.

Related Parameters/Features

This parameter specifies the time between the paging retries specified in Max. Number of Retries in Paging (Intercom Redirect) and the time between the paging phrases for Repeat Intercom Paging Phrase.

If Set Too High

Callers may have to wait on hold for an excessive amount of time before the subscriber answers the page or the Octel 50 system prompts them to try another extension, leave a message, page the subscriber again (if Max. Number of Retries in Paging (Intercom Redirect) is set greater than 0), or disconnect.

If Set Too Low

Subscribers do not have adequate time to respond to a page.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>10</i>	<i>99</i>	<i>30</i>	<i>No</i>	<i>No</i>	<i>No</i>

Call Transfer Parameters

The Call Transfer parameters define the general transfer and release code sequences and dialing standards that enable the voice boards installed in the Octel 50 system to communicate with the switch.

The minimums and maximums for the codes on this screen refer to the length of the entry allowed, not an actual number.

Call Transfer Parameters - #92**Transfer Prefix Code**

This parameter defines the code required by the switch to perform a transfer. The Octel 50 system places this code in the command string that the voice board uses to signal the switch to perform a transfer. This code is not used on most switches.

This code is always placed before the extension in the command string.

When/How to Use

This code is either hard-coded or programmable, depending on the switch. It is recommended that you do not change this parameter without speaking to a technical support representative. If you do choose to modify this parameter, write down the original code should you need to reenter it.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

Related Parameters/Features The Octel 50 system only looks for a Transfer Prefix Code if no Custom Transfer Code is defined.

This parameter is not available when Enable Automated Attendant is disabled.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>Yes</i>	<i>No</i>

Call Transfer Parameters - #93

Custom Transfer Code

This parameter defines the series of commands required by the switch to perform a transfer. The Octel 50 system uses this code to instruct the switch to attempt a transfer for switches that require something other than a standard hook flash.

When/How to Use

This parameter is set when the Integrator utility is run, if required by the switch.

This code is either hard-coded or programmable, depending on the switch. It is recommended that you do not change this parameter without speaking to a technical support representative. If you do choose to modify this parameter, write down the original code should you need to reenter it.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

Custom Transfer Codes can include the following commands and codes, which signal the switch to perform specific actions:

- & Represents a flash hook
- , Represents a pause
- Signals the switch to go on hook
- + Signals the switch to come off hook
- D Tells the switch to dial with call progress
- H Tells the switch to perform a hard hangup
- N Tells the switch to dial without call progress
- R Signals the switch to release the call to Octel 50
- X Places the extension in the dialing string
- C (Followed by a number) Indicates that the system is to send a special feature code to the switch. The C is always followed by a number that defines how many characters are in the special feature code. For example, if 550 is the special feature code to activate intercom paging, a C3 would be entered in the dialing code string for intercom paging.

- T Tells the switch to use DTMF dialing
- M Tells the switch to use MF dialing
- P Tells the switch to use Pulse dialing

Do not use **M** or **P** unless required by the switch. Once used, all calls continue to be dialed using multifrequency or pulse dialing until you shut down the Octel 50 system.

Codes within the Custom Transfer Code must be followed by a **D** for call progress or an **N** for no call progress. Otherwise, the codes are ignored.

If a release code is required on a busy, no answer, or connect, an **R** must follow the **D**. The **R** instructs the switch to get the code to connect or appropriate release code. If a release code is required for a connect, the code should immediately follow the in the Custom Transfer Code. For example, if a switch requires a 1 to be dialed before the extension to transfer the call as DID with call progress, the Custom Transfer Code would be `&C11XDR`.

Related Parameters/Features

If no Custom Transfer Code is defined, the Octel 50 system looks for a Transfer Prefix Code. If neither is defined, the Octel 50 system uses a default that performs a hook flash, pauses, dials the extension number with call progress, and then looks for the appropriate release code.

If the Custom Transfer Code includes an **R**, the switch looks for the appropriate release code. Release codes allow the Octel 50 system to pull calls back from the switch for routing. There are basic release codes for no answer and busy and feature-specific release codes for call screening, call waiting, intercom paging, and message waiting lights. If no release codes are defined, the Octel 50 system uses an ampersand.

If the Custom Transfer Code does not include an **R**, a flash hook is used.

This parameter is not available when Enable Automated Attendant is disabled.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Call Transfer Parameters - #94

Number of Seconds to Delay before Transferring

This parameter defines the number of seconds the Octel 50 system is off hook after receiving a call before it sends the transfer code to the switch.

When/How to Use

The default should be adequate for most Octel 50 systems. However, if you experience call transfer problems, try increasing this parameter.

Related Parameters/Features This parameter is not available when Enable Automated Attendant is disabled.

If Set Too High Increasing this parameter should not adversely affect the Octel 50 system. However, the higher you set this parameter the longer the caller waits to be transferred.

If Set Too Low On some switches, a slight delay may be required.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>9</i>	<i>0</i>	<i>No</i>	<i>Yes</i>	<i>No</i>

Call Transfer Parameters - #95

Transfer Release Code when Busy

This parameter defines the series of commands required for the Octel 50 system to pull a call back from the switch when the switch receives a busy on an attempted transfer.

When/How to Use

This parameter is set when the Integrator utility is run, if required by the switch.

This code is either hard-coded or programmable, depending on the switch. It is recommended that you do not change this parameter without speaking to a technical support representative. If you do modify this parameter, write down the original code should you need to reenter it.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

If no release code is defined, the Octel 50 system uses a flash hook.

Related Parameters/Features This parameter is not available when Enable Automated Attendant is disabled.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Call Transfer Parameters - #96

Transfer Release Code when No Answer

This parameter defines the series of commands required for the Octel 50 system to pull a call back from the switch when the switch receives no answer on an attempted transfer.

<i>When/How to Use</i>	<p>This parameter is set when the Integrator utility is run, if required by the switch.</p> <p>This code is either hard-coded or programmable, depending on the switch. It is recommended that you do not change this parameter without speaking to a technical support representative. If you do modify this parameter, write down the original code should you need to reenter it.</p> <p>The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.</p> <p>If no release code is defined, the Octel 50 system uses a flash hook.</p>
<i>Related Parameters/Features</i>	This parameter is not available when Enable Automated Attendant is disabled.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Call Transfer Parameters - #97

Permit Voice Mail After a Busy or No Answer

This parameter determines if callers can leave a voice mail message for a subscriber whose extension is busy or unanswered.

If you disable this parameter, callers are only able to try another extension or transfer to the operator when an extension is busy or unanswered. The Octel 50 will not voice the option to leave a voice mail message.

<i>When/How to Use</i>	<p>If you have a live operator, but use the automated attendant for overflow, disabling this parameter forces callers who came in through the automated attendant to go to the operator for routing to voice mail if the extensions they enter are busy or unanswered.</p> <p>You may want to disable this parameter if you do not have a live receptionist but you want callers to busy or unanswered extensions to leave messages in a receptionist's mailbox, instead of in the subscribers' mailboxes. The receptionist can then distribute the messages to the appropriate voice mailboxes. For this application, enable call blocking to Default (voice mail) for the receptionist mailboxes.</p>
<i>Related Parameters/Features</i>	<p>This parameter is only relevant when the Octel 50 system attempts to transfer a caller and the extension is busy or unanswered. It does not disable the voice mail feature as a whole. Callers can still be blocked or manually transferred to voice mail.</p> <p>This parameter is not available when Enable Automated Attendant is disabled.</p>
<i>If Set Too High</i>	Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Call Transfer Parameters - #98

Flash Time Interval (FLINTVL)

This parameter defines the length of time, in 10 millisecond units, that the hookswitch must be depressed for the switch to recognize it as a flash hook.

When/How to Use

If the switch requires a specific flash time interval, it is automatically entered for you the Integrator utility is run.

If this parameter is blank, the Octel 50 system default of 50 (half a second) is used. This default should be sufficient for most switches.

Related Parameters/Features

This parameter determines the length of the flash hook for any codes that include an ampersand, such as release codes.

If Set Too High

The phone system may misinterpret the flash hook as a hangup.

If Set Too Low

The phone system may not recognize the flash hook.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	30000	50	Yes	Yes	Yes

Call Transfer Parameters - #99

Pause Interval for Comma in Dial String (PAINTVL)

This parameter defines the duration of the pause, in 10 milliseconds units, represented by a comma in a dialing string. When a comma displays in a dialing string, the voice board waits the value of PAINTVL before sending the next character in the dialing string.

When/How to Use

This parameter is set when the Integrator utility is run

If this parameter is blank, the Octel 50 system default of 200 (two seconds) is used. This default should be sufficient for most switches.

Related Parameters/Features

This parameter determines the length of the pause for any codes that include a comma, such as release codes.

If Set Too High

Setting this parameter higher should not adversely affect Octel 50 system operation.

If Set Too Low

The switch may not recognize the pause.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch Dependent</i>	<i>Set by Integrator</i>
0	30000	200	Yes	No	Yes

Call Transfer Parameters - #100**Inter-Digit Delay Time (TONEDLY)**

This parameter defines the delay, in 10 millisecond units, between characters such as digits and commas in a dialing string necessary for the switch to recognize them. This parameter only applies to transfers or outcalls.

When/How to Use

If this parameter is blank, the Octel 50 system default of 5 is used. This default should be sufficient for most switches.

Related Parameters/Features

Not applicable.

If Set Too High

The switch may fail to recognize DTMF.

If Set Too Low

The switch may not recognize the pause.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	30000	5	Yes	No	No

Call Transfer Parameters - #101**Duration Time of Valid DTMF (TONELEN)**

This parameter defines the minimum duration, in 10 millisecond units, of DTMF digits for them to be recognized by the switch. This parameter only applies to transfer and outcalls.

The TONELEN required for the switch is automatically entered when the Integrator utility is run.

Related Parameters/Features

Not applicable.

If Set Too High

Setting this parameter higher should not adversely affect Octel 50 system operation.

If Set Too Low

The switch may not recognize the digits.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	30000	10	Yes	Yes	Yes

Call Transfer Parameters - #102**Enable Call Progress (CALLPROG)**

This parameter specifies whether the system should dial the number without listening for a busy/no answer/connect signal.

If this parameter is enabled, the system places all outgoing calls and transfers to a number or extension and listens for a busy/no answer/connect signal. If this parameter is disabled, the system does not listen for these signals, and performs a blind transfer on all calls. A blind transfer may be appropriate when calls are being transferred to another application, such as Automatic Call Distribution (ACD), instead of an extension.

Related Parameters/Features

If Enable Call Progress (CALLPROG) is disabled, the Inform Subscriber Transfer is from Attendant and Start Delay for Call Progress (STARTDLY) parameters are not used and call queuing is not available.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	Yes	Yes	Yes

Call Transfer Parameters - #103

Start Delay for Call Progress (STARTDLY)

This parameter specifies the amount of delay time, in 10 millisecond units, after the system dials a phone number before starting Call Progress.

Use this parameter to determine how long the system waits, after dialing a phone number, before starting Call Progress.

Related Parameters/Features If Enable Call Progress (CALLPROG) is disabled, this parameter is not used.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	30000	10	Yes	Yes	Yes

Call Screening Parameters

The Call Screening parameters define the call screening release codes for the switch. These release codes enable the Octel 50 system to either pull the call back from the switch after a no answer, a busy, or a reject, or to release the call to the switch on an accept for call screening.

If the switch uses call screening release codes, they are automatically entered for you when the Integrator utility is run for the switch. Do not modify the release codes unless instructed to do so by a technical support representative. If the release codes are not defined, the Octel 50 system uses an ampersand.

Call screening is only available on Octel 50 systems using supervised transfers. Call screening must be enabled on the Class of Service and Subscriber Settings dialog boxes for subscribers to have access to the feature.

If you disable the Enable Automated Attendant parameter under General Parameters in System Setup, call screening is not available on the Octel 50 system.

Call Screening Parameters - #104

Release Code When Busy

This parameter defines the release code required to pull the call back from the switch when a busy response is received at the subscriber's extension for a call screening attempt.

Once the Octel 50 system retrieves the call, it informs the caller that the line is busy and voices the available options.

When/How to Use This parameter is set when the Integrator utility is run, if required by the switch. You should not need to modify this parameter once it is set by Integrator.

This release code is hard-coded for some switches and programmable on others. If you choose to modify this parameter, it is recommended that you write down the original code should you need to reenter it.

If no release code is defined, the Octel 50 system uses an ampersand.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

Related Parameters/Features None.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	Yes	Yes

Call Screening Parameters - #105

Release Code When No Answer

This parameter defines the release code required to pull the call back from the switch when no answer is received at the subscriber's extension for a call screening attempt.

Once the Octel 50 system retrieves the call, it informs the caller that there was no answer and voices the available options.

When/How to Use This parameter is set when the Integrator utility is run, if required by the switch. You should not need to modify this parameter once it is set by Integrator.

This release code is hard-coded for some switches and programmable on others. If you choose to modify this parameter, it is recommended that you write down the original code should you need to reenter it.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

Related Parameters/Features None.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Blank	No	Yes	Yes

Call Screening Parameters - #106**Release Code
When Reject**

This parameter defines the release code required to pull the call back from the switch when the subscriber rejects the call during a call screening attempt.

Once the Octel 50 system retrieves the call, it informs the caller that there was no answer and voices the available options.

When/How to Use

This parameter is set when the Integrator utility is run, if required by the switch. You should not need to modify this parameter once it is set by Integrator.

This release code is hard-coded for some switches and programmable on others. If you choose to modify this parameter, it is recommended that you write down the original code should you need to reenter it.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Call Screening Parameters - #107**Release Code
When Transfer**

This parameter defines the code required to release the call to the switch when a subscriber redirects a call screening request.

When/How to Use

This parameter is set when the Integrator utility is run, if required by the switch. You should not need to modify this parameter once it is set by Integrator.

This release code is hard-coded for some switches and programmable on others. If you choose to modify this parameter, it is recommended that you write down the original code should you need to reenter it.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Call Waiting Parameters

The Call Waiting parameters determine how the Octel 50 system dispatches call waiting attempts. Call waiting notifies the subscriber of another incoming call when the subscriber is on the line by sounding a tone over the subscriber's handset or intercom. Call waiting is a system-wide feature and cannot be activated or deactivated for individual mailboxes. When Enable Automated Attendant is disabled, Call Waiting is not available.

Call Waiting Parameters - #108

Call Waiting Code

This parameter determines the code the Octel 50 system dials to instruct the switch to activate call waiting.

When/How to Use

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The Octel 50 system dials the Transfer Prefix or the Custom Transfer Code, if defined, to transfer the call to the desired extension. If the extension is busy, the Octel 50 system places the call on hold, then dials the Call Waiting Code to activate the call waiting feature.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	Yes	No

Call Waiting Parameters - #109

Number of Attempts for Call Waiting

This parameter specifies the number of times the Octel 50 system attempts to notify a subscriber of an incoming call before returning to the call with a busy or no answer condition.

When/How to Use

Set this parameter to a value greater than 0 if you want to use Call Waiting.

Related Parameters/Features

None.

If Set Too High

The Octel 50 system ports activating call waiting are tied up for Call Waiting instead of calls.

If Set Too Low

Not applicable; the default value is the minimum allowed for this parameter. Set this parameter to 0 to disable call waiting.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	9	3	No	No	No

Call Waiting Parameters - #110

Release Code for Call Waiting

This parameter determines the code the Octel 50 system dials to retrieve the call from hold after the call waiting is activated.

<i>When/How to Use</i>	The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.
<i>Related Parameters/Features</i>	The Octel 50 system dials the Release Code for Call Waiting after the Call Waiting Code to take control of the call.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	No	No	Yes	No

Dialing Parameters

The Dialing parameters define the standards that allow the Octel 50 system to perform outcalls through the switch. Octel 50 system features that require outbound dialing are message delivery, AMIS, message waiting lights, and wake-up calls.

Dialing Parameters - #111

Use Dial Plan Database

This parameter determines whether the Dial Plan utility is used to determine the correct dialing sequence for the following outcall operations:

- Administered AMIS
- Network replies
- Delivery of Fax Retrieval requests

When/How to Use

Dial Plan compares destination phone numbers to the Dial Plan database to determine whether the numbers are local. If a match is found, the last seven digits, but not the area code, are dialed. If the numbers do not match identified local prefixes, the entire number is dialed.

For network replies to long distance numbers within the country, Dial Plan also determines whether the Long Distance Access Code is inserted in the dialing string.

If you enable this parameter, you must configure the Dial Plan utility.

Related Parameters/Features

Dial Plan is only used when the length of the destination number is equal to or greater than the Number of Digits in Local Telephone Number.

Make sure that you enter the Long Distance Access Code to ensure that network replies are dialed properly.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	No	No	No

Dialing Parameters - #112**Code for Accessing an Outside Line**

This parameter defines the code required by the switch to access an outside line. This code is used by the Octel 50 system to obtain an outside line for outbound dialing operations (message delivery, message waiting lights, and wake-up calls) when the length of the destination phone number equals or exceeds the Number of Digits in Local Telephone Number. The Octel 50 system also uses this code for AMIS network messaging when no AMIS Prefix or Prefix Code is defined, regardless of the length of the destination phone number.

When/How to Use

This parameter is set when the Integrator utility is run, if required by the switch.

This code consists of the number you normally press to dial an outside line on the phone system, usually followed by a comma to instruct the switch to wait momentarily before dialing the number.

For most phone systems, the default 9, is used.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

If the Code for Accessing an Outside Line is not properly defined, the Octel 50 system will not be able to execute outcalls.

The AMIS Prefix or Prefix Code parameters override the Code for Accessing an Outside Line for AMIS outcalls.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>9,</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Dialing Parameters - #113**Number of Digits in Local Telephone Number**

This parameter defines the number of digits in telephone numbers in the local dialing area.

When/How to Use

In the United States and Canada, the default of 7 is normally used. However, in other countries, the number of digits may be different.

Related Parameters/Features Dial Plan is only used when the destination number exceeds the Number of Digits in Local Telephone Number.

The Octel 50 system only uses the Code for Accessing an Outside Line for numbers that are equal to or greater than the length of Number of Digits in Local Telephone Number.

The Custom Message Delivery Code is used for message and fax delivery when the length of the destination number is less than the Number of Digits in Local Telephone Number.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	9	7	No	No	No

Dialing Parameters - #114

Number of Rings Before No Answer (RINGS)

This parameter defines the number of rings the Octel 50 system will listen to before assuming a no answer. This parameter is only used for outdial operations.

When/How to Use

The default should be adequate for most Octel 50 systems. However, if you find that the switch is routinely pulling calls back, try lowering this parameter.

Related Parameters/Features

This parameter is only used if the Octel 50 system is supervising calls.

The Maximum Rings field on the Class of Service dialog box, which controls the number of rings that are considered a no answer for both outcalls and internal transfers, can override this parameter on a class of service basis.

Do not confuse this parameter with the Number of Incoming Rings (INRINGS). The Number of Incoming Rings (INRINGS) determines the number of rings each port must hear before it answers an inbound call.

If Set Too High

If you set this parameter higher than the number of rings the switch regards as a no answer, the call might go back to the switch.

If Set Too Low

Call progress may fail.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	5	No	No	No

Message Delivery Parameters

The Message Delivery parameters determine how the Octel 50 system dispatches message delivery attempts and delivers faxes to fax machines on internal extensions.

Message Delivery Parameters - #115

Custom Message Delivery Code

This parameter specifies the series of digits the Octel 50 system must dial for message and fax delivery to internal phone and fax numbers, respectively.

When/How to Use

This parameter is set by Integrator, if required by the switch.

The Octel 50 system inserts the Custom Message Delivery Code, when defined, in the dialing string before the phone number for message delivery or the fax destination phone number.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

If the phone number for message delivery is equal to or greater than the Number of Digits in Local Phone Number, the Code for Accessing an Outside Line is used instead of the Custom Message Delivery Code.

If the destination fax phone number is equal to or greater than the Number of Digits in Local Phone Number, the Fax Prefix Code is used instead of the Custom Message Delivery Code.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	Yes	Yes

Message Delivery Parameters - #116

Number of Seconds to Wait before Message Delivery

This parameter defines the number of seconds the Octel 50 system waits to voice the Message Delivery prompt after a subscriber answers the phone.

When/How to Use

For most Octel 50 systems, the default value should be sufficient. However, some switches require a few seconds to establish a voice path after an extension goes off hook. Set this parameter to a higher value if the Message Delivery prompt is not always voiced completely.

Related Parameters/Features

None.

If Set Too High

Subscribers hear a long silence and may hang up before the Message Delivery prompt is voiced.

If Set Too Low

Subscribers do not hear the entire Message Delivery prompt.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	9	1	No	Yes	No

Message Delivery Parameters - #117

Dial Tone Timeout During Message Delivery (DTONWAIT)

This parameter specifies the amount of continuous energy, in 10 millisecond units, that the Octel 50 must detect from the switch before recognizing it as dial tone. This parameter helps to ensure that the Octel 50 system allows the switch enough time to stabilize dial tone after completion of a call before initiating an event.

This parameter only applies when the Octel 50 system goes off hook to initiate an outbound message delivery or fax event. The count for DTONWAIT starts as soon as a voice port goes off hook.

If the Octel 50 system does not detect dial tone for the specified time, the Octel 50 system assumes the port is receiving an incoming call and attempts to answer.

When/How to Use

This parameter is set when the Integrator utility is run.

For most Octel 50 systems, the default value should be sufficient to allow the switch to reset the port after a call before the next event.

If you modify this parameter, make sure that it is less than the value of DTONDET.

Related Parameters/Features

DTONDET must be set at least 4 seconds higher than DTONWAIT. For example, if you set DTONWAIT to 300, set DTONDET to at least 700.

If Set Too High

Switches send dial tone for a specified time before they time out and stop sending it. If DTONWAIT is set too high, the switch timeout is exceeded and DTONWAIT is never completed. Consequently, the outbound event is never initiated.

If Set Too Low

If DTONWAIT is set too low, and the switch does not send constant, stable dial tone immediately, the Octel 50 system attempts to answer the port, and the outbound event is never initiated.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	30000	200	No	Yes	Yes

Message Waiting Light Parameters

The Message Waiting Light parameters specify how the Octel 50 system activates and deactivates message waiting lights for the switch. All the Message Waiting Light parameters are set when the Integrator utility is run.

Message Waiting Light Parameters - #118

Permit Message Waiting Lights

This parameter enables and disables the Message Waiting Light feature for the Octel 50 system.

When/How to Use

This parameter is set when the Integrator utility is run, if your switch supports the Message Waiting Light feature.

Related Parameters/Features

If this parameter is turned off, the other Message Waiting Light parameters are not available.

Message Waiting Lights must be enabled in the subscriber's class of service.

If Use Communications Message Waiting Light Software (COMMMWL) is enabled, the Permit Message Waiting Lights parameter must be on.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	Yes	Yes

Message Waiting Light Parameters - #119

Message Waiting Light Prefix ON Code

This parameter specifies the code the Octel 50 system must insert at the beginning of the dialing string to turn a message waiting light on.

When/How to Use

This parameter is set when the Integrator utility is run, if required by the switch.

Related Parameters/Features

Some switches require both a prefix code and a suffix code. When Integrator is run, the Octel 50 system sets both of these parameters, if required.

If Use Communications Message Waiting Light Software (COMMMWL) is enabled, the Message Waiting Light Prefix ON Code must be left blank.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	Yes	Yes

Message Waiting Light Parameters - #120

Message Waiting Light Prefix OFF Code

This parameter specifies the code the Octel 50 system must insert before dialing the extension to turn the Message Waiting Light off.

When/How to Use

This parameter is set when the Integrator utility is run, if required by the switch.

Related Parameters/Features

Some switches require both a prefix code and a suffix code. When Integrator is run, the Octel 50 system sets both these parameters, if required.

If Use Communications Message Waiting Light Software (COMMMWL) is enabled, the Message Waiting Light Prefix OFF Code must be left blank.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	Yes	Yes

Message Waiting Light Parameters - #121

Message Waiting Light Suffix ON Code

This parameter specifies the code the Octel 50 system must insert after the extension number is dialed to turn the Message Waiting Light on.

When/How to Use

This parameter is set when the Integrator utility is run, if required by the switch.

Related Parameters/Features

Some switches require both a prefix code and a suffix code. When Integrator is run, the Octel 50 system sets both parameters, if required.

If Use Communications Message Waiting Light Software (COMMMWL) is enabled, the Message Waiting Light Suffix ON Code must be left blank.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	Yes	Yes

Message Waiting Light Parameters - #122

Message Waiting Light Suffix OFF Code

This parameter specifies the code the Octel 50 system must insert at the end of the dialing string to turn the Message Waiting Light off.

When/How to Use

This parameter is set when the Integrator utility is run, if required by the switch.

Related Parameters/Features

Some switches require both a prefix code and a suffix code. When Integrator is run, the Octel 50 system sets both parameters, if required.

If Use Communications Message Waiting Light Software is enabled, the Message Waiting Light Suffix OFF Code must be left blank.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual value.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	15	Blank	No	Yes	Yes

Message Waiting Light Parameters - #123

Message Waiting Light Supervised

This parameter determines whether the Octel 50 system performs call progress for message waiting light requests to the switch.

When/How to Use

This parameter is set when the Integrator utility is run. Some switches require the Octel 50 system to wait for a confirmation tone to indicate the switch accepted the message waiting light event before returning to the call.

This parameter should also be enabled for switches that do not allow message waiting lights to be activated on busy extensions.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	Yes	Yes

Message Waiting Light Parameters - #124**Light Message Waiting Light for Every Message**

This parameter determines whether the Octel 50 system sends a message waiting light request every time a message is received.

When/How to Use

This parameter is set when the Integrator is run for switches that do not reliably schedule message waiting lights. Do not change the setting of this parameter unless instructed to by a technical support representative.

The Octel 50 system synchronizes message waiting light events by sending one message waiting light activation code to a port, then one message waiting light deactivation code when the messages are retrieved by the subscriber. If this parameter is enabled, message waiting light synchronization is disrupted when a port has several message waiting light activation codes for a mailbox, and receives only one message waiting light deactivation code. When this occurs, the remaining message waiting light stay active, even though there are no more new messages, until the port is manually reset.

Some switches limit the number of message indications per phone. In this case, do not enable this parameter.

Related Parameters/Features

If this parameter is enabled, outbound ports that activate and deactivate message waiting lights are tied up until the port is manually reset.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	Yes	Yes

Message Waiting Light Parameters - #125**Message Waiting Light Dials Number On Hook**

This parameter determines whether the phone system remains on hook when the Octel 50 system sends the string for message waiting light events.

When/How to Use

This parameter is set when the Integrator utility is run for Octel 50 systems using some SL-1 integrations. Do not adjust this parameter unless instructed to by a technical support representative.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	Yes	Yes

Uninterruptable Power Supply Parameters

The Uninterruptable Power Supply parameters specify whether UPS integration is enabled for the Octel 50 system and specifies the COM port to which the UPS is connected.

Uninterruptable Power Supply Parameters - #126

Enable UPS Integration

This parameter determines whether the Octel 50 system can integrate with the UPS connected to the Octel 50 PC.

When/How to Use

If the Octel 50 system is integrated with the UPS, the Octel 50 system monitors the UPS status. If the power is interrupted and the UPS battery is low, Octel 50 performs an automatic shut down to prevent file corruption until the power is restored.

Related Parameters/Features

The UPS COM Port parameter specifies the COM port to which the UPS is connected, if this parameter is enabled.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Uninterruptable Power Supply Parameters - #127

UPS COM Port

This parameter specifies the COM port to which the UPS is connected.

When/How to Use

Use this parameter when the Enable UPS Integration parameter is enabled. Leave this parameter at the default, 0, if UPS integration is not supported.

Related Parameters/Features

The Enable UPS Integration parameter determines whether UPS integration is supported on the Octel 50 system.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	4	0	No	No	No

Inband Signaling Parameters

The Inband Signaling parameters configure the Octel 50 system to properly receive and interpret the inband information sent from the switch.

When the Integrator utility is run, the Octel 50 system enters default settings for the codes required by the switch. These settings are determined based on default settings for the switch. If you or the manufacturer modify the switch programming or features, integration may be affected. If this occurs, call a technical support representative.

Inband Signaling Parameters - #128**Total Number of DID Digits (DIDCOUNT)**

This parameter defines the maximum number of digits the Octel 50 system expects the switch to send in an inband string. If the switch sends more digits than the maximum defined in DIDCOUNT, the Octel 50 system does not see the additional digits.

When/How to Use

If you are using inband, this parameter must be defined. This parameter is set when the Integrator utility is run. You should not need to change it.

When using DID strings of varying length, set this parameter equal to or higher than the length of the longest string.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

If the incoming string is less than the Total Number of DID Digits, the DID Terminating Character determines the end of the string. If the DID Terminating Character parameter is blank, the Number of Milliseconds to Wait for Digits determines when the Octel 50 system considers the string complete.

This parameter enables Inband for the Octel 50 system. If this field is set to 0, the remaining Inband parameters are not available.

If Set Too High

Setting this parameter higher should not adversely affect Octel 50 system operation, although you should not modify it without talking to a technical support representative.

If Set Too Low

The Octel 50 system may not catch the whole string, and integration may fail.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>0</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Inband Signaling Parameters - #129**DID Terminating Character (DIDTERM)**

This parameter defines the character that the switch sends to signify the end of an inband string. The most common terminating character is a #.

When/How to Use

The Octel 50 system automatically enters this character for you when the Integrator utility is run. You should not need to change it. Use this parameter when the Octel 50 system uses variable-length DID strings.

If the switch uses the # sign as separators in strings, you cannot use # for DIDTERM. In this case, insert a tilde (~) for the terminating character instead. The tilde represents a space.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features If the Total Number of DID Digits is set to 0, this parameter is not used.

If the DID Terminating Character is blank, the Number of Milliseconds to Wait for Digits parameter determines when the Octel 50 system considers the inband string complete.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	#	No	Yes	Yes

Inband Signaling Parameters - #130

Seconds to Wait for DID (DIDTIME)

This parameter defines the number of seconds the Octel 50 system waits for the first inband digit from the switch before timing out. When a string times out, the Octel 50 system ignores it.

The most common cause of a string timing out is an invalid mailbox number.

When/How to Use

The Octel 50 system automatically sets this parameter when the Integrator utility is run. You should not need to change it. However, if the Octel 50 system regularly misses inband digits, try increasing this parameter.

Some switches require the use of a sender to pass digits to the Octel 50 system. Under light traffic, the sender is readily available. However, when the switch is busy, the delay before sending digits may exceed the value of this parameter and cause it to time out before the digits are sent.

Related Parameters/Features If the Total Number of DID Digits is set to 0, this parameter is not used.

If Set Too High Setting this parameter higher may cause initial callers into the system to hear silence before the main greeting is voiced. Do not modify this parameter without talking to a technical support representative.

If Set Too Low The Octel 50 system may regularly miss one or more inband digits at the end of the inband string.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	5	No	Yes	Yes

Inband Signaling Parameters - #131

Location of Inband Signaling Code

This parameter specifies which digit in an incoming inband signaling string is the first digit of the inband signaling code.

When/How to Use

Enter -1 to have the system search the entire string for the specified code.

<i>Related Parameters/Features</i>	If the Total Number of DID Digits is set to 0, this parameter is not used.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
-1	99	0	No	Yes	Yes

Inband Signaling Parameters - #132

Number of Milliseconds to Wait for Digits This parameter defines the delay, in millisecond units, between inband signaling tones sent from the switch. If the Octel 50 system does not detect another tone within this time, it processes the string. Each time the Octel 50 system detects another tone, it resets the count for this parameter.

When/How to Use This parameter is set when the Integrator utility is run. You should not need to change it.

Related Parameters/Features If the Total Number of DID Digits is set to 0, this parameter is not used.

If no DID Terminating Character is defined, this parameter determines when the Octel 50 system considers the string to be complete.

If Set Too High Setting this parameter higher may cause initial callers into the system to hear silence before the main greeting is voiced. Do not modify this parameter without talking to a technical support representative.

If Set Too Low The Octel 50 system may not receive the entire string.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	9999	0	No	Yes	Yes

Inband Code for Go to Voice Mail

The Inband Code for Go to Voice Mail parameters configure the Octel 50 system to transfer callers to subscriber mailboxes.

When the Integrator utility is run, the Octel 50 system enters default settings for the codes required by the switch. These settings are determined based on default settings for the switch. If you or the manufacturer modify the switch programming or features, integration may be affected. If this occurs, call a technical support representative.

Inband Code for Go to Voice Mail Parameters - #133

Inband Code String This parameter specifies the code sent by the switch that instructs the Octel 50 system to transfer the call directly to the mailbox that follows the code.

<i>When/How to Use</i>	When this code is used, the caller hears the Personal Greeting prompt. The Octel 50 system automatically sets this parameter when the Integrator utility is run. You should not need to change it. The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.
<i>Related Parameters/Features</i>	The Location of Inband Signaling Code parameter specifies where this code is located in an incoming inband string.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	Yes	Yes

Inband Code for Go to Voice Mail Parameters - #134

Location of Mailbox Number	This parameter specifies which digit in the string for Go to Voice Mail is the first digit in the mailbox number that follows the code.
<i>When/How to Use</i>	The setting of this parameter depends on whether the count starts from the beginning or the end of the string.
<i>Related Parameters/Features</i>	The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	99	1	No	No	No

Inband Code for Go to Voice Mail Parameters - #135

Start at End of String	This parameter specifies whether the system starts at the end of the inband signaling string for Go to Voice Mail when counting digits to locate the start of the mailbox number.
<i>When/How to Use</i>	Enable this parameter if variable-length strings are used.

Related Parameters/Features The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
-	-	No	No	No	No

Inband Code for Go to Voice Mail Parameters - #136

Total Length of String

This parameter specifies the number of characters and digits in the Code for Go to Voice Mail string.

When/How to Use

Calculate the Total Length of String by counting the number of characters and digits that are sent in the Code for Go to Voice Mail string. For example, if the code is \$ and the mailbox number is 1000, the string is \$1000. In this case, the Total Length of String is 5.

If this parameter is set to 0, the system does not test the string length.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The length of the Inband Code String and the Number of Digits in a Mailbox parameters determine the setting of the Total Length of String parameter.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	0	No	Yes	No

Inband Code for Go to Immediate Record

The Inband Code for Go to Immediate Record parameters configure the Octel 50 system to place callers directly at the record beep for a subscriber mailbox.

When the Integrator utility is run, the Octel 50 system enters default settings for the codes required by the switch. These settings are determined based on default settings for the switch. If you or the manufacturer modify the switch programming or features, integration may be affected. If this occurs, call a technical support representative.

Inband Code for Go to Immediate Record Parameters - #137

Inband Code String

This parameter specifies the code sent by the switch that instructs the Octel 50 system to transfer the call directly to the mailbox that follows the code.

When/How to Use

When this code is used, the caller can then begin recording after the beep without hearing the mailbox greeting.

The Octel 50 system automatically sets this parameter when the Integrator utility is run. You should not need to change it.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The Location of Inband Signaling Code parameter specifies where this code is located in an incoming inband string.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Inband Code for Go to Immediate Record Parameters - #138

Location of Mailbox Number

This parameter specifies which digit in the string for Go to Immediate Record is the first digit in the mailbox number that follows the code.

When/How to Use

The setting of this parameter depends on whether the count starts from the beginning or the end of the string.

Related Parameters/Features

The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	99	1	No	No	No

Inband Code for Go to Immediate Record Parameters - #139

Start at End of String

This parameter specifies whether the system starts at the end of the inband signaling string for Go to Immediate Record when counting digits to locate the start of the mailbox number.

When/How to Use

Enable this parameter if variable-length strings are used.

Related Parameters/Features

The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Inband Code for Go to Immediate Record Parameters - #140

Total Length of String

This parameter specifies the number of characters and digits in the Code for Go to Immediate Record string.

When/How to Use

Calculate the Total Length of String by counting the number of characters and digits that are sent in the Code for Go to Immediate Record string. For example, if the code is \$ and the mailbox number is 1000, the string is \$1000. In this case, the Total Length of String is 5.

If this parameter is set to 0, the system does not test the string length.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The length of the Inband Code String and the Number of Digits in a Mailbox parameters determine the setting of the Total Length of String parameter.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	0	No	Yes	No

Inband Code for Go to Immediate Transfer to Extension

The Inband Code for Go to Immediate Transfer to Extension parameters configure the Octel 50 system to transfer callers to subscriber extensions.

When the Integrator utility is run, the Octel 50 system enters default settings for the codes required by the switch. These settings are determined based on default settings for the switch. If you or the manufacturer modify the switch programming or features, integration may be affected. If this occurs, call a technical support representative.

Inband Code for Go to Immediate Transfer to Extension Parameters - #141

Inband Code String

This parameter specifies the code sent by the switch that instructs the Octel 50 system to transfer the call directly to the mailbox that follows the code.

When/How to Use

When this code is used, the caller hears, "Please hold for <mailbox owner's name prompt>."

The Octel 50 system automatically sets this parameter when the Integrator utility is run. You should not need to change it.

Related Parameters/Features

The Location of Inband Signaling Code parameter specifies where this code is located in an incoming inband string.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>32</i>	<i>Blank</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Inband Code for Go to Immediate Transfer to Extension Parameters - #142

Location of Mailbox Number

This parameter specifies which digit in the string for Go to Immediate Transfer to Extension is the first digit in the mailbox number that follows the code.

When/How to Use

The setting of this parameter depends on whether the count starts from the beginning or the end of the string.

Related Parameters/Features

The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	99	1	No	No	No

Inband Code for Go to Immediate Transfer to Extension Parameters - #143

Start at End of String

This parameter specifies whether the system starts at the end of the inband signaling string for Go to Immediate Transfer to Extension when counting digits to locate the start of the mailbox number.

When/How to Use

Enable this parameter if variable-length strings are used.

Related Parameters/Features

The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Inband Code for Go to Immediate Transfer to Extension Parameters - #144

Total Length of String

This parameter specifies the number of characters and digits in the Code for Go to Immediate Transfer to Extension string.

