Strata CIX™

Voice Processing System

GVPH

Programming Manual
(UADM Software)

Publication Information

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CIX-MA-GVPH-VA

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Contents

Chapter 1 – Access and Use UADM2 Admin

Chapter 2 – Configure UADM2 Software

Chapter 3 – How Voice Processing Operates

Chapter 4 – Menus

Chapter 5 – Token Programming

Chapter 6 – Customization Examples

Chapter 7 – System Reports

Chapter 8 – Maintenance and Troubleshooting

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Access and Use UADM2 Admin 1

The Strata CIX40 uses the GVPH voice mail circuit card to provide comprehensive Auto Attendant/Voice Mail capabilities. The GVPH installs in a dedicated cabinet slot with SMDI integration built-in.

An RS232 maintenance jack to connect an Admin PC or external maintenance modem is built-in on the GVPH and a built in modem. Administration requires the UADM Administration Software.

The GVPH is pre-programmed with default mailboxes that match CIX40 default station numbers, adding simplicity to any installation.

The GVPH uses UAdmin20 (UADM2) software to configure and maintain its voice processing system. This chapter discusses how to start up, use and shut down the UADM2 Admin software for maintenance and other functions. More specifically, this chapter discusses:

- Access UADM2 Admin – Compares the two methods for accessing the UADM2 Admin software: locally, or remotely.
- Local Access – Access UADM2 Admin software via a cable connecting the GVPH with a portable or desktop PC.
- Remote Access – Access GVPH via a modem from a portable or desktop PC.
- System Startup – How the Strata CIX40 voice processing system starts up.
- Use UADM2 Admin software – Navigating through the menus and using online help.
- Online Help Function – Describes help line and detailed help.
- System Shutdown – Exiting the UADM2 Admin program and accessing the Stratagy Configuration Utility.
- Main Menu Options – Using the Main Menu for customization and administration.
- Main Menu Field Descriptions – shows the main menu and gives a definition of each field.

Access UADM2 Admin

There are two ways to access the UADM2 Admin program: local and remote.

Method	Description	Requirements
Local	Access UADM2 Admin via a cable connecting the GVPH with a portable or desktop PC.	• Customer-supplied portable/desktop PC • UADM2 Admin software • Customer-supplied UADM2 Admin Cable (see Strata CIX40 I&M for GVPH PC connections)
Remote	Access UADM2 Admin via a modem from a PC located at this or another site.	• UADM2 Admin software • Built-in modem (AMDS) • Customer-supplied external modem for GVPH

Local Access

Local access refers to accessing the UADM2 Admin program via a cable connecting the GVPH with a portable or desktop PC. To perform local access, you must connect the local system to the GVPH each time you access UADM2 Admin locally.

Before You Start

It is recommended that you:

- Make a backup copy of the installation disks and store them in a safe place.
- Verify that GVPH voice processing is operational by making a test call into the system.

Note Only UADM2 Admin can be used with the GVPH voice processing system.

Access UADM2 Admin Locally

1. From the DOS prompt (**`C:\Uadmin20`**), type: **`admin`** and press **`Enter`**. The UADM2 Admin screen displays.
2. Press **`Enter`**.The UADM2 Admin software prompts for the system password.
3. Type the password (the default is **`Stratagy`**) and press **`Enter`**.

   If a modem is not detected, UADM2 Admin establishes a direct connection (local access).

Remote Access

Remote access refers to accessing the UADM2 Admin software via modem from a portable or desktop PC located at this or another site.To perform remote access, you must prepare the GVPH system by installing and connecting the modem and preparing the portable/desktop PC by configuring the modem.

UADM2 Admin software has three modes of accessing the GVPH remotely:

- Auto Attendant via User ID 993
- Direct Dialing Mode — the GVPH modem has a dedicated telephone line, enabling you to dial into the number directly.
- Manual Dialing Mode — the GVPH modem does not have a dedicated telephone line and an operator must transfer the call to the modem number.

Note Manual dialing requires a standard telephone be connected to the UADM2 Admin PC modem.

Before You Start

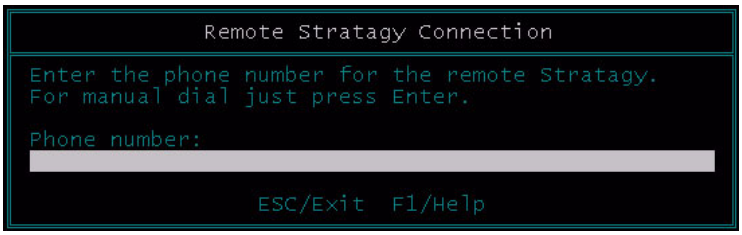
It is recommended that you:

- Make a copy of the Installation Disks as a backup copy and store them in a safe place.
- Verify that voice processing is operational by making a test call into the system.

Access UADM2 Admin Remotely

1. From the DOS prompt (**C:\Uadmin20**), type: **admin** and press **Enter**. The UADM2 Admin screen displays.
2. Press **Enter**.The UADM2 Admin software prompts for the system password.
3. Type the password (the default is **Stratagy**) and press **Enter**.

   If a modem is detected, UADM2 Admin displays the screen shown at right:



Direct Dialing Mode

➤ Type the telephone number (50 digits maximum). Do not use dashes (e.g., 9,7678989,,,,993). Press **Enter**.

Once the connection is made to the GVPH modem, a carrier tone is heard. The UADM2 Admin synchs up to the modem. A message reading Connection established appears briefly on the screen and the Main Menu displays.

Manual Dialing Mode

1. Press **Enter** to go to the Manual Dialing Mode screen.
2. Go off-hook on the standard telephone and dial the telephone number. Once connection is made to the GVPH external modem, a carrier tone is heard.
3. Press Enter. UADM2 Admin synchs up to the modem. A message reading Connection established appears briefly on the screen and the Main Menu displays.

Use UADM2 Admin Remotely

Both the remote and the voice processing system are active simultaneously. Use the remote as you would from the UADM2 Admin PC's monitor and keyboard.

System Startup

When UADM2 Admin on a remote PC is accessed, the software automatically displays the Main Menu. From the Main Menu, you can customize User ID mailboxes, maintain the system, and perform administrative functions. Or, you can shut down UADM2 Admin and use the Stratagy Configuration Utility to backup or configure the Strata CIX40 voice processing system with your telephone system.

Use UADM2 Admin

The UADM2 Admin software provides a series of menus to assist you in customizing User ID mailboxes and performing administrative functions. In addition, UADM2 Admin's online help provides clarification as needed.

Navigate the System

Using the UADM2 Admin menus, you can navigate the system to customize User ID mailboxes and perform administrative functions. The Main Menu is the core of the program. The administrative functions (report generation, system shutdown, and filecopy) are available from the Main Menu. The Users Menu, from which all User ID mailbox customization takes place, is also a Main Menu option. For an illustration of how the menus are arranged, see Figure 1-1.

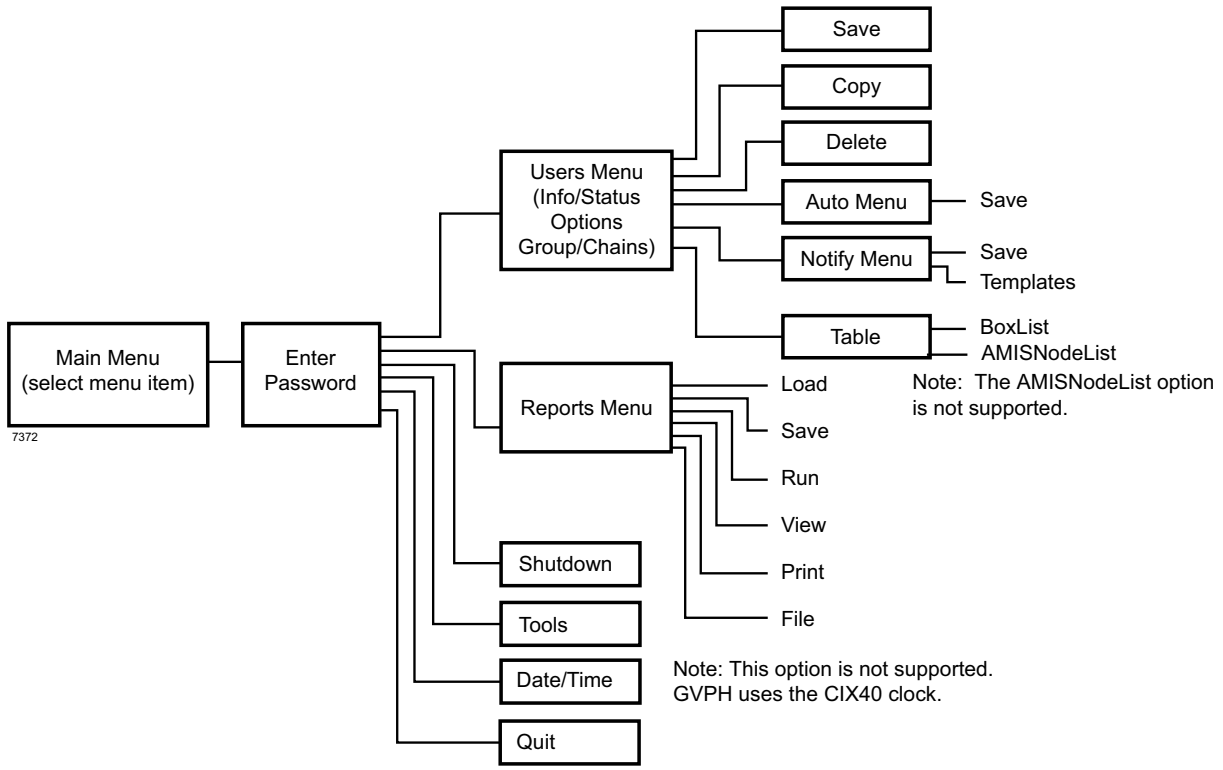


Figure 1-1 Navigating the UADM2 Admin Program

All screens/menus use the standard keys shown in Table 1-2.

Table 1-2 Standard Keys

Key	Movement
arrow (¡Ø)	moves cursor to next field
F1	provides help text
Esc	regresses one screen
spacebar	toggles Enable/Disable, On/Off, Yes/No fields
Page Up/Down	Users Menu: scrolls User IDs Auto/Notify Menus: scrolls record summary information
Tab	moves cursor through fields
Enter	selects highlighted options
Home	moves cursor to first field
End	moves cursor to last field

Online Help Function

Voice processing's online help function is content-specific and is available on a field-by-field basis. Voice processing provides two types of online help—the help line and detailed help.

Help Line

The help line automatically displays the information about the current field at the bottom of the screen.

Detailed Help

Additional help is available for most of the fields. To display the detailed help for a field, highlight the field and press F1. Use the arrow keys (↑↓) to scroll through the information. To exit detailed help, press Esc.

System Shutdown

Occasionally you need to shut down, or exit, GVPH call processing. Circumstances include:

- Turning power off to perform hardware maintenance
- Moving the system to another location

CAUTION! Never shut down the GVPH by turning off the Strata CIX40's power. Doing so may corrupt the system files that are in use.

Methods of Shutdown

GVPH voice processing can be shut down in two ways:

- From a telephone dial pad
- From the Shutdown function on the UADM2 Admin's Main Menu

Shutdown Using the Telephone Dial Pad Method

Important! *System shutdown using the telephone dial pad is not operable if the UADM2 Admin is connected.*

➤ **To enable shutdown procedure and change mailbox 983 security code**

Important! *It is extremely important that the security code for mailbox 983 be changed. If the security code is not changed, it is possible for someone who knows UADM2 Admin's default password scheme to call into the system and shut it down.*

1. Using UADM2 Admin, log on to the Strata CIX40 voice processing. The UADM2 Admin Main Menu displays.
2. Press Alt+U. The Users Menu, Options screen displays.
3. In the *User ID* field, type 983 and press Enter. The Options screen displays for box 983.
4. Using the arrow down key, place the cursor in the *Security Code* field.
5. Type the new security code.

Note For added security, the security code does not appear on the screen as you type it.

6. Navigate to the *Do Not Disturb* field.
7. Press the spacebar to change the field from On to Off.

Note Changing the Do Not Disturb option enables the token programming residing in the Extension field of the mailbox. It is the token string in this mailbox that performs the shutdown procedure.

8. Press Alt+S to save the changes.

➤ **To shut down the GVPH using the telephone dial pad**

Note If calling internally, press # to bypass the log in prompt.

1. From the telephone dial pad, call Strata CIX40 voice processing. Once you dial into the voice processing system, the system answers with the standard company greeting. Voice processing prompts you to enter the User ID.
2. Enter 983. Voice processing prompts you to enter the security code.

Important! *You must wait until the entire prompt has been played before entering the security code. If the code is entered prior to the completion of the prompt, the shutdown does not occur.*

3. Enter the security code (the default is 983997) and press #. All inactive channels are taken off-hook. All active channels are given a 60 second time delay to complete processing the current activity. After 60 seconds, they are disconnected and the system shuts down.

Note The GVPH is completely shut down when the status light is Out and all port LEDs are On.

Important! *For security reasons, you should change the default security code.*

Shutdown Using the UADM2 Admin's Main Menu

1. From UADM2 Admin's Main Menu, select Shutdown by pressing Alt+s. UADM2 Admin asks for the password.
2. Enter the password (the default is **`Stratagy`**) and press Enter. The screen enables you to select one of the following options:
   - Shutdown and Restart CURRENT Version — Restarts voice processing.
   - Shutdown and Trace CURRENT Version — Shuts down, then restarts voice processing in the TRACE mode (TRACE.OUT file is created) on GVPH's flash ROM memory. See "Trace" on page 1-22 for details.
   - Shutdown and Start NEW Version — Restarts voice processing, if selected.
   - Shutdown and Start OLD Version — Restarts voice processing, if selected.
   - Shutdown, SCANDISK, and Restart — Restarts voice processing, if selected.
   - Shutdown and STOP for power off — Takes voice processing off-line and does not restart it.

     Notes
     - This option is not available when accessing the GVPH remotely.
     - The GVPH is completely shut down when the status light is Out and all port LEDs are On.

   - Backup and Shutdown for power off — Takes voice processing off-line and does not restart it. This option will backup the contents of the SRAM including the database, names, greetings and all message files to the onboard ROM chip.

CAUTION! This option takes 32 minutes to complete. Do NOT power off the GVPH during this procedure.

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3. From the Shutdown Menu, highlight your selection and press Enter.
4. If you chose the "Shutdown and STOP for power off" option, voice processing asks you to confirm the shutdown. Type Y to confirm. The DOS prompt (C:\Uadmin20) displays.

➤ **To restart/reset the voice processing system after selecting "Shutdown and STOP for power off" or Backup and Shutdown for power off option**

Note If you select any of the first four options on the Shutdown Menu, the GVPH automatically restarts.

➤ Power off/on the CIX40 to restart the GVPH.

Main Menu Options

From the Main Menu (see Figure 1-3 on page 10), you can access the following options:

- Users (**`Alt+U`**): accesses the Users Menu (customizing User ID mailboxes). See Chapter 4 – Menus for information on using the Users Menu screens.
- Reports (**`Alt+R`**): generates reports. See "Run Report" on page 1-5 for more information.
- Shutdown (**`Alt+S`**): shuts down the system. See "System Shutdown" on page 1-7 in this chapter.
- Tools (**`Alt+T`**): uses the Filecopy Utility. See "Filecopy" on page 1-16 in this chapter.
- Date/Time: This option is not supported. GVPH's date/time is set by the Strata CIX40 clock and cannot be manually changed using UADM2 Admin software.

Note In conjunction with this option, the GVPH also does not support the following parameters: daylight_saving_time, ksu_time, and console_slot_id.

➤ **To access the options**

1. Press Alt+ the first character of the option (e.g., Alt+U for the Users Menu).
2. Type the password. (The default password is **`Stratagy`**, with the first letter uppercase.)

Main Menu Field Descriptions

Figure 1-3 Main Menu with Sample Data

Table 1-4 Main Menu Screen Fields

Menu Bar Access Options (select).	
Users	Press Alt+U to access the Users Menu. See the Programming Section.
Reports	Press Alt+R to generate reports. See “Run Report” on page 1-5 for more information.
Shutdown	Press Alt+S to shut down the GVPH system. See “System Shutdown” on page 1-7 for more information.
Tools	Press Alt+T to use the Tool Utility. See “Filecopy” on page 1-16 for more information.
Date/Time	Not Supported.
Quit	**Important!** *This function quits the UADM2 Admin program and does not shut down the GVPH.* Press Alt+Q. The remote PC exits Admin and returns to the DOS® prompt.
KSU time	(Display only) The menu displays KSU time. GVPH uses the Strata CTX’s clock.
Main	Menu title.

Table 1-4 Main Menu Screen Fields *(continued)*

System Information (Display only, in addition to the fields, the screen displays the GVPH voice processing model number, software version, voice board driver, and TAIS, Inc. Toshiba telephone system name and model number.)	
Usage	System usage (n/pp%). *n:* *number of times all ports were busy* *pp%:* percent of time the CPU is idle
Users	Number of defined User ID mailboxes.
Space	Available remaining flash ROM space in time (hh:mm) and percent of total flash drive space (nn%).
Calls	Number of calls GVPH answered since system started.
Notify	User ID mailbox the system is currently notifying. Scan displays when the system is scanning mailboxes to determine where notification is needed.
Notify At	Date (mm/dd/yy) and time (hh:mm) of last notification. Time is in military format (24-hour clock).
Time	Current date (mm/dd/yy) and time (hh:mm:ss). Time is in military format (24-hour clock).
Started	Date (mm/dd/yy) and time (hh:mm:ss) the system was last started. Time is in military format (24-hour clock).
Shutdown	The next date (mm/dd/yy) and time (hh:mm) GVPH is scheduled to perform a scheduled shutdown for disk maintenance. GVPH shuts down automatically and restarts. Time is in military format (24-hour clock).
Faxes	Not supported.
Port	Port number of each port, followed by the port's mode. For example, 1/A, 2/A, 3/N. Port Number: port number (1, 2, etc.) of each installed port channel. The ports may or may not be active (connected to a station port of the telephone system or a CO trunk/line). Port Mode: this port number's mode. A: answering port (if all ports are A, the system is in floating notification mode) N: notification port only (or system in process of notifying) **Note** If mode is N and status is idle, port has been designated exclusively for notification. In this mode, port no longer accepts incoming calls. See "n_ochan" on page 1-12 for more information.
User ID	Current User ID mailbox the port is accessing. If the port's status is IDLE, the last User ID mailbox accessed displays.

Table 1-4 Main Menu Screen Fields *(continued)*

Status	Function system is performing on the port. Includes:	
	IDLE:	Port is idle and available for calls.
	GREETING:	Mailbox greeting is currently playing.
	RECORDING:	Message currently being recorded.
	DIAL:	Voice processing is dialing out.
	RING:	Incoming call ringing is recognized.
	BUSY:	Dialed extension is busy.
	PCPM:	System tone patterns being analyzed.
	MAIL:	System prompts during message taking.
	ANSWER:	Voice processing has detected an answer after dialing out (transfer, paging).
	MENU: #:	Mailbox user menu choices are playing.
	EXECUTE:	Executing program of a mailbox (token programming).
	CHAIN:	Done, busy, or RNA chain is being executed. System accepting new incoming digits while greeting of a Mailbox is playing.
	LOGIN:	User in process of logging on to Mailbox.
	FIND:	Directory mailbox executing.
	NO ANSWER:	No answer detected during transfer or dial out.
Calls	Number of calls made or answered by the port.	
Last	Last time (hh:mm) the port started activity. **NEVER** displays if the port has had no activity since the system was last started.	

Configure UADM2 Software 2

This chapter provides detailed information about configuring UADM2 software and discusses:

- Configuring UADM2 software
- Toshiba Plug and Play
- Telephone System Configuration
- System Configuration
- System Parameters
- Simplified Message Desk Interface (SMDI)

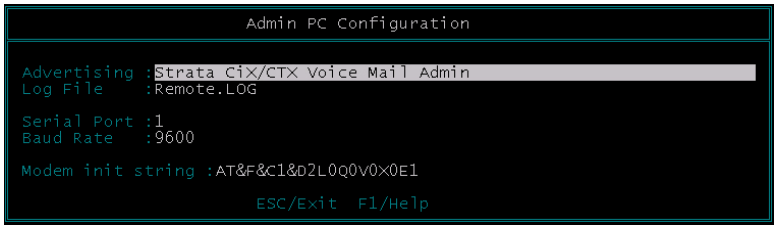
Configuring UADM2 Software

Settings for the communication port in UADM2 must match the corresponding parameters set in the Stratagy System Configuration file on the GVPH.

For example, the UADM2 PC serial port settings made in the *Serial Port* field of this procedure must be identical to the serial port definitions (i.e., *set serial_port*) set in the GVPH's System Configuration file (see "System Configuration" on page 1-5).

➤ To configure UADM2 software

1. From the **C:\Uadmin20** DOS prompt, type **admin** and press **Enter**. The UADM2 screen displays.
2. From the UADM2 Main screen, press **2** or highlight the Configure Admin option and press **Enter**. The Admin PC Configuration screen displays (shown right).



Note Press **F1** for help with any settings in the UADM2 Configuration screen.

3. Make any changes needed. See Table 2-1 for a description of each of the fields.

Note Press **F2** in the *Serial Port* and *Baud Rate* fields to display a pop-up box with valid entries.

4. To save your changes, you must have the cursor in the last field (i.e., Modem Init String), and press **Enter** or the arrow down (↓) key

   ...or to exit without saving your changes, press **Esc** at any time.

   The program returns to the UADM2 Main screen.

Table 2-1 UADM2 PC Configuration Fields

Field	Description/Default
Advertising	Advertising string that displays when the Main Menu screen blanks after a specified number of minutes of inactivity (per *tmo_blank* parameter in the install.cfg file). Possible values: 60-character string. The single quotes are required. Default: 'Strata CIX/CTX Voice Mail Administration'
Log File	System log file name. This log file contains connection information, any execution error information, and file copy actions. **Note** It is a good idea to periodically archive or delete this file once or twice a year, whenever you perform preventive maintenance. Possible values: Eight-character file name, plus three-character extension. The single quotes are required. Default: 'Remote.LOG'
Serial Port	Port number Possible values: 1 ~ 4 Default: 1

Table 2-1 UADM2 PC Configuration Fields *(continued)*

Field	Description/Default
Baud Rate	Baud rate of serial port. Possible values: 9600 Default: 9600 **Note** When connecting by modem 19200 or 57600 baud can be used.
Modem Init String	Sets modem initialization string. The modem initialization string can be changed to work with specific brand modems. Refer to the user's manual for your individual modem for the initialization string. **Note** The protocol used by UADM2 does not support error correction, data compression, or auto baud rate adjustment. If problems are encountered connecting remotely, turn these parameters off on the UADM2 PC modem. Refer to your modem user guide for instructions. Default: AT&F&C1&D2L0Q0V0X0E1 where: AT — The command that tells the modem to come to Attention. &F — Return to factory defaults. Instructs the modem to use the factory set parameters. &C1 — Data Carrier Detect (DCD) signal. Set to on, it indicates presence of a data carrier. &D2 — Data Terminal Ready selected. L0 — Speaker volume. Off or low volume. Q0 — Mode responses. Enables result codes to be issued to the screen. V0 — Result code format. Numeric format. X0 — Extended result codes. Disables monitoring of busy tones unless forced otherwise by country requirements. Sends only OK, connect, ring, no carrier, error and no answer result codes. E0 — Command Character Echo. Disables echoing of the commands to the screen.

Note Internal modems do not function when set to COM3 or COM4.

Tools Utility

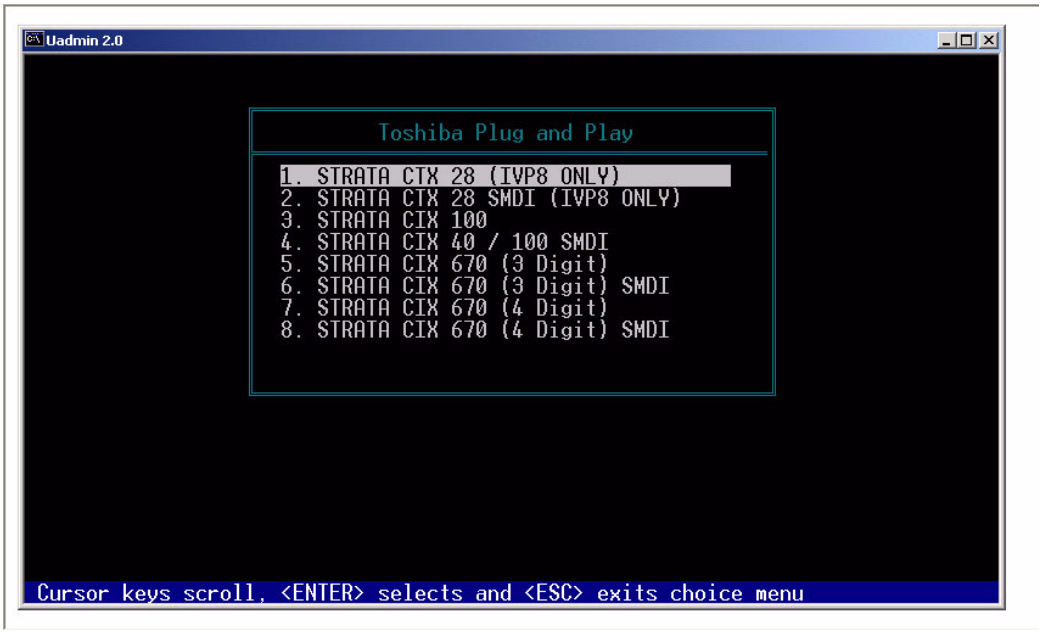
This section discusses the Tools menu. For the Backup Utility, Restore Utility, Retrieve Trace File and Filecopy functions, see Chapter 8 – Maintenance and Troubleshooting.

➤ **To access Tools Option**

1. Press **Alt+t**.
2. Type the password (the default password is **Stratagy**) and press **Enter**. See "Tools" on page 1-2 for a description of the menu options.

Toshiba Plug and Play

The GVPH is pre-installed as Strata CTX100 with SMDI - 3-digit mailbox numbers. Select Strata CTX670 Expanded for 4-digit mailbox numbers.



Telephone System Configuration

GVPH is set with a fixed telephone system configuration and cannot be changed using this option.

System Integration Patterns

GVPH is set with a fixed system integration pattern and cannot be changed using this option.

System Configuration

Use this function to change voice processing's system options and parameters, define timeout values and computer configurations, and control per port options. See "System Parameters" on page 1-6 for a list of the parameters, their definitions and default settings.

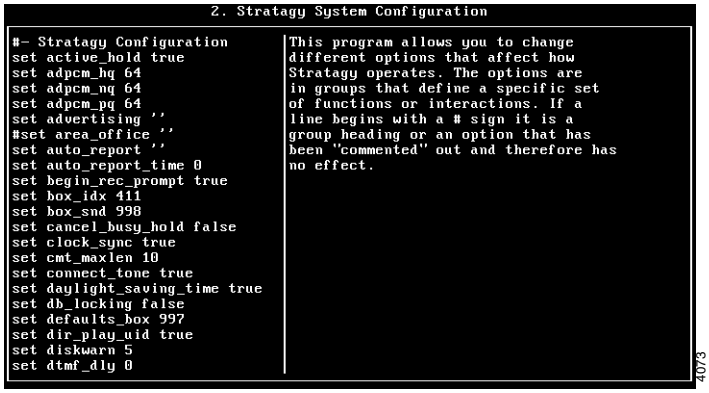
Most System Configuration options *do not* require modification. We recommend that you modify the system password immediately. All other options have default values, but can be modified as required.

We recommend that you use the Backup Utility initially and periodically to preserve system data. Before making changes to this selection, ensure you have a current backup. See "Tools" on page 1-2 and "Restore Utility" on page 1-5.

Modify System Configuration Parameters

1. From the Tools menu, press **6**. The System Configuration screen displays (shown right). The parameters are listed in alphabetical order.

   The System Configuration Screen is split into two areas: the left lists the actual parameters and their values, the right lists context-sensitive help for each parameter.



2. Highlight the parameter by using the arrow (↑↓)

   ...or **Page Up** and **Page Down** keys. Press **Enter**.

3. Modify the parameter using the line editor at the top of the screen.

   If a line begins with a **#**, it is a heading or a parameter that is "commented out" and is not active. To enable a parameter that is commented out, remove the starting **#** and set the value.

4. Press **ESC**.

5. From the System Config screen, press **1**. The changes are transmitted to GVPH and GVPH is shut down and restarted. By shutting down and restarting the GVPH, the changes take effect.

   ...or **2**. The changes are transmitted to GVPH but GVPH is not shut down or restarted. Until you restart GVPH, the changes do not take effect.

   ...or **3**. The changes you made are cancelled and not saved.

6. If you pressed **1** to save the changes, press any key to reboot. The DOS prompt displays. To continue, you must re-enter UADM2.

System Parameters

Most System Configuration options *do not* require modification. We recommend that you modify the system password immediately. All other options have default values, but can be modified as required.

Table 2-2 System Parameters

Parameter	Description
accept_0_calling_id	Specifies whether GVPH should accept 0 as valid mailbox number. If the parameter is set to “false,” SMDI packets that include 0 for the “forwarding from station number” (forwarded call SMDI packets) or for the “calling station number” (direct call SMDI packet) are not accepted. Possible values: false (mailbox 0 not accepted), true (mailbox 0 accepted) Default: false
active_hold	Controls what a caller must do to hold for a busy extension. True: Caller must continue pressing * to hold for a busy extension, enter another extension, or leave a message at the tone. False: Caller selects * once to hold for a busy extension and the system enables the caller to hold until he/she is either transferred, selects another extension, or presses * again to leave a message. Possible values: true, false Default: true
adpcm_hq	NOT SUPPORTED
adpcm_nq	NOT SUPPORTED
adpcm_pq	NOT SUPPORTED
area_office	When SMDI is being used on a Centrex switch, the value set in this parameter identifies which calls are from voice mail subscribers by specifying the first few digits (e.g., area and office codes) that are shared by all subscribers. Example: In this example, the *area_office* parameter is set to ‘714583’. When a call arrives from any telephone number with the first digits of “714583,” the SMDI subsystem processes it as a subscriber call. If a call arrives and the switch tells GVPH that the first six digits are not “714583,” the SMDI subsystem treats the caller as external. Note that the value of *area_office* does not need to be only six digits long. If subscribers share the first five digits of their telephone numbers, then just those five digits should be stored in this field. Possible values: up to 10 numeric digits, any combination Default: (no default) (To enable, remove the starting # and set the value.)
auto_report	Report definition file, (created using UADM2’s Main Menu’s Reports option). Generates a report automatically at the time specified by *auto_report_time*. Default: RPT.RPT **Note** Default cannot be changed.
auto_report_time	Time of day the automatic report generates using the file specified in *auto_report*. The value is in 24-hour format with the colon (:) omitted. Example: 1:30 a.m. is 0130 2:15 p.m. is 1415 Possible values: 0 (does not generate the *auto_report*), 0001~2400 Default: 0

Parameter	Description *(continued)*
begin_rec_prompt	Whether the system says “Begin recording at the tone, ... or hang up” before taking a message. This also affects the “to re-record press 2” and “to append press 3” menu selections given after a recording. True: The system plays the above prompt. False: The caller only hears a tone. Possible values: true, false Default: true
box_idx	Sets the Directory User ID for all ports or for specified ports. The Directory is a special mode that enables voice processing to search its User IDs for a match on the *Directory Name* fields. For more information about the Directory, see Chapter 9 –Special Greeting User ID Mailboxes. Example: Define this parameter as *box_idx* 411 1 to set User ID 411 as the directory search ID for port 1. If no port is defined, then 411 is enabled for all ports. **Note** Voice processing builds an index file based on information given in the *Directory Name* fields. It enables you to use one or more letters to perform the search, matching all entries possible. For every User ID that matches, voice processing plays the name recording—which really may play any recording you want, if available. Possible values: valid User ID and valid port Default: 411 – enabled for all ports.
box_snd	Sets the Direct Message User ID for all ports or for specified ports. The Direct Message ID enables voice processing to record a message for a User ID without having to execute the *Extension* field and/or hear the User ID’s greeting. This is particularly useful for an Operator transferring directly to voice mail. Example: Define this parameter as *box_snd* 998 1 to set User ID 998 as the Direct Message User ID for port 1. If no port is defined, then 998 is enabled for all ports. Possible values: valid User ID and valid port Default: 998 – enabled for all ports.
cancel_busy_hold	Enables callers to hold for busy extensions. True: Callers cannot hold for busy extensions. Calls proceed as if a Ring No Answer. False: Callers can hold for busy extensions. Possible values: true, false Default: false
clock_sync	NOT SUPPORTED
cmt_maxlen	Number of seconds for recording a list comment for the User parameter of Manage Your Lists. Possible values: 1~99 (seconds) Default: 10
connect_tone	A beep plays when completing a transfer. True: Voice processing plays a beep when completing a transfer. False: Voice processing does not play a beep when completing a transfer. Possible values: true, false Default: true
console_slot_id	NOT SUPPORTED
daylight_saving_time	NOT SUPPORTED

Parameter	Description *(continued)*
db_locking	NOT SUPPORTED
defaults_box	Designates the User ID Defaults Box voice processing uses for the default values when creating a new User ID. The field values in the Defaults Box User ID are copied into a new User ID upon initialization. • User's Information fields are not copied. The User ID field contains the new User ID you specified. *Comment*, *Extension*, and *Directory Name* fields are not defined. If a *Security Code* is defined, voice processing uses it instead of the User ID as the default. • Since guests can only access the User ID that created it and other guests of that User ID, voice processing defines *Group1* as the User ID of the mailbox that created it. For example, if the Guest User ID was created by User ID 76, then *Group 1*'s value is 76. • All other Users Menu Options and Group/Chains fields are copied. All Notify and Auto records are copied. • Define the Defaults Box settings before creating User IDs. This initializes all new User IDs with a minimum number of settings. This is useful for setting default settings such as message light On/Off. Except for Group field values, this parameter operates in the same manner as the *guest_defaults* parameter. Possible values: valid User ID Default: 997
dir_play_uid	Directory search feature plays the User ID of the mailboxes that it finds. True: If a name recording is available, the caller hears both the name recording and the digits for that person's User ID. If a name recording is not available, just the digits play. False: If a name recording is available, the caller hears only the recording. If there is no name recording, voice processing does not present the entry. Possible values: true, false Default: true
diskwarn	Percentage threshold voice processing uses for causing a Disk Notify to execute. This is a remaining percentage threshold. Example: To have voice processing notify you when the remaining flash ROM space falls below 20%, use a value of 20. For voice processing to notify a user (usually the System Administrator) when flash ROM space is low, create a Notify record with the *Type* field set to DISK (see "Notify Menu" on page 1-27). Possible values: 1~99 Default: 5
dss_active	NOT SUPPORTED
dtmf_dly	Controls the time between DTMF tones when voice processing is dialing. 0: The time is country-dependent (50 ms in the US, 80 ms in the UK). This is appropriate for almost all cases. Possible values: 0, 3~19 (units of 10 ms) Default: 8

Parameter	Description *(continued)*
dtmf_gate	Voice processing, before dialing any User ID *Extension* field, first verifies that DTMF was entered since the call last accessed the User ID (usually Caller Instructions User ID 991) specified in the *Done* chain of the initial User ID (usually Company Greeting User ID 990). This "gate" prevents the transfer of a dead/phantom call to the Operator on those switches that do not have disconnect supervision. True: Voice processing gates by requesting the caller to "Say yes at the tone" to complete the chain and transfer. False: Voice processing does not complete the chain and transfer by requesting the caller to "Say yes at the tone." **Note** Regardless of this parameter setting, voice processing does not perform the "gate" action when the *Extension* field begins with @. Possible values: true, false Default: true
dtmf_guard_time	Defines the amount of time required between DTMF digits of the same value (e.g., 1, 1). If another digit arrives within this guard time, it will be discarded. Possible values: 0,1, 2, 3, ..., 9. 0 = filtering deactivated 1 (100msec) filtering transparent to users 2 (200msec) filtering mostly transparent to users 3 (300msec) filtering marginally transparent to users. Default: 0
dtmf_on	Controls length the system plays the DTMF tones. Example: 20 is .2 sec (200 ms). Possible values: 10, 20, ..., 90 (units of 10 ms) Default: 20 (.2 sec)
error_box	Box that receives a notification if the system encounters a panic error on startup. The notification runs when the system successfully recovers. Default: 999 **Note** Default is fixed and cannot be changed.
future_delivery	Future delivery enables users to specify the time and/or date when a message is delivered. When the messages are awaiting future delivery, they are stored in the User ID specified in this parameter. Therefore, the Future Delivery User ID cannot be used for any other purpose. The future delivery messages in this User ID cannot be deleted or listened to by accessing this User ID mailbox. This User ID mailbox cannot be accessed by a security code. The originator of the future delivery message can delete or listen to the message from his\her User ID, using the Future Delivery Review parameter of Play Messages. Possible values: valid User ID Default: 995

