

7 .11 DISPLAY/ERASE MAILBOX MESSAGES SCREEN

To display or erase information regarding messages for any mailbox in IMAGEN:

- 1. Place the cursor on the desired mailbox number on the SYSTEM DIRECTORY NUMBERS Screen.
- 2. Press F4.
 - The program displays the DISPLAY/ERASE MAILBOX MESSAGES Screen, as shown in Figure 7-12, with the current list of messages for the selected mailbox.

DISPLAY/ERASE MESSAGES DIRECTORY NO. 128				
TOTAL: 7--	OLD: 6--	NEW: 1--	NAME: JOHN CLARK	
OLD	NEW			
11/26 18:53	12/02 09:47	-----	-----	-----
10/02 09:25	-----	-----	-----	-----
09/22 09:28F	-----	-----	-----	-----
09/21 08:53C	-----	-----	-----	-----
08/21 12:34P	-----	-----	-----	-----
07/30 15:25U	-----	-----	-----	-----
-----	-----	-----	-----	-----
-----	-----	-----	-----	-----

→←↑↓ <ESC> - Exit, - Delete MSG, , <F2> - Next DN with msg <F3> - Compress

Figure 7-12 DISPLAY/ERASE MAILBOX MESSAGES Screen

The screen displays the following data for each mailbox, as shown in Table 7-5.

Table 7-5 Display/Erase mailbox messages data fields

Parameter	Definition
Directory (Mailbox) number	The two to four digit number of the mailbox currently displayed.
Total	Total number of messages in mailbox.
Old	Number of messages which have been played at least once.
New	Number of messages which have never been played.
Name	The name of the mailbox user, as entered in the MAILBOX PARAMETERS Screen.
Messages	The messages held in the mailbox, divided into new and old messages, are listed, giving the time and date that each message was received.

The date and time of receipt for each old and new message is listed.

Future delivery messages are listed in the old column and are annotated with an F following the time: 12/22 09:28F.

Old messages that were tagged by the sender are noted accordingly, as shown in **Figure 7-12** above: P - Private, U-Urgent, C-Certified.

You may delete messages individually or by type, e.g. new, old or all, as shown in Table 7-6.

NOTE

You cannot delete messages that are still capable of being 'undeleted' by the mailbox subscriber

Table 7-6 Message deletion actions

Message type	Actions
A single message	Place the cursor on that message and press DEL.
All old messages	Place the cursor on the number of old messages, on the top line, and press DEL.
All new messages	Place the cursor on the number of new messages, on the top line, and press DEL.
All new and old messages	Place the cursor on the total number of messages, on the top line, and press DEL.

You are prompted to confirm multiple deletions.

After message deletions have been made, you can:

- Press F3, to compress the remaining messages, by removing empty spaces from the list.

To proceed and check messages in additional mailboxes, you can either:

- Press F2, to have the program automatically find and display a DISPLAY/ERASE MAILBOX MESSAGES Screen for the next higher numbered mailbox number which contains messages,
or
Press ESC to return to the SYSTEM DIRECTORY NUMBERS Screen and move the cursor to the mailbox number you wish to check.

When you have finished checking mailbox messages,

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

7.12 AUTOMATED ATTENDANT DIAL BY NAME PROGRAMMING SCREEN

The Automated Attendant Dial By Name feature allows an external user to dial, via the automated attendant, to an extension or to a system mailbox, by using either the first or last name of the extension owner (or, to be more precise, a one to four character prefix of the name).

NOTE

In the SYSTEM PARAMETERS Screen, program the NAME PREFIX MAXIMUM LEN and the ANNOUNCE 'DN' DURING AUTO ATT D.B.N. fields with values that suit the needs of your organization (see [Section 7.7](#), above).

To program names for Automated Attendant Dial By Name:

- Press F5 from the System DIRECTORY NUMBERS Screen.
 - The program displays the (Automated Attendant) Dial By Name programming screen, as shown in [Figure 7-13](#), showing any names associated with the DN the cursor was on at the SYSTEM DIRECTORY NUMBER Screen.

