

Section 7

PROGRAMMING AND ADMINISTRATION FROM THE IMAGEN-PC

7.1 GENERAL

This section describes required IMAGEN software loading and programming procedures as carried out from the IMAGEN-PC.

7.2 PROGRAMMING VIA THE KEYBOARD

You can carry out IMAGEN system programming and administration tasks, with the exceptions of recording and checking available disk space, via the IMAGEN-PC keyboard. Some programming and administration tasks can also be done using a DIGITAL KEY BX or DIGITAL 400 station or a DTMF telephone, as described in [Section 8](#), below. To determine the appropriate medium for performing a specific task, see [Table 2-1](#), above.

System administration changes can be performed online, without disturbing IMAGEN operations.

7.3 MANUALLY LOADING THE IMAGEN PROGRAM

IMAGEN is programmed to start directly after you boot the IMAGEN-PC. The installation program creates a new autoexec.bat file containing instructions for entering the IMAGEN directory and loading the program.

If, however, for whatever reason it should be necessary to start the program from the DOS prompt:

1. Type `cd IMAGEN`
2. Press `ENTER`
3. Type `vm`

4. Press ENTER.

After booting the IMAGEN-PC, or after following the above instructions from the DOS prompt, the program displays the Telrad IVM APPLICATIONS MENU Screen, shown in Figure 7-1. IMAGEN is fully loaded and operational.

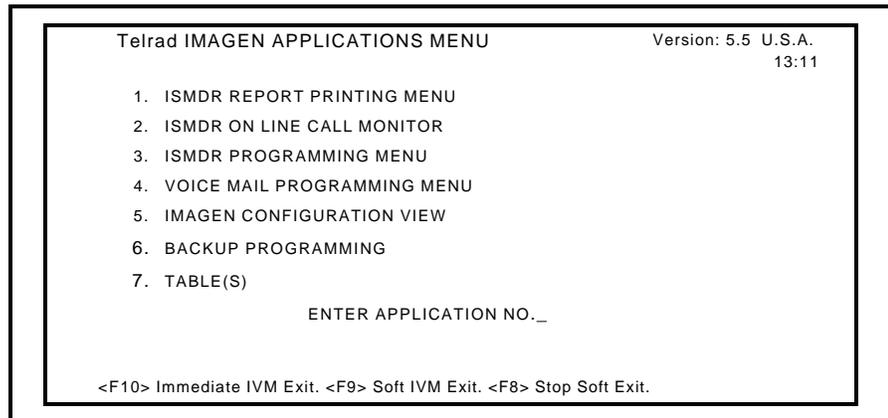


Figure 7-1 Telrad IMAGEN APPLICATIONS MENU Screen

You begin all IMAGEN programming from this menu, accessing first the IMAGEN VOICE MAIL PROGRAMMING Screen. A separate option allows you to see the total IMAGEN system and IMAGEN-PC configuration. [Figure 7-2](#) shows the IMAGEN IMAGEN-PC programming tree, illustrating programming options.

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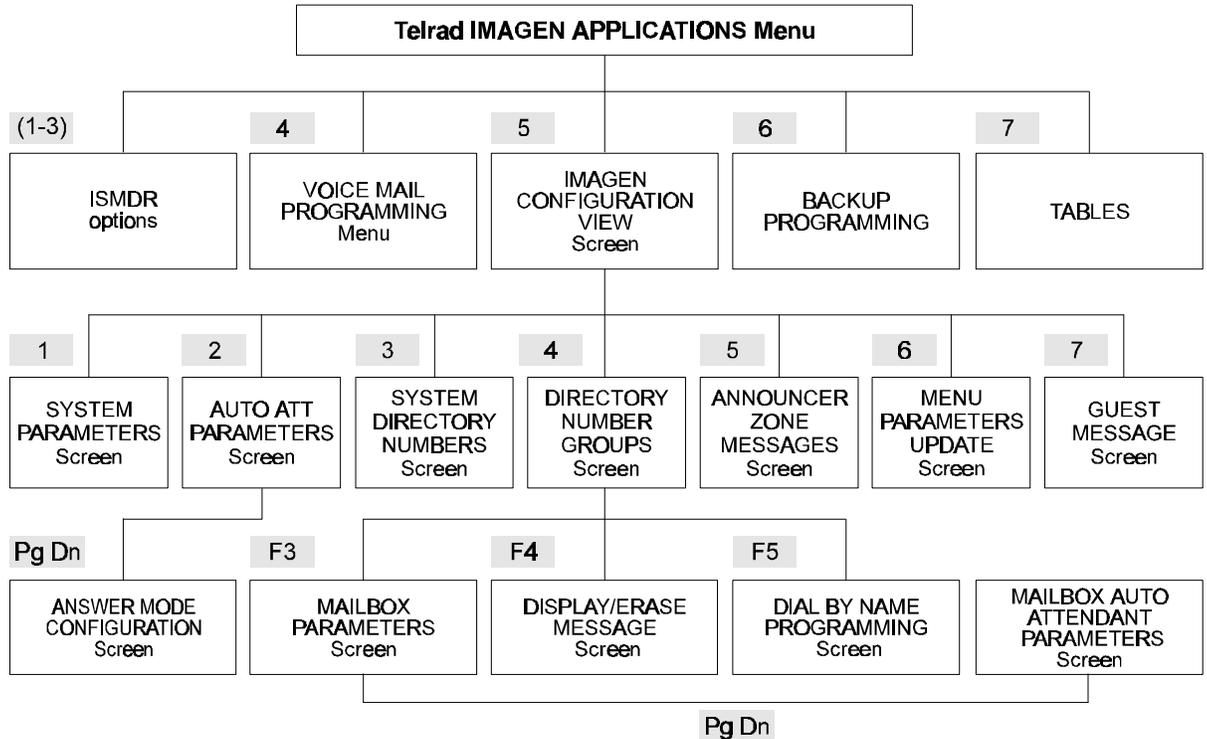


Figure 7-2 IMAGEN-PC programming tree

7.4 EXITING THE IMAGEN PROGRAM

To exit the IMAGEN program, and shut down IMAGEN operation

1. Press ESC as necessary, from any of the programming screens, until the IMAGEN APPLICATIONS MENU Screen appears.
2. Verify, on the attendant console, that there is no voice mail port activity or press F9 for a "soft" exit (see [Section 5.9](#), above).
3. Verify, on the IMAGEN-PC hard drive LED, that there is no hard disk activity.
4. Press F10, to return to the MS-DOS prompt.
- You may now turn off the IMAGEN-PC.