Parameter	Description *(continued)*
gain_norm	Starting volume of the ports. 1. The **^( )** token enables you to change the volume of the current port to the specified level (see Chapter 5 – Token Programming). 2. For the user, the current port volume can be set through the Users Menu's Message Volume field and by the user with the Play Message Controls (see Chapter 4 – Menus). Possible values: -6, -5, -4, -3, -2, -1, 0, 1, 2, 3 Default: 0
guest_defaults	Designates the Guest User ID Defaults Box voice processing uses when creating a new Guest User ID. The field values in the Guest Defaults User ID are copied into a Guest User ID upon initialization. • User's Information fields are not copied. The User ID field contains the new User ID you specified. *Comment*, *Extension*, and *Directory Name* fields are not defined. If a *Security Code* is defined, voice processing uses it instead of the User ID as the default. • Since guests can only access the User ID that created it and other guests of that User ID, voice processing defines *Group1* as the User ID of the mailbox that created it. For example, if the Guest User ID was created by User ID 76, then *Group 1*'s value is 76. • All other Users Menu Options and Group/Chains fields are copied. All Notify and Auto records are copied. • Define the Guest User ID Defaults Box settings before creating Guest User IDs. This initializes all new Guest User IDs with a minimum number of settings. This is useful for setting default settings such as message light On/Off. Except for the Group field values, operates the same way as the *defaults_box* parameter. Possible values: valid User ID Default: 996
guest_max	Highest numbered Guest User ID. When used with the *guest_min* parameter, limits the number of Guest User IDs that can be created. Example: If this value is 90021, then the last Guest User ID that may be created is User ID 90021. Possible values: valid User ID larger than the *guest_min* parameter setting Default: 90021
guest_min	Lowest numbered Guest User ID. When used with the *guest_max* parameter, limits the number of Guest User IDs that can be created. Examples: If this value is 90000, then the first Guest User ID that is created has User ID 90000. The second guest has User ID 90001, etc. Possible values: valid User ID smaller than *guest_max* parameter setting Default: 90000
hangup_supervision	Whether the switch supports Loop Current Off/Drop for hang up supervision. True: If your switch supports Loop Current Off/Drop for hang up supervision, this parameter should be true. Even if your switch does not support this capability, it usually has NO NEGATIVE EFFECT when set to true. False: If you notice call transfer problems such as disconnects or three-way conferencing, try setting this parameter to false. If the problems are not solved by setting this parameter to false, set it back to true. Possible values: true, false Default: false

Parameter	Description *(continued)*
hot_box	User ID voice processing "jumps" to when voice processing detects a specific tone. Used to handle incoming faxes, detect connections from TDD machines for deaf communication, etc. Up to 24 tones can be detected and directed to a mailbox by entering a User ID followed by a number (1~24). To add a specific tone, such as a Fax connect tone, to the tone table, it must be one of the first four tones defined, and it must be marked as a "terminating tone." The PCPM code associated with the tone must be in the range 13~36, which corresponds to hot_boxes 1~24. If no number is defined after the User ID, voice processing directs calls that emit an industry standard Fax CNG tone of a specific frequency (factory defined in the tone table) to the defined User ID. Syntax: set hot_box XXX Y Where: XXX = User ID Y = hot box number (1~24) If Y is omitted, all 24 hot boxes are set to the User ID entered. For example: set hot_box 994sets all 24 to User ID 994 set hot_box 994 1sets the first hot_box to User ID 994 Possible values: valid User ID, possibly followed by a *hot_box* value (1~24) Default: 994
ksu_time	Synchronizes GVPH's system clock with the system clock of the supporting Strata CIX40 telephone system. Default: true (Default is fixed and cannot be changed.) **Note** GVPH synchronizes the GVPH's system clock with the Strata CIX40's system clock. The KSU time displays at the top right corner of the Main Menu.
login_pound	Voice processing prompts "Finish by pressing the pound sign" when requesting the User ID or the security code during log on. If the system is configured with fixed-length User IDs (by changing the values of a *fixed_lenX* parameter), users may be confused if they hear this prompt and attempt to enter a pound sign (#). True: Voice processing says the prompt. False: Voice processing does not say the prompt. Possible values: true, false Default: true
lognam	System log file name. This log file contains start-up information, any execution error information, system actions, and shutdown information. **Note** It is a good idea to periodically archive or delete this file once or twice a year, whenever you perform preventive maintenance. Default: 'Stratagy.LOG' **Note** Default is fixed and cannot be changed.
max_dl_inits	Number of simultaneous ports that can go off-hook and dial the telephone system initialization code. This is necessary because some switches are blocking. Possible values: 1, 2, ..., number of ports Default: 4
max_prompt	Number of times a prompt should repeat before hanging up. Possible values: 1~9 Default: 2

Parameter	Description *(continued)*
minmsg	Sets the threshold for keeping or discarding messages. A message recording to be considered valid and kept must be at least as long as this setting. Shorter recordings are discarded. In 100 ms units. Default: 10 (1 second)
msg_log	Logs every received message and User ID that checks for messages, along with the DTMF entered. **Note** When active, grows quickly. Archive or delete frequently. Default: 'MSG.LOG' (To enable, remove the starting #.) **Note** Default is fixed and cannot be changed.
msg_pending_threshold	Number of seconds that a message must play before it is considered "pending." Possible values: 3~10 seconds Default: 3
n_msg_scan	Threshold for message count. When a user logs onto their mailbox, if the total number of messages (i.e., new, saved, pending, urgent) is less than the number defined in this parameter, voice processing scans the number of messages and reconciles the message count if an error is encountered. Possible values: 0~99 Default: 0 (no message scan at log in time)
n_ochan	Number of dedicated ports (starting with the highest port) to reserve for outbound notify ports. This number must not exceed the total number of available ports. When set, the defined port does not accept incoming calls. **Important!** *If the value is set to 0, GVPH attempts to use the highest numbered IDLE port. The danger of this is that GVPH may inadvertently begin a notification on a port with an incoming call.* Possible values: 0~24 (number of ports) Default: 0
nam_maxlen	Maximum number of seconds for recording a User ID's name and extension. The name and extension recording is used for directory access and whenever voice processing tries to identify the User ID. Possible values: 1~99 (seconds) Default: 5
notify_restriction	Restricts Notify to only the defined port. The port still takes incoming calls. This is particularly useful for those switches that require message lights to be turned off by the same port that turned them on. Possible values: 1, 2, ..., highest port number Default: 1 (To enable, remove the starting # and set the value.)
partial_q_ok	Enables the **Q( )** token to save the message even though all prompts are not completed. True: **Q( )** token saves the messages. False: Messages are not saved if prompts are not completed. Possible values: true, false Default: false (To enable, remove the starting # and set the value.)

Parameter	Description *(continued)*
password	Sets the system password. The password is case sensitive; i.e., uppercase letters are different from lowercase letters. Possible values: up to eight alphabetical characters. The single quotes are required. Default: 'Stratagy'
pbx_type	Defines the host system. Default: CTX100 (Refer to "Toshiba Plug and Play" on page 2-4)
play_caller_id	Determines whether outside Caller ID is announced when the Caller ID is available. **Note** This parameter works in conjunction with SMDI integration. True: When a message plays from an outside caller and a caller ID is available, the ID is announced in the place of the from field during the message header playback. False: Caller ID never plays. Possible values: true, false Default: true
play_skip	Number of seconds to rewind or skip forward during message playback when a user presses * or #. Possible values: 1~99 (seconds) Default: 5
please_hold	System announces "Please hold while I try that extension" before transferring a caller. True: The system plays the above prompt. False: The system does not play the above prompt and immediately executes the *dl_dtwait* string or the *Extension* string, as appropriate. Possible values: true, false Default: true
purge	Number of days before a message is set for purging/deletion. Whenever a user accesses his/her User ID and presses 1 to Play Messages, the system tells the user how many messages will be automatically deleted when he/she exits the Main Menu. **CAUTION! Once a message is deleted by purging, there is no way to retrieve it.** Possible values: 0 (purging disabled), 1~99 (days) Default: 0
restore_config	NOT SUPPORTED
restore_original	NOT SUPPORTED

Parameter	Description *(continued)*
security_max_length	Maximum length of the security code that voice processing accepts as a new security code when a user attempts to change it from a telephone. Setting this parameter equal to the security_min_length parameter, creates "fixed-digit" security codes. When fixed-digit security codes are enabled, there is no longer a requirement for the user to press # after entering a security code during log on. **CAUTION! Security_max_length must be equal to, or greater than, the security_min_length parameter setting.** Possible values: 1~16 Default: 16
security_min_length	Minimum length security code that voice processing accepts as a new security code when a user attempts to change it from a telephone. Possible values: 1~16 Default: 1
short_direct_send	What voice processing plays when the Direct Message User ID (usually 998) is entered followed by the User ID. (The Direct Message User ID is set using the *box_snd* parameter.) True: "You entered" and the User ID's name recording plays. False: User ID's current greeting plays (as if a Ring No Answer was received). Possible values: true, false Default: false
shutdown	Designated day and time voice processing performs automatic shutdown for flash drive maintenance. The first value between the single quotes is the day of week, where: 0 Sunday4Thursday 1 Monday5Friday 2 Tuesday6Saturday 3 Wednesday-1everyday The second value between the single quotes is the hour and minute when the shutdown occurs. Use the 24-hour format with the colon (:) omitted. Example: 3:30 a.m. on Monday is '1 330' Default: '2 130' (Tuesday at 1:30 a.m.)
skip_name_announce	Sets the name announcement at user log on. True: System skips the name announcement at log-on. False: System announces the user's name at log-on. Possible values: true, false Default: true
sys_tutorial	Controls whether voice processing Tutorial is processed for the new mailboxes at log-on. **Note** Mailboxes that are not used for System Tutorial: 411, 982, 983, 990, 991, 994~999. Possible values: true, false Default: true – Voice processing processes the Tutorial for new mailboxes at log-on.

Parameter	Description *(continued)*
tape_length	When a User selects option 1 (Play Messages), and then 78 (continuous play) or 76 (continuous delete), this parameter defines the total number of minutes to play or delete. Usually defines the length of one side of a tape that might be used for recording a set of messages in a User ID. Possible values: 00, 10~99 (minutes). Setting the value to 00 disables the Playback and Delete Continuous features. Default: 30
timestamp_forwards	Controls the date/time stamp the system uses on a forwarded message. True: Uses the date/time that the message was forwarded. False: Uses the original date and time the message was first recorded. Possible values: true, false Default: true
tmo_2digit_menu	Amount of time voice processing waits to receive the second digit after receiving the first digit of a two-digit menu selection. Example: When playing a message, *means rewind 5 seconds, while *1 means replay the current message. If the user presses * and doesn't enter the 1 until after this time elapses, voice mail processes the digit entered and rewinds 5 seconds. Possible values: 10~99 (units of 100 ms) Default: 12 (1.2 seconds)
tmo_blank	Total number of minutes voice processing waits before blanking the Main Menu screen to prevent screen burn-in. **Note** This parameter only blanks the screen if the current screen is the Main Menu. The *advertising* parameter contains the string that displays when the Main Menu screen is blanked. Possible values: 0 (disabled), 1~99 (minutes) Default: 5
tmo_dtmf	Amount of time voice processing waits to determine the caller has finished entering DTMF digits (provided the caller does not press #). Possible values: 10~99 (units of 100 ms) Default: 12 (1.2 seconds)
tmo_dtmf_login	Amount of time voice processing waits to determine the caller has finished entering DTMF digits (provided that the caller does not press #) when entering the User ID and security code during the log in process. Possible values: 10~99 (units of 100 ms) Default: 20 (2 seconds)
tmo_hold	Number of seconds before voice processing attempts to transfer a call after the caller has pressed * to hold for a busy extension. When a caller presses * to hold for a busy extension, voice processing plays a file called C:\Stratagy\HOLD.VOX and then attempts to transfer the call. If that file is missing, voice processing is silent for the number of seconds specified by this parameter. **Note** To have callers hear a specialty recording while on hold, record over HOLD.VOX by accessing the System Administration Menu. See the *System Administrator Guide* for details. Default: 20 (seconds)

Parameter	Description *(continued)*
tmo_idle	When this value is greater than 0, it enables a special function in voice processing to go off-hook and back on-hook whenever a port is idle for the specified number of seconds. This is necessary only when under rare circumstances a telephone switch may not release a station that is connected to GVPH even after GVPH has gone on-hook. Possible values: 0 (disabled), any number (seconds) Default: 0
tmo_menu	Amount of time voice processing waits before repeating a choice menu. Possible values: 1~99 (units of 100 ms) Default: 20 (2 seconds)
tmo_pickup	Minimum amount of time the system waits between an on-hook and off-hook event. Possible values: 10~99 (units of 100 ms) Default: 20 (2 seconds)
tmo_resume	Number of seconds voice processing pauses while playing or recording a message. If this period elapses and the user does not tell voice processing to resume, voice processing automatically continues to play messages (during playback) or cancels the recording (during recording). Possible values: 0~ 255 (seconds) Default: 30 (seconds)=
tmo_serial	When voice processing is configured to communicate with other peripheral devices through a maximum time to wait for a response; otherwise, it could potentially wait forever. This option defines the number of seconds to wait. Possible values: 2, 3, ... 99 Default: 2
tmo_silence	Maximum amount of silence time the system waits before deciding to finish a recording and hang up. Possible values: 3~15 (seconds) Default: 4
tmo_sound	Maximum amount of sound/dial tone time the system waits before deciding to finish a recording and hang up. Fixed value
trace_cap	Defines the size of the TRACE.OUT file in kilobytes. When the size of the file reaches its defined maximum, new data begins to overwrite the oldest data in the file, generating a continuous loop of information. Default: 362 kbytes (Default is fixed and cannot be changed.)
use_pvc	Voice processing enables the voice board driver's Positive Voice Control feature when dialing and expecting a voice to answer. Default: true (The default is fixed and cannot be changed.)
user_log	Whether the system makes an entry in the specified log file whenever a User ID is accessed via DTMF. The log entry consists of the date, time and User ID. This is useful for creating a data file that can later be analyzed for call distributions and dates, days, and times mailboxes are accessed. **Note** When active, grows quickly. Archive or delete frequently. Default: 'USERID.LOG'(To enable, remove the starting #.) **Note** Default file name is fixed and cannot be changed.

Parameter	Description *(continued)*
Serial Port Definition	
baud1	Baud rate for logical serial port 1. This operates on the physical COM port as defined by *serial_port1*. Possible values: 9600. Default: 9600
baud2	NOT SUPPORTED
databits1	Number of data bits for logical serial port 1. Default: 8 (Default is fixed and cannot be changed.)
databits2	NOT SUPPORTED
parity1	Parity to use for logical serial port 1. Default: none (Default is fixed and cannot be changed.)
parity2	NOT SUPPORTED
serial_port1	In order for voice processing to communicate with peripheral devices connected to COM/RS232 ports, it needs to know which port is connected. There is a mapping from the port that voice processing knows to the physical port on the computer. This mapping is defined by this parameter. Default: 1 (Default is fixed and cannot be changed.)
serial_port2	NOT SUPPORTED
stopbits1	Number of stop bits to use for logical serial port 1. Default: 1 (Default is fixed and cannot be changed.)
stopbits2	NOT SUPPORTED
Serial Port Definition (Remote PC — UADM2)	
admin_port	In order for voice processing to communicate with the UADM2 PC connected to one of its serial ports, voice processing needs to know which port is to be used. This parameter defines the logical port that voice processing software uses. **CAUTION! The connection may fail if the baud parameter for this port is set higher than 9600 or the serial port definitions for this port do not correspond to the definitions for the COM port being used on the UADM2 PC.** Default: 1 (Default is fixed and cannot be changed.)
SMDI Integration Definition	
GVPH uses Strata CIX40 backplane (data highway) for integration. See Table 2-3 on page 2-22 of "SMDI Integration" on page 1-21 for complete descriptions of all SMDI parameters.	

Parameter	Description *(continued)*
Per Port Definitions	
box_grt	Sets the starting User ID for the port given as the last value. Examples: box_grt 990 1 means that on port 1, a new call starts at User ID 990. Possible values: valid User ID and valid port Default: 990 1 990 2 . . . 990 4
n_rings	Number of rings to wait before answering per port. This is useful for those telephone systems that do not allow incoming lines to ring in a station hunt group or do not provide delayed ringing. Also, it may be used to set up backup answering for a secondary attendant operation. **Note** There is a side effect. When a user wants to pickup his messages, he must wait the specified number of rings before voice processing answers. Example: To have port 1 answer on the second ring, use set n_rings 2 1. Possible values: 1~9 (number of rings); valid port number Default: 1 1 1 2 . . . 1 4

Parameter	Description *(continued)*
Fixed Length User IDs The fixed length of a User ID is based on its first digit.	
fixed_len0	Maximum digits GVPH expects when a caller dials a User ID beginning with zero. There is only one User ID mailbox that can have zero as its first digit, and that is User ID 0. If the value of this parameter is changed to 1, and a caller dials 0 in a place where a User ID mailbox number is expected, then GVPH immediately accepts the 0 as the User ID mailbox number and goes to the next processing step. If the parameter's value is left at 8, then a timeout or pound sign (#) is required to terminate the User ID. Possible values: 1~8 Default: 8
fixed_len1	Maximum digits GVPH expects when a caller dials a User ID beginning with one. When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five-digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.) Possible values: 1~8 Default: 8
fixed_len2	Maximum digits GVPH expects when a caller dials a User ID beginning with two. When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.) Default: 1~8 Default: 8
fixed_len3	Maximum digits GVPH expects when a caller dials a User ID beginning with three. When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.) Possible values: 1~8 Default: 8
fixed_len4	Maximum digits GVPH expects when a caller dials a User ID beginning with four. When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.) Possible values: 1~8 Default: 8

Parameter	Description *(continued)*
fixed_len5	Maximum digits GVPH expects when a caller dials a User ID beginning with five. When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.) Possible values: 1~8 Default: 8
fixed_len6	Maximum digits GVPH expects when a caller dials a User ID beginning with six. When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.) Possible values: 1~8 Default: 8
fixed_len7	Maximum digits GVPH expects when a caller dials a User ID beginning with seven. When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.) Possible values: 1~8 Default: 8
fixed_len8	Maximum digits GVPH expects when a caller dials a User ID beginning with eight. When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.) Possible values: 1~8 Default: 8
fixed_len9	Maximum digits GVPH expects when a caller dials a User ID beginning with nine. When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.) Possible values: 1~8 Default: 8

SMDI Integration

GVPH enables Simplified Message Desk Interface (SMDI) protocol to provide backplane integration with Strata CIX40. SMDI is the most efficient way of integrating GVPH with a telephone system.

Important! *SMDI is the only integration available for use with the GVPH and cannot be changed.*

SMDI relies on data, not DTMF, to provide detailed call information that GVPH can quickly use to direct callers to user's mailboxes. It provides calling party ID (to recognize users calling from their extensions) so that there is no need to enter their Mailbox Number, only their security code, to log on to their mailboxes.

Data messages or packets are sent into the system to provide information concerning the type of call that is ringing into GVPH. GVPH can use this status information to provide better call coverage and perform custom applications using the RNA and Busy Chain options.

There are four types of incoming packets:

- A – All Call Forwarded Calls
- N – No Answer Forwarded Calls
- B – Busy Forwarded Calls
- D – Direct Calls

Message Waiting is also enabled and disabled through this link.

An example of an SMDI packet is:

Packet: MD0010208B0000000205 0000000223	
MD001	Message Desk Number. This information is not utilized by GVPH for call processing and is ignored.
0208	Terminal Number. This is the assigned number or extension number of the port that is ringing into GVPH.
B	Call Status. Defines the type of call that is ringing into GVPH as a Busy Forward call.
0000000205	Number of the Called Extension. Number length is 10 digits. Numbers that are shorter than 10 digits are padded with zeros.
0000000223	Number of the Calling Extension. Number length is 10 digits. Numbers that are shorter than 10 digits are padded with zeros.

Note The above values are examples and can be different for each installation.

Table 2-3 SMDI Parameters

Parameter	Description
smdi_base_port	Some SMDI installations use logical terminal numbers that do not begin with 1 (for example, if it uses the extension or physical number to define the terminal). In these situations, you must define the extension number where port 1 is connected. The system assumes that the extension numbers are then connected in numerical order to the remaining ports. Example: 208 (extension number of port in Strata CIX40) Default: 220
smdi_port	Logical serial port the GVPH uses for SMDI integration. Default: 1 **Note** Fixed value, can not be changed.
smdi_pretimeout	Maximum number of seconds that an SMDI packet can precede the forwarded call. Possible values: 5~50 (seconds) Default: 50
smdi_type	Protocol the GVPH uses with data integration (outbound integration). Default: 'smdi' **Note** Default is fixed and cannot be changed.

Test SMDI

After the SMDI feature has been enabled in GVPH and the link has been established with the backplane, the SMDI link can be tested.

Initial testing can be done by making test calls into GVPH. Program a User ID with default options. Use the default System Greeting and default System Busy greetings for the mailbox.

1. Make a call into GVPH from an extension that is the same number as the User ID. GVPH receives a Direct Call packet and prompts “Please enter your security code.”

Note If the system plays the Company Greeting, then the CIX40 is not programmed properly. Recheck the programming.

2. Call forward a telephone All Calls. From another extension, call the forwarded telephone. The System Greeting for the mailbox plays.

Notes

1 If the system plays the Company Greeting, then the CIX40 programmed properly. Recheck the programming.

2 CIX40/GVPH is programmed for plug and play operation. The VMID matched the station PDN by default.

3. Call forward a telephone for Busy. Make the extension busy, then call the busy extension from another telephone. The System Busy Greeting plays.

Note If the system plays the Company Greeting, then the CIX40 programmed properly. Recheck the programming.

4. If Steps 1, 2 and 3 were successful, make another call from an internal extension (that has a User ID assigned on the system) to the forwarded extension, and leave a message.
5. Log on to the User ID that has the message. The header information for the message should include the User ID number of the extension that left the message.

   Play the message. If these tests are successful, the SMDI integration is working properly. If these tests fail, then the CIX40 programming is incorrect.

SMDI Calling Party Identification

The Strata CIX telephone system provides the GVPH with incoming Calling Party ID via SMDI integration. Data messages or packets are sent into the system to provide information concerning the type of call and the calling party ID.

Note When configuring the GVPH for SMDI, make sure both the GVPH and the telephone system are configured concurrently. If the telephone system is configured for a 10-digit Calling Party ID, the GVPH must also have the proper 10-digit integration patterns in the System Integration Patterns screen. Also make sure the correct notification template has been selected in the User ID Notify screen. The GVPH default is 10-digit Calling Party ID.

See “SMDI Integration” on page 1-21 for detailed information on SMDI, caller ID, and **%K** token use.

Some examples of the available applications are adding the Calling Party ID to the message header, playing a specific greeting and routing a call based on the telephone number received.

Calling Party ID in Message Header

One new application is playing the Calling Party ID in the header information of the message. To configure this option, in addition to making the required changes for SMDI integration in the GVPH System Configuration, you must make sure the *play_caller_id* parameter is set to True.

Call Routing Based on Caller ID

The GVPH can also play a specific greeting or route a call based on the telephone number received from the SMDI/Caller ID information.

Each port on the GVPH system stores the **%K** token's value individually so multiple ports can run this application simultaneously. The value of the **%K** token lasts for the duration of the call and is cleared when the GVPH voice port goes idle. When GVPH transfers the call to a Strata CIX40 LCD telephone, the Caller ID information displays on the LCD.

How Voice Processing Operates 3

To the CIX40 the GVPH looks like several ordinary telephones, not special digital telephone sets. The telephone system controls the incoming calls until it directs them to the GVPH by ringing a 'telephone' or port. When a calls rings in on a GVPH port it answers and then performs the actions it is programmed to perform.

Voice Processing's design revolves around User ID mailboxes. How a User ID has been customized determines what a caller hears and is able to do (see Chapter 2 – Configure UADM2 Software for details). For example, if User ID 990 contains the initial company greeting, a caller accessing User ID 990 hears the greeting recorded as the greeting for User ID 990.

Call processing control in voice processing involves User IDs, chains, groups, menus, and a token programming language. Using these control structures, you can define virtually any call handling method.

This chapter discusses:

- User IDs
- Call processing control
- User ID mailboxes
- How voice processing processes User IDs and User ID mailboxes

User IDs

All of the GVPH User IDs are stored in a flat database. All of voice processing's User IDs must be unique; you cannot have two User IDs with the same number.

Whenever a caller enters a User ID, voice processing always accesses the same User ID. The exception is single-digit menus. If you define a single-digit menu key (0~9), voice processing processes the User ID given for the menu key rather than the User ID with the single digit number. For example, if a caller were in User ID 100 and User ID 100 had a single-digit key 0 mapped to User ID 222, then by pressing 0 the caller would be sent to User ID 222 rather than to the operator defined by User ID 0.

Reserved User IDs

Voice processing comes with several pre-defined User IDs. Only User ID 999 cannot be assigned to another User ID number. Each of the following User ID mailboxes performs a specific function.

Most of the mailbox numbers of the pre-defined User IDs can be changed, if required, to better meet your customers needs.

User ID 0: Operator – For an after hours caller who is unable to direct his own call or does not know the extension of the person he wants to reach.

User ID 411: Directory – Directory User ID for all ports or specified ports. The caller enters the first few letters of the name of the person he/she wants to contact. Voice processing plays the corresponding User ID's name recording. See the System Configuration parameter *box_idx* in Chapter 2 – Configure UADM2 Software.

User ID 982/983: System Shutdown 1 & 2 – These User IDs enable the System Administrator to shut down the system via the telephone dial pad.

User ID 990: Company Greeting – The salutation that lets the caller know which company he called.

User ID 991: Caller Instructions – Give the caller options for reaching departments or information.

User ID 994: Fax Tone Detect – User ID voice processing "jumps" to when voice processing detects a specific tone. Used to handle incoming faxes, detect connections from TDD machines for deaf communication, etc. See the System Configuration parameter *hot_box* in Chapter 2 – Configure UADM2 Software.

User ID 995: Future Delivery – Stores all messages awaiting future delivery. See the System Configuration parameter *future_delivery* in Chapter 2 – Configure UADM2 Software.

User ID 996: Guest Defaults – User ID voice processing uses for the default values when creating a new Guest User ID. The field values are copied into a new Guest User ID upon initialization. See the System Configuration parameter *guest_defaults* in Chapter 2 – Configure UADM2 Software.

User ID 997: Defaults Box – User ID voice processing uses for the default values when creating a new User ID. The field values are copied into a new User ID upon initialization. See the System Configuration parameter *defaults_box* in Chapter 2 – Configure UADM2 Software.

User ID 998: Direct Message – Direct Message User ID for all ports or specified ports. voice processing records a message for a User ID without having to execute the Extension field and/or hear the User ID's greeting. This is particularly useful for an Operator transferring directly to voice mail. See the System Configuration parameter *box_send* in Chapter 2 – Configure UADM2 Software.

User ID 999: System Administrator User ID – Enables the System Administrator to create system lists, record and delete system announcements, record the busy-hold music or message, manage User IDs, and review system status. See *System Administrator Guide* for details. This mailbox has a pre-programmed extension of **H( )** for Hang-up. This enables (999) its use as a disconnect code for telephone systems that provide this feature.

Call Processing Control

Call processing control in Strata CIX40 Voice Processing goes beyond the definition of unique User IDs. Voice processing provides four additional structures: chains, groups, menus, and a token programming language. These control structures enable more complex control so that you can define virtually any call handling method.

Chains

Chains are how you tell voice processing what to do when one of three conditions apply:

- Done – The Done chain instructs voice processing where to send a caller who remains on the line after leaving a message or after listening to an announcement only mailbox.
- Ring No Answer (RNA) – The RNA chain instructs voice processing where to send a caller when there is a RNA at a User ID's extension.
- Busy – The Busy chain instructs voice processing where to send a caller when a User ID's extension is Busy.

Groups

Groups control which User IDs a call may access. Each User ID mailbox user can be a member of up to four groups. To be able to access another User ID, the caller User ID must share at least one group number with the currently accessed User ID.

Menus

Menus define the destination for a caller that presses one of ten possible single-digit menu options while listening to a mailbox's greeting. Menus can accommodate an unlimited number of special applications.

Token Programming Language

Strata CIX40 Voice Processing's programming language enables voice mail to perform such versatile features as obtaining information from callers, message waiting light control, and confirming digits entered by a caller. A series of tokens instruct voice processing what actions to perform. See Chapter 5 – Token Programming for details.

User ID Mailboxes

Types of Mailboxes

User IDs fall into one of several general categories, based on how they are customized.

User

A typical User ID mailbox records messages from callers. A user can periodically check the User ID for messages, or be notified by a variety of automatic notification methods. Typically, there is one user for each User ID, although several User IDs may share a single extension because the users themselves share a single telephone line.

Information

An information User ID mailbox does not accept messages from callers. Instead, voice processing plays its greeting to callers in order to provide them with information, such as the company's hours of operation and location. No user or telephone extension corresponds to this type of User ID.

Control

Using voice processing's Token Programming Language, a control User ID mailbox, directs the flow of a call. Typically, it interacts with the caller in some way, then transfers the call to one or more additional User IDs for further processing.

For example, a User ID might ask the caller to input his or her telephone number. If the telephone number is seven digits long, voice processing assumes it is valid and the User ID passes control to a second User ID that makes use of that telephone number in some way (such as faxing a document to it). If the telephone number is not seven digits long, voice processing might transfer to a third User ID, which would be an information box whose recording informs the caller that the telephone number was not the right length. The User ID might then transfer control back to the original User ID to give the caller another chance to enter the correct number of digits.

Customizing Mailboxes

Customizing User ID mailboxes involves defining User IDs using the following menus:

- **Users Menu**—The Users Menu consists of three screens (Info/Status, Options, Group/Chains) that enable you to define, delete, and list User ID mailboxes. Features to define include: company directory entries, Do Not Disturb, Call Screening, Greetings, and control structures such as Chains, Groups, and Menus. Once you have defined and saved a User ID, you can customize it using the Auto and Notify Menus. (See Chapter 4 – Menus for detailed information.)
- **Auto (Scheduling) Menu**—With the Auto Menu, you can set up automatic changes for each User ID Mailbox. You can set these changes to occur at a specified time, on certain days of the week, or on a specified date. For example, you can set up different daytime and nighttime greetings. (See "Auto (Scheduling) Menu" on page 4-20 for detailed information.)
- **Notify Menu**—The Notify Menu enables you to program voice processing to automatically call a user to notify him of messages. Notification methods include beepers, other telephones, and office paging systems. (See "Notify Menu" on page 4-27 for detailed information.)

In addition to the programming capabilities provided by the Users, Auto, and Notify Menus, voice processing provides:

- **Token Programming Language**—Enables you to obtain additional features. These include obtaining information from callers and message waiting light control. See Chapter 5 – Token Programming for details.

- **Reserved User ID Mailboxes**—These mailboxes have pre-programmed common features. See "Reserved User IDs" on page 3-2 for more information.
- **Notify Templates**—Notify contains templates (e.g., message waiting light control and pagers) you can use for defining User ID Notify records.

If you have questions about customizing User ID mailboxes, please contact Toshiba Technical Support.

How the GVPH Processes

User IDs

Whenever a call rings a port on GVPH, voice processing answers and begins processing the call starting at a predefined User ID. After processing the initial User ID, voice processing continues processing by following a chain to the next User ID. At any time, should a caller enter DTMF, voice processing translates the DTMF to a User ID and continues processing at that User ID. Therefore, movement between User IDs is accomplished automatically by following chains or by DTMF entry. (And a third way: voice processing's Token Programming Language.)

How Strata CIX40 Voice Processing Processes Movement Between User IDs

The process described is the default setup in voice processing (see Figure 3-1). For example, User ID 990 (Company Greeting) and User ID 991 (Caller Instructions) are defaults; you can assign other User ID mailboxes to perform these functions. In addition, you may override any of the described processing by changing the chain and User ID definitions.

1. **New Call** – The process starts with an incoming call. Voice processing directs the call to the Company Greeting User ID.
2. **Company Greeting User ID** (Default: User ID 990) – The Company Greeting User ID plays the opening greeting ("Thank you for calling... "). Voice processing determines whether the caller entered DTMF during the greeting.
   - **Yes** – Voice processing directs the call to that DTMF and processes the User ID. It then follows the *Done* chain of the User ID. If there is no *Done* chain for this User ID, it follows the *Done* chain for the Company Greeting User ID.
   - **No** – Voice processing directs the call as per the Company Greeting User ID 990's *Done* chain to the Company Instructions User ID.
3. **Caller Instructions User ID** (Default: User ID 991) – The Company Instructions User ID plays the caller instruction message, which is a menu of dialing choices ("To reach... enter..."). Voice processing determines whether the caller entered DTMF during the message.
   - **Yes** – Voice processing directs the call to that DTMF and processes the User ID. It then follows the *Done* chain of the User ID. If there is no *Done* chain for this User ID, it follows the *Done* chain for the Company Greeting User ID.
   - **No** – Voice processing looks at the value of the System Configuration parameter *dtmf_gate*.
4. **dtmf_gate** — Voice processing determines if the System Configuration parameter *dtmf_gate* is True. See Chapter 2 – Configure UADM2 Software for information on configuring *dtmf_gate*.
   - **Yes** – Voice processing prompts the caller to say "yes" to the tone. If voice processing detects any sound, voice processing transfers the call to the Operator User ID. If not, voice processing hangs up.
   - **No** – Voice processing transfers the call to the Operator User ID.

5. **Operator User ID** (Default User ID 0) – This is the end of the Company Instructions User ID's *Done* chain.

   If a caller presses 0 after recording a message for a User ID, the message is sent to the destination mailbox, the prompt, "message sent" plays and the call transfers to the Operator.

Note This feature is only available during the original message recording. If the caller presses 0 while re-recording or during the Message menu prompts, the voice processing system reacts as if the caller has pressed #.