DIAL-BY-NAME PROGRAMMING			14:12
DN: 400	<u>FIRST NAME</u>	<u>LAST NAME</u>	
	JOHN	SMITH	
	MIKE	GOLDMAN	
→←↑↓ <ESC> - Exit, - Delete MSG, , <F1>Locate DN, <F2> - Next DN , <F3>-next DN with names, <F4>-Add names			

Figure 7-13 AUTOMATED ATTENDANT DIAL BY NAME PROGRAMMING Screen

You use this screen to enter, delete or change names associated with a specific DN.

You can associate up to 16 name pairs (first and last names) with any DN; while the system as a whole supports up to 256 name pairs.

To add an additional name to the screen:

1. Press F4.
 - The program displays a small data entry window at the lower right of the screen to enter the two parts of the new name, beginning with the first name.
2. Enter the first name.
3. Press ENTER.
 - The cursor moves to the last name.
4. Enter the last name.
5. Press ENTER.
 - The program enters the name to the list for the DN and clears the data entry window for entry of any additional names.

Each name box is limited to 12 characters.

If a name is longer than that, only the first twelve characters are used and the cursor automatically moves to the next field without the need to press ENTER.

To delete a name:

1. Move the cursor to the desired name, either first or last.
2. Press DEL.
 - The program deletes the highlighted name.

Note that, since Automated Attendant Dial By Name works using either name, only that specific part of the name is deleted.

If you want to delete the entire name:

- Repeat the process on the remaining part of the name.

To display the next DN in the system directory and see any names associated with it:

- Press F2.
 - The program displays the next higher DN and any associated names.

To find and display the next DN with associated names:

- Press F3.
 - The program displays the next higher DN having at least one associated name.

If there is no higher numbered DN, the program will loop back to the lowest numbered DN and continue the search.

7 .13 DIRECTORY NUMBER GROUPS SCREENS

The directory number groups are mailbox groups to which messages can be transferred or sent (for example: direct group message). Directory number groups come in two varieties; Simple groups and Compound groups. A simple group consists of mailbox numbers only. Compound groups can have both mailbox numbers and simple group numbers. Table 7-7 shows the parameters for programming the two groups. Table 7-8 shows parameters for the mailbox groups tables.

Table 7-7 Directory numbers groups names parameters

Parameter	Operation
Simple groups	Enter a name for the simple group to be defined in the MAILBOX-GROUP-TABLES Screen (see Table 7-8)
Compound groups	Enter a name for the compound group to be defined in the MAILBOX-GROUP-TABLES Screen (see Table 7-8)

Table 7-8 Mailbox-group-tables screen parameters

Parameter	Significance
Group number	Number of the group currently being programmed.
Group name	Name of the group currently being programmed. If recorded, callers are greeted with the group name (e.g 'Marketing Department') upon accessing the mailbox.
<fields>	Enter a list of defined mailbox numbers or simple group numbers, as appropriate (198 available fields per group).

You can program up to 40 simple groups and up to 40 compound groups; Each may contain up to 198 entries made up of mailbox numbers or simple group numbers.

The programming screen (See [Figure 7-14](#)), indicates that mailbox groups 10-49 are simple groups and 50-89 are compound groups.

DIRECTORY NUMBERS GROUPS NAMES							
*** SIMPLE - GROUPS ***				*** COMPOUND GROUPS			
10.	_____	30.	_____	50.	_____	70.	_____
11.	_____	31..	_____	51.	_____	71.	_____
12.	_____	32.	_____	52.	_____	72.	_____
13.	_____	33.	_____	53.	_____	73.	_____
14.	_____	34.	_____	54.	_____	74.	_____
15.	_____	35.	_____	55.	_____	75.	_____
16.	_____	36.	_____	56.	_____	76.	_____
17.	_____	37.	_____	57.	_____	77.	_____
18.	_____	38.	_____	58.	_____	78.	_____
19.	_____	39.	_____	59.	_____	79.	_____
20.	_____	40.	_____	60.	_____	80.	_____
21.	_____	41.	_____	61.	_____	81.	_____
22.	_____	42.	_____	62.	_____	82.	_____
23.	_____	43.	_____	63.	_____	83.	_____
24.	_____	44.	_____	64.	_____	84.	_____
25.	_____	45.	_____	65.	_____	85.	_____
26.	_____	46.	_____	66.	_____	86.	_____
27.	_____	47.	_____	67.	_____	87.	_____
28.	_____	48.	_____	68.	_____	88.	_____
29.	_____	49.	_____	69.	_____	89.	_____