When/How to Use

Calculate the Total Length of String by counting the number of characters and digits that are sent in the Code for Go to Immediate Transfer to Extension string. For example, if the code is \$ and the mailbox number is 1000, the string is \$1000. In this case, the Total Length of String is 5.

If this parameter is set to 0, the system does not test the string length.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The length of the Inband Code String and the Number of Digits in a Mailbox parameters determine the setting of the Total Length of String parameter.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	0	No	Yes	No

Inband Code for Go to Immediate Subscriber Login to Mailbox

The Inband Code for Go to Immediate Subscriber Login to Mailbox parameters configure the Octel 50 system to place subscribers dialing the voice mail pilot number, from their extension, in their mailbox.

When the Integrator utility is run, the Octel 50 system enters default settings for the codes required by the switch. These settings are determined based on default settings for the switch. If you or the manufacturer modify the switch programming or features, integration may be affected. If this occurs, call a technical support representative.

Inband Code for Go to Immediate Subscriber Login to Mailbox Parameters - #145

Inband Code String

This parameter specifies the code sent by the switch that instructs the Octel 50 system to transfer the call directly to the mailbox that follows the code.

When/How to Use

When this code is used and Require Password for Auto Station Login is disabled, the subscriber hears, "Please enter your password." If Require Password for Auto Station Login is enabled, the subscriber hears, "You have <number> new messages."

The Octel 50 system automatically sets this parameter when the Integrator utility is run. You should not need to change it.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The Location of Inband Signaling Code parameter specifies where this code is located in an incoming inband string.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

Min	Max	Default	Requires Restart	Switch-Dependent	Set by Integrator
0	32	Blank	No	Yes	Yes

Inband Code for Go to Immediate Subscriber Login to Mailbox Parameters - #146

Location of Mailbox Number

This parameter specifies which digit in the string for Go to Immediate Subscriber Login to Mailbox is the first digit in the mailbox number that follows the code.

When/How to Use

The setting of this parameter depends on whether the count starts from the beginning or the end of the string.

Related Parameters/Features

The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High

Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	99	1	No	No	No

Inband Code for Go to Immediate Subscriber Login to Mailbox Parameters - #147

Start at End of String

This parameter specifies whether the system starts at the end of the inband signaling string for Go to Immediate Subscriber Login to Mailbox when counting digits to locate the start of the mailbox number.

When/How to Use

Enable this parameter if variable-length strings are used.

Related Parameters/Features

The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Inband Code for Go to Immediate Subscriber Login to Mailbox Parameters - #148

Total Length of String

This parameter specifies the number of characters and digits in the Code for Go to Immediate Subscriber Login to Mailbox string.

When/How to Use

Calculate the Total Length of String by counting the number of characters and digits that are sent in the Code for Go to Immediate Subscriber Login to Mailbox string. For example, if the code is \$ and the mailbox number is 1000, the string is \$1000. In this case, the Total Length of String is 5.

If this parameter is set to 0, the system does not test the string length.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The length of the Inband Code String and the Number of Digits in a Mailbox parameters determine the setting of the Total Length of String parameter.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	0	No	Yes	No

Inband Code for Go to Immediate Subscriber Login to Mailbox Parameters - #149

Require Password for Automatic Station Login

This parameter determines whether subscribers calling from their own extensions must enter their passwords to gain access to their mailboxes. This feature is only available on integrated systems.

When/How to Use

Enable this parameter if you want callers to be able to immediately gain access to their mailboxes when they dial the voice mail system pilot number from their extensions.

Related Parameters/Features

The Inband Code String for Immediate Subscriber Login to Mailbox determines the code that is required for subscribers to gain immediate access to their mailboxes.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	Yes	No

Inband Code for Busy Extension

The Inband Code for Busy Extension parameters configure the Octel 50 system to properly receive and interpret the inband information sent from the switch for a busy extension.

When the Integrator utility is run, the Octel 50 system enters default settings for the codes required by the switch. These settings are determined based on default settings for the switch. If you or the manufacturer modify the switch programming or features, integration may be affected. If this occurs, call a technical support representative.

Inband Code for Busy Extension - #150

Inband Code String

This parameter specifies the code sent by the switch that instructs the Octel 50 system to instruct the system that the requested extension is busy.

When/How to Use

When this code is used, the system routes the call according to the mailbox's call handling settings.

The Octel 50 system automatically sets this parameter when the Integrator utility is run. You should not need to change it.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The Location of Inband Signaling Code parameter specifies where this code is located in an incoming inband string.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	Yes	Yes

Inband Code for Busy Extension - #151

Location of Mailbox Number

This parameter specifies which digit in the string for Busy Extension is the first digit in the mailbox number that follows the code.

When/How to Use

The setting of this parameter depends on whether the count starts from the beginning or the end of the string.

Related Parameters/Features

The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	99	1	No	No	No

Inband Code for Busy Extension - #152

Start at End of String

This parameter specifies whether the system starts at the end of the inband signaling string for Busy Extension when counting digits to locate the start of the mailbox number.

When/How to Use

Enable this parameter if variable-length strings are used.

Related Parameters/Features

The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Inband Code for Busy Extension - #153**Total Length of String**

This parameter specifies the number of characters and digits in the Code for Busy Extension string.

When/How to Use

Calculate the Total Length of String by counting the number of characters and digits that are sent in the Code for Busy Extension string. For example, if the code is \$ and the mailbox number is 1000, the string is \$1000. In this case, the Total Length of String is 5.

If this parameter is set to 0, the system does not test the string length.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The length of the Inband Code String and the Number of Digits in a Mailbox parameters determine the setting of the Total Length of String parameter.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>99</i>	<i>0</i>	<i>No</i>	<i>Yes</i>	<i>No</i>

Inband Code for No Answer Extension

The Inband Code for No Answer Extension parameters configure the Octel 50 system to properly receive and interpret the inband information sent from the switch for extensions that are not answered.

When the Integrator utility is run, the Octel 50 system enters default settings for the codes required by the switch. These settings are determined based on default settings for the switch. If you or the manufacturer modify the switch programming or features, integration may be affected. If this occurs, call a technical support representative.

Inband Code for No Answer Extension - #154**Inband Code String**

This parameter specifies the code sent by the switch that instructs the Octel 50 system to instruct the system that the requested extension is not answered.

When/How to Use

When this code is used, the system routes the call according to the mailbox's call handling settings.

The Octel 50 system automatically sets this parameter when the Integrator utility is run. You should not need to change it.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The Location of Inband Signaling Code parameter specifies where this code is located in an incoming inband string.

If Set Too High

Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	Yes	Yes

Inband Code for No Answer Extension - #155

Location of Mailbox Number

This parameter specifies which digit in the string for No Answer Extension is the first digit in the mailbox number that follows the code.

When/How to Use

The setting of this parameter depends on whether the count starts from the beginning or the end of the string.

Related Parameters/Features

The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	99	1	No	No	No

Inband Code for No Answer Extension - #156

Start at End of String

This parameter specifies whether the system starts at the end of the inband signaling string for No Answer Extension when counting digits to locate the start of the mailbox number.

When/How to Use

Enable this parameter if variable-length strings are used.

Related Parameters/Features

The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Inband Code for No Answer Extension - #157**Total Length of String**

This parameter specifies the number of characters and digits in the Code for No Answer Extension string.

When/How to Use

Calculate the Total Length of String by counting the number of characters and digits that are sent in the Code for No Answer Extension string. For example, if the code is \$ and the mailbox number is 1000, the string is \$1000. In this case, the Total Length of String is 5.

If this parameter is set to 0, the system does not test the string length.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The length of the Inband Code String and the Number of Digits in a Mailbox parameters determine the setting of the Total Length of String parameter.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>99</i>	<i>0</i>	<i>No</i>	<i>Yes</i>	<i>No</i>

Inband Code for Go to Voice Mail and Get Mailbox

The Inband Code for Go to Voice Mail and Get Mailbox parameters configure the Octel 50 system to transfer callers to voice mail to request the mailbox number.

When the Integrator utility is run, the Octel 50 system enters default settings for the codes required by the switch. These settings are determined based on default settings for the switch. If you or the manufacturer modify the switch programming or features, integration may be affected. If this occurs, call a technical support representative.

Inband Code for Go to Voice Mail and Get Mailbox - #158**Inband Code String**

This parameter specifies the code sent by the switch that instructs the Octel 50 system to transfer a caller to voice mail to retrieve the mailbox number.

When/How to Use

When this code is used, the caller hears, *"Please enter the destination mailbox number."*

The Octel 50 system automatically sets this parameter when the Integrator utility is run. You should not need to change it.

Related Parameters/Features

The Location of Inband Signaling Code parameter specifies where this code is located in an incoming inband string.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	Yes	Yes

Inband Code for Go to Voice Mail and Get Mailbox - #159

Total Length of String

This parameter specifies the number of characters and digits in the Code for Go to Voice Mail and Get Mailbox string.

When/How to Use

Calculate the Total Length of String by counting the number of characters and digits that are sent in the Code for Go to Voice Mail and Get Mailbox string. For example, if the code is \$ and the mailbox number is 1000, the string is \$1000. In this case, the Total Length of String is 5.

If this parameter is set to 0, the system does not test the string length.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

The length of the Inband Code String and the Number of Digits in a Mailbox parameters determine the setting of the Total Length of String parameter.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	0	No	Yes	No

Inband Code for Go to Automated Attendant and Get Mailbox

The Inband Code for Go to Automated Attendant and Get Mailbox parameters configure the Octel 50 system to transfer callers to the Automated Attendant entry point.

When the Integrator utility is run, the Octel 50 system enters default settings for the codes required by the switch. These settings are determined based on default settings for the switch. If you or the manufacturer modify the switch programming or features, integration may be affected. If this occurs, call a technical support representative.

Inband Code for Go to Automated Attendant and Get Mailbox - #160

Inband Code String

This parameter specifies the code sent by the switch that instructs the Octel 50 system to transfer a caller to the automated attendant mailbox entry point.

When/How to Use

When this code is used, the caller hears, "Please enter the mailbox number of the person you would like to speak with."

The Octel 50 system automatically sets this parameter when the Integrator utility is run. You should not need to change it.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features The Location of Inband Signaling Code parameter specifies where this code is located in an incoming inband string.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	32	Blank	No	Yes	Yes

Inband Code for Go to Automated Attendant and Get Mailbox - #161

Total Length of String This parameter specifies the number of characters and digits in the Code for Go to Automated Attendant and Get Mailbox string.

When/How to Use Calculate the Total Length of String by counting the number of characters and digits that are sent in the Code for Go to Automated Attendant and Get Mailbox string. For example, if the code is \$ and the mailbox number is 1000, the string is \$1000. In this case, the Total Length of String is 5.

If this parameter is set to 0, the system does not test the string length.

The minimum and maximum for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features The length of the Inband Code String and the Number of Digits in a Mailbox parameters determine the setting of the Total Length of String parameter.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	0	No	Yes	No

Inband Code Default

The Inband Code Default parameters configure the Octel 50 system to properly receive and interpret the inband information sent from the switch.

When the Integrator utility is run, the Octel 50 system enters default settings for the codes required by the switch. These settings are determined based on default settings for the switch. If you or the manufacturer modify the switch programming or features, integration may be affected. If this occurs, call a technical support representative.

Inband Code Default - #162

Location of Mailbox Number This parameter specifies which digit in the default inband signaling string is the first digit in the mailbox number that follows the code.

When/How to Use The setting of this parameter depends on whether the count starts from the beginning or the end of the string.

Related Parameters/Features The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	99	1	No	No	No

Inband Code Default - #163

Start at End of String

This parameter specifies whether the system starts at the end of the default inband signaling string when counting digits to locate the start of the mailbox number.

When/How to Use Enable this parameter if variable-length strings are used.

Related Parameters/Features The Location of Mailbox Number and the Start at the End of String parameters work together. For example, if the incoming string is 9*1123 and the mailbox number is 123, the Number of DID Digits to use is 6, the DID Code is 9*1, the Location of Inband Signaling Code is 1, and, if Start at End of String is set to Yes, the Location of Mailbox Number is 3. If Start at End of String is set to No, the Location of Mailbox Number is set to 4.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

Inband Code Default - #164

Off Hook Delay Time (OFFHDLY)

This parameter determines the delay, in 10 millisecond units, after the Octel 50 system takes a port off hook, before it starts DIDTIME.

When/How to Use This parameter is set when the Integrator utility is run. You should not need to change it.

Related Parameters/Features If the Total Number of DID Digits is set to 0, this parameter is not available.

DIDTIME does not begin until OFFHDLY is reached.

If Set Too High The Octel 50 system may regularly miss one or more inband digits at the beginning of the string.

If Set Too Low The Octel 50 system may prematurely drop incoming calls.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	30000	50	Yes	Yes	Yes

Hangup Detection Parameters

The Hangup Detection parameters provide information on how a switch indicates that a caller has hung up. This allows the Octel 50 system to release the port and wait for another call. There are three ways switches indicate hangups: dial tone, hangup strings, or a drop in loop current. When the Integrator is run, the Octel 50 system sets the parameters required by the switch.

Hangup Detection Parameters - #165

Dial Tone Detection Time (DTONDET)

This parameter specifies the amount of time, in 10 millisecond units, the Octel 50 system must detect constant dial tone to determine a caller has hung up before dropping the line.

When/How to Use

This parameter is set when the Integrator utility is run for switches that use dial tone to indicate a hangup.

Adjust this parameter only when instructed to by a technical support representative.

Related Parameters/Features

You must set DTONDET at least 4 seconds higher than DTONWAIT. For example, if you set DTONWAIT to 300, DTONDET must be set to at least 700.

If Set Too High

A high setting causes excessive off hook time between calls.

If Set Too Low

Setting this parameter to 0 disables it, and the Octel 50 system does not detect dial tones. The result is excessive off hook time between calls.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	1200	1200	No	Yes	Yes

Hangup Detection Parameters - #166

Hangup String (HANGUPSTR)

This parameter defines the sequence of digits the switch sends to indicate a hangup.

When/How to Use

This parameter is set when the Integrator utility is run for switches that use hangup strings to signal disconnects.

If your switch is programmable, and you modify the hangup string, be sure the string does not represent a sequence of keypresses that a caller might use to navigate through Octel 50 system menus.

The minimum and maximum values for this parameter refer to the length of the entry allowed, not an actual number.

Related Parameters/Features

If using a hangup string, the Hangup String Timeout (HANGUPDLY) should be a value greater than 0.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>15</i>	<i>Blank</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Hangup Detection Parameters - #167

Hangup String Timeout (HANGUPDLY)

This parameter specifies the amount of time, in 100 millisecond units, that the Octel 50 system waits between digits before identifying a string of DTMFs as a hangup string. This eliminates false hangup string detections.

When/How to Use

This parameter is set when the Integrator utility is run.

Adjust this parameter only when instructed to by a technical support representative.

Related Parameters/Features

This parameter must be set to a value greater than 0 if using the Hangup String (HANGUPSTR) parameter.

If Set Too High

DTMFs from keypresses entered by callers or subscribers using Octel 50 system features may be incorrectly interpreted as hangup strings.

If Set Too Low

Hangup strings may be ignored if the switch cannot send the digits fast enough to meet this value. This may cause excessive off hook times between calls.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>30000</i>	<i>0</i>	<i>No</i>	<i>Yes</i>	<i>Yes</i>

Hangup Detection Parameters - #168

Minimum Duration for Drop in Loop Current (LCDTIME)

This parameter specifies the amount of time, in 10 millisecond units, necessary to recognize a drop in loop current, when detecting a disconnect.

When/How to Use

This parameter is set when the Integrator utility is run.

Adjust this parameter only when instructed to by a technical support representative.

A setting of 0 disables this parameter.

Related Parameters/Features

None.

If Set Too High

If the switch sends a loop current drop for a shorter time than the time set for LCDTIME, the Octel 50 system does not identify the disconnect. This may cause excessive off hook times between calls.

If Set Too Low

Noise spikes on the line could cause disconnect. Set this parameter to 0 to disable it.

A low setting may also cause call ghosting on the ports.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	30000	30	Yes	Yes	Yes

Hangup Detection Parameters - #169**Maximum Silence Before Hanging Up (MAXSIL)**

This parameter specifies the amount of time, in 10 millisecond units, during message recording that the Octel 50 system records silence before it determines the caller has hung up and drops the line. MAXSIL prevents the Octel 50 system from recording silence when a caller has hung up during a record session.

When/How to Use

This parameter is used for switches that do not use positive disconnects or dial tones to indicate disconnects.

For most Octel 50 systems, the default value should be sufficient.

Related Parameters/Features

Set this parameter to a value less than 1000 if using AMIS messaging.

Set this parameter to a value greater than 0 if using HANGUPSTR.

If Set Too High

The Octel 50 system records silence. Also, switches could detect a port as available and mistakenly pass incoming calls to a port on which Octel 50 system is recording silence (missed disconnect). In this case, a new caller would append to the previous recording.

If Set Too Low

Callers could be cut off during recording due to natural pauses when they speak.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	30000	600	No	Yes	No

Channel Specific Parameters

The Channel Specific Parameters specify how Octel 50 ports handle calls.

Channel Specific Parameters - #170

Inbound Application (INBOUND)

This parameter assigns inbound applications to each port.

When/How to Use

The valid entries for this parameter are 1 and 0. Enter a 0 for ports that are not to be answered by Octel 50. For example, if each port on a 4-port system is to be answered by Octel 50, set this parameter to 1111.

The default shown is for an 8-port system.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	11111111	No	No	No

Channel Specific Parameters - #171

Outbound Application (OUTBOUND)

This parameter specifies whether each port is allowed to make outbound calls for outbound events (message delivery, message waiting lights, AMIS messages, future delivery messages, and wake-up calls).

When/How to Use

The valid entries for this parameter are 0 and 2. Each digit corresponds to a port on the voice board. Enter a 0 for ports not allowed to support outbound events. If a position contains a 2, the corresponding port may be used for outbound events. For example, if this parameter is set to 0022 on a 4-port system, outbound calls may only be made on ports 3 and 4.

It is recommended that some calls not be enabled for outbound events so incoming calls can access the port.

The default shown is for an 8-port system.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	22222222	No	No	No

Channel Specific Parameters - #172**Init Mode**

Init Mode reflects the method of answering for each port. The Octel 50 system supports the following modes:

- C Serial integration
- D Inband signaling, off hook waiting for inband signaling digits
- N Normal, on hook waiting for rings
- P Pulse inband signaling, off hook waiting for inband signaling digits
- T Tone inband signaling, off hook waiting for inband signaling digits
- W Wink start

When/How to Use

Each position in the parameter setting equals the operating mode of the corresponding port.

This parameter supports SMDI-type switches that do not use normal means for alerting the voice mail system of incoming calls and hangups, the INITMODE should be set to C for each port supporting the voice mail ports of the switch.

The default shown is for an 8-port system.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	NNNNNNNN	No	Yes	No

Channel Specific Parameters - #173**Number of Incoming Rings (INRINGS)**

This parameter specifies the number of rings each port must hear before it answers an incoming call. Each character represents the number of rings for each corresponding channel. For example, if INRINGS is set to 2211, ports 0 and 1 are answered after two rings, while ports 2 and 3 are answered after one ring.

When/How to Use

On some phone systems, especially those without true hunt groups, this parameter should be set to consecutive numbers to prevent multiple lines from being answered at the same time.

The default shown is for an 8-port system.

Related Parameters/Features

This parameter should not be confused with the Maximum Rings Before No Answer (RINGS) parameter in System Setup or the Maximum Rings parameter on the Class of Service dialog box.

If Set Too High

The higher you set this parameter, the longer the delay before the port answers the call.

If Set Too Low

The minimum of 1 should be sufficient for most Octel 50 system ports.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	11111111	No	Yes	No

Channel Specific Parameters - #174

Go OFF Hook when Port Disabled (OFFHDIS)

This parameter determines whether the Octel 50 system takes a port off hook when the port is disabled so callers to that port hear a busy signal. A number of occurrences can temporarily disable a port, such as a power loss or when the Octel 50 system shuts down after daily maintenance.

When/How to Use

It is generally recommended that you enable this parameter so callers hear a busy signal instead of ringing when they call a disabled port.

Some switches, such as those using digital integration, lock the disabled ports when they have been off hook for a long time. If your switch uses digital integration, you should disable OFFHDIS. See the Configuration Note for your switch for information on setting this parameter.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	Yes	Yes	Yes	No

Channel Specific Parameters - #175

Maximum Call Duration (PROGTIME)

This parameter specifies the maximum amount of time, in minutes, the Octel 50 system allows a call to occupy a port before it disconnects the call without warning.

When/How to Use

Use caution when setting this parameter. If callers are disconnected while performing mailbox functions, such as listening to messages or creating mailboxes, data corruption could occur. Set this parameter to disable it.

If you set PROGTIME to a value greater than 0, consider the following:

- Set PROGTIME to a value high enough so calls delivering faxes and callers on hold are not disconnected.
- PROGTIME overrides Message Time on the Class of Service dialog box. Set PROGTIME higher to prevent callers from being disconnected while recording messages. If this happens, data corruption could occur.

Related Parameters/Features If PROGTIME is shorter than the Message Time setting on the Class of Service dialog box, callers may be disconnected before they finish recording long messages.

If Set Too High The higher you set this parameter, the longer callers are allowed to remain in the Octel 50 system before being disconnected.

If Set Too Low Callers recording messages, sending faxes, or waiting in call queues are disconnected without warning and data corruption could occur. Set this parameter to 0 to disable it.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	999	30	No	No	No

Channel Specific Parameters - #176

DTMF Length to Interrupt a Prompt (PLAYDTMF) This parameter specifies the length, in 10 millisecond units, of a DTMF the voice board must receive to interrupt a prompt voiced by the Octel 50 system.

When/How to Use For most Octel 50 systems, the default value is sufficient. If the Octel 50 system misinterprets voice data as DTMF tones during prompts, try increasing this setting.

Related Parameters/Features When RECDTMF is set to a higher value than PLAYDTMF, the RECDTMF value is used for both.

If Set Too High The Octel 50 system may not recognize DTMF tones and does not interrupt the prompt.

If Set Too Low The Octel 50 system may interpret voice data as DTMF.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	30000	0	Yes	Yes	No

Channel Specific Parameters - #177

Printer LPT Port (PRINTER) This parameter indicates whether the system is using a printer.

When/How to Use The valid entries for this parameter are 1, 2, or N, where 1 or 2 corresponds to the LPT1 or LPT2 connection and N corresponds to no printer.

Related Parameters/Features None.

If Set Too High Not applicable.

If Set Too Low Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	1	No	No	No

Channel Specific Parameters - #178**DTMF Duration to Interrupt Record (RECDTMF)**

This parameter specifies the length, in 10 millisecond units, of a DTMF a voice board must receive to interrupt recording on the Octel 50 system.

When/How to Use

For most Octel 50 systems, the default value is sufficient. If the Octel 50 system misinterprets voice data as DTMF tones during recording, try increasing this setting.

Related Parameters/Features

When RECDTMF is set to a higher value than PLAYDTMF, the RECDTMF value is used for both.

If Set Too High

The Octel 50 system does not interrupt the recording session when the callers enter DTMFs.

If Set Too Low

The Octel 50 system may misinterpret voice data as DTMF and interrupt the recording.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>30000</i>	<i>0</i>	<i>Yes</i>	<i>Yes</i>	<i>No</i>

Channel Specific Parameters - #179**Default Input Timeout (TIMEOUT)**

This parameter specifies the number of seconds the Octel 50 system waits for the caller to respond with a keypress after voicing a prompt before voicing, "Please make your selection now," and repeating the prompt.

When/How to Use

For most Octel 50 systems, the default allows sufficient time for most callers to respond to prompts.

Related Parameters/Features

Maximum Number of No Entries specifies the maximum number of times the Octel 50 system voices prompts without receiving input before it disconnects the caller.

If Set Too High

There may be long pauses when the Octel 50 system voices prompts and waits for input. Consequently, calls occupy ports for a long time.

If Set Too Low

Setting this parameter to 0 does not allow callers enough time to respond to prompts. Callers could exceed the Maximum Number of No Entries and be disconnected.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
<i>0</i>	<i>99999</i>	<i>20</i>	<i>No</i>	<i>No</i>	<i>No</i>

Channel Specific Parameters - #180**Duration of Ring Off (RINGOFF)**

This parameter specifies the amount of time, in 100 millisecond units, that ring voltage must be off for the Octel 50 system to determine that a ring has stopped.

<i>When/How to Use</i>	For most Octel 50 systems, the default value is sufficient. If your switch uses European-style rings, you may need to adjust this setting. Call a technical support representative for information on setting this parameter for European-style rings.
<i>Related Parameters/Features</i>	None.
<i>If Set Too High</i>	The Octel 50 system cannot detect rings and does not answer incoming calls.
<i>If Set Too Low</i>	The Octel 50 system could misinterpret skips and jumps in the ring voltage as incoming calls.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	30000	5	Yes	Yes	No

Channel Specific Parameters - #181

Duration of Ring On (RINGON) This parameter specifies the amount of time, in 100 millisecond units, that ring voltage must be on for the Octel 50 system to identify a ring cycle.

<i>When/How to Use</i>	For most Octel 50 systems, the default is sufficient. If your phone system uses European-style rings, you may need to adjust this setting. Call a technical support representative for information on setting this parameter for European-style rings.
<i>Related Parameters/Features</i>	None.
<i>If Set Too High</i>	The Octel 50 system cannot detect rings and does not answer incoming calls.
<i>If Set Too Low</i>	The Octel 50 system could misinterpret short instances of line noise as incoming calls.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	30000	3	Yes	Yes	No

Channel Specific Parameters - #182

Maximum Answer Time (MAXANSR) This parameter specifies the maximum allowable time, in 10 millisecond units, for a greeting before returning a connect signal. This parameter is used for outcall applications (message delivery).

<i>When/How to Use</i>	This parameter is useful for answering machines applications, such as polling surveys. Do not modify this parameter unless directed to change it by a technical support representative.
<i>Related Parameters/Features</i>	None.
<i>If Set Too High</i>	Should have no effect on system performance.
<i>If Set Too Low</i>	The system may assume a connect too soon.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	30000	1000	Yes	No	No

PC Configuration Parameters

PC Configuration Parameters - #183

Virtual Disk for Voice File (VDISK)

This parameter specifies the location of the memory file (SO3-ALL.VAP or SO3-ALL.VOX) if using a RAMdisk.

When/How to Use

Use this parameter to specify the hard drive to be used for RAMdisk. This parameter is only used if you chose during installation to use RAMdisk. If this parameter is set to the default, C, no RAMdisk is used.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	C	No	No	No

PC Configuration Parameters - #184

Sound Tone on Answer (ANSTONE)

This parameter determines whether the Octel 50 system sounds an audible tone when it answers an incoming call.

When/How to Use

For most Octel 50 systems, leave this parameter disabled.

Enable this parameter when recommended by a technical support representative for troubleshooting.

Related Parameters/Features

None.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	No	No	No

PC Configuration Parameters - #185

Minutes Before Blanking Screen (DSPBLANK)

This parameter specifies the number of minutes of inactivity before the display screen blanks. The command helps protect the phosphorous elements in the monitor screen.

<i>When/How to Use</i>	To return to the screen image, press any key. A setting of 99 disables this parameter.
<i>Related Parameters/Features</i>	None.
<i>If Set Too High</i>	Not applicable.
<i>If Set Too Low</i>	Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
1	99	5	No	No	No

PC Configuration Parameters - #186

Number of Calls Between Checkpoint File Updates (CKPRATE)

This parameter specifies the number of completed calls to or from the Octel 50 system before the Checkpoint file, OPERATOR.CKP, is saved. The Checkpoint file records critical Octel 50 system data such as business hours, statistics, system manager passwords, prompt assignments, multilingual information, and group lists.

<i>When/How to Use</i>	This parameter should be set lower on lower call volume systems than on high call volume systems. Do not set this parameter to 0 as this disables it.
<i>Related Parameters/Features</i>	None.
<i>If Set Too High</i>	The higher you set this parameter, the longer between file saves, and the greater the chance of data loss should there be a power outage.
<i>If Set Too Low</i>	A low setting for this parameter does not affect system performance. However, setting it to 0, which disables the parameter, is not recommended.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	99	5	No	No	No

PC Configuration Parameters - #187

Rate to Poll the Voice Driver (EVENTRATE)

This parameter specifies the number of cycles between checking for keystrokes. A cycle consists of scanning all voice channels.

<i>When/How to Use</i>	The default should be acceptable for most Octel 50 systems. You should not modify this parameter unless instructed to by a technical support representative.
<i>Related Parameters/Features</i>	None.
<i>If Set Too High</i>	There may be a delay in recognizing keystrokes.
<i>If Set Too Low</i>	On a small system, setting this too low may slow down the system slightly.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	30000	40	No	No	No

Simplified Message Desk Interface Parameters

The Simplified Message Desk Interface parameters specify whether the Octel 50 system uses Serial integration and whether the system communicates message waiting light commands through the serial interface.

These parameters only apply to Octel 50 systems with sentinels that support Serial integration.

You can modify these parameters only when you run System Setup by clicking on the System Setup icon in the system folder. You cannot modify these parameters when you access System Setup from the Options menu in Octel 50.

Simplified Message Desk Interface Parameters - #188

Use SMDI (SMDI Used)

This parameter determines whether the Octel 50 system uses Serial integration for incoming calls. If you enable this parameter, the Octel 50 system looks for the supporting Serial Integration program. If the system does not find the required program, it displays an error message.

When/How to Use

This parameter is enabled, if required, when the Integrator utility is run for the switch.

This parameter is not available when you run System Setup from the Options menu, and does not reset when you select the Set to Defaults option from the System Setup File menu.

Do not enable this parameter unless the Octel 50 system sentinel supports Serial integration, and you installed the supporting program. If Octel 50 does not find the required program when you attempt to launch the system, an error displays and the system does not run.

Related Parameters/Features

You must set the Init Mode parameter to **C** for all ports on which you are using Serial integration.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	–	Yes	Yes

Simplified Message Desk Interface Parameters - #189

Use Communications Message Waiting Software (COMMMWL)

This parameter determines whether the Octel 50 system uses communications message waiting light software to activate and deactivate message waiting lights through the serial (COM) port instead of sending DTMFs.

If this parameter is enabled, the Octel 50 system looks for the supporting software. If Octel 50 does not find the required program when you attempt to launch the system,

an error displays and the system does not run.

When/How to Use

This parameter is enabled, if required, when the Integrator utility is run for the switch.

Make sure the sentinel supports Serial integration, and you installed the supporting program before attempting to launch the Octel 50 system.

Related Parameters/Features

You must set the Init Mode parameter to **C** for all ports on which you are using communications message waiting light software.

If you enable this parameter, the Permit Message Waiting Lights parameter must be enabled, and you can configure the Light Message Waiting Lights for Every Message parameter as you like. However, the remaining Message Waiting Light parameters must be blank and disabled.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
–	–	No	Yes	Yes	Yes

Simplified Message Desk Interface Parameters - #190

Strobe Interval in Seconds (STROBE)

This parameter specifies the number of 10 millisecond intervals that a signal is sent to the switch configured with SMDI to notify the switch that voice mail is running.

When/How to Use

The default should be sufficient for most Octel 50 systems.

Related Parameters/Features

The Use SMDI parameter must be enabled for this parameter to be used.

If Set Too High

Not applicable.

If Set Too Low

Not applicable.

<i>Min</i>	<i>Max</i>	<i>Default</i>	<i>Requires Restart</i>	<i>Switch-Dependent</i>	<i>Set by Integrator</i>
0	999	0	No	Yes	Yes

Low-Level Voice Board Parameters

The Low-Level Voice Board parameters are set when you run Call Analysis. Do not modify these parameters unless you are instructed to by a technical support representative to change them.

CHAPTER 9

Defining Phone System Signals

Call analysis enables the Octel 50 system to recognize dial tone, busy, no answer, and connect signals from the switch. Octel 50 includes the CCA utility for both Dialogic and Rhetorex voice boards, the AccuCall utility for Rhetorex boards, and the CPC utility for Dialogic boards. The AccuCall and CPC utilities are provided as additional tools and usually do not need to be run.

The steps in this section help you:

- Run the call analysis utility (CCA)
- Run the AccuCall call analysis utility for Rhetorex boards
- Run CPC call analysis utility for Dialogic boards

Running Call Analysis

Before running call analysis, you must determine if you need to run call analysis and whether the Octel 50 system meets the requirements for running call analysis.

Determining If You Should Run Call Analysis

In most cases, you must run Call Analysis when you are installing an Octel 50 system. There are instances, however, when you are not required to run it.

You must run Call Analysis if:

- You are installing a new Octel 50 system.
- You are upgrading an existing system.

You may not need to run Call Analysis if:

- You are running a special integration, such as a D/42-SX. Consult the Configuration Note included with the Octel 50 system to determine if you need to run Call Analysis for the type of board you are installing.
- You are adding the Fax Solution utility to the Octel 50 system. The fax tone table that ships with the Octel 50 system is the industry-standard tone for a fax machine. If you find that the fax machine uses tones that do not fall within an acceptable variance for the fax tone standard, contact a technical support representative to help you increase the fax tone variance.

You do not need to run Call Analysis if:

- You are installing a new voice board in an existing Octel 50 system.
- You are upgrading to add additional ports to the Octel 50 system.
- You set up the Octel 50 system to only perform blind transfers.

Meeting the Requirements to Run Call Analysis

Before you run Call Analysis on the Octel 50 system, determine if the Octel 50 system meets the following requirements:

- The Octel 50 system has access to at least one extension from the phone system. Access to two extensions is preferred.
- The extensions you use to run Call Analysis are not in a hunt or rollover group.
- No one can access the extensions used to run Call Analysis while it is running.
- Auto Answer, Call Forwarding, and Camp-On features are deactivated while you run Call Analysis.

Using CCA for Rhetorex and Dialogic Boards

CCA enables the Octel 50 to evaluate the progress of an outbound call and make decisions based on the responses.

CCA monitors activity on the line after a phone number is dialed. It can detect six different conditions:

- **No Ringback**—Detects no recognizable cadence pattern.
- **No Answer**—Detects a ringing line that was not answered.
- **Busy**—Detects a busy signal.
- **Connect**—Detects a line that has been answered.
- **Fast Busy**—Detects a fast busy or reorder tone.
- **SIT**—Detects a Special Information Tone, which indicates that an invalid number has been dialed or there is a problem completing the call.

CCA is composed of three different processes used to determine the progress of the call. The processes function simultaneously during CCA. Each process uses its own parameters, which can be adjusted to maximize the efficiency of call analysis and Octel 50:

- **Cadence detection**—Looks for a repeating pattern in the signal. Cadences usually detected include the ring, busy, and fast busy signals. Once a cadence has been established, it can be classified by comparing the periods of silence and nonsilence to established parameters.
- **Frequency detection**—Used to identify single-frequency tones, such as Special Information Tone (SIT) sequences. It can detect single-frequency tones below 2100 Hz.
- **Loop current detection**—Used to return a connect signal when a drop in loop current is detected.

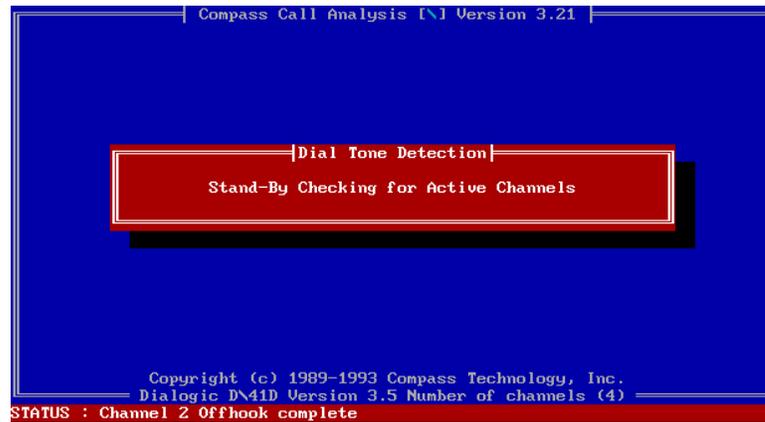
CCA is designed to operate in either Auto or Advanced mode. Use Auto mode to run CCA for all signals (ring, busy, fast busy, and connect) using the default parameters. In most cases, running CCA in Auto mode is sufficient to enable Octel 50 to function properly. If you run CCA and Octel 50 still does not properly detect switch signals, contact a technical support representative for information on using the Advanced CCA options.

You may not need to run CCA if the Octel 50 system is using a special board integration. Consult the Configuration Note to determine if you need to run CCA for the type of board you are using.

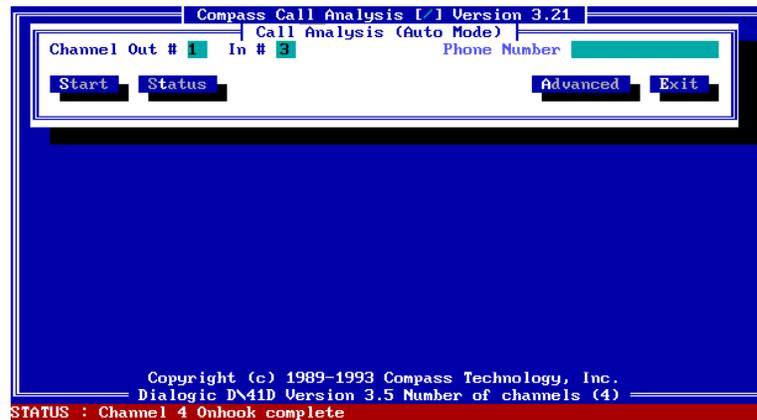
To run CCA:

1. Verify you have access to two extensions from the phone system.
2. After you install Octel 50 and the system reboots, a dialog box displays asking if you want to run CCA. To start CCA, press <Y>. Press <N> to launch the Octel 50 system without running CCA. If you do nothing, CCA is automatically launched. When you press <Y>, an introductory Call Analysis screen displays.

3. Select OK to continue. The Dial Tone Detection dialog box displays. CCA checks all channels for dial tone and their state.