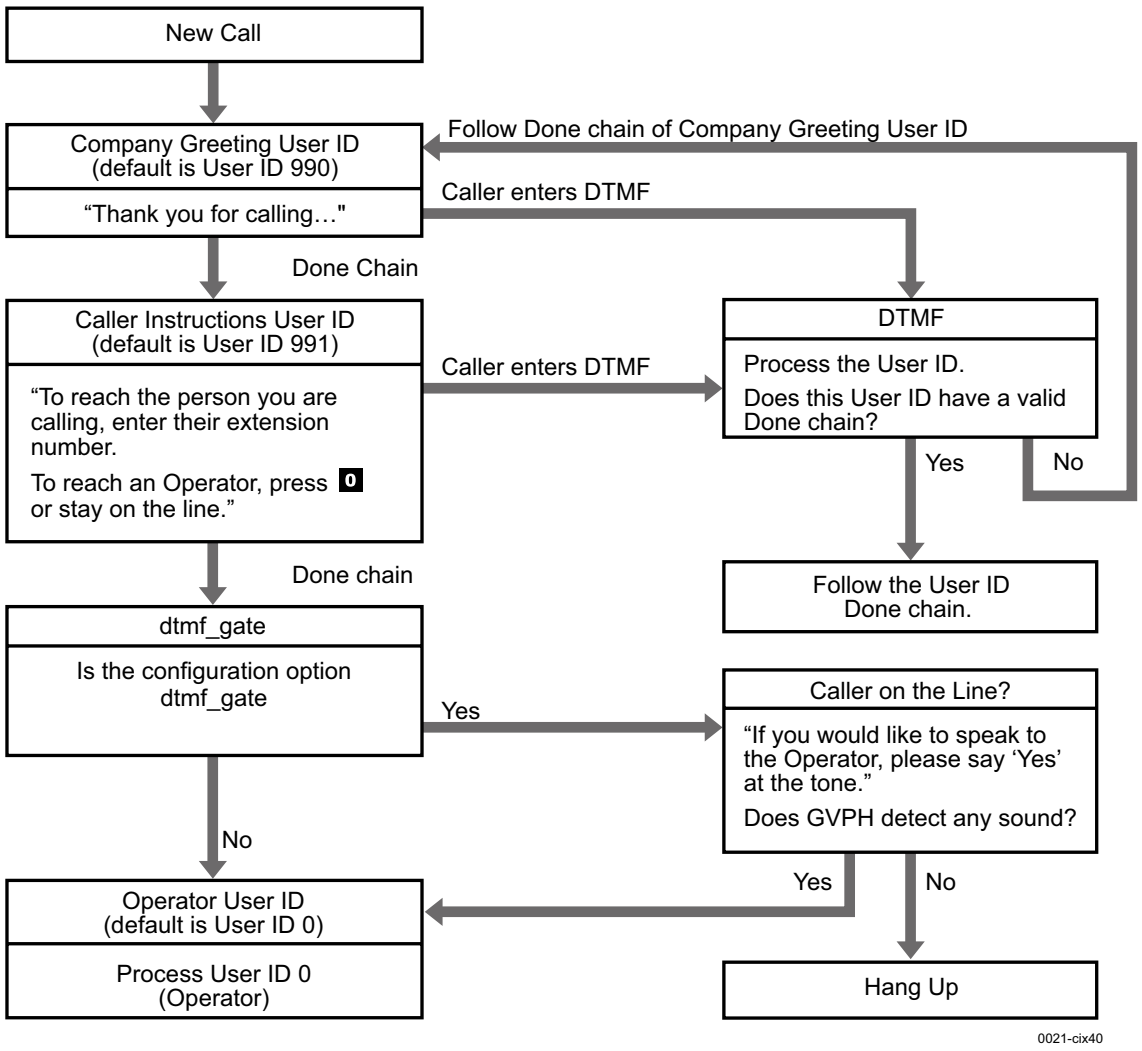


Figure 3-1 Movement Between User IDs

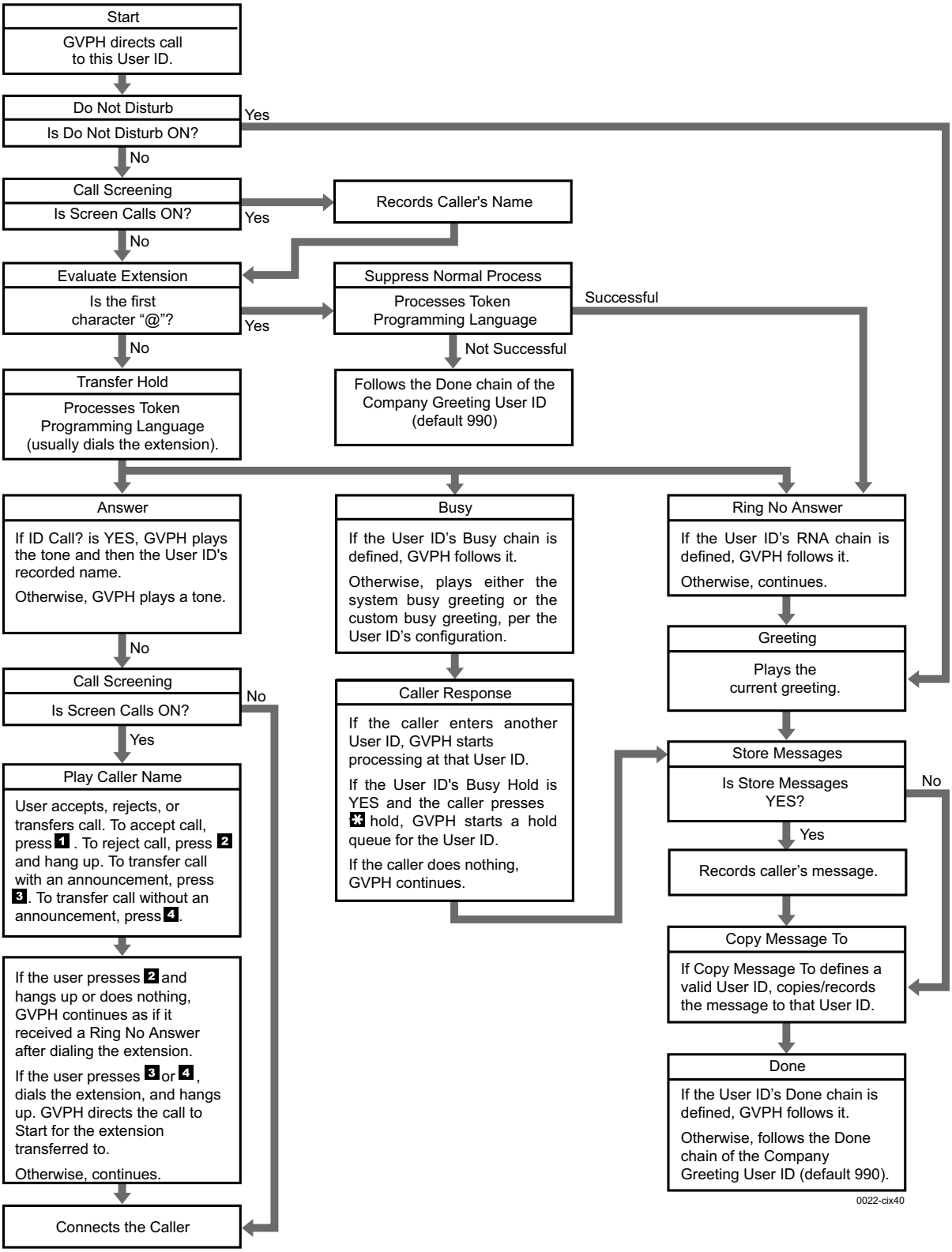


Figure 3-2 User ID Mailbox Processing

User ID Mailboxes

Voice processing processes a User ID mailbox (see Figure 3-2) based on:

- User ID mailbox field settings
- Whether an Answer, Busy, or RNA condition exists.

How Strata CIX40 Voice Processing Processes User ID Mailboxes

1. **Start** – Voice processing directs the call to this User ID.
2. **Do Not Disturb** – Voice processing determines whether the User ID mailbox field *Do Not Disturb* is On.
   - **Yes** – Voice processing directs the call to the RNA greeting and proceeds with the RNA condition.
   - **No** – Voice processing determines whether *Call Screening* is On.
3. **Call Screening** – Voice processing determines if *Screen Calls* is On.
   - **Yes** – Voice processing records the caller's name and then proceeds to dial the *Extension*.
   - **No** – Voice processing dials the *Extension*.
4. **Evaluate Extension** – Voice processing determines if the *Extension*'s first character is @.
   - **Yes** – Voice processing suppresses the normal process. Voice processing processes the Token Programming Language, then proceeds to the RNA condition. If there is an error during processing, voice processing follows the *Done* chain of the Company Greeting User ID.
   - **No** – Voice processing places the call on transfer hold, dials the digits in the User ID's extension field, then proceeds to the Answer, Busy, or RNA condition, as appropriate (see Table 3-3).

Table 3-3 Call Flow

Answer	Busy	Ring No Answer
Voice processing determines if *ID Call* is Yes. Yes – Voice processing plays the user's recorded name. If the recording does not exist, voice processing plays a tone. Voice processing proceeds to *Call Screening*. No – Voice processing proceeds to *Call Screening*.	Voice processing determines if the *Busy* chain is defined. Yes – Voice processing follows this User ID's *Busy* chain. No – Voice processing proceeds to play the busy greeting.	Voice processing determines if the *Ring No Answer* chain is defined. Yes – Voice processing follows the User ID's *Ring No Answer* chain. No – Voice processing plays the current greeting.
Call Screening – Voice processing determines if *Screen Calls* is On. Yes – Voice processing plays the name the caller recorded. No – Voice processing connects the caller.	**Play Busy Greeting** – Voice processing determines if there is a custom busy greeting. Yes – Voice processing plays the user's custom busy greeting. No – Voice processing plays the system busy greeting.	**Play the Current Greeting** – Voice processing determines if there is a custom greeting. Yes – Voice processing plays the user's custom greeting. No – Voice processing plays the system greeting.

Table 3-3 Call Flow *(continued)*

Answer	Busy	Ring No Answer
Play Caller Name – User Accepts, Rejects, or Transfers. Voice processing plays "To accept... " Accepts Call – User accepts call (presses 1). Voice processing proceeds to connect the caller. Rejects Call – User rejects call (presses 2) and hangs up. Voice processing proceeds to the Ring No Answer condition. Transfers Call with Announcement – User transfers call with announcement (presses 3). The user dials the extension to transfer the call and hangs up. Voice processing plays "Your call is being transferred to" with the name recording or User ID of the extension where the call is being transferred and voice processing transfers the call. Voice processing proceeds to Start for the extension transferred to. Transfers Call without Announcement – User transfers the call without announcement (presses 4). The user dials the extension to transfer the call and hangs up. Voice processing asks the caller to continue to hold and transfers the call. Voice processing proceeds to Start for the extension transferred to.	**Caller Response** – Voice processing directs the call depending upon the caller's response. Hold – If the User ID's *Busy Hold* is YES and the caller presses * to hold, voice processing starts a hold queue for this User ID. Another User ID – If the caller enters another User ID, voice processing processes that User ID. Nothing – If the caller does nothing, voice processing determines if *Store Messages* is YES.	**Store Messages** – Voice processing determines if *Store Messages* is Yes. Yes – Voice processing records the caller's message. Then determines if there is a *Copy Message To* mailbox. No – Voice processing determines if there is a *Copy Message To* mailbox.
	Store Messages – Voice processing determines if *Store Messages* is Yes. Yes – Voice processing records the caller's message. Then determines if there is a *Copy Message To*. No – Voice processing determines if there is a *Copy Message To*.	**Copy Message To** – Voice processing determines if *Copy Message To* contains a valid User ID. Yes – Voice processing copies/ records that message to that User ID. Voice processing then proceeds to the User ID *Done* chain. No – Voice processing proceeds to the User ID *Done* chain.
	Copy Message To – Voice processing determines if *Copy Message To* contains a valid User ID. Yes – Voice processing copies/ records that message to that User ID. Voice processing then proceeds to the User ID *Done* chain. No – Voice processing proceeds to the User ID *Done* chain.	**User ID Done Chain** – Voice processing determines if this User ID *Done* chain is defined. Yes – Voice processing follows the User ID *Done* chain. No – Voice processing follows the *Done* chain of the Caller Instructions User ID.

Table 3-3 Call Flow *(continued)*

Answer	Busy	Ring No Answer
Connect the Caller – If the user accepts the call, voice processing connects the caller and the user.	**User ID Done Chain** – Voice processing determines if the User ID *Done* chain is defined. Yes – Voice processing follows the User ID Done chain. No – Voice processing follows the *Done* chain of the Caller Instructions User ID.	**Caller Instructions User ID Done Chain** – Voice processing follows the Done chain of the Company Greeting User ID (default 990).
	Caller Instructions User ID Done Chain – Voice processing follows the *Done* chain of the Caller Instructions User ID (default 991).	

Feature Programming

This chapter lists (in alphabetical order) voice processing's programmable features and gives instructions on programming each feature. All features are categorized as:

- System – Features set on a system-wide basis.
- User ID Mailbox – Features set on a User ID mailbox basis.

For descriptions of these features, see the *Stratagy General Description*. For additional information, see:

- Parameters – Chapter 2 – Configure UADM2 Software
- Tokens – Chapter 5 – Token Programming
- Menus – Chapter 4 – Menus

Automatic Scheduler

Mailbox Feature

Set this feature using the Auto (Scheduling) Menu. You can program the following features to occur automatically at a preset time, day, or date:

- Audiotex
- Call Screening (toggle On or Off)
- Company Greeting (toggle On or Off)
- Personal Greetings (change the Personal Greeting that plays by time of day)
- DND (toggle On or Off)
- Scheduled Extensions (change where a call is transferred to when a caller dials the User ID from the voice processing automated attendant)
- Message Notification
- Ring Duration (number of rings when a call is transferred to an extension by the voice processing automated attendant before it is considered Ring No Answer (RNA).

Automatic System Recovery

System-wide Feature

You will receive notification of an unsuccessful startup, when you set the Notify menu in User ID mailbox 999 for a PANIC notification type.

Called Identification

Mailbox Feature

This feature defaults to disabled (No). To enable it, set the *ID Call?* field (Users Menu Options Screen) to Yes.

SMDI Caller ID

To configure this feature, use the *play_caller_id* parameter and the **%K** token. See "SMDI Calling Party Identification" on page 2-23 for details.

Caller Confirmation Prior to Transferring

System-wide Feature

This feature defaults to enabled (True). To disable this feature, reset the *dtmf_gate* parameter to False.

When enabled, the system states, “Say yes at the tone.” A verbal response completes the transfer to a company operator and “no response” causes the system to disconnect the call.

Call Screening

Mailbox Feature

This feature defaults to disabled (Off).

To enable it, set the *Screen Calls* field (Users Menu Options Screen) to On. This enables the user to turn this feature On or Off from the phone’s dial pad. If you set the *Screen Calls Lock* field to On, the user is prevented from changing the Call Screening feature in this manner, and only the Administrator can change it.

This feature can also be set to switch automatically to Call Screening mode and back again at a certain time/day/date, using the Auto (Scheduling) Menu.

Call Transfer

Mailbox Feature

All voice processing call transfers are controlled by the *User ID* and *Extension* fields (Users Menu Options screen). Entering only the destination extension results in a supervised call transfer. Other call transfer types are implemented with Tokens.

Note XXXH = blind transfer to extension XXX.
XXXU = release the call to extension XXX if ring tone is detected.

Chaining

Mailbox Feature

Voice processing’s chaining feature enables the flow of control during call processing to be directed from one User ID to another, based on the results of dialing the *Extension* field (Users Menu Groups/Chains screen).

Note The User ID can not be configured in Do Not Disturb mode.

The three possible chaining conditions are Done, RNA and Busy.

Directory

Mailbox Feature

Set the *box_idx* parameter for the User ID Mailbox that searches the directory for user names (default is 411). You can also designate a different mailbox for different ports.

Distribution Lists

Mailbox Feature

Set the *cmt_maxlen* parameter for the time allowed for recording a list comment (defaults to 10).

Do Not Disturb

Mailbox FeatureThis feature defaults to disabled (Off).

To activate this feature, set the *Do Not Disturb* field (Users Menu Options Screen) to On. This enables the user to turn this feature On or Off from the phone's dial pad. If you set the *Do Not Disturb Lock* field to On, the user is prevented from changing the DND feature in this manner, and only the Administrator can change it.

This feature can also be set to switch automatically to DND mode and back again at a certain time/day/date, using the Auto (Scheduling) Menu.

Extensions—Scheduled

Mailbox Feature

Set the scheduled extensions in the Auto (Scheduling) Menu.

Fax Tone Detection

System-wide Feature

This feature sends fax tone detection to User ID 994 (default). To change the User ID, set the *hot_box* parameter for the new destination extension of the fax machine. The designated User ID accepts the fax tone and a blind transfer to the extension connected to the fax machine follows.

Future Delivery

System-wide Feature

Dedicate a User ID (default User ID 995) mailbox for storing all future delivery messages using the *future_delivery* parameter. The messages stored in the mailbox cannot be deleted or played by the Administrator.

Greeting

Mailbox Feature

Busy Greeting

This feature defaults to the System Busy Greeting (SYS). To change it to a custom busy greeting, set the *Busy Greeting* field (Users Menu Options Screen) to CUS.

The amount of time allowed for recording the greeting is 45 secs. To increase or decrease the time, set the *Busy Greeting Max*. field (Users Menu Options Screen) to 1~999. Setting this field to 0 prevents the user from recording or changing a custom Busy Greeting.

Personal Greeting

By setting the *Current Greeting Max* field (Users Menu Options screen) to zero, the Administrator can prevent the user from recording a new greeting or changing (recording over) an existing greeting. This has the effect of locking the greeting recording(s), and prevents the user from changing the current greeting number. If the user's greetings are not

locked, the user can change the greeting number and/or record new greetings (up to the permitted length).

Greeting—Company

System-wide Feature

You must record all company greetings using the "Information User IDs," such as the initial greeting User ID (typically "990"). A company, for instance, can have a standard greeting play during regular business hours, and a second greeting play after hours which informs callers that the business is closed, etc.

A third greeting can also be recorded which explains that "the company is closed for the holiday." Since the Auto Scheduler permits holidays to be programmed up to a year in advance, and repeats automatically at one year intervals, the holiday greeting can play automatically on each holiday.

Greeting—Port-Selectable

System-wide Feature

This feature defaults to User ID Mailbox 990 for all ports. This feature should be configured to start processing with the appropriate User ID based on the expected use of the voice processing ports. If you need to change the default, use the *box_grt* parameter.

After verifying the *box_grt* parameter setting is correct, the User IDs must be created and configured, and their greetings recorded to give callers the desired information.

Greeting Restart

Mailbox Feature

After a caller has left a voice message for a User ID, the call can either be transferred back to the initial "company" greeting User ID or the system can say "Thank you for calling, good-bye" and disconnect. By default a caller is returned to the "instruction greeting" (User ID 991). This can be chained via the Done chain in the user's mailbox.

Group Partitions—Call Blocking

Mailbox Feature

Define the group(s) that a User ID belongs to by filling in the group number(s) on the Users Menu Groups/Chains screen. User IDs can only access other User IDs that are defined as being in the same group.

Guest Users

Mailbox Feature

This feature defaults to disabled (-1). To enable it, enter 0~22 (number of guest User IDs the user can create) in the *Guests* field (User Menu Options screen).

The Administrator also controls the configuration of each created Guest User ID through the use of the *guest_defaults* parameter. The parameter is set to a standard system template, User ID 996, but a new template can be created and used in its place.

Guest Users Limit

This feature is set in two ways:

- System Limit: The Guest Users Limit for the entire system is set by entering values in the *guest_min* (default 90000) and *guest_max* (default 90021) parameters. The difference of

the entries is the maximum number of guest user IDs that can be created by all users on the system.

- User ID Limit: A limit is set (default: -1) for each User ID by entering a value in the *Guests* field on the User's Options screen. Valid entries are:
  - 0~22 enables the user to create that number of guest user IDs.
  - -1 stops the User from using the Guest Users feature.

The Administrator can also change the number remaining in the field to 0 at any time. The user has access to the previously-created Guest User IDs but cannot create new ones.

If the Administrator changes the number remaining in the field to -1 after Guest User IDs have been created, the Guest User IDs are not deleted but the user does not have access to them. Any new IDs cannot be created.

Message Continuous Delete/Playback

System-wide Feature

This feature defaults to 30 minutes for continuous delete or playback. To change the setting use the *tape_length* parameter (values are 10~99 minutes).

Note The time period set is normally the length of a continuous recording.

Message Copy

Mailbox Feature

To enable this feature enter a User ID mailbox number in the *Copy Message To* field (Users Menu Options screen).

Set the *Store Messages* field (Users Menu Options screen) to Yes. Voice processing stores the message in both the accessed User ID mailbox and the User ID mailbox shown in the *Copy Message To* field. Any messages already stored in the originating User ID are not copied.

Message Copy with Delete

Mailbox Feature

To enable this feature enter a User ID mailbox number in the *Copy Messages To* field (Users Menu Options screen). Set the *Store Messages* field to No. Voice processing stores the message only in the *Copy Message To* User ID Mailbox. The first User ID does not store messages.

Message Date and Time Control

Mailbox Feature

This feature defaults to enabled (Yes) and the date/time is played automatically before the message. To disable this feature, change the *Play Date/Time?* field (Users Menu Options screen) to No.

Message Length Control

Mailbox Feature

This feature defaults to 180 seconds. To change the feature, reset the *Store Messages* (*Max*) field (User Menu Options screen) to a value from 1~999 (seconds). If set to 0, messages can have any length up to GVPH's disk capacity.

Message Notification

Mailbox Feature

Activate the Notify Menu. Notification records can become templates and used repeatedly (e.g., pager notification, turning on/off a message waiting light, etc.). Since the *Method* field (Notify Menu) can consist of a number of different programming tokens, an almost unlimited range of actions is available.

You can dedicate (reserve) a port(s) for outbound notifications, using the *n_ochan* parameter. If no port is dedicated for notification use, voice processing attempts to use the highest numbered IDLE port.

Message Pause During Playback/Recording

System-wide Feature

This feature is set to a default pause of 30 seconds. To change the setting, use the *tmo_resume* parameter (system values are 0~255).

Message Playback Control

System-wide Feature

This feature is set to a default of five seconds. To change the setting, use the *play_skip* parameter (possible values are 1~99 seconds).

Message Purging

System-wide Feature

This feature defaults to disabled. To enable it, use the *purge* parameter (possible values: 1~99 days).

Message Retrieval Control

Mailbox Feature

This feature defaults to First-in, First-out order. To reset this feature, use the *Message Order* field (User Menu Options screen).

Message Volume Control

Mailbox Feature

This feature is set to normal/average sound (defaults to 0). To reset the feature, enter -6 (softest) to 3 (loudest) in the *Message Volume* field (Users Menu Options screen).

Changing the *gain_norm* parameter setting also affects this feature.

Volume fluctuates by plus or minus 3dB.

Messages—New, Pending and Saved

Mailbox Feature

Set *Saved Msg Que* field (Users Menu Options Screen) to Yes to create two queues, new and saved, or No for one queue for all messages.

Pending Messages

Any message listened to for a shorter amount of time than that specified in the *msg_pending_threshold* parameter is kept as a new message. The message remains in the New Message Queue and the Message Waiting Off notification type is not processed. A message that is listened to longer than the time specified but is not listened to all the way through or manually saved (by pressing 2) or deleted (by pressing 3) is considered a Pending Message. The message remains in the New Message Queue and the Message Waiting Off notification type *is* processed.

This feature defaults to disabled. To enable it set the *Message Pending* (Users Menu Options screen) field to On. To reset the threshold time, use the *msg_pending_threshold* (default 5 seconds) parameter (values are 3~10 seconds).

Messages—Urgent

Mailbox Feature

Set the *Type* field (Notify Menu) to URGENT to notify the user of urgent messages.

Multiple System Languages

System-wide Feature

System Prompts: English or Spanish

System Greetings:

- English only
- prompt plays in English, repeats in Spanish
- Spanish only
- prompt plays in Spanish, repeats in English

Note These options are set using jumpers SW2 and SW3 on the GVPH card and the *prompt_file* parameter in the Stratagy Admin UADM2 software. See Chapter 1 in the *Strata CIX40 I&M Manual* for instructions.

Name (and Extension) Control

Mailbox Feature

This feature defaults to enabled (Yes). To disable this feature, set the *Record Name?* field (Users Menu Options screen) to No.

The amount of recording time defaults to 5 seconds. To change the amount of recording time reset the *nam_maxlen* parameter to 1~99 seconds.

Paging – Office

Mailbox Feature

This feature is set using the *Type* field (Notify Menu) to RELAY.

Programmable Dial Actions

Mailbox Feature

Enter the token programming sequence into the *Extension* field (Users Menu Options screen). The default is usually the same as the User ID number, since users' ID numbers are often the same as their telephone extension number.

Reports

System-wide Feature

See Chapter 7 – System Reports for procedures on using the Report feature. To schedule an automatic report, use the *auto_report* and *auto_report_time* parameters. Reports can be scheduled in advance (24-hour format).

Ring Duration

Mailbox Feature

This feature defaults to four maximum rings per call. To reset this feature use the *Maximum Rings* field (Users Menu Options screen). Valid entries are 1~9 and 0 (sets the ring duration to system default).

This value can also be changed automatically at a certain time/day/date using the Auto (Scheduling) Menu.

Screen Advertisement

System-wide Feature

This feature is enabled (defaults to five minutes). To change the setting, use the *tmo_blank* parameter (valid entries are 1~99 min.) or to disable the feature set the parameter to 0.

Note The screen saver activates only when the Main Menu is displayed.

Shared Extensions

Mailbox Feature

Each User ID is set to have the same shared Extension number, and the *ID Call?* field must be set to Yes.

Shutdown using the Telephone Dial Pad

System-wide Feature

Change Security Code for User ID 983 and set DND to Off.

Single-digit Menus

Mailbox Feature

Define the single-digit menu numbers (up to 10) for each User ID on the Group/Chains screen of the Users Menu. Leaving a given number's field blank indicates the digit has no special significance while this User ID is processed. A greeting must be recorded that the caller hears. An example is: "I'm not available to answer your call. Press 1 to leave a message, 2 to talk to my personal assistant, 3 to page me, 4 to send me a fax or 0 to talk to the operator."

The token programming language provides a special token **M** for prompting and processing menu choices.

Note Single-digit menu 0 is normally reserved for the operator.

Storage Space Notification

System-wide Feature

This feature defaults to 5% free flash ROM space. To reset the feature, use the *diskwarn* parameter (values = 1~99). The value (percentage) becomes the threshold or percentage of available disk space that remains on the flash ROM.

To receive notification when the threshold has been reached, set User ID 999's *Type* field (Notify Menu) to DISK. Time intervals between notification, alternate notification destinations, etc., can also be programmed using the Auto (Scheduling) Menu.

System Administrator's Mailbox

System-wide Feature

See *System Administrator Guide* for information.

Token Programming

System-wide Feature

A token or group of tokens placed together to perform a specific function is referred to as a token string. A token string that performs call processing applications (offsite call transfer via Centrex lines, Fax Back, Fax on Demand, Holiday Application, etc.) are placed in the *Extension* field of a User ID. Tokens can also be used in the *Method* field (Notify Menu) to customize notification templates.

See Chapter 5 – Token Programming for a list of tokens and descriptions.

Universal Ports

System-wide Feature

The number of ports reserved for outbound notification is set in the *n_ochan* parameter (default = 0). When voice processing is configured for 24 ports, at least 1 channel must be reserved for outbound notification.

You can also restrict Notify to only a defined port in the *notify_restriction* parameter (defaults to 1).

User ID Security Code

Mailbox Feature

Specify the initial security code in the *Security Code* field (Users Menu Options screen). Minimum and maximum length restrictions can be set using the *security_min_length* (default = 1, values 1~8) and *security_max_length* parameters (default = 16, valid entries are 1~16).

Using the System Administrator's User ID mailbox 999, the Administrator can reset the code for a User ID at any time. Although the Administrator can reset the code, he/she does not have access to existing User ID security codes.

The default security code for User ID mailboxes is: User ID + Security Code for Defaults Box 997. Since the Defaults Box's security code defaults to 997, any User ID created would have a default security code of User ID + 997. For example, User ID 234's default security code would be 234997.

If you change the Defaults Box's security code (for example to 555), all *new* mailboxes created have the new default security code (234555).

User ID—Variable/Fixed Length

System-wide Feature

To set the length of User IDs, use the *fixed_len0~9* parameters. System defaults to 8 digits.

Varied Sampling Rates (Not Supported)

Note Voice processing uses Global Systems for Mobiles (GSM) full rate 13.2kb/s only.

Voice Forms

Mailbox Feature

Program the **Q** (Question and Answer) token into the User ID. Each question is recorded as a greeting, either in that User ID or in others. The **Q** token specifies which greetings play and in what order. Up to 20 questions are allowed.

Menus 4

This chapter covers the screens used to configure the individual User ID mailboxes in the voice processing system. See Figure 1-1 on page 4 for a diagram of the voice processing menu system.

Users Menu

The Users Menu screens is where User IDs are created, modified, saved, and deleted. Features available through the Users Menu include:

- Company directory entries
- Basic options (RNA, DND, call screening, message storage, message playback, etc.)
- User information and statistics
- Control structures (chains, groups, and menus)

Once you have defined and saved a User ID, you can further customize it using the Auto and Notify Menus. See "Auto (Scheduling) Menu" on page 1-20 and "Notify Menu" on page 1-27.

This chapter discusses:

- Access and exit the menu
- Menu options
- Create, modify, copy or delete a mailbox
- Boxlist
- Users Menu field descriptions

Access and Exit the Users Menu

See Chapter 1 – Access and Use UADM2 Admin for information about the Main Menu.

Access Users Menu

1. From the Main Menu, press **Alt+U**. Voice processing prompts you for your password.
2. Enter the password (the default password is **Stratagy**, with the first letter uppercase) and press **Enter**. The password does not display as you type. If you enter it incorrectly, you must select the Users Menu again. The Options screen displays, from which you can access the other Users Menu screens (Info/Status and Group/Chains).

Access a Screen

➤ Press **Alt+O**. The Options Screen displays.

...or **Alt+G**. The Group/Chains Screen displays.

...or **Alt+I**.The Info/Status Screen displays.

Exit Users Menu

1. Press **Alt**+**S**. Your changes are saved.

Important! *To save your modifications to the current User ID mailbox, you must press* **Alt+S** *before pressing* **Esc**.

2. Press **Esc**. The Main Menu displays.

Users Menu Options

The Users Menu (see Figure 4-1 and Table 4-2 on page 5) consists of three screens:

- Options (see Figure 4-3 and Table 4-4 on page 8) – Basic (RNA, DND, Call Screening and message information) options for the User ID mailbox.
- Group/Chains (see Figure 4-5 and Table 4-6 on page 14) – Chain, group and menu information for the User ID mailbox.
- Info/Status (see Figure 4-7 and Table 4-8 on page 18) – Displays statistics for the User ID mailbox that can be used to generate reports.

Create User ID Mailbox

Note When you create a User ID mailbox, voice processing uses the Defaults Box User ID (default 997) as a template for the new User ID mailbox.

1. From the Users Menu, Options screen, type a unique number in the User ID field and press **Enter**. Voice processing initializes the remaining fields with the values specified in the Defaults Box User ID.
2. To change any field settings, place the solid color edit block that appears on the screen next to the field name. Type the information in the field and press **Enter**

   ...or for some fields, press the spacebar to toggle the value.

Notes

- Use **Enter** or the arrow keys (↑↓) to move between fields.
- To display detailed help for the current field, press **F1**. See "Online Help Function" on page 1-6.

3. When finished, press **Alt**+**S**.
4. If necessary access the Groups/Chains screen and make any required changes to the field settings. The Groups/Chains screen displays.
5. When finished, press **Alt**+**S**. The User ID mailbox is saved and the *Box Created* and *Box Saved* fields of the Info/Status Screen change from NEVER to the current date and time.
6. As appropriate, continue defining the User ID mailbox using the Auto and Notify Menus.

See "Auto (Scheduling) Menu" on page 1-20 and "Notify Menu" on page 1-27 for detailed information.

Modify User ID Mailbox

1. From the Users Menu, Options screen, type the User ID mailbox number in the User ID field. Press **Enter**. Voice processing automatically loads the User ID mailbox. If the User ID does not exist, voice processing assumes that you are creating a new User ID mailbox (see "Create a Mailbox" above).

Note To determine whether a particular User ID has already been created, look at the *Box Created* field in the Info/Status Screen.

2. Access the Users Menu screens as needed and define the User fields (user's information, basic options, groups, chains, menus).

Notes

- Use **Enter** or the arrow keys (↑↓) to move between fields.
- To display detailed help for the current field, press **F1**.

3. When finished, press **Alt**+**S**. The User ID mailbox is saved.
4. As appropriate, continue defining the User ID mailbox using the Auto and Notify Menus.

See "Auto (Scheduling) Menu" on page 1-20 and "Notify Menu" on page 1-27 for detailed information.

Copy Mailbox(es)

When you copy a User ID mailbox, voice processing uses the existing mailbox as a template to create the new mailboxes.

Notes

- User's Information fields are not copied. The User ID field contains the new User ID you specified. Comment, Extension, and Directory Name fields are not defined. If the Security Code field is defined in the Defaults Box User ID, voice processing uses it instead of the User ID.
- All other Users Menu Options and Group/Chains fields are copied. All Notify and Auto records are copied.

1. From the Users Menu, Options screen, type the User ID mailbox number in the User ID field. Press **Enter**. Voice processing automatically loads the User ID mailbox.
2. Press **Alt**+**C**. A pop-up box displays (shown right).
3. Type the range. Press **Enter**. Voice processing creates the specified range of User ID mailboxes using the displayed User ID mailbox as a template.

4. To customize the first User ID mailbox copied, define the User fields (user's information, basic options, groups, chains, menus).

Note Use **Enter** or the arrow keys (↑↓) to move between fields.

5. Press **Alt**+**S**. The changes are saved.
6. As appropriate, continue defining the User ID mailbox using the Auto and Notify Menu.

   See "Auto (Scheduling) Menu" on page 1-20 and "Notify Menu" on page 1-27 for detailed information.
7. Repeat Steps 4~6 for each of the User ID mailboxes copied.

Delete Mailbox

Important! *When you delete an existing User ID mailbox, all messages and recordings for the mailbox are deleted.*

CAUTION! Delete all Guest User IDs of this User ID mailbox before deleting the User ID mailbox.

---

1. From the Users Menu, Options screen, type the User ID mailbox number in the User ID field. Press **Enter**. Voice processing automatically loads the User ID mailbox.
2. Press **Alt**+**D**. You are asked to confirm the deletion.

CAUTION! Once deleted, there is no way to retrieve the User ID mailbox.

---

3. Verify that this is the User ID mailbox you want to delete. Press **Y**. The User ID is deleted.

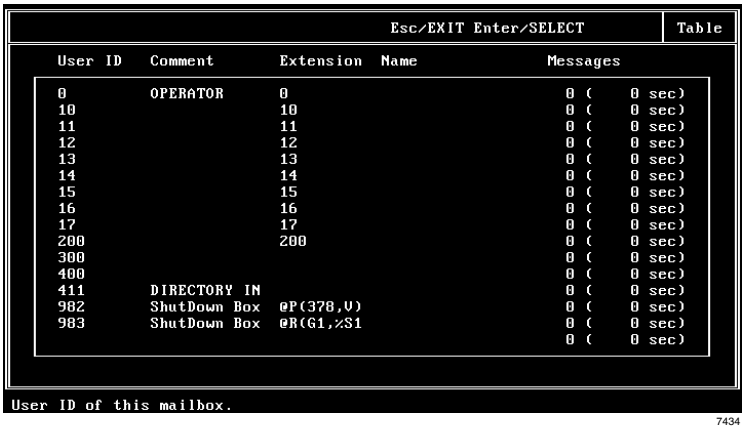
BoxList

This is a list of User ID mailboxes. The User IDs appear in numerical order. Each entry on the list contains the *Comment*, *Extension*, *Name (Directory Name 1*, *Directory Name 2*), and *Messages (Messages Current)* field information. For field definitions, see "Options Screen" on page 4-8.

View Existing User ID Mailboxes

1. Press **Alt**+**T**. A pop-up box displays (shown right).

2. Press **Enter**. The BoxList screen displays (shown right).
3. Use the arrow keys (↑↓) or the **Page Up/Down** keys to scroll through the list.
4. Press **Esc**. The Users Menu displays.



Access a Specific User ID from BoxList Screen

1. From the Table BoxList screen, use the arrow keys (↑↓) to highlight the User ID.
2. Press **Enter**. The Users Menu displays the selected User ID's information.

