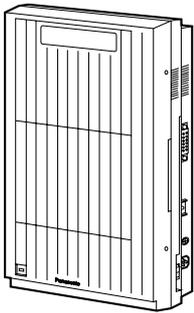


Panasonic



Voice Processing System Installation Manual

Model No. **KX-TVP200**



Thank you for purchasing the Panasonic Voice Processing System, Model KX-TVP200.
Please read this manual before installing, customising, or operating the Voice Processing System.

Thank you for purchasing the Panasonic
KX-TVP200 Voice Processing System.

We are confident that it will provide your customer or client with many years of dependable service.

This Voice Processing System was especially tailored for the environment of your country. For example, it can be configured for English, Spanish, or a third language:

System prompts—Recorded by the factory in English

User 1 prompts—Record in any language you like

User 2 prompts—Recorded by the factory in Spanish

These prompts guide subscribers and non-subscribers through specific VPS operations.

However, we would like to stress that for outside callers who merely need to be guided to an extension, a mailbox, or other destinations (e.g., a fax machine), they can be greeted by a **Custom Service**. This supports *many languages* as there are 12 keys on a touchtone phone and you can record up to 100 Custom Service menus. One twelfth of these menus can be recorded in one language if you desire. Another twelfth can be recorded in another language, and so on. Thus callers can be guided entirely in their native languages. For a multi-cultural country, Custom Service is a truly powerful feature. Please see "Custom Service" in Appendix A1 SYSTEM FEATURES for more details.

Notes

- In this manual, there may be PBX model numbers which are not available in your country.
- In this manual, the suffix of each model number is omitted.
- Throughout this manual the term he or she, his or her may be used. In order to improve readability rather than continually use he/she we have only used one of these terms. The term he or she should be taken as being interchangeable.



This product is only for connection behind a suitable PBX and should not be connected directly to the network.

This product complies with the essential requirements of the Directive 1999/5/EC Radio and telecommunications terminal equipment directive.

A copy of the manufacturers declaration of conformity to the essential requirements of the R&TTE directive is available at the following web address:

<http://doc.panasonic-tc.de>

Important Information

SAFETY REQUIREMENTS

- Follow all product warnings, cautions, and instructions.
- Handle the unit carefully. Do not drop or otherwise expose the unit to physical shock.
- If the unit malfunctions, disconnect the unit from the telephone line and check the line by reconnecting the telephone. If the telephone operates properly, have the VPS repaired by a qualified service technician.
- Install the unit so that the power cord is not obstructed in any way. Do not connect this unit to an extension cord.
- Keep the unit free of dust, moisture, condensation, high temperature exposure (more than 40 °C) and vibration. Do not expose the unit to direct sunlight.
- Mount the unit on a stable wall surface. Do not mount the VPS inside of a separate enclosure unless it is properly ventilated.
- Read all the information contained in this manual.
- This unit is designed to operate at one specific voltage and current setting. The proper voltage and current required for this unit are listed on the product label.
- This unit is equipped with a 3-wire earthing plug. The plug will only fit into a earth power outlet. Do not modify this plug in any way. If it cannot be inserted into the outlet, have the outlet replaced by a licensed electrician.
- Unplug and transport the unit to a service technician if the power supply cord is frayed or damaged, if the cabinet is cracked or broken, or when the unit has been exposed to moisture, has been dropped, or is not otherwise operating properly.
- Unplug the unit from its power source before cleaning.
- Do not block the vent slots and openings located on all sides of the unit.
- Do not disassemble this product. Dangerous electrical shock could result. The unit must only be disassembled and repaired by qualified service technicians.
- Do not insert wires, pins, or any other material into the unit's vent slots or access points. This could result in electrical shock and serious unit malfunction.
- Do not install the unit near water or moisture, heating appliances, or electrical noise generating devices such as televisions, monitors, fluorescent lamps, or electric motors.
- Do not overload wall outlets. Overloaded outlets could result in fire and/or electrical shock.
- Do not use solvents, liquid cleaners, water, or abrasive powders to clean this unit. Use only a damp soft cloth for cleaning.
- Do not use the telephone during a lightning storm or to report a gas leak in the vicinity of the leak.

WARNING

TO PREVENT FIRE OR ELECTRICAL SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.

The serial number of this product may be found on the label affixed to the bottom of the unit. You should note the serial number of this unit in the space provided and retain this book as a permanent record of your purchase to aid in identification in the event of theft.

MODEL NO.: _____

SERIAL NO.: _____

For your future reference

DATE OF PURCHASE _____

NAME OF DEALER _____

DEALER'S ADDRESS _____

DEALER'S TEL. NO. _____

WARNING

THIS UNIT MAY ONLY BE INSTALLED AND SERVICED BY QUALIFIED SERVICE PERSONNEL.

WHEN A FAILURE OCCURS WHICH RESULTS IN THE INTERNAL PARTS BECOMING ACCESSIBLE, DISCONNECT THE POWER SUPPLY CORD IMMEDIATELY AND RETURN THIS UNIT TO YOUR DEALER.

DISCONNECT THE TELECOM CONNECTION BEFORE DISCONNECTING THE POWER CONNECTION PRIOR TO RELOCATING THE EQUIPMENT, AND RECONNECT THE POWER FIRST.

THIS UNIT IS EQUIPPED WITH AN EARTHING CONTACT PLUG. FOR SAFETY REASONS, THIS PLUG MUST ONLY BE CONNECTED TO AN EARTHING CONTACT SOCKET WHICH HAS BEEN INSTALLED ACCORDING TO REGULATIONS.

THE POWER SUPPLY CORD IS USED AS THE MAINS DISCONNECT DEVICE, ENSURE THAT THE SOCKET-OUTLET IS LOCATED/INSTALLED NEAR THE EQUIPMENT AND IS EASILY ACCESSIBLE.

Note

Before you start setting or changing system parameters, we recommend that you turn off the Answer Mode with the OFLN command. While off, the power LED of the VPS will flash and the VPS will not answer any incoming call. After you finish programming, use the ONLN command to turn on the Answer Mode (normal operation). Please see 7.2.1 Off-line Set (OFLN) and 7.2.2 On-line Set (ONLN) for more details.

Trademarks

- HyperTerminal is either a registered trademark or a trademark of HILGRAEVE, INCORPORATED in the United States and/or other countries.
- IBM is either a registered trademark or a trademark of International Business Machines Corporation in the United States and/or other countries.
- Procomm Plus is either a registered trademark or a trademark of DATASTORM TECHNOLOGIES, INC. in the United States and/or other countries.
- Smartcom is either a registered trademark or a trademark of Hayes Microcomputer Products, Inc. in the United States and/or other countries.
- All other trademarks identified herein are the property of their respective owners.

Precaution

FOR YOUR SAFETY PLEASE READ THE FOLLOWING TEXT CAREFULLY.

This appliance is supplied with a moulded three pin mains plug for your safety and convenience. A 5 amp fuse is fitted in this plug. Should the fuse need to be replaced please ensure that the replacement fuse has a rating of 5 amps and that it is approved by ASTA or BSI to BS1362.



Check for the ASTA mark or the BSI mark on the body of the fuse. If the plug contains a removable fuse cover you must ensure that it is refitted when the fuse is replaced. If you lose the fuse cover the plug must not be used until a replacement cover is obtained.

A replacement fuse cover can be purchased from your local Panasonic Dealer.