It should not be necessary to shut down the IMAGEN system except for hardware changes, repairs, or to copy over the APG file or SDBN directory programming.

7.5 Telrad IMAGEN APPLICATIONS MENU SCREEN

7.5.1 Telrad IMAGEN APPLICATIONS Menu options

Once the IMAGEN software has been installed and the system started, as described in Section 5, above, the program displays the Telrad IMAGEN APPLICATIONS MENU Screen, as shown in [Figure 7-1](#), above, providing six option choices. Options 1 through 3 are only relevant to ISMDR (see [Section 7.17](#), below).

Option 4 refers to IMAGEN programming, described in [Section 7.5.2](#).

Option 5 allows you to see an overview of the current IMAGEN and IMAGEN-PC configuration, as described in [Section 7.18](#), below.

Option 6 is for executing a tape backup, as described in [Section 7.19](#), below.

7.5.2 Entering IMAGEN programming

To enter the VOICE MAIL PROGRAMMING Menu from the Telrad IMAGEN APPLICATIONS Menu:

- Type 4, the voice mail programming application number, in response to the cursor prompt.
 - The program displays the VOICE MAIL PROGRAMMING Screen, as shown in [Figure 7-3](#).

Programming options are described beginning with [Section 7.6](#), below.

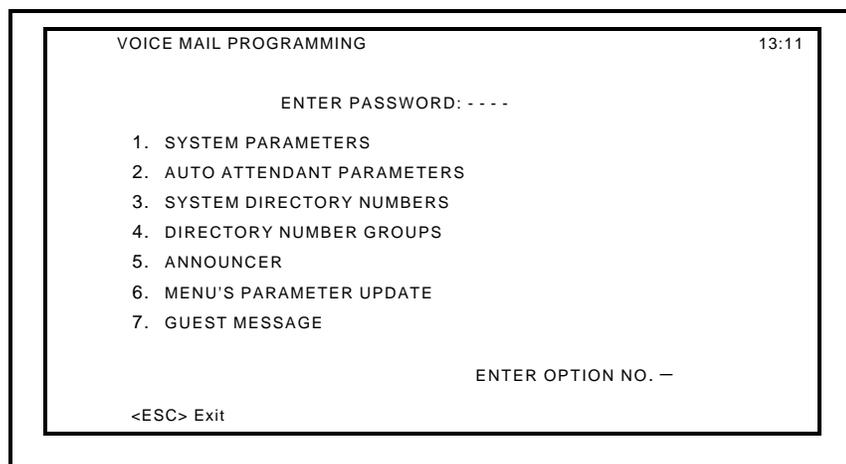


Figure 7-3 VOICE MAIL PROGRAMMING Screen

7.6 VOICE MAIL PROGRAMMING APPLICATION SCREENS

You choose the desired administration task from the VOICE MAIL PROGRAMMING Screen, shown in Figure 7-3, above. You may carry out system programming in any order.

You can exit the VOICE MAIL PROGRAMMING Screen at any stage, by pressing `ESC`.

For simplicity, the tasks are described, in Sections 7.7 through 7.19, below, in the order they appear on the VOICE MAIL PROGRAMMING Screen.

Each time you access the VOICE MAIL PROGRAMMING Screen, you must enter the system password. The default password is 0000. You have the option to change it as the first item on the SYSTEM PARAMETERS Screen, Section 7.7, below.

7.6.1 Universal key operations

Keyboard keys are used in all of the IMAGEN programming and administration screens as defined in Table 7-1.

In addition, certain screens utilize special function keys, whose operation is explained during the description of the screens involved.

Table 7-1 Universal key functions

Key	Operation
→	Move cursor to right, generally; select next higher parameter increment, for specific parameters, as indicated in tables
←	Move cursor to left, generally; select next lower parameter increment, for specific parameters, as indicated in tables
↓	Move cursor down
↑	Move cursor up
DEL	Delete the value under the cursor
ENTER	Accept the value under the cursor
ESC	Exit the screen
F11	Move cursor to the next programmable parameter.
F12	Move cursor to the previous programmable parameter.

7.7 SYSTEM PARAMETERS SCREEN

To set SYSTEM PARAMETERS for IMAGEN

1. Type 1 to choose the system parameters option from the VOICE MAIL PROGRAMMING Screen.
 - The program displays the SYSTEM PARAMETERS Screen, shown in **Figure 7-4** and **Figure 7-5**. Note that the system parameters extend over two screens.

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SYSTEM PARAMETERS			
SYSTEM PASSWORD	**		[0000-9999]
INITIAL TIME OF RECORDED MESSAGE	04:		[00:10-30:00 Min.]
SUPPLEMENT RECORDED TIME	09:		[00:10-30:00 Min.]
INTERVIEW - RECORDED TIME PER QUESTION	90		[5-250 Seconds]
INTERVAL BETWEEN REMINDING MESSAGES	6		[0-8 Hour]
RECORDING TIME LEFT BEFORE PURGE STARTS	5		[1-99 Hours]
AUTO PURGE GUEST MESSAGES AFTER:	4		[1-50 Weeks]
SEND WARNING BEFORE AUTO PURGE TO:			[DN]
MAXIMUM DIGITS IN 'DN'	3		[1-6]
NUMBER OF TENANTS	1		[1-4]
AUTO ATT D.B.N. NAME PREFIX MAX. LENGTH	4		[1-4]
ANNOUNCE 'DN' DURING AUTO ATT D.B.N.	N		[Y/N]
A.A. D.B.N. UNAMBIGUOUS CONFIRMATION MSG	Y		[Y/N]
RINGS UNTIL SYSTEM ANSWERS	0		[0-8 Rings]
DTMF IDENTIFY TIME IN RECEIVE	70		[50-110 ms]
IMAGEN TO KSU BAUD RATE		FOR CARD 1	96 [1200 - 9600]
.		FOR CARD 2	90 [1200 - 9600]
.		FOR CARD 3	90 [1200 - 9600]
.		FOR CARD 4	90 [1200 - 9600]
			00
↑,↓,→,← <ESC> - Exit, - Delete, <PgDn>			

Figure 7-4 SYSTEM PARAMETERS Screen - Page 1

To access the second screen

- Press PgDn.