→←↑↓ <HOME>, <END>, <ESC> - Exit, <F1> - Locate Group No., <F2> Enter Group

Figure 7-14 DIRECTORY NUMBER GROUPS NAMES Screen

To set up directory number groups for IMAGEN:

- Type 4 on the VOICE MAIL PROGRAMMING Screen.
 - The program displays the DIRECTORY NUMBER GROUPS NAMES Screen, as shown in Figure 7-14.

To build a Simple group:

1. Move the cursor to the desired simple group number (10-49).
2. Type in the desired name for the group.
3. Press **[F2]** to display the MAILBOX-GROUP-TABLES programming screen, as shown in **Figure 7-15**.

[illegible]

Figure 7-15 MAILBOX GROUP TABLES Screen

4. Fill in the desired mailbox numbers for the group.
5. Press <ESC> to save changes and return to the previous screen.

To build a Compound group:

1. Move the cursor to the desired simple group number (50-89).
2. Type in the desired name for the group.
 - When recording system greetings (See [Section 8.4.4](#)), you can record the mailbox group name, which will subsequently be heard by users when accessing that mailbox group.
3. Press F2 to display the MAILBOX-GROUP-TABLES programming screen, as shown in Figure 7-15.
4. Fill in the desired mailbox numbers or simple group numbers (G10-G49).
5. Press <ESC> to save changes and return to the previous screen.

You can delete groups, group names and directory numbers, as follows:

1. Place the cursor on the selected field.
2. Press DEL.

After such deletions have been made, you can:

- Press F3, to compress the remaining messages, by removing empty spaces and lines from the list of directory number groups.

When you finish programming the required parameters on the MAILBOX GROUPS NAMES Screen:

- Press <ESC> to return to the VOICE MAIL PROGRAMMING Screen.

7.14 ANNOUNCER ZONE MESSAGES SCREEN

You now assign the DN upon which IMAGEN will ring and, when answered, play a specific recorded announcement. You also set the exact day of the week and time IMAGEN will play the announcement.

For recording announcements, see [Section 8.4.4](#), below.

To set up the announcer zones:

1. Type 5 on the VOICE MAIL PROGRAMMING Screen (see [Figure 7-3](#)).
 - The program displays the ANNOUNCER ZONES Screen, as shown in Figure 7-16.

ANNOUNCER ZONE MESSAGES				
				16:19
ANNC. NO.	DEST.DN	DAY	TIME	COMMENTS
=====	=====	=====	=====	=====
1	220	DAILY	08:30	GOOD MORNING
2	221	DAILY	12:00	LUNCH-MARKETING
3	284	DAILY	17:00	TIME TO GO HOME
4				
5				
6				
7				
8				
9				
→←↑↓, <ESC> - Exit, - Delete DAY = [SUN, MON, TUE, WED, THUR, FRI, SAT, DAILY, 1-31]				

Figure 7-16 ANNOUNCER ZONE MESSAGES Screen

You can assign zones for each of the up to nine Recorded announcements. You can assign the zone even if you have not yet recorded the message. For each of the nine recorded

announcements, enter the following parameters, as shown in Table 7-9.

Table 7-9 Announcer Zone message parameters

Parameter	Data
Destination DN	Enter the DN on which IMAGEN will play the announcement.
Day	Enter the day of the week on which IMAGEN will play the announcement, for example FRI. You can also enter DAILY for a daily playing of the announcement or the number of a particular day of the month, for example 7 or 20.
Time	Enter the time of day, in 24-hour format, at which IMAGEN will play the announcement.
Comments	Enter any comment relative to the announcement, up to 16 characters in length.

When you finish programming the required parameters on the ANNOUNCER ZONES Screen:

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

7 .15 MENU'S PARAMETERS UPDATE SCREEN

The MENU'S PARAMETERS UPDATE Screen is used to define extensions, departments, multiple directory number (MDN) groups, hunt groups or attendants so that each of them can be reached by dialing a single digit: 5, 6, 7 or 8 (the four default single-digit routing numbers).