Users Menu Field Descriptions

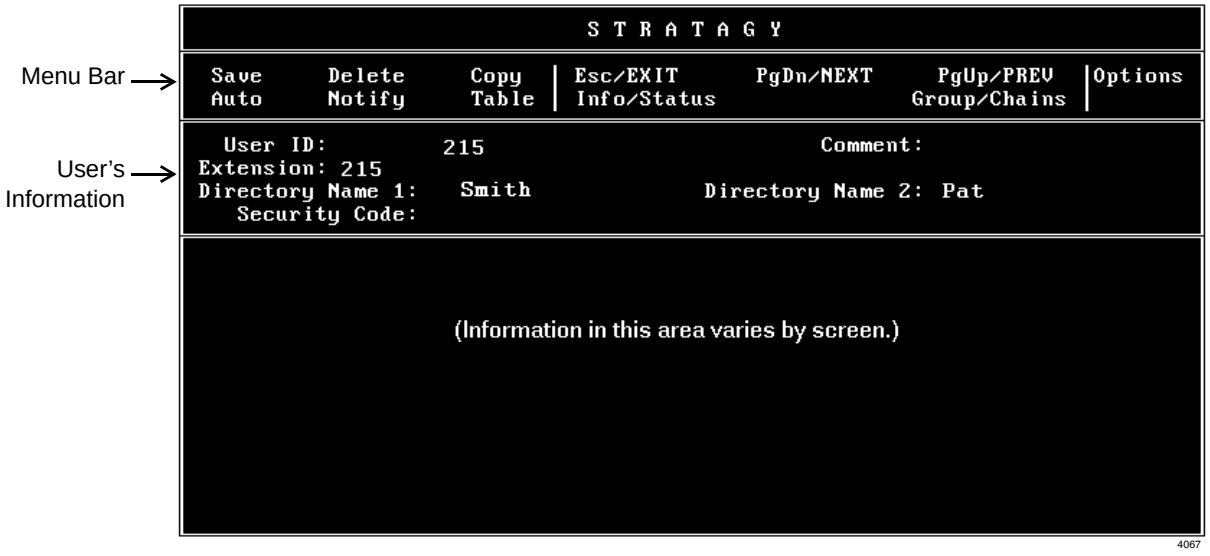


Figure 4-1 Options Screen with Sample Data

Table 4-2 Users Menu Screen Fields

Menu Bar Access and viewing options.	
Save	Press **Alt+S** to save the current User ID mailbox.
Delete	Press **Alt+D** to delete the current User ID mailbox.
Copy	Press **Alt+C** to copy the current User ID mailbox.
Auto	Press **Alt+A** to access the Auto Menu.
Notify	Press **Alt+N** to access the Notify Menu.
Table	Press **Alt+T** to select a table: **BoxList:** Press **Enter** to list all User ID mailboxes.
Esc/EXIT	Press **Esc** to exit the Users Menu and return to the Main Menu.
Pg/Dn NEXT	Press **Page Down** to view the next User ID mailbox.
PgUp/PREV	Press **Page Up** to view the previous User ID mailbox.
Options	Press **Alt+O** to access the current User ID's basic options.
Info/Status	Press **Alt+I** to view the current User ID's statistics.
Group/Chains	Press **Alt+G** to access the current User ID's group, chain, and menu options.

Table 4-2 Users Menu Screen Fields *(continued)*

User's Information Minimum information voice processing requires for a standard User ID that transfers calls and takes messages.	
User ID	User ID mailbox number. Usually associated with a telephone extension (for simplicity). Employees without a telephone extension can have a mailbox from which they can send and receive messages. Mailboxes can be used for special functions such as directories or question and answer surveys. Possible values: 0~99999999 (must be unique).
Comment	Notation or reminder about the function of the mailbox. For example, a User ID may be identified by function (extension, information box, etc.) or contents (greeting, directory, etc.).
Extension	Programmed dial actions voice processing performs to transfer a call that has accessed the User ID (i.e., *Do Not Disturb* is Off). Includes transfer to a User ID mailbox, a remote number, or paging. Normally a simple extension number. Default: value entered in *User ID* field.
Directory Name 1	The first of two names voice processing searches when a caller uses the directory (default 411). For most companies, this is the User ID owner's first name. For User IDs that do not appear in the directory, leave this field blank. **Notes** • It is important that each user record his/her name. • When the System Administrator enters a user's name into the directory using the telephone dial pad, the name is stored in the Options screen *Directory Name 1* and *Name 2* fields as numeric digits. For administration clarity, it is advisable to change the digits to their alpha equivalents. The directory works as follows. If a caller wants to speak with Donna, the caller would enter digits corresponding to these letters on the tone-dialing telephone (i.e., 36662). For the first User ID *Directory Name* field that matches the caller's entry, voice processing plays the name recording. Depending upon the System Configuration parameter *dir_play_uid*, voice processing also plays the digits of the *User ID* field. If no name recording is available, depending on the *dir_play_uid* setting, voice processing does not present an entry or play the digits of the *User ID* field. Since voice processing plays the name recording of all User IDs that match a caller's entry for the company directory, you can use this capability as a general search and playback system. The User ID used for directory searching can be defined on a per-port basis using the *box_idx* System Configuration parameter. For details about the System Configuration parameters, see Chapter 2 – Configure UADM2 Software.
Directory Name 2	The second of two names voice processing searches when a caller uses the directory (default 411). For most companies, this is the User ID owner's last name or another way to reference this User ID, such as a variation in spelling (Cathy, Kathy) or a nickname (Michael, Mike). It can also be used for the name of an additional user when a User ID is shared. For User IDs that do not appear in the directory, leave this field blank.

Table 4-2 Users Menu Screen Fields *(continued)*

Security Code	Password that permits the user access to this User ID mailbox. The security code ensures that only appropriate users can change greeting, record custom busy message, listen to messages left for this User ID, or change option settings. The initial value is the number of the new mailbox plus the value in the Defaults Box User ID (default 997) *Security Code* field. For example, the security code for default box 997 is 997. If a mailbox 234 is created, the default security code for the new mailbox is 234997. The only exception to this rule is the security code for the Defaults Box User ID (default 997). Its security code would be 997. If the security code of the Defaults Box User ID (default 997) is changed, only the mailboxes created after rebooting the system have the new default security code. If the security code is set to something untypeable at a telephone (such as an X), no one can log into the User ID mailbox. The user can change the password to assure confidentiality. For added security, the code does not display on the screen. You cannot view the security code; you can only change it.

Options Screen

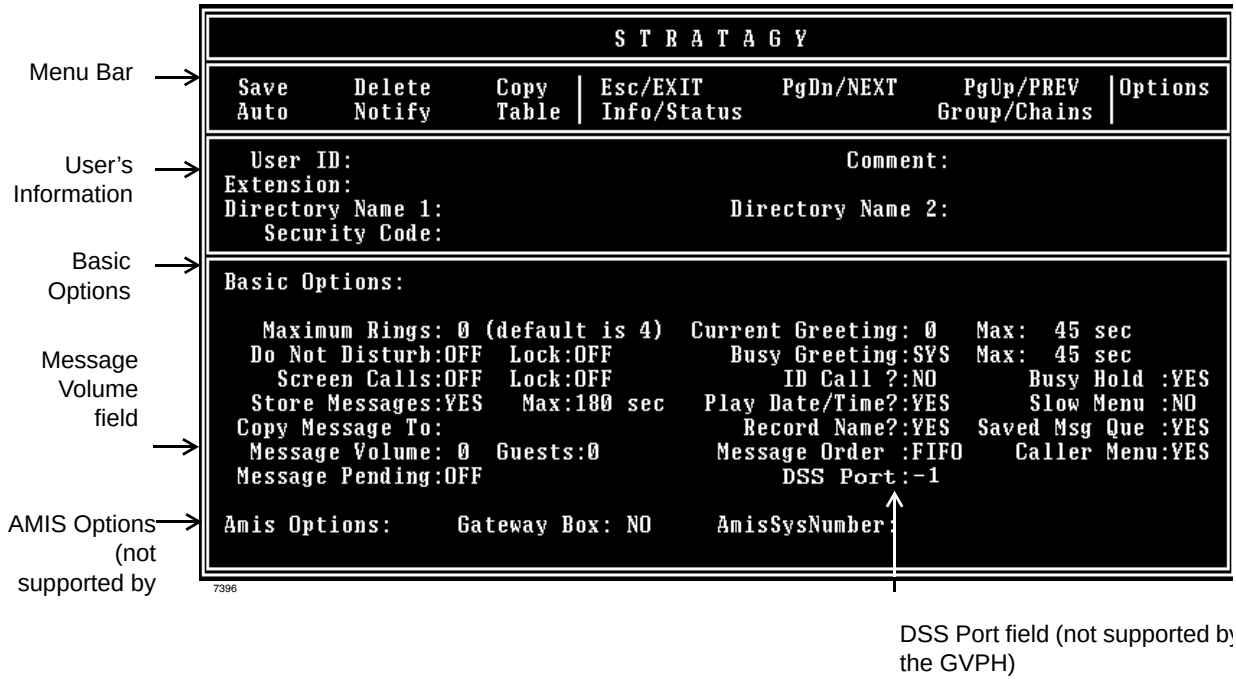


Figure 4-3 Options Screen with Sample Data

Table 4-4 Options Screen Fields

Menu Bar See "Users Menu Field Descriptions" on page 4-5 for a definition of the fields.	
User's Information See "Users Menu Field Descriptions" on page 4-5 for a definition of the fields.	
Basic Options RNA, DND, Call Screening, and message information for the User ID mailbox.	
Ring No Answer (RNA)	
Maximum Rings	When transferring a call to the User ID, the number of rings voice processing waits before determining a RNA status. This option only works when voice processing is controlling the call transfer during a monitored, or supervised transfer. For example, if the telephone is not answered within four rings, voice processing may play this User ID's greeting and take a message, or transfer the call to another extension if an *RNA* chain is being used. Possible values: 0 (uses system default), 1~9 Default: 4

Table 4-4 Options Screen Fields *(continued)*

Do Not Disturb (DND)	
Do Not Disturb	Whether voice processing transfers callers directly to a user's mailbox without ringing the user's phone. If *Lock Do Not Disturb* is set to Off, the user can toggle this feature on or off through the telephone. If the intention of the User ID is to offer recorded information, set *Do Not Disturb* to On and *Lock Do Not Disturb* to On. On: *Do Not Disturb* is On. Calls to this User ID are never transferred to an extension. The greeting plays immediately. Off: *Do Not Disturb* is off. Possible values: On, Off Default: Off (DND not active)
Lock	Locks the current *Do Not Disturb* setting. The current *Do Not Disturb* setting cannot be changed by the user through the telephone. If the intention of the User ID is to offer recorded information, set *Do Not Disturb* to On and *Lock Do Not Disturb* to On. On: User is not permitted to access or change the *Do Not Disturb* setting through the telephone. Off: User can change the *Do Not Disturb* setting. Possible values: On, Off Default: Off (not locked)
Call Screening	
Screen Calls	Whether voice processing asks the caller to record his name before attempting a transfer to the user's extension, enabling a user to accept, decline, or transfer the call: On: Voice processing asks the caller to record his name, and then attempts to reach the user. If the user answers, voice processing plays that recording. The user can press: 1 to accept the call. Voice processing connects the caller to the user. 2 to reject the call and hang up. Voice processing reconnects the caller and plays the user's mailbox greeting. Voice processing follows the procedures used for the Ring No Answer chain. 3 to transfer the call with an announcement. The user dials the extension to transfer the call and hangs up. Voice processing plays "Your call is being transferred to" and the name recording or the User ID of the extension where the call is being transferred. Voice processing transfers the caller to the new extension. 4 to transfer the call without announcement. The user dials the extension to transfer the call and hangs up. Voice processing asks the caller to continue to hold and transfers the caller to the new extension. Off: Voice processing transfers the caller to the extension without inquiry. Possible values: On, Off Default: Off (Call screening is off)

Table 4-4 Options Screen Fields *(continued)*

Lock	Locks the current *Screen Calls* setting. The current *Screen Calls* setting cannot be changed by the user through the telephone. On: User is not permitted to access or change the *Screen Calls* setting through the telephone. Off: User can change *Screen Calls* selection. Possible values: On, Off Default: Off (not locked)
Messages and Greetings	
Store Messages	Whether voice processing enables the User ID mailbox to store messages. Certain applications require a User ID mailbox to play information only and not record messages. To prevent voice processing from taking messages after the User ID's greeting plays, set *Store Messages* to No and *Copy Messages To* to blank. Yes: This User ID mailbox may store messages. No: This User ID mailbox may not store messages. **Note** If *Copy Message To* has a valid User ID, the message is recorded, then stored in the *Copy Message To* User ID mailbox. Possible values: Yes, No Default: Yes (*Store Messages* is On)
Max (Store Messages)	Maximum message length in seconds a caller is given when leaving a message. Possible values: 0 (unlimited), 1 ~ 999 (seconds) Default: 180 (180 seconds = 3 minutes)
Copy Messages To	User ID mailbox which receives a copy of this User ID mailbox's messages. **Note** Messages can only be copied once. Voice processing does not chain copy to multiple mailboxes. If *Store Messages* is set to Yes, voice processing stores the message in both the accessed User ID mailbox and the *Copy Messages To* User ID mailbox. If *Store Messages* is set to No, voice processing stores the message only in the *Copy Messages To* User ID mailbox. Certain applications require a User ID mailbox to play information only and not record messages. To prevent voice processing from taking messages after the User ID's greeting plays, set *Store Messages* to No and *Copy Messages To* to blank. Possible values: blank, valid User ID mailbox Default: blank (*Copy Messages To* is off)
Message Volume	Volume at which messages are played back to the user. This value can be set by the user through the telephone, using the Play Message Controls. Possible values: -6 (softest) ~ 3 (loudest) Default: 0

Table 4-4 Options Screen Fields *(continued)*

Guests	Number of Guest User IDs the User ID can create. For each Guest User ID created, the value decrements by 1. For example, if the *Guests* field was set to 5 and the user created 3 Guest User IDs, *Guests* would now display 2. 0 ~ 22: Number of Guest User IDs the user can create. -1: User cannot use the Guest User ID feature Possible values: -1 (cannot use Guest User IDs) 0 ~ 22 Default: -1
Message Pending	Messages that a user partially hears (five seconds or longer set by *msg_pending_threshold* parameter) are called Pending messages. They remain in the New Message Queue, the Message Waiting LED is turned off, and a Return Receipt is sent, if applicable. **Note** If the *Saved Msg Que* field is set to No, the setting for this field has no effect on the voice mail system. Yes: This User ID mailbox may store pending messages. No: This User ID mailbox may not store pending messages. Possible values: Yes, No Default: No (*Message Pending* is Off)
Current Greeting	Which of eight User ID greetings plays. This value can be set by the user through the telephone unless *Current Greeting Max* is set to 0. Each mailbox user may record up to seven custom greetings. The system default greeting is "Please leave a message for [name]," as per the user's name recording. Possible values: 0, 1~7 Default: 0 (system greeting)
Max (Current Greeting)	Maximum greeting length (seconds) for each custom greeting recorded by the user. Whether the user can change the current greeting. Possible values: 0 (user cannot record or change greetings), 1~999 Default: 45
Busy Message	Greeting caller receives when the extension is busy. This value can be set by the user through the telephone unless *Busy Greeting Max* is set to 0. (See "Manage Your Mailbox" in the *Strata CIX40 Voice Processing System User Guide* for more information.) SYS: System busy greeting. Voice processing advises the caller that he may hold for the extension by pressing ✱, dial another extension, or leave a message by waiting for the tone. If the caller chooses to hold, voice processing informs the caller of his position in the hold queue and then plays 30 seconds of the Busy-Hold Music file before trying the extension again. After each transfer attempt, the caller is given the same options. CUS: Custom busy greeting. Possible values: CUS, SYS Default: SYS
Max (Busy Message)	Maximum greeting length (seconds) for the custom busy greeting recorded by the user. Whether the user can change the busy greeting. Possible values: 0 (user cannot record or change greeting), 1~999 Default: 45 (seconds)

Table 4-4 Options Screen Fields *(continued)*

ID Call?	Identify callee. Play the name recording of the User ID mailbox the caller dialed. Yes: Voice processing plays the name recording of the User ID accessed to reach the extension. Used when more than one User ID mailbox is assigned to the same telephone extension. No: Voice processing plays a connection tone to the answering party. Possible values: Yes, No Default: No
Busy Hold	Whether a caller can press * to hold when the extension is busy. Yes: The caller can press * to hold. No: The caller cannot hold. Possible values: Yes, No Default: Yes
Play Date/Time?	During message playback, play the date and time a message was recorded. Yes: Play the date and time before playing the message. No: Do not play date and time. Possible values: Yes, No Default: Yes (play date and time).
Slow Menu	Length of time voice processing pauses between User ID mailbox menu choices when stating them to the user (e.g. Main Menu options). Yes: Add extra time between menu choices. No: Do not add extra time. Possible values: Yes, No Default: No
Record Name?	Whether the user can record his/her name for playback/identification to a caller. Yes: User can record his/her name No: User cannot record his/her name. Possible values: Yes, No Default: Yes
Saved Msg Que	Whether voice processing uses separate message lists of new and saved messages. Yes: Two message queues: new and saved. No: One message queue. Possible values: Yes, No Default: Yes **CAUTION! Delete all messages in this mailbox before changing the number of message queues.**
Message Order	Order in which voice processing plays back caller messages to the user. FIFO: First-In First-Out. Voice processing plays the oldest messages first. LIFO: Last-In First-Out. Voice processing plays the most recent message first. Possible values: FIFO, LIFO Default: FIFO

Table 4-4 Options Screen Fields *(continued)*

Caller Menu	Whether voice processing presents a message menu to outside callers. Yes: Before pressing # to send a message, outside callers can review, re-record, append, add destinations, set urgent or private, or cancel. No: Outside callers can only press # to send a message. Possible values: Yes, No Default: Yes
DSS Port	Not Supported
AMIS Options (Not Supported)	

Group/Chains Screen

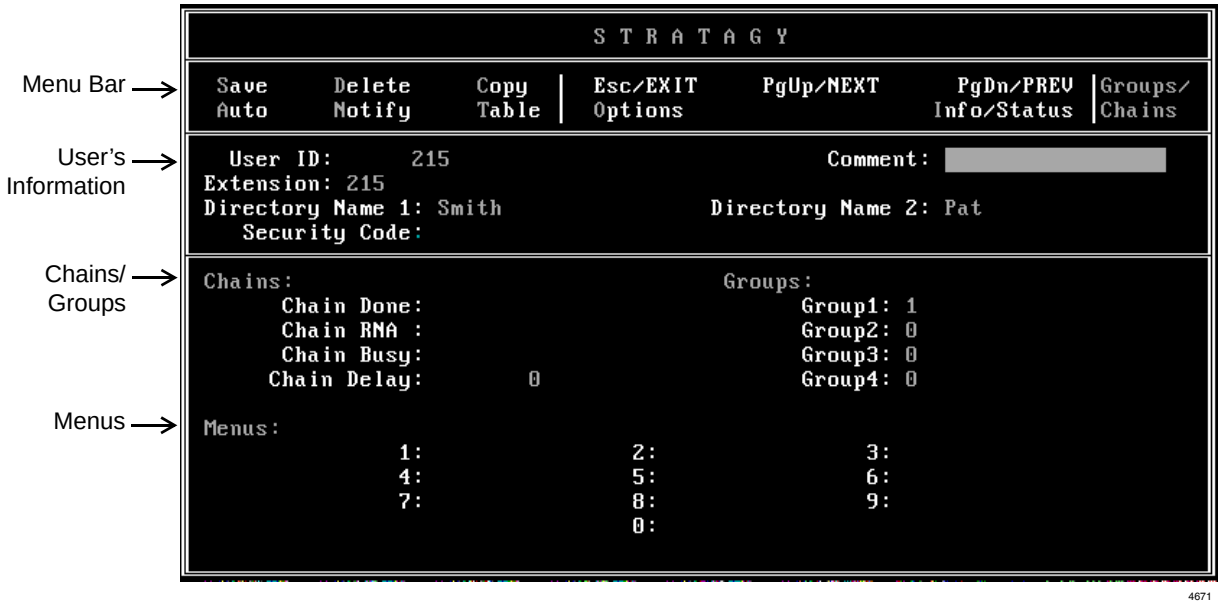


Figure 4-5 Groups/Chains Screen with Sample Data

Table 4-6 Groups/Chains Screen Fields

Menu Bar See "Users Menu Field Descriptions" on page 4-5 for a definition of the fields.	
User's Information See "Users Menu Field Descriptions" on page 4-5 for a definition of the fields.	
Chains Chain information for the User ID mailbox.	
	Chains are how you tell voice processing what to do with a call when one of three specific conditions apply: Done, RNA, Busy. **CAUTION! Avoid programming chains that contain loops. For normal voice processing operation, we recommend that you program all chains to eventually end at System Administrator User ID 999 (which defaults to disconnect, @H) and never change the User ID 999 default.** Voice processing, by enabling you to program chains, provides the flexible call routing solutions needed for many varied customer applications. If you create a loop when programming Voice processing with chains of User IDs, all voice processing ports become busy and you must reboot the system. Conditions which create loops include: • The most common condition is usually triggered by no caller DTMF action followed by a hang up. For the following explanation, assume that the reserved User IDs are set to their default values. Operator User ID 0 Caller Instructions User ID 991 System Administrator User ID 999

Table 4-6 Groups/Chains Screen Fields *(continued)*

	By default, if there is no caller DTMF action, all voice processing User IDs return to Caller Instructions User ID 991 when done. User ID 991 defaults to *dtmf_gate*, which defaults to True. At *dtmf_gate*, voice processing asks the caller to say "yes" if he would like to transfer to the Operator. If voice processing detects any verbal response, voice processing transfers the caller to the extension for the Operator User ID 0. If there is no response, voice processing disconnects the caller. This is normal operation for Voice processing (see Chapter 3 – How Voice Processing Operates for more information). However, some applications require *dtmf_gate* to be False, so there is no query of the caller. If the gate is False and the Operator User ID 0 Done chain is set to Caller Instructions User ID 991 (or no *Done* chain, defaulting to 991), a loop has been created and voice processing ports eventually lock up. To avoid this, you can program User ID 0 to have System Administrator User ID 999 as its Done chain (User ID 999 defaults to disconnect, @H). • Programming one or more User IDs *Done* chains to loop back to the same User IDs causes voice processing ports to lock up. For example; do not program User ID 200 *Done* chain to User ID 200. And, do not program User ID 200 *Done* chain to User ID 201 and User ID 201 *Done* chain to User ID 200, etc.
Chain Done	Instructs voice processing where to send a caller who remains on the line after leaving a message or after listening to an announcement only User ID mailbox. blank: Voice processing uses the *Done* chain of the Company Greeting User ID (generally 990), that normally points to User ID 991 (Caller Instructions User ID). Possible values: blank, another User ID Default: blank (*Done* chain of the Company Greeting User ID)
Chain RNA	Instructs voice processing where to send a caller when there is a Ring No Answer at this User ID's extension. Defining an *RNA* chain enables voice processing to control extension hunting. Possible values: blank, another User ID Default: blank (plays the current greeting for the mailbox)
Chain Busy	Instructs voice processing where to send a caller when this User ID's extension is Busy. Possible values: blank, another User ID Default: blank (plays the busy greeting for the mailbox and takes a message)
Chain Delay	Number of tenths of seconds voice processing waits after playing this User ID's greeting before continuing processing. Callers may enter DTMF to transfer processing to another User ID. Possible values: 10ths of seconds (a value of 10 equals 1 second) Default: 0 (no additional delay)

Table 4-6 Groups/Chains Screen Fields *(continued)*

Groups Group information for the User ID mailbox.	
	Groups control which User IDs a call can access. Each User ID mailbox user can be a member of up to four groups. To be able to access another User ID, the caller User ID must share at least one group number with the currently accessed User ID. If all groups are set to 0, then no other User ID may be accessed. For example, assume the following: User ID — Group 1 — Group 2 — Group 3 — Group 4 100 — 1 — 0 — 0 — 0 222 — 1 — 5 — 0 — 0 303 — 5 — 7 — 0 — 0 440 — 7 — 0 — 0 — 0 For the above example, User ID 100 may access User ID 222 only. User ID 222 may access User IDs 100 and 303. User ID 303 may access User IDs 222 and 440. User ID 440 may access User ID 303 only. Groups are useful for isolating different departments in the same company or different companies sharing one system. For example, suppose two companies share the same President, Vice President, and Controller and you would want them accessible to all companies; but each company has a different Human Resources department that you may want to prevent caller access from one to the other.
Group 1	First of four groups. Possible values: 0(not in use), 1~99,999,999 Default: 1 (Group 1. This is voice processing's default; and may have been redefined during configuration.)
Group 2	Second of four groups. Possible values: 0 (not in use), 1~99,999,999 Default: 0 (not in use. This is voice processing's default; and may have been redefined during configuration.)
Group 3	Third of four groups. Possible values: 0 (not in use), 1~99,999,999 Default: 0 (Not in use. This is voice processing's default; and may have been redefined during configuration.)
Group 4	Fourth of four groups. Possible values: 0 (not in use), 1 ~ 99,999,999 Default: 0 (not in use. This is voice processing's default; and may have been redefined during configuration.)

Table 4-6 Groups/Chains Screen Fields *(continued)*

Menus Menu information for the User ID mailbox.	
	Menus define the destination the call is sent when the caller presses 1 of the 10 possible menu options while listening to the mailbox's greeting. Menus can accommodate an unlimited number of special applications. Each User ID mailbox may reference up to 10 single-digit menu selections. Each menu selection may be assigned to a particular User ID. If the caller dials an assigned menu selection, voice processing transfers the caller to the assigned User ID. Voice processing processes unassigned menu digits normally. For example, if the menu digit 0 is not defined and the caller dials 0, voice processing selects User ID 0 (typically, the operator). A special function User ID mailbox set up for customer service using menus might be defined as follows. For Sales Assistance, press **1**; for Product Information, press **2**; for Service, press **3**; or press **0** for the operator. The menu set up would look like: 1: 222 2: 350 3: 516 4: 5: 6: 7: 8: 9: 0: 240 If the caller selects 1 (Sales Assistance), the call would be transferred to User ID mailbox 222. If the caller selects 2 (Product Information), the call would be transferred to User ID mailbox 350. If the caller selects 3, the call would be transferred to User ID mailbox 516 (Service). If the caller selects 0 (Operator), the call would be transferred to the customer service secretary at extension 240. If the caller presses a menu digit that does not contain a User ID, the call would be transferred to that User ID (e.g., pressing 7, would transfer the call to User ID 7).

Info/Status Screen

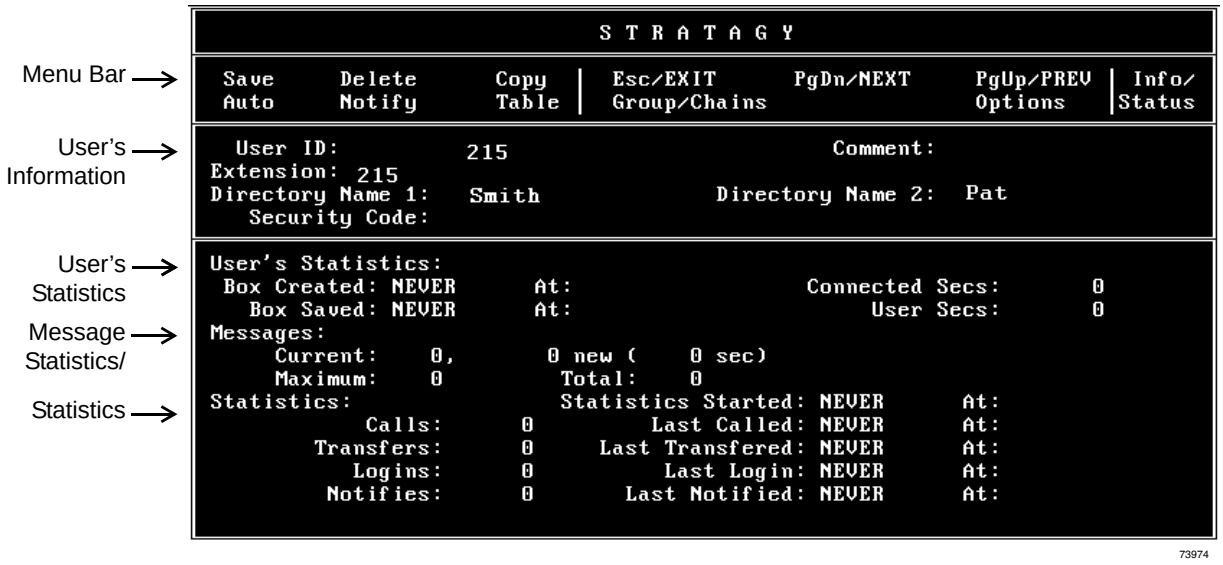


Figure 4-7 Info/Status Screen with Sample Data (this screen is for display only)

Table 4-8 Info/Status Screen Fields (Display Only)

Menu Bar See "Users Menu Field Descriptions" on page 4-5 for a definition of the fields.	
User's Information See "Users Menu Field Descriptions" on page 4-5 for a definition of the fields.	
User's Statistics Statistics (creation, saved and connect) for the User ID mailbox.	
Box Created	Date (mm/dd/yy) and time (hh:mm) the User ID mailbox was originally created. Time is in military format (24-hour clock).
Box Saved	Date (mm/dd/yy) and time (hh:mm) the User ID mailbox was last updated. Time is in military format (24-hour clock).
Connected Secs	Number of seconds callers have been connected to the mailbox since it was created.
User Secs	Number of seconds users have been connected to the mailbox since it was created.
Message Statistics Message statistics for the User ID mailbox.	
Current	Number of messages currently stored and number of seconds for playback of these stored messages.
New	Number of new messages.
Maximum	Maximum number of messages stored at the same time since the mailbox was created.
Total	Number of messages stored since the mailbox was created.

Table 4-8 Info/Status Screen Fields (Display Only) *(continued)*

Statistics Call, transfer, log in and notify statistics for the User ID mailbox.	
Statistics Started	Last time statistics were reset. Statistics can be reset by selecting reset after running a System Report, using the Report option on the Main Menu, or by using the System Administrator User ID option of Reset User ID.
Calls	Number of times the User ID mailboxes was accessed by a caller since statistics were last reset.
Last Called	Date (mm/dd/yy) and time (hh:mm) of the last call. Time is in military format (24-hour clock).
Transfers	Number of times voice processing successfully completed a call transfer to the extension associated with this User ID since statistics were last reset.
Last Transferred	Date (mm/dd/yy) and time (hh:mm) of the last transfer. Time is in military format (24-hour clock).
Logins	Number of times the mailbox user accessed the mailbox for message retrieval or other mailbox functions since statistics were last reset.
Last Login	Last time (date and time) the mailbox user accessed the mailbox for message retrieval or other mailbox functions since statistics were last reset. Time is in military format (24-hour clock).
Notifies	Number of times the mailbox user was notified of new messages.
Last Notified	Last time (date and time) the mailbox user was notified of new messages. Time is in military format (24-hour clock).

Auto (Scheduling) Menu

Customizing User ID mailboxes involves defining User IDs using the Users, Auto (Scheduling), and Notify Menus. This chapter discusses the following Auto (Scheduling) Menu functions:

- How voice processing uses Auto Scheduling records
- Access and exit the menu
- Menu options
- Create, modify, or disable auto scheduling records
- Auto (Scheduling) Menu field descriptions

How the GVPH Uses Auto Scheduling Records

The Auto (Scheduling) Menu enables you to set up automatic changes for each User ID mailbox. You can set these changes to occur at a specific time, on certain days of the week, or on a specified date. For example, based on your Auto definition, voice processing can answer your company's telephone during the day with your daytime (open) greeting and during off-hours with your nighttime (closed) greeting.

By defining Auto fields, you can schedule when a User ID mailbox can change the:

- DND setting
- Call Screening setting
- Greeting number
- Destination defined in the Extension field
- Number of rings before taking a message for this extension

The following concepts are the keys to understanding how voice processing uses Auto Scheduling records:

- Voice processing waits for the right date, time, and day, and then makes the specified changes.
- The changes remain in effect until you either disable the Auto Scheduling record or another record with different options is scheduled to start.
- If the re-schedule information does not fall on a valid day, voice processing increments the *Next Change* date until it falls on a valid day as defined by the *Days of the Week, Restricted To* field.

  For example, to schedule a greeting to play on Thanksgiving Day each year you would set the following fields to:

  - *Enabled*—**`Yes`**
  - *Change On*—**`11/24/99`** (Thanksgiving Day in 1999)
  - *At*—**`8:00`**
  - *And Every Month(s)*—**`12`**
  - *Restrict To:* **`MTWTFSS`**
    `NNNYNNN`

  Voice processing checks for the next Thursday after 11/24/99 and displays *Next Change:*11/28/99, which is the next day that meets the criteria specified in the record.

See Chapter 3 – How Voice Processing Operates for information about customizing User ID mailboxes.
See "Users Menu" on page 1-1 and "Notify Menu" on page 1-27 for information about the other menus.

Access/Exit the Auto (Scheduling) Menu

See "Users Menu" on page 1-1 for information about accessing and exiting the Users Menu.

Access Auto Menu

➤ While viewing a specific User ID mailbox record, press **Alt+A**. The Auto Menu displays.

Exit Auto Menu

1. Press **Alt+S**. Your changes are saved.

Important! *To save your modifications to the current User ID mailbox, you must press* **Alt+S** *before pressing* **Esc***.*

2. Press **Esc**. The Users Menu displays.

Auto Menu Options

The Auto (Scheduling) Menu (see Figure 4-9 and Table 4-10 on page 4-23) consists of four sections:

- Menu Bar: access and viewing options (select).
- User's Information: overlay of information about this User ID mailbox from the Users Menu (display).
- Auto Scheduling Record Summary: 10 one-line descriptions of existing schedules (display).
- Auto Scheduling Record Options: Auto fields for the record highlighted in the Auto Record Summary (modify).

Create Auto Scheduling Records

Important! *When creating Auto (Schedule) records, be careful that records do not overlap, begin or end at the exact same time.*

1. In the Auto Record Summary section of the Auto Menu, highlight the first available <*Disabled*> description line.

Note Use the **PgDn** and **PgUp** keys to move between lines.

2. Press the spacebar to toggle the Auto Record Options *Enabled* field to **YES**.
3. To change any field settings, place the solid color edit block that appears on the screen next to the field name. Type the information in the field and press **Enter**

   ...or for some fields, press the spacebar to toggle the value.

Notes

- Use **Enter** or the arrow keys (↑↓) to move between fields.
- To display detailed help for the current field, press **F1**. See "Online Help Function" on page 1-6.

4. When finished, press **Alt+S**. You are asked if you want to overwrite the Auto Record.
5. Press **Y**. Voice processing automatically transfers the data to the description line in the Auto Scheduling Record Summary highlighted in Step 1.

Modify Auto Scheduling Records

1. In the Auto Scheduling Record Summary section of the Auto Menu, highlight the record you want to define.

Note Use the **PgDn** and **PgUp** keys to move between lines.

2. If appropriate, press the spacebar to toggle the Auto Scheduling Record Options *Enabled* field to **YES**.
3. Define the Auto Scheduling Record Options fields.

Note To display detailed help for the current field, press **F1**.

4. When finished, press **Alt+S**. You are asked if you want to overwrite the current auto record.
5. Press **Y**. Voice processing automatically transfers the data to the description line in the Auto Scheduling Record Summary highlighted in Step 1.

Disable Auto Scheduling Records

1. In the Auto Scheduling Record Summary section of the Auto Menu, highlight the appropriate <*Enabled*> description line.

Note Use the **PgDn** and **PgUp** keys to move between lines.

2. Press the spacebar to toggle the Auto Scheduling Record Options *Enabled* field to **NO**.
3. When finished, press **Alt+S**. You are asked if you want to overwrite the current auto record.
4. Press **Y**. Voice processing automatically changes the description line in the Auto Scheduling Record Summary highlighted in Step 1 to <*Disabled*>.