IF THE FITTED MOULDED PLUG IS UNSUITABLE FOR THE SOCKET OUTLET IN YOUR HOME THEN THE FUSE SHOULD BE REMOVED AND THE PLUG CUT OFF AND DISPOSED OF SAFELY. THERE IS A DANGER OF SEVERE ELECTRICAL SHOCK IF THE CUT OFF PLUG IS INSERTED INTO ANY 13 AMP SOCKET.

If a new plug is to be fitted please observe the wiring code as shown below. If in any doubt please consult a qualified electrician.

WARNING

THIS APPLIANCE MUST BE EARTHED

IMPORTANT

The wires in this mains lead are coloured in accordance with the following code:

Green-and-Yellow :	Earth
Blue :	Neutral
Brown :	Live

As the colours of the wire in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows.

The wire which is coloured GREEN-AND-YELLOW must be connected to the terminal in the plug which is marked with the letter E or by the Earth symbol  or coloured GREEN or GREEN-AND-YELLOW.

The wire which is coloured BLUE must be connected to the terminal in the plug which is marked with the letter N or coloured BLACK.

The wire which is coloured BROWN must be connected to the terminal in the plug which is marked with the letter L or coloured RED.

How to replace the fuse: Open the-fuse compartment with a screwdriver and replace the fuse and fuse cover.

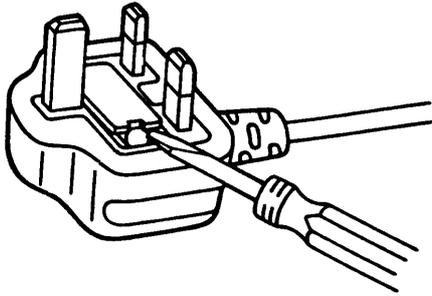


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Section 1

VOICE PROCESSING SYSTEM OVERVIEW

1.1 WHAT THE VPS CAN AND CANNOT DO

1.1.1 Why Voice Processing?

The VPS handles incoming and outgoing calls. When a call comes in, it answers, forwards to appropriate extensions, takes and stores messages, and notifies subscribers when messages are left. Subscribers may send and transfer messages to other subscribers within the system. The VPS is easy to use, helping callers through the system with step-by-step voice prompts.

Unlike handwritten messages or those left with answering services, VPS messages are confidential; they are stored in a mailbox and retrieved only with the subscriber's password. Other advantages of the VPS are clarity and accuracy, which are commonly lacking with written messages. The messages come directly from the caller, in the caller's own voice. To further ensure accuracy, the system allows the sender to correct or change messages before saving them. Messages can be erased or transferred by the recipient.

1.1.2 Basic Operations

Greeting Callers:

The VPS greets callers with a pre-recorded message that includes directions for leaving and editing messages. The VPS can list single-digit numbers for each available extension or mailbox. Callers who know the extension of the person they wish to reach may dial the extension number at any time. Callers with rotary phones are transferred to a pre-programmed destination (which is often an operator or the General Delivery Mailbox) to leave a message.

Sending Messages:

Callers can review and edit messages before leaving them in a mailbox. Subscribers can send messages to an individual or to several mailboxes at once. The message sender can then verify that the other subscriber has received the message.

Receiving Messages:

There are several different message notification methods that subscribers can use. They can choose to be notified by message waiting lamp, beeper (pager), or a call from the system to another line. System programming determines whether a subscriber will be notified each time a message is left (Subscribers can choose to receive message notifications differently depending on the time of day.), Mailbox parameters, which accommodate 5-100 messages, determine the maximum length of messages. If the system is connected using DPT Integration, subscribers can press a pre-assigned button to record conversations into their own mailboxes or other subscriber's mailboxes while talking on the phone. DPT Integration also allows subscribers to screen messages as they are being left, and intercept them if required.

1.1.3 VPS Limitations

The VPS does not support:

UCD functions

UCD (Uniform Call Distribution) is a service that distributes calls evenly among extensions; when all extensions are unavailable, it returns to callers to say that all extensions are busy. Calls can be forwarded by the VPS to the KX-TD500/1232/816 floating number of a UCD group. The call then rings at the next available phone.

The VPS supports UCD functions with very limited capabilities. Because the incoming call is forwarded as an intercom path and not a DIL (direct in line), the following items will not work:

- *time table*
- *overflow function*
- *DISA message from a DISA card*
- *IRNA*

Integration with the wrong PBX or with certain Key Systems presents limitations to the VPS' standard functions. We do not recommend these systems for integration with the VPS. The section 1.3.3 Which Phone Systems are Compatible? explains problems with compatibility.

1.2 SYSTEM ADMINISTRATION, MANAGEMENT, AND USE

1.2.1 System Administration

System Administration is accomplished by the installer using terminal emulation software. It concerns setting and changing system parameters and diagnosing system problems.

1.2.2 System Management

Two system functions are performed by the customer: System Management and Message Management.

System Management concerns changing system parameters through the System Manager's Mailbox.

Message Management concerns recording voice prompts through the Message Manager's Mailbox. These messages include Company Greetings, Company Name, Department Dialling menu, Custom Service menus, voice labels for System Group Distribution Lists, user prompts, multilingual selection menu and System Caller Names.

1.2.3 Subscriber Use

System users are called subscribers. Subscribers are assigned personal mailboxes which they can customise. Subscribers can record their names, record personal greetings, set covering extensions, record questions for an interview mailbox, set the message reception mode, set incomplete call handling status, set call transfer status, enter Personal Group Distribution Lists, set the message waiting lamp, and set notification by calling.

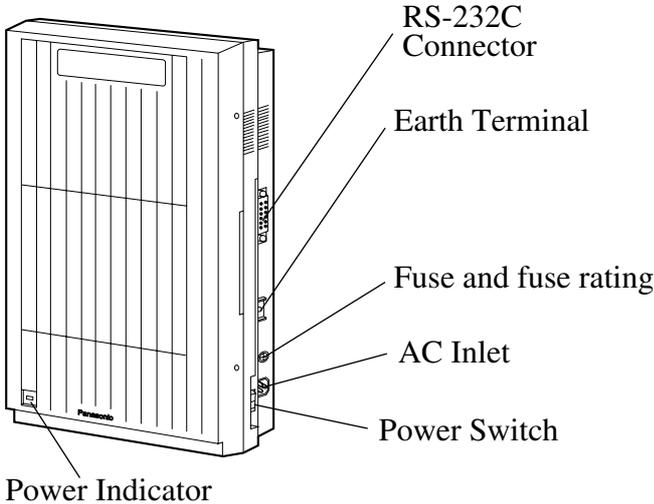
1.3 SYSTEM BASICS

1.3.1 General

The VPS is initially configured with approximately 32 h of storage, and can be expanded to support 12 ports.