The MENU'S PARAMETERS UPDATE Screen can be used to program eight separate sets of single digit dialing numbers: one for each of the four tenants for day service and for night service.

At the top of the MENU'S PARAMETERS UPDATE Screen, the tenant field indicates which tenant and service (day or night) you are programming.

- Scroll to select the tenant and service that you want to program.

To define each of the single digit routing parameters:

1. Type 6 from the VOICE MAIL PROGRAMMING Menu.

- The program displays the MENU'S PARAMETERS UPDATE Screen (See **Figure 7-17**, below).
2. Enter data for each of the Single Digit Routing parameters, as described below:
- **DN:**
Enter the one to four digit directory number (0 - 9999) of the extension, department, multiple directory number (MDN) group or hunt group or the attendant number (ATT1 - ATT4) assigned to the single digit routing parameter;
 - **NO_ANSWER:**
Indicate the call transfer method by typing SCREENED or UNSCREENED;
 - **BUSY:**
Indicate the call transfer method by typing SCREENED or UNSCREENED;
 - **MSG. NO:**
For system messages indicate the message number (S000 - S999).
For APG messages, indicate the message number (0000 - 9999).

NOTE

Only program the MSG. NO. field if your IMAGEN system is using the application generator.

3. After programming the single digit routes, press <ESC> to return to the VOICE MAIL PROGRAMMING Menu.

MENU'S PARAMETERS UPDATE					
MENU: MENU-1: Tenant 1: DAY-External					
EVENT	OPERATION	DN	NO ANSWER	BUSY	MSG.NO
=====					
1					
2					
3					
4					
5	SINGLE DIGIT	235	SCREEN	SCREEN	S350
6	SINGLE DIGIT	426	SCREEN	SCREEN	0106
7	SINGLE DIGIT	480	SCREEN	SCREEN	0107
8	SINGLE DIGIT	756	SCREEN	SCREEN	0108
9					
*					
#					
EOM					
T.O.					
Enter extension no. 0-999999 or Attendant no.: ATT1-ATT4.					
<ESC> - Exit, - Delete , <Pg Up>, <PgDn>					

Figure 7-17 MENU'S PARAMETER UPDATE Screen Parameters

7.16 GUEST MESSAGE SCREEN

The application generator includes a guest message feature. This feature enables you to have special messages routed to a guest message directory (directory \IVM\G).

The programming and operation of this feature are described in the IMAGEN Application Generator User manual (Cat. No. 76-110-0560/H). The procedure for viewing the list of guest messages and deleting the guest messages involves a screen that is accessed through the IMAGEN menus.

The GUEST MESSAGE Screen provides the following information on each guest message:

- Message number;
- Date that the message was received;
- Time that the message was received;
- Message status (new or old).

The GUEST MESSAGE Screen appears in [Figure 7-18](#), below.

7 .16 .1 Viewing guest messages

To view the guest messages:

- Select 7 from the VOICE MAIL PROGRAMMING Screen (see [Figure 7-3](#)).
 - The GUEST MESSAGE Screen appears (see [Figure 7-18](#), below).

7 .16 .2 Deleting guest messages

To delete the guest messages:

1. Select 7 from the VOICE MAIL PROGRAMMING Screen (see [Figure 7-3](#)).
 - The GUEST MESSAGE Screen appears (see [Figure 7-18](#), below).
2. Move the cursor to the number of the message that you want to delete.
3. Press DEL.

GUEST - MESSAGES			
MESSAGE NO	DATE	TIME	STATUS
=====			
5432089	02/12/96	12:14	NEW
123	02/31/95	13:56	OLD
12345678901	02/12/95	23:34	OLD
4566567	04/19/95	06:23	NEW
23443433	01/05/96	09:45	NEW
736836	04/25/96	10:13	NEW
78966869644	05/18/95	17:23	OLD
<ESC> - Exit, - Delete, <PgDn> - Next Page, <HOME> - First Page			

Figure 7-18 GUEST MESSAGES Screen

7 .17 ISMDR PROGRAMMING

Options 1 through 3 of the IMAGEN APPLICATIONS Menu (see [Figure 7-1](#), above) relate to Integrated Station Message Detail Recording (ISMDR), an optional application which provides comprehensive call accounting services for DIGITAL KEY BX or DIGITAL 400 systems in which IMAGEN is installed.