Auto (Scheduling) Menu Field Descriptions

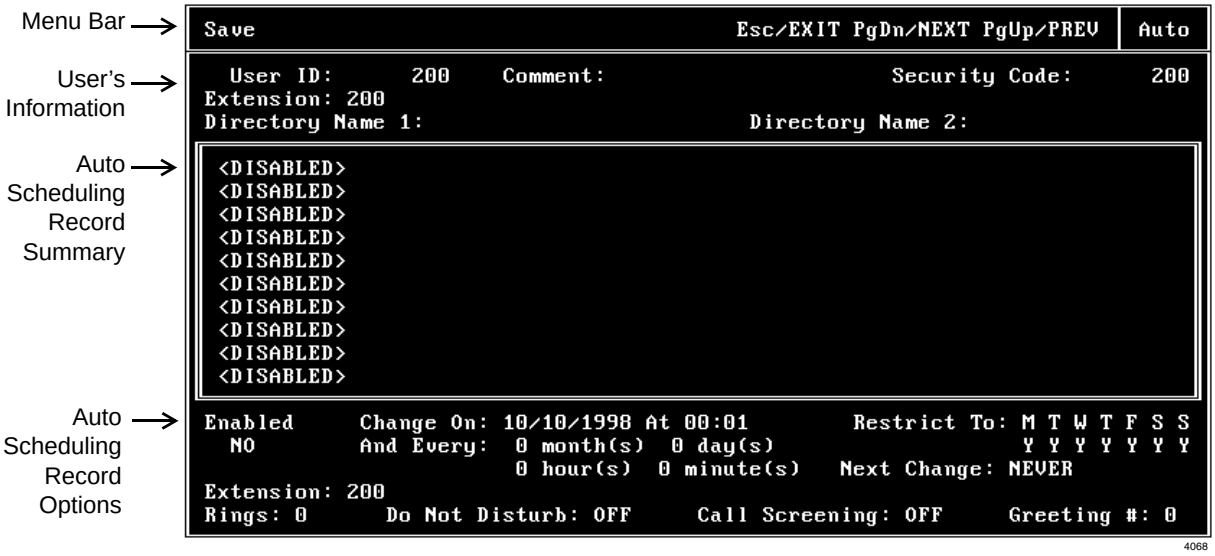


Figure 4-9 Auto Menu with Sample Data

Table 4-10 Auto Menu Screen Fields

Menu Bar Access and viewing options.	
Save	Press **Alt+S** to save the current Auto record.
Esc/EXIT	Press **Esc** to exit the Auto Menu and return to the Users Menu.
PgDn/NEXT	Press **Page Down** to view the next Auto record for this User ID.
PgUp/PREV	Press **Page Up** to view the previous Auto record for this User ID.
Auto	Menu title.
User's Information Display only—changes to these fields must be made in the Users Menu—see "Users Menu" on page 1-1.	
User ID	User ID mailbox number.
Comment	Notation or reminder about the functions of this mailbox.
Security Code	Password that permits the user access to the User ID mailbox. (Does not display.)
Extension	Programmed dial actions voice processing performs to transfer a call that has accessed the User ID (i.e., *Do Not Disturb* is Off). Includes transfer to a User ID mailbox, a remote number, or paging.
Directory Name 1	The first of two names voice processing searches when a caller uses the directory (default 411).
Directory Name 2	The second of two names voice processing searches when a caller uses the directory (default 411).
Auto Scheduling Record Summary Display only—one-line descriptions of each existing Auto Scheduling record.	

Table 4-10 Auto Menu Screen Fields *(continued)*

Auto Scheduling Record Options Auto fields for the record highlighted in the Auto Scheduling Record Summary.	
Enabled	Enable or disable the current Auto record (auto scheduling). Yes Enable the record. Voice processing carries out the instructions defined by the record. No Disable the current Auto Schedule record. Possible values: Yes, No Default: No
First Scheduled Change	
Change On	Date (mm/dd/yyyy) of first scheduled change.
At	Time (hh:mm) of first scheduled change. Military format (24-hour clock). To guarantee that voice processing programs a holiday schedule after the open greeting schedule, set the holiday greeting's *Change At* time one minute after the regular open greeting time in case the holiday and open greeting schedules take place on the same day.
Frequency of Change	
	Voice processing adjusts the next event time forward one day at a time per *Days of the Week, Restricted To* until the first valid day is found, regardless of the values in the *Frequency of Change* fields. To program holidays that occur on different days each year, such as Thanksgiving and Labor day, define the *Frequency of Change* fields of as 11 months and 29 days, restricted to the appropriate *Days of the Week*.
And Every Month(s)	Number of months before the change re-occurs at the time defined under *Change On/At*. For example, most holiday greetings would be set to occur every 12 months on the day specified. Possible values: 0~12 Default: 0 (months)
And Every Day(s)	Number of days before the change re-occurs at the time defined under *Change On/At*. With every 1 day, the change occurs daily; with every 14 days, the change occurs every two weeks. Possible values: 0~31 Default: 0 (days)
And Every Hour(s)	Number of hours before the change re-occurs. With every 12 hours, the change occurs twice daily. Possible values: 0~23 Default: 0 (hours)
And Every Minute(s)	Number of minutes before the change re-occurs. With every 30 minutes, the change occurs every half hour. Possible values: 0~59 Default: 0 (minutes)

Table 4-10 Auto Menu Screen Fields *(continued)*

Days of the Week	
Restricted To	Days of the week to which the change is restricted. Y: Change occurs on this day of the week. N: Change does not occur on this day of the week. Voice processing adjusts the next event time forward one day at a time until the first valid day is found, regardless of the values in the *Frequency of Change* fields. In the following example, the change is scheduled for Monday through Friday only. Restricted To:MTWTFSS YYYYYNN Possible values: Y, N Default: Y
Next Change	
Next Change	Display only—date and time the next change occurs (mm/dd/yyyy hh:mm). Time is expressed in military format (24-hour clock). If an Auto Scheduling record is disabled, this field displays NEVER.
User ID Settings	
Extension	New extension voice processing rings when the record is active. More specifically, programmed dial actions voice processing performs after the change occurs to transfer a call that has accessed the User ID (i.e., *Do Not Disturb* is Off). For example, ring a different extension after hours rather than during the day. Possible values: include User ID mailbox, telephone extension, Token Programming Language Default: Users Menu's Extension value for the User ID
Rings	When the change occurs, the maximum number of rings voice processing must wait when transferring a call to the User ID before determining a Ring No Answer. Possible values: 0 (uses system default), 1~9 Default: 0
Do Not Disturb	Value for Do Not Disturb when the change occurs, even if the Users Menu's *Lock Do Not Disturb* is On. On: Voice processing plays the User's mailbox greeting to the caller without attempting to ring the extension. Off: Voice processing follows the dialing instructions provided in the *Extension* field. Possible values: On, Off Default: Off (DND not active)

Table 4-10 Auto Menu Screen Fields *(continued)*

Call Screening	Value for *Call Screening* when the change occurs, even if the Users Menu's *Lock Call Screening* is On. On: Voice processing asks the caller to record his name, and then attempts to reach the user. If the user answers, voice processing plays that recording. The user can press: 1 to accept the call. Voice processing connects the caller to the user. 2 to reject the call and hang up. Voice processing reconnects the caller and plays the user's mailbox greeting. Voice processing follows the procedures used for the Ring No Answer chain. 3 to transfer the call with an announcement. The user dials the extension to transfer the call and hangs up. Voice processing plays "Your call is being transferred to" and the name recording or the User ID of the extension where the call is being transferred. Voice processing transfers the call to the new extension. 4 to transfer the call without announcement. The user dials the extension to transfer the call and hangs up. Voice processing asks the caller to continue to hold and transfers the call to the new extension. Off: Voice processing transfers the call to the extension without inquiry. Possible values: On, Off Default: Off (*Call Screening* is off)
Greeting #	Which of eight greetings—the system greeting or one of seven User ID greetings—this extension/mailbox plays when the change occurs. Plays even if Users Menu's *Current Greeting Max* is set to 0 (user cannot change greeting). Possible values: 0, 1~7 Default: 0 (system greeting)

Notify Menu

Customizing User ID mailboxes involves defining User IDs using the Users, Auto (Scheduling), and Notify Menus. This chapter discusses the following Notify Menu functions:

- How Voice processing uses Notify records
- Templates
- Access/exit the menu
- Menu Options
- Create, modify, or disable records/templates
- Notify Menu field descriptions

How Voice Processing Uses Notify Records

The Notify Menu enables you to program voice processing to automatically notify a caller of messages, or a System Administrator of low-flash ROM space or unsuccessful system startup. There are ten Notify records available for each User ID. Each record represents one method of notifying the user of new messages.

The six types of notification (normal, relay, pickup, disk, urgent and panic) are based on the action that activates the notification. Notification methods are programmed using the Token Programming Language and include message waiting lights, beepers, pagers, other telephones (inside extensions or outside numbers), and office paging systems.

By using available templates (predefined notification instructions), fields may be defined and assigned to one or more mailboxes that require the same type of notification (for example, message waiting lights). Voice processing accommodates variable information, such as the User's extension number when lighting a message light, to streamline notification set up.

Notification can occur based on the following:

- Days of the week
- Hours of the day
- Time interval between notifications (e.g., every 30 minutes)
- Number of times to repeat notification process (e.g., two times)

See Chapter 3 – How Voice Processing Operates for information about customizing User ID mailboxes. See "Auto (Scheduling) Menu" on page 1-20 and "Notify Menu" on page 1-27 for information about the other menus.

Templates

Templates are general notification actions which may be used for any number of Notify records and User ID mailboxes. By having User IDs share templates, you can make changes to all notification records for those User IDs by simply changing one template.

Voice processing provides a group of preset templates covering notification methods for Toshiba telephone systems, SMDI, and paging applications. These default templates can be used as is or modified for other related purposes. See "Create Notify Records/Templates" on page 1-29 and "Modify Notify Records/Templates" on page 1-29 for instructions on creating and modifying templates.

View Existing Templates

1. From the Notify Menu, press **Alt**+**T**. A dialog box with a list of templates displays.
2. Highlight the template you want, using the **Page Down** and **Page Up** keys and press **Enter**. Voice processing displays the template information in the appropriate Notify Record Options fields.

Access/Exit the Notify Menu

See "Users Menu" on page 1-1 for information about accessing and exiting the Users Menu.

Access the Notify Menu

➤ While viewing a specific User ID mailbox record, press **Alt+N**. The Notify Menu displays.

Exit Notify Menu

1. Press **Alt+S**. Your changes are saved.

Important! *To save your modifications to the current User ID mailbox, you must press* **Alt+S** *before pressing* **Esc**.

2. Press **Esc**. The Users Menu displays.

Notify Menu Options

The Notify Menu (see Figure 4-11 and Table 4-12 on page 31) consists of four parts:

- Menu Bar: access and viewing options (select).
- User's Information: overlay of information about this User ID mailbox from the Users Menu (display).
- Notify Record Summary: ten one-line descriptions of existing notifications (display).
- Notify Record Options: Notify fields for the record highlighted in the Notify Record Summary (modify).

Create Notify Records/Templates

1. In the Notify Record Summary section of the Notify Menu, highlight the first available <*Disabled*> description line.

Note Use the **PgDn** and **PgUp** keys to move between lines.

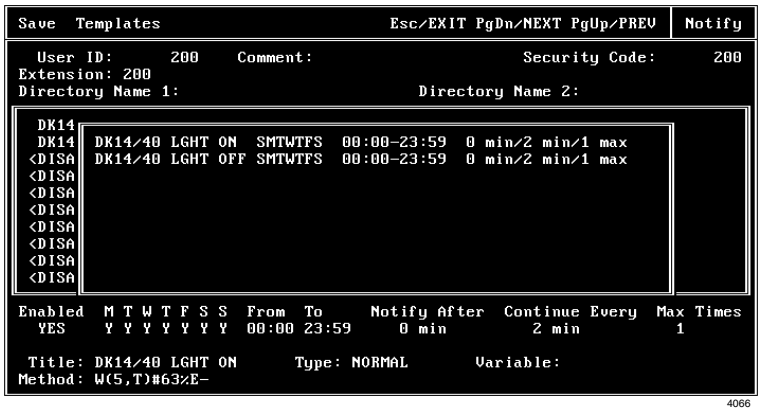
2. Press the spacebar to toggle the Notify Record Options *Enabled* field to **YES**.
3. Define the Notify Record Options fields

Note Use **Enter** or the arrow keys (↑↓) to move between fields. To display detailed help for the current field, press **F1**.

...or press **Alt**+**t** to select a template. The Template screen displays (shown right).

Highlight the template, using the **Page Down** and **Page Up** keys and press **Enter**.

Voice processing displays the template information in the appropriate Notify Record Options fields.



4. (Optional) If you are using a template and the *Method* field contains the characters **%V**, fill in the *Variable* field with the appropriate telephone number or information.
5. Press **Alt**+**S**. You are asked if you want to add a new template.
6. Type **Y**. You are asked if you want to overwrite the Notify Record.
7. Type **Y** again.

   Voice processing adds this Notify record to the template database, overwrites the default notification template with this information and automatically transfers the data to the description line in the Notify Record Summary highlighted in Step 1.

Modify Notify Records/Templates

Important! *Modifying the template changes the template for all User IDs using the template.*

1. In the Notify Record Summary section of the Notify Menu, highlight the first available <*Disabled*> description line.

Note Use the **PgDn** and **PgUp** keys to move between lines.

2. If appropriate, press the spacebar to toggle the Notify Record Options *Enabled* field to **YES**.
3. Define the Notify Record Options fields. Use **Enter** or the arrow keys (↑↓) to move between fields. To display detailed help for the current field, press **F1**.
4. When finished, press **Alt**+**S**. Your changes are saved and voice processing prompts (shown right):

C:(cancel) Prevent the Notify record from overwriting the existing template.

R:(replace template) Overwrite the old template with this new Notify record.

A:(add) Add this Notify record to the template database as a new template.

Important! *Replacing an existing template affects all User ID mailboxes currently using the template unless the change is confined to the Notify record's Variable field.*

5. Enter **C** for cancel, **R** for replace template or **A** for add. Voice processing automatically transfers the data to the description line in the Notify Record Summary highlighted in Step 1.

Disable Notify Records/Templates

1. In the Notify Record Summary area of the Notify Menu, highlight the appropriate <*Enabled*> description line.

Note Use the **PgDn** and **PgUp** keys to move between lines.

2. Press the spacebar to toggle the Notify Record Options *Enabled* field to **NO**.
3. Press **Alt**+**S**. You are asked if you want to overwrite the current record.
4. Press **Y**. Voice processing automatically disables the appropriate description line in the Notify Record Summary. In addition, voice processing keeps the original information so you can reactivate the Notify record by changing the *Enabled* field to **YES**.

Notify Menu Field Descriptions

Figure 4-11 Notify Menu with Sample Data

Table 4-12 Notify Menu Screen Fields

Menu Bar Access and viewing options (select).	
Save	Press **Alt+S** to save the current new or modified Notify record.
Templates	Press **Alt+T** to view existing template (pre-set notification instructions).
Esc/EXIT	Press **Esc** to return to the Users Menu.
Page Down/NEXT	Press **Page Down** to view the next Notify record for the User ID.
Page Up/PREV	Press **Page Up** to view the previous Notify record for the User ID.
Notify	Menu title.
User's Information Display only—changes to these fields must be made in the Users Menu—see "Users Menu" on page 1-1.	
User ID	User ID mailbox number.
Comment	Notation or reminder about the function of the mailbox.
Security Code	Password that permits the user access to the User ID mailbox. (Does not display.)
Extension	Programmed dial actions Voice processing performs to transfer a call that has accessed the User ID (i.e., Do Not Disturb is Off). Includes transfer to a User ID mailbox, a remote number, or paging.
Directory Name 1	The first of two names voice processing searches when a caller uses directory (default 411).
Directory Name 2	The second of two names voice processing searches for when a caller uses the directory (default 411).
Notify Record Summary Display only—10 one-line descriptions of existing notifications.	

Table 4-12 Notify Menu Screen Fields *(continued)*

Notify Record Options Notify fields for the record highlighted in the Notify Record Summary area.	
Enabled	Enable or disable the current Notify record. Yes: Enable the record. Voice processing carries out the instructions defined by the record. No: Disable the current Notify record. **Important!** *Using voice processing's User Notification option for his/her User ID mailbox, a user can enable or disable an existing Notify record and modify the contents of the record's Variable field.* Possible values: Yes, No Default: Yes (enabled)
Frequency of Notification	
MTWTFSS	Days of the week to which notification is restricted. Y: Notification occurs on this day of the week. N: Notification does not occur on this day of the week. In the following example, notification is scheduled for Monday, Wednesday, and Friday only. Restricted To:MTWTFSS YNYNYNN Possible values: Y, N Default: Y
From	Start notification time (hh:mm). Military format (24-hour clock); e.g., 5:30 p.m. is represented as 17:30. Always less than *To*. To specify 24 hours, set *From* at 00:00 and *To* at 23:59. Default: 00:00
To	End notification time (hh:mm). Military format (24-hour clock). Always more than *From*. To specify 24 hours, set *From* at 00:00 and *To* at 23:59. Default: 23:59
Notify After	Number of minutes before voice processing attempts the first notification to a user after someone leaves a new message. **Important!** *If this is the only enabled Notify record, use the default value 0. If there is more than one enabled Notify record for the same date and time, set Notify After to a different number of minutes for each record. This avoids potential conflict.* Possible values: 0~ 60 Default: 0 (immediately)
Continue Every	Number of minutes before voice processing re-attempts notification after the first notification. For example, every 60 minutes means notify this user every hour after the first notification. Possible values: 0~60 Default: 2 (minutes)

Table 4-12 Notify Menu Screen Fields *(continued)*

Max Times	Number of notification attempts when new messages exist in this user's mailbox. voice processing counts only successful tries; i.e., successfully performing each action in the Method field. Possible values: 0~999 Default: 1 (Voice processing continues until the user has played every new message.)

Table 4-12 Notify Menu Screen Fields *(continued)*

Notify Features	
Title	Comment or reminder that identifies the type or purpose of this Notify record/template. For example, message light on, digital pager, home. (Field is 16 characters long.)
Type	Notification type for this record. To select the type: 1. When the cursor is in the *Type* field to display the options, press **F2**. 2. Use the arrow keys (↑↓) to highlight the type you want. 3. Press **Enter** to select the type. NORMAL: Notify user of new messages in his mailbox by lighting the message light or calling a telephone number. Notification begins when a message is left in the User ID mailbox. User notified of new messages in his mailbox by lighting the message light, calling a home telephone, calling a cellular telephone, or calling any off-premise location. Notification ends when the user picks up messages or when the maximum number of tries (Max Times) has been reached. RELAY: Notify user by relaying the caller's telephone number to the user's beeper display. Notification begins when a caller uses the relay paging feature to record a telephone number. voice processing prompts the caller to: 1. Press # while connected to the personal greeting of the user's mailbox. 2. Enter his/her telephone number and press #. Voice processing stores the telephone number in the *Method* field token **%R**. User notified when the caller's telephone number is relayed to the user's beeper display or forwarded to a voice answered telephone. Notification ends when the maximum number of tries (Max Times) has been reached. PICKUP: Turn off a message waiting light after a user has retrieved messages from his mailbox. Notification begins after the user picks up all new messages and exits from the Play Messages selection. Notification ends when the maximum number of tries (Max Times) has been reached. Therefore, be sure to enter 1 when you define Max Times. DISK: Notify user (usually System Administrator) when available flash drive space is low. Notification begins when the available flash drive storage space reaches the predefined limit (set using the voice processing system configuration parameter *diskwarn*). The default is 5%. Notification ends when the maximum number of tries (Max Times) has been reached. URGENT: Notify user of an urgent message in his mailbox. Notification begins when a User ID mailbox receives a message the caller marked as urgent. Notification ends when the maximum number of tries (Max Times) has been reached. PANIC: Automatically notifies the System Administrator or support personnel that an error has occurred on the system whenever an unsuccessful restart occurs during the Automatic System Recovery. Possible values: NORMAL, RELAY, PICKUP, DISK, URGENT, PANIC Default: NORMAL

Table 4-12 Notify Menu Screen Fields *(continued)*

Variable	Value voice processing inserts in place of the **%V** in the *Method* field. Typically, this is pager or similar value associated with the record rather than the template. The uses include: • Notification templates can be used for many users. • Field personnel can be notified at different destinations during the day or week. **Important!** *Using voice processing's User Notification option for his/her User ID mailbox, a user can enable or disable an existing Notify record and modify the contents of the record's Variable field.* Possible values: blank, telephone number, extension, Token Programming Language Default: blank
Method	Programmed dial actions voice processing performs to notify the user. Possible values: include User ID mailbox, telephone extension, Token Programming Language Default: blank

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Token Programming 5

Strata CIX40 Voice Processing System's Token Programming Language consists of commands, or tokens, that instruct voice processing what actions to perform. The tokens that are generally used are simple and perform standard expected actions such as dialing an extension.

The Token Programming Language gives the system versatility. Its capabilities include, but are not limited to:

- Gathering information from callers
- Confirming digits entered by a caller
- Relaying messages to digital pagers
- Controlling message waiting lights

The Token Programming Language uses three types of tokens: singular, defined, and replaced. For a detailed description of each token, see Tables 5-1~5-3.

There are twenty "token" files supported by GVPH voice processing:

- \token01\txt file1 (can be any 8x3 DOS file name)
- \token0\txt file2 (can be any 8x3 DOS file name)
-
- \token20\txt file20 (can be any 8x3 DOS file name)

Using the Token Programming Language

The Token Programming Language may be used in the following fields:

Users Menu's Extension Field

Typically the Users Menu's *Extension* field contains the actual telephone station/extension number for the corresponding User ID. It may contain tokens. Or, it may be empty.

Auto's Extension Field

The default value for the Auto record's *Extension* field is the value in the User's *Extension* field. However, it may contain tokens. When the Auto record is active, voice processing uses this *Extension* field rather than the Users Menu's *Extension* field.

Notify's Method Field

The Notify record's *Method* field must always be defined for voice processing to perform the proper type of notification.

To program the *Extension* or *Method* fields, enter a series of commands, or tokens, that instruct voice processing what actions to perform. A field would, therefore, contain *TokenTokenToken...Token*, where *Token* defines how to perform the actions.

Voice processing provides reserved User ID mailboxes that have common features pre-programmed, including future delivery, guest defaults, and fax tone detect. Notify contains templates (e.g., message waiting light control and pagers) you can use for defining User ID Notify records.

Singular Tokens

Singular Tokens are single character commands that perform a single action that cannot be modified. For example, the token **1** performs the action of playing DTMF 1.

Table 5-1 Singular Tokens

Token	Syntax	Description
@	**@**	Suppress normal process—prevents voice processing from normally processing an *Extension* or *Method* field. • Normally when voice processing evaluates an *Extension* field, it plays the "Please hold..." prompt to the caller, puts the caller on transfer hold, and then evaluates the tokens in the field. If the first character in the field is the @ token, however, voice processing immediately begins processing the next token without performing the transfer procedure. • In the case of the *Method* field, voice processing does not attempt to access a port for an outbound notification call.
1	**1**	Plays DTMF tone 1.
2	**2**	Plays DTMF tone 2.
3	**3**	Plays DTMF tone 3.
4	**4**	Plays DTMF tone 4.
5	**5**	Plays DTMF tone 5.
6	**6**	Plays DTMF tone 6.
7	**7**	Plays DTMF tone 7.
8	**8**	Plays DTMF tone 8.
9	**9**	Plays DTMF tone 9.
0	**0**	Plays DTMF tone 0.
*	*	Plays DTMF tone *.
#	#	Plays DTMF tone #.
A	**A**	Plays DTMF tone A.
B	**B**	Plays DTMF tone B.
C	**C**	Plays DTMF tone C.
D	**D**	Plays DTMF tone D.
- (dash)	**-**	Short pause—pauses 0.5 (one-half) second.
, (comma)	**,**	Long pause—pauses two seconds.
~	~	NOT SUPPORTED
E	**E**	NOT SUPPORTED
F	**F**	Hookflash—performs a hookflash. The length of the hookflash specified under the Telephone System Dial Codes option *# Number of 1/100 seconds to use for flash time*. (See Chapter 2 – Configure UADM2 Software.)
H	**H**	Go on hook—immediately hangs up. If entered after an extension number, performs an immediate hang-up without waiting for system tone cadences. This is called a Blind Transfer.

Table 5-1 Singular Tokens *(continued)*

Token	Syntax	Description
U	**u**	Return to transferring User ID if *Extension* field number busy—if entered after a number in the *Extension* field, performs a partially supervised transfer. If ringing is returned, the system hangs up for a blind transfer. If busy is returned, the voice processing retrieves the call to be processed by the transferring User ID.
X	**x**	Remember event—message waiting light control—creates the file LIGHT.ON in the User ID's directory. Used with the Y token to control voice mail's processing of tokens, particularly in situations where voice processing should perform an action once regardless of the number of times the tokens are attempted. A message waiting light that uses the same codes to turn on the light as it does to turn off the light; i.e., a toggle.
Y	**y**	Forget event – message waiting light control—deletes the LIGHT.ON file in the User ID's directory. A message waiting light that uses a different code to turn off the light than to turn on the light.

Replaced or Variable Tokens

Replaced or Variable Tokens are specified with a preceding **%** sign and cause voice processing to replace the token given with the value associated with the token. For example, The token **%M** would be replaced with the current number of messages for the current User ID being accessed.

Table 5-2 Replaced Tokens

Token	Description
%A	NOT SUPPORTED
%B1~%B6	NOT SUPPORTED
%C	Replaced with the current port number. **Syntax** `%C`
%D	Flash ROM space remaining—replaced with the value that represents the percent of free flash ROM space at the time it is used. **Syntax** `%D` **Example** `P(%D,N)` Says (plays) the percentage of free flash ROM space as a number.
%E	*Extension* field—replaced with the contents of the current User ID's *Extension* field. **Syntax** `%E`
%F	User ID's *Directory Name 1*, *Directory Name 2*, or *Comment* field—replaced with the contents of the Users Menu's *Directory Name 1*, *Directory Name 2*, or *Comment* field for the User ID. **Syntax** `%F(n[,uid])` where: n Number representing one of the following Users Menu fields. 1 Directory Name 1 2 Directory Name 2 3 Comment uid Valid User ID. Defaults to current User ID if not specified. **Example** `%F(3)` Replaced with the contents of the Users Menu's *Comment* field for the current User ID.
%K	Value held in the Calling Party ID buffer. **Syntax** `%K`
%M	Number of messages—replaced with the total number of messages for the current User ID. **Syntax** `%M`
%N	Number of new messages—replaced with the number of new messages for the current User ID. **Syntax** `%N`

Table 5-2 Replaced Tokens *(continued)*

Token	Description
%P	Previously accessed User ID—replaced with the User ID previously accessed **Syntax** `%P` **Example** If while accessing User ID 100 a caller enters 222, then while User ID 222 is accessed %P has the value 100.
%R	Relay page DTMF—replaced with the DTMF digits entered by the caller who invoked RELAY paging notification. Used mostly for sending a telephone number directly to a User's pager/beeper from his User ID. **Syntax** `%R`
%S0~%S19	Store value—voice processing has twenty storage tokens (variables) that enable you to input, modify, retrieve, and output values. Upon each new call, all the variables are initialized to null (no defined value). %S0 storage token 0%S10storage token 10 %S1 storage token 1%S11storage token 11 %S2 storage token 2%S12storage token 12 %S3 storage token 3%S13storage token 13 %S4 storage token 4%S14storage token 14 %S5 storage token 5%S15storage token 15 %S6 storage token 6%S16storage token 16 %S7 storage token 7%S17storage token 17 %S8 storage token 8%S18storage token 18 %S9 storage token 9%S19storage token 19 Each port has a unique set of twenty %S tokens which do not conflict. Therefore, two different ports may use the same %S token without disrupting each other's value. **Syntax** `%S0,%S1,%S2,%S3,%S4,%S5,%S6,%S7,%S8,%S9,%S10,%S11,%S12, %S13,%S14,%S15,%S16,%S17,%S18,%S19`
%T	Connect time—replaced with the current connect time, i.e., the total number of seconds that the port/call has been active. **Syntax** `%T`
%U	User ID—replaced with the current User ID number. **Syntax** `%U`
%V	Variable—replaced with the value of the current Notify record's *Variable* field. Useful for defining notification templates for User IDs that perform the same type of notification with a difference only in the telephone number that voice processing should dial, e.g., pager/beeper telephone numbers. **Syntax** `%V`

Table 5-2 Replaced Tokens *(continued)*

Token	Description
%W	Current day of the week—replaced with the current day of the week, where: 1 Sunday5Thursday 2 Monday6Friday 3 Tuesday7Saturday 4 Wednesday **Syntax** `%W`
%X	Transfer hold codes—replaces with the value of the Telephone System Dial Codes that puts a caller on transfer hold (# Dial code to put a caller on transfer hold). See Chapter 2 – Configure UADM2 Software. **Syntax** `%X`
%Y	Current date—replaced with the current date (mmddyyyy). This is the same format used in the **P( )** token for dates. **Syntax** `%Y` **Example** `P(%Y,D)` Says the current date: month, day, year.
%Z	Current time—replaced with the current time in 24-hour format (hhmm). This is the same format used in the **P( )** token for time. **Syntax** `%Z` **Example** `P(%Z,T)` Says the current time in 24-hour format: hours, minutes.
LEN[ ]	Length—replaced with the total number of characters in the %Sn variable. **Syntax** `LEN[%Sn]` where: %Sn One of the %S storage variables (range: 0~19). **Example** `P(LEN[%S1],N)` Says the number of characters in %S1 as a number.

Defined Tokens

Defined Tokens are expressed with left and right parentheses surrounding one or more definitions that determine how the token should work. For example, the Goto token **G( )** only takes one definition. Voice processing immediately "goes to" the User ID specified for processing. For G(123), voice processing continues processing at User ID 123.

Strings that contain a space, comma or quotes, must be enclosed with quotes (e.g., "9,%S1") or voice processing may misread the token.

Table 5-3 Defined Tokens

Token	Description
G( )	Go to User ID—immediately continues processing at the User ID specified. Voice processing continues standard processing at the User ID per the User ID mailbox processing diagram (Chapter 3 – How Voice Processing Operates). **Syntax** `G(uid)` where: uid User ID **Example** `G(299)` Goes to User ID 299.
H( )	Hang-up process—defines the specified uid as the uid that voice processing processes when it detects a hang-up condition. This is useful for performing cleanup and/or exit routines when a caller hangs up. **Syntax** `H(uid)` where: uid Valid User ID
I( )	*If* conditional—if the relationship between the first *string* and the second *string* is true, then continue processing at the User ID specified by *uid*. Otherwise, processing continues with the next token. **Syntax** `I(string,relationship,string,uid)` where: string Any quoted set of characters, numbers, and/or variables. relationship Either >, <.=,! which test for greater than, less than, equal, or not equal. uid Valid User ID. Can be a variable.

Table 5-3 Defined Tokens *(continued)*

Token	Description
	Examples **`I("111",<,"222",1000)`** Immediately continues processing at User ID 1000. **`I("111",>,"222",1000)`** Does not continue processing at User ID 1000 and instead continues with the next token. **`I("%S1",=,"1234",2000)`** Continues processing at User ID 2000 only if %S1 has the value 1234. **`I("%S1",=,"SPANISH",2000)`** Continues processing at User ID 2000 only if %S1 = SPANISH.
KB( )	NOT SUPPORTED
KC( )	Compare security code—the **KC( )** token compares value of sec to the security code for the User ID. If equal, processing continues with the next token. Otherwise, processing proceeds to the value defined in the *Done* chain. **Syntax** **`KC(uid,sec)`** where: uid Valid User ID. Can be a variable. sec Value to be compared with the security code. Can be a variable. **Example** **`KC(375,23456)`** Compares 23456 with the value of User ID 375's security code. If equal, processes the next token. Otherwise, proceeds to the value defined in the *Done* chain.
KD( )	Delete User ID mailbox message—deletes the message in the specified message queue from the User ID mailbox. **Syntax** **`KD(msg,msgq[,uid])`** where: msg Message number. Can be a variable. msgq Message queue. Can be a variable. U Urgent Message Queue N New Message Queue S Saved Message Queue uid Valid User ID. Can be a variable. Defaults to current User ID if not specified. **Example** **`KD(2,U)`** Deletes message number 2 in the Urgent Message Queue for the current User ID.

Table 5-3 Defined Tokens *(continued)*

Token	Description
KF	Suppresses DTMF_gate function. **Syntax** **`@KFV(CALLERID.txt,field,%K,field,%Sn)G(%Sn)`** where: @ Suppresses normal process. KF Suppresses DTMF gate function.. V Searches Callerid.txt file. Callerid.txt File to be searched. field Field in Callerid.txt file that is searched for **%K** match (e.g., phone number). %K Valid held in Calling Party ID buffer. field If a match to **%K** is found, this field is saecrched for the asociated value (e.g., User ID) and the value is stored in **%Sn**. %Sn One of the **%Sn** storage varibles (range: 0~19). G (%Sn) Goes to mailbox number stored in **%Sn**. **Example** **`@KFV (CALLERID.txt,1,%K,2,%S2)G(%S2)`** @ Suppresses normal process. KF Suppresses DTMF gate function.. V(CALLERID.TXT,1,%K,2,%S2) Searches field 1 of the callerid.txt for a value the matches **%K**. If a match is found, the GVPH stores the value in field 2 of the callerid.txt as %S2. If no match is found, the remaining values in the token string are ignored and the GVPH executes the Done chain.
KI( )	Position of substring in string—the **KI( )** token searches *string* for the first occurrence of *substring*. The result of the search is the position of the *substring* within the *string*, and it is stored as the variable. **Syntax** **`KI(substring,string,%Sn)`** where: substring Any alphanumeric substring. Can be a variable. string Any alphanumeric string. Can be a variable. %Sn One of the %S storage variables (range: 0~19). **Example** **`KI(”d”,”abcdefg”,%S0)`** Searches *string* “abcdefg” for the first occurrence of *substring* “d,” and places the value of the position of the *substring* within the *string* in storage variable 0. The result is the %S0 variable containing 4, because “d” is the fourth character in the *string*.
KL( )	Logs caller into User ID. **Note** Cannot be used in the Notify Menu. **Syntax** **`KL(uid)`** where: uid Valid User ID. **Example** **`KL(239)`** Logs the caller into User ID 239

Table 5-3 Defined Tokens *(continued)*

Token	Description
KM	Enables the GVPH's Admin PC' modem to communicate with the GVPH internal modem. This token is factory programmed in User ID 993. **Example** **`@KM`**
KN( )	NOT SUPPORTED
KR( )	Creates a recording—if the destination is an existing User ID, voice processing inserts the recording into that mailbox as a new message. Otherwise, the destination is assumed to be the name of an existing file and the recording is placed there. **Syntax** **`KR(dest)`** where: dest Destination—User ID or file (valid DOS file name). Can be a variable. **Example** **`KR(532)`** Inserts the recording in User ID 532 as a new message.
KT( )	NOT SUPPORTED
KV( )	Delete record from a database—for the *file* specified, deletes the first record with the *value* in that *field* (if any). Voice processing assumes it is the name of an ASCII file with columns separated by commas. **Syntax** **`KV(file,field,value)`** where: file ASCII file with columns separated by commas (comma delimited). Valid DOS file name. Can be a variable. field ASCII file column number. (1 is the value of the field before the comma.) Can be a variable. value Any alphanumeric string. Can contain %S variables. **Note** Maximum of 1 custom made file is taken as 4kbyte.
L( )	Switch system language—immediately changes the system prompts to use the specified file (usually the specified file's name indicates the language). All system prompts change, including User mode prompts. **Syntax** **`L(language)`** **Examples** **`L(ENGLISH)`** **`L(SPANISH)`**

Table 5-3 Defined Tokens *(continued)*

Token	Description
M( )	Audiotex menu—the **M( )** token enables you to specify fast single-digit entry for audiotex menu selections. While voice processing processes this token, it plays (or says) the specified greeting while waiting for a single DTMF digit to be pressed by the caller. When the caller presses the single DTMF digit, voice processing looks up the menu selection that matches and continues processing at the specified User ID. Therefore, this eliminates the normal delay for determining completed DTMF entry. **Note** While this Token is active, no other digits, except the defined menu selections, is recognized. **Syntax** **`M(Gn,count,delay)`** where: Gn — User ID's greeting number (range: 1~7). count — Number of times to play the greeting. delay — Time (in 10ths of seconds) to wait after each saying of the greeting. **Example** **`M(G1,2,20)`** Plays greeting 1 up to two times with a 2 second delay after each time the greeting plays, waiting for the caller to press a DTMF. • If the caller presses 5, voice processing immediately continues processing at the User ID specified in the *Menu* 5 field. • If the caller makes no selection, voice processing continues processing at the next token. • If the caller makes an invalid selection, voice processing continues processing at the *Done* chain.
N( )	Update database record—the **N( )** token enables you to update the values of a database record. It searches a file for the first record that has *s-value* in *s-field*. It updates the record by placing *n-value* in *r-field*, and then saves that record back to the database. **Syntax** **`N(file,s-field,s-value,r-field,n-value[,r-field, n-value...])`** where: file — ASCII file with columns separated by commas (comma delimited). Valid DOS file name. Can be a variable. s-field — ASCII file column number. (1 is the value of the field before the comma.) Can be a variable. s-value — Search alphanumeric string. Can contain %S variables. r-field — Replacement ASCII file column number to update. n-value — New alphanumeric string. Can contain %S variables. **Note** Maximum of 1 custom-made file is taken as 4KB.