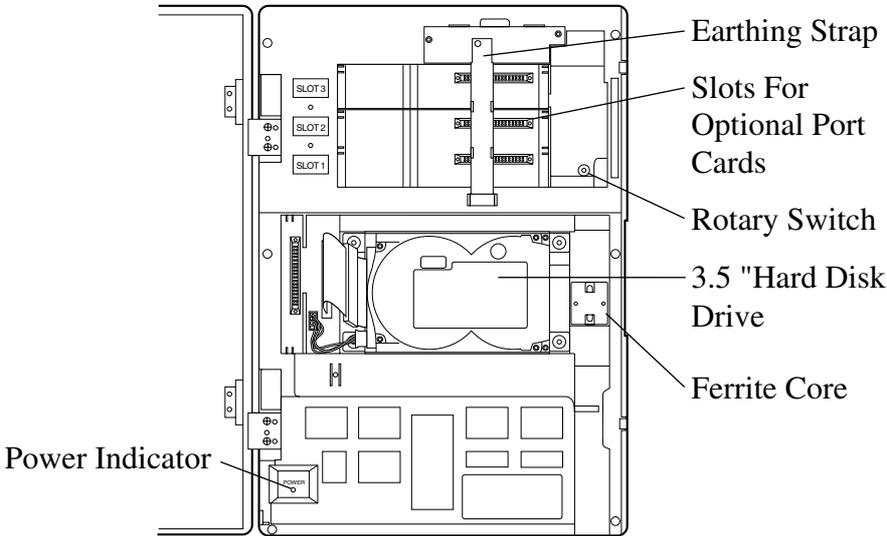
1.3.2 System Components

Main Cabinet



Note
EIA port is at SELV.

Inside View of the Main Cabinet



Note

Ports 1-12 are at TNV.

System Components

Power Indicator:

Indicates the system status: when flashing, the system is off-line (not ready to receive calls).

RS-232C Connector:

Connects an ASCII or VT terminal to the VPS that is necessary to program the system.

Earth Terminal:

Should be connected to an earth source with less than 1 Ω resistance.

Fuse:

Protects the system from power line surges and should only be replaced with the same type. Please see the fuse socket on the cabinet for the value of the fuse.

AC Inlet:

Connects the power cable to an AC outlet dedicated to the VPS.

Power Switch:

Starts the system and begins the self-test.

SAFETY PRECAUTION: When making any connections or removing the cover, be sure the power switch is switched off.

Earthing Strap:

Protects the printed circuit board from static electricity.

(Earth) ***SAFETY PRECAUTION: Discharge any body static by touching the metal bar.***

Optional Port Cards:

The following types of port cards can be installed in the VPS.

- *Four digital port expansion cards (KX-TVP204)*
- *Two digital/analogue port expansion cards (KX-TVP102)*

KX-TVP102 consists of the following 2 cards:

- *Telephone line interface card*
- *Digital processor (DSP) card*

The telephone line interface transmits and receives analogue and digital signals to and from the telephone line. The analogue input signal is digitised at a sampling rate of 8 kHz to create a 16-bit digital signal.

The DSP has the following features:

- *Voice Compression and Decompression*
- *Touchtone Detection*
- *Touchtone Generation*
- *Call Progress Tone Detection*

KX-TVP204 consists of a telephone line interface and a DSP. The telephone interface of the

KX-TVP204 transmits and receives **ONLY** digital signals with a Panasonic KX-TD Digital PBX. The DSP has the same features as the KX-TVP102.

MODE (Rotary Switch):

(Check the status of this switch only at start-up.) Provides the following additional functions:

Table 1-1

Position	Additional Function
0	Normal setting.
1	Initialises RS-232C parameters. RS-232 default parameters: 9,600, N, 8, 1
2*	Auto Configuration is automatically completed and all ports are set for Automated Attendant service.
3*	Auto Configuration is automatically completed and all ports are set for Voice Mail service.
4	Reserved
5	Initialises the VPS. Clears all voice data (except User 1 and User 2 prompts) and returns all system parameters to the default setting.
6	Test Mode (Hard Disk Drive Read/Write Test)
7	Adjust VPS parameters to your PBX quickly.
8	Initialises the VPS. Clears all voice data and returns all system parameters to the default setting. CAUTION: User 1 and User 2 Prompts will be erased!
9	Reserved

* For Panasonic KX-TD series telephone systems with DPT Integration
To change the position, use an electrical or jewellers screwdriver etc.

When setting the Rotary Switch to any position (except 0):

- 1. Disconnect the extension wire(s) and wait a few minutes.***
- 2. Turn the power switch off at the VPS.***
- 3. Set the Rotary Switch.***
- 4. Turn the power switch back on at the VPS.***
- 5. Connect the extension wire(s) to the VPS and wait approximately 5 min.***
- 6. Return the Rotary Switch to position 0.***

Hard Disk Drive:

(One/system) Stores the proprietary system programme, the system administration table, the voice prompts (about 50 min worth) and has the recording area for the messages from callers. (The hard disk is controlled by the central micro processor.)

Note: *The actual Hard Disk Drive mounted on your VPS may look different from the one shown in the corresponding illustration provided in the beginning of this section.*

CPU Board:

(One/system) Main processing unit for the system. Comprised of central microprocessor, ROM, dynamic RAM, system controller, Rotary Switch, and an RS-232C interface.

1.3.3 Which Phone Systems are Compatible?

We recommend integration with the following Panasonic phone systems:

- *Panasonic KX-TD500*
- *Panasonic KX-TD1232*
- *Panasonic KX-TD816*
- *Panasonic KX-TA series*
- *Panasonic KX-TD612*

Note

The KX-TD500 is not sold in the United Kingdom. It is only available in some countries.

We cannot guarantee adequate integration of the VPS with other PBX systems or with Key Systems. If the customer does not have a recommended Panasonic PBX system, be sure that the system has the features listed below.

The PBX should have the following features for successful integration:

- *Single line (tip/ring) port circuits (Some PBXs need an OPX card to provide this connection.)*
- *Extension to extension touchtone signalling*
- *Message Waiting Notification from an SLT (single-line telephone)*
- *Screened transfer from an SLT*
- *Message Waiting Notification on proprietary (multi-line) sets (message waiting lamp accessed by dialling on/off codes)*

If the PBX does not have these features, VPS operation will be limited.

See 3.1.4 PBX Requirements for Integration. You will find the following information about each feature listed:

- *Description*
- *Limitations of the system without the feature*
- *Tests to determine whether the PBX has the feature*

VOICE MAIL

The recommended Panasonic PBX systems have Follow-on ID and Inband Integration. When callers are transferred to an extension that is forwarded to Voice Mail, Follow-on ID sends callers directly to the mailbox. Without Follow-on ID, the caller would have to re-enter the mailbox number when connected to Voice Mail.

Touchtone Integration enables the VPS to recognise the current state of the call and improve its call handling performance. When enabled, the PBX informs the VPS of the status of the call (busy, answered, ringing, etc.) by sending a code with touchtones before sending the normal

call progress tones. For example, when a caller hangs up before making a selection, the PBX sends # 9 to the VPS port that answered. This informs the VPS that the caller has hung up. Upon receiving these digits, the VPS goes on-hook and is ready to handle another call.

DPT Integration is available when the VPS is connected to a Panasonic KX-TD series PBX (depending on the software version). This DPT Integration provides the VPS with more information than Touchtone Integration. This information enables the system to identify the extension number of the caller, know where from and why the call is forwarded, and recognise what the caller wants to do. Some features are available only with DPT Integration (Remote Call Forwarding Set, Live Call Screening, Two-Way Recording, Two-Way Transfer, Direct Mailbox Access, Intercom Paging, Auto Configuration, Caller Name Announcement (system/personal), Caller ID Call Routing, Personal Greeting for Caller ID, Time Synchronisation with PBX).

1.3.4 Installer Equipment and Software Requirements

The installer **must** have a personal computer or data terminal equipped with terminal emulation software. We suggest that you use something like HyperTerminal by HILGRAEVE. Use the personal computer to program the VPS. Terminal emulation software enables the keyboard to be used as a data entry device.