To return to the first screen

- Press PgUp.

SYSTEM PARAMETERS (continued)			
			13:14
DISK MAINTENANCE ON:	SUN		[→ ← SUN,....SAT,DAILY]
TIME:	03:00		[HH:MM]
VOICE COMPRESSION	ALL		[→ ←]
→ ← ↑ ↓ <ESC> - Exit, - Delete, <PgUp>			

Figure 7-5 SYSTEM PARAMETERS Screen Page 2

2. Fill in the parameters on the two pages of the SYSTEM PARAMETERS Screen in accordance with the instructions in **Table 7-2**, below.

The values shown in Figure 7-4 and Figure 7-5 are the default values for each parameter.

When you finish programming the required parameters:

3. Press ESC to return to the VOICE MAIL PROGRAMMING Screen.

Table 7-2 System Parameters

Parameter	Options/range
System password	Enter the new system password (4 to 12 digits). The password is displayed only when the cursor is placed in this field.
Initial time of recorded message	Enter a four-digit number of minutes - seconds, in 10 sec. increments, to set the initial maximum time available for a caller to record a message (Max: 30 min).
Supplement recorded time	Enter a four-digit number of minutes - seconds, in 10 sec. increments, to set the maximum additional recording time available for a caller to request if the message is exceptionally long (Max: 30 min).
Interview record time per question	Enter the maximum time allowed, 5 to 250 seconds, for the reply to each interview question.
Interval between reminding messages	Enter number of hours, from 1 to 8, between message presence reminders to mailbox users, or Enter 0 for no reminder, in this case, only the original notification and no reminder messages will be sent for any arriving new message.
Recording time left before purge starts	Enter a digit (1-99) indicating the threshold for remaining hours of recording time before the purge mechanism goes into effect.
Auto purge guest messages after	Enter a number of weeks (1-50) after which a created guest message file will be automatically purged.
Send warning before purge to	Enter a system DN where you want IMAGEN to announce a warning that automatic purge will be executed in one hour.
Maximum digits in a DN	Enter the maximum number of digits, from 1 to 6, for a Directory Number (DN) corresponding with a mailbox number.
Number of tenants	Enter the number of tenants, 1 to 4, connected to the IMAGEN system.

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Table 7-2 System Parameters (continued)

Parameter	Options/range
Auto Att DBN Name Prefix Maximum Length	Enter the maximum number of digits in the name “spelling” (dialing) procedure, to be accepted by the automated attendant Dial By Name feature, following which the program begins call processing. The range is from 1 to 4.
Announce ‘DN’ during automated attendant DBN	Enter y (Yes) if you want the automated attendant Dial By Name feature to include the DN of the identified dialed party in its interaction with the caller. or Enter N (No) if you do not.
A.A. DBN unambiguous confirmation msg	Enter Y or N to indicate whether you want the Auto Att DBN feature to announce the name of the person dialed prior to transferring the caller. (“Your call is being transferred to Joe”).
Rings until system answers	Enter the number, 0 to 8, of rings before calls are to be answered by the automated attendant.
DTMF identification time in receive	Toggle the minimum duration, 50 to 110 milliseconds, in increments of 10 milliseconds, of a DTMF signal received from a calling telephone, used to identify it as DTMF.
IMAGEN to KSU baud rate for card 1	Toggle the signaling baud rate, 1200 to 9600 baud, with intermediate rates of 2400 and 4800 baud, to be used by IMAGEN voice mail Card #1 in communicating with the DIGITAL KEY BX or DIGITAL 400 system cabinet. Make sure that the baud rate for each card is set properly according to the versions of the OCD and IMAGEN cards that are installed in the system. Older versions of the OCD card cannot operate at a baud rate of 9600 baud. See Table 3-1 , above, for additional information relative to port baud rate assignment and the use of different card versions.
IMAGEN to KSU baud rate for card 2	Toggle the signaling baud rate, 1200 to 9600 baud, to be used by IMAGEN voice mail Card #2 in communicating with the DIGITAL KEY BX or DIGITAL 400 system cabinet.
IMAGEN to KSU baud rate for card 3	Toggle the signaling baud rate, 1200 to 9600 baud, to be used by IMAGEN voice mail Card #3 in communicating with the DIGITAL KEY BX or DIGITAL 400 system cabinet.
IMAGEN to KSU baud rate for card 4	Toggle the signaling baud rate, 1200 to 9600 baud, to be used by IMAGEN voice mail Card #4 in communicating with the DIGITAL KEY BX or DIGITAL 400 system cabinet.
Disk maintenance on: TIME:	Disk utility programs will perform “preventive maintenance” on the IMAGEN-PC hard disk on either a daily basis, or weekly on the specified day at the specified time. Toggle through the days of the week until the desired day or ‘DAILY’ option is selected. The cursor then moves to the time field. Enter the desired time for disk maintenance performance in 24-hour time format.
Voice Compression	The voice compression feature may be activated on all calls (incoming and internal), internal calls only, or deactivated. This gives you the option of using up less disk space if the audio quality of the messages in compressed format is satisfactory.

NOTES

Use the → key to increase the value shown on the screen;
Use the ← key to decrease the value shown on the screen.

7.8 AUTO ATTENDANT PARAMETERS SCREEN

To set Automated Attendant parameters for IMAGEN

1. Type 2 to choose the automated attendant parameters option from the VOICE MAIL PROGRAMMING Screen.
 - The program displays the AUTOMATED ATTENDANT PARAMETERS Screen for tenant number 1, as shown in Figure 7-6.
 - The program requires you to fill in a separate AUTOMATED ATTENDANT PARAMETERS Screen for each tenant, based on the number of tenants in the system, as specified on the SYSTEM PARAMETERS Screen, above.