Table 5-3 Defined Tokens *(continued)*

Token	Description
N( ) *(continued)*	**Examples** Suppose an ASCII file contains a listing of dealers, available parts, and orders on those parts. You could use the **R( )** token to obtain information about how many parts the dealer wants to order and then use the **N( )** token to update the database. **R(G1,%S1,40)** G1 Plays greeting 1: "Please enter your dealer number." %S1 Stores the caller's entry in variable %S1. 40 Waits 4 seconds (40 ÷ 10 = 4) for DTMF after playing the greeting. **R(G2,%S2,20)** G2 Plays greeting 2: "Please enter the number of telephones you want to order." %S2 Stores the caller's entry in variable %S2. 20 Waits 2 seconds (20 ÷ 10 = 2) for DTMF after playing the greeting. **R(G3,%S5,20)** G3 Plays greeting 3: "Please enter the number of key systems you want to order." %S5 Stores the caller's entry in variable %S5. 20 Waits 2 seconds (20 ÷ 10 = 2) for DTMF after playing the greeting. **N(ORDERS.DOC,5,%S1,9,%S2,12,%S5)** • Searches ORDERS.DOC for the first record that has the value of %S1 in field 5. • Replaces the current value of field 9 with %S2. • Replaces the current value of field 12 with %S5. • Saves the record back to the database.
O( )	Timed on-hook—an on-hook condition for the specified amount of time. Depending upon the value of *tenths*, you can effect a flash, or even a hang-up condition. This is useful for generating an intermediate hang-up condition during token processing without terminating the actual continued token processing. **Syntax** **O(tenths)** where: tenths Time in tenths of seconds. **Example** **O(60)** Goes on-hook for 6 seconds (60 ÷ 10 = 6).

Table 5-3 Defined Tokens *(continued)*

Token	Description
P( )	Play—the P( ) token enables you to communicate information in a variety of ways to a caller or to a user when used in a Notify record's *Method* field. While voice processing is playing, the skip (*, #) and volume (8, 0) keys on the telephone work. **Syntax** **P***repeat***(item)** where: repeat — Number of times to play the item. If omitted, defaults to 1. item — Each item causes voice processing to say specific information. The items are defined as follows: where: A, string — Alphanumeric string. D — Percentage of remaining flash ROM space. G[n, uid] — Greeting n of the current User ID or User ID uid. M[, uid] — Total number of messages and number of new messages for the current User ID or User ID *uid*. Mn[, uid] — Message *n* in the Saved Message Queue, if enabled, of the current User ID or User ID *uid*. MNn[, uid] — Message *n* in the New Message Queue of the current User ID or User ID *uid*. MSn[, uid] — Message *n* in the Saved Message Queue of the current User ID or User ID *uid*. MUn[, uid] — Message *n* in the Urgent Message Queue of the current User ID or User ID *uid*. nn,V — System prompt *nn*. R — DTMF digits entered by a caller who has invoked relay paging (used only in the Notify record *Method* field). %Sn — DTMF digits currently represented by the variable %Sn, where *n* is a number from 0 to 9. This is most effective for repeating the DTMF entered by a caller for confirmation. %Sn, N — DTMF digits currently represented by the variable %Sn, as a number where the range is assumed to be between 0 and 999 million. %Sn, D — DTMF digits currently represented by the variable %Sn, as a date, where the format is assumed to be either mmddyy (which assumes a year in the 1900s) or mmddyyyy. %Sn, T — DTMF digits currently represented by the variable %Sn, as a time of day, where the format is assumed to be hhmm. %Sn, $ — DTMF digits currently represented by the variable %Sn, as a dollar amount, where the last two digits are assumed to be cents. %Sn, F — The same as %Sn, $ except voice processing uses francs and centimes. %Sn, P — The same as %Sn, $ except voice processing uses pesos and centavos. U[, uid] — "Name and extension" recording for the current User ID or User ID *uid*. If there is no recording, voice processing says the current User ID digits or User ID digits *uid*. V — Digits in the Notify record's *Variable* field. X, file — Voice file defined by *file*. **Examples** **P(G1)** Voice processing plays greeting 1 for the current User ID. This enables you to record and play any prompt. **P(06261994,D)** Voice processing says "June twenty-sixth, nineteen ninety-four." **P(06261994,$)** Voice processing says "Sixty-two thousand six hundred nineteen dollars and ninety-four cents."

Table 5-3 Defined Tokens *(continued)*

Token	Description

Q( )	Question and answer (Voice Forms)—the **Q( )** token enables you to ask a caller a series of questions and store all the caller's responses as a single message or multiple messages in the current User ID.
	
	Record each question as a greeting. Voice processing plays each question/greeting with a tone, records a response, and then plays the next question/greeting until all the specified questions/ greetings have been played.
	
	You can ask the caller up to 20 questions. To play more than seven questions (using greetings 1 to 7 for the current User ID), use questions from other User IDs by specifying which User ID's greeting to access with a # sign followed by the *uid*. For example, G7#123 would use greeting 7 from User ID 123.
	
	Syntax `Q(Gn,...,E...)`
	
	where:
	Gn Greeting number (range: 1~7).
	E Groups the responses to the previous greetings as a single message.
	... Additional greetings or groupings.
	
	Examples
	
	`Q(G1,G2,G3,G4,G5,G6,G7,G1#9000,G2#9000)`
	
	Voice processing asks nine questions as recorded in the specified greetings (seven greetings from the current User ID and two greetings from User ID 9000), records nine responses, and stores the responses as one message.
	
	`Q(G1,G2,E,G3,E)`
	
	Voice processing groups the responses to greetings 1 and 2 as one message and the response to greeting 3 as a different message.

Table 5-3 Defined Tokens *(continued)*

Token	Description
R( )	Read DTMF from a caller—the **R( )** token enables you to obtain caller information while prompting the caller with the specified recorded greeting. The token plays the greeting specified for the current User ID and enables the caller to make DTMF entry which is stored in the specified %S variable. Voice processing interrupts the greeting as soon as the caller enters the first DTMF tone. If there is no caller DTMF entry, voice processing initializes the %S variable to empty, i.e., "". **Syntax** `R(Gn,%Sm,delay)` where: Gn — Greeting number for the current User ID (range 1~7). %Sm — One of the %S storage variables (range: 0~19). delay — Time in tenths of seconds to wait for DTMF after playing the greeting (range: 0~99). If omitted, defaults to 0. **Example** To prompt and have a caller enter a telephone number and have voice processing store that telephone number to be used later, you could: Record in greeting 1: "Enter your telephone number. Finish by pressing the # sign." Use **`R(G1,%S6,20):`** G1 — Plays greeting 1. S6 — Stores the caller's entry in variable %S6. 20 — Waits 2 seconds (20 ÷ 10 = 2) for DTMF after playing the greeting.
S( )	Used only for turning on/off MW LED lights **Syntax** `S(port,S)` where: port — Logical serial port 1 (set and cannot be changed) S — String sent out on the specified port. It may contain any alphanumberic characters, %S variables.

Table 5-3 Defined Tokens *(continued)*

Token	Description
V( )	Search for value—the **V( )** token searches the specified *file*, in the specified *field*, for the value given by *item*. If voice processing finds the value, it stores the contents of the second field into variable %Sn. If voice processing does not find the value, the token terminates and returns to the *Done* state. If *file* ends with .DBF, voice processing assumes that it is the name of an ASCII file with columns separated by commas. There may be several pairs of *fields* and %Sn values, and voice processing retrieves them. **Syntax** **`V(file,field,item,field,%Sn[,field,%Sn...])`** where: file — ASCII file with columns separated by commas (comma delimited). Valid DOS file name. Can be a variable. field — ASCII file column number. (1 is the value of the field before the comma.) Can be a variable. item — An alphanumeric string. Can contain %S variables. %Sn — One of the %S storage variables (range: 0~19). **Examples** A caller enters his customer number to hear his credit line: **`@R(G1,%S1,20)`** G1 — Plays greeting 1: “Please enter your customer number.” %S1 — Stores the caller’s entry in variable %S1. 20 — Waits 2 seconds (20 ÷ 10 = 2) for DTMF after playing the greeting. **`@V(credit.doc,1,%S1,2,%S2)`** • Searches CREDIT.DOC for customer number %S1 in field 1. • Stores the contents of field 2 in variable %S2. **`P(G2)P(%S2,$)`** P(G2) — Plays Greeting 2: “Your credit line is ” P(%S2,$) — Says the value stored in %S2 as a dollar amount: “five thousand dollars.” **Note** Maximum of 1 custom-made file is taken as 4kbyte.

Table 5-3 Defined Tokens *(continued)*

Token	Description
W( )	Wait (pause) for event—general wait token that enables voice processing to wait for confirmation of specific events. It is useful for confirming dial tone and for notification to confirm that the appropriate answer has occurred. If the event does not occur, voice processing terminates all remaining token processing. **Syntax** `W(n)` `W(n,P)` `W(n,V)` `W(n,T)` where: n Wait (pause) for *n* tenths of a second. n, P Wait up to *n* rings for a pager/beeper to answer. n, V Wait up to *n* rings for a voice to answer. n, T Wait up to *n* seconds to hear a dial tone. **Example** `W(3,P)` Waits up to 3 rings for a paging/beeping system to answer. You can use this to confirm that the paging company answered before playing DTMF to the paging company for pager notification of messages.
X( )	NOT SUPPORTED
Y( )	Deletes file. **Syntax** `Y(file)` where: file Valid file name. Can be a variable. **Example** `Y(OLD.TXT)` Deletes the file OLD.TXT.
Z( )	NOT SUPPORTED
+( )	Addition—enables you to perform modifications to values for calculation and control. Ideal for controlling limits and loops. **Syntax** `+(%Sn[,item])` where: %Sn One of the %S storage variables (range: 0~19). item Positive or negative value or another %S variable. Defaults to 1 if not specified.

Table 5-3 Defined Tokens *(continued)*

Token	Description

=( )	Equate—gives the specified storage variable the value specified. The value may be a string or a numeric and should be quoted. The four-option syntax enables substring assignments.
	
	Syntax `=(%Sn,item)`
	`=(%Sn,item,start,end)`
	
	where:
	%Sn One of the %S storage variables (range: 0~19).
	item Any alphanumeric string. Can contain %S variables.
	start Starting character position for assigning a portion of item.
	end Ending character position to assign when used with start.
	
	Examples
	
	`=(%S1,"SPANISH")`
	
	Gives %S1 the value of “SPANISH”.
	
	`=(%S1,"SPANISH",3,5)`
	
	Gives %S1 the value of ENC (E is the start character and C is the end character).
	
	`=(%S1,%S2,1,3)`
	
	where %S2 = 7530414. Extracts prefix of the telephone number in %S2 (the first through third number) and gives %S1 the value of 753.

?( )	Exists in file—searches the specified file for the specified item. Stratagy searches the file on a line-by-line basis and the item is found when it matches an entire line within the file. If the item is found, processing continues at the User ID specified; if not, processing continues with the next token. For Holiday Greeting Application, see Chapter 6 – Customization Examples. **Syntax** `?(item,fsile,uid)` where: item Any alphanumeric string. Can contain %S variables. file ASCII text file specified by a DOS (8x3) file name. uid Valid User ID.
¦( )	Append variables to file—writes all twenty %S variables (%S0~%S19) to the specified file. If the file already exists, the variable values are appended to the file; otherwise, the file is created. The values are separated by commas and terminated by a new line. The **¦( )** token is supported by voice processing. **Syntax** `¦(file)` where: file Valid file name. **Note** Maximum of 1 custom-made file is taken as 4KB.

Table 5-3 Defined Tokens *(continued)*

Token	Description
[( )	Read %S variables state—reads the values of all twenty %S variables (%S0~%S19) from the specified file. The format expected is a one line, comma delimited, ASCII file where the first value is %S0, the second is %S1, etc. When the **[( )** token is used with the **]( )** token, you can read, modify, and write (remember) %S variables. **Note** *To avoid potential simultaneous access errors: within the same User ID, if you read with the* **[( )** *token, write with the* **]( )** *token.* **Syntax** `[(file)` where: file ASCII file with columns separated by commas (comma delimited). Valid 8x3 DOS file name. Can be a variable. **Note** Maximum of 1 custom-made file is taken as 4KB.
]( )	Write %S variables state—writes the values of all twenty %S variables (%S0~%S19) to the specified file. Typically, you would use this with the **[( )** token which reads the %S variables. **Note** *To avoid potential simultaneous access errors: within the same User ID, if you read with the* **[( )** *token, write with the* **]( )** *token.* **Syntax** `](file)` where: file ASCII file with columns separated by commas (comma delimited). Valid 8x3 DOS file name. Can be a variable. **Note** Maximum of 1 custom-made file is taken as 4KB.
^( )	Change port volume—changes the volume of the current port to the specified level. **Notes** • The voice processing system configuration *gain_norm* parameter sets the starting volume for all ports (Chapter 2 – Configure UADM2 Software*).* • For the user, the current port volume can be set through the Users Menu's *Message Volume* field and by the user with the Play Message Controls (Chapter 4 – Menus). **Syntax** `(n)` where: n Volume of current port (range: -2~4). -2 is the softest 0 is the initial volume 4 is the loudest.

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Customization Examples 6

Using Strata CIX40 Voice Processing, you can customize User IDs to record messages from callers, provide information to callers, or direct the flow of a call. With this type of flexibility, you can define virtually any call handling method.

Voice processing provides reserved User ID mailboxes that have common features pre-programmed, including future delivery and guest defaults. Notify contains templates (e.g., message waiting light control and pagers) you can use for defining User ID Notify records.

This chapter provides examples, grouped by menu (i.e., Users, Notify, Auto), of some of voice processing's capabilities. Each example provides detailed information, including the programming and how it works. For examples that use the Token Programming Language, each token is defined.

Note See Chapter 5 – Token Programming for complete details about the Token programming language.

Users Menu Examples

The following examples are included in this section:

Using a Status User ID to Check Message Count for Multiple User IDs

The creation of the status User ID involves using an optional argument.

Suppose that one person owns several User IDs that he/she has given out to different classes of callers (personal friends one number, business clients another, etc.). This person would like to be able to call in to check if any of these User IDs have messages waiting for him without having to access each User ID in turn.

The token string **P(Gn)** plays greeting *n* for the current User ID or **P(M)** plays the total number of messages and number of new messages for the current User ID. This is normally what you want.

However, the **P( )** token takes an optional second argument, which in some cases indicates another User ID whose information is to be played. Using this feature, you can create a status User ID that tells the number of messages waiting in several other User IDs.

Program Example

In the following example:

- Message User IDs: 1000, 2000, 3000
- Status User ID: 9999

➤ To program the example

For User ID 9999, define the user's record to contain:

Extension	@P(U,1000)P(M,1000)P(U,2000)P(M,2000)P(U,3000)P(M,3000)
@	Suppress normal process
P(U,1000)	Plays the name recording for User ID 1000. If no recording exists, says the User ID number.
P(M,1000)	Says the total number of messages and number of new messages for User ID 1000.
P(U,2000)	Plays the name recording for User ID 2000. If no recording exists, says the User ID number.
P(M,2000)	Says the total number of messages and number of new messages for User ID 2000.
P(U,3000)	Plays the name recording for User ID 3000. If no recording exists, says the User ID number.
P(M,3000)	Says the total number of messages and number of new messages for User ID 3000.

How It Works

For each of the three User IDs, the name recording associated with the User ID plays, followed by the total number of messages and number of new messages waiting for that User ID.

System Paging a User for Special Callers

Perhaps you would like to create a special User ID for family, friends, or special customers that would:

1. When accessed, page you over the telephone paging system in your office.
2. Let you know that you have an important call.
3. Transfer that call to your extension through a “back door,” even though your regular extension User ID may be in Do Not Disturb mode.

You would program voice processing to:

1. Dial the telephone system’s paging access code.
2. Say something like “There is an important call for David.’’
3. Transfer the caller to a back door User ID.

Program Example

In the following example:

- Telephone system’s paging access code: 33*
- Special User ID: 5222
- Back door User ID: 6222
- System code to return to a caller placed on transfer hold: F-

➤ **To program the example**

1. Customize User ID 5222 by defining the Users record and recording the greeting.
2. Define the user’s record to contain:

Extension	**@F-#30-P(G1)G(6222)**
@	Suppresses normal process.
F-	Performs a hookflash and pauses 0.5 second. (Some telephone systems require F-F to return to a caller placed on transfer hold.)
#30	Dials #30 to page.
-	Pauses 0.5 second.
P(G1)	Plays greeting 1 for this User ID.
G(6222)	Goes to the User ID 6222.

3. Access the User ID mailbox via telephone. Record:

   Greeting 1: “There is an important call for David.’’

How It Works

When voice processing tries to transfer a caller that has entered User ID mailbox 5222, it:

1. Places the caller on transfer hold.
2. Dials the telephone system paging code.
3. Plays greeting 1.
4. Performs a hookflash to return to the caller.
5. Continues processing at User ID 6222, which should be configured to ring an extension that may be answered by the user.

System Paging for Ring No Answer

Voice processing can call a user's extension and then, after receiving a Ring No Answer, give the caller the option to page the user through the office paging speakers. Voice processing can then transfer the caller to an extension where the call can be picked up by the user using Direct Call Pick Up.

The following example illustrates one way to do this on the Strata CIX40, using a phantom standard station port as a park zone.

Note Requires optional GSTU board.

Program Example

In the following example:

- User ID 5: Page Party User ID.
- User ID 500: Call Park Station User ID.
- User ID 501: Back to Original Extension User ID.
- Call pickup code: #5#5
- Telephone number to pick up call: 240

➤ To program the example

1. For User ID 5 (Page Party), define the user's record to contain:

Extension	**@=(%S0,%P)F-#30-P(U,%P)P(G1)F,G(500)**
@	Suppresses normal process.
=(%S0,%P)	Remembers previous User ID mailbox, and stores it in %S0.
F-	Performs a hookflash and pauses 0.5 second.
#30	Dials #30 to page.
-	Pauses 0.5 second.
P(U,%P)	Plays user name recording from previous User ID mailbox.
P(G1)	Plays greeting 1.
F,	Performs a hookflash and pauses 2 seconds.
G(500)	Goes to User ID 500 (to perform the supervised transfer).
Do Not Disturb	Off

2. Access the User ID mailbox via telephone. Record:

   Greeting 1: "...has a call holding. To pickup, dial #5#5240."

3. For User ID 500 (Call Park Station), define the user's record to contain:

Extension	**240** (The standard station port to transfer to for pickup.)
Maximum Rings	9
Do Not Disturb	Off
Store Messages	No
RNA Chain	501
Busy Chain	501

4. For User ID 501 (Back To Original Extension), define the user's record to contain:

Extension	@G(%S0)
@	Suppresses normal process.
G(%S0)	Goes to the User ID stored in %S0.

How It Works

The user's greeting says "... leave a message after the tone, or to page me press 5..." If the caller presses 5, he/she is routed to User ID 5.

User ID 5 does the following:

1. Remembers the previous User ID mailbox and stores the number in **%S0**.
2. Dials #30 to page.
3. Plays the previous User ID mailbox's name recording.
4. Plays greeting 1.
5. Goes to User ID 500 to perform the supervised transfer.
6. User ID 500 calls the standard station port that acts as a park zone. On a Ring No Answer, voice processing flashes the caller back, then goes to User ID 501 via the *RNA* chain.
7. User ID 501 goes to the User ID stored in **%S0**. This sends the caller back to the original User ID.
8. Voice processing performs a hookflash and calls the original station again before taking a message.

Second User ID

There is no simple way to directly take a message without calling a second time. In order to do that a second User ID must be created for each station using this feature.

Each of these new User ID's have:

Do Not Disturb	On
Store Messages	No
Copy Message To	<original mailbox>

To make matters more complex, the user needs to record a greeting in both mailboxes. If you do this, the original User ID stored in **%S0** could be translated to the message mailbox User ID with the following tokens:

Extension	@=(%S1,%S0,2,3)G(7%S1)
@	Suppresses normal process.
=(%S1,%S0,2,3)	Assigns characters 2~3 of %S0 to %S1. For example, if the User ID is "234", %S1 equals "34"
G(7%S1)	Goes to User ID 734. (Go to the User ID mailbox with the first number of 7 and the value of %S1 (34) combined.)

Every User ID using this feature would be required to have a corresponding message taking User ID, with a first digit of 7. In this example, the User ID mailbox 734 would be programmed as follows:

Do Not Disturb	On
Store Messages	No
Copy Messages To	234

Switching and Maintaining Languages

Voice processing can support multiple languages simultaneously on any set of ports. The only requirements are that you install an alternative language and configure the User IDs to enable a caller to change to the alternate language. Additionally, you can control which User IDs a caller has access to when selecting a specific language.

When voice processing answers a call, processing begins at the Company Greeting User ID (default is User ID 990). After playing the greeting, processing continues (by default) with the Caller Instructions User ID (default is User ID 991), which plays the caller instructions. During either the Company Greeting or Caller Instructions, you can give the caller the option to press a digit to hear the instructions in a different language. When the caller enters the digit, voice processing accesses another User ID that contains the instructions in the proper language.

In order for callers to always access the proper language Caller Instructions User ID, you can program voice processing to perform the following:

1. If Spanish is selected, remember the language selected.
2. Before playing the default Caller Instructions User ID (991), determine which language Caller Instructions User ID should play.

Program Example

In the following example:

- The foreign prompt is contained in the voice ROM.
- User ID 990: Company Greeting User ID (default); English and contains the choice to select Spanish
- User ID 991: default Caller Instructions User ID (English)
- User ID 980: assigns Spanish as the language selected
- User ID 981: Spanish Caller Instructions User ID
- User ID 992: determines which language Caller Instructions User ID should play

➤ **To program the example**

1. For Greeting User ID 990, define the User's record to contain:

   Menu 1: 980 (if the caller selects 1, voice processing transfers the caller to User ID 980)

   Done Chain: 992 (default)

2. Access the User ID mailbox via telephone. Record:

   Greeting 1: "Thank you for calling our company. For English please stay on the line. [In Spanish] "For Spanish, please press 1 now."

3. For Caller Instructions User ID 991, access the User ID mailbox via telephone. Record:

   Greeting 1: “To reach the person you are calling, enter his extension. For information...”

4. For User ID 980, define the user’s record to contain:

Extension	**@L(Spanish)=(%S1,”SPANISH”)G(981)**
@	Suppresses normal process.
L(SPANISH)	Switches the system prompts to SPANISH.
=(%S1,”SPANISH”)	Assigns %S1 the value of “SPANISH”.
G(981)	Goes to User ID 981.
Note The system parameter “sys prompt_file” is not used. Language is set by jumpers on the GVPH card. Refer to te CIX40 Insatllation and Maintenance manual.	

5. For Greeting User ID 981, access the User ID mailbox via telephone. Record:

   Greeting 1: [In Spanish] “To reach the person you are calling, enter his extension. For information...”

6. For User ID 992, Define the user’s record to contain:

Extension	**@I(%S1,=,”SPANISH”,981)G(991)**
@	Suppresses normal process.
I(%S1,=,”SPANISH”,981)	If %S1 equals “SPANISH”, go to User ID 981.
G(991)	Goes to User ID 991.

How It Works

The customization controls voice processing’s standard processing by keeping the caller connected to the correct language Instruction User ID. This works because whenever a new call is answered, voice processing initializes the **%S** tokens to ”” (empty string). Therefore, if the caller never presses 1 for Spanish, the **%S1** is never set to the value ”SPANISH” and control continues automatically from User ID 991 to User ID 992.

Figure 6-1 shows how switching and maintaining languages works for this example. When voice processing answers the call, Company Greeting User ID 990 plays and offers the caller the choice of selecting Spanish.

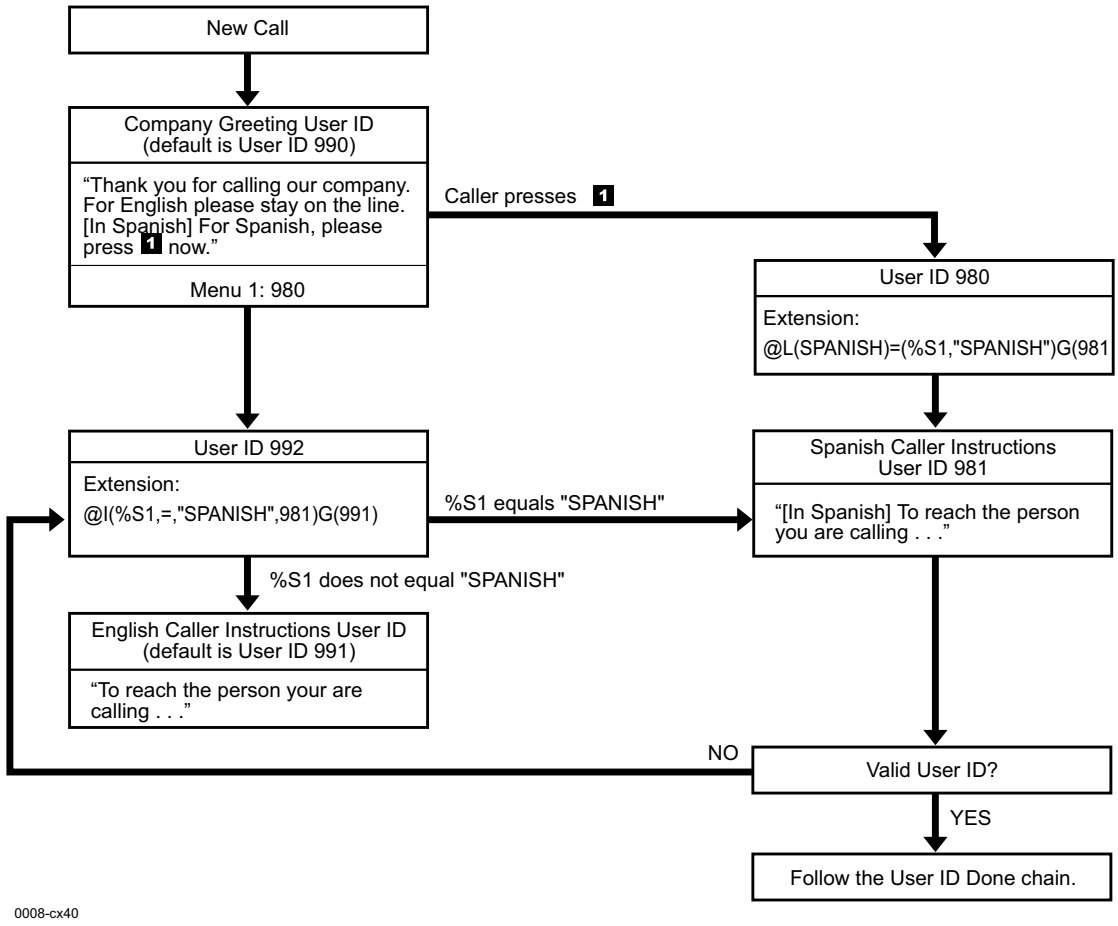

Figure 6-1 Switching and Maintaining Languages

If the caller does not select Spanish:

1. Voice processing processes User ID 992 which determines that Spanish is not being used (%S1 does not have the value "SPANISH").
2. Voice processing plays the English Caller Instructions User ID 991.

If the caller selects Spanish:

1. Voice processing processes User ID 980, which assigns %S1 the value "SPANISH".
2. Voice processing plays the Spanish Caller Instructions User ID 981.
3. Voice processing determines if the User ID is valid.
4. If valid, voice processing follows the User ID's Done chain. If invalid, voice processing processes User ID 992 which determines that Spanish is being used (%S1 has the value "SPANISH"). Voice processing then processes the Spanish Caller Instructions User ID 981.

Holiday Greetings—Holiday Divert Mailbox

With only 10 Auto Scheduling entries per User ID, it can be difficult to make both the daily schedules (morning, afternoon, night, weekend) and the holiday schedules work in one mailbox. The following is an alternative method—using a Holiday Divert mailbox to search a list of holidays for the year and divert to a Holiday Greeting mailbox.

Program Example

In the following example:

- User ID 900: Holiday Divert
- User ID 900 sends the call to User ID 980 if it is a holiday; otherwise, the call is routed to User ID 900's RNA chain for normal call processing.
- User ID 980: Holiday Greeting
- Greeting 2 plays: "Toshiba is closed for the holiday..."
- ASCII text file HOLIDAYS.TXT lists all holiday dates.
- Voice processing System Configuration's per Port Definitions *box_grt* parameter is configured to start at User ID 900 for all valid ports.

Note Token.txt files are limited to 100Kbs.

➤ To program the example

1. For User ID 900 (Holiday Divert), define the user's record to contain:

Extension	**@?(%Y,HOLIDAYS.TXT,980)**
@	Suppresses normal process.
?(%Y,HOLIDAYS.TXT,980)	In file HOLIDAYS.TXT, search for the current date (%y). If found, goes to User ID 980.
Done Chain	991
RNA Chain	990

2. For User ID 980 (Holiday Greeting), define the Users record to contain:
   - Do Not Disturb: On (unless using a Menu token)
   - *Greeting*: 2
3. Access the User ID mailbox via telephone. Record a generic holiday greeting:

   Greeting 2: "Toshiba is closed for the holiday..."

➤ To create the DOS text file

You can use this method to update HOLIDAYS.TXT without shutting down the system.

1. On the XADM4 Admin PC, use DOS Edit to create the DOS text file HOLIDAYS.TXT. Enter the holidays for the year (or the next ten years if you prefer) in the following format: mmddyyyy. One date per line. For example:

   04142006
   05222006
   07012006
   09042006
   10092006
   12252006
   12262006
   01012006

2. Save as **HOLIDAYS.TXT**
3. Connect to the voice processing system with XADM4 Admin.
4. From the Main Menu, press **Alt**+**T** to select the Tools option.
5. Select Filecopy form the Tools Menu.
6. In the *Source System* field (where the file currently resides), press **F2** to display a pop-up box of selections. Highlight PC and press **Enter**.
7. In the *Copy From:* field, type the directory and file names (e.g., **C:\Uadmin20\ABCCOMP\HOLIDAYS.TXT**).
8. In the *Copy To:* field, type **\token01\HOLIDAYS.TXT** or **\token02\HOLIDAYS.TXT** and press **Enter**. The file copies to the voice processing system's drive (drive C:).

The GVPH supports 20 token directory locations; \token01\ ~ \token20\. If the same file name is transferred more than once the \token01\ file location is used.

➤ To configure the voice processing System

➤ Use the System Configuration option of the Configuration Utility to modify the Per Port Definition *box_grt*. See Chapter 2 – Configure UADM2 Software for detailed information. The following lines correspond to the number of ports installed on your system. In the example below, ports 1~4 start at User ID 900.

set box_grt 900 1
set box_grt 900 2
set box_grt 900 3
set box_grt 900 4

How It Works

When a call rings in, voice processing routes it to User ID 900 instead of User ID 990. The token string in User ID 900 checks HOLIDAYS.TXT for today's date. If it finds a match, the call is sent to User ID 980. Otherwise, the call is routed to the *RNA* chain (User ID 990) for normal call processing. User ID 980 acts as the generic holiday mailbox, having a greeting like "Toshiba is closed for the holiday..." User ID 980 could also have its own Auto schedule that changes the greeting each holiday season.

Notify Menu Examples

The following examples are included in this section:

Voice Notification

You can program voice processing to notify a user via voice. Voice notification is commonly used in lieu of message waiting lights.

In the example below, assume you want voice processing to notify a user of the number of new messages in his mailbox.

Program Example

In the following example:

- User ID: 405
- "name recording": Ken
- Number of new messages in User ID mailbox 405: 3

➤ **To program the example**

Define the Notify record to contain:

Title	<enter title/comment for identification>
Type	NORMAL
Method	**%EW(3,V)P(U)P(M)**
%E	Dials the DTMF digits given in the User ID's *Extension* field. This should be the user's telephone number.
W(3,V)	Waits up to 3 rings for a voice to answer.
P(U)	Plays the name recording for the current User ID. If there is no recording, says the User digits.
P(M)	Plays the total number of messages and number of new messages for the current User ID.

How It Works

Per the notification schedule, voice processing:

1. Dials the user's telephone number.
2. Waits for a voice to answer.
3. Says the user's recorded name: "Ken."
4. Says the user's total number of messages and number of new messages: "3."

Notification to a Pager

You can program voice processing to notify a user via his digital pager.

In the example below, assume you want voice processing to notify the user of the total number of messages and the number of new messages in his User ID mailbox.

Program Example

In the following example:

- Dial 9 for an outside line
- The paging system uses the * to designate a "-" in the pager display
- User ID: 405
- Total number of messages in User ID 405: 5
- Number of new messages in User ID 405: 3

➤ **To program the example**

Define the Notify record to contain:

Title	<enter title/comment for identification>
Type	NORMAL
Variable	<digital pager's telephone number>
Method	**9W(4,T)%V,,W(2,P)-%U*%M*%N#-**
9	Dials 9 for an outside line.
W(4,T)	Waits up to 4 seconds to hear dial tone.
%V	Dials the contents of the Notify record's *Variable* field. This should be the digital pager's telephone number.
,,	Pauses 4 seconds (2 seconds x 2).
W(2,P)	Waits up to 2 rings for the pager/beeper to answer.
-	Pauses 0.5 second to enable the pager's answer confirmation tones.
%U	Relays the User ID.
*	Dials *. (Used by many paging systems to designate a "-" in the pager display.)
%M	Relays the total number of messages in this User ID mailbox.
*	Dials *. (Used by many paging systems to designate a "-" in the pager display.)
%N	Relays the number of new messages in this User ID mailbox.
#	Dials # to end call.
-	Pauses 0.5 second.

How It Works

Per the notification schedule, voice processing:

1. Dials the user's digital pager's telephone number.
2. When the pager answers:
   - Relays the User ID.
   - Relays the total number of messages.
   - Relays the number of new messages.

For this example, the following displays on the pager: 405-5-3.

Notification to a Pager on Urgent Messages Only

You can program voice processing to light a message waiting light for all messages, while paging or calling the user offsite when he receives a message marked Urgent. To do this, for the particular paging Notify record, change the *Type* field from **`Normal`** to **`Urgent`**.

To program voice processing to notify a user via his digital pager when he receives a message marked Urgent is similar to "Notification to a Pager."

Program Example

In the following example:

- User ID: 405
- Dial 9 for an outside line
- The paging system uses the * to designate a "-" in the pager display

➤ To program the example

Define the Notify record to contain:

Title	<enter title/comment for identification>
Type	URGENT
Variable	<digital pager's telephone number>
Method	**`9W(4,T)%V,,W(2,P)-%U#-`**
9	Dials 9 for an outside line.
W(4,T)	Waits up to 4 seconds to hear dial tone.
%V	Dials the contents of the Notify record's *Variable* field. This should be the digital pager's telephone number.
,,	Pauses 4 seconds (2 seconds x 2).
W(2,P)	Waits up to 2 rings for the pager/beeper to answer.
-	Pauses 0.5 second to enable the pager's answer confirmation tones.
%U	Relays the User ID.
#	Dials # to end call.
-	Pauses 0.5 second.

How It Works

When voice processing receives an Urgent call for this User ID, voice processing:

1. Dials the user's digital pager's telephone number.
2. When the pager answers, voice processing relays the User ID.

For this example, the following displays on the pager: 405.

Relay Paging to a Pager

With relay paging, the caller enters his/her number on the telephone dial pad and voice processing notifies the user by relaying the caller's telephone number to the user's pager display. A caller can page without redialing, or even knowing, the user's pager number.

Program Example

In the following example:

- Dial 9 for an outside line
- The paging system uses the * to designate a "-" in the pager display
- User ID: 2765
- Caller's telephone number: 583-3700
- To activate relay paging, the caller presses # when the User ID's greeting plays

➤ **To program the example**

Define the Notify record to contain:

Title	<enter title/comment for identification>
Type	RELAY
Variable	<digital pager's telephone number>
Method	**`9W(4,T)%V,,W(2,P)-%U*%R#-`**
9	Dials 9 for an outside line.
W(4,T)	Waits up to 4 seconds to hear dial tone.
%V	Dials the contents of the Notify record's *Variable* field. This should be the digital pager's telephone number.
,,	Pauses 4 seconds (2 seconds x 2).
W(2,P)	Waits up to 2 rings for the pager/beeper to answer.
-	Pauses 0.5 second to enable the pager's answer confirmation tones.
%U	Relays the User ID.
*	Dials *. (Used by many paging systems to designate a "-" in the pager display.)
%R	Relays the DTMF digits entered by the caller. This should be the caller's telephone number.
#	Dials # to end call.
-	Pauses 0.5 second.