While both the personal computer and data terminal are working, the personal computer allows screens to be saved in a file throughout the process. It is often helpful to retrieve these files later if technical support is needed.

1.3.5 Specifications

Table 1-2

Compression Rate:	32 kbps
Ports (maximum):	12 ports
Voice Storage (approximate):	32 h
Custom Services:	100
Message Retention:	1 to 30 days or unlimited
Number of Mailboxes:	1022 Subscriber and 2 Manager Mailboxes
Number of Messages per Mailbox:	100 maximum (programmable)

1.3.6 Hardware

- One Hard Disk Drive
- Three Optional Port Card Slots for KX-TVP102 and/or KX-TVP204 Cards
- One RS-232C Connector
- One Rotary Switch

1.3.7 Expansion Capabilities

Expansion requires additional port card(s): KX-TVP102 or KX-TVP204.

- The KX-TVP102 card has 2 digital/analogue ports, and the ports are increased in increments of 2.
- The KX-TVP204 card has 4 digital ports, and the ports are increased in increments of 4.

1.3.8 Recommendations for System Configuration

General guideline: a ratio of 6/1 (for every 6 lines, 1 port). There are 2 questions to ask when considering how many ports are desirable:

- Are the ports answering all incoming calls or just forwarded/transferred calls?
- If they are answering incoming calls, how busy are the lines?

The guideline above (6/1) usually works well with moderate traffic. However, this may have to be modified for heavy traffic. Recommendations are outlined in the following charts.

PBX	VPS
Outside (CO) Lines	Port
1-6	1
7-12	2
13-18	3
19-24	4
25-30	5
31-36	6
37-42	7
43-48	8
49-54	9
55-60	10
61-66	11
67-72	12

One port may not support an Automated Attendant configuration with 5 outside (CO) lines. The preceding recommendations for Automated Attendant ports may have to be modified for heavy traffic.

PBX	VPS
Outside (CO) Lines	Port
1-4	1
5-8	2
9-12	3
13-16	4
17-20	5
21-24	6
25-28	7
29-32	8
33-36	9
37-40	10
41-44	11
45-48	12

1.4 VOICE MAIL INTEGRATION

1.4.1 General

DPT Integration

To the Panasonic KX-TD digital PBX, the VPS ports look like digital extensions. The PBX thinks that the VPS is a digital phone, and the VPS mimics all actions of a digital set. Another advantage of DPT Integration is that the 2B+D communication provides 2 VPS ports for each Digital Extension port. Communication between the VPS and the PBX through DPT Integration requires the proper software level in the PBX and 4-wire connections for each port. To communicate between the VPS and the PBX through DPT Integration, the PBX and VPS must be programmed to work together.

DPT Integration is available when the VPS is connected to a KX-TD digital PBX with the proper software level.

Note

To use DPT Integration, the lowest numbered jack of the VPS must be connected to the lowest numbered jack assigned as a Voice Mail Port in the KX-TD. See the DPT connection example(s) in the following section, 1.4.2 Connection Examples. Connect the other jacks to the VPS in the order of Voice Mail Port Assignment in the PBX.

Inband/None Integration

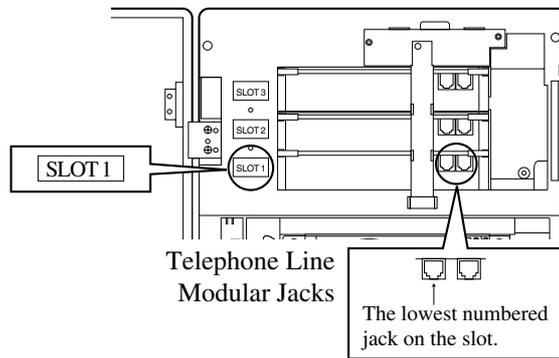
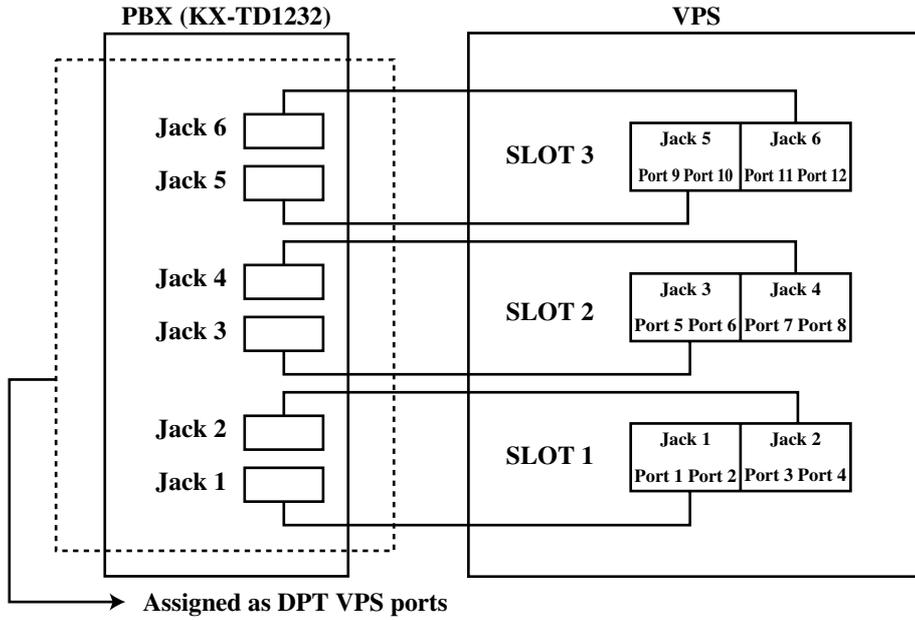
To the PBX, the VPS looks like SLT sets through standard single-line (tip/ring) telephone interfaces.

1.4.2 Connection Examples

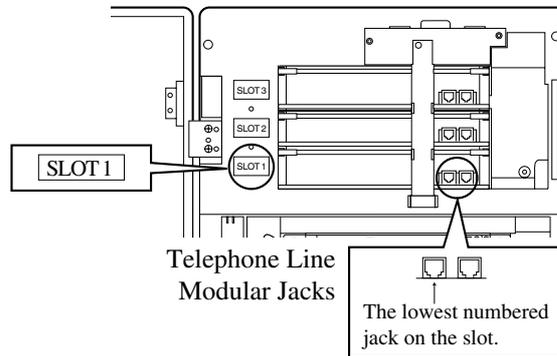
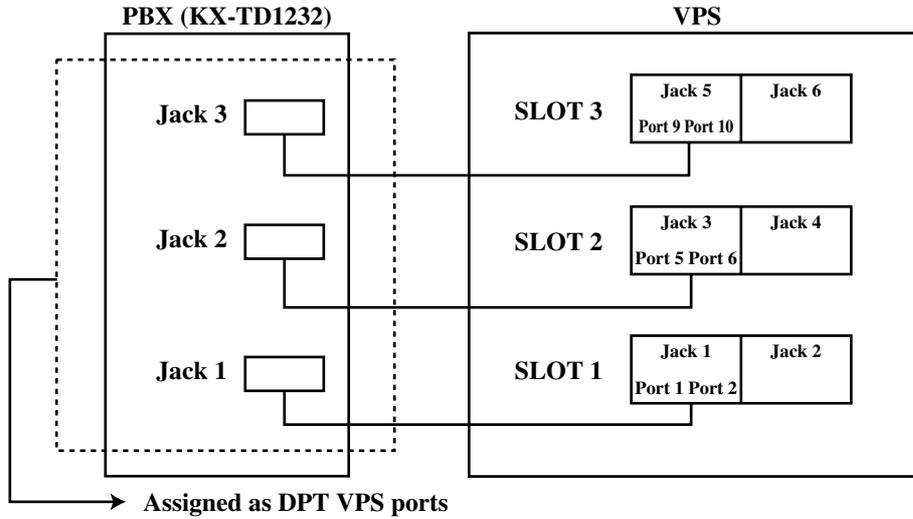
DPT Integration

For example, when you mount 3 KX-TVP204 cards, you can use 12 VPS ports in total by connecting 6 jacks of the KX-TD series PBX to 6 jacks of the VPS.