AUTO ATTENDANT PARAMETERS			
TENANT NO. 1			13:19
DAY OPERATING EXTENSION	0	PABX/CENTREX DIALING:	
NIGHT OPERATING EXTENSION	0	TRANSFER CODE	F
DAY 'BUSY' REACTION:	-----	RECONNECT CODE:	F
NIGHT 'BUSY' REACTION:	-----	PREFIX DELETION:	2
DAY 'NO ANSWER' REACTION:	-----		
NIGHT 'NO ANSWER' REACTION:	-----		
DAY 'NO ANSWER' RINGS:	4		
NIGHT 'NO ANSWER' RINGS:	4		
		CALLER ID:	
INDIRECT EXT. CALL RECORDING:	N	DAY ENABLE:	Y
MAIN MENU TIMEOUT:	5	NIGHT ENABLE:	N
DAY HOUR CONTROL:	1	ID LOCATOR	
NIGHT HOUR CONTROL:	1	DAY PREFIX DIGIT:	7
LANGUAGE:	S1	NIGHT PREFIX DIGIT:	8
FAX DN:			
→ ← ↑ ↓ <ESC> -Exit, -Delete, <F11,F12>- Toggle options <F1>- Next Tenant <PgDn> - Next page ## <F1>			

Figure 7-6 AUTOMATED ATTENDANT PARAMETERS Screen

2. Press F1 to display screens templates for any additional tenants.
 - The program does not allow you to create a data screen for a tenant that you have not programmed on the SYSTEM PARAMETERS Screen.
3. Press PgDn from the AUTOMATED ATTENDANT PARAMETERS Screen in order to access the ANSWER MODE CONFIGURATION Screen, shown in [Figure 7-6a](#), below.

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In this screen, you can assign different Automated attendant answering modes to various dates and times in the week, month or year. For example, you may prefer one type of system answering mode for a regular workday, and another for weekend callers.

Additionally, where IMAGEN is serving more than one tenant, separate answering modes can be programmed for each individual tenant.

ANSWER MODE CONFIGURATION						
TENANT NO.: 1						PAGE: 1
MMM,YY	DD-DD	TIME	MENU	MSG_NO	OPR	RINGS
	MO-FR	08:00	1 - TENANT-1 DAY		200	U
	MO-FR	17:00	5 - TENANT-1 NIGHT			
	SA-	08:00	1 - TENANT-1 DAY		200	U
	SA-	13:00	5 - TENANT-1 NIGHT	0300		
JAN,	01-	08:00	5 - TENANT-1 NIGHT	0400	300	8
AUG, 96	08-19	08:00	5 - TENANT-1 NIGHT	0500	400	8
-	:	:	-			
-	:	:	-			
-	:	:	-			
-	:	:	-			
-	:	:	-			
-	:	:	-			

→ ← ↑ ↓ <ESC> -Exit, -Delete, <F4>-Delete Line, <PgDn>-Next page,
 <F1>-Next tenant<F11,F12>-Toggle options, <F2>-Sort Table, <PgUp>-Previous Page

Figure 7-6a ANSWER MODE CONFIGURATION Screen

- Fill in the parameters on the two screens in accordance with the instructions in [Table 7-3](#) and [Table 7-3a](#), below.

Use the F11 and F12 keys to toggle between options in the ANSWER MODE CONFIGURATION Screen where applicable.

Appendix A provides the default values for each parameter.

NOTE

- Each row you enter in the screen signifies an answer mode that will operate until the time indicated on the particular day/s shown. The answer mode then switches to the next chronological mode.
- 'Special date' answering modes operate until midnight of the final day indicated in the TIME field, before reverting to the regular answering mode for the given day of the week.

When you finish programming the required parameters on the ANSWER MODE CONFIGURATION Screen:

4. Press **ESC**, to return to the AUTOMATED ATTENDANT PARAMETERS Screen.
5. Press **ESC** again, to return to the VOICE MAIL PROGRAMMING Screen.

Table 7-3 AUTO ATTENDANT PARAMETER Screen parameters

Parameter	Operation
Day operating extension	To define a day attendant extension, enter either: Its extension number, (IMAGEN will accept up to six digits) or Its attendant number, ATT1 to ATT4,
Night operating extension	To define a night attendant extension, enter either: Its extension number. IMAGEN will accept up to six digits or Its attendant number, ATT1 to ATT4, to define it as the day attendant extension.
Busy/No answer reaction (Day/Night)	These fields determine how the Automated Attendant will react when the extension dialed is busy or is not answered within the defined period (see the next two entries in this table). Both situations are programmed for day and night service and the options include: 'CAMP ON' (ENABLE/DISABLE) or RECORD- allows the caller to leave a message..
Day 'no answer' rings	Enter the number, from 1 to 8, of rings allowed during day hours until no answer is assumed.
Night 'no answer' rings	Enter the number, from 1 to 8, of rings allowed during night hours until no answer is assumed.
Indirect external call recording (external hunting)	Enter Y (Yes), if incoming external callers to hunt groups or all mail boxes are to be permitted to record a message, without requiring them to press the 2 button; this allows callers with impulse dial telephones to leave messages, or Enter N (No), if not; in this case, only DTMF telephone callers will be able to leave messages.

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Table 7-3 ATTENDANT PARAMETER Screen parameters (continued)

Parameter	Operation
Main Menu Timeout	Enter the number of seconds, from 1 to 9, that IMAGEN waits, after playing opening greetings and getting no response, before transferring the call to the operator.
Day hour control	Enter the unit controlling IMAGEN operations during work hours, either I for the IMAGEN or K for the KSU.
Night hour control	Enter the unit controlling IMAGEN operations during non-work hours, either I for the IMAGEN or K for the KSU.
Language	Use the left/right keys to scroll through the list of available languages until the desired language for use with Auto Attendant is displayed
Fax DN	Enter the system DN of the fax machine to which IMAGEN voice mail will forward incoming faxes.
Transfer code	(Note: For a description of the Flash signaling behind CENTREX/PABX feature, see Section 2. 4 .16.) Enter the PABX/CENTREX transfer feature code (1-4 digits) to be dialed by the Automated attendant for accessing a PABX/CENTREX extension.
Reconnect code	Enter the PABX/CENTREX reconnect feature code (1-4 digits) to be dialed by the Automated attendant in the event that a PABX/CENTREX transfer is unsuccessful.
Prefix deletion	Enter the number of digits (0-9 digits) to be deleted from the start of a Follow-me number programmed as a PABX/CENTREX external call forward number..
Day enable	(Note: For a description of the Caller ID feature, see Section 2. 4 .7) Enable or disable the availability of the Caller-ID option during daytime hours.
Night enable	Enable or disable the availability of the Caller-ID option during nighttime hours.
Day prefix digit	Enter the single digit (0-9,.,#,*) for daytime access to the ID Locator function. This digit must be dialed by the user at the IMAGEN Main menu to gain day access to the ID Locator function. See Section 7. 20 for more information.
Night prefix digit	Enter the single digit (0-9,.,#,*) for nighttime access to the ID Locator function. This digit must be dialed by the user at the IMAGEN Main menu to gain night access to the ID Locator function. See Section 7. 20 for more information.