The call accounting services and the prerequisite hardware and software requirements of ISMDR are described fully in the ISMDR Call Accounting manual. The latest release of ISMDR also includes enhanced features and user-programmable parameters as part of the DIGITAL KEY BX and DIGITAL 400 family of systems.

ISMDR can provide your organization with a powerful tool for review and control of its telephone utilization and costs.

Utilizing ISMDR enables you to program and receive reports of calls and their cost to you, as well as their breakdown with respect to:

- Extensions (destination prefixes -- area code or local office);
- Outside lines;
- Call duration(account numbers);
- Dialed numbers (a variety of other parameters).

You can then view reports covering a wide range of selected time periods and other call characteristics, on either:

- Your IMAGEN-PC screen;
- In report printouts.

You can program all ISMDR programming tasks from the IMAGEN-PC keyboard, during uninterrupted real-time operation of IMAGEN. In addition, the IMAGEN-PC screen can serve as an online monitor providing the basic call activity and cost parameters of each current call, as it is completed.

7 .18 IMAGEN CONFIGURATION VIEW SCREEN

To see an overview of the current IMAGEN system configuration:

- Type 5 from the IMAGEN application menu.
 - The program displays the current system configuration, as shown in **Figure 7-19**.

There is no data entry possible in this screen. The screen displays the following information relative to IMAGEN installed on your system, as described in **Table 7-10**, below.

Section 7: PROGRAMMING AND ADMINISTRATION FROM THE IMAGEN-PC

IMAGEN CONFIGURATION										17:29
<u>SOFTWARE PARAMETERS</u>					<u>ONLINE APPLICATIONS</u>					
System:	SBS				SMDR key:	N				(Yes/No)
Country:	U.S.A.				Rates file name:	_____ . _____				
VerNo.:	5.5				SDBN key:					(Yes/No)
ID Code	UDXXXX05.5				SDBN file name:	_____ . _____				
					APG file name:	SMITH.APG				
CARDS		PORTS				FIRMWARE		PC CONFIGURATION		
NO.	TYPE	#1	#2	#3	#4	VERSION				
1	DVC	Y	Y	Y	Y	xxxxxx/xxxxxx		MS-DOSVersion:	06.20	
2	DVC	Y	Y	Y	Y	xxxxxx/xxxxxx		Fixed Disk Size:	430 M	
3	DVC	Y	Y	Y	Y	xxxxxx/xxxxxx		Display Type:	VGA Color	
4	DVC	Y	Y	Y	Y	xxxxxx/xxxxxx		Extended Memory:	7424K	
								RAMDISK Size:	7424K	
								Connectivity:	NONE	
MEM/Applications Card Y [Y/N]										
<ESC> - Exit										

Figure 7-19 IMAGEN CONFIGURATION VIEW Screen

NOTE

The PC configuration values appearing on the IMAGEN CONFIGURATION VIEW Screen (see Figure 7-19) may be different depending on your computer's configuration.

Table 7-10 IMAGEN configuration parameters

Parameter	Definition
Software parameters	
System	400 (DIGITAL 400 system) SBS (DIGITAL KEY BX system)
Country	USA
Version Number	(Version Number of the IMAGEN software, at least 3.00)
ID Code:	Code Number of the Software Disks

**Table 7-10 IMAGEN configuration parameters
(continued)**

Parameter	Definition
<i>Online applications</i>	
ISMDR key:	Is application protection plug connected? Yes/No
Rates file name:	Name of data file for SMDR rates if feature is installed.
SDBN:	Is application protection plug connected? Yes/No
SDBN file name:	Name of data file for SDBN directories if feature is installed.
APG file name:	Name of data file for the Application Generator feature
<i>IMAGEN configuration</i>	
Cards:	Type of IMAGEN voice mail card installed. A dash means no card exists. (All IMAGEN cards are currently of the DSP type).
Ports:	The IMAGEN voice mail ports that are defined in the DIGITAL KEY BX or DIGITAL 400 system programming.
IMAGEN Applications card:	Is there an IMAGEN Applications card present?: Yes/No
<i>IMAGEN-PC configuration</i>	
MS-DOS Version:	The installed version of DOS on the IMAGEN-PC.
Fixed Disk Size:	The size of the IMAGEN-PC hard disk.
Display Type:	Type of monitor.
Extended Memory:	Amount of extended memory available.
Ramdisk Size:	The amount of extended memory used as a ramdisk.
Connectivity:	Indicates how your IMAGEN system is connected to the user provided Electronic Business Card computer. Options: Point-to-point, Keynet, NONE (default).