Connection Example (KX-TVP204×3)



Connection Example (KX-TVP102×3, DPT Integration Mode)



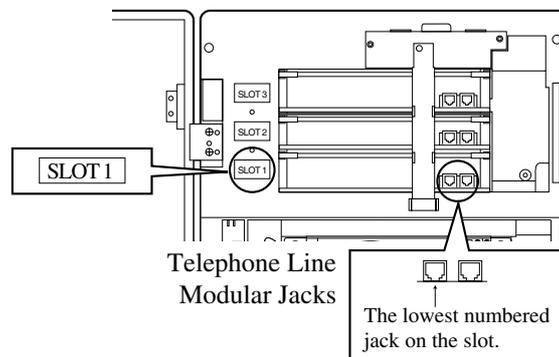
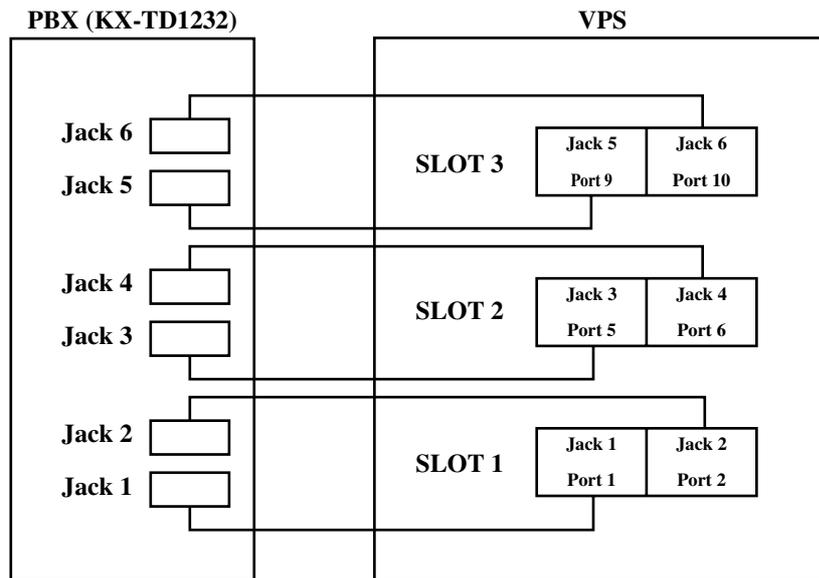
Connect the odd-numbered jack on each KX-TVP102 card to your PBX (see the diagram above). The VPS will support 2 ports for each KX-TVP102 card, with only one jack connected.

Note

Do not connect the even-numbered jacks on the KX-TVP102 card.

Inband/None Integration

Connection Example (KX-TVP102×3, Inband/None Integration Mode)



Connect both jacks on each KX-TVP102 card to your PBX (see the diagram above). The VPS will support 2 ports for each KX-TVP102 card, with both jacks connected.

1.4 VOICE MAIL INTEGRATION

Section 2

INSTALLATION

2.1 SAFETY PRECAUTIONS

Please read the following precautions before installing the VPS.

2.1.1 Installation

The VPS needs to be mounted on a wall. Improper placement of the system may result in malfunction, noise, or discolouration. Avoid installing the VPS in the following places:

- *in direct sunlight; in hot, cold, or humid places*
- *in areas where there are thermal springs, etc. (where sulphuric gas may damage the equipment or contacts).*
- *where shocks or vibrations are frequent or strong.*
- *in dusty places or places where water or oil may come in contact with the unit.*
- *near high frequency generating devices such as sewing machines, elevators or electric welders.*
- *on or near computers, telexes, or other office equipment; near microwave ovens or air conditioners. (Ideally, the VPS should not be in the room with these items and should be at least 1.8 m away from televisions.)*

Do not obstruct the areas around the PBX and the VPS. Both require space above for cooling and space on the sides for maintenance and inspection.

2.1.2 Wiring

- *Do not wire the telephone cable parallel to an AC power source, computer, etc. If cables are run near those wires, shield them with metal tubing or use shielded cables and earth the shields.*
- *Use protectors if running cables on the floor. Avoid running cables under carpets.*
- *Avoid sharing a 110 V-240 V AC power supply for computers, telexes, and other office equipment with the VPS. Induction noise from such equipment may interrupt the VPS operation.*

When making any connections or removing the cover, be sure the power switch is turned off.

When installing telephone wiring, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

Note

If you live in an area that can have frequent power failures, we strongly recommend that you purchase a suitable UPS (uninterruptible power supply) for your VPS (and PBX if needed). The power rating of your VPS may be found in the specifications.

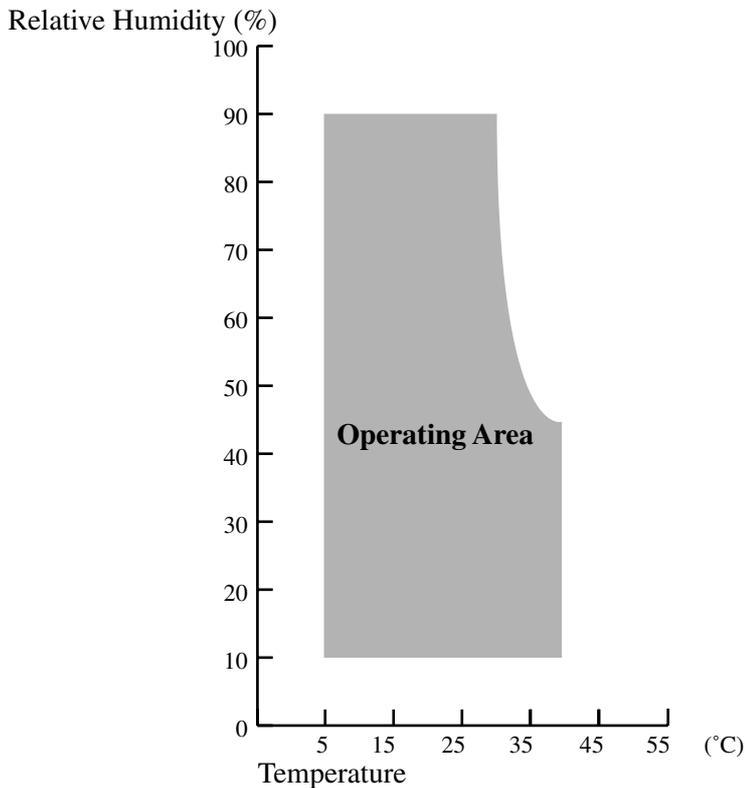
2.1.3 Environmental Requirements

The hard disk is sensitive to cold, heat, dryness, humidity, shock, vibration, and magnetic fields. Please observe the conditions specified below.