Table 7-3a ANSWER MODE CONFIGURATION Screen parameters

Parameter	Operation
MMM,YY (Month, Year)	<p>This is the 'special date' parameter field, in which you can define specific month(s) where an alternative Automated attendant answering mode should operate. You should not enter values in this field if you are defining a regular, recurring answer mode. To select a month [JAN-DEC], use the F11/F12 keys to toggle between the choices. It is not necessary to specify the year [00-99] (the default is the current year), unless you are assigning an answering mode to a date in a future year.</p>
DD-DD (From 'day'-To 'day')	<p>Define the days of the week (or a given month, defined in the 'special dates' field) when a particular answering mode is to operate. A range of different possibilities is accepted in this field:</p> <ol style="list-style-type: none"> 1. Specify the days in the week [SU-SA] on which a particular answering mode should be in operation. Use the F11 and F12 keys to toggle between the options. For example, an answering mode to be operational between Sunday and Thursday would be defined as SU-TH. 2. For 'special dates', specify the days within a month [1-31] on which a particular answering mode should be in operation. In this case, it is necessary to first define the MMM,YY field (above). For example, to activate an answering mode for operation between the 3rd and 28th days of March, enter 03-28 in this field, after having first defined the MMM,YY field as MAR. 3. To define an answering mode appropriate for a single day or date only, leave the To 'day' field blank. For example, an answering mode appropriate for Thursdays only would be defined as TH. <p>Note: If there is a conflict between two dates, priority is given to the entry that appears first in the screen.</p>
TIME	<p>Enter the time [HH:MM] after which the corresponding answering mode (as determined by the Menu number) will be activated.</p> <p>The TIME field indicates the time at which the answer mode switches to the next chronological answer mode, For example, in Figure 7-6a, the MO-FR 'day' answer mode switches to the MO-FR 'night' answer mode at 17:00.</p>
MENU	<p>You are required to enter a menu number [1-32] representing the answering mode that will operate during the time period you have defined. Menus 1 through 4 have been pre-programmed for day operation, while menus 5-11 have been pre-programmed for night operation and other functions (See IMAGEN Application Generator User manual). Menus 12 through 32 are user-definable, and can be programmed via the Application Generator.</p>
MSG_NO.	<p>This is an optional field where you can enter the number of a special message [0-9999] pre-recorded in the system, that will be heard by a caller upon entering the system (it overrides the default opening greeting of the company).</p> <p>Special messages can be useful for example, for weekends, holidays and other special occasions.</p> <p>Note: Special messages are recorded as Application Generator messages. See Section 8.4.4 for more information.</p>

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Table 7-3a ANSWER MODE CONFIGURATION Screen parameters (continued)

Parameter	Operation
OPR	If, for the given time period, you would prefer incoming calls be directed to an operating destination other than Automated attendant currently being programmed, enter that destination's DN here [0-999999, ATT1-ATT4].
RINGS	(This parameter is only relevant if you have selected an alternative destination extension in the OPR field, above), Enter the number of rings [0-8, U-Unscreened transfer] before 'no answer' is assumed.

7.9 SYSTEM DIRECTORY NUMBERS SCREEN

To set system directories numbers for IMAGEN

- Type 3 on the VOICE MAIL PROGRAMMING Screen.
 - The program displays the SYSTEM DIRECTORY NUMBERS Screen, as shown in Figure 7-7, showing all directory numbers previously entered, if any, for extensions, hunt groups and multiple directory numbers (MDN).

SYSTEM DIRECTORY NUMBERS			13:24
TENANT 1	00	35	
TENANT 2	01	36	
TENANT 3	02	37	
TENANT 4	03	38	
INTERV	04	39	
	20	40	
	21	41	
	22	42	
	23	43	
	24	44	
	25	45	
	26	46	
	27	47	
	28	48	
	29	49	
	30	50	
	31		
	32		
	33		
	34		

→ ← ↑ ↓ <ESC> - Exit, - Delete, <PgUp>, <PgDn>, <F1> Locate DN, <F2> Add DN
<F3> Enter mailbox screen, <F4> Enter Display/Erase screen, <F5> -D.B. Name Prog.

Figure 7-7 SYSTEM DIRECTORY NUMBERS Screen

7.9.1 Deleting a directory number

To delete a specific directory number

1. Move the cursor to that number.
2. Press DEL.

NOTE

A mailbox must be empty before it can be deleted. If messages must be deleted, follow procedures described in [Section 7.11](#) below.

To locate a specific directory number

1. Press F1.
This can be very helpful, especially when there are many directory numbers listed on the screen.
 - The program displays the LOCATE ENTRY window at the bottom of the SYSTEM DIRECTORY NUMBERS Screen, as shown in [Figure 7-8](#).
2. Type in, where indicated in the window, the directory number you want to locate.
3. Press ENTER.
 - The cursor jumps to the location of the specified directory number and the LOCATE ENTRY window disappears.

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SYSTEM DIRECTORY NUMBERS			13:24
TENANT 1	00	35	
TENANT 2	01	36	
TENANT 3	02	37	
TENANT 4	03	38	
INTERV	04	39	
	20	40	
	21	41	
	22	42	
	23	43	
	24	44	
	25	45	
	26	46	
	27	47	
	28	48	
	29	49	
	30	50	
	31		
	32		
	33		
	34		

→ ← ↑ ↓ <ESC> - Exit,

<F3> Enter mailbox screen, <F4> Enter Display/Erase screen, <F5> -D.B. Name Prog.

LOCATE

Enter directory number: (0 - 9, X)

Figure 7-8 SYSTEM DIRECTORY NUMBERS Screen showing LOCATE ENTRY window

7.9.2 Adding a directory number

To add a directory number

1. Press F2.
 - The program displays the ADD ENTRY window at the bottom of the SYSTEM DIRECTORY NUMBERS Screen, as shown in [Figure 7-9](#).