4. After CCA initializes the channels, the Call Analysis Auto Mode dialog box displays. In the Channel Out # field, enter the number of the channel you want the system to call out from for CCA. Port numbering begins at 1. This field defaults to the first channel on which CCA detects dial tone.

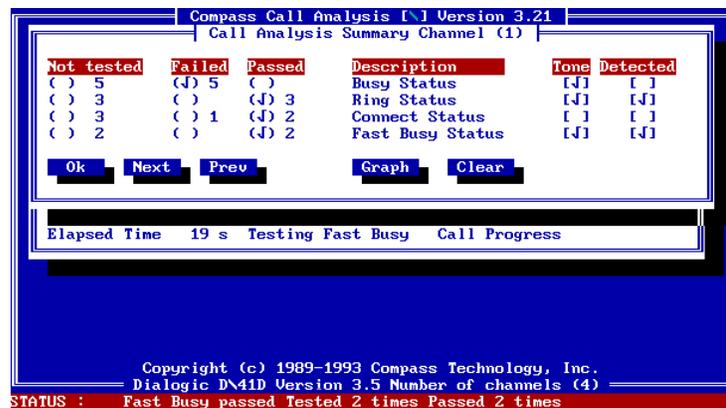


5. In the Channel In # field, enter the number of the channel you want to call for CCA. Port numbering begins at 1. This field defaults to the second channel on which CCA detects dial tone.
6. Verify that an extension is plugged into the port you specified in the Channel Out # field.
7. Verify that an extension is plugged into the port you specified in the Channel In # field.
8. In the Phone Number field, enter the number of the extension connected to the Channel In #. For example, if you entered channel 3 in the Channel #3 field and extension 5500 is plugged into channel 3, enter 5500 in this field.
9. To begin CCA, use the <TAB> or arrow keys to highlight the Start option, then press <ENTER>. Once you select Start, you cannot stop CCA. The Call Analysis dialog box displays and the system automatically tests for busy, ring, connect, and fast busy. In almost all cases, Auto Analysis passes all tests and no further parameter adjustments are necessary. The Auto Analysis Using Channels x and y dialog box displays, where x and y are the channels you specified in steps 4 and 5 respectively.

If you are using fax mail, the tone for fax machine detection is automatically created and added to the tone table by CCA. However, if you need to run AccuCall, you must manually add this tone to the tone table.



10. When Auto Analysis is complete, the Call Analysis Summary dialog box displays which of the analysis detections passed and which failed for the first channel. You can select Next or Prev to display results for additional channels.



11. To display a graph of the results, select Graph. A graph for the first busy test displays. Use the Up and Down buttons to view graphs for the other tests.
12. Select Exit to close the graph. The Call Analysis Summary dialog box displays.
13. To close the Call Analysis Summary dialog box, select OK. The Call Analysis Auto Mode dialog box displays.

To adjust CCA parameters, you can use the <TAB> or arrow keys to highlight Advanced and press <ENTER>. For more information on using the Advanced CCA parameters, contact a technical support representative.

14. To exit CCA from the Call Analysis Auto Mode dialog box, select Exit. The system reboots and the Octel 50 system launches, if it is configured to start automatically upon bootup.

Running CCA After Installation

If you need to run CCA at a later time, either start the Octel 50 system then shut it down or load the voice board drivers from the command line by typing `RHETDRV` for Rhetorex boards or `D40` for Dialogic boards. To start CCA from the command line, type `CCA` then press `<ENTER>` at the `\CVR` prompt. The CCA initialization dialog box displays.

Clear the previous settings before running CCA again. To clear CCA settings, type `CLEARCCA` then press `<ENTER>` from the `\CVR` prompt.

When you exit CCA from standalone mode, you return to the `\CVR` prompt. You must then reboot the PC.

Running AccuCall–Call Analysis for Rhetorex

Rhetorex's AccuCall program is provided to handle situations that CCA may not be able to handle. Normally, AccuCall does not need to be run. For additional information, contact a technical support representative.

Do not modify parameters in the program unless you are instructed to do so. The parameters you do need to modify are explained in detail and recommended values are provided.

To run AccuCall:

1. From the `\CVR` prompt, type `ACCUCALL` then press `<ENTER>`. The AccuCall Plus Main Menu dialog box displays.



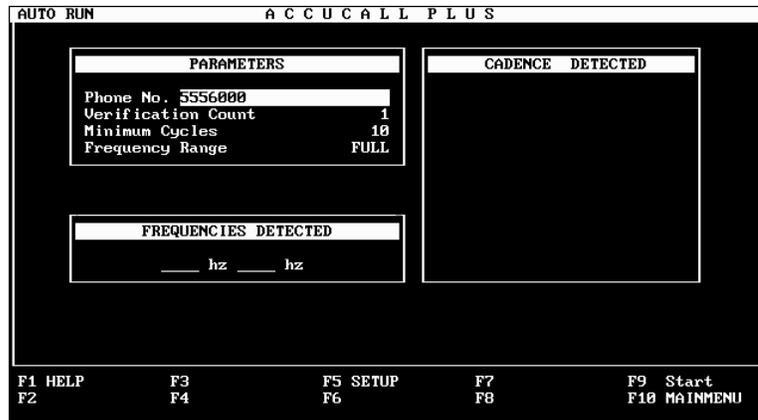
- Press <F5>. The Setup dialog box displays.

SETUP		A C C U C A L L P L U S	
RUN / AUTO RUN PARAMETERS		GLOBAL PARAMETERS	
Hardware Interrupt	7	DTMF On	100 ms
Out Dial Channel Number	1	DTMF Delay	50 ms
Auto Run/Run Verification Count	1	Pulse Make	40 ms
Auto Run Minimum Cycles	10	Pulse Break	60 ms
Auto Run Align Frequencies	YES	Pulse Delay	1000 ms
Auto Run Quick Frequency Scan	NO		
Log Results To Disk	NO		
Use Internal Speaker	YES		
Phone No.			
ENVIRONMENT		CHANNEL PARAMETERS	
Driver Release	5.54	No Answer Rings	4
Software Interrupt	0x61	Call Progress Delay	250 ms
		AbTimeout	4000 ms
		BusyCycles	2
		Glitch	150 ms
		Spike	190 ms
F1 HELP	F3 FILTERS	F5	F7 Save Setup
F2 RUN	F4	F6 AUTO RUN	F8 EDIT TONES
			F9
			F10 MAINMENU

It should not be necessary for you to change anything in the Environment Parameters, Global Parameters, or the Channel Parameters on the Setup dialog box. The only parameters you may need to edit in the Setup dialog box are those listed in step 3. Use the up and down arrow keys to access these fields.

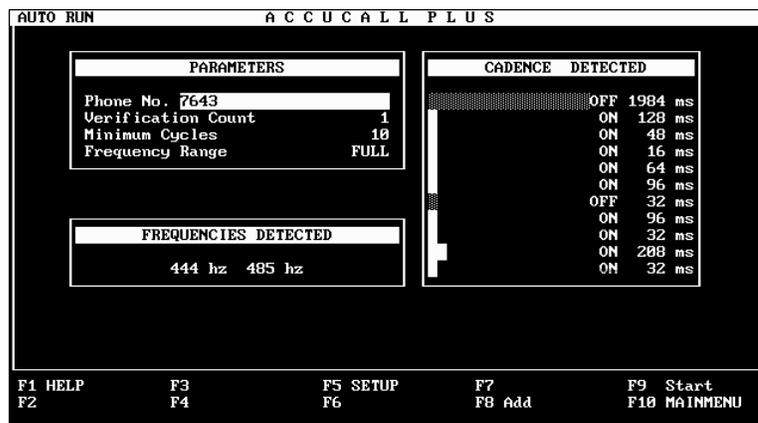
- In the Hardware Interrupt field, enter the interrupt set on the voice boards. Valid values are 2 through 7.
- In the Out Dial Channel Number field, change the value to equal the active channel (or port), if you want to use a specific channel. This is the channel to which the phone line is connected, not an extension number.
- In the Auto Run/Run Verification Count field, verify the field is set to 1. This value determines the number of times the Auto Run operation should be executed when determining a call-monitoring tone frequency and cadence.
- In the Auto Run Minimum Cycles field, verify the field is set to 10. This value determines the minimum number of call progression-cadence cycles that Auto Run should analyze during each call.
- In the Auto Run Align Frequencies field, verify the field is set to YES. Press the <SPACEBAR> if necessary to change the selection.
- In the Auto Run Quick Frequency Scan field, press the <SPACEBAR> to change the selection to YES if the signal of the destination phone has no cadence or a cadence that changes after a short period, such as 1-tone burst. For example, on some switches, a busy signal eventually yields to a fast busy. You can set the quick scan to capture the cadence before it changes.
- In the Log Results to Disk field, make sure the field is set to YES if you want AccuCall to generate a printable log file containing AccuCall test information, such as the frequencies produced by the switch. Press the <SPACEBAR> to change the selection if necessary.
- In the Use Internal Speaker field, verify the field is set to YES if you want the PC to generate an audible tone while testing the call frequencies. Press the <SPACEBAR> to change the selection if necessary.
- In the Phone No. field, enter the number of the extension you want AccuCall to dial. Use a comma (,) to insert necessary delays into the dial string. Each comma represents approximately 2 seconds.
- To save changes to the Setup Screen, press <F7>.

13. Press <F6>. The Auto Run dialog box displays.

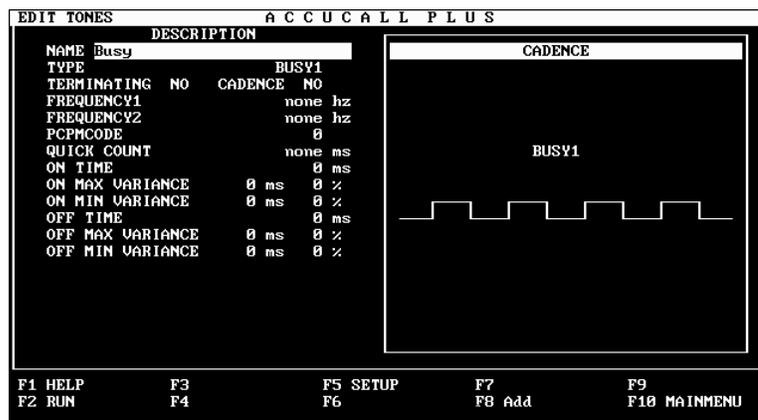


14. To test busy, verify that the extension you entered in the step 11 is busy by creating a talk path to another phone. Dialing another number ensures that there is not a tone change or time-out on the line.

15. To start AccuCall analysis, press <F9>. A graphic representation of the busy signal displays in the Cadence Detected box.



16. When prompted to add tones, press <F8>. The Edit Tones dialog box displays.



17. In the Name field, enter a name for the tone. The name should be descriptive such as the name of the switch followed by Busy. Once you name the tone, it appears on the Main Menu dialog box. If you need to edit the tone later, select it from the Main Menu dialog box by highlighting it and pressing <ENTER>.

18. In the Type field, use the <SPACEBAR> to select a classification. Assign a BUSY type since you are currently testing the busy signal.
19. In the Terminating field, use the <SPACEBAR> to select Yes if the tone is used to indicate a disconnect.

In most cases, you do not need to specify the busy or ring signals you are analyzing as Terminating. A terminating tone is a tone from the switch that indicates a disconnect. Some tones need to be identified as Terminating during playback or record operations if the call is to terminate when the tone is detected. For example, you may need to designate a fast busy as Terminating on some switches. Note that if you do identify a tone as Terminating, at least one frequency must be detected in the Auto Run <F6> test. This frequency must be in one of the first three positions in the <F3> Filter Table.

20. In the Cadence field, use the <SPACEBAR> to select Yes if the word None appears in both frequency fields. If the frequencies of a tone are unknown, call progress monitoring analyzes the cadence without frequency analysis.
21. In the FREQUENCY1 and FREQUENCY2 fields, verify that there is a minimum 40 Hz spread between the detected frequencies. (If one of the frequencies is None, this is not necessary.) If there is not at least a 40 Hz spread, adjust the FREQUENCY1 and FREQUENCY2 settings on the screen as little as possible to achieve the spread. If the two tones in question are within 10 Hz of each other, change the lower frequency value of the two to equal the higher frequency value.
22. In the PCPMCODE field, enter a numeric identifier to the tone. Specify identifier 7 for all busy tones. If the tone is undefined, the device driver returns PCPMCODE 9; if an answer is detected, the driver returns PCPMCODE 10.

If an incorrect PCPMCODE is returned, AccuCall is not differentiating between the tones. See the topic, “Common AccuCall Problems/Solutions,” later in this chapter for information on how to help AccuCall differentiate between tones.

23. To add the tone to the tone table and save it, press <F8> twice. If a tone with the name you entered in step 17 already exists, you are prompted to press <F7> to replace the existing tone. Press <F7> if you want to replace the existing tone with the new tone. If you do not want to replace the existing tone, press <Esc>, enter a new name for the tone, then press <F8> twice again.
24. To advance to the Auto Run dialog box to analyze the ring tone, press <F6>.
25. To test ring, make sure the receiver of the extension you are using is on hook.
26. To start AccuCall analysis, press <F9>.
27. When prompted to add tones, press <F8>. The Edit Tones dialog box displays.
28. In the Name field, enter a name for the tone. The name should be descriptive such as the name of the switch followed by the Ring. Once you name the tone, it appears on the Main Menu dialog box. If you need to edit the tone later, select it from the Main Menu dialog box by highlighting it and pressing <ENTER>.
29. In the Type field, use the <SPACEBAR> to select a classification. Assign a RING type since you are currently testing the ring signal.
30. In the Terminating field, use the <SPACEBAR> to select Yes if the tone is used to indicate a disconnect.

You can edit tones by pressing <F10> to return to the Main Menu dialog box, then highlighting the tone you want to edit and pressing <F8>. When you finish making any necessary adjustments to the frequencies, press <F8> to accept the new values and <F7> to replace the existing saved values. Then, press <F10> to return to the Main Menu dialog box and <F3> to go back to the Filters dialog box where you can enter in the new values.

38. Once the detected frequencies are entered, it is recommended that you specify the remaining filters, incrementing the values by approximately 200 Hz. For example, if existing frequencies are 350, 443, and 493, enter additional frequencies of 700, 900, 1100, 1300, etc.
39. When you finish adding the frequencies to the Filters box, press <F2> to verify the analysis. The Run dialog box displays.

CALL PROCESS RESULTS		COUNT	PCPM ANALYSIS	
			Phone No.	7643
			Verification Count	1
			Adjust Filter Characteristics	NO
			Recording File Name	ACCUCALL.LIN
			FUNCTION -	
			STATUS -	
			PCPM code -	
			LAST tone -	
FILTER DETECTION				
GOOD=█ FAIR=██ POOR=███ NONE=blank				
F1 HELP	F3 FILTERS	F5 SETUP	F7 Record	F9 Start
F2	F4	F6 AUTO RUN	F8 EDIT TONES	F10 MAIN MENU

40. Press <F9> to start the AccuCall verification. AccuCall tests the ring and busy signals it analyzed to make sure the analysis was correct. Keep the receiver on hook to test the ring signal.
41. Verify that the test returns a PCPMCODE value of 8.
42. After the ring test, verify that the extension you entered in the step 11 is busy by creating a talk path to another phone. Dialing another number ensures that there is not a tone change or time-out on the line. Once the extension is busy, press <F9> to test the busy signal.
43. Verify the test returns a PCPMCODE value of 7.
44. Set up a termination tone using the guidelines listed below:
 - If the busy tone is also the tone which Octel 50 hears if a caller hangs up, edit the busy tone and set the Terminating field to Yes.
 - If the tone emitted is different than a normal busy (for example, a fast busy), learn the new tone in the Auto Run dialog box. Assign the tone a PCPMCODE of 31, set Type to Other, and set Terminating to Yes. Any frequencies detected for the termination tone should be the first frequency in the Filter Table. Move other defined frequencies down, overwriting the remaining frequencies you specified in step 38 if necessary.
 - If the termination tone is a fast busy or a re-order tone, set the Auto Run Quick Frequency Scan parameter on the Setup dialog box to Yes.
 - If the termination tone is a solid or D tone, enter D in the HANGUPSTR field in Octel 50 System Setup (after you complete the AccuCall session).

45. Set up a calling fax tone using the following steps:
 - a. Press <F10> to return to the Main Menu.
 - b. Press <F8>. The Edit Tones dialog box displays.
 - c. On the Edit Tones dialog box, enter a name in the Name field. The name should be descriptive such as the name of the switch followed by Fax. Note that you should enter a unique name so an existing tone is not overwritten.
 - d. In the Type field, press the <SPACEBAR> until Other displays in the field.
 - e. Set Terminating to Yes.
 - f. Set Cadence to No.
 - g. Type 1075 as Frequency 1; no Frequency 2 is required.
 - h. Set the PCPMCODE value to 13.
 - i. Press <F8> twice to add the tone.
 - j. Press <F10> to return to the Main Menu.
 - k. Press <F3>. The Filters dialog box displays.
 - l. In the Filters box, enter a frequency of 1075 for the tone. Overwrite a filter you entered in step 38 if necessary.
 - m. Press <TAB> to move to the Filter Characteristics box and change the Inband Ratio field in the Filter Characteristics box to -6.
46. Press <F10> to return to the Main Menu.
47. From the Main Menu, press <F7> to advance to the File dialog box.
48. In the Enter file name field, assign an 8-character name to the tone table you just created. Enter a descriptive name (perhaps the switch name).
49. Press <F8> to save the tone table file.
50. To exit the AccuCall program, press <F10>, then press <Y> at the prompt. The \CVR prompt displays.
51. To verify the tone table is saved in the Configure utility, from the \CVR prompt, type CONFIGUR then press <ENTER>. The Configure dialog box displays.

MAIN MENU			C O N F I G U R E			Version 5.26		
SYMBOLS						PORTS		
HOOK=ON	WHITENOISE=ENABLED	OUTDIAL=VOICE	RDSP =	300H		RDSP =		
AGC=ENABLED	GAIN=0	UOXLIMIT=3	RDSP =			RDSP =		
ENTRYPOINT=61H	ADPCM=32kbps	SPIKES=6	RDSP =			RDSP =		
MODE16=ENABLED	DUALPORT=d000:0000	DROPOUTS=6	RDSP =			RDSP =		
HANGUP=ENABLED	HOST=USA		RDSP =			RDSP =		
MEMORY								
REALMEMORY=64KB	EMSMEMORY=0KB	RAMDISK=0KB	RDSP =			RDSP =		
FILE								
FILTERTABLE=COMPASS.TON								
TONETABLE=COMPASS.TON								
F1 HELP	F3 MEMORY	F5 SYMBOLS	F7 VOICE RECOG	F9				
F2 PORTS	F4 FILE	F6	F8 T1	F10 EXIT				

52. If you chose to name the tone table other than TONETAB1 in step 48:
 - a. Press <F4>. The PCPM File Name Entry/Editing dialog box displays.
 - b. Read the contents of the dialog box, then press any key to continue. The PCPM File Name dialog box displays.
 - c. Type in the name you gave the AccuCall tone table in step 48, then press <ENTER>.
53. Press <F10>. The Main Menu dialog box displays.
54. Under I/O Ports, verify that the hex address for each board installed is correct. If not, press <F2> to display the I/O Ports screen, make any necessary modifications to the listed hex addresses, then press <F10> to save the changes and return to the Main Menu.
55. Under VP Driver, verify that the Entry Point field is set to 61H if you have a VGA board. If not, press <F5> to display the VP Driver Parameters screen, modify the defined entry point, then press <F10> to save the changes and return to the Main Menu.
56. Under Memory, verify the Real Memory parameter has 32K for each board installed. If not, press <F3> to display the Memory Allocation Parameters screen, change the setting of the line that specifies the amount of DOS memory allocated for the disk buffers pool, then press <F10> to save the changes and return to the Main Menu.
57. Under VP Driver, verify that Hook is set to OFF. This indicates that callers hear a busy signal if the system is down. If it is not set to OFF, press <F5> to display the VP Driver Parameters screen, change the default phone line HOOK state to OFFHOOK, then press <F10> to save the changes and return to the Main Menu.
58. When you finish making necessary modifications, press <F10> to exit the program.
59. When prompted, press <Y> to save the changes. The \CVR prompt displays.
60. Press <CTRL+ALT+DEL> to reboot the PC. When the menu displays, select <1> to run Octel 50.

Common AccuCall Problems/Solutions

If either of the PCPMCODEs returned are incorrect, AccuCall is not differentiating between the tones.

To help AccuCall differentiate between tones:

1. Edit the tones and set Cadence to Yes for tones with close frequencies.
2. Adjust the <F5> setup Channel Parameters, Glitch, and Spike down to 80. Relearn the tones within the Auto Run test. If this returns the correct PCPMCODEs, then set the HIGLITCH and LOGLITCH to 8.
3. Edit the tones and increase the percentages by 5% for minimum/maximum variances, ensuring that the variances are set to at least 20%. Retry the run tests. If necessary, increase the percentages again.
4. Pull some frequencies out of the Filter Table and out of the Tones. Ensure that no frequencies are within 40 Hz of each other and that the frequencies within the tones are matching the frequencies within the Filter Table.

5. Calculate the averages of the highest and lowest values for both the ON TIME and OFF TIME cadences on the Auto Run dialog box. Enter each average value on the <F8> Edit Tones dialog box. Set the variances to approximately 30%.
6. Verify that the AccuCall tone table has been saved and loaded into the CONFIGUR dialog box. Ensure that the file name is spelled correctly and is a valid DOS file name located in the \CVR directory.
7. Ensure the RHETDRV has been unloaded and reloaded. Also make sure the computer has rebooted after loading the tone table into the CONFIGUR file and Octel 50 has been brought online.
8. Rerun the AccuCall Run tests and set Adjust Filter Characteristics to Yes, and rerun the tone tests to ensure the correct PCPMCODEs are returned.
9. Save the AccuCall tone table.
10. Unload or reload the RHETDRV or reboot.
11. Drop Glitch and Spike to no lower than 80 in the AccuCall <F5> setup, and re-run the RUN tests to ensure the correct PCPMCODEs are returned. Set HIGLITCH and LOGLITCH to 8, then save the AccuCall tone table. Unload and reload the RHETDRV or reboot.

To eliminate delayed call transfers:

1. If the highest frequency scanned is 650 or lower, add values 700, 750, 800, 850, and so on, through 1050 to the <F3> Filter Table in AccuCall.
2. Set OUTDIAL to Voice, VOXLIMIT to 2, SPIKES to 3, and DROPOUTS to 3 on the Configure Main Menu dialog box. To make these changes, use the up and down arrow keys to highlight the parameter you want to change, edit the field, then press <ENTER> to save the changes.
3. If AccuCall detects a do not disturb tone, but the system does not, change HIGLITCH and LOGLITCH to 8. You can also use these settings if the system disconnects on a reorder tone except when recording, that is, the reorder tone is recorded with the message.

Running Call Progress Characterization (CPC) Call Analysis for Dialogic

Dialogic's CPC program is provided to handle unforeseen situations that CCA may not be able to handle. Normally, CPC does not need to be run. For additional information, contact a technical support representative.

To run Dialogic's CPC Call Analysis:

1. Load the GENLOAD program by typing `GENLOAD` from the \CVR directory prompt, then pressing <ENTER>.
2. Load the voice board driver by either typing `D40DRV -H7 -I6C -G20` at the \CVR prompt (where -H7 is the hardware interrupt level, -I6C is the software interrupt level, and -G20 allocates storage for tone templates), then pressing <ENTER>, or by typing `D40` at the \CVR directory prompt, then pressing <ENTER>.

To run CPC, you must have access to one extension from the telephone switch. This extension cannot be in a hunt or rollover group or in use by any other person during the call analysis process. Additionally, the Auto Answer, Call Forwarding, and Camp-On features must be deactivated during the test.

3. To test the on-hook signal, type `CPC -R10 -I(IRQ#)` at the \CVR prompt, then press <ENTER>. `IRQ#` represents the hardware interrupt level set on the voice board.
4. When prompted, enter the available extension number. CPC dials the extension 10 times as it identifies the ring signal. The phone must be on hook at the extension. When the process is complete, the \CVR prompt displays. If the phone continues to ring, lift the receiver and hang it up again.
5. To test busy, verify that the extension is busy by creating a talk path to another phone. Dialing another number ensures that there is not a tone change or time-out on the line. From the \CVR prompt, type `CPC -B10 -I(IRQ#)` then press <ENTER>.
6. When prompted, enter the extension number. CPC dials the extension 10 times to listen for a busy signal. During this process, you do not hear any sounds.
7. When the process is complete, hang up the receiver. The \CVR prompt displays.

Notes:

CHAPTER 10

Integrating with an Uninterruptible Power Supply

During a power failure, the Octel 50 system files and the Octel 50 PC can be severely damaged. Attaching an Uninterruptible Power Supply (UPS) provides protection against failures of a relatively short duration. Note, however, if there is a major power failure that exceeds the life of the UPS's battery, the Octel 50 PC can lose power and the Octel 50 system and PC can be damaged.

UPS Integration enables the Octel 50 system to monitor the UPS's status and recognize a potential interruption in operation before it occurs. The UPS Integrator can shut down the Octel 50 system to maintain system integrity, and then restart the Octel 50 system when power returns.

The steps in this section help you:

- Understand UPS integration
- Run the UPS Integrator utility

A UPS is optional on the Octel 50 system. The UPS is not supplied nor is the UPS itself supported by technical support.

Understanding UPS Integration

Most UPS's have three states of operation:

- **Normal Operation**—Power is on to the Octel 50 PC.
- **Power Out**—The UPS is supplying power to the Octel 50 PC.
- **Low Battery**—The UPS is still supplying power to the Octel 50 PC but the battery is low.

When you run the UPS Integration utility, the Octel 50 system learns how to recognize these three states of operation.

Once the UPS is integrated, if a power failure occurs, the UPS monitor recognizes that the UPS is supplying power to the Octel 50, and normal operation continues. If the power failure is lengthy, and the UPS reaches a Low Battery state, the Octel 50 UPS.EXE file sends an error code to the RUNSMO3.BAT file that signals the system to automatically perform a Force shutdown. All idle ports as well as occupied ports are disabled immediately. This procedure prevents a shutdown with open files, which can cause data corruption.

Because the UPS monitor still runs after Octel 50 is shut down, UPS.EXE also monitors for the restoration of power. Once power returns to the Octel 50 PC and the UPS recognizes a normal operating state, UPS.EXE signals the RUNSMO3.BAT file to restart the Octel 50 system. This minimizes Octel 50 system downtime.

The following requirements must be met to run UPS integration:

- The UPS you use must have a serial port connection.
- A serial port on the Octel 50 PC must be dedicated to the UPS. The Octel 50 system configuration (modem, serial integration, mouse, etc.) may require you to purchase an additional serial port card.
- For the UPS utility to monitor the UPS, it must run in the background, independent of the Octel 50 system. During Octel 50 system installation, you are prompted, "Do you want the UPS monitor to load automatically upon boot up?" If you are going to run UPS integration during installation, answer Yes to load the UPS.EXE file upon bootup. When auto-loaded, UPS.EXE is executed and stays resident until the Octel 50 PC is rebooted.

Running UPS Integration

To integrate the UPS with the Octel 50 system, you must rename one of a number of sample UPS configuration files as UPS.CFG.

To use UPS Integration, the Octel 50 system must be on the C:\ drive, as discussed in the section *Installing the Octel 50 Software*. The system is installed on the C:\ drive on systems purchased with the Octel 50 system preinstalled.

To integrate a UPS with Octel 50:

1. From the \CVR1 prompt, type `UPSCFG` then press <ENTER>. The following *.CFG files are extracted:

TAESUNG . CFG	TAESUNG Industries UPS 5500
PCMIGHT . CFG	PC Might 35
VICTRON . CFG	VICTRON MICRO UPS Series
MINMAN . CFG	Minute Man
ALPHA . CFG	Alpha
TRIPLITE . CFG	TRIPLITE
APCTRIP . CFG	American Power Conversion (with Triplite cable)
APC . CFG	American Power Conversion (with APC cable)
2. From the \CVR1 prompt, select the file corresponding to the UPS you installed and copy it to UPS.CFG. For example, to use the APC.CFG file, type `COPY APC . CFG UPS . CFG` then press <ENTER>.
3. Open System Setup by selecting System Setup from the Options menu on the Octel 50 main window. The System Setup dialog box displays.
4. Under General Parameters, select Shutdown System After Daily Maintenance (Parameter #7).
5. Under Uninterruptible Power Supply Parameters, select Enable UPS Integration (Parameter #126).
6. If in step 5, the Enable UPS Integration parameter was previously disabled, you must complete the following before continuing to step 7:
 - a. Select Save System Setup to save the new settings.
 - b. Select Exit to exit System Setup.
 - c. Open System Setup by selecting System Setup from the Options menu on the Octel 50 main window. The System Setup dialog box displays.
7. Under Uninterruptible Power Supply Parameters, in the UPS COM Port field (Parameter #127), enter the number of the COM port on the Octel 50 PC to which the UPS is connected. It is suggested that you use COM1 for the UPS.
8. To return to the System Setup dialog box, select OK. The System Setup dialog box displays.
9. To save System Setup, select Save System Setup.
10. To exit System Setup, select Exit.

Notes:

CHAPTER 11

Setting Up the Fax Retrieval Utility

This section describes how to set up Octel 50's fax retrieval feature, which allows the Octel 50 system to automatically fax information to callers. Steps in this section help you:

- Understand fax retrieval
- Load documents onto the system
- Set up fax cover pages
- Activate fax retrieval

Understanding Fax Retrieval

The fax retrieval feature is available as part of the Fax Solution optional add-on module. Fax retrieval allows you to set up the system to automatically fax documents to callers that request them from a V-Tree. With fax retrieval, people can call to request information quickly and easily by selecting from documents provided on commonly requested topics.

For example, you can instruct a caller to press <1> for a fax on the company's history, <2> for a fax on product information, or <3> for a fax of the product order form. Or you can set up fax retrieval to provide callers with fact sheets on any product in the company's catalog by simply prompting the caller to enter a certain number, such as the catalog part number for the product.

Using procedures provided in this section, you can:

- Add fax retrieval documents to the system.
- Change the number of a fax retrieval document.
- Update a fax retrieval document.
- Set up a cover page for the fax documents.

Before you can use the fax retrieval feature, you must:

- Install and configure a fax board on the Octel 50 PC. For additional information on configuring and installing fax boards, see Chapter 3, "Installing the Hardware."
- Set up the system to use the fax retrieval options. For additional information on enabling fax retrieval for the system, see Chapter 8, "Setting Up the System."
- Install and set up the fax mail feature to use fax retrieval to fax into the system.

Fax Retrieval capabilities are provided to callers through Octel 50's V-Tree feature. For more information on creating a V-Tree that includes fax retrieval, see Chapter 11, "V-Trees," in the *Supervisor's Guide*.

Adding Fax Retrieval Documents into the Brooktrout System

To add a fax document to the system:

1. From a fax machine, load the first document in the fax machine's tray as though you were faxing it, then dial the extension that connects to the system.
2. When the system answers, press <#> and log into the mailbox from which you want to send fax documents. This mailbox must have fax send enabled in its assigned class of service, so you can send faxes from the mailbox.
3. Press <3> from the Octel 50 Main menu to send a message. Enter the number of the mailbox that will be storing the fax documents as the destination mailbox. This mailbox must have Fax Receive enabled in the class of service, and the Number of Days to Save Saved Messages should be set to 99 in the class of service so the fax documents are saved indefinitely.
4. When prompted, record a short message describing the contents of the fax you are sending, then press <#> to end the recording. Note that this message is only used to help you identify fax documents. The message is not voiced to callers.
5. From the Delivery Options menu, press <5> to attach a fax to the message.

6. When prompted, press the <Start> button on your fax machine and hang up. The fax is sent to the mailbox.
7. From any extension, log into the mailbox to which you sent the fax document.
8. Listen to the first message, then press <6><2> for Message Information. The system voices an 8-digit fax number.
9. Record this number along with a description of the fax. This 8-digit number represents the fax document number and filename of the fax, which is what the system uses to retrieve the fax for a V-Tree.
10. Repeat steps 1 through 9 until you have sent all of the faxes to the destination mailbox, then log out of the mailbox.

Do not specify the extra zeroes to the left of the fax document number when indicating fax document numbers in V-Trees. These extra zeroes are added by the system to create files with 8-digit filenames. A caller or the V-Tree creator does not need to enter these zeroes when specifying a fax.

11. Log out of the mailbox. You can now assign fax retrieval actions to options on a V-Tree using the fax document numbers.

Changing a Fax Retrieval Document Number

Use this procedure to change the fax document number to a number you specify. For example, you can use this procedure to change the fax document numbers to match the catalog numbers of products, enabling customers to receive a fax on a product by entering the product's catalog number while using a V-Tree.

To change a fax document number:

1. Identify the directory where the fax document file is stored on the system by recording the last digit of the fax document number. This number indicates the last number of the fax directories on the system.

For example, if the fax document number is 00001005, the last digit of the fax document number is 5, and the file is stored in the \FAX05 directory as 00001005.TIF.

2. Select Command Line Interface from the Display menu.
3. To change the number of the fax retrieval document, at the \CVR directory prompt, type `COPY \FAX0A\XXXXXXXXA.TIF \FAX0B\YYYYYYYB.TIF` and press <ENTER>, where A is the last digit of the original fax document number, X is the original fax number, B is the fax directory where you want to store the changed fax, and Y is the new fax document number.

For example, if you want to change the fax document numbered 00001005 to 00023456, from the \CVR directory prompt, type `COPY \FAX05\00001005.TIF \FAX06\00023456.TIF` and press <ENTER>. Filenames must be 8 characters in length. If the filename is not 8 characters, it must be left-filled with zeros to fill 8 characters.

Do not specify the extra zeroes to the left of the fax document number when indicating fax document numbers in V-Trees. These extra zeroes are added by the system to create files with 8-digit filenames. A caller or the V-Tree creator does not need to enter these zeroes when specifying a fax.

4. Press <ENTER>. The system changes the fax document number to the entered number.

Setting Up a Header or Footer Page for the Brooktrout Board

Use this procedure to set up the system to automatically fax a cover page with every document. The cover page displays the number the caller entered as the destination for the fax and the caller's extension, if one was entered.

To set up a header or footer page:

1. Verify that the Use a Fax Cover Sheet option is enabled in System Setup. A cover page is now automatically sent with each fax.
2. If you want to add a logo or header to the top of the cover page, fax the logo or header into the system, change the name of the fax document to HEADER.TIF, and save it in the \CVR1 directory.

Regardless of the size and contents of the header and footer files, the system always prints the information bar immediately after the header.

3. If you want to add a footer or logo to the bottom of the cover page, fax the logo or footer into the system, change the name of the fax document to FOOTER.TIF, and save it in the \CVR1 directory.

Activating Fax Retrieval

To activate fax retrieval:

1. Start Octel 50 if it is not already running.
2. Select System Setup from the Options menu. System Setup dialog box displays.
3. Select Change System Setup.
4. Under Fax Parameters, verify that Fax Board Type is not set to None.
5. Under Fax Parameters, verify that V-Tree Fax Retrieval is enabled.
6. Under Fax Parameters, verify that Use a Fax Cover Sheet is enabled.
7. Under Fax Parameters, verify that the Number of Attempts when Sending a Fax is not set to 0.
8. Press <ESC>. The System Setup dialog box displays.
9. Select Exit. The Octel 50 main window displays.

S E C T I O N 12

Maintaining the System

This section discusses procedures you can use to properly maintain the Octel 50 system. It includes information on several utilities included with Octel 50 that help you maintain Octel 50 files and rebuild files in the event they suffer damage due to problems with the computer system.

For more information on exactly under what conditions you should use each utility, contact a technical support representative.

The steps in this section help you:

- Shut down and start the Octel 50 system
- Add additional boards to the system
- Use the Quick Assist utility
- Use the Log File utility
- Understand the Automatic Data Recovery utility

Procedures in this section assume that the hard drive on which the Octel 50 system is installed is drive C: and the disk drive is A:. Drive designations on the specific PC on which you are working may vary. Confirm the appropriate drive letters when necessary in procedures provided in this section.

Starting and Shutting Down Octel 50

Use the following procedures to start and shut down Octel 50.

Starting Octel 50

Use the following procedure to start Octel 50 from the \CVR prompt. Remember that you can also start the system by pressing <1> to select Run Octel 50 from the menu that displays when you turn on or reboot the PC.

To start Octel 50

1. From the C:\ prompt, type `CD CVR` and press <ENTER>. The \CVR directory prompt displays.
2. Load the voice drivers, if they are not already loaded:
 - a. For Dialogic systems, from the \CVR prompt, type `D40` and press <ENTER>.
 - b. For Rhetorex systems, from the \CVR prompt, type `RHETDRV` and press <ENTER>.
3. Once the voice drivers are loaded, from the \CVR directory prompt, type `RUNSMO3` and press <ENTER>. The Octel 50 main window displays.

Shutting Down Octel 50

To shut down Octel 50:

1. From the Octel 50 main screen, select Exit from the File menu. A dialog box prompts you to confirm you want to shut down the Octel 50 system.
2. To proceed with the shutdown, press <Y>. The Octel 50 system shuts down and the DOS prompt displays.

Adding Additional Boards to the System

Use the following procedures to add additional voice boards to the Octel 50 system after installation.

Adding Rhetorex Boards

To add a new Rhetorex board:

1. Configure the board's I/O address according to the address information in the Installing the Hardware section.
2. From the \CVR prompt, type `CONFIGUR` and press <ENTER> to start the Configure utility.
3. For each board you are installing, add 64 to the value in the RealMemory field.
4. Enter the new board's address in the Ports box.
5. To save the configuration and exit the Configure utility, press <F10>.