Table 2-1 Hard Disk Drive Usage Environment

Operating Temperature	: 5 °C to 40 °C
Operating Humidity	: See Graph 1 below.
Shock	: Under 5 G
Vibration	: 5 Hz to 22 Hz : 0.0042 cm displacement; double amplitude, 1 octave per minute. 23 Hz to 350 Hz : Under 0.5 G
Magnetic Field	: DC : 0.6 mT to 700 kHz : 0.7 μT 700 kHz to 1.5 MHz : 3 μT

Graph 1: Allowable Relative Humidity vs. Temperature



2.2 UNPACKING

Unpack the box and check the items below.

Table 2-2

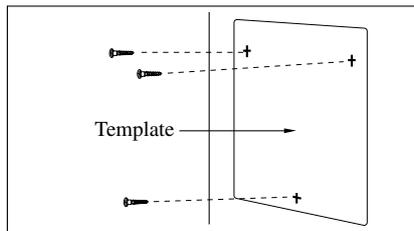
Main Unit	1
AC Cords	2
Screws (Wall Mounting)	3
Anchor Plugs (Wall Mounting)	3

2.3 MOUNTING THE VPS ON A WALL

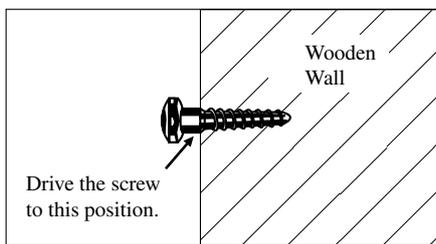
The wall where the VPS is to be mounted must be able to support the weight of the VPS. If screws other than the ones supplied are used, use the same-sized diameter screws as the enclosed ones.

Mounting on a Wooden Wall:

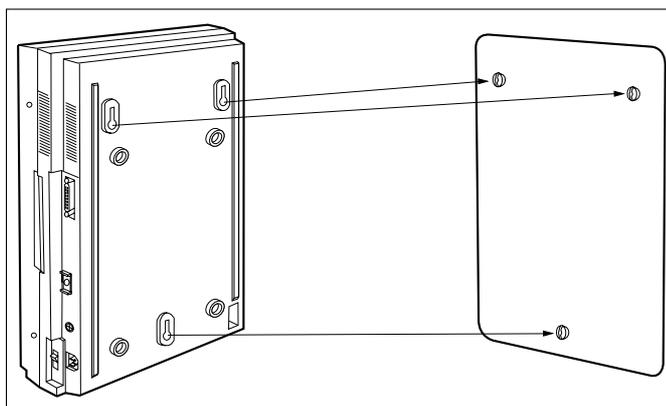
1. Place the template (included) on the wall to mark the 3 screw positions.



2. Install the 3 screws (included accessories) into the wall.

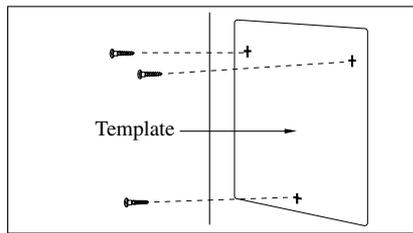


3. Hook the unit on the screw heads.

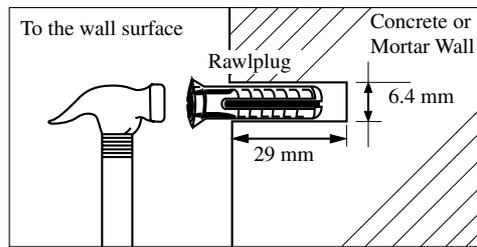


Mounting on a Concrete or Mortar Wall:

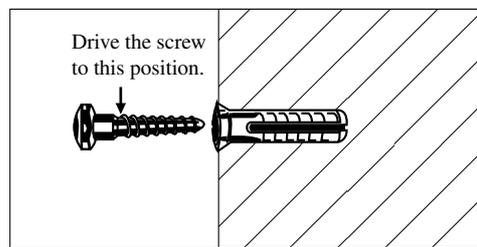
1. Place the template on the wall to mark the 3 screw positions.



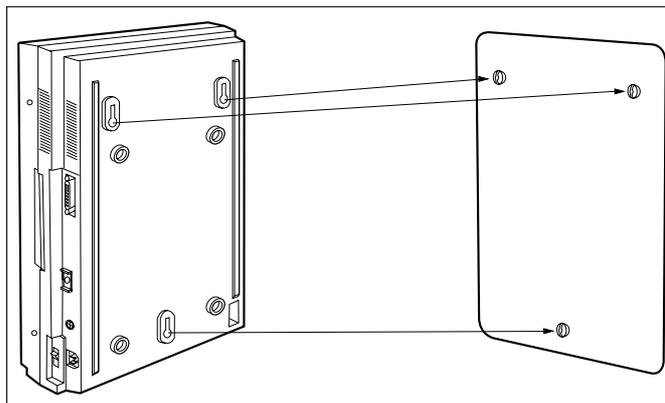
2. Drill 3 holes and drive the rawlplugs (user-supplied) with a hammer, flush to the wall.



3. Install the 3 screws (included accessories) into the rawlplugs.



4. Hook the unit on the screw heads.

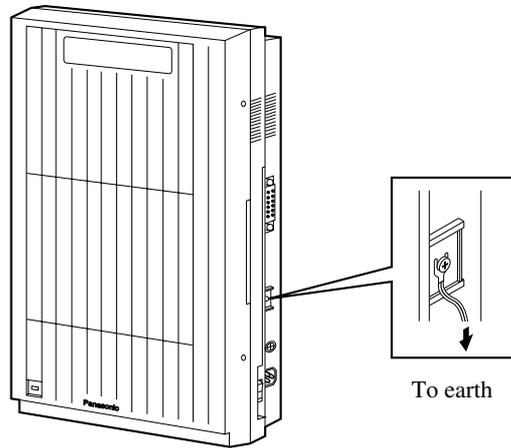


2.4 FRAME EARTH CONNECTION

IMPORTANT!!!

Connect the frame of the main unit to the earth.

1. Loosen the screw.
2. Insert the earthing wire.
3. Tighten the screw.
4. Connect the earthing wire to the earth.



2.5 INSTALLATION STEPS

The following is an overview of the standard installation process using DPT Integration. When necessary, other sections in this manual have been referenced for more detailed descriptions or instructions.

1. Obtain a list of current users, their extension numbers, their departments, and the type of systems they use (mailbox, no mailbox, beeper [pager], car phone, etc.).
2. Assess your customers' needs before setting up the system. You will save yourself time later by giving customers what they need up front. Ask the office manager how the VPS will be used. Give examples.
Recommend that your customer use a word processor to log the greetings. You will find these files much more easily than the worksheet pages if you need to make changes down the road.
3. Connect the power cord to the VPS, then turn the power switch on.

CAUTION

The power supply cord is used as the main disconnect device. Ensure that the socket-outlet is located/installed near the equipment and is easily accessible.

4. Install optional port expansion cards (see 2.6 INSTALLING PORT EXPANSION CARDS: KX-TVP102 OR KX-TVP204).
5. Standard Initialisation (For DPT Integration Connection)
 - a) Program the ports of the PBX for voice processing (see Section 4 INTEGRATING THE VPS WITH THE PANASONIC KX-TD DIGITAL PBX).
Program the KX-TD500, the KX-TD1232, the KX-TD816 or the KX-TD612 for Voice Mail integration.
 - KX-TD500, KX-TD816, KX-TD1232, KX-TD612

Note

The KX-TD500 is not sold in the United Kingdom. It is only available in some countries.