SYSTEM DIRECTORY NUMBERS			13:24
TENANT 1	00	35	
TENANT 2	01	36	
TENANT 3	02	37	
TENANT 4	03	38	
INTERV	04	39	
	20	40	
	21	41	
	22	42	
	23	43	
	24	44	
	25	45	
	26	46	
	27	47	
	28	48	
	29	49	
	30	50	
	31		
	32		
	33		
	34		

ADD ENTRY

Enter directory number: (0 - 9, X)

→ ← ↑ ↓ <ESC> - Exit,

 <F3> Enter mailbox screen, <F4> Enter Display/Erase screen, <F5> -D.B. Name Prog.

Figure 7-9 SYSTEM DIRECTORY NUMBERS Screen showing ADD ENTRY window

2. Where indicated in the window, enter the desired new directory number(s), as follows:
 - For a single number, type in all the digits of that DN,
 - or**
 - For multiple numbers, type an **x** in place of either or both of the two right digits, to indicate the series of DNs desired.

For example:

22x	= 220 to 229
34xx	= 3400 to 3499
56x0	= 5600, 5610, 5620, 5630, 5640, 5650, 5660, 5670, 5680, 5690.

NOTES

1. The mailbox number may not begin with the number 1, regardless of the total number of digits in the number. The number 1 in this beginning position is reserved. If you are performing an upgrade from an earlier IMAGEN release having mailboxes that start with the digit 1, you will have to do a new IMAGEN installation
2. The newly typed directory number(s) appear(s) on the screen, in correct sequential order. Note that a directory number cannot be the prefix of another directory number.
3. If more than one DIGITAL system are networked to operate with a common IMAGEN system, be sure to include the system prefix when defining the mailbox numbers. For DIGITAL system programming details, see [Section 9](#).

7. 10 MAILBOX PARAMETERS SCREEN

7. 10 .1 Programming mailbox parameters

To program mailbox parameters

1. Press F3 on the SYSTEM DIRECTORY NUMBERS Screen.
 - The program displays the MAILBOX PARAMETERS Screen for the mailbox of the DN highlighted by the cursor, as shown in [Figure 7-10](#).
2. Fill in the parameters for each new mailbox or change details regarding a previously defined mailbox in accordance with the instructions in [Table 7-4](#), below.

[Appendix A](#) provides the default values for each parameter.

MAILBOX PARAMETERS					13:40
MAILBOX NO.:	20	MAX. MSG TIME:		30	
NAME:	MARY SMITH	CALL RECORD TIME:		05	
DEPARTMENT:	ADMN	LISTEN MESSAGES MENU:		Y	
PASSWORD NO.:				
LANGUAGE:	S1 ENGLISH				
NO. OF MESSAGES:	128				
		MSG. PURGE AFTER:		--	
SET MSG. LIGHT:	Y	TYPE:		NONE	
MSG. REMINDER	N	MSG. COPY AFTER:		--:--	
		TO:		
DISTRIBUTION LIST:	NON URGENT:		N	
	PRIVATE:		N	
	COMMON:		N	
				
FOLLOW ME NUMBER		TYPE	FROM	TILL	ENABLE
-----		--	--:--	--:--	-
-----		--	--:--	--:--	-

→, ←, ↑, ↓ <ESC> - Exit, - Delete, <F11, F12> - Toggle options.
 <F1>-Next M.B.. <F3> - Select new M.B.. <F4> - Copy M.B.. <PgDn>

Figure 7-10 MAILBOX PARAMETERS Screen

NOTE

Within approximately 15 minutes of system startup, extension names programmed will be automatically uploaded to IMAGEN. Also, any extension name changes are updated at the System Maintenance time.

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Table 7-4 Mailbox parameter fields

Parameter	Operation
Mailbox number	This is the one to six digit number of the mailbox to be programmed. The field is for display purposes only and cannot be modified. Note that the mailbox number may not begin with the number '1,' regardless of the total number of digits in the number. The number 1 in this beginning position is reserved.
Name	Enter an alphanumeric user name.
Department	Enter the user's department name, abbreviation or number.
Password number	Enter the password (4 to 12 digits) for entry into the mailbox, or If you do not want a password for entry to the mailbox: Press DEL to remove the current password and leave the field blank. WARNING For security purposes, it is not recommended to leave the password field blank.
Language	Select the system message language (S1-S9) to be used for this mailbox.
Number of messages	Enter the maximum number of messages, up to 128, the mailbox can hold.
Set Message light	Enable/disable the message lamp when messages arrive for this extension (mailbox).
Message reminder	Enter Y (Yes), if IMAGEN is to send a periodic message reminder, at the interval defined for the entire system on the system parameters screen, to the mailbox user's extension, or Enter N (No), if the message reminder is not to be sent.
Distribution list	Enter up to eight DNs or "simple groups" (G10-G49) as this mailbox's private distribution list for the message copy/transfer options.
Maximum message time	Enter the maximum message length in minutes, up to 30 minutes, of each message.
Call record time	The maximum recording time for a CALL RECORD message (1-30 Minutes)
Listen messages menu	Select the Listen menu option most suitable for the subscriber: either categorized messages Y (NEW, OLD, FUTURE DELIVERY, CERTIFIED, INDEXED) (default).; or N - NEW messages only
MSG Purge: After Type	Indicate the number of weeks a message may remain in the mailbox before automatic deletion when the available system recording time drops below the minimum threshold. Indicate the type of messages designated for MSG purge: OLD, ALL, (or NONE).
MSG Copy: After To	Indicate the number of hours after which the system automatically sends a copy of a new unheard message. to specified Destination DN/Simple Group for copying the message.
NON_URGENT	If set to 'Y', indicates that only non-urgent new messages are to be automatically copied to the Follow me mailbox; otherwise, all new messages are copied.
PRIVATE	If set to 'N', messages tagged as 'Private' will not be automatically copied to the Follow me mailbox.