7 .19 AUTOMATIC TAPE BACKUP

7 .19 .1 Feature description

All or part of the contents of the IMAGEN hard disk (or predefined parts thereof) can be automatically backed up on an OEM tape backup device (Example: COLORADO) when the IMAGEN system goes down for periodic disk maintenance procedures.

The following tape drive backup software is approved for operation with IMAGEN:

COLORADO Jumbo 1400 Tape Backup Software
For DOS VER 4.06
From: Colorado Memory Systems,
a division of Hewlett Packard

NOTE

During the INSTALL procedure of the Colorado Backup software, its files will be copied to the \CBD directory if no other directory is specified. If so, you must copy all files from C:\CBD to C:\TAPE after the software installation has been completed (see [Section 5. 7 .2](#), above).

7 .19 .2 Feature operation

The Automatic Tape Backup is activated automatically when IMAGEN exits to initiate periodic disk maintenance procedures. If Automatic Message Purge (see [Section 7. 7](#)) is defined as enabled, backup will be executed afterwards.

Since the backup is executed automatically, make sure to have a tape cartridge loaded in the tape drive in advance.

7.19.3 Programming

To program the AutomaticTape Backup feature:

1. Type 6 from the IMAGEN Application menu.
 - The BACKUP PROGRAMMING Screen is displayed, as shown in Figure 7-20.

BACKUP PROGRAMMING			09:14
FULL DISK BACKUP	N [Y/N]	Bkup of C:\ and all subdirectories	
USER MSGS BACKUP	N [Y/N]	Bkup of Private, Common, MB Greetings, and Guest msgs: C:\IVM\IP, C:\IVM\IG, C:\IVM\MAILBOXS :	
SMDR BACKUP	N [Y/N]	Bkup of SMDR data: C:\IVM\SMDR	
CONFIGURATION BACKUP	N [Y/N]	Bkup of: C:\IVM\DBN, C:\IVM\APG, C:\IVM\S, C:\IVM\S1, ..., C:\IVM\S9, C:\IVM\MAILBOXS,	
SOFTWARE BACKUP	N [Y/N]	Bkup of IMAGEN software: C:\IVM without subdr., and without C:\IVM\MAILBOXS, C:\IVM\DB_NAME.DAT, C:\IVM\MBXGRP.DAT Also: C:\IVM\S, C:\IVM\S1, ..., C:\IVM\S9, C:\AUTOEXEC.BAT, C:\CONFIG.SYS.	

→←↑↓, <ESC> - Exit

Figure 7-20 BACKUP PROGRAMMING Screen

2. For the various backup options, program the following parameters, as shown in Table 7-11.

Table 7-11 Backup programming parameters

Parameter [Y/N]	Significance
Full Disk Backup	Backup of C: drive and all subdirectories. Note If selected [Y], all other parameters programmed on this screen are ignored and a full backup is executed.
User MSGs Backup	Backup of Private, Common, Mailbox greetings and Guest messages only
SMDR Backup	Backup of SMDR data only
Configuration Backup	Backup of the directories indicated in the corresponding field in Figure 7-20 only
Software Backup	Backup of the directories indicated in the corresponding field in Figure 7-20 only

NOTE

If no backup parameters are selected in the BACKUP PROGRAMMING Screen (Figure 7-

20), then no backup will take place.

3. To return to the Telrad IMAGEN APPLICATIONS Menu, press ESC.

7 .20 CALLER-ID TABLE SCREEN

In this screen you can define any Caller ID numbers (i.e. a specific set of incoming call telephone numbers), and the corresponding DN(s) to which each Caller ID number will be routed by IMAGEN.