How It Works

Per the notification schedule, voice processing:

1. Dials the user's digital pager's telephone number.
2. When the pager answers:
   - Relays the User ID.
   - Relays the caller's telephone number.

For this example, the following displays on the pager: 2765-5833700.

Emergency Lists

In an emergency list, voice processing is programmed to notify a series of users if a new message is not picked up. If the original recipient, after a specified time interval, has not picked up the new message, voice processing continues to notify him/her but also begins notification to a second person.

After another time interval if the new message has still not been picked up, voice processing continues to notify the first two people and starts notifying a third person. voice processing continues the process until the message is picked up or everyone has been notified.

When creating an emergency list, carefully define the initial time to wait before starting the notification and the repeat time.

Program Example

Assume that you want to create three Notify records for one User ID. Each record contains a different telephone number to call; one for each of the three people who will potentially be notified.

➤ **To program the example**

1. Define the first Notify record to contain:

   Notify After: 0

   Continue Every: 5

   Max Times: 0
2. Define the second Notify record to contain:

   Notify After: 15

   Continue Every: 5

   Max Times: 0
3. Define the third Notify record to contain:

   Notify After: 30

   Continue Every: 5

   Max Times: 0

How It Works

When the emergency occurs:

1. The first Notify record starts notification immediately.
2. If the message is not picked up, the first Notify record continues notification every 5 minutes.
3. After 15 minutes, if the message is not picked up, the second Notify record starts notification every 5 minutes in conjunction with the first Notify record.
4. After 30 minutes, if the message is not picked up, the third Notify record starts notification every 5 minutes in conjunction with the first and second Notify records.
5. All three Notify records continue every 5 minutes until the message is picked up.

Auto Menu Examples

The following examples are included in this section:

Time of Day Greetings

You can program voice processing so that your company has different greetings for mornings, afternoons, evenings, and weekends.

Program Example

In the following example, the User ID 990 (Company Greeting) assumptions are as follows.

The greetings:

Greeting 1 plays: "Thank you for calling Toshiba."

Greeting 2 plays: "Good morning. Thank you for calling Toshiba."

Greeting 3 plays: "Good afternoon. Thank you for calling Toshiba."

The schedules:

morning greeting schedule starts at: 8:00 a.m. Monday through Friday

afternoon greeting schedule starts at: 12:01 p.m. Monday through Friday

evening greeting schedule starts at: 5:01 p.m. Monday through Thursday

weekend greeting schedule starts at: 5:01 p.m. Friday

➤ To program the example

Scheduling the greetings includes defining the Auto records and recording the greetings for User ID 990.

For the morning greeting, define the Auto record as follows:

Enabled	Yes
Change On (date)	08/15/2006
Change At (time)	08:00 (8:00 a.m.)
Every Month(s)	0
Every Day(s)	1
Every Hour(s)	0
Every Minute(s)	0
Restricted To (MTWTFSS)	YYYYYNN
Extension	(leave blank)
Rings	(leave blank)
Do Not Disturb	On
Call Screening	Off
Greeting	2

For the afternoon greeting, define the Auto record as follows:

Enabled	Yes
Change On (date)	08/15/2006
Change At (time)	12:01 (12:01 p.m.)
Every Month(s)	0
Every Day(s)	1
Every Hour(s)	0
Every Minute(s)	0
Restricted To (MTWTFSS)	YYYYYNN
Extension	(leave blank)
Rings	(leave blank)
Do Not Disturb	On
Call Screening	Off
Greeting	3

For the evening greeting, define the Auto record as follows:

Enabled	Yes
Change On (date)	08/15/2006
Change At (time)	17:01 (5:01 p.m.)
Every Month(s)	0
Every Day(s)	1
Every Hour(s)	0
Every Minute(s)	0
Restricted To (MTWTFSS)	YYYYYNN
Extension	(leave blank)
Rings	(leave blank)
Do Not Disturb	On
Call Screening	Off
Greeting	1

For the weekend greeting, define the Auto record as follows:

Enabled	Yes
Change On (date)	08/15/2006
Change At (time)	00:01 (12:01 a.m.)
Every Month(s)	0
Every Day(s)	1
Every Hour(s)	0
Every Minute(s)	0
Restricted To (MTWTFSS)	NNNNNYY
Extension	(leave blank)
Rings	(leave blank)
Do Not Disturb	On
Call Screening	Off
Greeting	1

Access the User ID mailbox via telephone. Record:

Greeting 1: “Thank you for calling Toshiba.”

Greeting 2: “Good morning. Thank you for calling Toshiba.”

Greeting 3: “Good afternoon. Thank you for calling Toshiba.”

How It Works

If a caller accesses User ID 990 (Company Greeting) during the morning (8:01 a.m. to 12:00 noon Monday through Friday), voice processing:

1. Plays User ID 990’s greeting 2 (Company Greeting).
2. Follows the User ID 990 chain to User ID 991 (Caller Instructions).

If a caller accesses User ID 990 (Company Greeting) during the afternoon (12:01 p.m. to 5:01 p.m. Monday through Friday), voice processing:

1. Plays User ID 990’s greeting 3 (Company Greeting).
2. Follows the User ID 990 chain to User ID 991 (Caller Instructions).

If a caller accesses User ID 990 (Company Greeting) during the evenings (5:01 p.m. Monday through Thursday to 7:59 a.m. the next morning) and weekends (5:01 p.m. Friday to 7:59 a.m. Monday), voice processing:

1. Plays User ID 990’s greeting 1 (Company Greeting).
2. Follows the User ID 990 chain to User ID 991 (Caller Instructions).

Holiday Greetings—Same Day Each Year

Certain holidays, such as Independence Day (July 4th), Christmas (December 25), and New Year's day (January 1st), occur on the same date each year.

To inform callers that your offices are closed for the holiday, you can record a greeting that plays only on the holiday.

Program Example

In the following example, the User ID 990 (Company Greeting) assumptions are:

- Greeting 1 plays: "Thank you for calling..."
- User ID 990 chains to User ID 991

The User ID 991 (Caller Instructions) assumptions are:

- Christmas greeting: greeting 4
- Start greeting time: 8:01 a.m.
- Days greeting plays: Monday through Friday

➤ To program the example

Scheduling the Christmas greeting includes defining the Auto record and recording the greeting for User ID 991.

1. Define the Auto record as follows:

Enabled	Yes
Change On (date)	12/25/2006
Change At (time)	08:01 (8:01 a.m.)
Every Month(s)	12
Every Day(s)	0
Every Hour(s)	0
Every Minute(s)	0
Restricted To (MTWTFSS)	YYYYYNN
Extension	(leave blank)
Rings	(leave blank)
Do Not Disturb	On
Call Screening	Off
Greeting	4

2. Access the User ID mailbox via telephone. Record:

   Greeting 4: "Our offices are closed December 25th to celebrate Christmas. We wish you all a happy holiday season. Please call back during regular business hours."

How It Works

When December 25th falls on a weekday, if a caller accesses User ID 990 (Company Greeting) after 8:01 a.m., voice processing:

1. Plays User ID 990's greeting 1 (Company Greeting).
2. Follows the User ID 990 chain to User ID 991 (Caller Instructions).
3. Plays User ID 991's greeting 4 (Christmas greeting).

To guarantee that voice processing programs the holiday schedule after the open greeting schedule, the holiday schedule starting time was scheduled one minute after the regular open greeting schedule.

Holiday Greetings—Different Day Each Year

Certain holidays, such as Thanksgiving and Labor Day, occur on different days each year.

To inform callers that your offices are closed for the holiday, you can record a greeting that plays only on the holiday.

Program Example

In the following example, the User ID 990 (Company Greeting) assumptions are:

- Greeting 1 plays: “Thank you for calling...”
- User ID 990 chains to User ID 991

The User ID 991 (Caller Instructions) assumptions are:

- Thanksgiving greeting: greeting 5
- Start greeting time: 8:01 a.m.
- Days greeting plays: Thursday

➤ To program this example

Scheduling the Thanksgiving greeting includes defining the Auto record and recording the greeting for User ID 991.

1. Define the Auto record as follows:

Enabled	Yes
Change On (date)	11/24/2006
Change At (time)	08:01 (8:01 a.m.)
Every Month(s)	11
Every Day(s)	29
Every Hour(s)	0
Every Minute(s)	0
Restricted To (MTWTFSS)	NNNYNNN
Extension	(leave blank)
Rings	(leave blank)
Do Not Disturb	On
Call Screening	Off
Greeting	5

2. Access the User ID mailbox via telephone. Record:

   Greeting 5: “Our offices are closed today so that we can celebrate Thanksgiving with our families. Please call back during regular business hours.”

How It Works

Every year on Thanksgiving, if a caller accesses User ID 990 (Company Greeting) after 8:01 a.m., voice processing:

1. Plays User ID 990's greeting 1 (Company Greeting).
2. Follows the User ID 990 chain to User ID 991 (Caller Instructions).
3. Plays User ID 991's greeting 5 (Thanksgiving greeting).

To guarantee that voice processing programs the holiday schedule after the open greeting schedule, the holiday schedule starting time was scheduled one minute after the regular open greeting schedule.

To program holidays that occur on different days each year, define the Frequency of Change fields as 11 months and 29 days, restricted to the appropriate Days of the Week.

Extension Change

You can program a User ID to automatically access a different telephone number for the user on a particular day of the week, time of day, etc. by entering the telephone number in the Auto Record's *Extension* field.

Normally, voice processing processes calls to the Users Menu *Extension* field; however, when a scheduled event occurs, voice processing processes the calls using the Auto Record's *Extension* field.

For this example, assume that an employee works in a different office on Fridays than he does on Monday through Thursday.

Program Example

In the following example:

- User ID: 6340
- Friday's office telephone number: 3700

➤ **To program the example**

1. Define the Auto Record as follows.

Enabled	Yes
Change On (date)	08/09/2006
Change At (time)	08:01 (8:00 a.m.)
Every Month(s)	0
Every Day(s)	7
Every Hour(s)	0
Every Minute(s)	0
Restricted To (MTWTFSS)	NNNNYNN
Extension	3700
Rings	(leave blank)
Do Not Disturb	On
Call Screening	Off
Greeting	(leave blank)

How It Works

Every Friday after 8:00 a.m., if a caller accesses User ID 6340, voice processing directs the call to extension 3700.

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System Reports 7

Tracking the voice processing system involves analyzing system operation and User ID activity. This chapter discusses:

- View system/user activity
- Listen to system activity
- Report types
- Report definitions
- Run, view, print a report
- Save report to floppy disk
- Automatic report generation

Note Voice processing is also equipped with a diagnostic tool called Trace which assists you in troubleshooting applications. See Chapter 8 – Maintenance and Troubleshooting for information.

View System/User Activity

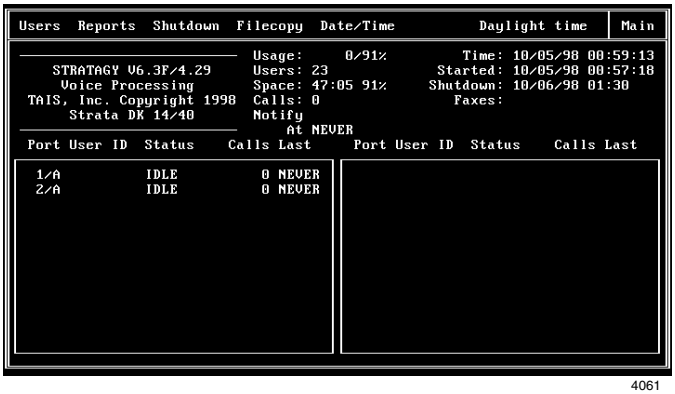
You can track system and user activity on the voice processing system by viewing the Main and Users Menus, respectively.

Main Menu Statistics

The Main Menu displays (shown at right) the system activity statistics.

The menu provides:

- Port activity and CPU usage
- Number of defined User ID mailboxes
- Available flash ROM space in time and percent of the flash drive
- Number of calls answered since the system started
- Notify activity
- Date and time system last started
- Next date and time of scheduled shutdown



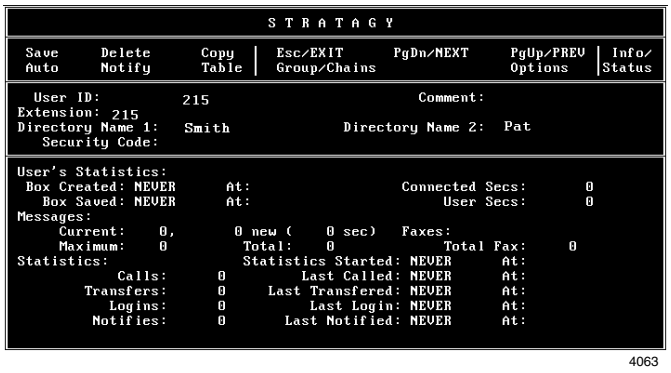
4061

See Chapter 1 – Access and Use UADM2 Admin for details.

Users Menu Statistics

The Users Menu (Info/Status Screen) displays (shown at right) the User ID statistics.

In addition to the screen display, a report can also be generated based on the statistics shown. ("Report Definitions" on page 1-3.) The menu provides:



4063

- Date and time User ID was created
- Date and time User ID was last modified
- When date and time statistics were last reset
- Message activity
- Caller activity
- User activity

See Chapter 4 – Menus for details on the statistics.

Listen to System Activity

When logged on to the System Administrator User ID mailbox (999), you can select Review System Status. Voice processing plays (verbally) the status information:

- Percent of flash ROM space remaining
- Number of ports in use
- System date and time

Report Types

You can generate a variety of reports that provide information about the voice processing system and User ID mailboxes.

- Log information using the XADM4 Admin Filecopy option to import a log file into a program on another PC (see "Log Information" on page 1-2 for details)
- Users Menu information using the XADM4 Admin Reports Menu

Log Information

If you need more system or User ID information, voice processing provides the following logs.

- Message – Logs every received message and every User ID that checks for messages along with the DTMF entered. Includes date and time for each entry.
- Voice processing (System) – Logs startup, execution error, and shutdown information and system actions.
- User ID – Logs the date, time, and User ID number whenever a User ID is accessed via DTMF. Useful for creating a data file which can later be analyzed for call distributions and accesses by dates, days, and times.
- Fax – (not supported)
- Trace.out – Logs system activity while voice processing is active.

See Chapter 8 – Maintenance and Troubleshooting and Chapter 2 – Configure UADM2 Software for instructions on activating and using these log files.

Users Menu Information

With the Reports Menu, you can generate a variety of reports that provide information about the voice processing system and User ID mailboxes.

Reports may be run for a specific User ID, a range of User IDs, or all active User IDs. When you run a report, voice processing compiles information according to the report definition for the User ID mailboxes selected.

After running a report, you can view, print, or save the report to a file. Viewing and printing is restricted to 80 characters across; outputting to a file is not restricted.

Report Definitions

Defining the contents of a report involves selecting the Report Definition Fields from the Reports Menu. This report definition can be saved for future reports you want defined using this format, and once saved, can be used to generate a report automatically at a specified time each day.

Once a report definition is created, you can run a report using the definition. Voice processing selects and sorts the report information according to the report definition (See “Run Report” on page 1-5). After running a report, you can view, print, or save the report to a file.

Create Report Definitions

1. From the Main Menu, press **Alt+R**.
2. Type the password and press **Enter**. (The default password is **Stratagy**, with the first letter uppercase.) The Reports screen displays (see Figure 7-2).
3. Number the Report Definition Fields in the column order you want them to appear on the report.

   For example, if you want a report listing the User ID, Calls Last, and Messages Maximum from left to right, the values for these fields would be:

   User ID: **1**

   Messages Maximum: **3**

   Calls Last: **2**
4. Select Save by pressing **Alt+S**.

Note Only report definitions which you plan on using again should be saved.

5. Type RPT.RPT and press **Enter**.

Note The report name is set for "RPT.RPT" and you cannot enter anything else.

6. When you have finished with the Reports Menu, press **Esc**. The Main Menu displays.

4216

Load Exist Report Definition

1. From the Reports screen, press **Alt+L**.
2. Type RPT.RPT and press **Enter**.

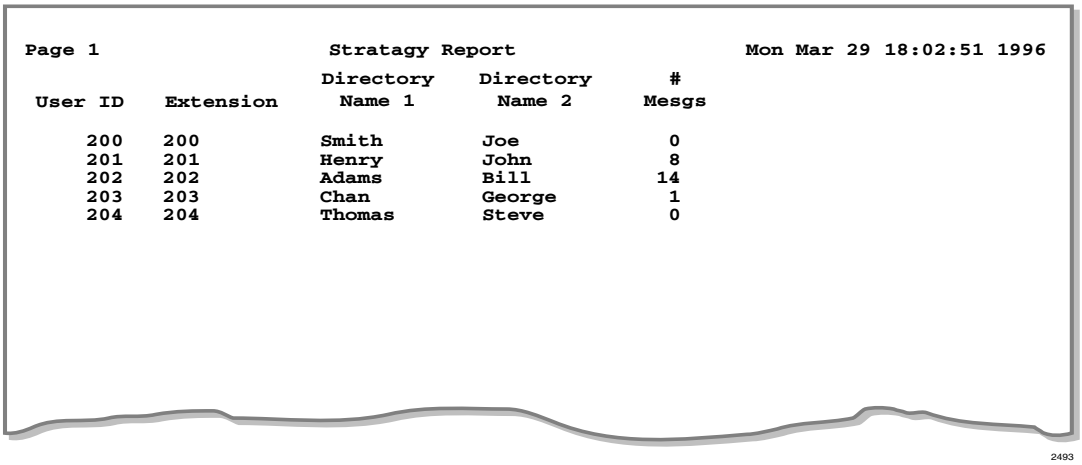
Note The report name is set for "RPT.RPT" and you cannot enter anything else.

3. Press **Enter** again. The Reports Menu displays the report definition selection.

4070

Run Report

When you run a report, voice processing compiles the report according to the report definition and User ID mailboxes you selected. The reports are compiled in columns, displaying each column's title across the top of the page. User IDs are listed in increasing order. See Figure 7-1 for a sample report.



```
Page 1                    Stratagy Report                    Mon Mar 29 18:02:51 1996

                          Directory     Directory       #
 User ID    Extension      Name 1        Name 2       Mesgs

     200    200           Smith         Joe             0
     201    201           Henry         John            8
     202    202           Adams         Bill           14
     203    203           Chan          George          1
     204    204           Thomas        Steve           0
```

2493

Figure 7-1 Sample Report

After running the report, voice processing stores it in a temporary file on the flash drive. When the next report is run, the previous report file is overwritten.

Until another report is run, you can view, print, or save the report to a file on a floppy disk.

Note Reports are run and saved on the voice processing system but must be file copied to the remote PC using the XADM4 Admin software to view or print them.

1. From the Reports screen, create a report definition (see "Create Report Definitions" on page 1-4)

   ...or load an existing definition (see "Load Exist Report Definition" on page 1-4).

   The Report screen with the definition displays.

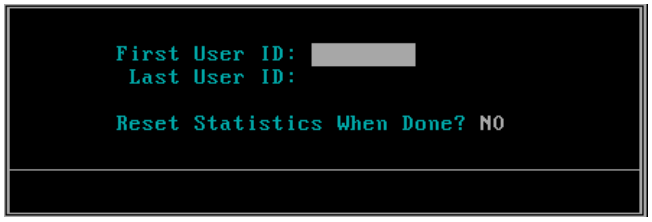
2. Press **Alt+R**.

3. Type the range of User IDs you want to include in the report or leave both fields blank to access all User IDs.

4. In the Reset Statistics When Done field, press **Enter** to accept the **NO** default. voice processing does not reset the statistics.

   ...or type **YES** and press **Enter**.

   Voice processing initializes the statistics for each User ID in the selected range to 0.



```
First User ID:
 Last User ID:

Reset Statistics When Done? NO
```

4217

Important! *If you reset the statistics, voice processing cannot retrieve the old values after running the report.*

The report starts running. While running, voice processing displays the User ID currently being processed. When voice processing finishes compiling the report, the Reports Menu displays.

View Report

1. From the Reports Menu, press **Alt+V**.

Note Viewing is restricted to 80 characters across. If your report is too wide for the screen, only the columns that fit display.

2. Use the arrow keys (↑↓) or **Page Up** and **Page Down** to view different parts of the report.
3. Press **Esc** to exit the report.

Print Report

To use the Print option, a local printer must be connected to the printer port of the Admin PC.

➤ From the Reports Menu, press **Alt+P** to select Print.

Note Printing is restricted to 80 characters across.

Save Report to Floppy Disk

By saving the report to a floppy disk, you can read or import it to another PC that has a 1.44 MB floppy-disk drive. Since voice processing creates reports in standard ASCII format, you can edit and import reports into programs such as word processors, spreadsheets, and databases.

1. Place a formatted standard IBM-compatible 3.5-inch 1.44 MB floppy disk in drive A: of the XADM4 Admin PC.
2. From the Main Menu, press **Alt**+**T** to select the Tools option.
3. Select Filecopy form the Tools Menu.
4. In the *Source System* field (where the file currently resides), press **F2** to display a pop-up box of selections. Highlight PC and press **Enter**.
5. In the *Copy From:* field, type the directory and file names (e.g., **A:\report.txt**).
6. In the *Copy To:* field, type **report.txt** and press **Enter**. The file copies to the XADM4 Admin PC's floppy-disk drive (drive A:).

Automatic Report Generation

Using a saved report definition, you can configure voice processing to generate automatically a report at a specified time each day. See Chapter 2 – Configure UADM2 Software for detailed instructions on modifying parameters.

➤ **To generate automatically a report using the voice processing Configuration Utility**

1. Set the *auto_report* parameter to active. The name of the report to be generated automatically defaults to RPT.RPT and cannot be changed.
2. Set the *auto_report_time* parameter to active and specify the time of day to generate the report each day. For example, if the time is 2:15 p.m., the parameter is *set auto_report_time 1415.*

Report Menu Field Descriptions

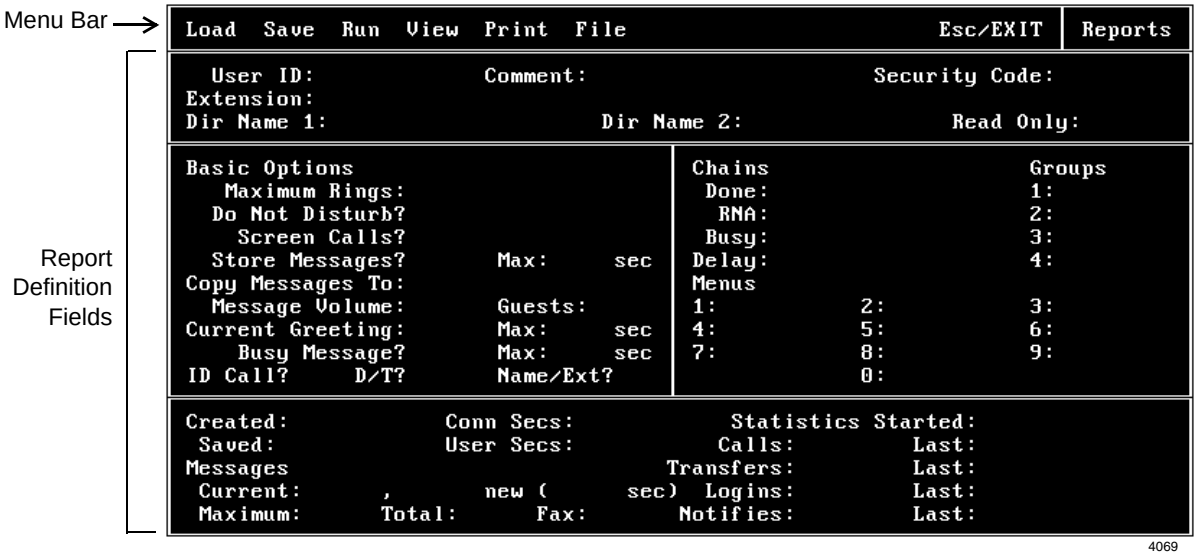


Figure 7-2 Reports Menu with Sample Data

Table 7-3 Reports Menu Screen Fields

Menu Bar Access Options (select)	
Load	Press **Alt+L** to load a previously saved report definition. The definition file name is RPT.RPT, this name is fixed and can not be changed.
Save	Press**Alt+S** to save the current report definition. The definition file name is RPT.RPT, this name is fixed and can not be changed.
Run	Press **Alt+R** to compile a report using the report definition you just created or loaded and the User ID range selected.
View	Press **Alt+V** to display the last report you ran.
Print	Press **Alt+P** to print the last report you ran. Uses the default printer configuration of the Uadmin PC.
File	Press **Alt+F** to output the last report you ran to a file on the Uadmin PC.
Esc/Exit	Press **Esc** to exit the Reports Menu and return to the Main Menu.
Report Definition Fields	
(Select to create a report definition: See Chapter 4 – Menus for field definitions.)	

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Maintenance and Troubleshooting 8

This chapter covers the maintenance and upgrade procedures for the GVPH voice processing system. In addition, it gives you procedures to identify and correct faults within the system.

Maintenance

The voice processing system's integrated design makes it easy to maintain and relatively maintenance free. The flash ROM memory device used in the voice processing unit contains no moving parts, unlike traditional hard drives.

The UADM2 Admin software provides the utility and diagnostic programs to maintain and monitor the voice processing system.

This section discusses:

- **Tools Utility** – Available from the Main Menu, this utility consists of procedures that:
  - Back up and restore databases and/or mailbox names and greetings
  - Retrieve trace files
  - Copy files to and from the flash ROM memory of the voice processing and the UADM2 Admin PC's hard drive
  - Configure the GVPH voice processing software

Tools

This section discusses the following selections on the Tools menu:

- Backup Utility
- Restore Utility
- Upgrade Stratagy Software
- Retrieve Trace File
- Filecopy

Figure 8-1 shows the complete Tools menu. For the Telephone System Configuration, Toshiba Plug and Play, and System Configuration options, see Chapter 2 – Configure UADM2 Software for details.

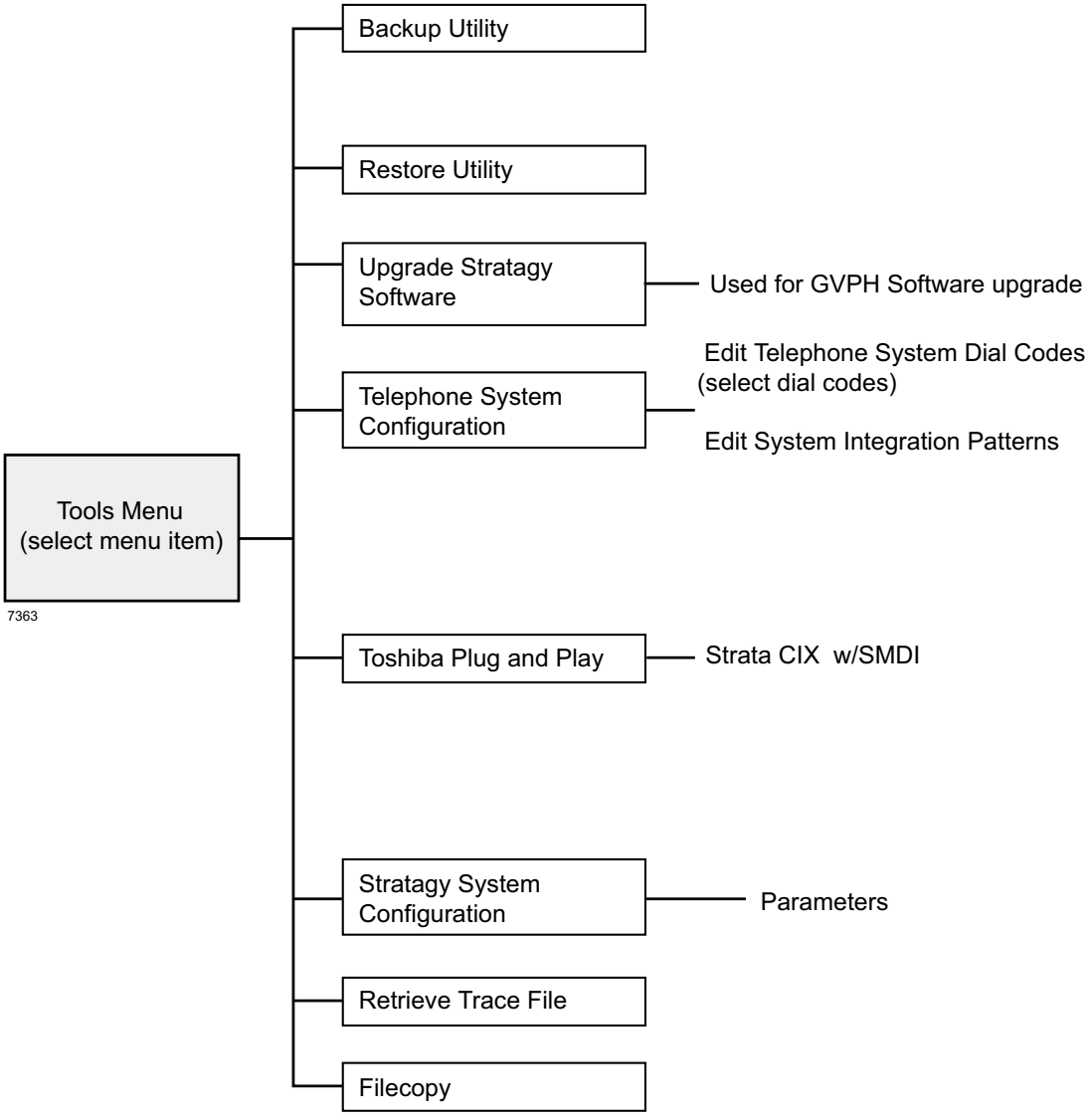


Figure 8-1 Navigating the Tools Menu

Backup Utility

The Backup Utility is used to back up information from the flash ROM memory of the GVPH to the UADM2 Admin PC's hard drive.

CAUTION! **For PCs equipped with external modems, Toshiba advises that you perform the Backup Utility on site because of possible errors that can be induced through the telephone network.**

Note A database from a GVMU cannot be restored to a GVPH.

Backup functions are available for either a customer's database or mailbox names and greetings, or both. They consist of:

- **Database**
  All mailbox settings and information, voice processing system configuration settings, notification templates, auto schedules, and all information concerning the selected telephone system's integration information.
- **Mailbox names and greetings**
  All names and greetings that have been recorded for all programmed mailboxes (personal and company).

Backing up your voice processing system regularly enables you to restore the system with minimal data loss if the system fails.

Note Messages cannot be backed up using this utility. Refer to Chapter 1 – Access and Use UADM2 Admin.

CAUTION! **During the Backup and Restore procedures, voice processing cannot process calls. When any Backup or Restore function is selected, UADM2 Admin queries voice processing concerning calls currently in progress. If calls are in progress, UADM2 Admin asks if the calls can be terminated. If call termination is selected, any current connection is disconnected, and all ports are commanded to go off-hook to prevent any further calls. If call termination is denied, the Backup or Restore procedure is halted.**

If the connection between the UADM2 Admin PC and voice processing is lost, communication can be re-established by simply shutting down and restarting the UADM2 Admin in the usual manner.
Back up the Database(s)/Names/Greetings

---

1. From the Tools menu, press **Enter**.
2. From the Backup screen (shown at right), enter the selection number.

   A second screen requesting a backup directory displays.

3. The directory defaults to **C:\Uadmin20\BACKUP**. If you want the back up to be stored in a different directory, type over the default. Press **Enter**.

   We recommend that the new directory name represent the site that is being backed up. For example, if backing up ABC Company, you can enter the directory name "**C:\xxxx\BACKUP\ABC**".

Notes

- You cannot back up files to the UADM2 Admin PC's floppy disk drive.
- Be sure to enter the complete path, including the drive letter.

4. (Optional) If you entered selection 2 "Backup Names & Greetings" in Step 2, you are asked to enter a beginning and ending mailbox number. Type the mailbox numbers and press **Enter** after each entry.

Note Leaving both fields blank defines all mailboxes.

...or if you entered selection 3 "Backup Database, Names & Greetings" in Step 2, press **Enter** in the mailbox fields to leave them blank.

Important! *This selection backs up the entire database and all names and greetings. You cannot backup selective mailboxes.*

Before the backup starts, UADM2 Admin calculates the time the backup takes and displays a status message (sample shown at right).

3235

5. Verify that the UADM2 Admin PC has enough available disk space to accommodate the backup file.

   Based on the GVPH's estimated Backup time (shown on your screen), use the calculations shown below to estimate the required disk space.

   Transmitting at: 9600 bps

   Bytes Per Second (bps) written to Admin PC hard disk: 800 bytes

   Example: If UADM2 Admin displays a five minute backup time and communication is at 9600 bps, then:

   5 minutes = 300 seconds
   300 seconds x 800 bytes = 240,000 bytes

   BPS values are not exact. Additional amounts have been factored in to estimate a higher quantity of space than is actually required.

6. If your UADM2 Admin PC's hard drive has enough available disk space, press **Y** to backup the files

   ...or if not, press **N** to cancel the backup procedure.

   You are asked if you want to shut down active voice channels.

7. Press **Y** to continue.

CAUTION! If GVPH is not rebooted, all ports remain in an off-hook condition.

---

8. When the backup is complete, press **Y** to reboot GVPH. The UADM2 Admin PC returns to the **C:** DOS prompt.

Note You cannot reconnect to GVPH using UADM2 Admin until the GVPH status light is flashing red. Any attempt prior to that time fails.

Restore Utility

CAUTION! Because of possible errors that can be induced through the telephone network, Toshiba advises that you perform the Restore Utility on site.

The Restore Utility is used to restore previously backed up names, greetings and/or database from the UADM2 Admin PC to the GVPH.

Note A database from a GVMU cannot be restored to a GVPH.

Restore the Database(s)/Names/Greetings

CAUTION! GVPH Voice Processing is suspended during the restore procedure. Any existing connection is broken. For additional information on the Restore procedure, see the Caution on page 1-3.

1. From the Tools menu, press **2**.
2. From the Restore screen (shown at right), enter the selection number. A second screen displays requesting the source directory.

3. The directory defaults to **C:\Uadmin20\BACKUP**. If you have the file(s) backed up to a different directory, type over the default. Press **Enter**.

Notes

- Restoring files from the UADM2 Admin PC's floppy disk drive is not supported.
- Be sure to enter the complete path, including the drive letter.

4. (Optional) If you entered selection 2 "Restore Names & Greetings" in Step 2, you are asked to enter a beginning and ending mailbox number. Press **Enter** after each entry

Note Leaving both fields blank defines all mailboxes.

...or if you entered selection 3 "Restore Database, Names & Greetings" in Step 2, press **Enter** in the mailbox number fields to leave them blank.

Important! *This selection restores the entire database and all names and greetings. You cannot restore selective mailboxes.*

Before the restore starts, UADM2 Admin calculates the time the process takes and displays a status message (sample shown at right).

5. Press **Y** to restore the files

   ...or **N** to cancel the procedure.

   You are asked if you want to shut down active voice channels.

6. Press **Y** to continue.

CAUTION! If GVPH is not rebooted, all ports remain in an off-hook condition.

7. When the restore is complete, press **Y** to reboot GVPH. The UADM2 Admin PC returns to the **C:\Uadmin20** DOS prompt. When the GVPH status light begins flashing red, GVPH is operational.

Note You cannot reconnect to GVPH using UADM2 Admin until the GVPH status light is flashing red. Any attempt prior to that time fails.

Telephone System Configuration

CAUTION! Take care when making changes and then restarting Stratagy. In some cases, if invalid information has been entered, Stratagy may not reboot correctly.

This function modifies the following codes/integration patterns:

- Telephone System Dial Codes – Stratagy performs certain actions on your telephone system by using defined telephone system dial codes. To define the dial codes, you must modify the telephone system dial code parameters.
- System Integration Patterns – Enables modification to the telephone system integration patterns.