Table 7-4 Mailbox parameter fields (continued)

Parameter	Operation
COMMON	If set to 'N', messages tagged as 'Common' will not be automatically copied to the Follow me mailbox.
Follow me number	Enter the number to be called, using the following allowable characters: 0 to 9, *, #, and T -- sets dialing mode to DTMF dialing; D -- introduces a pause in the Family of systems dialing; W—sets a pause to wait for a dial tone; S -- system speed dial. NOTE The follow me number must contain the C.O. line access code before the dialed number for external follow me..
Type	Enter the destination type corresponding to the Follow me number you have entered: REG: A regular C.O. or extension number; PAGER: A pager number; CX: A Centrex number; PX: A PABX number.
From	Enter the time, in HH:MM (24-hour clock) format, when IMAGEN is to start sending messages to the follow me destination(s), or Enter S, to change the FROM time to the specified system time for starting work that day, as assigned in the AUTO ATTENDANT PARAMETERS Screen.
Till	Enter the time, in HH:MM (24-hour clock) format, when IMAGEN is to stop sending messages to the follow me destination(s), or Enter SY, to change the TILL time to the specified system time for ending work that day, as assigned in the AUTO ATTENDANT PARAMETERS Screen.
Enable	Enter the message type to be forwarded by the Follow me feature: A - All new messages; E - 'External' and 'Urgent' messages only; U - 'Urgent' messages only; N - No messages will be forwarded.

7. 10 .2 Mailbox Follow me programming

You can define, as described in Table 7-4 above, up to two follow me numbers for any mailbox. IMAGEN will dial the follow me number, which may be an internal extension, an outside number or a pager, and will inform the mailbox user that a message is waiting. IMAGEN cannot pass the actual message to a follow me destination pager. The message can be heard, however, at internal or external follow me telephone numbers.

The mailbox user can also define the follow me destination, using a DTMF phone. It is recommended that the user also record her

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name, since this recording will be used by IMAGEN when announcing, to the follow me number, the arrival of a message.

You may define the type of messages to be forwarded.

You can define the hours during which IMAGEN will attempt to reach the follow me number, or you may use the system night service hours as a default.

If the follow me number is busy, IMAGEN will continue dialing until it is available. If there is no answer, IMAGEN will retry every 15 minutes.

7. 10 .3 Mailbox Auto attendant programming

You can define how IMAGEN will handle your incoming calls by programming the MAILBOX AUTOMATED ATTENDANT PARAMETERS Screen, shown in Figure 7-10a. You access this screen by pressing PgDn in the MAILBOX PARAMETERS Screen.

MAILBOX AUTO ATTENDANT PARAMETERS			13:40
MAILBOX NO:	20		
DEPARTMENT SECRETARY:	ATT1		
AUTO ATT. SERVICE:	INT		
FORWARD	OPERATION	OPTIONS	
A. ATT DAY NO ANSWER:	DEFAULT	-----	
A. ATT NIGHT NO ANSWER:	MENU	MAIN MENU	
A. ATT DAY BUSY:	FOLLOW	FOLLOW #2	
A. ATT NIGHT BUSY:	RECORD	-----	
SYS FORWARD NO ANSWER:	DEFAULT	DISABLE CAMP-ON	
SYS FORWARD BUSY:	DN_SCRN	650	
→, ←, ↑, ↓ <ESC> - Exit, - Delete, <F11, F12> - Toggle options. <F1>-Next M.B.. <F3> - Select new M.B.. <F4> - Copy M.B... <PgUp>			

Figure 7-10a MAILBOX AUTOMATED ATTENDANT PARAMETERS Screen

To program mailbox Auto attendant parameters

1. For the first four (upper) fields, enter the data for each parameter in the same way as for the MAILBOX PARAMETERS Screen.
2. For the six call forwarding modes:
 - Use the direction keys to position the cursor on the operation field pertaining to the forwarding mode you wish to define.

You can define both the Operation category and associated Option (if applicable). These operations and options are described in Table 7-4a.

- To select a particular operation, press F11/F12 to toggle between the 7 possibilities, then press Enter to accept the selection.
 - If applicable, the cursor moves to the adjacent Option field.
- In the same manner as you selected an operation, select the desired option; or enter a DN number as appropriate.

Appendix A provides the default values for each parameter.

NOTE

Individual subscribers are able to program most Mailbox and Mailbox Automated attendant parameters from their telephone as well. See the IMAGEN User Guides for more details. IMAGEN will operate according to the most recently programmed parameters.

Table 7-4a MAILBOX AUTO ATTENDANT PARAMETERS Screen parameters

Parameter	Description
Mailbox number	This is the one to six digit number of the mailbox to be programmed, as carried over from the MAILBOX PARAMETERS screen. The field is for display purposes only and cannot be modified.
Department secretary	To define an extension as the department secretary for the specified department, enter either: Its one to four digit extension number, 0 to 9999; although IMAGEN will accept up to six digits, a maximum of four digits is allowed for DIGITAL KEY BX or DIGITAL 400 extensions, or Its attendant number, ATT1 to ATT4. Whenever an incoming caller dials 0 from either the no-answer or busy menu, the call will be routed to the defined department secretary. If no department secretary is defined, the call will be routed to the system operator of the tenant to which the outside line is assigned.
Automated attendant service	Define the type of Automated attendant service you wish to receive for dealing with incoming calls. The three options are: 1. NO - No Automated attendant service; IMAGEN immediately handles any incoming calls according to the Mailbox forwarding instructions. 2. INT - The Automated attendant tries to dial your internal extension, and if busy or unanswered, handles calls according to forwarding instructions as defined in Mailbox programming. 3. EXT - The Automated attendant tries to dial to your external destination (the programmed Follow_me number, which should be enabled in the MAILBOX PARAMETERS Screen), and if busy or unanswered, handles calls according to forwarding instructions as defined in Mailbox programming. External call forwarding is described in more detail in Section 10.5 .