NOTE

- Your IMAGEN PC must have at least 64k of free extended memory in order for this function to operate successfully. IMAGEN seizes extended memory for the Caller ID tables from the ramdisk. A PC with at least 8Mb RAM should have no problem allocating the required memory for this feature.
- External users may choose to shield their number from identification by the Caller-ID feature; in this case, IMAGEN treats the call as any other ordinary call, and plays the regular opening message.

To define the Caller ID numbers in your system:

1. From the VOICE MAIL PROGRAMMING Screen (see **Figure 7-3**), select 7.
 - The program displays the TABLE Screen, as shown in **Figure 7-21**.
Data in this screen is sorted by numerical order of entries in the CALLER-ID field.

TABLE #1: CALLER_ID					
			14:19		
CALLER-ID	TO	DN	CALLER-ID	TO	DN
7185442033		230			
2058311112		2223			
5017752226		2223			
516		226			
5169218302		227			

→←↑↓, <ESC> - Exit, - Delete, <PgUp>, <PgDn>
 <F1> - Locate ID-NUMBER, <F2> - Add ID-NUMBER

Figure 7-21 CALLER-ID TABLES Screen

When attempting to match the dialed Caller-ID with the system defined Caller-ID numbers, IMAGEN first searches for a match of the entire number. If it does not find a unique match for the whole number, it then searches for the longest prefix that matches the prefix of the dialed Caller-ID.

From Figure 7-21, for example, if the incoming number was 5167642203, the call is routed to extension 226, as it has the same prefix of 516.

If the caller dials a non-unique number, IMAGEN waits the length of time determined by the pre-programmed inter-digit timeout before scanning the Caller ID tables. From Figure 7-21, for example, if the caller dials 516, the call is routed to extension 226 after the timeout expires.

2. To add a new entry:
 - Press F2; the following window (Figure 7-22) opens at the bottom of your screen.

-----ADD ENTRY-----	
--	
<u>CALLER-ID NUMBER</u>	<u>DN</u>
_____	_____

Figure 7-22 The ADD ENTRY window

- Enter the Caller-ID Number, or part of it, and the associated DN. These parameters are defined in **Table 7-12**, below.

The ID Number and the DN are added to the table.

3. To delete or change an existing entry:
 - Use the direction keys to move the cursor to the desired field, and either type in the new number followed by ENTER, or delete the existing entry by pressing the **DEL** key.

4. To locate a specific Caller-ID number:
 - Press F1; the following window (Figure 7-23) opens at the bottom of your screen.

-----LOCATE ENTRY-----

--

Locate CALLER-ID: _____

Figure 7-23 The LOCATE ENTRY Window

- Type the ID-Number you wish to locate and press ENTER; the cursor moves to the number selected, or in the case of no exact match, to the next closest entry.

NOTE

- You can program up to a maximum of 1000 Caller-ID numbers in the system.
- While you may allocate several Caller-ID numbers to any single DN, you cannot allocate a specific Caller-ID number to more than one DN.

Table 7-12 Caller-ID table parameters

Parameter	Definition
CALLER-ID	Enter a Caller-ID number of up to 12 digits in length.
DN	Enter the DN to which the corresponding Caller-ID number will be routed.

Additional Caller-ID parameters are defined in [Figure 7-6](#), the AUTOMATED ATTENDANT PARAMETERS Screen.

7.20.1 Caller ID Locator

As an application of the Caller-ID feature, the ID Locator function allows individual users to gain direct access to a specific DN by dialing a personal identification number.

To access this feature from the IMAGEN Main menu, you must first dial the day or night prefix digit as defined in the AUTOMATED ATTENDANT PARAMETERS Screen ([Figure 7-6](#)). You are then asked to enter your personal identification number.

You hear the following message: *Thank you for calling. Please wait*, and IMAGEN attempts to match the ID number you entered with the ID numbers defined in the CALLER-ID TABLES Screen

(Figure 7-21). If no match is found, you are informed accordingly and returned to the Main menu.

You may wish to record a Caller-ID message different from the default greeting above. You can do this from the MAIN ADMINISTRATION Menu by rerecording ACD message no. 99, specifically dedicated as the Caller-ID message. Refer to Section 8.4.4, *Recording System Greetings*, for more details.