Programming may be performed on-site or at the office.

All memory is stored and will be retained when the unit is powered up as long as the Rotary Switch has been reset to position [0] prior to turning the unit off.

- b) Turn the power switch off at the VPS.
- c) Plug extension wire(s) from the PBX into VPS (see 2.7 CONNECTIONS).
- d) Connect the personal computer to the VPS with a Null Modem Cable (see 2.8.2 Connecting the RS-232C Cable).
- e) Set the Rotary Switch to position 5.
- f) Turn the power switch back on at the VPS.
- g) Wait until the "warning" appears on the screen.
- h) Set the Rotary Switch back to position 0.

CAUTION

If the Rotary Switch is not reset to position 0 after initialisation, all programming will be lost when the voice processor loses power!

6. Perform Quick Setup (see Section 5 CUSTOMISING THE SYSTEM).
7. Check Quick Setup:
 - The Power Indicator on the Voice Processor should be solid.
 - The screen output should be: [On Line].

If you do not see the "On Line" message, check the following:

- The line cord to the Voice Processor has 4 conductors.
 - The programming on the KX-TD816, KX-TD1232 or KX-TD612 is correctly set in System Programme [126].
 - The programming on the KX-TD500 is correctly set in the 1-4 VPS (DPT) Port Assignment screen.
8. Set up Class of Service (COS) for each user. Customise voice prompts if necessary (see Appendix B SYSTEM ADMINISTRATOR'S GUIDE).
 9. Perform Administrative Programming through a personal computer (see Appendix B SYSTEM ADMINISTRATOR'S GUIDE).

CAUTION

***Do not turn the power off while the VPS is activated so as not to cause malfunction.
To turn the power off after installing the VPS, unplug the power cord from the VPS a few minutes after disconnecting all extension wire(s).***

2.6 INSTALLING PORT EXPANSION CARDS: KX-TVP102 OR KX-TVP204

2.6.1 General

Port Expansion Cards

- One KX-TVP102 card can support 2 VPS ports, under either Inband or DPT Integration.
- One KX-TVP204 card can support 4 VPS ports, under DPT Integration.

Expansion Capabilities of the VPS

The VPS can handle up to 12 ports simultaneously when 3 KX-TVP204 port cards are installed.

The VPS has no port expansion card installed at the factory—the cards must be purchased separately.

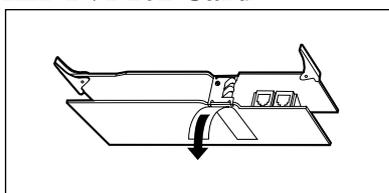
CAUTION

Before installing an optional port card, it is very important that the power to the unit be turned off. Before beginning the actual installation and touching the card or any circuitry within the unit, discharge any static electricity from your body by touching the earthing strap. This is a critical step that must be performed to protect the printed circuit board and any other electronic components from static electricity. Refer to the manual accompanying the optional card concerning the precautions that must be taken and the steps for completing the installation.

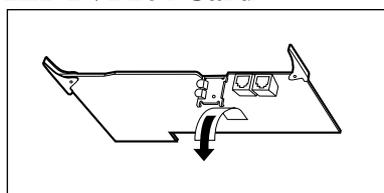
2.6.2 Installing the KX-TVP102 or KX-TVP204 Port Card

1. Remove the adhesive tape from the card.

KX-TVP102 Card

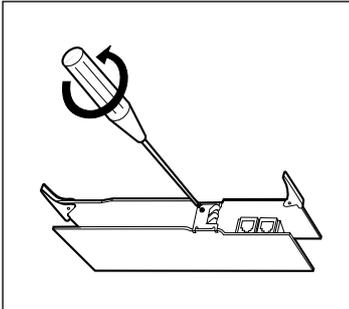


KX-TVP204 Card

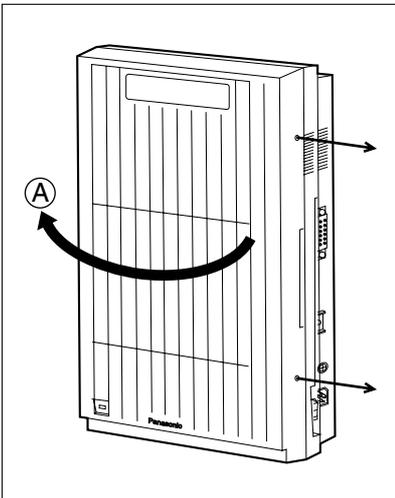


2.6 INSTALLING PORT EXPANSION CARDS: KX-TVP102 OR KX-TVP204

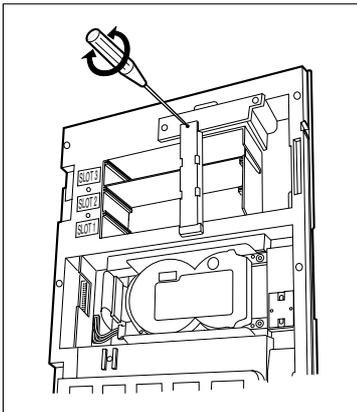
2. (KX-TVP102 only) Loosen, remove and discard the screw under the tape with a screwdriver.



3. Loosen two screws on the right side of the main unit, then open the front cover in the direction of arrow (A).

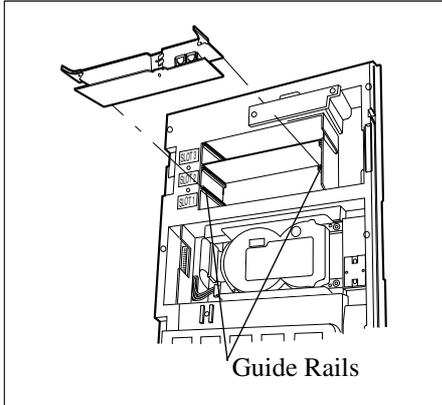


4. Loosen the screw on the earthing strap, then remove the strap from the unit.

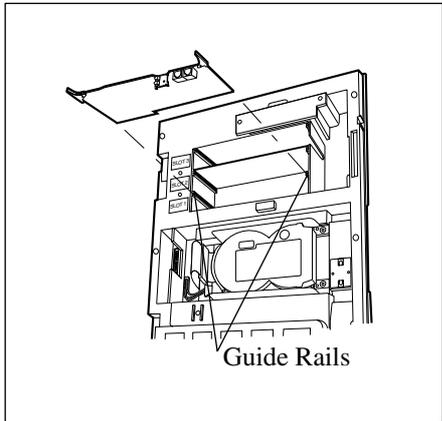


5. Insert the optional port card into SLOT 1 using the guide rails.

KX-TVP102 Card

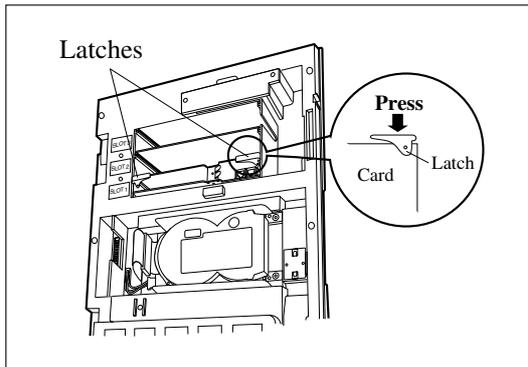


KX-TVP204 Card



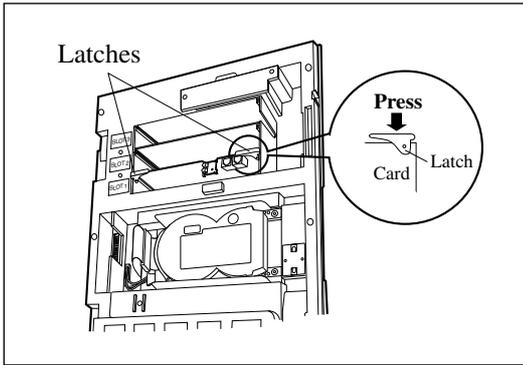
6. Press the latches at both ends of the card firmly, then fix the earthing strap to the unit with a screwdriver.