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Table 7-4a MAILBOX AUTO ATTENDANT PARAMETERS Screen parameters (continued)

Parameter	Description
Forward	<p>There are six programmable call forward modes:</p> <ol style="list-style-type: none"> 1. Auto attendant Day no answer - defines how calls are handled if there is no answer during daytime hours. 2. Auto attendant Night no answer - defines how calls are handled if there is no answer during nighttime hours. 3. Auto attendant Day busy - defines how calls are handled if a 'busy' signal is received during daytime hours. 4. Auto attendant Night busy - defines how calls are handled if a 'busy' signal is received during nighttime hours. 5. System forward no answer - defines how calls forwarded from within the system are handled if there is no answer. 6. System forward busy - defines how calls forwarded from within the system are handled if a 'busy' signal is received. <p>You can define operating states and options for each one of the call forward modes.</p>
Operation	<p>Each call forwarding mode can be assigned one of 7 operating states:</p> <ol style="list-style-type: none"> 1. DEFAULT - Calls are forwarded according to System (tenant) programming if the associated programming option is left blank. See 'Options' below for an explanation of the other Default options. 2. RECORD - Caller is transferred to subscriber's mailbox where he can leave a message. 3. UNSCREEN - Transfers calls without screening to the internal extension, where the caller is 'camped on' to that extension. (Note: The 'Unscreen' option is not available for the System call forward modes or for externally-based subscribers). 4. MENU - The caller is transferred to the Main menu, or a designated Application Generator-defined menu, in the event of no answer or a busy signal. 5. FOLLOW - Incoming calls are forwarded to a designated 'Follow me' destination. 6. DN_SCREEN - If the user does not answer, incoming calls are transferred to the designated extension on a screened basis. If there is no answer at the second extension as well, the call is handled according to tenant (system) programming.
Operation (cont.)	<ol style="list-style-type: none"> 7. DN_UNSCREEN - If the user does not answer, incoming calls are transferred to the designated extension on an unscreened basis, and camped on to that extension. <p>Note: If the designated destination is an external number, the Camp on feature will not operate.</p>

Table 7-4a MAILBOX AUTO ATTENDANT PARAMETERS Screen parameters (continued)

Parameter	Description
Options	<p>Several of the above operating states have associated programming options.</p> <ol style="list-style-type: none"> 1. DEFAULT - Select 'Enable Camp-on' to have IMAGEN play the BUSY/NO ANSWER menu, including a Camp-on option. Select 'Disable Camp-on' to have IMAGEN play the BUSY/NO ANSWER menu, without a Camp-on option. 2. MENU - In the event of a busy or no answer signal, the subscriber can choose from either the IMAGEN Main menu, or any other pre-programmed menu (No.1-32) as created with the Application Generator. 3. FOLLOW - select either the first or second or both Follow-me numbers, as defined in the MAILBOX PARAMETERS Screen. Note: A selected Follow-me number will only be dialed if the number is a non-pager number, and its associated 'ENABLE' parameter is registered as 'All' or 'Ext'. 4. DN_SCREEN - Enter the extension number where calls are to be transferred in the event of a busy or no answer signal from the dialed extension. If there is still no answer, the call is handled according to default (tenant) programming. 5. DN_UNSCREEN - Enter the extension number where calls are to be transferred (and camped-on) in the event of a busy or no answer signal from the dialed extension.

7. 10 .4 Programming additional mailboxes

To view the MAILBOX PARAMETERS Screen for the next higher mailbox number than the one currently on display:

- Press F1, regardless of the cursor location on the screen.
 - The program immediately displays the mailbox parameter screen for the next higher DN.

To view the MAILBOX PARAMETERS Screen for a selected mailbox number:

1. Press F3.
 - The cursor returns to the Mailbox No. field at the upper right of the screen.
2. Type in the mailbox number you want to locate.
 - If the DN is not defined, the screen displays the message Incorrect Directory Number and erases the incorrectly entered mailbox number.

Assuming correct number entry, the program immediately displays the mailbox parameter screen for the entered DN.

In both cases above, the program saves all data entered on the previous screen.

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To copy the parameters of the currently displayed MAILBOX PARAMETERS Screen to a single mailbox:

1. Press F4.
 - The Copy mailbox parameters window appears at the bottom of the MAILBOX PARAMETERS Screen, as shown in Figure 7-11.

The screenshot shows the MAILBOX PARAMETERS screen with the following fields and values:

MAILBOX PARAMETERS		13:40		
MAILBOX NO.:	20	MAX. MSG TIME:	30	
NAME:	MARY SMITH	CALL RECORD TIME:	05	
DEPARTMENT:	ADMN	LISTEN MESSAGES MENU:	N	
PASSWORD NO.:	DEPARTMENT SECRETARY:.....		
LANGUAGE:	S1 ENGLISH	AUTO. ATT. SERVICE:	Y	
NO. OF MESSAGES:	128			
SET MSG. LIGHT:	Y	MSG. PURGE AFTER:	25	
MSG. REMINDER	N	TYPE:	OLD	
		MSG. COPY AFTER:	00:00	
		TO:	
DISTRIBUTION LIST:	NON URGENT:	N	
	PRIVATE:	N	
	COMMON:	N	
FOLLOW ME NUMBER	PAGER	FROM	TILL	ENABLE
120 -----	N	08:00	17:00	N
-----	N	--:--	--:--	N

At the bottom, a window titled "COPY MAILBOX PARAMETERS" is open, showing "FROM:-----" and "TILL:-----".

Navigation instructions at the bottom of the screen:

→, ←, ↑, ↓ <ESC> - Exit
<F1>-Next M.B.. <F3> - Select new M.B.. <F4> - Copy M.B... <PgUp>- Next pg

Figure 7-11 MAILBOX PARAMETERS Screen showing the copy mailbox parameters window

2. Type all the digits of the selected mailbox number in the FROM field of the window.
3. Press ENTER.
 - The cursor moves to the TILL field, automatically displaying the same DN just entered.
4. Enter the desired mailbox number where you want the parameters to be copied.
5. Press ENTER.
 - The program asks you to confirm your action by displaying the message, IS THE RANGE CORRECT Y/N?
6. Type **y**
 - The program immediately copies over the parameters to the specified mailbox;

or

Type **n**

- The program returns to the Copy mailbox parameters window.

To copy to a consecutive series of mailbox numbers identical parameters to those of the currently displayed MAILBOX PARAMETERS Screen:

1. Type all the digits of the selected mailbox number in the FROM field of the window.
2. Press **ENTER**.
 - The cursor moves to the TILL field, automatically displaying the same DN just entered.
3. Type the highest number of the series in the TILL field of the window.
4. Press **ENTER**.
 - The program asks you to confirm your action by displaying the message, **IS THE RANGE CORRECT Y/N?**
5. Type **y**
 - The program immediately copies over the parameters to the specified mailboxes;

or

Type **n**

 - The program returns to the Copy mailbox parameters window.

When you finish programming the required parameters on the MAILBOX PARAMETERS Screen:

- Press **ESC**, to return to the SYSTEM DIRECTORY NUMBERS Screen.