Adding Dialogic Boards

To add a new Dialogic board:

1. Configure the SW1 settings on the board according to the information provided in the Installing the Hardware section.
2. From the \CVR directory prompt, type `EDIT DIALOGIC.CFG` and press `<ENTER>`. A DOS editor window displays the contents of the DIALOGIC.CFG file.
3. Add an additional line for each new board you are installing, changing the address value (ADDR) on each line to match the board's shared memory address, set on SW1. For more information, see Chapter 3, "Installing the Hardware."
4. Save the changes and exit the DOS editor.
5. From the \CVR directory prompt, type `EDIT D40.BAT` and press `<ENTER>`. A DOS editor window displays the contents of the D40.BAT file. Change the value next to the `-b` parameter to add 64 for each new board.
6. Save the changes and exit the DOS editor.

Using Quick Assist

The Octel 50 system includes a file maintenance program called Quick Assist that enables you to verify system file integrity and recover files in the \CVR1 directory, the REC00 through REC09 directories, and the FAX00 through FAX09 directories.

Using Quick Assist, you can:

- Verify and recover Octel 50 system files
- Run Quick Assist as part of routine Octel 50 system maintenance

Quick Assist allows you to verify Octel 50 system file integrity and, as necessary, rebuild certain Octel 50 files if they become damaged. Recoverable files are those that contain important Octel 50 site-specific information concerning Octel 50 system mailboxes, subscriber greetings and messages, and supervisor prompts.

Use Quick Assist any time you want to check site-specific Octel 50 system file integrity or when you suspect file damage. There are four recovery mode options based on problem severity:

- Verify
- Update partial
- Update all boxes
- Rebuild all boxes

It is recommended that you always run the verify feature first to ensure that an update or rebuild is warranted.

Verifying Octel 50 File Integrity

The verify feature allows you to ensure the integrity of the site-specific Octel 50 system files. When you run Quick Assist Verify, the system searches the Octel 50 system's \CVR1 directory to verify that:

- All messages and greetings indexed to Octel 50 system mailboxes actually exist in the appropriate \REC0n and FAX0n directories
- System prompts, distribution lists, and scheduled events are accessible
- Mailboxes specified in the Attendant Menu dialog box exist on the Octel 50 system

When you select Verify, the \CVR1 directory is first copied into a directory named \~REPAIR~. Although the files in this directory are not necessary for Octel 50 execution, they should not be deleted until you are confident that any corruption errors have been corrected.

Once the Verify procedure is completed, review the report named QASSIST.RPT in the \CVR1 directory. If errors or warnings were detected during the Verify procedure, the appropriate corrective action is suggested in the report file.

To verify Octel 50 system file integrity:

1. Shut down the Octel 50 system if it is currently running.
2. From the \CVR prompt, type `QASSIST` and press <ENTER>. The Quick Assist dialog box displays.



3. Select Recover Files. The Recover Options dialog box displays.



4. Under Options Select, select the Verify option.

5. Under Options Information, in the Drive field, enter the drive on the Octel 50 PC where the \CVR1 directory is located.
6. Under Report Information, select the Disk option if you want to create a report file. When you select this option, the system creates a report with the specified filename in the \CVR1 directory. Select Printer if you want to send the report to the printer attached to the Octel 50 PC. Do not select the Printer option if there is not a printer attached to the PC.
7. Under Report Information, enter the name of the report you want the system to generate, if you do not want to accept the default QASSIST.RPT.
8. To begin the verification, select Start. The Recover Status dialog box displays.

The system copies the files in the \CVR1 directory into a directory named \~REPAIR~. Do not delete the files from the \~REPAIR~ directory until you are confident the system has corrected any file damage.

The Searching Directory and Processing Mailbox fields display the directory and mailbox currently being verified. The Errors and Warnings fields reflect the respective number of errors and warnings the system encounters during verification.
9. When verify is complete, select View Report to display the report. If the system detected errors or warnings during verification, the appropriate corrective action is suggested in the report.
10. To close the report window, select continue. The Recover Status dialog box displays.
11. To close the Recover Status dialog box, select OK. The Recover Options dialog box displays.
12. To close the Recover Options dialog box, select Cancel. The Quick Assist dialog box displays.
13. To close Quick Assist, select Quit from the Quick Assist dialog box.

Running a Partial Mailbox Update

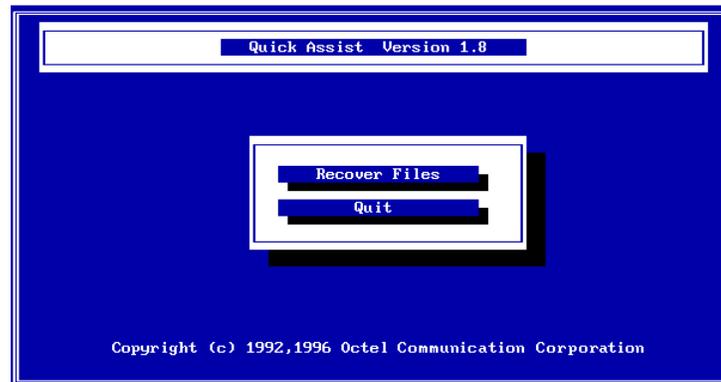
The Update (partial) recover feature allows you to update only those mailboxes that may be corrupt and to locate unattached messages. When you run Quick Assist in update partial mode, the system:

- Deletes and rebuilds the index file used for reports by name, search lists, and directories for Octel 50 mailboxes
- Verifies distribution lists and V-Trees
- Verifies that mailboxes specified in the Attendant Menu dialog box exist on the Octel 50 system
- Creates mailboxes that do not currently exist but that have messages or greetings indexed to them
- Re-establishes links that have been broken between subscriber greetings and mailboxes
- Resets subscriber settings for mailboxes, such as extension number and personal operator, to default values if the mailbox setting information is damaged
- Resets message delivery entries to the defaults if the mailbox setting information is damaged

- Scans the \REC0n directories and indexes messages and greetings that are not already indexed to a mailbox; these messages, as well as comments formerly attached to the messages, become new individual messages in the mailbox; unattached messages are assigned to a default mailbox you specify, unless you choose to have the system delete them

To perform a partial Octel 50 system mailbox update:

- Shut down the Octel 50 system if it is currently running.
- From the \CVR prompt, type `QASSIST` and press <ENTER>. The Quick Assist dialog box displays.



- Select Recover Files. The Recover Options dialog box displays.



- Under Options Select, select the Update (partial) option.
- Under Options Information, in the Drive field, enter the drive on the Octel 50 PC where the \CVR1 directory is located.
- Under Options Information, in the Default Box field, enter the mailbox in which you want the system to place messages with invalid header information. Unattached messages with valid header information are placed in the new message queue of the receiving mailbox.
- Under Options Information, select the Verify Before Create option if you want the system to prompt you for confirmation before it creates mailboxes. The system creates mailboxes when it finds messages or greetings that are linked to a mailbox number that does not exist. If you deselect this option, the system automatically creates the mailboxes indicated by the message or greeting links.
- Under Options Information, select the Delete Unattached Msg option if you want the system to automatically delete unattached messages. If you deselect this option, unattached messages are placed in the mailbox specified in step 6.

9. Under Report Information, select the Disk option if you want to create a report file. When you select this option, the system creates a report with the specified filename in the \CVR1 directory. Select Printer if you want to send the report to the printer attached to the Octel 50 PC. Do not select the Printer option if there is not a printer attached to the PC.
10. Under Report Information, enter the name of the report you want the system to generate, if you do not want to accept the default QASSIST.RPT.
11. To begin the update, select Start. The Recover Status dialog box displays.

The system copies the files in the \CVR1 directory into a directory named \~REPAIR~. Do not delete the files from the \~REPAIR~ directory until you are confident the system has corrected any file damage.

The Searching Directory and Processing Mailbox fields display the directory and mailbox currently being verified. The Errors and Warnings fields reflect the respective number of errors and warnings the system encounters during verification.
12. When the update is complete, you can update specific information for each mailbox. To do this, select Mailboxes from the Recover Status dialog box. The Mailbox Edit dialog box displays.
13. On the Mailbox Edit dialog box, you can enter the extension number, mailbox owner's name, company, department, and Personal Operator. Use the Next and Previous buttons to view a dialog box and enter information for each recovered mailbox. Use the <Tab> and up and down arrow keys to move about each dialog box.
14. Select OK to close the Mailbox Edit dialog box. The Recover Status dialog box displays.
15. Select View Report to display the report. If the system detected errors or warnings during verification, the appropriate corrective action is suggested in the report.
16. To close the report window, select Continue. The Recover Status dialog box displays.
17. To close the Recover Status dialog box, select OK. The Recover Options dialog box displays.
18. To close the Recover Options dialog box, select Cancel.
19. To close Quick Assist, select Quit from the Quick Assist dialog box.

Running an Update on All Mailboxes

The Update (all boxes) recover feature allows you to update all Octel 50 system mailboxes.

Use this feature only when recommended during Verify and only under the guidance of a technical support representative.

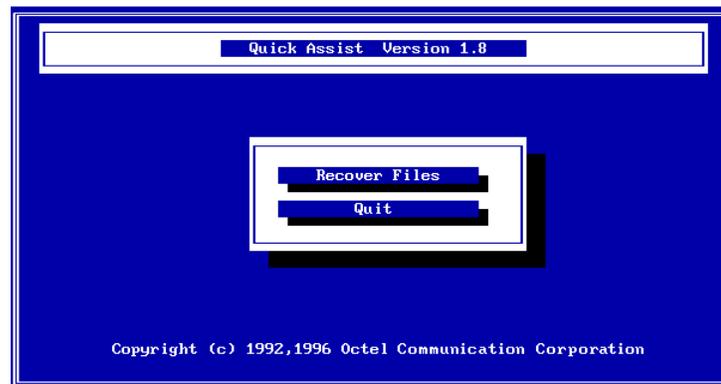
When you run Quick Assist in update all boxes mode, the system:

- Deletes and rebuilds the index file used for reports by name, search lists, and directories for Octel 50 mailboxes
- Verifies distribution lists and V-Trees
- Creates mailboxes that do not currently exist but that have messages or greetings indexed to them

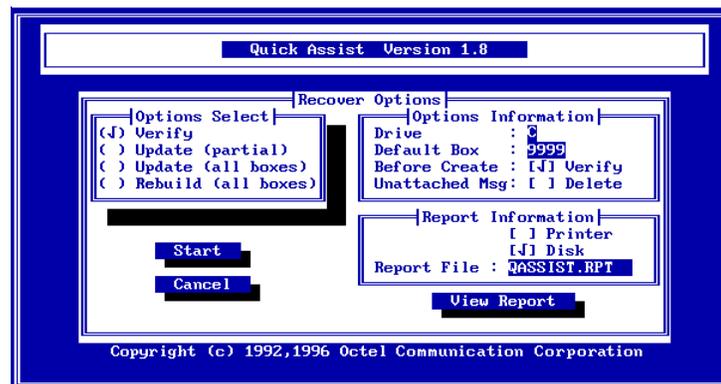
- Re-establishes links that have been broken between subscriber greetings and mailboxes
- Resets subscriber settings for mailboxes, such as extension number and personal operator, to default values if the mailbox setting information is damaged
- Attempts to re-index all scheduled outbound network messages
- Deletes non-network outbound events (message delivery, message waiting lights) and message confirmation data

To perform an update on all Octel 50 system mailboxes:

1. Shut down the Octel 50 system if it is currently running.
2. From the \CVR prompt, type `QASSIST` and press <ENTER>. The Quick Assist dialog box displays.



3. Select Recover Files. The Recover Options dialog box displays.



4. Under Options Select, select the Update (all boxes) option.
5. Under Options Information, in the Drive field, enter the drive on the Octel 50 PC where the \CVR1 directory is located.
6. Under Options Information, in the Default Box field, enter the mailbox in which you want the system to place messages with invalid header information.
7. Under Options Information, select the Verify Before Create option if you want the system to prompt you for confirmation before it creates mailboxes. The system creates mailboxes when it finds messages or greetings that are linked to a mailbox number that does not exist. If you deselect this option, the system automatically creates the mailboxes indicated by the message or greeting links.

8. Under Options Information, select the Delete Unattached Msg option if you want the system to automatically delete unattached messages. If you deselect this option, unattached messages are placed in the mailbox specified in step 6.
9. Under Report Information, select the Disk option if you want to create a report file. When you select this option, the system creates a report with the specified filename in the \CVR1 directory. Select Printer if you want to send the report to the printer attached to the Octel 50 PC. Do not select the Printer option if there is not a printer attached to the PC.
10. Under Report Information, enter the name of the report you want the system to generate, if you do not want to accept the default QASSIST.RPT.
11. To begin the update, select Start. The system prompts you to confirm that you want to continue.
12. Select Yes to continue. The Recover Status dialog box displays.

The system copies the files in the \CVR1 directory into a directory named \~REPAIR~. Do not delete the files from the \~REPAIR~ directory until you are confident the system has corrected any file damage.

The Searching Directory and Processing Mailbox fields display the directory and mailbox currently being verified. The Errors and Warnings fields reflect the respective number of errors and warnings the system encounters during verification.
13. When the update is complete, you can update specific information for each mailbox. To do this, select Mailboxes from the Recover Status dialog box. The Mailbox Entry dialog box displays.
14. On the Mailbox Edit dialog box, you can enter the extension number, mailbox owner's name, company, department, and Personal Operator. Use the Next and Previous buttons to view a dialog box and enter information for each recovered mailbox. Use the <TAB> and up and down arrow keys to move about each dialog box.
15. Select OK to close the Mailbox Entry dialog box. The Recover Status dialog box displays.
16. Select View Report to display the report. If the system detected errors or warnings during verification, the appropriate corrective action is suggested in the report.
17. To close the report window, select Continue. The Recover Status dialog box displays.
18. To close the Recover Status dialog box, select OK. The Recover Options dialog box displays.
19. To close the Recover Options dialog box, select Cancel.
20. To close Quick Assist, select Quit from the Quick Assist dialog box.

Rebuilding All Mailboxes

The Rebuild (all boxes) recover feature allows you to rebuild all Octel 50 system mailboxes.

Use this feature only if the system encounters a problem during an update and only under the guidance of a technical support representative.

When you run Quick Assist in rebuild all boxes mode, the system:

- Deletes all Octel 50 system mailboxes; you cannot select individual mailboxes for rebuilding
- Searches the \REC0n directories for messages and greetings
- Rebuilds those mailboxes for which at least one message or greeting is found in the REC0n directories; the system does not rebuild mailboxes that have no messages or greetings indexed to them

If possible, the system restores the following information to the rebuilt mailboxes:

- **Greetings**—Name prompt, directory prompt, optional prompts, personal greeting
- **Mailbox information**—First and last name, extension, company, division, class of service number or custom class of service, personal operator
- **Mailbox settings**—Active call handling options, message delivery entries, V-Tree, folders

If the system cannot restore this information, it returns the mailboxes to the defaults, and you must manually edit the mailboxes to reenter the settings.

Messages are affected as follows:

- All message pointers are re-indexed and placed in their respective mailboxes' new message queue
- Messages sent to a distribution list are only retained in the first recipient's mailbox
- Messages that were copies of messages sent from another subscriber are not replaced
- Comments attached to messages are treated as separate messages
- All scheduled outbound network messages are re-indexed

The following information is not restored during a rebuild all operation:

- Outbound events other than network messages, such as message delivery events and message waiting light events
- Distribution lists
- Message confirmation data

To rebuild all Octel 50 system mailboxes:

1. Shut down the Octel 50 system if it is currently running.
2. From the \CVR prompt, type `QASSIST` and press <ENTER>. The Quick Assist dialog box displays.



3. Select Recover Files. The Recover Options dialog box displays.



4. Under Options Select, select the Rebuild (all boxes) option.
5. Under Options Information, in the Drive field, enter the drive on the Octel 50 PC where the \CVR1 directory is located.
6. Under Options Information, in the Default Box field, enter the mailbox in which you want the system to place messages with invalid header information.
7. Under Options Information, select the Verify Before Create option if you want the system to prompt you for confirmation before it creates mailboxes. The system creates mailboxes when it finds messages or greetings that are linked to a mailbox number that does not exist. If you deselect this option, the system automatically creates the mailboxes indicated by the message or greeting links.
8. Under Options Information, select the Delete Unattached Msg option if you want the system to automatically delete unattached messages. If you deselect this option, unattached messages are placed in the mailbox specified in step 6.
9. Under Report Information, select the Disk option if you want to create a report file. When you select this option, the system creates a report with the specified filename in the \CVR1 directory. Select Printer if you want to send the report to the printer attached to the Octel 50 PC. Do not select the Printer option if there is not a printer attached to the PC.
10. Under Report Information, enter the name of the report you want the system to generate, if you do not want to accept the default QASSIST.RPT.

11. To begin the rebuild, select Start. The system prompts you to confirm that you want to continue.
12. Select Yes to continue. The Recover Status dialog box displays.

The system copies the files in the \CVR1 directory into a directory named \~REPAIR~. Do not delete the files from the \~REPAIR~ directory until you are confident the system has corrected any file damage.

The Searching Directory and Processing Mailbox fields display the directory and mailbox currently being verified. The Errors and Warnings fields reflect the respective number of errors and warnings the system encounters during verification.
13. When the update is complete, you can update specific information for each mailbox. To do this, select Mailboxes from the Recover Status dialog box. The Mailbox Entry dialog box displays.
14. On the Mailbox Edit dialog box, you can enter the extension number, mailbox owner's name, company, department, and Personal Operator. Use the Next and Previous buttons to view a dialog box and enter information for each recovered mailbox. Use the <TAB> and up and down arrow keys to move about each dialog box.
15. Select OK to close the Mailbox Entry dialog box. The Recover Status dialog box displays.
16. Select View Report to display the report. If the system detected errors or warnings during verification, the appropriate corrective action is suggested in the report.
17. To close the report window, select Continue. The Recover Status dialog box displays.
18. To close the Recover Status dialog box, select OK. The Recover Options dialog box displays.
19. To close the Recover Options dialog box, select Cancel.
20. To close Quick Assist, select Quit from the Quick Assist dialog box.

Running Quick Assist as Part of Routine Octel 50 Maintenance

Quick Assist has been placed in the AUTOEXEC.BAT to correct any corruption problems that may have been caused by a power failure or any other abnormal program termination. You can edit the Quick Assist command line in this file to indicate one of the following file repair methods:

- /b0** Indicates Verify
- /b1** Indicates Update (Partial)
- /b2** Indicates Update (All Boxes)
- /b3** Indicates Rebuild (All Boxes)

When used in a batch file, Quick Assist checks the OPERATOR.CKP file to determine if a power failure has occurred. If no power failure was detected, the Quick Assist utility terminates. However, if a power failure was detected, the DOS CHKDSK program is run, followed by the specified file repair method of the Quick Assist utility. You may use the /I option to ignore the OPERATOR.CKP file; that is, run Quick Assist even if there was no power outage.

The best option for using Quick Assist in the AUTOEXEC.BAT file is to use the Update (Partial) procedure since this option only affects the mailboxes and associated messages that appear to be corrupt. You can add /D to the command line to delete the unattached messages. To do this, edit the AUTOEXEC.BAT file and insert the command immediately before the line that executes the voice board driver. The Installation program places the

recommended `QASSIST/B1/D` in the `AUTOEXEC.BAT` file. When executed from the command line, Quick Assist directs all logging details to the `OPERATOR.LOG` file in the `\CVR1` directory.

Using the Log File Utility

To ensure proper Octel 50 maintenance, a log file utility is called in the `AUTOEXEC.BAT` file to automatically compress and archive the Octel 50 system's `OPERATOR.LOG` file. When the `OPERATOR.LOG` file has grown beyond a specified size (default is 1 megabyte), the log utility compresses the log and renames it to `\CVR1\OPERATOR.1`. `LOGUTIL.EXE` automatically runs each time the Octel 50 system is rebooted.

The system renames the existing `\CVR1\OPERATOR.1` to `\CVR1\OPERATOR.2`, renames the `\CVR1\OPERATOR.2` to `\CVR1\OPERATOR.3`, and so on up to `\CVR1\OPERATOR.5`. The existing `OPERATOR.5` file is deleted.

You can add the following parameters to the log file utility command line in the `AUTOEXEC.BAT` file:

Parameter	Description
Sn	Where <i>n</i> is the number of megabytes to which the log file may grow before being compressed and archived. Default = 1
D	Instructs Octel 50 to delete <code>OPERATOR.LOG</code> instead of compressing and archiving the log.
Un	Where <i>n</i> is the extension of the archived compressed log file to uncompress. Valid range = 1 to 5
Fn	Where <i>n</i> is the filename given to the uncompressed archive log file. Default = <code>ARCHIVE.TXT</code>
A	Instructs the log file utility to automatically compress and archive the <code>AUDIT.LOG</code> file, which logs AMIS related activity.

Understanding the Automatic Data Recovery Utility

The Automatic Data Recovery utility helps prevent the loss of messages and other Octel 50 system data that could result from an unprotected loss of power that causes an abnormal system shutdown.

You must enable the Shutdown System after Daily Maintenance parameter on the General Parameters tab in System Setup to use this utility.

The Automatic Data Recovery utility performs the following functions:

- During the system shutdown after daily maintenance, a backup of the contents of the `\CVR1` directory is created in the `\CVR1\BACKUP` directory.
- If a power failure (or other abnormal system shutdown is detected), the utility backs up the existing `\CVR1` directory, which may have become corrupt, and stores it in the `\CVR1\OLD_DB` directory.
- Once the existing `\CVR1` is backed up, the contents of the `\CVR1\BACKUP` directory replaces the files in the `\CVR1` directory.

- Once the \CVR1 directory has been replaced with the backed up files, the Quick Assist utility is run in Update All mode. This reattaches all messages to their destination mailbox. For more information on running Quick Assist in Update All mode, see the topic, “Running an Update on All Mailboxes,” earlier in this chapter.

Any changes made to the system since the last shutdown after daily maintenance, excluding prompts and voice/fax message sending and receipt, are lost.

Protecting Your System

Voice messaging toll fraud has risen dramatically in recent years. Now more than ever, it is imperative that you take steps to secure your system. Callers into the voice messaging/automated attendant system may transfer to an outgoing trunk if adequate security measures are not implemented. Callers who have unauthorized access to a voice mailbox can use it as a message drop for communications at your expense on your 800 numbers. Securing your system means protecting the switch, protecting the voice messaging system, and protecting any automated attendant applications.

Please review and implement, as appropriate, the following security measures to:

- Prevent callers from transferring to extensions not assigned system mailboxes
- Impede callers from gaining access to the Quick Assist maintenance mailbox
- Require passwords at least one digit longer than mailbox numbers
- Require subscribers to regularly change their passwords
- Use extended password security
- Have subscribers record their Name prompts
- Delete unused mailboxes immediately
- Secure the system PC
- Utilize phone system security features
- Use supervisor passwords to restrict system management access
- Logoff from the system when not using it to restrict system management access

It is recommended that these security features be reviewed and implemented as appropriate. A Security Checklist is provided at the end of this section to help you implement these features.

Preventing Callers from Transferring to Extensions Not Assigned System Mailboxes

On some phone systems, callers can transfer to a system extension and then use that extension to access an outside line. This is most relevant for system ports used for outcalls for networking or message notification to a beeper. By preventing callers from accessing system extensions not assigned system mailboxes, you can substantially reduce the risk of outside callers accessing an outside line.

The General Transfer parameters in System Setup can prevent callers from accessing non-assigned extensions for this purpose:

- Transfer Invalid Mailboxes During Business Hours
- Transfer Invalid Mailboxes After Business Hours

When these parameters are disabled, callers dialing an extension that has not been assigned a mailbox hear, "*<Mailbox number> is an invalid extension number. Please enter the extension number of the person you would like to speak with.*"

It is recommended that these parameters are disabled. For additional information on these parameters, see Chapter 8, "Setting Up the System."

Impeding Callers from Accessing the Quick Assist Maintenance Mailbox

When you run Quick Assist in a recover mode, the system can automatically assign messages with invalid header information to a default mailbox. This allows the system manager to then copy the messages to the correct subscriber mailbox. The default for this maintenance mailbox is the last mailbox number available on the system. For example, on a system with four-digit mailboxes, mailbox 9999 is used.

Since it is easier for an outside caller attempting to gain unauthorized mailbox access to guess a mailbox number such as 9999, it is recommended that you specify a system mailbox in which you want unattached messages to be placed. In addition, it is strongly recommended that this mailbox be assigned a long password that cannot easily be guessed by an outside caller attempting to access the system.

When you run Quick Assist in recover mode from the Quick Assist icon in the program folder, use the Mailbox to Receive Unattached Messages field on the Recover Files dialog box to specify a mailbox in which to place messages with invalid header information.

For additional information on using Quick Assist, see the topic, "Using Quick Assist," earlier in this chapter.

Requiring Passwords at Least One Digit Longer than Mailbox Numbers

The longer the passwords assigned to system mailboxes, the harder it is for a caller to guess them. The Minimum Length of Password parameter under the General parameters in System Setup allows you to set the least number of digits required in a mailbox password. It is recommended that you set this parameter at least one digit higher than the length of the system's mailbox numbers. For example, if the system uses four-digit mailboxes, it is recommended that the Minimum Length of Password parameter be set to at least 5. Remember when setting this parameter to balance system security against ease of use for the subscribers. Setting this parameter too high may make it difficult for system subscribers to remember their passwords.

For additional information on using this parameter, see Chapter 8, "Setting Up the System."

Encouraging Subscribers to Regularly Change Their Passwords

Encouraging subscribers to regularly change their passwords helps prevent outside callers from determining subscriber passwords and gaining unauthorized access to system mailboxes.

Using Extended Password Security

Extended password security requires subscribers to press <#> after entering their passwords to access their mailboxes. If subscribers do not press <#>, the system pauses before allowing mailbox access. The Enable Extended Password Security parameter under Subscriber parameters in System Setup determines whether the system waits for

the subscriber to press <#> or allows immediate mailbox access after successful password entry.

This parameter helps prevent unauthorized users from determining the number of digits in system mailbox passwords.

It is recommended that this feature be enabled. For additional information on using this parameter, see Chapter 8, "Setting Up the System."

Having Subscribers Record Their Name Prompts

When subscribers record their Name prompts, those prompts are voiced as confirmation to callers sending messages to system mailboxes. This ensures that messages will be sent to the correct mailboxes. If a Name prompt is not recorded for a subscriber mailbox, only the mailbox number is voiced to callers sending messages to that mailbox.

Deleting Unused Mailboxes Immediately

If a mailbox is no longer being used, it is recommended that you immediately delete that mailbox from the system. This prevents anyone from gaining unauthorized system access through the mailbox. If a mailbox is being reassigned to a new mailbox owner, it is strongly recommended that you delete, then re-create the mailbox.

For additional information on deleting system mailboxes, see the topic, "Delete a Mailbox," in Chapter 3, "The Mailbox Menu," in the *Supervisor's Guide*.

Securing the System PC

It is very important the system PC be protected from unauthorized system management access. Unauthorized access to the system PC could result in system setup changes, loss of mailboxes and messages, and database corruption. The best way to prevent unauthorized system management access to the system PC is to store the PC in a secure area, such as a locked room.

If you cannot store the system PC in a secure area, consider using security features of the PC, such as passwords, to provide a degree of protection. See the PC documentation for information on available security features.

Before implementing security features on the PC, contact a technical support representative to review the security features you intend to use to ensure they will not disrupt system performance in any way.

Utilizing Phone System Security Features

Most phone systems have security features that help prevent unauthorized access to system ports. Contact your phone system representative to determine what security features are available and how to implement them.

Before implementing security features on the phone system, contact a technical support representative to review the security features you intend to use to ensure they will not disrupt system performance in any way.

Using Supervisor Passwords to Restrict System Management Access

Access to system management features is password-protected. There are two levels of system manager passwords. Level 2 access allows a system manager to create, edit, and delete mailboxes; to access reports and system statistics; to create and specify prompts; maintain network nodes; and to create V-Trees. Level 3 access allows a system manager to perform all Level 2 tasks, to set system parameters using the System Setup utility, to configure greeting by port, to modify classes of service, and to configure multilingual systems.

It is recommended that you use at least a six-digit password for both the Level 2 and Level 3 passwords. The longer the Level 2 and Level 3 passwords, the more difficult it is for someone to guess them. It is also recommended that the supervisor passwords be changed on a regular basis to further protect against unauthorized system manager access.

When giving the Level 2 or Level 3 password to system managers, keep in mind that the more people who have a password, the greater the possibility for problems to occur. There should be more than one individual who knows the passwords for the system, however, so when one system manager is away from the office, another is available to maintain the system.

For additional information on supervisor passwords, see Chapter 2, “*The File Menu*,” in the *Supervisor's Guide*.

Logging Off from the System When Not Using It to Restrict System Management Access

It is recommended that you always logoff from the Octel 50 system when not using it. This helps prevent unauthorized access to system manager functions.

For additional information on logging into the system, see Chapter 2, “*The File Menu*,” in the *Supervisor's Guide*.

Remote Access

Use the following guidelines to secure remote access to the system:

- The remote access software that you install and use should be configured to require a password to gain access to the system.
- The passwords should be periodically changed. Make sure you notify the appropriate individuals or organizations each time you change the passwords.
- The modem connected to the system should be disabled when it is not required for use by authorized personnel. The connection should be enabled only by the system administrator on an “as needed” basis.

Security Checklist

It is recommended that the following checklist to be used to ensure that the security measures listed below are implemented, as appropriate, on the messaging system.

- ____ 1. **(Required)** Store the messaging system PC in a secure area.
- ____ 2. **(Required - Toll Fraud)** Disable the Transfer Invalid Mailboxes During Hours and Transfer Invalid Mailboxes After Hours parameters on the Invalid Mailbox tab in System Setup.
- ____ 3. **(Recommended)** When Quick Assist is run in recover mode from the Quick Assist icon in the program folder, specify a Mailbox to Receive Unattached Messages on the Recover Files dialog box.
- ____ 4. **(Required)** Set the Minimum Length of Password parameter on the Subscriber tab in System Setup at least 1 digit higher than the number of digits system mailboxes.
- ____ 5. **(Recommended)** Activate the Enable Password Security parameter on the Subscriber tab in System Setup to require subscribers to press <#> after they finish entering their passwords.
- ____ 6. **(Recommended)** Require that subscribers record their Name prompts so that the system voices the mailbox owner's name to callers sending messages to messaging system mailboxes.
- ____ 7. **(Required)** Use at least 6-digit **level 2** and **level 3** supervisor passwords to prevent unauthorized system manager access.
- ____ 8. **(Recommended)** Write down level 2 and level 3 passwords and keep them in a secure place.
- ____ 9. **(Recommended)** Notify the local service provider of any changes to level 2 or level 3 supervisor passwords in case remote maintenance is required.
- ____ 10. **(Required)** Contact the system representative to determine what security features are available for the phone system and how to implement them. Before implementing any security features on the phone system, contact a technical support representative to ensure that the features you want to implement will not disrupt messaging system performance in any way.
- ____ 11. **(Recommended)** Logoff from the Octel 50 system when not using it to help prevent unauthorized access to management features.
- ____ 12. **(Required)** All remote access logins to the system must be administered to require the use of a secondary password.
- ____ 13. **(Required)** The end-user must periodically/frequently change all secondary passwords. After changing the secondary passwords, the end-user should notify the appropriate support organization(s) that the passwords have been changed.
- ____ 14. **(Required)** The modem connection to the system should be "disabled" when it is not required for use by authorized personnel. This connection should be enabled only by the system administrator on an "as needed" basis.

Testing and Troubleshooting the Octel 50 System

After you install and set up the Octel 50 system, test the integration with the phone system and the Octel 50 software features to ensure the entire system works as it should. The topics included in this section help you:

- Test the Octel 50 system to ensure it is correctly installed and configured
- Troubleshoot possible program problems you may encounter
- Understand call flow conditions
- Determine a switch's disconnect signal
- Display the features enabled on the system's sentinel
- Use the command line interface

Some information provided in this section is highly technical. Your level of knowledge on general telephony and the switch being used and your access to tools such as digit grabbers will dictate how effectively you can interpret some of the information. If you have questions, be sure to contact a technical support representative.

Testing and Troubleshooting Octel 50

Once you install and set up Octel 50 and optional Octel 50 add-on modules at the customer site, it is essential that you test the software to ensure it is correctly configured and functioning as intended. To thoroughly test the software, you must exercise all automated attendant and voice/fax mail features to confirm that all calls handled by the system are properly answered, routed, and messaged.

This section provides a test plan you can use to help you exercise system features and options and confirm they are functioning appropriately. Depending on the features used for individual applications of the Octel 50 system, you may not need to complete every part of the test plan. For your convenience, the test plan is separated into two parts. The first part covers basic integration, system greeting, and messaging functionality. The second part covers the special features available on Octel 50, such as call queuing, call screening, and V-Trees.

If, while performing the steps outlined in this test plan, you encounter unexpected results, see the troubleshooting table later in this chapter for information that may help you resolve the issue. The troubleshooting table is organized alphabetically by problem area in a format that describes possible problems and potential resolutions.

This section also includes troubleshooting procedures to help you to confirm Octel 50 is configured to recognize the appropriate switch disconnect signal, ensure the system sentinel permits features in question, and use the command line interface.

If, after referring to this information, you are unable to resolve specific issues, contact a technical support representative.

Octel 50 Installation Test Plan

To prepare to use the test plan:

1. Record the personal greetings to be used for at least three test mailboxes on the system. You will place calls to and from these mailboxes during these tests.
2. Attach a digit grabber to the system.
3. Press <ESC> to close the active display and active the menu bar.
4. Select Command Line from the Display menu.
5. From the Command Line, type `DIGRAB ON` then press <ENTER>.
6. From the Command Line, type `DEBUG ON` then press <ENTER>.

To troubleshoot certain integration problems you may uncover, you will need to consult the Configuration Note for the switch and possibly the switch documentation.

Part 1—Integration, Greeting, and Messaging Testing

Test Voice Mail Ports

This section tests the ports to verify they are initialized properly.

Test Port Initialization

Test:

Verify the correct status message for each port displays on the Channel Status display.

Expected Outcome:

The Channel Status display should display one of the following messages for each channel:

For SMDI integration—Waiting for Data

For Inband integration—Waiting for Ring

For DID integration—Waiting for DID

If this test fails, see the appropriate integration section of the Octel 50 Troubleshooting Table for possible resolutions.

Test Voice Mail Extensions

Test:

From any station set, dial each extension number connected to a Octel 50 port.

Expected Outcome:

Verify each port goes off hook as it is dialed. The Channel Status window should display the following status for each port as it goes off hook:

For SMDI integration—Querying Integration Server

For Inband integration—Answering

For DID integration—Answering

If this test fails, see the appropriate integration section of the Octel 50 Troubleshooting Table for possible resolutions.

Pilot Number (Hunt Group)

This section tests the pilot number to verify the ports answer as expected when the pilot number is dialed.

Serial Integrations

Test:

Call into Octel 50 using the internal pilot number.

Note which hunt group method, linear or circular (rotary), is used. Test all the ports on the Octel 50 system to verify each port answers calls in order.

For a linear hunt group, test channel 1 then disable it, test channel 2 then disable it, and so on until all ports are verified. When you are finished, enable all the ports.

Repeat the steps using the external pilot number.

Expected Outcome:

Verify the ports answer as expected and the Channel Status display shows the status Querying Integration Server for the port.

If this test fails, see the “SMDI integration does not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Inband/DID Integrations

Test:

Call into Octel 50 using the internal pilot number.

Note which hunt group method, linear or circular (rotary), is used. Test all the ports on the Octel 50 system to verify each port answers calls in order.

For a linear hunt group, test channel 1 then disable it, test channel 2 then disable it, and so on until all ports are verified. When you are finished, enable all ports.

Repeat the steps using the external pilot number.

Expected Outcome:

Verify the ports answer as expected and the Channel Status display shows the status Answering for the port.

If this test fails, see the “Inband/DID integration does not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Call Analysis (Supervised)

This section tests call analysis/supervised transfers to verify Octel 50 correctly recognizes ring-no-answer and busy conditions.

Ring-No-Answer

Test:

Turn off the station forwarding features on a phone set used for testing.

In a test mailbox, set the No Answer/Call Blocking feature to Default on the Subscriber Settings dialog box.

In the same test mailbox, set the Maximum Rings on the Class of Service dialog box to 3 or greater.

Call into the Octel 50 system and dial the mailbox number. Do not answer the phone.

Expected Outcome:

Verify the system voices, *“I’m sorry, there is no answer at that extension.”*

Verify the Channel Status display shows the status Ring/No Answer for the port.

If this test fails, see the “Call analysis does not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Busy

Test:

Turn off the station forwarding features on a phone set used for testing.

In a test mailbox, set the Busy feature to Default on the Subscriber Settings dialog box.

In the same test mailbox, set the Maximum Rings on the Class of Service dialog box to 3 or greater.

Make the extension associated with the test mailbox busy.

Call into the Octel 50 system and dial the mailbox number.

Expected Outcome:

Verify the system voices, *“I’m sorry, that extension is busy right now.”*

Verify the Channel Status display shows the status Extension Busy for the port.

If this test fails, see the “Call analysis does not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Connect

Test:

Call into the Octel 50 system and dial a mailbox number. Answer the extension when it rings.

Expected Outcome:

Verify the Channel Status display shows the status Connected for the port.

If this test fails, see the “Call analysis does not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Integrated/Serial SMDI (Unsupervised)

This section tests serial integration to verify Octel 50 correctly recognizes ring-no-answer and busy conditions.

Blind Transfer

Test:

For a test mailbox, set the Maximum Rings field on the Class of Service dialog box to 0.

Call the Octel 50 pilot number.

If the Octel 50 system is set up for automatic station login, press <0> to go to the Attendant menu.

At the Attendant menu prompt, dial the mailbox number.

Expected Outcome:

The Channel Status display should show the following messages:

Transfer <mailbox number>

Dialing <extension number>

Waiting for Ring (or Data, or DID, depending on integration)

Note that if station set forwarding is on, the call will be returned to the Octel 50 system in a busy or no answer situation.

If this test fails, see the “SMDI integration does not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Ring-No-Answer

Test:

Set the phone to forward to the Octel 50 system in ring and no answer conditions.

In a test mailbox, set the No Answer/Call Blocking feature to Default on the Subscriber Settings dialog box.