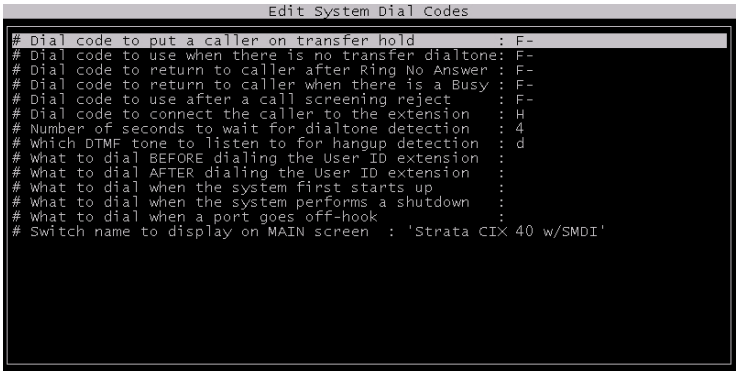
Note The telephone system configuration is set using the *pbx_type* parameter (see "pbx_type" on page 1-13 for details).

With this option, preset dial codes for other manufacturers' systems can be enabled or modified. As an example:

If your Toshiba telephone system is configured for tone first, you would:	
1.	Press **1** to Edit System Dial Codes.
2.	From the Telephone System Dial Codes screen, delete the suffix –**1** from the line **What to dial AFTER dialing the User ID extension.**
3.	Press **Esc**.
4.	Press **2** to save your changes without restarting IVP8.

Select a Predefined Dial Code

1. From the Tools menu, press **4**. The Telephone System Configuration screen displays.
2. From the Telephone System Configuration screen, press **1**. The Telephone System Dial Codes screen displays (shown right).
3. To select a default setting, use the arrow keys (↑↓) and/or **Page Up** and **Page Down** keys to highlight your selection and press **Enter**



...or to cancel without selecting a dial code, press **Esc**.

Note If the CIX is configured for Tone First ringing remove the "1-" from "What to do AFTER dialing the user ID extension". The remaining dial codes do not require any changes.

4. After making the selection, press **ESC**. The Telephone System Configuration screen displays.
5. From the Telephone System Configuration screen, press **1**. The changes are transmitted to Stratagy and Stratagy is shut down and restarted. By shutting down and restarting Stratagy, the changes take effect.

   ...or **2**.The changes are transmitted to Stratagy but Stratagy is not shut down or restarted. Until you restart Stratagy, the changes do not take effect.

   ...or **3**. The changes you made are cancelled and not saved.
6. If you pressed **1** to save the changes, press any key to reboot. The DOS prompt displays. To continue, you must re-enter Stratagy Admin.

Modify a Dial Code

If the telephone system you desire does not appear on the Telephone System Dial Codes Screen or further modifications to the dial codes are needed, you can modify a dial code parameter.

1. From the Tools menu, press **4**. The Telephone System Configuration screen displays.
2. From the Telephone System Configuration screen, press **1**. The Telephone System Dial Codes screen displays.
3. Use the arrow keys (↑↓) and/or **Page Up** and **Page Down** keys to highlight the dial code parameter and press **Enter**.

   The line appears at the top of the screen.
4. Modify the dial code using the line editor at the top of the screen.

   See Table 8-2 below for a listing of the dial code parameters and their definitions and settings.
5. After making the change(s), press **ESC**. The Telephone System Configuration screen displays.
6. From the Telephone System Configuration screen, press **1**. The changes are transmitted to Stratagy and Stratagy is shut down and restarted. By shutting down and restarting Stratagy, the changes take effect.

   ...or **2**.The changes are transmitted to Stratagy but Stratagy is not shut down or restarted. Until you restart Stratagy, the changes do not take effect.

   ...or **3**. The changes you made are cancelled and not saved.
7. If you pressed **1** to save the changes, press any key to reboot. The DOS prompt displays. To continue, you must re-enter Stratagy Admin.

Table 8-2 Telephone System Dial Codes - Definitions and Settings

Parameter/Description
 # Dial code to put a caller on transfer hold: The code Stratagy sends the telephone system, before attempting to transfer a call to an extension, to put the current call on “transfer hold” and send the transfer (or intercom) dial tone. Typical value: **F-** (hookflash)
 # Dial code to use when there is no transfer dialtone: The code Stratagy dials to return to the caller when: Stratagy is configured to verify transfer dial tone exists before attempting to transfer a call to the requested extension –and– transfer dial tone is not available. When this occurs, Stratagy treats the attempted transfer the same as a busy extension. Typical value: **F-** (hookflash)
 # Dial code to return to caller after Ring No Answer: The code Stratagy dials, during supervised call transfers, to request the telephone switch reconnect the caller to Stratagy when: The attempted extension rings –and– does not answer within a specified number of rings (configurable per User ID in Users Menu Maximum Rings field). Typical value: **F-** (hookflash) - No change required
 # Dial code to return to caller when there is a Busy: The code Stratagy dials, during supervised call transfers, to request the telephone switch reconnect the caller to Stratagy when the extension is busy. Typical value: **F-** (hookflash) - No change required
 # Dial code to use after a call screening reject: The code Stratagy dials, during supervised call transfers, to reconnect the caller and play the User ID’s current greeting when: Call Screening is On –and– the extension called rejects the caller. Typical value: **F-** (hookflash) - No change required
 # Dial code to connect the caller to the extension: The code Stratagy dials, during supervised call transfers, to complete the call transfer after: Detecting an answer at the called extension –or– the extension called accepts the call when Call Screening is On. Typical value: **H** (hang up) - No change required

Table 8-2 Telephone System Dial Codes - Definitions and Settings *(continued)*

Parameter/Description
 # Number of seconds to wait for dialtone detection: The longest amount of time Stratagy waits for the telephone system to give Stratagy one second of dial tone. Setting this value to a number greater than zero enables Stratagy's dial tone detection. If your telephone system has a limited number of DTMF receivers or intercom paths for call transfers, there is always the possibility that one may not be available to Stratagy to perform a call transfer. Typical value: **4** - No change required
 # Number of 1/100 seconds to use for Flash time: Time Stratagy must remain on-hook while performing a hookflash. Typical value: **55** (just over one-half second) - No change required
 # Which DTMF tone to listen to for answer detection: Some telephone systems play a specific DTMF tone during a call transfer when the called extension answers. This provides faster answer detection and call processing. If your telephone system supports this feature, enter the DTMF tone. Typical value: **a** - No change required
 # Which DTMF tone to listen to for hangup detection: Some telephone systems play a specific DTMF tone whenever a caller hangs up. This provides faster hang up detection and call processing. If your telephone system supports this feature, enter the DTMF tone. Typical value: **d** - No change required
 # What to dial before dialing the User ID extension: The code Stratagy dials after dial tone detection and before dialing the extension number. Typical value: left blank - No change required
 # What to dial after dialing the User ID extension: Code Stratagy dials after dialing the extension number. Some applications use **1-** to eliminate (system wide) voice announce during a call transfer by Stratagy (necessary if you want Stratagy to perform supervised transfers). Use **H** to force all call transfers to be blind, or unsupervised.
 # What to dial when the system first starts up: Initialization codes Stratagy dials when it first starts-up, e.g., removing call forwarding on the Stratagy ports. Not Applicable
 # What to dial when the system performs a shutdown: Codes Stratagy dials when it shuts down; e.g., enabling call forwarding on the Stratagy ports. Not Applicable
 # What to dial when a port goes off-hook: Codes Stratagy dials whenever it goes off-hook to enable a special feature, such as special types of serial, or RS-232, integrations. Not Applicable

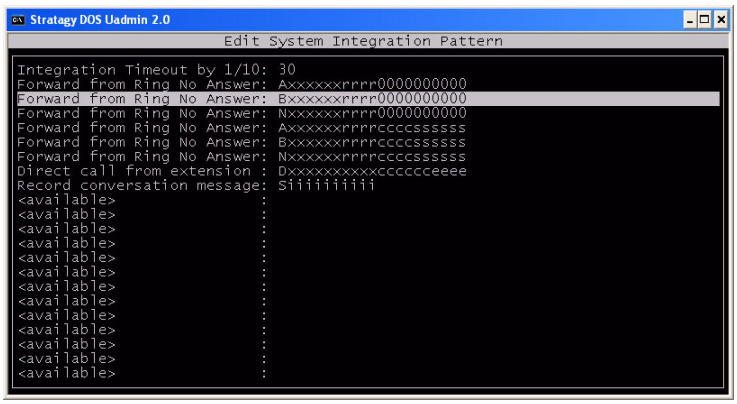
System Integration Patterns

If your telephone system supports integration, this selection controls the definition of its integration. Perform this step only to refine, verify, or modify the integration of the Stratagy system with your telephone system.

Some of the pre-defined telephone system dial codes already contain integration information, while others are configurable.

Define the System Integration Pattern Fields

1. From the Tools menu, press **4**. The Telephone System Configuration screen displays.
2. From the Telephone System Configuration screen, press **2**. The System Integration Patterns screen displays (shown right).



3. Define Integration Timeout by 1/10—amount of time Stratagy waits for integration information from the telephone system.

   Possible values: **0~99** (disable integration) (in 10ths of seconds).

   Suggested value: 30 (30 10ths = 3 seconds)
4. Define the remaining fields (i.e., integration strings) that Stratagy should match. Proceed to "Define the Integration Strings Stratagy Matches" on page 1-11.
5. After making the change(s), press **ESC**. The Telephone System Configuration screen displays.
6. From the Telephone System Configuration screen, press **1**. The changes are transmitted to Stratagy and Stratagy is shut down and restarted. By shutting down and restarting Stratagy, the changes take effect.

   ...or **2**.The changes are transmitted to Stratagy but Stratagy is not shut down or restarted. Until you restart Stratagy, the changes do not take effect.

   ...or **3**. The changes you made are cancelled and not saved.
7. If you pressed **1** to save the changes, press any key to reboot. The DOS prompt displays. To continue, you must re-enter Stratagy Admin.

Modify Integration Patterns

1. From the Tools menu, press **4**. The Telephone System Configuration screen displays.
2. From the Telephone System Configuration screen, press **2**. The System Integration Patterns screen displays.
3. From the System Integration Patterns screen, use the arrow keys (↑↓)

   ...or **Page Up** and **Page Down** to highlight the integration pattern parameter. Press **Enter**.
4. Modify the integration pattern using the line editor at the top of the screen.

5. After making the change(s), press **ESC**. The Telephone System Configuration screen displays.
6. From the Telephone System Configuration screen, press **1**. The changes are transmitted to Stratagy and Stratagy is shut down and restarted. By shutting down and restarting Stratagy, the changes take effect.

   ...or **2**.The changes are transmitted to Stratagy but Stratagy is not shut down or restarted. Until you restart Stratagy, the changes do not take effect.

   ...or **3**. The changes you made are cancelled and not saved.
7. If you pressed **1** to save the changes, press any key to reboot. The DOS prompt displays. To continue, you must re-enter Stratagy Admin.

Remove an Integration Pattern

1. From the Tools menu, press **4**. The Telephone System Configuration screen displays.
2. From the Telephone System Configuration screen, press **2**. The System Integration Patterns screen displays.
3. Use the arrow keys (↑↓), or **Page Up** and **Page Down,** to highlight the integration pattern parameter. Press **Enter**.
4. Press **Del** or the spacebar when the integration pattern parameter displays in the line editor at the top of the screen.
5. After making the change(s), press **ESC**. The Telephone System Configuration screen displays.
6. From the Telephone System Configuration screen, press **1**. The changes are transmitted to Stratagy and Stratagy is shut down and restarted. By shutting down and restarting Stratagy, the changes take effect.

   ...or **2**.The changes are transmitted to Stratagy but Stratagy is not shut down or restarted. Until you restart Stratagy, the changes do not take effect.

   ...or **3**. The changes you made are cancelled and not saved.
7. If you pressed **1** to save the changes, press any key to reboot. The DOS prompt displays. To continue, you must re-enter Stratagy Admin.

Define the Integration Strings Stratagy Matches

➤ Define the actual received codes with the call and the extension information. There are six character codes. Each character code represents a call state, and the placement and quantity of the code represents the extension information.

The character codes are:

- **r** ring no answer
- **b** busy
- **e** direct dial (to access User ID directly by asking for security code)
- **s** information regarding where the call came from (for handling message replies)
- **i** immediate record (play the record tone and start taking a message)
- **x** a wild card that matches anything (use this carefully)

You have complete control for changing Stratagy's integration behavior based upon your specific requirements. For example, if your customer does not want to allow for Busy extensions, then simply modify the integration character codes and replace the **b**'s with **r**'s.

Example Application

In this example, mailbox 900 answers incoming calls to the Stratagy system. The Caller ID information is temporarily stored as the **%K** token. Using the **V** token, Stratagy searches the CALLERID.TXT file for the telephone number saved as **%K**. If there is a match for **%K**, the number in the second column of the file (890 in this example) is stored as the variable **%S2**.

The final portion of the token string in mailbox 900 sends the call to mailbox **%S2** to hear the correct greeting, route the call to a specific location (e.g., customer support), etc. If there is no match found for **%K**, the call follows the Done chain to mailbox 990 for normal call processing.

➤ **To configure this example for the GVPH**

Note GVPH only supports the **V** token when used in conjunction with SMDI integration.

1. Using any text editor, create the DOS text file (CALLERID.TXT) on the Stratagy Admin PC. The format should be:

   9495833700,890

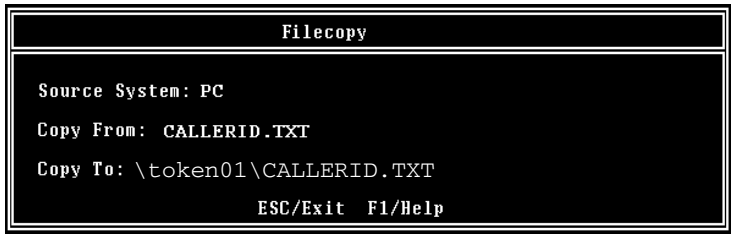
   9495876798,890

   where:9495833700 and 9495876798 are the Caller ID phone numbers

890 is the GOTO mailbox

2. Save this file as C:\CALLERID.TXT.
3. From the Stratagy Admin Main Menu, press **Alt+T** to access the Tools menu.
4. Press **8**. The Filecopy screen displays.
5. Enter PC in the *Source System* field, and the file name; CALLERID.TXT in the *Copy From* field. Enter one of the 20 token file locations in the *Copy To* field, \token01 ~ token20.

3233



6. Press **Enter**. Stratagy copies the file to the Flash/IVP8's C:\drive.
7. Press any key to continue.
8. Press **Esc**. Stratagy Admin's Main Menu displays.
9. From the Main Menu, press **Alt+U** to access the Users Menu.
10. From the Users Menu, create and save User ID mailbox 900. Enter the **%K** token string in the *Extension* field. Set the mailbox's *Do Not Disturb* field to Off and configure the Done and RNA chains.

11. From the Users Menu, create and save the Caller ID greeting mailbox (890).

    Set the *Do Not Disturb* (DND) field to On for this mailbox unless another token string is being used to run a subsequent application.

12. Press **Esc**. The Stratagy Admin Main Menu displays.
13. Press **Alt+T**. The Tools menu displays.
14. Press **6**. The Stratagy System Configuration screen displays.

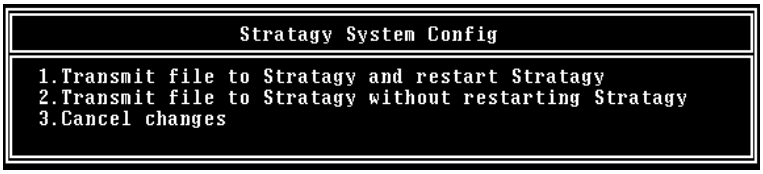
The example mailbox 900 looks like this:

Mailbox	900	
Extension	**@KFV("CALLERID.TXT",1,%K,2,%S2) G(%S2)**	
@	Suppress normal process.	
KF	Suppresses DTMF gate.	
V("CALLERID.TXT",1,%K,2,%S2)	Searches field 1 of the callerid.txt for a value that matches **%K**. If a match is found, Stratagy stores the value in field 2 of the callerid.txt as %S2. If no match is found, the remaining values in the token string are ignored and Stratagy executes the Done chain (User ID 990).	
G(%S2)	Goes to mailbox number stored in %S2 (e.g., user ID 890).	
Done Chain	990	Ensures the call is still handled in case of an error in the process.
RNA Chain	990	
DND	Off	Stratagy processes token string

15. Modify the *box_grt* parameter for the appropriate number of ports in the Per Port Definitions portion of the Stratagy System Configuration. The lines should look similar to this:

```
#- Per Port Definitions
set box_grt 900 1
set box_grt 900 2
set box_grt 900 3
set box_grt 900 4
```

16. Press **ESC**.
17. From the Stratagy System Config screen, press **1**. The changes are transmitted to Stratagy and Stratagy is shut down.



3241

When the copy is complete, this status box displays:

3254

18. Press any key to reboot. Incoming calls are now routed to User ID mailbox 900 where Stratagy searches for a Caller ID match.

Retrieve Trace File

Important! *Voice processing must be running in Trace mode. See "Shutdown Using the UADM2 Admin's Main Menu" on page 1-8 for detailed instructions.*

This function copies the trace data log file (TRACE.OUT) to the UADM2 Admin PC's hard drive. As part of this function, a new Trace Filter Setup screen (see Figure 8-1 on page 15) enables you to specify the filtering rules for selecting the desired trace records.

After UADM2 Admin filters the trace data, it decodes and expands the data into records containing the information requested by you in the Trace Filter Setup screen.

1. From the Tools menu, press **7**.
2. The trace file name defaults to **TRACE.OUT**. From the Retrieve Trace File screen (shown at right), press **Enter**.

3. Enter the directory where you want to copy the file. The default is: **C:\UADMIN20**.

   If you need a different directory, type over the default. Press **Enter**. Be sure to enter the complete path. If the directory already exists, you are given the option of entering a new directory or overwriting the file. The Trace Filter Setup screen displays (see Figure 8-1 on page 15).
4. Select the items you want included in the **TRACE.OUT** file. Refer to the field descriptions on page 1-15.
5. When you are finished, press **Alt**+**e**.

   Once the data has been expanded, voice processing copies the file to the directory/file specified in Step 3 of this procedure. A dialog status box displays (shown at right).

   When the copy is complete, another status box displays (shown at right):

   You can use any text editor to review the file.

Trace Filter Setup Screen

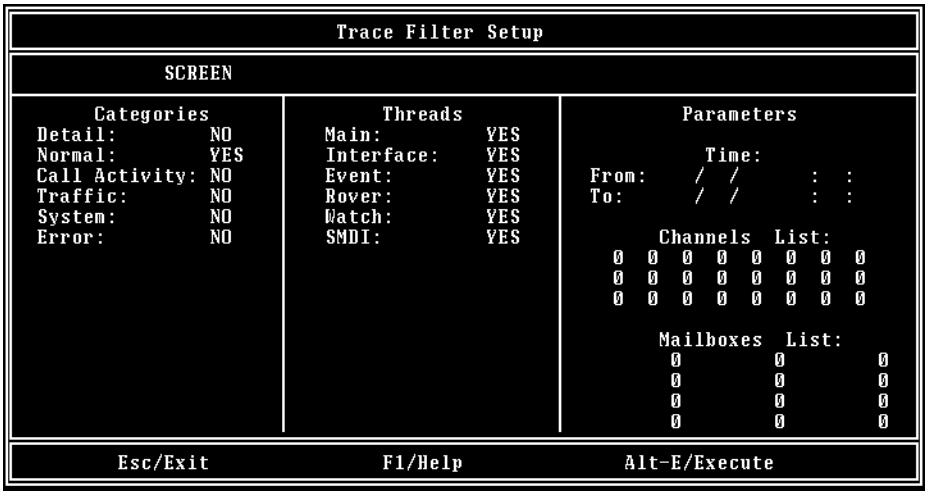


Figure 1-1 Trace Filter Setup Screen with System Defaults

The following fields appear on the screen:

Table 4

Categories Categories/classes of the traced records. Use the spacebar to toggle between Yes for inclusion of data or No for exclusion.	
Detail	Detail system information. **Note** Since this information is very detailed and complex, it is only useful for advanced technical personnel trying to debug the system.
Normal	General system activities including digits dialed and boxes executed.
Call Activity	Log ins, log outs, messages received, and messages retrieved.
Traffic	Information concerning system load and possible problems caused by the load.
System	Control flow between functions.
Error	Abnormal conditions, faults, exceptions, etc.
Threads Program processes. Use the spacebar to toggle between Yes for inclusion of data or No for exclusion.	
Main	System messages and trace events relating to the overall system.
Interface	Communication protocol between the GVPH and UADM2 Admin.
Event	Anything that happens to the GVPH from outside the system (e.g., detects voice, dial tones, ringing, etc.).
Rover	Actions that the GVPH takes (e.g., notifications and internal scheduling).
Watch	Timers, system self-monitoring.
SMDI	SMDI information.

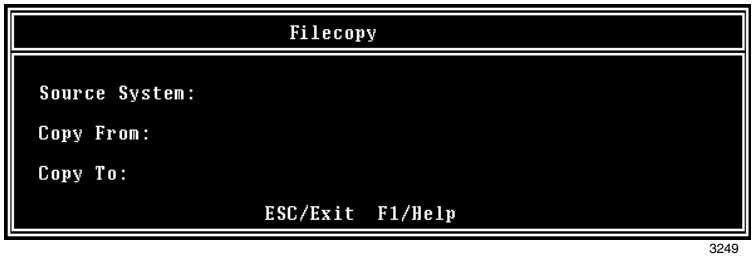
Table 4

Parameters Limiting factors (date/time range, channel information, mailbox information).	
Time From	Starting date and time for trace data. Enter in dd/mm/yy hh:mm:ss format.
Time To	Ending date and time for trace data. Enter in dd/mm/yy hh:mm:ss format.
Channels List	Channel numbers. When no numbers are entered, all channels are included in the output.
Mailboxes List	When this parameter is used, only mailbox activities (log in, log out, message delivery, pickup, message delete, etc.) are displayed in the trace output. This option is useful when only mailbox activities need to be monitored.

Filecopy

Use UADM2 Admin's Filecopy option to copy files to and from the flash ROM memory of the GVPH and the UADM2 Admin PC's hard drive.

1. From the Tools menu, press **8**. The Filecopy screen displays (shown right).
2. In the *Source System* field (where the file currently resides), press **F2** to display a pop-up box of selections.



3. Highlight **PC** to copy from the UADM2 Admin PC or **Stratagy** to copy from the GVPH. Press **Enter**.
4. In the *Copy From* field, type the directory name, if necessary, and the file name.

Note If a directory name is not entered, Filecopy searches the GVPH or UADM2 Admin directory (UADM2 Admin PC) for the file to be copied.

Table 5

GVPH Directory Name	File Name	Note
\STRATAGY	MSG.LOG TRACE.OUT USERID.LOG STRATAGY.LOG	Fixed directory and file names
\RPT.DB	RPT.RPT	
****	$REPORTS$.OUT INSTALL.CFG	
\KR_FILE	LIST.TXT	
\TOKEN01 **\TOKEN01** . . . **\TOKEN20**	*.txt	File names are in MS-DOS 8 dot 3 format. xxxyyyzz.txt

5. Press **Enter** when finished.
6. In the *Copy To* field, type **\Stratagy** and the file name.

Note If a directory name is not entered, Filecopy assigns the destination for the file to the UADM2 Admin directory.

7. Press **Enter** when finished. While voice processing copies the file, a dialog status box displays (shown at right).

3253

   When the copy is complete, this status box displays (shown right):

3254

8. Press any key to continue.

Troubleshooting

This section discusses procedures to identify and correct faults within the Strata CIX40 Voice Processing system. Once faults are identified, it may be necessary to replace hardware components or make alterations, such as upgrades or configuration modifications, to the software of the system.

- **Diagnostics** – GVPH has powerful troubleshooting tools. The following three files assist you in determining the source of a problem:
  - TRACE.OUT logs the GVPH's activity.
  - STRATAGY.LOG contains information on how many channels (ports) the system started up with and the execution summary (tells you basically that all of your messages have a home), etc.
  - MSG.LOG logs all messages received and every mailbox that checks for messages along with the DMTF entered.

Determine Problem

Resolving problems will be much easier if you consider the following:

- Check that all connecting cables are correctly and firmly attached. Loose cables can cause erroneous or intermittent signals. You may need to inspect the cables for loose wires and connectors for loose pins.
- If a problem occurs while voice processing is functioning, document as much information concerning what is happening as possible. Once the information is obtained, shut the system down to prevent any extensive file corruption.
- Remember to document what is happening. Write down what the system is doing and what actions you took, if any, immediately prior to and after the problem.
- Consider the simplest solution first. Ask yourself logical questions and consider the alternatives.
  - Which part of the system is operating erratically?
  - Can you connect with UADM2 Admin? Do you see any messages or random characters?
  - Do any of the indicator LEDs glow? Which ones? Do they stay on or do they blink?
  - Check the LED indicators on the GVPH (Table 8-4 on page 8-19).
- Make sure you are operating under the specified environmental conditions. These points serve as a guide. They are not definitive problem solving techniques. Some problems require the assistance of Toshiba Technical Support, but before you call, make sure of all the facts surrounding the problem.

Language Settings

- Check the jumper settings on the GVPH (Table 8-3 on page 8-19 or Table 8-3 on page 8-19).
- The telephone LCD language must match the GVPH Jumper setting for correct default greeting language.
- The *set_prompt_file* parameter must be set to the correct language.

Table 8-3 GVPH Jumper Settings/Stratagy Configuration Language Setting

Jumper	Box 990, 991, 983, 411		Prompt Language
	Greeting 1	Grerting 2	
SW1 OFF	English	English then Spanish	English
SW1 ON	Spanish	Spanish then English	Spanish

Jumper	Position	Function
SW2	OFF	For using Admin PC (default)
	ON	For use by Field Engineer
SW3	NEW	Program update - latest (default)
	OLD	Program update - previous

Table 8-4 LED Indicators on the GVPH

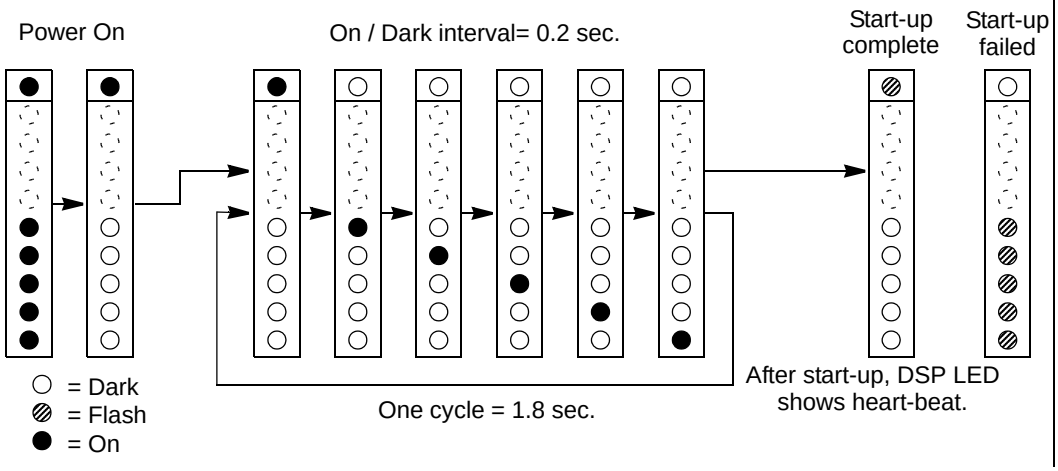
Process	LED Pattern
Power-On Start-up	

Table 8-4 LED Indicators on the GVPH

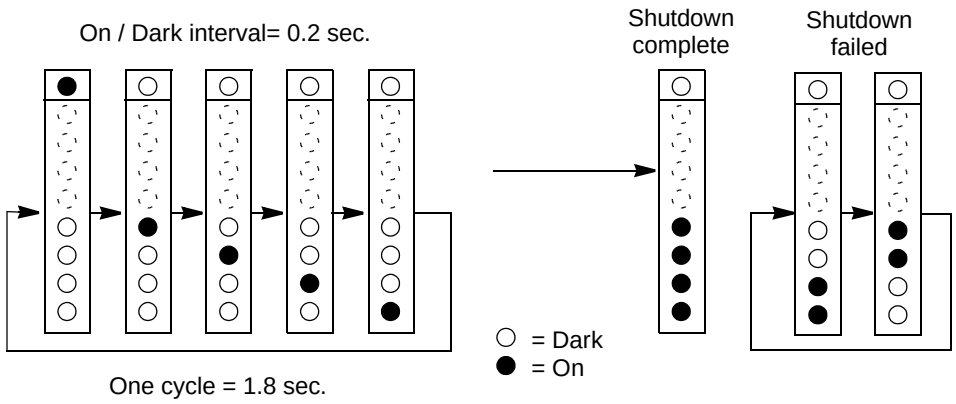
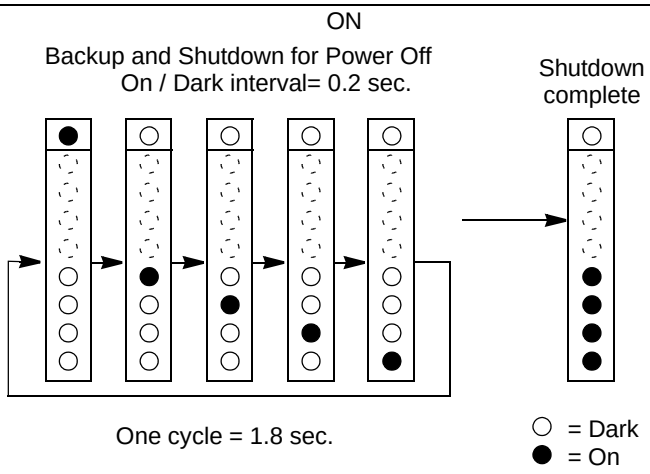
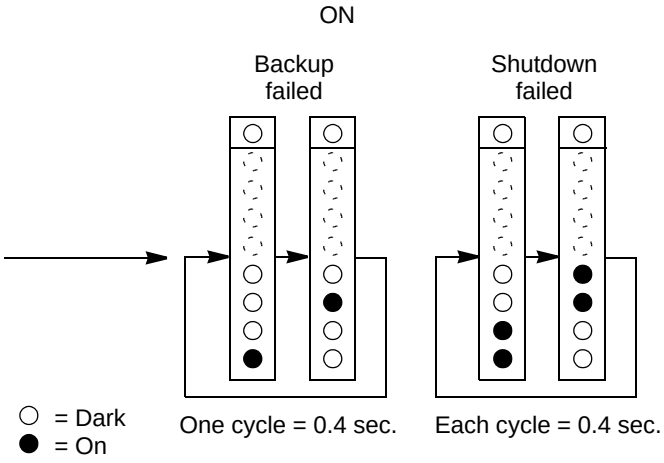
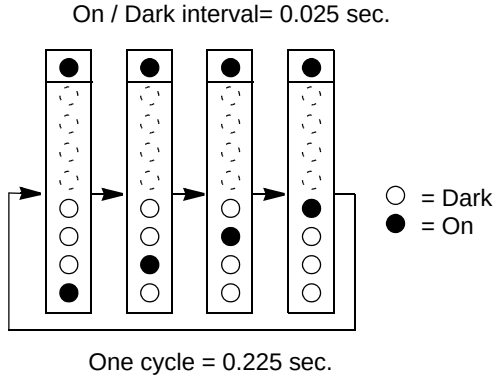
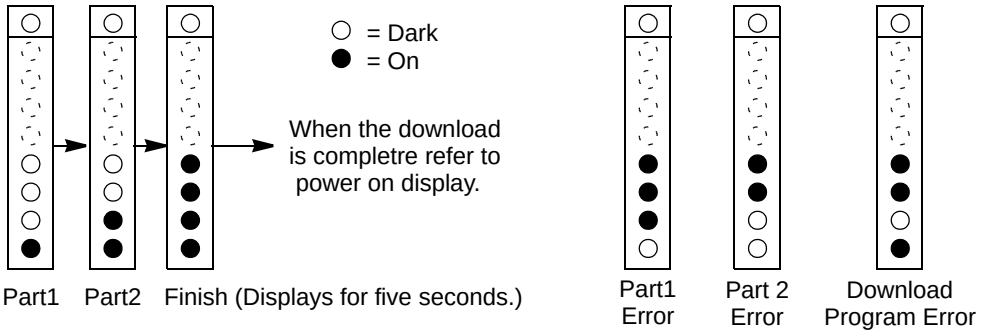
Process	LED Pattern *(continued)*
Shutdown for Power Off	
Backup and Shutdown for Power Off Successful	
Backup and Shutdown for Power Off Error	

Table 8-4 LED Indicators on the GVPH

Process	LED Pattern *(continued)*
No Memory Card Installed	
Software Upgrade	

GVPH Diagnostic Utilities

GVPH has several very powerful troubleshooting tools—TRACE.OUT, STRATAGY.LOG, and MSG.LOG. All three of these files are stored in the GVPH directory and are best utilized in combination with each other. For example, if you are looking for actions related to a specific message, enable MSG.LOG and start a trace. If you think you have a site with a power problem, viewing STRATAGY.LOG and TRACE.OUT would be the best course of action.

Trace

Trace is a diagnostic tool designed to assist you in troubleshooting GVPH's activity. When Trace is enabled, it is automatically turned on when GVPH loads up and logs data until GVPH software is shut down.

The GVPH stores the trace data in a text file called TRACE.OUT. The size of the trace file is 100kbyte. When the size of the trace file reaches the setting limit, the existing file is overwritten, beginning with the oldest record.

To copy the TRACE.OUT file to the UADM2 Admin PC's hard drive, use the Retrieve Trace File option on the Tools menu (see "Retrieve Trace File" on page 1-14).

➤ To enable TRACE.OUT

1. From the Main Menu, press **Alt**+**s** to select the shutdown function. GVPH asks for the password.
2. Enter the password (the default is **Stratagy**) and press **Enter**.
3. From the Shutdown Menu, highlight Shutdown and Trace CURRENT Version option. Press **Enter**. A dialog box displays asking you to confirm the shutdown.
4. Press **Y** to continue. GVPH shuts down, then restarts in Trace mode. Trace runs continuously until GVPH is shut down. The DOS prompt displays on the UADM2 Admin PC.
5. (Optional) Restart UADM2 Admin.

STRATAGY.LOG

GVPH contains a file named STRATAGY.LOG that contains detailed system information including system shutdown and startup events. If a GVPH system is turned off without a proper shutdown, there may be file corruption. A startup without a shutdown preceding it in the STRATAGY.LOG is the first indication.

Some of the information contained in this file is how many channels (ports) the system started up with.

➤ To copy STRATAGY.LOG

1. From the Tools menu, press **8**. The Filecopy screen displays (see page 1-16 for details).
2. Using the Filecopy option, copy the STRATAGY.LOG file to the UADM2 Admin PC's hard drive. You can view it using any common text editor.

Note You must specify the correct source directory and file name: \Stratagy\Stratagy.log

MSG.LOG

If you need to check actions related to specific types of messaging, you can enable MSG.LOG in the System Configuration file. In this file, GVPH logs message activity for every mailbox that checks for messages along with the DTMF entered.

➤ **To enable MSG.LOG**

1. From the Tools menu, press **6**. The system configuration file displays. The parameters are listed in alphabetical order.
2. Enable the *msg_log* parameter by removing the **#** sign in the string:

   #set msg_log 'MSG.LOG'

   See Chapter 2 – Configure UADM2 Software for instructions.
3. Press **ESC**. The GVPH System Config screen displays.
4. From the GVPH System Config screen, press **1** to save your changes. UADM2 Admin transmits the file to the GVPH.
5. When complete, press any key to continue. The system starts logging the information to the MSG.LOG file after GVPH restarts. The DOS prompt displays.
6. (Optional) Restart UADM2 Admin.

➤ **To copy MSG.LOG**

1. From the Tools menu, press **8**. The Filecopy screen displays (see page 1-16 for details).
2. Using the Filecopy option, copy the MSG.LOG file to the UADM2 Admin PC's hard drive. You can view it using any common text editor.

Note You must specify the correct source directory and file name: \Stratagy\MSG.log

ScanDisk (Not Supported)

Automatic System Recovery

To receive notification of the unsuccessful startup, you must set the Notify Menu for User ID Mailbox 999 to "Panic" notification type.

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Index

D

E

F

G

H

I

K

L

O

P

R

S

T

This is the last page of the document.