For the same mailbox, set the Maximum Rings on the Class of Service dialog box to 0.

Call into the Octel 50 system and dial the mailbox number.

Do not answer the extension.

Expected Outcome:

Verify the system voices, *“I’m sorry, there is no answer at that extension.”*

Verify the Channel Status display shows the status Ring/No Answer for the port.

If this test fails, see the “SMDI integration does not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Busy

Test:

Set the phone to forward to the Octel 50 system in ring-no-answer conditions.

In a test mailbox, set the Busy feature to Default on the Subscriber Settings dialog box.

For the same mailbox, set the Maximum Number of Rings on the Class of Service dialog box to 0.

Make the extension associated with the test mailbox busy.

Call into the Octel 50 system and dial the mailbox number.

Expected Outcome:

Verify the system voices, *"I'm sorry, that extension is busy right now."*

Verify the Channel status display shows the status Extension Busy for the port.

If this test fails, see the "SMDI integration does not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Automatic Station Login (Direct Dial)

Test:

From an integrated set, dial the Octel 50 pilot number.

Expected Outcome:

Verify the system voices the mailbox owner's name prompt or default mailbox number prompt followed by, *"Please enter your password."*

Note that this feature is switch-dependent.

If this test fails, see the "SMDI integration does not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Message Waiting Lights

This section tests the message waiting light feature to verify message waiting lights turn on to signal new messages then off as expected. Be sure to note the method the phone set uses to indicate messages.

Turn Message Waiting Light On

Test:

Clear all messages from a test mailbox by logging in over the phone and deleting the messages. Exit the mailbox by pressing <#> until you hear, *"Thank you. Good-bye."*

Close the Mailbox Status window so the Debug information displays.

From a phone other than the one for which you want to test the message waiting light, call into the Octel 50 system and leave a message for the test mailbox.

Expected Outcome:

Verify the message waiting light for the phone set associated with the mailbox turns on.

If this test fails, see the "Message Waiting Lights do not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Turn Message Waiting Light Off

Test:

Call into the Octel 50 system and log into a test mailbox with the message waiting light on and select to listen to new messages. Save or delete the message.

Exit the mailbox by pressing <#> until you hear, "Thank you. Good-bye."

Expected Outcome:

Verify the message waiting light for the phone set associated with the mailbox turns off when you exit the mailbox.

If this test fails, see the "Message Waiting Lights do not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Hangup Detection

This section tests Octel 50's ability to recognize the hangup signal from the switch.

Test:

From an internal line, call into the Octel 50 system.

Hang up at the greeting.

Repeat the test using an external line.

Expected Outcome:

On the Channel Status window, verify the port disconnects in less than three seconds and displays one of the following status messages:

- For SMDI integration—Waiting for Data
- For Inband integration—Waiting for Ring
- For DID integration—Waiting for DID

If this test fails, see the "Disconnects are not recognized properly" section of the Octel 50 Troubleshooting Table for possible resolutions.

Greetings

This section tests the greetings to verify Octel 50 voices the appropriate greetings at various times.

Note that the Time/Greeting parameters in System Setup and Business Hours settings under the Attendant menu determine when greetings are voiced.

To efficiently test the system greetings, change the time on the computer running the Octel 50 system to morning, afternoon, evening, and after hours times as needed.

If these tests fail, see the "Greetings do not voice properly" section of the Octel 50 Troubleshooting Table for possible resolutions.

Morning Greeting

Test:

From an external line, dial into the Octel 50 system during morning hours.

Expected Outcome:

Verify the Octel 50 system voices the morning greeting.

Afternoon Greeting

Test:

From an external line, dial into the Octel 50 system during afternoon hours.

Expected Outcome:

Verify the Octel 50 system voices the afternoon greeting.

Evening Greeting

Test:

From an external line, dial into the Octel 50 system during evening hours.

Expected Outcome:

Verify the Octel 50 system voices the evening greeting.

Closed Greeting

Test:

From an external line, dial into the Octel 50 system during hours the office is closed.

Expected Outcome:

Verify the Octel 50 system voices the after-hours greeting.

Attendant Menu Prompt

Test:

From a non-integrated station set, dial into the Octel 50 system. The Attendant Menu prompt voices after the system greeting prompt.

Test each option voiced in the Attendant Menu prompt.

Expected Outcome:

Verify each option voiced by the Attendant Menu prompt routes the call as expected.

Note that this prompt does not play during days specified as holidays or after office hours.

Holiday Greetings

Test:

From a non-integrated station set, dial into the Octel 50 system during a holiday date.

Expected Outcome:

Verify the holiday greeting is voiced.

Messaging

This section tests the messaging feature to verify messages can be sent and reviewed as expected.

See the Special Features section in this table to test the destinations for messages sent using the auto forwarding, AMIS, and V-Tree features.

Send Messages

Test:

Verify test mailboxes have Send Messages enabled on the Class of Service dialog box.

Log into a test mailbox and send messages to other mailboxes.

From an outside line, call into the Octel 50 system and leave a message for a test mailbox.

Expected Outcome:

View the Mailbox Status window and verify the messages are sent to the expected mailboxes.

Receive Messages

Test:

Verify a test mailbox has Receive Messages enabled on the Class of Service dialog box.

Log into a test mailbox that contains messages and review them.

Expected Outcome:

Verify the messages from both internal and external callers can be reviewed as expected.

Distribution Lists

This section tests the distribution list features to verify messages are received in all mailboxes included in distribution lists.

Distribution Lists

Test:

Using the distribution list feature in a test mailbox, create a distribution list.

Send messages to the distribution list.

Expected Outcome:

Verify all the mailboxes included in the list receive the messages.

If this test fails, see the “Distribution lists do not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Company-Wide and Division-Wide (Global) Distribution Lists

Test:

For several test mailboxes, enter matching company and division names on the Mailbox Entry dialog box.

Log into one of these mailboxes and send messages to division-wide and company-wide distribution lists (*98 and *99 respectively).

Expected Outcome:

Verify all the mailboxes with the same company and/or division as the sending mailbox receive the messages.

If this test fails, see the “Distribution lists do not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Group Distribution Lists

Test:

Using the supervisor menu functions over the phone interface, create a global distribution list.

Log into a mailbox and send messages to the global distribution list.

Expected Outcome:

Verify all the mailboxes included in the lists receive the messages.

If this test fails, see the “Distribution lists do not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Part 2—Octel 50 Special Feature Testing

Greeting by Port

This section tests the greeting by port feature to verify the Octel 50 system answers calls to different ports with the appropriate greetings.

Test:

From an external line, dial the phone number for each port set up for greeting by port.

Expected Outcome:

Verify each call is answered with the expected greeting.

If this test fails, see the “Greeting by port does not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Call Queuing

This section tests the call queuing feature to verify the appropriate prompts are voiced to callers waiting on hold in a call queue.

Test:

Make an extension busy.

From an external line, call into the Octel 50 system and dial the busy extension.

Listen to the prompts voiced for the first call position.

Do not hang up.

Using a second line, call into the system and dial the busy mailbox.

Listen to the prompts voiced for the second call position.

Expected Outcome:

Verify the prompts specified under Call Queuing in System Setup are voiced for the first and second call queue positions, as appropriate.

Verify custom call queuing prompts are voiced, if they are recorded.

If this test fails, see the "Call queuing does not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Call Screening

This section tests the call screening feature to verify subscribers can accept, reject, and reroute callers.

Call Screening Accept

Test:

In a test mailbox, activate the call screening feature. Call the Octel 50 system and dial the mailbox number.

Answer the mailbox's extension when it rings and press <#> at the call screening prompt to accept the call.

Expected Outcome:

Verify the system voices to the caller, *"Please speak your name at the tone so I may say who is calling."*

Verify the caller is transferred and connected to the extension.

If this test fails, see the "Call screening does not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Call Screening Reject

Test:

In a test mailbox, activate the call screening feature. Call the Octel 50 system and dial the mailbox number.

Answer the mailbox's extension when it rings and press <1> at the call screening prompt to reject the call.

Expected Outcome:

Verify the system voices to the caller, *"Please speak your name at the tone so I may say who is calling."*

Verify the system voices to the caller, *"I'm sorry, there is no answer at that extension. To try another extension, press <1>. To leave a voice message, press <2>. To be transferred to our receptionist, press <3>."*

If this test fails, see the "Call screening does not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Call Screening Reroute

Test:

In a test mailbox, activate the call screening feature. Call the Octel 50 system and dial the mailbox number.

Answer the mailbox's extension when it rings and press <*> at the call screening prompt to transfer the call, then enter the new destination mailbox number.

Expected Outcome:

Verify the system voices to the caller, *"Please speak your name at the tone so I may say who is calling."*

Verify the caller is connected to the new destination mailbox.

If this test fails, see the "Call screening does not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Call Handling

This section tests to verify call handling options are voiced and work properly for subscriber mailboxes.

Call Blocking

Test:

In a test mailbox, set the No Answer/Call Blocking feature to Default on the Subscriber Settings dialog box.

From a non-integrated station set, call into the Octel 50 system and dial the mailbox number.

Expected Outcome:

Verify the call is transferred to voice mail and you hear the personal greeting recorded for the mailbox.

If this test fails, see the "Call handling does not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

No Answer

Test:

In a test mailbox, set the No Answer/Call Blocking feature to Default on the Subscriber Settings dialog box.

From a non-integrated station set, call into the Octel 50 system and dial the extension associated with the mailbox.

Do not answer the extension.

Expected Outcome:

Verify the system voices to the caller, *"I'm sorry, there is no answer at that extension."*

If this test fails, see the "Call handling does not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

If the system uses blind transfers, you may not hear the prompt unless the phone system provides distinct busy and no answer codes. The inband code for no answer must be entered in the System Setup.

Busy

Test:

In a test mailbox, set the Busy call handling feature to Default.

Make the extension associated with the test mailbox busy.

From a non-integrated station set, call into the Octel 50 system and dial the extension associated with the mailbox.

Expected Outcome:

Verify the system voices to the caller, *"I'm sorry, but that extension is busy right now."*

If this test fails, see the "Call handling does not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

If the system is configured to use blind transfers, you may not hear the prompt unless the phone system is able to provide distinct busy and no answer codes. These inband code for busy must be entered in the Inband template information.

V-Trees

This section tests system V-Trees to verify V-Trees are accessible and the options work as expected.

Automated Attendant V-Tree

Test:

From a non-integrated station set, call into the system and select the keypress to access the V-Tree.

Expected Outcome:

Verify each option voiced by the V-Tree performs as expected.

If this test fails, see the "V-Trees do not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Integrated Station Set V-Tree

Test:

Set up a mailbox's call handling for busy and no answer for a V-Tree:

1. From an integrated station set, dial the pilot number of the Octel 50 system and dial the extension for the mailbox. Do not answer the phone.
2. Make the extension associated with the test mailbox busy.

From an integrated station set, dial the pilot number of the Octel 50 system and dial the extension for the mailbox.

Expected Outcome:

Verify under both busy and no answer conditions, the call is transferred to the V-Tree and that the options perform as expected.

If this test fails, see the "V-Trees do not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Supervised Transfers V-Tree

Test:

Set up a mailbox's call handling for busy and no answer for a V-Tree:

1. From an integrated station set, dial the pilot number of the Octel 50 system and dial the extension for the mailbox. Do not answer the phone.
2. Make the extension associated with the test mailbox busy.

From an integrated station set, dial the pilot number of the Octel 50 system and dial the extension for the mailbox.

Expected Outcome:

Verify under both busy and no answer conditions, the call is transferred to the V-Tree and that the options perform as expected.

If this test fails, see the "V-Trees do not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

V-Tree Fax Retrieval

This section tests the V-Tree fax retrieval feature to verify faxes stored in the V-Tree can be retrieved. Note that the availability of the V-Tree fax retrieval feature is controlled by the sentinel.

Automated Attendant V-Tree

Test:

From a non-integrated station set, call into the Octel 50 system and select the keypress to access the V-Tree.

Expected Outcome:

Follow the V-Tree prompts you created to access fax retrieval.

Verify you receive the fax you requested.

If this test fails, see the "Fax features do not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Message Delivery (Outcall Notification)

This section tests the message delivery feature to verify the notifications are delivered as expected to phone numbers or beepers.

Message Delivery to a Phone

Test:

In a test mailbox, set up the message delivery feature to call a phone number.

Delete any messages from the test mailbox.

From another extension, call the Octel 50 system during the day of week and time of day window specified for message delivery and leave a message for the test mailbox.

Expected Outcome:

Verify the Octel 50 system calls the specified phone number and voices that there are messages and requests the password. Verify the message can be reviewed.

Debug should display the message `TONEOUT` followed by the phone number. Note that you must press `<#>` after you enter the password.

If this test fails, see the “Message delivery to a phone does not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Message Delivery to a Beeper

Test:

In a test mailbox, set up the message delivery feature to call a beeper number.

Delete any messages from the test mailbox.

From another extension, call the Octel 50 system during the day of week and time of day window specified for message delivery and leave a message for the test mailbox.

Expected Outcome:

Verify the system calls the specified beeper number and the beeper displays the specified phone number.

Debug should display the message `TONEOUT` followed by the pager phone number.

If this test fails, see the “Message delivery to a beeper does not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Auto Forwarding

This section tests the auto forwarding feature to verify messages left in mailboxes configured for auto forwarding are forwarded to the specified mailbox.

Test:

In a test mailbox, set up the auto forwarding feature.

Call into the Octel 50 system and leave a message for the test mailbox.

Expected Outcome:

Verify the message is forwarded to the appropriate mailbox according to the specified delay.

If this test fails, see the “Auto forwarding does not work” section of the Octel 50 Troubleshooting Table for possible resolutions.

Network Messaging

This section tests network messaging to verify messages sent to and received from remote voice mail systems are delivered as expected. Note that the availability of the AMIS network protocol is controlled by the sentinel.

Send

Test:

Log into a subscriber mailbox. At the main menu, choose to send a message. Choose one of the following destinations:

Casual AMIS node—Press <0>, dial the other voice mail system's access number, followed by <#>, and the mailbox number, followed by <#>.

Administered AMIS node—Dial the AMIS node number, followed by the mailbox number.

Expected Outcome:

Verify the messages are received at the remote voice mail systems.

If this test fails, see the "Network messages are returned to mailboxes" section of the Octel 50 Troubleshooting Table for possible resolutions.

Receive

Test:

Send messages from other voice mail systems to mailboxes on the Octel 50 system.

Expected Outcome:

Verify the messages are received in the expected mailboxes.

Language Selection

This section tests the language selection feature to verify callers can select a preferred language.

Note that the availability of the language selection feature is controlled by the sentinel.

Test:

From a non-integrated station set, call the Octel 50 system.

Expected Outcome:

Verify the expected language selection prompt is voiced.

Verify the prompts are voiced in the expected language for each language option.

If this test fails, see the "Greetings are not voiced properly" section of the Octel 50 Troubleshooting Table for possible resolutions.

Intercom Paging

This section tests the intercom paging feature to verify callers can page the desired parties. Note that you can only use this feature if the Octel 50 system uses supervised transfers or the switch provides a unique code for busy and ring-no-answer.

Test:

In a test mailbox, set up the intercom paging feature.

Call into the Octel 50 system and dial the mailbox number.

Do not answer the extension. After the no answer prompt voices, choose to page the subscriber.

Expected Outcome:

Verify the system voices the page over the station set or over the external paging system as expected.

Verify the paged subscriber can connect with the caller who placed the page.

If this test fails, see the "Intercom paging does not work" section of the Octel 50 Troubleshooting Table for possible resolutions.

Using the Octel 50 System Troubleshooting Table

If you encounter a problem with the Octel 50 system, use this table for possible resolutions before contacting an authorized representative. By following these Octel 50 Troubleshooting Table guidelines, you may be able to independently solve the problem or, if not, at least gather information an authorized representative can use to more effectively assist you.

For easy reference, this troubleshooting table lists problem areas and their possible resolutions alphabetically. Note that some problem areas are very broad and have subtopics listed below the main heading. For example, if you encounter a problem where subscribers cannot log into their mailboxes, look under *Mailboxes are not functioning properly* to locate the subtopic *Cannot log into a mailbox*.

When you encounter a problem with Octel 50, be sure the DIGRAB and DEBUG features are enabled from the Command Line interface. These parameters instruct the Octel 50 system to log errors and digit strings in the system log files. This information helps authorized representatives solve the problems you encounter.

Octel 50 System Troubleshooting Table

Auto forwarding does not work

Resolution Possibilities:

Mailbox Entry dialog box:

- Verify the Auto forwarding active option is enabled on the Auto Forwarding dialog box for the mailbox.
- Verify the Delay field on the Auto Forwarding dialog box is set to 3 minutes or greater value. Allow enough time for the caller to review and/or rerecord the message.

System Setup parameters:

- Verify at least one port is enabled for outbound calls under Channel Specific in System Setup.
-

Call analysis does not work

Resolution Possibilities:

- Re-run the Call Analysis utility. Be sure to delete the existing tone table before you run Call Analysis. For more information on running the Call Analysis utility, see the topic, "Running Call Analysis," in Chapter 9, "Defining Phone System Signals."
- If you re-run Call Analysis and problems persist, contact a technical support representative for information on using Advanced Call Analysis.

Callers are disconnected

Resolution Possibilities:

- Verify the method the switch uses for a disconnect. Verify the appropriate Octel 50 hangup detection parameters are configured. For information on verifying a switch's disconnect signal, see the topic, "Determining a Switch's Disconnect Signal," later in this chapter.
- Note under what conditions callers are being disconnected.
- Verify call analysis was run and Octel 50 correctly interprets signals from the switch. If call analysis was run and Octel 50 still cannot correctly interpret signals from the switch, contact a technical support representative for information on using Advanced Call Analysis.

System Setup parameters:

- Turn off all System Setup parameters that cause disconnects to help determine if the problem is caused by the phone system or Octel 50:
 - Set Minimum Message Length in Seconds under Message Timing to 0.
 - Increase Maximum Silence under Hangup Detection to 1200.
 - Set DTONDET under Hangup Detection to 0, if your switch uses the BellCore tone table.
 - Set HANGUPDLY under Hangup Detection to 0.

Callers cannot transfer

Resolution Possibilities:

- See the Configuration Note for the switch for the proper transfer and release codes. If you do not have the Configuration Note for the switch, you can determine the switch code by replacing the voice mail port with a 2500 set, or the proprietary telephone instrument if using a D/42D-NS, D/42D-SX, or D/42D-SL integration, and transfer a caller to an extension in a busy state, then pull the call back. Do the same for the ring-no-answer state.
- Verify call analysis was run and Octel 50 correctly interprets signals from the switch. If call analysis was run and Octel 50 still cannot correctly interpret signals from the switch, contact a technical support representative for information on using Advanced Call Analysis.

System Setup parameters:

- Verify the Custom Transfer Code under Call Transfer is entered correctly.
- Verify the Transfer Release Code for Busy under Call Transfer is entered correctly.
- Verify the Transfer Release Code for No Answer under Call Transfer is entered correctly.
- Verify the FLINTVL parameter under Call Transfer matches the hook flash time of the switch.
- Verify the TONEDLY parameter under Call Transfer is set high enough for the system to distinguish the time between DTMFs. If this parameter is set to 8 and callers still cannot transfer, contact a technical support representative.
- Verify the TONELEN under Call Transfer parameter is high enough so the system can distinguish DTMFs. If this parameter is set to 8 and callers still cannot transfer, contact a technical support representative.

Callers hear, “*There is a line problem. Please try again later,*” when they access a mailbox

Resolution Possibilities:

- This prompt indicates file corruption. Use the following procedure to recover from file corruption:
 1. Exit Octel 50 by selecting Exit from the File menu.
 2. View the OPERATOR.LOG file for any errors indicating power failures.
 3. Run Quick Assist using the Verify Recovery Mode and the Delete Unattached Messages Recovery Option.
 4. If Quick Assist does not report any errors, restart Octel 50.

If Quick Assist does report errors, it instructs you on which recovery options to run. Note that if Quick Assist recommends using the Update All option, contact a technical support representative for assistance.

5. Reboot the PC and restart Octel 50. If the problem persists, contact a technical support representative for information.
-

Call forwarding does not work

Resolution Possibilities:

- Verify the correct call condition is being satisfied for the call forwarding option to work properly: busy, no answer, busy or no answer, or all calls.

System Setup parameters:

- Verify the Maximum Number of Forwarded Extensions parameter under Subscriber is not being exceeded.

Class of Service dialog box:

- Verify the Call Handling option is enabled.

Mailbox Entry dialog box:

- Verify call forwarding is activated for the mailbox by either the subscriber over the phone or the system manager through the Subscriber Settings dialog box.
 - Verify a valid mailbox number is entered in the Forward To field on the Subscriber Settings dialog box.
-

Call handling does not work

Resolution Possibilities:

- Verify the correct call condition is being satisfied for the call handling option selected: busy, no-answer, busy or no-answer, or all calls.
- Verify the mailbox has Call Handling enabled on the Class of Service dialog box.
- Verify the subscriber enabled the call handling option over the phone or the system manager enabled it on the Subscriber Settings dialog box.
- Note that if call paging is active for the mailbox, the subscriber is paged before the call handling options are available.

Call queuing does not work

Resolution Possibilities:

- Verify the phone system switch is configured for supervised transfers.
- Verify the PBX does not forward calls back to Octel 50 on a busy condition.

System Setup parameters:

- Verify the correct code is entered for the Transfer Release Code on Busy parameter under Call Transfer.
- Confirm that the Number of Seconds for the First Caller in the Queue to Wait is set correctly.
- Be sure that the Maximum Number of Callers Allowed in Queue parameter is not set to 0.

Class of Service dialog box:

- Verify that Call Queuing is enabled.
- Verify the Maximum Rings parameter is set to 3 or greater.

System Prompts dialog box:

- Verify that If using supervisor prompts, confirm that the 10 call queuing phrases are specified on the System Prompts dialog box, and that the prompts have been recorded.

Call screening does not work

Resolution Possibilities:

- Disconnect a line from the Octel 50 system and attach a single line phone. Attempt to use call screening manually to verify the switch supports call screening.
- Verify call analysis recognizes no answer and busy conditions properly.
- Verify the Octel 50 system is using supervised transfers. Call screening is not available on systems using blind transfers.
- Verify the appropriate Call Screening Busy, No Answer, Transfer, and Reject codes are entered under Call Screening in System Setup.

Class of Service dialog box:

- Verify Maximum Rings is set to 3 or greater.
- Verify the Call Screening option is enabled.

Mailbox Entry dialog box:

- Verify Call Screening under Special Features is enabled on the Subscriber Settings dialog box.

Calls to certain ports do not answer

Resolution Possibilities:

- If the port was disabled using the `DIS` command, enable it by typing `ENA n` then pressing `<ENTER>` at the command line interface, where `n` is the number of the port.

System Setup parameters:

- Verify that at least one port is enabled for inbound under Channel Specific in System Setup.
-

Cannot access system fields, checkboxes, or menus on-screen

Resolution Possibilities:

- Verify you are logged in at the appropriate security level to access the feature associated with the fields.
- Verify the sentinel on the Octel 50 system permits the features associated with the fields you want to access. For information on verifying the features enabled on a sentinel, see the topic, "Displaying Features Enabled on the Sentinel," later in this chapter.
- Verify the field you want to access is available. If the field is grayed out, it cannot be accessed.
- Log out of supervisor access then log back in.
- If a mouse is connected to the Octel 50 system, use the mouse to place the cursor in a field, button, or checkbox, then click the left mouse button to select the option.
- Use `<TAB>` and `<Shift-Tab>` to move the cursor through the options.
- Press `<Alt>` plus the first highlighted character of the button or field name, then press `<ENTER>`. Or use the `<TAB>` or `<Shift-Tab>` key to move the cursor to the field or button, then press `<ENTER>`.
- If you cannot select items within parenthesis () or brackets [], move to the field with the `<TAB>` or `<Shift-Tab>` key with one of the other options described for selecting a field or button. Press `<Spacebar>` to activate the toggle (On/Off) for that field.
- Note that you can only select one item of a set with parenthesis (). However, in a set with brackets [], you can select any number of the options.
- To select menus, use the mouse or `<TAB>`, `<Shift-Tab>`, or the right or left arrow keys to move the highlighted bar. Click or press `<ENTER>` to select a highlighted menu.
- To select menu options, hold down `<Alt>` and type the first highlighted character of the menu name.

- The menus cannot be selected if the Mailbox Status display is active.

Disconnects are not recognized properly

Resolution Possibilities:

- See the Configuration Note for the switch to determine the type of disconnect supervision the PBX provides. For information on verifying a switch's disconnect signal, see the topic, "Determining a Switch's Disconnect Signal," later in this chapter.

For Dial Tone detection

Resolution Possibilities:

System Setup parameters:

- Verify the value entered for DTONDET under Hangup Detection in System Setup is not set too low. If it is, the system disconnects prematurely. This parameter is set by the Integrator utility.
- If the switch does not return dial tone, set this value to 0 to disable it. If the switch does not use dial tone for disconnect detection, and you want to keep DTONDET enabled but inactive, set it to 1200 (12 seconds).

For Hangup String detection

Resolution Possibilities:

System Setup parameters:

- Verify the correct string is entered in the HANGUPSTR parameter under Hangup Detection in System Setup. It should be blank if the switch does not use a hangup string.
- Verify the HANGUPDLY parameter under Hangup Detection in System Setup is correct for the switch. To calculate this value:
 1. Multiply the number of digits in the switch's hangup string by 40 milliseconds.
 2. Multiply the number of pauses between digits in the string by 20 milliseconds.
 3. Add the results from steps 1 and 2 to determine the minimum amount of delay that should be entered in this field.
 4. If Octel 50 still does not recognize the hangup string, keep increasing this value by 20 milliseconds until it does.

For Drop in Loop Current detection

Resolution Possibilities:

- If the ports do not disconnect, set LCDTIME under Hangup Detection in System Setup to 6 and restart the system.
- If ports drop the call, then immediately go back off-hook, increase the value of LCDTIME under Hangup Detection in System Setup. If you have an AT&T Legend with the new 012 card, set this parameter to 75.

For systems using supervised

Resolution Possibilities:

transfers

- Clear the previous CCA results and run Call Analysis again. For more information on running Call Analysis, see the topic, "Running Call Analysis," in Chapter 9, Defining Phone System Signals."

Distribution lists do not work

Group distribution lists do not work

Resolution Possibilities:

- Verify the Distribution List option on the Class of Service dialog box is enabled. The distribution lists feature provides access to lists *0 through *9, which can be created by the mailbox owner for that individual mailbox.
- Verify a distribution list is created.

Global distribution lists do not work

Resolution Possibilities:

- Verify the Global Distribution option on the Class of Service dialog box is enabled. This feature provides access to system distribution lists *10 through *19, which can be created by a system manager, and division-wide and company-wide lists (*98 and *99 respectively), which are automatically created by the system.
- Note that system distribution lists (*10-*19) can only be created using the supervisor's main menu available through the phone interface.
- Note that there must be more than one mailbox with entries in the Company and Division fields on the Mailbox Entry dialog box to create company-wide and division-wide distribution lists (*98 and *99).
- Verify a system distribution list is created.

DTMFs are not recognized properly

Resolution Possibilities:

System Setup parameters:

- Verify the PLAYDTMF parameter under Voice System is set to 5.
- If the system experiences talkoff (when a recording session is interrupted by the system voicing prompts), increase the RECDTMF parameter setting under Voice System. Verify RECDTMF is set not higher than 7 or 8.
- Verify the TONEDLY parameter under Call Transfer is set high enough for the system to distinguish the time between DTMFs. If this parameter is set to 8 and DTMFs still are not recognized, contact a technical support representative.
- Verify the TONELEN parameter under Call Transfer is high enough so the system can distinguish DTMFs. If this parameter is set to 8 and DTMFs still are not recognized, contact a

technical support representative.

Fax Features do not work

Fax retrieval does not work

Resolution Possibilities:

- Verify the wiring to the fax card is set up correctly for the wiring method used (transfer or non-transfer).
- Verify faxes have been loaded onto the Octel 50 system and are ready to be sent.
- Verify a V-Tree has been created, includes the fax option, and is activated.
- Verify the Configure utility has been set up properly for Brooktrout fax boards.
- Verify the sentinel on the Octel 50 system allows Fax Solution. For information on verifying the features enabled on a sentinel, see the topic, "Displaying Features Enabled on the Sentinel," later in this chapter.

Class of Service dialog box:

- Verify the Fax V-Trees option is enabled.

System Setup parameters:

- Verify the entries under Fax Extensions are configured properly if using the transfer method.
- Verify that at least one port is enabled for outbound under Channel Specific.

Folders do not work

Resolution Possibilities:

- Verify the Voice Folders option is enabled on the Class of Service dialog box.
- Verify folders are created in the subscriber's mailbox and that label names are recorded.
- Verify messages are being saved to the proper folder.

Greetings do not voice properly

Attendant Menu prompt does not voice

Resolution Possibilities:

- Make sure that Greeting by Port is not active for that port.
- Confirm that an Attendant menu is configured. A keypad button on the dialog box should have a valid corresponding mailbox number next to it.

- Confirm that message prompt numbers are specified on the System Prompts dialog box in the Attendant Menu Language 1 field and that the prompt is recorded.
- Verify that phones are sending valid DTMF signals.

System Setup parameters:

- Adjust the RECDTMF and PLAYDTMF values under Voice System.

Holiday Greetings do not voice

Resolution Possibilities:

- Verify the date in question is specified as a holiday on the Holiday dialog box and that a prompt for the holiday has been recorded and specified on the Holidays dialog box.
- Note that Holiday greetings do not voice if Greeting by Port is configured and active.
- Verify the PC clock is set to the correct date and time.
- If a holiday greeting voices on a non-holiday date, access the Holiday dialog box and check to see if the Retain field is selected for the date in question. If so, this date was specified as a holiday in a previous year and retained for use in the current year.

Multilingual greetings do not voice

Resolution Possibilities:

- Verify the sentinel supports multiple languages. For information on verifying the features enabled on a sentinel, see the topic, "Displaying Features Enabled on the Sentinel," later in this chapter.
- Verify a Language Select prompt is recorded and specified on the System Prompts dialog box accessible from the Attendant menu.
- Listen to the Attendant Menu prompts and the Message Delivery prompts using SOLVE or over the supervisor's menu phone interface to verify they are correct.
- Note that Holiday greetings can only be voiced in one language.
- Verify the Attendant Menu and Message Delivery prompts are recorded in each language being used. Specify the appropriate prompt numbers on the System Prompts dialog box for each language listed in the Language Select prompt.
- Verify the correct language is specified under Language on the Class of Service dialog box.

Greeting by port does not work

Resolution Possibilities:

- Verify the appropriate trunks are routed to the correct ports. This allows the system to voice the correct greetings when the phone number is called.
- Verify the port is active for greeting by port on the Greeting by Port dialog box.

- Verify the correct mailboxes are assigned on the Greeting by Port dialog box and the Personal Greetings for the mailboxes are recorded with an appropriate greeting.

Mailbox Entry dialog box:

- Verify the correct company and division information is entered on the Mailbox Entry dialog box. Note that these fields are case-sensitive.
- Verify the correct call handling option is selected for the mailboxes handling calls for ports active for greeting by port.

Inband/DID integration does not work

Resolution Possibilities:

- Attach a digit grabber to a line and verify the switch is sending the appropriate inband signaling digits.

System Setup parameters:

- Verify the following Inband Parameters:
 - The Total Number of DID Digits (DIDCOUNT) is set equal to or higher than the total number of digits in the inband signaling string.
 - The Number of Milliseconds to Wait for Inband Signaling (DID) is set to 1000.
 - If the switch requires a * or # to signify the end of an inband code, verify it is entered in the DID Terminating Character (DIDTERM) parameter.
 - No spacer characters are entered in the DID Terminating Character (DIDTERM) parameter.
 - Seconds to Wait for DID (DIDTIME) is set to 5.
- If the beginning of the inband signaling string is missing, change the Offhook Delay parameter to 25. Reboot the system.
- If the end of the inband signaling string is missing, increase the value for the Total number of DID digits parameter under Inband Signaling.
- If changing the Total number of DID digits parameter under Inband Signaling in System Setup did not work, increase the Number of Milliseconds to Wait parameter under Inband Signaling by 500.

Intercom paging does not work

Resolution Possibilities:

- Note that a paging system (external or extension) must be available on the switch for the intercom paging feature to be

used.

- Note that there must be at least two ports available on the Octel 50 system to complete a page cycle.
- Note that paging works on Octel 50 systems using supervised transfers or a switch that uses a unique code for busy and no-answer.
- Verify call analysis recognizes ring-no-answer and busy conditions accurately.

System Setup parameters:

- Verify an Intercom Paging Code is specified under Intercom Paging.
- Verify the Release Code for Intercom Paging is specified under Intercom Paging.

Class of Service dialog box:

- Verify the Intercom Paging option is enabled.

Mailbox Entry dialog box:

- If intercom paging was activated by the subscriber over the phone, verify the system manager did not override the setting on the Subscriber Settings dialog box.

Mailboxes are not functioning properly

Cannot edit a mailbox

Resolution Possibilities:

- You must be logged in as a level 2 or 3 supervisor to access most features on-screen.
- Make sure that the correct level of security access is entered. To access the functions under all menus but the Options menu (with the exception of the AMIS Maintenance option), enter the level 2 security password (Default = 12345). To access all system functions, including those on the Options menu, enter the level 3 security password (Default = 67890).
- Note that a guest mailbox cannot be edited, nor can you edit a mailbox that is in use.
- Note that when using greeting by port, the supervisor mailbox must have either the same company entry as the subscriber's mailbox or no company entry to edit the mailbox using the supervisor main menu functions over the phone.

Cannot change class of service

Resolution Possibilities:

- Verify you have logged in at a level 3 security level.
- You can only modify a predefined class of service from the Class of Service option on the Options menu.
- Note that a security level 3 supervisor can change a class of service for an individual mailbox by designing and applying a custom class of service.

Cannot access mailbox features

Resolution Possibilities:

- Verify the sentinel on the Octel 50 system permits the feature. For information on verifying the features enabled on a sentinel, see the topic, "Displaying Features Enabled on the Sentinel," later in this chapter.
- Verify the feature in question is permitted in the class of service assigned to the mailbox.
- Verify the feature is active on the Subscriber Settings dialog box.
- Note that a guest mailbox can only send and receive messages.

Cannot log into a mailbox

Resolution Possibilities:

- Dial the system's extension or phone number and press <#> after the system greeting. Enter the mailbox number and, when prompted, the mailbox's password.
- Do not log in using a speakerphone.
- If Octel 50 is on an integrated system using automatic station login, verify the Inband Signaling code is correct.
- Note that you must enter <#> after the password if the extended security feature is active. Otherwise, the system pauses after you finish entering the password before accessing the mailbox.
- Verify the password contains the minimum number of digits specified in Minimum Length of Password under General in System Setup.
- Note that a guest mailbox is deleted with its sponsor mailbox.
- Note that the system manager can assign a new password either through the Edit Mailbox dialog box or over the phone if the subscriber cannot remember the password.
- The mailbox may be corrupt. Contact a technical support representative for information on using the Quick Assist utility.

Cannot record mailbox prompts

Resolution Possibilities:

- Verify the class of service assigned to the mailbox permits recording prompts.
- Verify the Maximum Time to Record Mailbox Prompts parameter is not set to zero under Message Timing in System Setup.

Mailbox is full

Resolution Possibilities:

- The value specified in the Max Messages field or Total Time field in the class of service assigned to the mailbox may have been reached. Delete messages to allow for more recording time in the mailbox or increase the limits.
- The class of service may be corrupt. Assign a new class of service to the mailbox.
- The mailbox may be corrupt. Run Quick Assist using the Update Partial option. For information on running the Quick Assist utility, see Chapter 12, "Maintaining the System."

Messages

Cannot edit a sent message

Resolution Possibilities:

- Verify the Sent Message Editing option is enabled on the Class of Service dialog box.
- Note that a sent message cannot be edited if it does not reside in the recipient's new message queue.
- Note that a message that is in the new message queue cannot be edited if it has been reviewed or skipped.
- Note that messages scheduled for dispatch through AMIS cannot be edited.

Cannot save messages

Resolution Possibilities:

- Verify the Save Messages option is enabled on the Class of Service dialog box.
- Note that listen-only messages cannot be saved.

Messages vanishing from mailboxes

Resolution Possibilities:

- Verify the correct date and time are set on the PC clock.

Mailbox Entry dialog box:

- If Auto Forwarding is active on the Auto Forwarding dialog box, confirm that the option to delete the message after forwarding is disabled.
- Note that the number of days to save messages can be set to 99, allowing saved messages to remain on the Octel 50 system indefinitely.

Class of Service dialog box:

- Note that a message will be removed from the saved message queue when its age is equal to the Days to Save Saved Messages value in the class of service. The age is calculated from the time a message was first received in a mailbox.

System Setup parameters:

- When the number of days to save messages has expired, messages are automatically deleted. To warn subscribers of deleted messages, activate the Voice Warning when Messages Expire parameter under Subscriber.

Message confirmation does not work

Resolution Possibilities:

- Verify the Message Confirmation option is enabled on the Class of Service dialog box.
- Note that confirmations are only generated for messages tagged for confirmation when they are sent.

- Note that subscribers must check message confirmations through the check message confirmations feature selected from the Main menu. Confirmations are not sent as separate messages.
- Note that messages dispatched to remote sites using AMIS cannot be sent with message confirmation activated.

Message delivery does not work for a phone

Resolution Possibilities:

- Attach a digit grabber to monitor a line. Verify the Octel 50 system can access the line and connect to the phone number.
- If Debug displays the error “WARNING 18 No Dial tone Detected,” all outbound ports were busy when notification was attempted. You may want to enable more outbound ports on the system.

System Setup parameters:

- Verify at least one port is enabled for outbound events under Channel Specific.
- Verify that the Code for Accessing an Outside Line (for example 9,) is specified. If message delivery is to an internal extension (less than the Number of Digits in Local Telephone Number), the switch may require a Custom Message Delivery code.
- Verify the value entered for DTONDET under Hangup Detection is at least 400 units higher than the value entered for DTONWAIT under Message Delivery.
- The value for DTONDET may be set too low. If it is, the system may hang up prematurely. Adjust this parameter only if instructed to by a technical support representative.

Mailbox Entry dialog box:

- Verify the Message Delivery feature is enabled on the Subscriber Settings dialog box.
- Verify the time blocks are configured on the Message Delivery dialog box.
- Verify the Message Delivery dialog box indicates PHONE in the Call Back field.

Class of Service dialog box:

- Verify the Message Delivery option is enabled.
- Verify the Long Distance option under Message Delivery is selected if subscribers are allowed to enter long distance numbers for message delivery.

Message delivery does not work for a beeper

Resolution Possibilities:

- Attach a digit grabber to monitor a line. Verify the Octel 50 system can access the line and connect to the phone number.
- If Debug displays the error "WARNING 18 No Dial tone Detected," the system experienced all outbound ports were busy when notification was attempted. You may want to enable more outbound ports on the system.
- Some pager companies use three beep tones to indicate a connect. If the system does not recognize this connect signal, configure notification with no call progress using the following steps:
 1. Call the paging company phone number and determine the number of seconds after the digits are dialed and the call is connected. Write this number down for use in step 3.
 2. Remove all data from the call back field on the Message Delivery dialog box.
 3. In the Phone # field, enter an N followed by a 1, if required, followed by the area code and pager company's phone number. Insert a comma for every two seconds of time it took to connect that you found in step 1, and then enter the call back number. For a company that took 10 seconds to connect, a phone number would look like:

N+1+[Area Code]+[Pager Company's #]+,,,,,+[Callback #]
 4. Verify the entire callback number is displayed on the pager. If not, adjust the number of commas in the Phone # field.

System Setup Parameters:

- Verify at least one port is enabled for outbound events under Channel Specific.
- Verify the value entered for DTONDET under Hangup Detection is at least 400 units higher than the value entered for DTONWAIT under Message Delivery.
- The value for DTONDET on the may be set too low. If it is, the system may hang up prematurely. Adjust this parameter only if instructed to by a technical support representative.

Mailbox Entry dialog box:

- Verify the message delivery feature is enabled on the Subscriber Settings dialog box.
- Verify the time blocks are configured on the Message Delivery dialog box.
- Verify on the Message Delivery dialog box that the proper phone number is entered for the subscriber to return the call in the Call Back field.
- Verify the Phone # field on the Mailbox Delivery dialog box contains the pager company's phone number. If it is a long

distance call, verify a 1 precedes the area code.

Class of Service dialog box:

- Verify the Message Delivery option is enabled.
- Verify the Long Distance option under Delivery Options is selected if subscribers are allowed to enter long distance numbers for message delivery.

Message Waiting Lights do not work

Message Waiting Lights do not work for Inband

Resolution Possibilities:

- Disconnect a voice mail port and attach a 2500 set or the proprietary telephone instrument if using a D/42D-NS, D/42D-SX, or D/42D-SL integration. Go off hook and manually test the message waiting light by entering the codes specified under Message Waiting Light in System Setup.

System Setup parameters:

- Verify that at least one port is enabled for outbound events under Channel Specific in System Setup.
- Verify the Permit Message Waiting Lights parameter under Message Waiting Light in System Setup is enabled.
- Verify the Message Waiting Light Prefix ON Code, Message Waiting Light Prefix OFF Code, Message Waiting Light Suffix ON Code, and the Message Waiting Light Suffix OFF Code are entered in the fields under Message Waiting Light. If using the Dialogic SX or SL integration, see the appropriate Configuration Note for the correct codes to enter in these fields.
- Some PBXs require Octel 50 to wait for a confirmation tone to complete the message waiting light event. For these systems, enter a comma (,) at the end of the Message Waiting Light Suffix OFF or ON code.
- Verify the value entered for DTONDET under Hangup Detection is at least 400 units higher than the value entered for DTONWAIT under Message Delivery.

Class of Service dialog box:

- Verify the Message Waiting Light option is enabled.

Message Waiting Lights do not work for SMDI

Resolution Possibilities:

- Place a breakout box on the line and verify message waiting light information is being sent over the SMDI link.

System Setup parameters:

- Verify COMMWL is enabled under SMDI.
- Verify that at least one port is enabled for outbound events under Channel Specific.
- Verify the Permit Message Waiting Lights parameter under Message Waiting Light is enabled.

- Verify the value entered for DTONDET under Hangup Detection is at least 400 units higher than the value entered for DTONWAIT under Message Delivery.

Class of Service dialog box:

- Verify the Message Waiting Light option is enabled.

Message Waiting Lights do not work for DID

Resolution Possibilities:

- Unplug the port from the Octel 50 system and attach a digital phone to the port. Verify the message waiting light can be lit.

System Setup parameters:

- Verify that at least one port is enabled for outbound events under Channel Specific.
- Verify the Permit Message Waiting Lights is enabled under Message Waiting Light and that the correct prefix and suffix codes are entered.

Class of Service dialog box:

- Verify the Message Waiting Light option is enabled.

Network messages are returned to mailboxes

Resolution Possibilities:

- Verify AMIS is enabled on the sentinel. For information on verifying the features enabled on a sentinel, see the topic, "Displaying Features Enabled on the Sentinel," later in this chapter.
- Verify the Access Phone Number on the AMIS Maintenance dialog box is correct.
- If using Dial Plan, verify the Dial Plan database is set up correctly.
- Dedicate a line for testing the networking feature and attach a digit grabber. Verify the Octel 50 system can access the line and connect to the remote site.

Class of Service dialog box:

- Verify the node is configured correctly on the AMIS Maintenance dialog box.
- Verify Highest Outgoing Dispatch is not set to Not Allowed.

System Setup parameters:

- Verify Permit Outbound is enabled under AMIS.

Operator or subscriber gets blank messages

Resolution Possibilities:

- Verify the method the switch uses for a disconnect and verify the appropriate Octel 50 parameters are configured properly. For more information, see the topic, "Determining a Switch's Disconnect Signal," later in this chapter.
- If the blank messages are recorded noise, check the phone system for the following problems:
 - Noisy phone lines
 - RF interference
 - Ground problems
 - Cross talk/wiring problems
 - Tip and ring reversed

System Setup parameters:

- Verify the Minimum Message Length in Seconds parameter under Message Timing is set to the recommended setting, 2 seconds.
- If setting the Minimum Message Length in Seconds parameter under Message Timing to 2 seconds does not correct the problem, set the parameter to 4 seconds and set the Maximum Silence parameter under Hangup Detection to 350.

PC continually reboots after Octel 50 installation

Resolution Possibilities:

- Make sure that the sentinel is installed.
- If it is a Rhetorex system, from the \CVR directory prompt, type `CONFIGUR` then press <ENTER>. Change the entry point from 6D (Hex) to 61H.

PC is locked up

Resolution Possibilities:

- Try holding down <Ctrl-Alt-Del> for a few seconds. The PC will reboot and you can restart Octel 50. If this does not work the first time, try holding them down a little longer.
- If the previous procedure does not work, the last resort is to turn off power to the PC. This may result in file corruption. Complete the following procedure to recover from possible file corruption:
 1. Turn off the power to the PC. Wait 30 seconds, then turn power back on.
 2. After DOS and Octel 50 have rebooted, view the OPERATOR.LOG file for an error that might have caused the lockup. Report this error to a technical support

representative.

3. Shut down Octel 50 by selecting Exit from the File menu.
 4. Run the Quick Assist utility using the Verify option.
 5. If Quick Assist does not report any errors, restart Octel 50. If Quick Assist finds errors, it instructs you on which recovery options to run. Contact a technical support representative if Quick Assist recommends you use the Update All or Rebuild All options.
-

Personal Network Addresses (PNA) do not work

Resolution Possibilities:

- Be sure that Distribution Lists (which control PNAs) are permitted for the mailbox in the class of service.
 - Confirm that the PNA is defined with the remote phone number and mailbox.
 - When sending a message to a Personal Network Address, be sure to enter <*> followed by the PNA number. Personal Network Addresses are numbered *20 - *39.
-

Propeller stops spinning

Resolution Possibilities:

- Attempt to exit the system by selecting Exit from the File menu.
 - If you cannot exit, select Command Line from the Display menu. From the command line, type `SHUTDOWN` then press <ENTER>.
 - If Shutdown has no effect, from the command line, type `FORCE` then press <ENTER>.
 - If neither Shutdown nor Force works, contact a technical support representative.
-

Ports come off hook when there are no calls

Resolution Possibilities:

System Setup parameters:

- Verify all ports enabled for outbound events under Channel Specific have a dial tone. If no dial tone is detected, the system assumes there is an incoming call.
 - Verify the value entered for DTONDET under Hangup Detection is at least 400 units higher than the value entered for DTONWAIT under Message Delivery.
-

**Receiving error message
"Voice board not found"**

Resolution Possibilities:

- If you have a Rhetorex board and you encounter this problem, you must run the Configure utility. From the \CVR prompt, type `CONFIGUR` then press <ENTER>. On the Configure dialog box, use the up and down arrow keys to add the hex address for each installed board. For example, 300 for board 1, 301 for board 2, 302 for board 3, etc. To update the computer's memory, select <F3> and add 32 K for each board after the first. Here is one example of a two-board configuration:

Real Memory	Ports
64KB	300H
	301H

Receiving error message “Software driver cannot find the voice board”

Resolution Possibilities:

- On some VGA boards, a 16-bit board cannot be used in a 16-bit slot with a 16-bit jumper setting. Try using an 8-bit slot or an 8-bit jumper setting.
- Set auto detect on the VGA card to Off.
- If the voice board is Rhetorex, use the RDSPTEST utility to diagnose the problem. The RDSPTEST utility provides diagnostics for the Rhetorex boards. The utility performs three types of tests on the boards:

Initialization—Verifies that the board is accessible using the specified configuration. If the board is not accessible, RDSPTEST posts a warning message and tries to reconfigure the allocation parameters so that the board is accessible.

Board Diagnostics—Verifies the board's digital circuitry by testing the board's memory, shared memory allocated for the board, base I/O port, the interrupt level, and the signal levels.

Phone Diagnostics—Verifies the board's analog hardware by placing a call between two channels and transmitting data across both channels.

To copy the contents of the RDSPTEST diskette into the \CVR directory:

1. Insert the RDSPTEST diskette in the PC's diskette drive
2. Access the command line interface under the Display menu.
3. Type `COPY A: *.* C:\CVR` (where A: is the diskette drive) then press <ENTER>.

Use this utility before requesting an RMA on any Rhetorex board. For more information, contact a technical support representative.

Reports are not functioning properly

Cannot save reports to disk

Resolution Possibilities:

- Verify you are selecting to save the report to a disk on the Reports dialog box.
- Verify the drive name and directory is specified and a filename is entered in the Report Filename dialog box.
- Verify a formatted diskette is in a valid PC diskette drive and that the drive door is closed properly.
- Attempt to save a file from another application on the Octel 50 PC to determine if there is a problem with the diskette drive.

Cannot print reports

Resolution Possibilities:

- Verify the user is selecting to print the report to a printer (not to a

disk) on the Reports dialog box.

- Verify the printer was plugged in and turned on when the Octel 50 system was started.
- Attempt to print a document from another application on the PC to isolate the problem to Octel 50.
- Verify the printer is ready to print (power is on, printer is online, printer contains paper).
- Verify the printer is attached to the Octel 50 PC or accessible through the network.
- The printer may be hung. Use the CLRPRN command from the command line interface to clear the printer.

System Setup parameters:

- Verify the Printer LPT Port (PRINTER) parameter under Channel Specific is set to the correct LPT port.

Cannot delete statistical information from reports

Resolution Possibilities:

- Select Statistics on the Clear Mailbox dialog box to clear a specific mailbox or a range of mailboxes.
- Reset the mailbox using the supervisor main menu functions over the phone. After logging in, press <1> from the supervisor menu for mailbox functions and select <4> to reset a mailbox.
- Note that when you select the Statistics option on the Clear Mailbox dialog box, the statistics are deleted permanently.

Some mailboxes are not included in reports

Resolution Possibilities:

- The entry in the mailbox's Company or Division field is incorrect or missing. Check the field for spelling errors or extra spaces. Note that these fields are case-sensitive.
- Use the Mailbox Quick List report to display the information entered in the Company and Division fields for the mailboxes.
- Verify the mailbox owner's name was specified on the Mailbox Entry dialog box during mailbox creation. Select the Edit option from the Mailbox menu, enter the mailbox number when prompted, and type an entry in the First and Last Name fields of the dialog box.

Serial Integration (SMDI) does not work

Resolution Possibilities:

- Verify incoming data packets use the appropriate protocol and the data being sent contains the proper codes for the integration device.
- Verify the sentinel allows Serial Integration. For information on verifying the features enabled on a sentinel, see the topic, "Displaying Features Enabled on the Sentinel," later in this chapter.
- Verify the baud rate entered on the ICONFIG dialog box for the

Serial Integration utility is the correct value for the serial integration device.

- Verify the PARITY value selected on the ICONFIG dialog box in the Serial Integration utility is the correct value for the serial integration device.
 - Verify the STOPBITS value selected on the ICONFIG dialog box for the Serial Integration utility is the correct value for the serial integration device.
 - Verify the DESKID number entered on the ICONFIG Port ID dialog box for the Serial Integration utility is the correct number. Verify this number with the central office.
 - Verify the port numbers are entered on the ICONFIG Port ID dialog box.
-

Supervised transfers do not work

Resolution Possibilities:

- Clear the previous CCA results and run Call Analysis again. For more information on running Call Analysis, see Chapter 9, "Defining Phone System Signals."
-
-

Voice system has an echo

Resolution Possibilities:

- Check the interrupts on the voice and fax boards, and confirm they are set to different values.
-
-

V-Trees do not work

Resolution Possibilities:

- Verify V-Trees are permitted in the mailbox's class of service.
 - Verify the V-Tree is created and has been activated through call handling.
 - Verify the correct call handling condition is being satisfied: busy, no-answer, busy or no-answer, or all calls.
 - Listen to the V-Tree over the phone interface to verify the V-Tree is complete.
-

Understanding Call Flow for Specific Call Handling Conditions

The table shown below details the prompts that are voiced under specific call handling conditions. Call handling is specified for each mailbox on the Subscriber Settings dialog box. It can be modified by each mailbox owner through the subscriber phone interface.

Call Blocking Option set to:	No Answer/Call Blocking Option set to:	Busy Options set to:	Result
Active	Default (see note below)	Optional 1	During a Busy condition, callers hear the Busy menu. If they select the option to go to voice mail, Optional Prompt 1 is voiced.
Active	Optional 1	Optional 1	Callers hear Optional Prompt 1.
Inactive	Optional 1 or Optional 2	Optional 1	Callers hear Optional Prompt 1 or 2, as defined in the Subscriber Settings.
Active	Optional 1 or Optional 2 or V-Tree	Default	Callers pressing <#><#> and then the extension number to reach the extension hear Optional Prompt 1 or 2 or the V-Tree, as defined in the Subscriber Settings.

On systems using inband signaling, when Call Blocking is active, the No Answer/Call Blocking call handling option is set to Default, and call paging is set to Automatic, call paging takes priority over call handling.

Determining a Switch's Disconnect Signal

When you are troubleshooting certain integration issues, you are instructed to confirm that Octel 50 is configured to detect the appropriate disconnect signal from the switch. When possible, consult the Configuration Note and the switch documentation for this information. If you do not have access to this information, you can use the procedure below to determine the switch's disconnect signal.

To determine a switch's disconnect signal:

1. Disconnect a voice mail port and attach a 2500 set (or the proprietary telephone instrument if using a D/42D-NS, D/42D-SX, or D/42D-SL integration) and a digit grabber.
2. From another phone, call the port.
3. Answer the phone connected to the port and listen over the handset.
4. Hang up the calling phone.
5. Use the following table to determine the disconnect signal.

Volt Meter Reading	Audible Signals	Disconnect Signal
drops to 0 V	silence	loop current drop
no change	DTMF tones	hangup string
no change	dial tone	dial tone
no change	silence	silence

Displaying Features Enabled on the Sentinel

An improperly programmed sentinel can inhibit the functionality of certain system features. To confirm the sentinel is programmed appropriately, you can use the View Sentinel program to display a list of enabled features.

To display features enabled on the sentinel:

1. If the Octel 50 system is not running, proceed to step 2. If the Octel 50 system is running, shut down it down:
 - a. If the Mailbox Status screen is open and the Exit button is highlighted, press <ENTER>. The Mailbox Status screen closes and the menu bar is activated with the File menu highlighted.
 - b. Press <Alt-F> to view the File menu options.
 - c. From the File menu, use the down arrow key to select Exit then press <ENTER>. The Shutdown System dialog box displays.
 - d. Select Shutdown then press <ENTER>. The system shutdown completes and the \CVR prompt displays.
2. From the \CVR prompt, type `VIEWSENT` then press <ENTER>.
3. The sentinel information displays.

Interpreting the View Sentinel Information

The following information displays when you run the View Sentinel program:

- **Serial Number**—Identifies the sentinel unit's serial number. You may be asked to provide this number when you contact a technical support representative.
- **Product Code**—Indicates the product the sentinel is programmed to run.
- **Max Ports**—Indicates the maximum number of channels the Octel 50 system is allowed to use.
- **Max Mailboxes**—Indicates the maximum number of mailboxes allowed on the Octel 50 system.
- **Revision**—Identifies the software version number the sentinel is programmed to use.
- **Max Languages**—Identifies the maximum number of languages allowed on the Octel 50 system.
- **Fax Retrieval**—Indicates whether the fax retrieval feature is enabled.
- **Fax Mail**—Indicates whether the fax mail feature is enabled.
- **SMDI**—Indicates whether SMDI Integration is allowed on the Octel 50 system.
- **AMIS**—Indicates whether the AMIS analog protocol for networking is enabled.
- **Intercom Redirect**—Indicates whether the intercom redirect feature is enabled.
- **Octel Board Required**—Indicates whether Octel 50 must use voice and fax boards with the proper signature. On indicates that a signed board is required.

Using the Command Line Interface

The Command Line feature provides an interface for you to enter system operation commands while the Octel 50 system is running. The available commands enable you to perform a number of functions, including copying files, disabling and enabling ports, and enabling the debug feature.

Opening and Closing the Command Line Interface

Use the following procedures to open and close the Command Line interface.

To open the Command Line interface:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.

To close the Command Line interface:

1. Press <ESC> to close the active display and active the menu bar.
2. Reselect Command Line from the Display menu.

Closing Business Hours

Use the following procedure to immediately terminate any active business hours.

To close business hours:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `CLOSED` then press <ENTER>.

The system resets at midnight to normal hours.

Opening Business Hours

Use the following procedure to immediately activate business hours.

To open business hours:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `OPEN` then press <ENTER>.

The system resets at midnight to normal hours.

Clearing the Printer

Use the following procedure to reset the printer functions when a hung condition is determined. The printer may hang due to an internal problem or an undetected system problem.

You may also want to use this command whenever the system encounters difficulty during a shut down and after all voice ports are disabled.

To clear the printer:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `CLRPRT` then press <ENTER>.

Clearing the Screen

Use the following procedure to erases all information, such as error messages, in the Command Line interface display area.

To clear the Command Line display area:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `CLS` then press <ENTER>.

Copying Files

Use the following procedure to copy a file from the Command Line interface.

To copy a file:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `COPY source_filename target_filename` then press <ENTER> where *source_filename* is the filename (including the full path) to copy from and *target_filename* (including the full path) is the filename to copy to.

For example, to copy the OPERATOR.LOG file from the \CVR1 directory on the C:\ drive to a floppy diskette, type `COPY C:\CVR1\OPERATOR.LOG A:\OPERATOR.LOG` then press <ENTER>.

Use this command with caution as the system does not check to see if the filename already exists. This could result in an existing file being overwritten.

Changing the System Date

Use the following procedure to set the date on the PC. The default is the date set by the operating system on the PC.

To set the system date:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `DATE mmddyyyy` then press <ENTER> where *mm* specifies the month, *dd* specifies the day, and *yyyy* specifies the year.

For example, to set the date to August 30, 1996, from the Command Line, type `DATE 08301996` then press <ENTER>.

Changing the System Time

Use the following procedure to set the time on the PC. The default is the time set by the operating system on the PC.

To set the system date:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `TIME hhmm` then press <ENTER> where *hhmm* denotes the hour and minute in military format.

For example, to set the time to 1:05 PM, from the Command Line, type `TIME 1305` then press <ENTER>.

Activating Debug Mode

Use the following procedure to activate debug mode. When debug is enabled, system information is sent to the Command Line interface.

To activate debug mode:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `DEBUG ON` then press <ENTER>.

Deactivating Debug Mode

Use the following procedure to deactivate debug mode.

To deactivate debug mode:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `DEBUG OFF` then press <ENTER>.

Activating and Deactivating Digit Grabber

Use the following procedures to activate and deactivate the digit grabber utility. When debug is enabled, digits sent by the switch display on the Command Line interface.

To activate digit grabber:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `DIGRAB ON` then press <ENTER>.

To deactivate digit grabber:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `DIGRAB OFF` then press <ENTER>.

Disabling and Enabling Ports

Use the following procedures to disable and enable system ports. When you use the disable command, the port is disabled at the completion of the current call and no further calls are accepted.

To disable a port:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `DIS n` then press <ENTER> where *n* is the number of the port you want to disable. For example, to disable the first port, from the Command Line, type `DIS 0` then press <ENTER>.
4. To disable all ports, type `DIS ALL` then press <ENTER>.

To free all ports, first use the `DIS` command to prevent unoccupied ports from answering further calls, then use `DROP` to terminate calls on any occupied lines.

To enable a port:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `ENA n` then press <ENTER> where *n* is the number of the port you want to enable. For example, to enable the first port, from the Command Line, type `ENA 0` then press <ENTER>.

Dropping Ports

Use the following procedures to drop system ports. When you use the drop command, current calls are immediately terminated and the port is reset to answer another call.

To drop a port:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `DROP n` then press <ENTER> where *n* is the number of the port you want to drop. For example, to immediately terminate communication on the first port, from the Command Line, type `DROP 0` then press <ENTER>.

To drop all ports, type `DROP ALL` then press <ENTER>.

Restarting the System

Use the following procedures to restart the Octel 50 system. The restart command instructs the system to reinitialize the voice board. All channels are disabled first. The voice board must be reinitialized to recognize any changes made that affect the board.

To restart the system:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `RESTART` then press <ENTER>.

Shutting Down the System

Use the following procedures to shut down the Octel 50 system. This command shuts down system operations and returns to the operating system. Unoccupied ports are disabled to prevent further incoming calls. Each occupied port is automatically disabled after current calls are terminated. Once all ports are disabled, the system shuts down and returns to DOS.

To shut down the system:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `SHUTDOWN` then press <ENTER>.

You can also shut down the system by selecting Exit from the File menu.

Performing a Force System Shutdown

Use the following procedures to perform a force system shutdown. Unlike the `SHUTDOWN` command, this command shuts down the system without regard to current calls. Activity on all ports is immediately terminated. This command should only be used as a last resort to shut down the system.

To perform a force system shutdown:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `FORCE` then press <ENTER>.

Use this command with caution. Current calls are immediately terminated.

Displaying Memory Statistics

Displays the amount of dynamically allocated memory and the amount of available extended memory.

To display memory statistics:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `MEMSTAT` then press <ENTER>. A message displays such as:

```
System heap intact. Dynamic Memory Allocated 153K Memory
Free 1692K
```

Displaying the Status of System Setup Parameters

Use the following procedure to display the current status of certain system parameters (in rings, active, event rate, serial count, blanking rate, checkpoint rate, last message, and message count).

To display the parameters' status:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `STATUS` then press <ENTER>. The parameter settings display in the following format (the numbers displayed are for example purposes only):

```
In Rings:      1          Serial Count:    10
Active:        0          Blanking Rate:   30
Event Rate:    40         Checkpoint Rate: 5
Last Message: 1          Message Count:   0
```

Resetting System Statistics

Use the following procedure to reset system performance and application statistics to zero. Statistics affected are hourly counts, monthly statistics, calls on each channel, failed calls on each channel, and application statistics.

To reset system statistics:

1. Press <ESC> to close the active display and active the menu bar.

2. Select Command Line from the Display menu.
3. From the Command Line, type `STRESET` then press <ENTER>.

Diagnostic statistics, serial call counts, and application-defined statistics are not reset with the `STRESET` command.

Displaying File Command Settings

Use the following procedure to display the setting of a specified system file command.

To display a file command setting:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `SYSLOOK sys_parameter` then press <ENTER> where *sys_parameter* is the parameter whose setting you want to view. For example, to view the value of the `INBOUND` setting, from the Command Line, type `SYSLOOK INBOUND` then press <ENTER>.

Displaying the System Version Number

Use the following procedure to display the version number of the system software.

To display the software version number:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `VERSION` or `VER` then press <ENTER>.

Repeating the Most Recent Command

Use the following procedure to repeat the most recently entered command. This command allows you to avoid repetitive typing when entering multiple commands.

To repeat the most recently entered command:

1. Press <ESC> to close the active display and active the menu bar.
2. Select Command Line from the Display menu.
3. From the Command Line, type `=` then press <ENTER>. For example, if you have just entered the `STATUS` command and want to display the status again, from the command line, type `=` then press <ENTER>.

SECTION 14

Understanding Phrase Files and Using V-Edit

This section lists Octel 50's phrase files along with each phrase's corresponding phrase number, helps you use the system's multilingual capabilities, and helps you use Dialogic V-Edit and Rhetorex V-Edit to record and modify phrases for use with Octel 50.

Understanding Octel 50 Phrase Files

Octel 50 uses three phrase files: SO3-ALL.*, SO3-D1.*, and SO3-D2.*, where the * represents a VAP extension for systems using a Dialogic voice board or a VOX extension for systems using a Rhetorex voice board. The first two phrase files contain system prompts, while the SO3-D2.* file is an empty file for storage of custom phrases recorded on-site. Following the phrase file listings is information on how you can prepare professionally-recorded phrases for use on Octel 50. If you are using the system's multilingual capabilities, see the topic, "Using the Multilingual Capabilities," later in this chapter for information on recording and storing phrases in more than one language.

SO3-ALL.VAP and SO3-ALL.VOX Phrase Files

- 1 "one"
- 2 "two"
- 3 "three"
- 4 "four"
- 5 "five"
- 6 "six"
- 7 "seven"
- 8 "eight"
- 9 "nine"
- 10 "ten"
- 11 "eleven"
- 12 "twelve"
- 13 "thirteen"
- 14 "fourteen"
- 15 "fifteen"
- 16 "sixteen"
- 17 "seventeen"
- 18 "eighteen"
- 19 "nineteen"
- 20 "twenty"
- 21 "thirty"
- 22 "forty"
- 23 "fifty"
- 24 "sixty"
- 25 "seventy"

- 26 "eighty"
- 27 "ninety"
- 28 "hundred"
- 29 "thousand"
- 30 "million"
- 31 "dollars"
- 32 "cents"
- 33 "and"
- 34 "oh"
- 35 "AM"
- 36 "PM"
- 37 "January"
- 38 "February"
- 39 "March"
- 40 "April"
- 41 "May"
- 42 "June"
- 43 "July"
- 44 "August"
- 45 "September"
- 46 "October"
- 47 "November"
- 48 "December"
- 49 "on"
- 50 "at"
- 51 "zero"
- 52 .25 second silence
- 53 .50 second silence
- 54 .75 second silence
- 55 1.0 second silence
- 56 "month"
- 57 "day"
- 58 "hour"
- 59 "minute"

- 60 "new"
- 61 "code"
- 62 "item"
- 63 "total"
- 64 "count"
- 65 "reset"
- 66 "saved"
- 67 "default"
- 68 "error"
- 69 "star"
- 70 "you"
- 71 "Hello, thank you for calling. Your call is being handled by our automated attendant/voice mail system."
- 72 "Please make your selection now."
- 73 "<mailbox number> ...was not found on this system."
- 74 "Please leave a message for ...<mailbox owner's name prompt>."
- 75 "The pound key..."
- 76 "At the tone, please record your message."
- 78 "If you are satisfied with your message, press 1 to send."
- 79 "To review your message, press 4."
- 80 "...is not an available selection."
- 81 "To mark this as a regular message, press 7. To mark this as an urgent message, press 8."
- 82 "To rerecord your message, press 2."
- 83 "Message sent..."
- 86 "The password you have entered is not valid."
- 87 "When you are finished recording, you can press the pound key for special sending options, or simply hang up."
- 90 "Or to disconnect, press pound."
- 92 "I'm sorry, but mailbox number ...<number>...."
- 103 "To page the person you are calling, press 4."
- 106 "...press 7."
- 125 "To continue holding, do nothing. To try another extension, press 1. To leave a voice mail message, press 2."
- 126 "You are currently number ...<number>..."

- 127 "...in the queue."
- 128 "When you are finished, press pound."
- 129 "Enter the next mailbox number."
- 130 "Or to return to the message menu, press pound."
- 136 "Or to return to the Main menu, press pound."
- 138 "...off."
- 175 "Enter the destination mailbox number."
- 176 "You have exceeded the maximum number of errors permitted on this system."
- 177 "Message to be sent to...<mailbox owner's name prompt>."
- 195 "I'm sorry, there has been a recording error. Please try again later."
- 202 "Thank you, good-bye."
- 204 "Please enter the extension number of the person you would like to speak with."
- 205 "If you do not know the extension number, press the star button for directory services."
- 206 "<mailbox>...is an invalid extension number."
- 207 "Please hold while your call is being transferred."
- 208 "I'm sorry, but that extension is busy right now."
- 209 "To try another extension, press 1."
- 210 "I'm sorry, but there is no answer at that extension."
- 211 "To be transferred to our receptionist, press 3."
- 212 "Please speak your name at the tone, so that I may say who is calling."
- 213 "You have a call from...<name>."
- 223 "There is a call for ...<name>."
- 227 "For an alphabetical directory, press pound."
- 228 "Enter the first few letters of the last name of the person you are calling."
- 230 "I'm sorry, there is no one with that last name in the directory."
- 231 "I'm sorry, but there is no directory recording for that mailbox."
- 232 "Use the 1 button for q and z."
- 233 "Or press the star button for a complete directory."
- 238 "...private."
- 239 "This message is marked..."
- 243 "For a directory, press star star."
- 252 "To leave a voice mail message, press 2."
- 253 "Or to try the extension again, press 3."

- 259 "I'm sorry, but that extension is still busy."
- 260 "One moment, you have a call."
- 271 "Please hang up now to transfer the caller."
- 277 "Or to return to the previous menu, press pound."
- 281 "To send the message with future delivery, press 9."
- 282 "If you do not want to send a message, press pound."
- 284 "...followed by the pound sign."
- 285 "Press"
- 286 "Your call is being re-routed. Please hold."
- 289 "Thank you."
- 292 "Or you may hold the line and you will be automatically transferred to our receptionist."
- 299 "If you want to be transferred to our receptionist, say yes."
- 302 "To append to your comments, press 3."
- 303 "To append to your message, press 3."
- 304 "At the tone please leave a voice message."
- 305 "Please leave a voice message for..."
- 306 "Six"
- 307 "Thank you, good-bye"

SO3-D1.VAP and SO3-D1.VOX Phrase Files

Some phrases reference a Subscriber's Guide. In these cases, users should see the Quick Reference Guide.

- 1 "You have entered an invalid class of service number."
- 2 "This message has been deleted by the sender."
- 3 "In class of service number..."
- 4 "The message length is out of range. The message length must be between 30 and 32,000 seconds."
- 5 "Enter the number of days to save new messages, followed by the pound sign. If you do not want new messages to be automatically deleted, enter 99 followed by the pound sign."
- 6 "To allow local message delivery, press 1. To allow long distance message delivery, press 2. Or for no message delivery, press 3."
- 7 "To allow regular beeper paging, press 1. To allow digital beeper paging, press 2. Or for no beeper paging, press 3."

- 8 "Mailbox added."
- 9 "Enter the number of the mailbox to update. Or press the star button to return to the Main menu."
- 10 "The mailbox you have selected belongs to..."
- 11 "To change the mailbox password, press 1. To change the mailbox prompts, press 2."
- 12 "Enter the number of the mailbox you want to delete."
- 13 "To delete, press 1. Or to return to the Main menu, press star."
- 14 "Mailbox deleted."
- 15 "To change the please hold prompt, press 1. To change the directory prompt, press 2. To change the mailbox owner's name prompt press 3. To change the personal greeting prompt, press 4."
- 16 "To change the class of service, press 3."
- 17 "Enter the class of service number followed by the pound sign. Or to hear a brief description of a specific class of service, enter star followed by the class of service number and the pound sign."
- 18 "Please enter the extension you are calling from followed by the pound sign or press the pound sign followed by the mailbox number."
- 19 "To return to the Main menu, press star."
- 20 "To delete a mailbox from the distribution list, press 2."
- 21 "To verify your new password, please re-enter it now."
- 22 "The passwords entered do not match."
- 23 "Password accepted. Your new password will be in effect the next time you call."
- 24 "At the tone, record system prompt number..."
- 25 "...has not been created."
- 26 "To add a new mailbox, press 1. To update an existing mailbox, press 2. To delete an existing mailbox, press 3. To reset an existing mailbox, press 4."
- 27 "You will have to enter both passwords again."
- 28 "Please enter your Supervisor password."
- 29 "Supervisor Main menu. For mailbox functions, press 1. To change system prompts, press 2. To change system distribution lists, press 3."
- 30 "Or if you are finished, press star."
- 31 "Enter the number of the folder you wish to name, 1 through 9."
- 32 "Or, press star for a listing of current folders."
- 33 "Enter the number of the folder in which you want to save this message. Or, if you do not want to save it in a folder, press 0. For a listing of current folders, press star."
- 34 "Folder deleted."
- 35 "To create or update your V-Tree, press 1."

- 36 "There are currently no folders defined."
- 37 "Your V-Tree is now..."
- 38 "A V-Tree must be created before it can be turned on."
- 39 "Enter the file number of the prompt to use, or press star to record the prompt now."
- 40 "At the tone, record the prompt."
- 41 "To accept, press 1. Or, to rerecord, press 2."
- 42 "Enter the phrase number."
- 43 "To accept, press 1. Or to select a different prompt, press 2."
- 44 "You have already created a V-Tree."
- 46 "Enter the action code for option..."
- 47 "For proceed to the next menu, press 1. For transfer to a mailbox, press 2. For record to a mailbox, press 3. For disconnect caller, press 4. For return to the previous menu, press 5."
- 48 "Enter the mailbox number."
- 49 "Returning to level..."
- 50 "Advancing to level..."
- 53 "For record and go to next level, press 7. For transfer to mailbox entry, press 8. For transfer caller to voice mail, press 9."
- 54 "For transfer caller to directory services, press 6."
- 55 "To select Intercom paging options..."
- 56 "...automatic"
- 57 "For automatic call paging..."
- 58 "For review the last recorded message, press 3."
- 59 "Call paging is now..."
- 60 "...or press star to return to the previous menu."
- 61 "For send a user selected fax document and advance to next level, press 1."
- 62 "...is..."
- 63 "...is empty..."
- 64 "To activate optional prompt number 1, press 1."
- 65 "To activate optional prompt number 2, press 2."
- 66 "To forward calls to another mailbox, press 3."
- 67 "To review active call handling options, press 8."
- 68 "...for..."
- 69 "The optional prompt must be recorded before it can be used for call handling."
- 70 "To be transferred to a live operator, press 0."

- 71 "...has expired."
- 72 "You have activated Intercom Redirect."
- 73 "Enter the number of the language to use, 1 through..."
- 74 "To activate your V-Tree, press 4."
- 75 "To return to normal call handling, press 9."
- 76 "To use..."
- 77 "...optional prompt number 1..."
- 78 "...optional prompt number 2..."
- 79 "...call forwarding..."
- 80 "...V-Tree..."
- 81 "...to block calls to your extension, press 1."
- 82 "...after your extension is not answered, press 2."
- 83 "Message confirmation deleted."
- 84 "Please enter the month you want your message delivered. Enter the number of the month, such as one for January or one zero for October, followed by the pound sign."
- 85 "Enter the date you want your message delivered. Enter the date, between one and thirty-one, followed by the pound sign."
- 86 "Enter the hour you want your message delivered. Enter the hour, between zero and twenty-three, followed by the pound sign."
- 87 "Enter the minute you want your message delivered. Enter the minute, between zero and fifty-nine, followed by the pound sign."
- 88 "This message will be delivered on ...<date>..."
- 89 "If this is correct, press 1. If this is not correct, press 2."
- 90 "This message was auto forwarded from..."
- 91 "Enter the new supervisor password, or press star to return to the Supervisor Main menu."
- 92 "...digit password or press star to return to the Supervisor Main menu."
- 93 "To continue holding, do nothing. To try another extension, press 1."
- 94 "...to block calls to your extension..."
- 95 "...after your extension is not answered."
- 96 "To accept, press 1. To rerecord, press 2. Or, to delete, press 3."
- 97 "I'm sorry. There are currently no directory entries recorded."
- 98 "At the tone, record optional prompt number 1."
- 99 "At the tone, record optional prompt number 2."
- 100 "To review options, press 9."

- 101 "Enter the number of days to save your saved messages, followed by the pound sign. If you do not want saved messages to be automatically deleted, enter 99 followed by the pound sign."
- 102 "The maximum number of days to save messages is ...<number>."
- 103 "Enter the number of the mailbox to reset."
- 104 "Press 1 to reset, or press the star button to return to the previous menu."
- 105 "The mailbox has been reset."
- 106 "...is in use."
- 107 "System prompt deleted."
- 108 "You are not authorized to access this mailbox."
- 109 "Please enter the number of the recipient's mailbox to check for message confirmations or press pound to check all message confirmations."
- 110 "I'm sorry but there are no message confirmations for ..."
- 111 "To repeat, press 2."
- 112 "To continue press 2."
- 113 "The message confirmation for mailbox number..."
- 114 "...no longer exists on the system."
- 115 "To delete this message confirmation, press 1."
- 116 "Message waiting available."
- 117 "Saving of messages..."
- 118 "Distribution lists..."
- 119 "Supervisor functions..."
- 120 "Undelete messages..."
- 121 "V-Trees..."
- 122 "Message confirmation..."
- 123 "Access to directory services..."
- 124 "Voice only mailbox..."
- 125 "Guest mailbox..."
- 126 "Receive only mailbox ..."
- 127 "Long distance outcalling..."
- 128 "Local outcalling is permitted."
- 129 "No outcalling is permitted."
- 130 "The maximum recording time for a message is..."
- 131 "The maximum number of messages allowed is..."
- 132 "The maximum recording time for all messages is..."

- 133 "To confirm the deletion of this message, press 9. If you do not want to delete this message, press pound."
- 134 "The number of days new messages will be saved is..."
- 135 "The number of days saved messages will be saved is..."
- 136 "...permitted"
- 137 "Intercom paging..."
- 138 "You cannot change your personal distribution list from the Supervisor menu."
- 139 "System distribution lists can only be changed from the Supervisor menu."
- 140 "To mark this as a listen only message, press 6."
- 141 "To have message notification notify you for your first message only, press 1. To have it notify you each time you receive a message, press 2."
- 142 "Wake-up call..."
- 143 "Enter the folder number, 1 through 9, or press zero to listen to all saved messages. For a listing of current folders, press star."
- 144 "Your wake-up call has been activated for..."
- 145 "To turn..."
- 146 "...cannot receive messages."
- 147 "Company list."
- 148 "Division list."
- 149 "To create a guest mailbox, press 8."
- 150 "Enter the mailbox number to use for the guest mailbox."
- 151 "<mailbox number>...has been created as a guest mailbox."
- 152 "Enter the system prompt number, 1 through 999."
- 153 "Distribution list added."
- 154 "To change the default operator for this mailbox, press 4."
- 155 "Enter the number of the mailbox to use as the default operator."
- 156 "...is the default operator, now."
- 157 "Please hold ..."
- 158 "Enter the number of the mailbox to search for messages from."
- 159 "To scan for messages from a specific mailbox, press 6."
- 160 "This message is marked 'listen only'."
- 161 "Recording of prompts..."
- 162 "Message scanning..."
- 163 "Call handling ..."
- 164 "Editing sent messages..."

- 165 "Ring count is...<number>."
- 166 "Current folders are...<number>."
- 167 "At the tone, speak the folder label."
- 168 "Folder number...<number>..."
- 169 "Enter the number of the fax machine followed by the pound sign."
- 170 "Enter the telephone number of the destination fax machine, or, if you are calling from a fax machine, press pound."
- 171 "Enter your extension or phone number. It will be used to help identify this fax."
- 172 "I'm sorry the fax board is not responding. Please try again later."
- 173 "Fax..."
- 175 "To update system faxes, press 4."
- 176 "At the tone, press the send key on your fax machine."
- 177 "To activate Intercom Redirect, press star."
- 178 "For fax a predefined document and advance to next level, press 2."
- 179 "Enter the number of the document to send followed by the pound sign."
- 180 "Enter the area code and phone number of your fax machine followed by the pound sign."
- 181 "To help identify the fax, enter your extension number followed by the pound sign."
- 182 "...attempts will be made to send the requested fax."
- 183 "...does not exist."
- 184 "Your fax is number..."
- 186 "You have requested a fax be sent to..."
- 188 "I'm sorry but there are currently no V-Trees defined."
- 189 "To insert a level, press 7."
- 190 "To return to the top of your V-Tree, press 9."
- 191 "For advanced options, press 0."
- 192 "To continue holding, do nothing. To try another extension, press 1. To leave a voice or fax mail message, press 2."
- 193 "To try another extension, press 1. To leave a voice or fax mail message, press 2."
- 194 "To leave a voice or fax mail message, press 2."
- 195 "...has not picked up messages."
- 196 "To include a fax, press star."
- 197 "Press the start button on your fax machine now."
- 198 "Press the start/receive button on your fax machine now."

- 199 "When you are finished recording, you can press the pound key for special sending and fax options, or simply hang up."
- 200 "To review options, press 1."
- 202 "To delete an option, press 3."
- 204 "To execute an option, press 5."
- 205 "For proceed to the next menu, press 1. For transfer to a mailbox, press 2. For record to a mailbox, press 3. For disconnect caller, press 4."
- 207 "Option number..."
- 208 "...is proceed to next level."
- 209 "...is transfer to mailbox number."
- 210 "...is record and return from mailbox number."
- 211 "...is disconnect."
- 212 "...is return to previous level."
- 213 "...is go to directory."
- 214 "...is record and go to next level using mailbox number."
- 215 "...is transfer to automated attendant."
- 216 "...is transfer to voice mail."
- 217 "...is advance to next level after sending a user-specified fax."
- 218 "...is advance to next level after faxing document number...<number>."
- 219 "...is to review the last recorded message and go to next level."
- 220 "Please hold while I page..."
- 221 "Delete option."
- 222 "Enter the number of the option to delete."
- 223 "Option deleted."
- 228 "To edit the prompts for this level, press 6."
- 229 "Level number...<number>."
- 231 "Execute option."
- 232 "Enter the number of the option to execute."
- 233 "Creating level..."
- 234 "To accept, press 1. To rerecord, press 2. To append, press 3."
- 235 "To confirm the deletion of this V-Tree, press 9. If you do not want to delete this V-Tree, press pound."
- 236 "The option you have selected is incomplete. Please select another option."
- 237 "You have requested document number..."
- 238 "...to be delivered to..."

- 239 "If this information is correct, press 1; if not, press 2."
- 240 "If no password is desired, press zero followed by the pound sign."
- 241 "To listen to your V-Tree, press 2. To delete your V-Tree, press 3."
- 242 "To change this message, press 1. To continue, press 2."
- 250 "Please enter the number of the mailbox you are adding."
- 251 "...already exists on the system."
- 252 "Enter the initial password followed by the pound sign."
- 253 "To record the individual prompts for this mailbox, press 1. If you do not wish to record the prompts, press 2."
- 254 "At the tone, record your please hold prompt."
- 255 "At the tone, record your mailbox owner's name prompt."
- 256 "At the tone, record your directory prompt."
- 257 "At the tone, record your personal greeting prompt."
- 258 "Please enter your mailbox number."
- 259 "...no..."
- 260 "Please enter your password..."
- 261 "You have..."
- 262 "...new message..."
- 263 "...saved message..."
- 264 "...new messages..."
- 265 "...saved messages..."
- 266 "Warning! Your remaining message recording time is now under 2 minutes."
- 267 "Main menu"
- 268 "To listen to new messages, press 1."
- 269 "To listen to saved messages, press 2."
- 270 "To send a message, press 3."
- 271 "To check message confirmations, press 4."
- 272 "To recover a deleted message, press 5."
- 273 "Please continue holding while I wait for a response."
- 274 "To change a message that has been sent, press 7."
- 275 "I'm sorry, there is no page for..."
- 276 "For more options, press 9."
- 277 "To return to the automated attendant, press 0."
- 278 "To return to voice mail, press 0."

- 279 "Options menu"
- 280 "To rerecord prompts, press 1."
- 281 "To change special features, press 2."
- 282 "To change call handling, press 3."
- 283 "To define or edit a folder, press 4."
- 284 "To rerecord your please hold prompt, press 1."
- 285 "To rerecord your directory prompt, press 2."
- 286 "To rerecord the mailbox owner's name prompt, press 3."
- 287 "To rerecord optional prompt 1, press 4."
- 288 "To rerecord optional prompt 2, press 5."
- 289 "To rerecord the personal greeting prompt, press 6."
- 290 "To change the message delivery selection, press 1."
- 291 "To change your message delivery number, press 2."
- 293 "Call queuing..."
- 294 "To turn call screening..."
- 295 "To update call distribution lists, press 6."
- 296 "To turn call paging..."
- 297 "To update your V-Tree, press 8."
- 298 "Or to retrieve the fax now, press pound."
- 299 "Or press pound to return to the Options menu."
- 301 "...is now off."
- 302 "Call paging..."
- 303 "Message delivery..."
- 304 "To be notified of urgent messages only, press 1. To be notified of all messages, press 2."
- 305 "To turn message delivery off, press 3."
- 306 "Message delivery is now..."
- 307 "If the message delivery number calls a beeper, press 1. If it calls a phone, press 2."
- 308 "Enter the message delivery setting you want to update, 1 through 8."
- 309 "...to mailbox number..."
- 310 "Enter the number to display on the digital beeper followed by the pound sign."
- 311 "Call screening..."
- 312 "To reschedule your wake-up call, press 1. To turn your wake-up call off, press 2."
- 313 "Enter the phone number for your wake-up call followed by the pound sign."

- 314 "Hello, this is your wake-up call. The time is...<time>."
- 315 "...to create..."
- 316 "...to delete..."
- 317 "Distribution list deleted."
- 318 "To add a mailbox to the distribution list, press 1."
- 319 "...to be updated."
- 320 "Press star followed by the number of the list..."
- 321 "To create a list, press 1."
- 322 "To review or update a list, press 2. To delete a list, press 3."
- 323 "...contains the following mailboxes..."
- 324 "Please enter the number of the mailbox to add, or to return to the previous menu press pound."
- 325 "Distribution list..."
- 326 "...is full..."
- 327 "All list numbers must begin with a star."
- 328 "Current list numbers are..."
- 329 "To review all current list numbers, press 4."
- 330 "I'm sorry, but you have no lists on the system."
- 331 "...already exists in the distribution list."
- 332 "Message recovered."
- 334 "Enter the number of the mailbox to which calls will be forwarded."
- 335 "Optional prompt number..."
- 336 "...has been activated."
- 337 "Calls will be forwarded to mailbox...<number>."
- 338 "...after your extension is busy."
- 339 "...after your extension is either not answered or busy."
- 341 "Please enter your new password followed by the pound sign."
- 342 "You have entered an invalid password. The maximum password length is..."
- 343 "...digits and cannot begin with zero."
- 344 "First new message..."
- 345 "First saved message..."
- 346 "Next message."
- 347 "...from..."
- 348 "This message is marked urgent."

- 349 "End of new messages."
- 350 "End of saved messages."
- 351 "Message menu."
- 352 "To reply, press 3."
- 353 "To review, press 4."
- 354 "Message deleted."
- 355 "Message will be saved for..."
- 356 "...day."
- 357 "...days."
- 358 "Message received..."
- 359 "This message was from..."
- 360 "Length of message is..."
- 361 "...minutes."
- 362 "...seconds."
- 363 "To be transferred to..."
- 364 "To skip this message, press 6, 4."
- 365 "To send a copy of this message to another mailbox, press 5."
- 366 "For message delivery information, press 6, 2."
- 367 "Message saved."
- 368 "To delete, press 1."
- 369 "To accept this message, press 1. To continue, press 2. Or to return to the previous menu, press pound."
- 370 "To delete, press 1. To rerecord, press 2."
- 371 "Enter the number of the mailbox containing the message to be changed."
- 372 "First deleted message."
- 373 "End of deleted messages."
- 374 "...today..."
- 375 "Or..."
- 376 "To review, press 4."
- 377 "If message confirmation is desired, press 1. If not, press 2."
- 378 "In addition to your personal greeting prompt, two optional prompts are available for special call handling functions. To activate your optional prompts, refer to the Call Handling section of your Subscriber's Guide."
- 379 "...sent..."
- 380 "...has not been received."

- 381 "...was received."
- 382 "Message to..."
- 383 "To review your comments, press 4."
- 384 "Your V-Tree has been deleted."
- 385 "There is no prompt recorded for this level."
- 386 "To continue holding, press star. To try another extension, press 1. To leave a voice mail message, press 2."
- 387 "Enter the option number of the level you wish to insert this level before."
- 388 "Action code must be of the advance to next level type."
- 389 "Forwarded from..."
- 390 "Enter your message delivery number followed by the pound sign."
- 391 "To rerecord your comments, press 2."
- 392 "...is not an active distribution list number."
- 393 "To mark this as a private message, press 9."
- 394 "Private messages may not be forwarded."
- 395 "Message confirmation is on."
- 396 "To send the message without comments, press 1. To add comments to the message, press 2."
- 397 "Record your comments at the tone. When you are finished recording, press pound."
- 398 "To send your comments and the message, press 1. To review your comments, press 2. To rerecord your comments, press 3."
- 399 "To send the message with the same comments, press 1. To record new comments or to send the message without comments, press 2."
- 400 "At the tone, record your reply to..."
- 401 "Hello, this is your voice mail system, I have a message for..."
- 402 "You have a call waiting. To take this call, press pound."
- 403 "To take this call, press pound."
- 404 "Mailbox number...<mailbox number>."
- 405 "To change the message delivery number, press 1. To change the call back number, press 2. If no changes are desired, press pound."
- 406 "Urgent message sent."
- 407 "To reject the call, press 1, or to redirect the call, press star."
- 408 "In the morning."
- 409 "In the evening."
- 410 "Or to return to the message menu without sending the message, press pound."

- 411 "Or to return to the main menu without sending the message, press pound."
- 412 "For go to login point, press 4."
- 413 "To send a new message, press 3."
- 414 "To send the message with the same comments, press 1. To record the comments again or to send the message without comments, press 2."
- 415 "Your new message delivery number is..."
- 416 "This message has been retracted by its sender."
- 417 "To keep the same phone number, press 1. To use a different phone number, press 2."
- 418 "To reschedule your wake up call for the same time tomorrow, press 1. To use a different time, press 2."
- 419 "...is go to mailbox login point."
- 420 "To update an existing mailbox, press 2. To delete an existing mailbox, press 3. To reset an existing mailbox, press 4."
- 421 "To create or update an option, press 2."
- 422 "To activate your optional prompt, press 1."
- 423 "To rerecord your optional prompt, press 4."
- 424 "At the tone, record your optional prompt."
- 425 "Optional prompt"
- 426 "Press 1 to continue or press two to repeat these instructions."
- 427 "For proceed to the next menu, press 1. For transfer to a mailbox, press 2. For disconnect caller, press 4. For return to the previous menu, press 5."
- 428 "Create or update an option."
- 429 "Enter the number of the option to create or update."
- 430 "Hello. This is your new voice processing system. Since this is your first time calling we need to take a few minutes to familiarize you with the system and customize your mailbox. While we recommend that you continue, you may exit the tutorial and set up your mailbox manually by pressing the star button at any time. First, let's personalize your password. A password protects against the accidental or intentional access to your mailbox by someone else. Your mailbox password can be any combination of numbers from one to nine digits in length and cannot begin with zero. You may want to write down your password for reference, but for security purposes, do not share your password with others."
- 431 "Now, let's record your personalized prompts. When recording these prompts, make sure you speak clearly into the telephone handset. Do not use a speakerphone, and try to eliminate any background noise. Start speaking after the tone, and press the pound key when you finish."
- 432 "The pound key is located on the bottom right corner of your telephone keypad."
- 433 "First, let's record your please hold prompt. This prompt is the one callers hear as they are transferred to your extension. An example is, 'Please hold for Mary Jones'."
- 434 "Next we are going to record your directory prompt, which consists of your name and mailbox number. This prompt will be added to your company's directory listing,

which can be accessed by callers who do not know your mailbox number. An example of a directory listing is, 'For Mary Jones, press 123'."

- 435 "The next personalized prompt is your name prompt, and it consists only of your first and last name. The system inserts your name prompt into a variety of different phrases so that people leaving you messages are assured that they are leaving them in the correct mailbox. An example of a name prompt is, 'Mary Jones'."
- 436 "Finally, let's record your personal greeting prompt. This prompt is played to outside callers who request to leave a message when your extension is either busy or there is no answer. An example of a personal greeting prompt may sound like this, 'Hi, this is Mary. I'm either on the phone or away from my desk. Leave a message after the tone, and I will return your call as soon as possible'."
- 437 "This completes your mailbox setup. Your password and personalized prompts may be changed at any time by following the instructions in your Subscribers Guide. Please contact your system supervisor if you have any questions about using your new mailbox. Thank you."
- 438 "Since you have decided not to personalize your mailbox at this time, you will need to refer to the Options menu section of the Subscriber's Guide for assistance in changing any or all of your personal prompts."
- 439 "In addition to your personal greeting prompt, an optional prompt is available for special call handling functions. To activate your optional prompt, refer to the Call Handling section of your Subscriber's Guide."
- 440 "Option accepted."
- 441 "This message includes a fax which could not be delivered."
- 442 "This message includes a fax."
- 443 "This message is a fax."
- 444 "The fax for this message could not be received."
- 445 "To retrieve the fax, press star."
- 446 "The fax will be available for retrieval after you finish listening to your messages."
- 447 "Enter the telephone number of the fax machine that you are sending the fax to, followed by the pound sign."
- 448 "Press star to send the fax to your local fax machine."
- 449 "To retrieve the fax immediately, simply press the start/receive button on your fax machine after the tone."
- 450 "Enter the telephone number of the receiving fax machine, followed by the pound sign."
- 451 "If you are calling from a fax machine, please hold and you will be connected to the fax system.."
- 452 "Press star to send the faxes to your local fax machine."
- 453 "Your fax will be sent to..."
- 454 "Your faxes will be sent to..."
- 455 "...attempts will be made to deliver the selected faxes."
- 456 "This message includes a fax which has never been retrieved."

- 457 "Length of fax is <number>..."
- 458 "The fax document number is..."
- 459 "page"
- 460 "pages"
- 461 "To send the message immediately, press 1. To send the message with future delivery, press 2."
- 462 "Cannot receive faxes."
- 463 "If you do not want to retrieve the fax, press pound."
- 464 "If you do not want to retrieve the faxes, press pound."
- 465 "There are ten seconds remaining; please conclude your message."
- 466 "I'm sorry, there is a line problem. Please hang up and try again."
- 467 "I'm sorry, the mailbox for ...<mailbox owner's name prompt>..."
- 468 "...is full. Please call back later."
- 469 "I'm sorry, but that mailbox is currently in use. Please try again later."
- 470 "Please hold while you are connected to the fax system."
- 471 "If you wish to cancel the fax operation, press the pound key now."
- 472 "The fax system is currently busy. Please hold for the next available fax line."
- 473 "To save, press 2."
- 474 "To continue holding, press star. To try another extension, press 1. To leave a voice or fax mail message, press 2."
- 475 "To access the Supervisor On-Line Voice Editor."
- 476 "You may then hang up at anytime."
- 477 "Enter the access phone number."
- 478 "Lists 20 through 39 are available for use as Personal Network Addresses."
- 479 "Network Address accepted."
- 480 "Enter the destination network mailbox number."
- 481 "...to send a casual AMIS network message, press zero."
- 482 "...for a directory of network nodes, press zero, star."
- 483 "Network message scheduled for dispatch."
- 484 "Voice information processing system. Press 1 to disconnect."
- 485 "Your message to.."
- 486 "Access phone number.."
- 487 "...could not be delivered because..."
- 488 "To update a Distribution list or Network Address, press 6."
- 489 "Your sending options will be ignored."

- 490 "...that system was busy."
- 491 "...that system did not answer."
- 492 "...the call was answered incorrectly."
- 493 "...of a probable receiving system transmission error."
- 494 "...of a probable sending system transmission error."
- 496 "...that system's disk was full."
- 497 "...the message is too long."
- 498 "...was not found on the remote system."
- 499 "...would not accept messages."
- 500 "...was full."
- 501 "...of an unspecified recording error on the receiving system."
- 502 "...press..."
- 503 "...that system would not accept AMIS analog network messages."
- 504 "AMIS Networking does not support..."
- 505 "...special sending options."
- 506 "...special sending and fax options."
- 507 "I'm sorry, your number has been dialed in error."
- 508 "Please select the method by which you wish to dispatch your message."
- 509 "For standard dispatch, press 2."
- 510 "For priority dispatch, press 3."
- 511 "For economy dispatch, press 1."
- 512 "... exists as both a mailbox number and network address."
- 513 "To send to the local mailbox, press 1. To dispatch to the network node, press 2."
- 514 "...contains the following Network address..."
- 515 "To change, press 1. To delete, press 2."
- 516 "Network address deleted."
- 517 "The system now requires that the minimum length password be..."
- 518 "The minimum length password is..."
- 519 "...is not an active personal network address."
- 520 "...to re-enter, press pound."
- 521 "If no password is desired, press zero followed by the pound sign."
- 522 "Message canceled."
- 523 "Message dispatched."
- 524 "Network address..."

525 "...is not an active network address."

526 "Network address deleted."

527 "Network address added."

Preparing Professionally-Recorded Phrases for System Use

You can record voice phrases in another language (see the topic, "Using the Multilingual Capabilities," later in this chapter) or customize some or all of the phrases provided with Octel 50.

Once the customized phrases are recorded, you must digitize the recordings so the phrases can be stored on the system. To digitize the recordings, you need a voice editing package. V-Edit (for Dialogic) and the V-Edit (for Rhetorex) are included in your Dealer Kit. Please see their accompanying documentation for instructions on placing custom-recorded phrases in the SO3-D2.* files.

To use custom phrases for system prompts such as the time of day greeting, precede the prompt number you enter in the dialog box field with the letter D.

Using the Multilingual Capabilities

Octel 50 has the ability to support up to five languages, English plus four others. To activate the multilingual capability, specify the number of languages supported on the system in the Number of Languages parameter in the System Setup. If the system is English-only, set the Number of Languages parameter to 1.

The order of the languages on the system is based on the filenames assigned to the system's phrase files. The system phrases are stored in either the SO3-ALL.* file or the SO3-D1.* file. Any custom phrases recorded for the system, such as V-Trees or greetings, are stored in SO3-D2.*. The primary system language (English is the default) should be stored in the following phrase files:

- SO3-ALL.VAP (or *.VOX)
- SO3-D1.VAP (or *.VOX)
- SO3-D2.VAP (or *.VOX)

To use more than one language, store the phrases recorded in additional languages under the filenames listed below:

First additional language:

SO3-ALL1.*
SO3-D11.*
SO3-D12.*

Second additional language:

SO3-ALL2.*
SO3-D21.*
SO3-D22.*

Third additional language:

SO3-ALL3.*
SO3-D31.*
SO3-D32.*

Fourth additional language:

SO3-ALL4.*
SO3-D41.*
SO3-D42.*

The Language Selection prompt is voiced on multilingual Octel 50 systems to allow callers to select the language in which they want to hear system prompts. For example, if the system contains English, Spanish, and French voice files, the Language Selection prompt should instruct callers which key to press to change the language of the prompts voiced by the system. The order of the additional languages is based on the filename of the language's phrase files. If the system only uses one language, you do not need to set up this prompt.

For additional information on recording and setting up prompts, see the *Octel 50 Supervisor's Guide*.

The Morning, Afternoon, Evening, Closed, Holiday, Custom Transfer, and Call Queuing prompts may be recorded in multiple languages or in the primary language. The Attendant menu, if used, should be recorded as a different prompt for each language. You can also specify different Message Delivery prompts for each language. The language the prompt is voiced in is based on the mailbox's class of service setting for language selection. Remember to specify the prompt numbers for these phrases on the System Prompt dialog box. If you are using custom phrases, be sure to precede the prompt number in the field with the letter D.

During business hours, the caller will hear the appropriate time of day greeting, followed by the Language Select prompt and the Attendant menu (if used). During non-business hours, a caller will hear either the Closed or Holiday greeting, followed by a beep to record a message to the After Hours Receptionist mailbox.

Using Dialogic V-Edit

V-Edit is an advanced phrase editing tool that allows you to combine and edit:

- Existing phrases previously recorded with V-Edit
- Phrases professionally recorded outside of Octel 50

Phrases you create or modify using V-Edit that you want to use with Octel 50 must be stored by phrase number in the SO3-ALL.VAP, SO3-D1.VAP, and SO3-D2.VAP files in the \CVR directory.

Installing Dialogic V-Edit

Use the following procedure to install Dialogic V-Edit.

Before attempting to install V-Edit, make sure that you have completed the steps to install the Dialogic voice boards and the Octel 50 software.

To install Dialogic V-Edit:

1. Shut down the Octel 50 system if it is currently running:
 - a. If the Mailbox Status screen is open and the Exit button is highlighted, press <ENTER>. The Mailbox Status screen closes and the menu bar is activated with the File menu highlighted.

- b. Press <ALT+F> to view the File menu options.
 - c. From the File menu, use the down arrow key to select Exit, then press <ENTER>. The Shutdown System dialog box displays.
 - d. Select Shutdown, then press <ENTER>. The system shutdown completes and the \CVR prompt displays.
2. Insert the V-Edit Installation diskette in the diskette drive.
3. From the \CVR directory prompt, type `MD VEDIT` then press <ENTER>.
4. From the \CVR directory prompt, type `CD VEDIT` then press <ENTER>.
5. From the \VEDIT directory prompt, type `COPY A:*.*` (where `A` is the diskette drive) then press <ENTER>. The files from the diskette are copied to the \VEDIT directory.

Preparing Existing Phrase Files for Use with V-Edit

If you want to edit one of the existing phrase files, [Language]1.VOX, [Language]2.VOX, or [Language]3.VOX, complete the following procedure to back up the existing file and copy it to the \VEDIT directory for use with V-Edit.

To prepare an existing phrase file for use with V-Edit:

1. Shut down the Octel 50 system if it is currently running:
 - a. If the Mailbox Status screen is open and the Exit button is highlighted, press <ENTER>. The Mailbox Status screen closes and the menu bar is activated with the File menu highlighted.
 - b. Press <ALT+F> to view the File menu options.
 - c. From the File menu, use the down arrow key to select Exit, then press <ENTER>. The Shutdown System dialog box displays.
 - d. Select Shutdown, then press <ENTER>. The system shutdown completes and the \CVR prompt displays.
2. Back up the existing language file you want to modify. For example, to back up the SO3-D2.VAP file to another filename on the same hard drive, from the \CVR directory prompt, type `COPY SO3-D2.VAP SO3-D2.BAK` then press <ENTER>.
3. Copy the phrase file to the \VEDIT directory. For example, to copy the backup created in the example in step 2, from the \CVR directory prompt, type `COPY SO3-D2.VAP \VEDIT` then press <ENTER>. The file is copied to the \VEDIT directory.

Starting Dialogic V-Edit

Use the following procedure to start Dialogic V-Edit.

To launch Dialogic V-Edit:

1. Shut down the Octel 50 system if it is currently running.
 - a. If the Mailbox Status screen is open and the Exit button is highlighted, press <ENTER>. The Mailbox Status screen closes and the menu bar is activated with the File menu highlighted.
 - b. Press <ALT+F> to view the File menu options.

- c. From the File menu, use the down arrow key to select Exit, then press <ENTER>. The Shutdown System dialog box displays.
 - d. Select Shutdown, then press <ENTER>. The system shutdown completes and the \CVR prompt displays.
2. From the \CVR prompt, type `CD VEDIT` then press <ENTER>.
 3. From the \VEDIT prompt, type `VEDIT -hn` where *n* is the hardware interrupt of the Dialogic board installed in the system, then press <ENTER>. The V-Edit title screen displays.

If you do not know the Dialogic board hardware interrupt, from the C:\ prompt, type `EDIT C:\CVR\DIALOGIC.CFG` then press <ENTER>. A DOS editor window displays the contents of the DIALOGIC.CFG file. In the first line, locate the words `IRQ=` followed by a number. The number following the `IRQ=` is the hardware interrupt of the system's Dialogic boards.

4. At the Enter File Name prompt, enter the name of the new phrase file you want to create or the existing phrase file you want to open, then press <ENTER>. If you create a new file, it is automatically assigned a .VAP extension.
5. At the prompt to enter the maximum number of prompts, enter the number of phrases for that file, from 1 to 3000, then press <ENTER>. Allow for any phrases you may want to add to the file. Wait while the system initializes the voice system.

At the prompt to enter a port number or dial in to start, pick up the telephone handset and dial the extension of the line you want to use to record. The V-Edit main screen displays. The top of the screen provides information on the currently open phrase file, the phrase currently in use, the size of the file, the channel being used, the sample rate, and the unused file space. The bottom of the screen displays the V-Edit main menu.

```

                                U-EDIT v1.20
                                Copyright (c) 1989-1994 Compass Technology, Inc.
PHRASE.VAP Phrases in use 0 of 3000 File Size 36024
Channel 1 Sample Rate 8000 Unused File Space 0

[A]uto [C]ompress [R]ecord [W]rite [G]et [M]ove [S]et Up [O]pen [E]xit
[E]dit Menu [T]ext Menu

```

As you use V-Edit, you can press <ESC> to exit the current function or return to the previous menu. For example, to return to the Main menu from the Edit menu, press <ESC>.

Opening or Creating a Phrase File

Use the following procedure to open an existing phrase file or create a new phrase file from within V-Edit.

To open or create a phrase file:

1. If the Main menu is not displayed, press <ESC> until you return to the Main menu.
2. From the Main menu, press <O>. The V-Edit title screen displays. The Enter File Name field displays the name of the file currently open.
3. Enter the name of the new phrase file you want to create or the existing phrase file you want to open, then press <ENTER>. If you create a new file, it is automatically assigned a .VAP extension.
4. At the prompt to enter the maximum number of prompts, enter the number of phrases for that file, from 1 to 3000, then press <ENTER>. Allow for any phrases you may want to add to the file. Wait while the system initializes the voice system. If you are currently connected to the voice mail system, you will be disconnected.
5. At the prompt to enter a port number or dial in to start, pick up the telephone handset and dial the extension of the line you want to use to record. The V-Edit main screen displays.

Recording New Phrases

Before you begin recording in V-Edit, make sure you set any necessary equipment as specified by the equipment manufacturer. Attempt to eliminate any background noise, and do not record over a speakerphone.

If you reach the maximum number of phrases you specified when you opened the file, but want to record more phrases, you can use the Compress option to add additional blank phrases. See the topic, "Adding Blank Phrases to the Current Phrase File," later in this chapter.

To record new phrases:

1. Open the phrase file in which you want to record phrases, if it is not already open.
2. From the Main menu, press <R>.
3. When prompted to enter the starting phrase number, either press <ENTER> to accept the default (1) or enter a new number, then press <ENTER>.
4. When prompted to enter the ending phrase number, either press <ENTER> to accept the default (equal to the maximum number of phrases currently set) or enter a new number, then press <ENTER>.
5. To begin recording, press <SPACEBAR> and begin speaking. As you record, the elapsed time, in seconds, is displayed at the bottom of the recording window.
6. To end recording, press <SPACEBAR>.
7. To begin recording the next phrase, press <SPACEBAR> or press <R> to rerecord the phrase you just recorded.
8. Repeat steps 5 through 7 until you record the last phrase (specified in step 4). Once you record the last phrase, the record window then automatically closes. If you want

to stop recording before you reach the phrase number you specified in step 4, press <ESC> at the prompt to record the next phrase, rerecord the existing phrase, or exit.

Adding Blank Phrases to a Phrase File

V-Edit's Compress option allows you to add additional blank phrases to the current phrase file. This option is helpful if you want to record additional phrases in a file, but have reached the maximum number of phrases you specified when you opened the file. The maximum number of phrases allowed in a file is 3000.

To add blank phrases to the current phrase file:

1. Open the phrase file in which you add phrases, if it is not already open.
2. From the Main menu, press <C>.
3. When prompted to enter the maximum number of phrases, enter the total number of phrases for the open phrase file, then press <ENTER>. Make sure you allow for any phrases you may want to add to the file.

V-Edit then compresses the file to allow for the number of phrases you specified.

Listening to Phrases

You can listen to a phrase in its entirety or only listen to a selected portion of the phrase.

To listen to an existing phrase in its entirety:

1. Open the phrase file in which you want to review phrases, if it is not already open.
2. From the Main menu, press <E> to access the Edit menu. The first phrase in the file is graphically displayed.
3. To select a phrase, press <N>.
4. At the phrase prompt, enter the number of the phrase you want to review, then press <ENTER>. The selected phrase is graphically displayed.
5. To review the phrase, press <P>. The phrase voices.
6. To review the previous phrase in the file, press <->, then repeat step 5. To review the next phrase in the file, press <+>, then repeat step 5. To select and review other phrases in the same file, repeat steps 3 through 5.

To listen to a selected portion of a phrase:

1. Open the phrase file in which you want to review phrases, if it is not already open.
2. From the Main menu, press <E> to access the Edit menu. The first phrase in the file is graphically displayed.
3. To select a phrase, press <N>.
4. At the phrase prompt, enter the number of the phrase you want to review, then press <ENTER>. The selected phrase is graphically displayed.
5. Select the portion of the phrase you want to hear. For information on selecting part of a phrase, see the topic, "Selecting a Portion of a Phrase," later in this chapter.
6. To review the phrase, press <P>. The phrase voices.

7. To review the previous phrase in the file, press <->, then repeat step 6. To review the next phrase in the file, press <+>, then repeat step 6. To select and review other phrases in the same file, repeat steps 3 through 6.

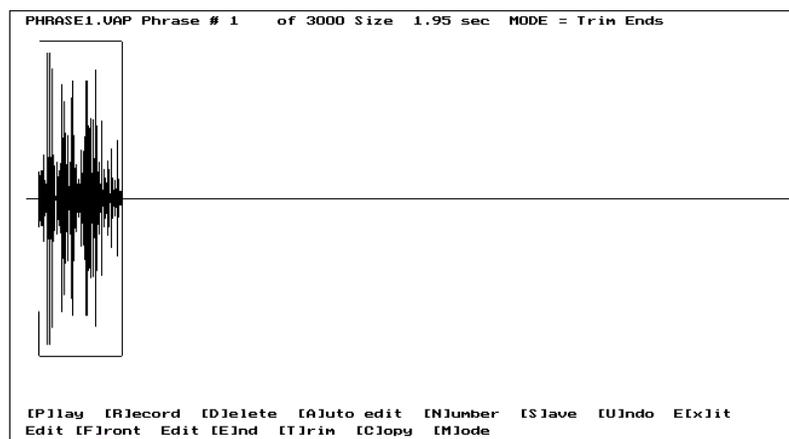
To listen to the last 3 seconds of a phrase:

1. Open the phrase file in which you want to review phrases, if it is not already open.
2. From the Main menu, press <E> to access the Edit menu. The first phrase in the file is graphically displayed.
3. To select a phrase, press <N>.
4. At the phrase prompt, enter the number of the phrase you want to review, then press <ENTER>. The selected phrase is graphically displayed.
5. To review the last 3 seconds of the phrase, press <ALT+P> or the <PAGEDOWN> key. The last 3 seconds of the phrase voice.
6. To review the last 3 seconds of the previous phrase in the file, press <->, then repeat step 5. To review the last 3 seconds of the next phrase in the file, press <+>, then repeat step 5. To select and review other phrases in the same file, repeat steps 3 through 5.

Rerecording a Phrase

To rerecord an existing phrase:

1. Open the phrase file that contains the phrase you want to rerecord, if it is not already open.
2. From the Main menu, press <E> to access the Edit menu. The first phrase in the file is graphically displayed.



3. To select a phrase, press <N>.
4. At the phrase prompt, enter the number of the phrase you want to rerecord, then press <ENTER>. The selected phrase is graphically displayed.
5. Press <R>.
6. To begin recording, press <SPACEBAR> and begin speaking.
7. To end recording, press <SPACEBAR>.

Editing a Phrase

V-Edit editing tools allow you to select a section of a phrase for playing, copying, or trimming; insert segments from existing phrases to other phrases; copy segments of a phrase into a file to be copied into another file; and delete a section of a phrase.

When you select the Edit menu, the default edit mode is Edit Ends. There are three edit modes: Edit Ends, Edit Middle, and Insert. When you select Edit Ends mode, the area outside the selected area is voiced, copied, or trimmed. When you select Edit Middle mode, the area inside the selected area is voiced, copied, or trimmed. When you select Insert mode, you can insert a single-phrase file as a new phrase in the open phrase file.

From the Edit menu, you can press <U> to restore the current phrase to its original state. Undo is available until you save the phrase or open a new phrase. Undo cannot be used to restore a segment of a phrase that you have cut from the middle of a phrase.

Selecting a Segment of a Phrase

Use the following procedure to select a segment of a phrase. Depending on the editing mode you choose, the area outside or inside of the selected phrase section is the area affected by the Edit menu option you select.

To select a segment of a phrase in Edit Ends mode:

1. Open the phrase file that contains the phrase you want to select a section of.
2. From the Main menu, press <E> to access the Edit menu. The first phrase in the file is graphically displayed. The default edit mode is Edit Ends.
3. To select a phrase, press <N>.
4. At the phrase prompt, enter the number of the phrase you want to view, then press <ENTER>. The selected phrase is graphically displayed with the left cursor blinking.
5. If you want to move the left cursor, press the right arrow key until the left cursor is in the right position. Holding down the <CTRL> key while you press the right arrow key moves the cursor faster. To move the cursor back to the start of the phrase, press the <HOME> key.
6. If you want to move the right cursor, press <END>, then press the left arrow button until the end cursor is in the correct position. Holding down the <CTRL> key while you press the left arrow moves the cursor faster. In this editing mode, the area outside the cursors is the affected area of the phrase.

To select a segment of a phrase in Edit Middle mode:

1. Open the phrase file that contains the phrase you want to select a section of.
2. From the Main menu, press <E> to access the Edit menu. The first phrase in the file is graphically displayed. The default edit mode is Edit Ends.
3. To select a phrase, press <N>.
4. At the phrase prompt, enter the number of the phrase you want to view, then press <ENTER>. The selected phrase is graphically displayed with the left cursor blinking.
5. Press <M>. The Edit Mode menu displays.
6. To select Edit Middle mode, press <2>.

7. If you want to move the left cursor, press the right arrow key until the left cursor is in the right position. Holding down the <CTRL> key while you press the right arrow key moves the cursor faster. To move the cursor back to the start of the phrase, press the <HOME> key.
8. If you want to move the right cursor, press <END>, then press the left arrow button until the end cursor is in the correct position. Holding down the <CTRL> key while you press the left arrow moves the cursor faster. In this editing mode, the area inside the cursors is the affected area of the phrase.

Copying a Segment of a Phrase into a File

You can copy segments of a phrase into a file to be copied into another file.

To copy segments of a phrase into a file

1. Open the phrase file that contains the phrase from which you want to copy a segment.
2. From the Main menu, press <E> to access the Edit menu. The first phrase in the file is graphically displayed.
3. To select a phrase, press <N>.
4. At the phrase prompt, enter the number of the phrase you want to view, then press <ENTER>. The selected phrase is graphically displayed with the left cursor blinking.
5. Follow the procedure *Selecting a Portion of a Phrase* to select the phrase segment to be copied.
6. Press <C>.
7. When prompted, specify the name of the file to which you want to copy the affected phrase segment, then press <ENTER>. The default filename is INSERT.PHR.
8. If the filename you specified in step 7 is a new file, the segment is copied. If the filename specified in step 7 already exists, you are prompted whether you want to overwrite it. Press <Y> to overwrite the phrase or <N> to retain the existing phrase.

Inserting a Phrase into the Current File

You can insert a phrase that exists as single-phrase file into the current file.

To insert a phrase into the current file:

1. Open the phrase file into which you want to insert the phrase.
2. From the Main menu, press <E> to access the Edit menu. The first phrase in the file is graphically displayed.
3. To select a phrase, press <N>.
4. At the phrase prompt, enter the number of the phrase into which you want to insert a phrase, then press <ENTER>. If that phrase number is already recorded, it is graphically displayed with the left cursor blinking.
5. Press <M>. The Edit Mode menu is displayed.
6. To select Insert mode, press <3>.

7. If this is a new phrase, proceed to step 8. If you are inserting the phrase into an existing phrase, press the right arrow button to select the position at which you want to insert the phrase.
8. To specify the file you want to insert, press <F>.
9. When prompted, specify the name of the file from which you want to insert the phrase, if it is different than the File Name entry displayed, then press <ENTER>.
10. To hear how the phrase will sound with the inserted phrase, press <P>.
11. To insert the specified phrase into the current phrase at the selected point, press <I>.

Trimming an Existing Phrase

You can use V-Edit to trim a segment from an existing phrase.

To trim a phrase:

1. Open the phrase file that contains the phrase you want to trim.
2. From the Main menu, press <E> to access the Edit menu. The first phrase in the file is graphically displayed.
3. To select a phrase, press <N>.
4. At the phrase prompt, enter the number of the phrase you want to trim, then press <ENTER>. The selected phrase is graphically displayed with the left cursor blinking.
5. Follow the procedure *Selecting a Portion of a Phrase* to select the phrase segment to be trimmed.
6. Press <T>. If the current editing mode is Edit Ends, the areas outside the selected segment are deleted. If the current editing mode is Edit Middle, the area inside the selected segment is deleted.

Deleting a Phrase

Use the following procedure to delete an existing phrase.

To delete an existing phrase:

1. Open the phrase file that contains the phrase you want to delete, if it is not already open.
2. From the Main menu, press <E> to access the Edit menu. The first phrase in the file is graphically displayed.
3. To select a phrase, press <N>.
4. At the phrase prompt, enter the number of the phrase you want to delete, then press <ENTER>. The selected phrase is graphically displayed.
5. Press <D>. The current phrase is deleted.

Use caution when deleting phrases as the current phrase is immediately erased when you select Delete.

Writing a Phrase to a File

You can use V-Edit to write a single phrase from the current file to a file. When you write a single phrase to a file, the specified phrase is copied instead of deleted from the current file. When you use this procedure to write a phrase to a file, the phrase is not stored as an indexed file, such as the Octel 50 phrase files, but is stored as a single-phrase file to which no additional phrases can be added. To write a single phrase to an indexed phrase file, see the procedure on writing a phrase to an indexed file.

To write a phrase to a single-phrase file:

1. Open the file that contains the phrase you want to write to a file, if it is not already open.
2. Press <W>.
3. At the prompt to enter a phrase number to write, enter the number of phrase you want to write then press <ENTER>.
4. At the prompt to enter a filename, enter the name of the file to which you want to write the specified phrase.
5. If you specified a new filename, the file is created and the phrase is written to it. If you specified the name of an existing file, you are prompted whether you want to overwrite the existing file. If you select <Y>, all phrases in the file are overwritten by the single phrase.

To write a single phrase or group of phrases to an indexed phrase file:

1. From the Main menu, press <M>.
2. At the prompt to enter the name of the source file, enter the name of the file from which you want the phrases moved then press <ENTER>. Include the complete file path, if the file is not located in the \VEDIT directory.
3. At the prompt to enter the starting phrase number, press <ENTER> to accept the default (phrase 1) or enter the number of starting phrase you want to move then press <ENTER>.
4. At the prompt to enter the ending phrase number, press <ENTER> to accept the default (the last phrase in the file) or enter the number of ending phrase you want to move then press <ENTER>.
5. At the prompt to enter a destination filename, enter the name of the file to which you want to move the phrases, then press <ENTER>.
6. At the prompt to enter the starting phrase number, press <ENTER> to accept the default (phrase 1) or enter the number of starting phrase you want to move then press <ENTER>. The ending phrase is entered automatically based on the number of phrases you are moving. If there are existing phrases in the range you specify, they will be overwritten when the phrases are moved to the file.
7. If the filename you enter does not already exist, you are prompted whether you want to create the file. Press <Y> to create the file or <N> to return to the Main menu.
8. When prompted whether you are sure you want to move phrases, press <Y>.

Reading a Phrase into a File

You can use V-Edit to read a single phrase from a file that was created using the Write function.

To read the phrase from a single-phrase file into a file:

1. Open the file to which you want to add the phrase.
2. Press <G>.
3. At the prompt to enter a phrase number to get, enter the number you want to assign the phrase to be read then press <ENTER>.
4. If the phrase number you enter is already assigned to an existing phrase, you are prompted whether you want to overwrite the existing phrase. Press <Y> to overwrite the existing phrase or <N> to return to the Main menu.
5. When prompted to enter the Filename, enter the path and filename of the single-phrase file you want to insert into the open phrase file, then press <ENTER>. The phrase from the file is then written into the open file at the specified phrase number.

Adding Text Records to a Phrase File

You can add a text record for each phrase in a phrase file. The text record is displayed when you select its associated phrase. The text records for a file can be printed or saved to diskette.

Text records can be created and edited in V-Edit. V-Edit can also convert a standard ASCII-based file to a V-Edit text record that you can view, edit, print, or save to a file.

Creating or Editing a Text Record

You use the same procedure to create a new text record or edit an existing text record.

To create or edit a text record:

1. Open the phrase file for which you want to create or edit text records, if it is not already open.
2. From the Main menu, press <T> to access the Text menu.
3. To select the text record to create or edit, press <N>.
4. At the prompt to enter the phrase, enter the number of the phrase for which you want to create or edit a text record, then press <ENTER>. If a current text record exists, it displays in the text editing box. If no text record currently exists, the text editing box is blank.
5. To edit the text record, press <E>. The cursor appears in the top-left corner of the text editing box.
6. To create a new text record or replace the existing text record, begin typing. To modify the existing text, use the right and left arrow keys to position the cursor where you want to insert or overwrite text, then either begin typing to overwrite the text after the cursor or press <INSERT> to change to Insert mode and begin typing to add text to the current text record after the cursor.
7. To create a new text record or modify the existing text record for the next or previous phrase in the open phrase file, press the <-> or <+> key, respectively, then repeat steps 5 and 6.

8. To save the text records and return to the Text menu, press <ESC>.

Converting an ASCII-Based Text Record for Use with V-Edit

You can create an ASCII-based text file in another application and then convert it in V-Edit for use with a phrase file.

When you create an ASCII-based text record file, each record must start on a separate line and must be numbered to correspond with a phrase in the phrase file. Each number must be followed by either: an end paren, such as 1); surrounded by parentheses, such as (1); surrounded by straight brackets, such as [1]; or surrounded by rounded brackets, such as {1}. The character used must then be followed by two spaces.

Use the following procedure to convert an ASCII-based text record for use with V-Edit.

To convert an ASCII-based text record for use in V-Edit:

1. Open the phrase file in which you want to insert the converted text record file.
2. From the Main menu, press <T> to access the Text menu.
3. Press <C>.
4. At the prompt to enter the ASCII file name to convert, enter the path and filename of the ASCII-based text file that contains the text records, then press <ENTER>.

Deleting Text Records

You can delete an individual text record or delete all of the text records in a phrase file.

Deleting an Individual Text Record

Use the following procedure to delete an individual text record from a phrase file.

To delete an individual text record:

1. Open the phrase file for which you want to delete a text record, if it is not already open.
2. From the Main menu, press <T> to access the Text menu.
3. To select the text record to create or edit, press <N>.
4. At the prompt to enter the phrase, enter the number of the phrase for which you want to delete the text record, then press <ENTER>. The current text record is displayed in the text editing box.
5. Press <D>.
6. When prompted whether you are sure you want to delete the text, press <Y> to remove the current text record or <N> to return to the Text menu.

Deleting All of the Text Records in a Phrase File

Use the following procedure to delete all of the text records from a phrase file.

To delete all text records from a phrase file:

1. Open the phrase file for which you want to delete a text record, if it is not already open.
2. From the Main menu, press <T> to access the Text menu.
3. Press <S>.
4. At the prompt whether you are sure you want to strip the text from the phrase file, press <Y> to strip the text records from the current phrase file or <N> to return to the Text menu.

Printing Text Records

You can print the text records for a phrase file to be used as a recording script or for future reference. Make sure a printer is connected to the Octel 50 PC and that the printer is on and functioning properly.

To print the text records for a phrase file:

1. Open the phrase file for which you want to print the text records, if it is not already open.
2. From the Main menu, press <T> to access the Text menu.
3. Press <P>.
4. When prompted whether you want to print to a printer or disk, press <P>.

Saving Text Records to a File

You can save text records to a file for future reference.

To save text records to a file:

1. Open the phrase file for which you want to print the text records, if it is not already open.
2. From the Main menu, press <T> to access the Text menu.
3. Press <P>.
4. When prompted whether you want to print to a printer or disk, press <D>.
5. When prompted to enter a filename, enter the path and name of the file to which you want to save the text records of the open file. If you are saving to diskette, make sure you have already inserted a diskette in the diskette drive.
6. If the file already exists with the name you entered in step 5, you are prompted whether you want to overwrite the existing file. Press <Y> to overwrite the existing file or <N> to return to the Text menu without overwriting the file.

Removing Unused Space from Phrases

You can use V-Edit to remove any unused space from within a phrase file.

To remove unused space from within a phrase file:

1. Open the phrase file from which you want to remove leading and trailing silence, if it is not already open.
2. From the Main menu, press <C>.
3. When prompted to enter the maximum number of phrases, either press <ENTER> to accept the default, which is the maximum amount of phrases currently set, or enter a new maximum number of phrases, then press <ENTER> to begin compression.

If the maximum number of phrases you enter is less than the number of existing phrases in the file, all phrases above the entered maximum are deleted.

Removing Silence from Phrases

You can use V-Edit to remove silence from the start and end of phrases in a file. When you remove leading and trailing silence, a default of 100 milliseconds of silence is left at the start and end of each phrase in the file. You can adjust the amount of silence to leave as much or as little as you want.

To adjust the amount of silence to leave at the start and end of each phrase in the open file:

1. Open the phrase file from which you want to remove leading and trailing silence, if it is not already open.
2. From the Main menu, press <S>. The Setup menu displays.
3. To adjust the auto edit parameters, press <2>.
4. When prompted to enter the number of milliseconds to leave on the front of phrases, either press <ENTER> to accept the default (100 milliseconds) or enter a new number, then press <ENTER>.
5. When prompted to enter the number of milliseconds to leave on the end of phrases, either press <ENTER> to accept the default (100 milliseconds) or enter a new number, then press <ENTER>.

These new silence settings are only valid for the currently open phrase file in the current session. Once you exit V-Edit or open a new phrase file, the settings revert to the original defaults (100 milliseconds).

To remove leading and trailing silence from a group of phrases:

1. Open the phrase file from which you want to remove leading and trailing silence, if it is not already open.
2. From the Main menu, press <A> to start Auto Edit.
3. When prompted to enter the starting phrase number, either press <ENTER> to accept the default (the first phrase in the file) or enter the number of the phrase at which you want to begin removing silence, then press <ENTER>.

4. When prompted to enter the ending phrase number, either press <ENTER> to accept the default (the last phrase in the file) or enter the number of the phrase at which you want to end removing silence, then press <ENTER>.
5. When prompted to confirm the range of phrases, press <Y> to automatically remove the leading and trailing silence from the specified range of phrases.

Exiting V-Edit

Use the following procedure to exit V-Edit.

To exit V-Edit:

1. From the Main menu, press <X>.
2. When prompted to confirm that you want to exit V-Edit, press <Y>. The \VEDIT prompt displays.

Using a Modified Phrase File with Octel 50

Once you edit an existing phrase file using V-Edit, complete the following steps to copy the modified file back to the \CVR directory for use with Octel 50.

To use a modified phrase file with Octel 50:

1. Shut down the Octel 50 system if it is currently running:
 - a. If the Mailbox Status screen is open and the Exit button is highlighted, press <ENTER>. The Mailbox Status screen closes and the menu bar is activated with the File menu highlighted.
 - b. Press <ALT+F> to view the File menu options.
 - c. From the File menu, use the down arrow key to select Exit then press <ENTER>. The Shutdown System dialog box displays.
 - d. Select Shutdown then press <ENTER>. The system shutdown completes and the \CVR prompt displays.
2. Copy the phrase file you modified from the \VEDIT directory to the \CVR directory. For example, to copy the SO3-D2.VAP file, from the \CVR directory prompt, type `COPY \VEDIT\SO3-D2.VAP` then press <ENTER>. The existing file SO3-D2.VAP file is overwritten.
3. Start the Octel 50 system.
4. Dial into the system and verify that the phrases you modified are voicing correctly.
5. If the phrases are voicing correctly, you can delete the backup file that you created in step 2 of the procedure Preparing Existing Phrase Files for Use with V-Edit. If the phrases are not voicing correctly, complete the following steps to restore the phrase file from the backup you created in step 2 of the procedure Preparing Existing Phrase Files for Use with V-Edit:
 - a. Follow the procedure in step 1 to shut down the Octel 50 system.
 - b. From the \CVR prompt, rename the backup file to overwrite the modified phrase file. For example, if you backed up the SO3-D2.VAP file to a file named SO3-D2.BAK, type `REN SO3-D2.BAK SO3-D2.VAP` then press <ENTER>. The existing SO3-D2.VAP file is overwritten.

- c. Start the Octel 50 system.

Using Rhetorex V-Edit

V-Edit is an advanced phrase editing tool that allows you to combine and edit:

- Existing phrases previously recorded with V-Edit
- Phrases professionally recorded outside of Octel 50

Phrases you create or modify using V-Edit that you want to use with Octel 50 must be stored by phrase number in the SO3-D1.VOX, SO3-D2.VOX, or SO3-ALL.VOX phrase files.

If you want to modify an existing phrase, you must split and expand it before you start V-Edit. See the topic, "Preparing an Existing Phrase File for Use with V-Edit," later in this chapter.

Installing Rhetorex V-Edit

Use the following procedure to install Rhetorex V-Edit.

Before attempting to install V-Edit, make sure that you have completed the steps to install the Rhetorex voice boards and the Octel 50 software.

To install Rhetorex V-Edit:

1. Shut down the Octel 50 system if it is currently running:
 - a. If the Mailbox Status screen is open and the Exit button is highlighted, press <ENTER>. The Mailbox Status screen closes and the menu bar is activated with the File menu highlighted.
 - b. Press <ALT+F> to view the File menu options.
 - c. From the File menu, use the down arrow key to select Exit then press <ENTER>. The Shutdown System dialog box displays.
 - d. Select Shutdown then press <ENTER>. The system shutdown completes and the \CVR prompt displays.
2. Insert the V-Edit Installation diskette in the diskette drive.
3. From the \CVR directory prompt, type `MD VEDIT` then press <ENTER>.
4. From the \CVR directory prompt, type `CD VEDIT` then press <ENTER>.
5. From the \VEDIT directory prompt, type `COPY A:*.*` then press <ENTER>. The files from the diskette are copied to the \VEDIT directory.

Preparing an Existing Phrase File for Use with V-Edit

Use the following procedure to prepare an existing phrase file for use with V-Edit. If you want to review or modify an existing phrase file, you must first prepare it for use with V-Edit.

In the following procedure, you must specify the name of the phrase file you want to prepare for use with V-Edit. In this procedure, the SO3-D2.VOX file is used as an example. To use another file, enter the name of that file instead of SO3-D2.VOX wherever it is specified. Remember that phrase files SO3-D1.VOX and SO3-ALL.VOX contain the standard phrases used by Octel 50. Do not create a new file with one of these names or modify an existing file without verifying the phrase numbers very carefully. Keep a list of the phrases and their corresponding numbers as you will need to refer to this list while using V-Edit.

To prepare an existing phrase file for use with Rhetorex:

1. Shut down the Octel 50 system if it is currently running:
 - a. If the Mailbox Status screen is open and the Exit button is highlighted, press <ENTER>. The Mailbox Status screen closes and the menu bar is activated with the File menu highlighted.
 - b. Press <ALT+F> to view the File menu options.
 - c. From the File menu, use the down arrow key to select Exit then press <ENTER>. The Shutdown System dialog box displays.
 - d. Select Shutdown then press <ENTER>. The system shutdown completes and the \CVR prompt displays.
2. Back up the existing language file you want to modify. For example, to back up the SO3-D2.VOX file to another filename on the same hard drive, from the \CVR directory prompt, type `COPY SO3-D2.VOX SO3-D2.BAK` then press <ENTER>.
3. Copy the phrase file to the \VEDIT directory. For example, to copy the backup created in the example in step 2, from the \CVR directory prompt, type `COPY SO3-D2.VOX \VEDIT` then press <ENTER>. The file is copied to the \VEDIT directory.
4. From the \VEDIT prompt, type `VJOIN -U -S SO3-D2.VOX -D D2.VOX -B` then press <ENTER>. This command splits all of the indexed phrases in the specified phrase file into individual phrases starting with the name D2001.VOX.
5. The proposed results display for confirmation. Verify that the input file is correct, that the output file is `d2---.vox`, and the last file to be used is correct. If they are correct, press <Y>. If they are not correct, press <N> and repeat step 3. After a few moments, the output files are listed.

The D2 specified in the command defines the prefix for the split files. In this example, D2 is used because the SO3-D2.VOX file is being modified. If you were modifying the SO3-D1.VOX file, you could use a D1 prefix. When you enter this command, use a prefix that helps you identify the file you are modifying.

6. From the \CVR prompt, type `EXPAND D2001.VOX D2001.LIN` then press <ENTER>. This command expands phrase number 1 in the file into the linear format required for use with V-Edit. In this command, D2 is the prefix you assigned in step 3, and 001 is the 3-digit phrase number, VOX is the extension you assigned in step 3, and LIN is the extension you are assigning to the linear file. You must expand

each phrase in the file you want to review or modify. See the file's phrase list to determine the phrases you want to expand.

7. Repeat step 5 for each phrase you want to review or modify. For example, to expand phrase 25 in the file you split, from the \CVR prompt, type `EXPAND D2025.VOX D2025.LIN` then press <ENTER>.

Once you finish using V-Edit reviewing or modifying the phrase, you must follow the procedure Compressing Phrases for Use with Octel 50. Otherwise, the phrases are unusable.

Starting Rhetorex V-Edit

Use the following procedure to start Rhetorex V-Edit. To properly connect to V-Edit, you must know the base memory of the voice board containing the channel through which you want to connect. If you do not know the base memory of the board, use the Configure utility to determine it. For information on running the Configure utility, the topic, "Defining an Alternate Rhetorex Board Configuration," in Chapter 4, "Installing the Software."

To launch Rhetorex V-Edit:

1. Shut down the Octel 50 system if it is currently running.
 - a. If the Mailbox Status screen is open and the Exit button is highlighted, press <ENTER>. The Mailbox Status screen closes and the menu bar is activated with the File menu highlighted.
 - b. Press <ALT+F> to view the File menu options.
 - c. From the File menu, use the down arrow key to select Exit then press <ENTER>. The Shutdown System dialog box displays.
 - d. Select Shutdown then press <ENTER>. The system shutdown completes and the \CVR prompt displays.
2. From the \CVR directory prompt, type `CD VEDIT` then press <ENTER>. The \VEDIT directory prompt displays.
3. From the \CVR directory prompt, type `VEDIT /C` then press <ENTER>. The Voice Editor Configuration menu displays.

You only need to start V-Edit with the /C option the first time you run V-Edit or if you want to change the specified configuration options. The options you specify from the Voice Editor Configuration menu are saved.

4. To use the record and playback features of V-Edit, you must specify the channel to which you want to connect. The default audio channel is 0. If you want to use the default channel, proceed to step 8. If you want to use a different channel, press <5> from the Voice Editor Configuration menu.
5. When prompted to select the audio channel, enter the number of the channel into which you want to dial, from 0 to 3, then press <ENTER>. The Voice Editor Configuration menu displays.
6. You must specify the base memory of the board that contains the channel to which you are connecting to V-Edit. The default is D000. If the board is set to the default, proceed to step 8. If the board is set to a different base memory, press <3> from the Voice Editor Configuration menu.

7. When prompted, enter the base memory, including the segment, of the board, then press <ENTER>. The Voice Editor Configuration menu displays.
8. V-Edit requires you to specify a drive on the system PC to use for temporary phrase storage. The default drive is C:. If you want to use the default, proceed to step 10. If you want to use a different drive, press <1> from the Configuration menu.
9. When prompted to enter the path of the drive, type the drive you want to use for temporary storage. The Voice Editor Configuration menu displays.
10. If you want to manually name each phrase you create, proceed to step 12. If you want phrases to be automatically named and sequentially numbered when you write them to the file, press <6> from the Voice Editor Configuration menu. The Auto Save menu displays.

It is recommended that you manually name each phrase you create to ensure that the phrases are numbered correctly.

11. Complete the following steps to define how phrases are automatically named and numbered and the location to which they are saved:
 - a. Press <1> and, when prompted, enter the name of the drive to which you want the automatically named phrases saved, then press <ENTER>. For example, to save the phrases to the D: drive, type `D` then press <ENTER>. The Auto File menu displays.
 - b. If you want to save the phrases to the root directory of the specified drive, proceed to step c. If you want to save the phrases to a subdirectory on the specified drive, press <7>. When prompted, enter the path to which you want to save the phrases, then press <ENTER>. If the directory to which you want to save the phrases is not at the root of the specified drive, make sure you enter the entire directory path. For example, if you want to save the phrases to a directory named PHRASES in the \CVR directory, type `CVR\PHRASES` then press <ENTER>. The Auto File menu displays.
 - c. To specify a prefix for the phrases filenames, press <3>. This prefix is only used for V-Edit. When prompted, enter the name of the prefix, then press <ENTER>. The prefix must be no more than five characters. The Auto File menu displays.
 - d. Press <4> and, when prompted, enter the 3-digit number at which you want the file numbering to begin, then press <ENTER>. For example, if you want numbering to begin at 1, type `001` then press <ENTER>. The Auto File menu displays.
 - e. To specify the file extension, press <5>. When prompted, type `LIN` then press <ENTER>. The Auto File menu displays. The name displayed at the top of the Auto File menu reflects the location and filename to which the first file you create will be saved. Phrases are numbered sequentially beginning with the number you entered in step d.
12. If do not want to print from V-Edit, proceed to step 13. If you do want to print from V-Edit, press <4> from the Voice Editor Configuration menu. Do not select this option unless the Octel 50 PC is properly connected to a printer able to print graphics.
13. When prompted, enter the number of the port to which the printer is connected, then press <ENTER>. The Voice Editor Configuration menu displays.
14. To continue, press <C>. The Voice Editor Main Menu displays.

Dialing into V-Edit

Use the following procedure to dial into V-Edit. You must dial into V-Edit to be able to listen to and record phrases.

To dial into V-Edit:

1. Complete the procedure Starting Rhetorex V-Edit.
2. Dial the extension connected to the audio channel you specified in step 5 or 6 under the procedure Starting Rhetorex V-Edit. For example, if you selected audio channel 2, dial the extension connected to channel 2 on the voice board. The extension you dial should not be part of a hunt group since the channel you connect to must be the channel you specified as the audio channel.
3. When you hear the ring signal, press <F4> to take the line off-hook.

Opening an Existing Phrase

Use the following procedure to open an existing phrase. V-Edit has two phrase display windows, Main and Other, so you can display two phrases at a time.

To open an existing phrase in V-Edit:

1. Complete the procedures Preparing an Existing Phrase File for Use with V-Edit, Starting V-Edit, and Dialing into V-Edit. The Voice Editor Main Menu displays the Main phrase window, which is empty. If you want to open a phrase in the Main window, proceed to step 3.
2. If you want to open a phrase in the Other window, press <O> to move the Other phrase window to the foreground.
3. Press <G>.
4. When prompted, enter the complete name of the phrase you want to review then press <ENTER>. For example, to review phrase D2001.LIN type `D2001.LIN` then press <ENTER>. A graphical representation of the phrase is displayed in the foreground window. You may now review or edit the phrase.

If you want to open a new phrase in the Main or Other window, bring the window in which you want to open the phrase to the foreground, press <C> to clear the current phrase, and when prompted to confirm, press <Y>. Otherwise, the phrase you open will be appended to the current phrase.

Reviewing an Existing Phrase

Use the following procedure to review an open phrase in V-Edit.

To review an existing phrase in V-Edit:

1. Complete the procedures Preparing an Existing Phrase File for Use with V-Edit, Starting V-Edit, Dialing into V-Edit, and Opening an Existing Phrase.
2. To review the phrase in the foreground, press <P>. If you only want to listen to a portion of the phrase, see the topic, "Selecting a Segment of a Phrase," later in this chapter.
3. If you want to swap the foreground and background phrases, press <O>.

Recording Phrases

Use the following procedure to record a new phrase in V-Edit. The new phrase can then be written to a file or inserted as a segment into an existing phrase.

If you are recording a new phrase for an existing file, follow the procedure Preparing Phrase Files for Use with V-Edit before you record. If you are creating a new phrase file, you must save the phrases as .LIN files, then follow the procedure Preparing Files for Use with Octel 50. To insert a new recording into an existing phrase, see the topic, Pasting into Phrases, later in this chapter.

When you choose the record option, the current phrase in the foreground window (Main or Other) is automatically cleared. Make sure you write any changes to the current phrase to the file before you choose the record option.

To record a new phrase:

1. Follow the procedures to start V-Edit and dial into V-Edit.
2. From the Main menu, press <R>. If a phrase is already open in the window, it is cleared.
3. Press any key and start speaking into the telephone handset.
4. To stop recording, press any key. The recording is displayed in the phrase window.
5. To review the phrase, press <P>.
6. If you are satisfied with the recording, proceed with step 8. If you want to rerecord, press <C> to clear the recording, then repeat steps 2 through 5.
7. Repeat step 6 until you are satisfied with the recorded phrase.
8. Complete one of the following steps to save the phrase:
 - If you want to save the phrase manually, press <W>. When prompted, enter the name of the .LIN file to which you want to save the recording. If the file already exists, you are prompted to overwrite it. Press <Y> to overwrite the file or <N> to cancel. If you press <N>, you are prompted to enter another filename.
 - If you want to write the phrase to the current auto-indexed file, press <A>. You are prompted to confirm. Press <Y> to write the phrase or <N> to cancel. If you press <Y>, the name of the file to which the phrase is written is displayed. Press any key to continue.

Selecting a Segment of a Phrase

Use the following procedure to select a segment of the active phrase. You can then play, delete, or copy the selected segment.

To select a segment of a phrase:

1. From the Main menu, press <S> to access the Cursor menu. The cursors are vertical broken lines that, by default, are located at the start and end of the active phrase. When you first access the Cursor menu, the left cursor is blinking to indicate that it is the active cursor.
2. To activate the right cursor, press <F2>. To reactivate the left cursor, press <F1>. You can also press <ENTER> from the cursor menu to swap the active cursor.

3. To move the active cursor to the right :
 - To move the active cursor to the right in small increments, press the right arrow key.
 - To move the cursor to the right in medium increments, press the > key.
 - To move the cursor to the right in large increments, hold down <Ctrl> while pressing the right arrow key.
 - To move the active cursor to the right edge of the phrase window, press <End>.

You cannot invert the cursors' positions, although you can place them on top of each other. The cursors are automatically placed on top of each other when you delete a segment of a phrase. If you attempt to move a cursor and it does not move, make sure that the correct cursor is active. Remember that the blinking cursor is always the active cursor.

4. To move the active cursor to the left :
 - To move the active cursor to the left in small increments, press the left arrow key.
 - To move the cursor to the left in medium increments, press the > key.
 - To move the cursor to the left in large increments, hold down <Ctrl> while pressing the left arrow key.
 - To move the active cursor to the left edge of the phrase window, press <Home>.
5. Once the segment of the phrase you want to review or modify is between the cursors, press <ESC> to return to the Main menu.

Modifying the Display Scale

The following display options are available in V-Edit for Rhetorex:

- To zoom in on the portion of the phrase between the cursors, press <Z>. The selected portion of the phrase is expanded. To return to the phrase's original scale without moving the cursors, press <Alt-Z>.
- To display the full length of the phrase by moving the cursors to select the entire phrase, press <Alt-S>.

To move the cursors, see the topic, "Selecting a Segment of a Phrase," earlier in this chapter.

Saving and Assigning Display Settings

Use the following procedures to store the active phrase's current range, scale, and cursor settings as a tag and then assign it to phrases. Four different display settings can be saved at one time.

The tags you set are only available while the current phrase is open. Once you clear the phrase, the tags are cleared.

To save the active phrase's display settings as a tag:

1. Set the range, scale, and cursors to the settings you want to save. See the topics, "Selecting a Segment of a Phrase" and "Modifying the Display Scale," earlier in this chapter.
2. From the Main menu, press <T>.
3. When prompted, enter a tag for the display settings, from A-D. If the tag currently exists, you are prompted to overwrite it. Press <Y> to overwrite the existing display settings of that tag or <N> to cancel.

To assign a defined tag to the active phrase:

1. From the Main menu or the Cursor menu, press <J>.
2. When prompted, enter the tag for the group of display settings, from A-D, you want to assign to the phrase in the foreground. The display of the active phrase changes to reflect the selected tag.

Deleting Phrases or Segments of Phrases

Use the following procedures to delete entire phrases or segments of phrases. The deleted phrase or segment is placed in the buffer, which provides temporary storage for phrases or segments of phrases. The current contents of the buffer can be pasted into a new or existing phrase. Each time you delete or copy a phrase or phrase segment to the buffer, the current contents of the buffer is overwritten.

To delete an entire phrase:

1. Complete steps 1 and 2 of Reviewing an Existing Phrase. The selected phrase displays in the foreground.
2. From the Main menu, press <D>. The entire phrase is deleted.
3. From the Main menu, press <W>.
4. Enter the name of the current phrase, then press <ENTER>.
5. When prompted to overwrite, press <Y>. The file is saved as an empty phrase.

To delete a segment of a phrase:

1. Complete the procedure, "Selecting a Segment of a Phrase," earlier in this chapter to select the segment you want to delete.
2. From the Main menu, press <D> to delete the segment of the phrase between the cursors.
3. From the Main menu, press <W>.

4. Enter the name of the current phrase, then press <ENTER>.
5. When prompted to overwrite, press <Y>. The file is saved with the modifications.

Copying Phrases or Segments of Phrases

Use the following procedures to copy entire phrases or segments of phrases to the buffer. The buffer provides temporary storage for phrases or segments of phrases. The current contents of the buffer can be pasted into a new or existing phrase. Each time you delete or copy a phrase or phrase segment to the buffer, the current contents of the buffer is overwritten.

To copy an entire phrase:

1. Complete steps 1 and 2 of Reviewing an Existing Phrase. The selected phrase displays in the foreground. Make sure the entire phrase is between the cursors.
2. From the Main menu, press . The phrase is copied to the buffer.

To copy a segment of the phrase in the foreground window:

1. Complete the procedure Selecting a Segment of a Phrase to select the segment you want to copy.
2. From the Main menu, press . The phrase segment is copied to the buffer.

Pasting into Phrases

Use the following procedures to paste the contents of the buffer into a new or existing phrase. For more information on cutting and pasting to the buffer, see the topics, "Deleting Phrases or Segments of Phrases" and "Copying Phrases or Segments of Phrases," earlier in this chapter.

To paste the buffer contents into a new phrase:

1. Complete the steps to copy or delete a phrase or phrase segment to the buffer.
2. To clear the current phrase, press <C>. When prompted to confirm, press <Y>. The phrase is cleared.
3. From the Main menu, press .
4. When prompted to enter a filename, press <ENTER>. The contents of the buffer is written to the foreground phrase.
5. Complete one of the following steps to save the phrase:
 - If you want to save the phrase manually, press <W>. When prompted, enter the name of the .LIN file to which you want to save the recording. If the file already exists, you are prompted to overwrite it. Press <Y> to overwrite the file or <N> to cancel. If you press <N>, you are prompted to enter another filename.
 - If you want to write the phrase to the current auto-indexed file, press <A>. You are prompted to confirm. Press <Y> to write the phrase or <N> to cancel. If you press <Y>, the name of the file to which the phrase is written is displayed. Press any key to continue.

To paste the buffer contents into an existing phrase:

1. Complete the steps to copy or delete a phrase or phrase segment to the buffer.
2. To clear the current phrase, press <C>. When prompted to confirm, press <Y>. The phrase is cleared.
3. Press <G>.
4. When prompted, enter the name of the .LIN filename of the phrase in which you want to paste the buffer contents, then press <ENTER>. For example, to open phrase D2001.LIN type `D2001.LIN` then press <ENTER>. A graphical representation of the phrase is displayed in the Main window.
5. To activate the cursor menu, press <S>. Position the cursors on top of each other at the location you want to paste the buffer contents. For more information on positioning the cursors, see the topic, "Selecting a Segment of a Phrase," earlier in this chapter.
6. Once the cursors are positioned correctly, press <ESC> to return to the Main menu.
7. From the Main menu, press .
8. When prompted to enter a filename, press <ENTER>. The contents of the buffer is written to the foreground phrase.
9. To review the phrase, press <P>. If you are satisfied with the phrase, press <W>.
10. When prompted, enter the name of the file you entered in step 4, then press <ENTER>.
11. When prompted to overwrite, press <Y>. The file is saved with the modifications.

Exiting V-Edit

Use the following procedure to exit the V-Edit.

To exit V-Edit:

1. From the Main menu or the Cursor menu, press <F10>.
2. When prompted to confirm that you want to exit V-Edit, press <Y>. The `\VEDIT` prompt displays.

Preparing the Phrases for Use with Octel 50

Once you complete creating or editing phrases, use the following procedures to compress and join the files for use with Octel 50.

In the following procedure, you must specify the name of the phrase file you want to prepare for use with V-Edit. In this procedure, the SO3-D2.VOX file is used as an example. To use another file, enter the name of that file instead of SO3-D2.VOX wherever it is specified. Remember that phrase files SO3-D1.VOX and SO3-ALL.VOX contain the standard phrases used by Octel 50. Do not create a new file with one of these names or modify an existing file without verifying the phrase numbers very carefully.

To prepare the phrases for use with Octel 50:

1. Complete the procedure to exit V-Edit.
2. From the \VEDIT directory prompt, type `COMPRESS D2001.LIN D2001.VOX` then press <ENTER>. The files are compressed into .VOX files and the \VEDIT prompt displays.
3. From the \VEDIT directory prompt type `VJOIN -C 999 -S D2.VOX -D SO3-D2.VOX -R PHRASE.MAP` then press <ENTER>. Verify that the join file is `d2---.vox`, the output file is `so3-d2.vox`, the last file to be used is `d2999`, and that the report will be written to the file `phrase.map`. If they are correct, press <Y>. If they are not correct, press <N> and repeat steps 4 through 6. After a few moments, the .VOX files are joined to make the phrase SO3-D2.VOX and a phrase file listing is written to the file PHRASE.MAP.
4. From the \VEDIT prompt, type `COPY SO3-D2.VOX C:\CVR` then press <ENTER>. This replaces the existing SO3-D2.VOX file in the \CVR directory with the file you modified using the V-Edit.
5. Launch the Octel 50 system and test the new or modified phrases. For information on launching the Octel 50 system, see the topic, "Starting and Shutting Down Octel 50," in Chapter 12, "Maintaining the System."
6. If you are satisfied with the new or modified phrases, shut down the Octel 50 system. For information on shutting down the Octel 50 system, see the topic, "Starting and Shutting Down Octel 50," in Chapter 12, "Maintaining the System." The \CVR prompt displays.
7. From the \CVR prompt, type `CD VEDIT` then press <ENTER>. The \VEDIT prompt displays.
8. From the \VEDIT prompt, type `DELETE D2* .VOX`, where `D2` specifies the prefix you used with V-Edit, then press <ENTER>. If you used a different prefix, substitute it for `D2` in the command. The .VOX files with the specified prefix are deleted.
9. Restart the Octel 50 system. For information on launching the Octel 50 system, see the topic, "Starting and Shutting Down Octel 50," in Chapter 12, "Maintaining the System."

If you followed step 2 in the procedure Preparing an Existing Phrase for Use with V-Edit, you have a backup of the original phrase file. If you are satisfied with the phrase modifications and no longer need the backup file, you can delete it. For example, if you followed the example in step 2 of the procedure Preparing an Existing Phrase for Use with V-Edit to create a backup in the \CVR directory named SO3-D2.BAK, from the \CVR prompt, type `DEL SO3-D2.BAK` then press <ENTER>. If you need to restore the original phrase file, copy or rename the backup file as necessary to overwrite the current phrase file. For example, if you followed the example in step 2 of the procedure Preparing an Existing Phrase for Use with V-Edit to create a backup in the \CVR directory named SO3-D2.BAK, from the \CVR prompt, type `REN SO3-D2.BAK SO3-D2.VOX` then press <ENTER>.

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