KX-TVP102 Card



2.6 INSTALLING PORT EXPANSION CARDS: KX-TVP102 OR KX-TVP204

KX-TVP204 Card

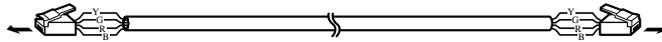


2.7 CONNECTIONS

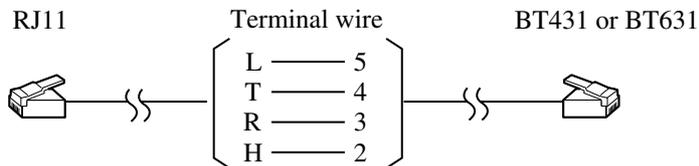
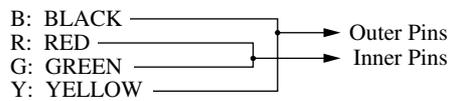
2.7.1 Connecting to the PBX

One jack of the VPS can be connected to 1 jack of the PBX. Use a 4-conductor cable for connection with KX-TD systems that use DPT Integration. Use a 2-conductor (T and R) cable for connection to all other PBXs.

4-Conductor Cable

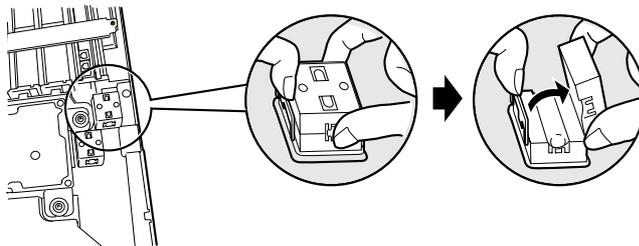


Modular Connection



2.7.2 Opening the Ferrite Core

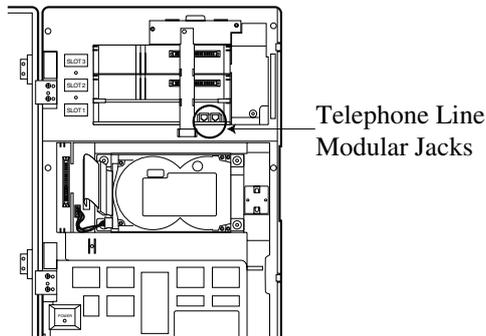
Insert your finger into the opening of the ferrite core and open it as shown below:



2.7.3 Modular Plug Connection

Insert the modular plug of the telephone cord into the modular jack on the port card. Guide the telephone cord through the ferrite core. Close the ferrite core.

2.7 CONNECTIONS



2.7.4 Port Cards

There are 2 types of port expansion cards (see 2.6 INSTALLING PORT EXPANSION CARDS: KX-TVP102 OR KX-TVP204).

- Four Digital ports expansion card (KX-TVP204)
- Two Digital/Analogue ports expansion card (KX-TVP102)

One KX-TVP204 card (2 jacks) can support 4 VPS ports using the DPT Integration mode. The KX-TVP204 card does not function with any other integration mode (Inband Integration, None).

One KX-TVP102 (2 jacks) can support 2 VPS ports under either Inband or DPT Integration.

Table 2-3 The Number of Ports VPS Cards Can Support

Card Type	Integration Mode	
	DPT	Inband/None
KX-TVP204	4	Not available
KX-TVP102	2	2

Note

Only 1 integration mode among DPT, Inband and None can be used at a time.

Expansion Capabilities

There are 3 SLOTS available in the VPS. Four VPS ports are assigned to each SLOT. The VPS can support a maximum of 12 VPS ports.

When using a KX-TVP102 card, only the first 2 ports of the 4 available ports can be used. For example, when you mount the KX-TVP204 in SLOT 1, the VPS supports ports 1-4. When the KX-TVP102 is installed in SLOT 1, the VPS is only able to support ports 1 and 2. When installing, ensure that the proper number of VPS ports have been set up and correspond to the port parameters established by the System Administrator.

See Table 2-4 Card Configuration Examples (DPT Integration) for card configuration examples, and the available number of ports in each case.

Table 2-4 Card Configuration Examples (DPT Integration)

Pattern No.	SLOT 3 (Port 9-12)	SLOT 2 (Port 5-8)	SLOT 1 (Port 1-4)	Total Number of Ports
1	TVP204 (Port 9-12)	TVP204 (Port 5-8)	TVP204 (Port 1-4)	12
2	TVP102 (Port 9, 10)	TVP102 (Port 5, 6)	TVP102 (Port 1, 2)	6
3		TVP102 (Port 5, 6)	TVP204 (Port 1-4)	6
4	TVP102 (Port 9, 10)	TVP102 (Port 5, 6)	TVP204 (Port 1-4)	8
5			TVP102 (Port 1, 2)	2
6		TVP102 (Port 5, 6)	TVP102 (Port 1, 2)	4
7			TVP204 (Port 1-4)	4
8		TVP204 (Port 5-8)	TVP204 (Port 1-4)	8
9	TVP204 (Port 9-12)	TVP204 (Port 5-8)	TVP102 (Port 1, 2)	10

2.8 TERMINAL CONNECTION

2.8.1 Requirements for Connecting Programming Terminal

The programming terminal must be connected with a serial cable with an RS-232C connector at the RS-232C port. This must be a null modem cable. This enables system administration (system setup, mailbox setup, and system diagnosis) to be performed.

Communication parameters of the VPS have been set to the following values at the factory:

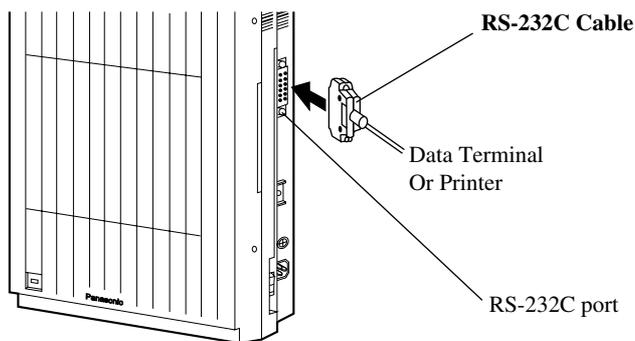
Table 2-5

COMMUNICATION PARAMETERS	
Baud Rate:	9600 bps
Word Bit Length:	8 Bits
Parity:	None
Stop Bit Length:	1 Bit

2.8.2 Connecting the RS-232C Cable

RECOMMENDED:

Before connecting the cable, switch off the power on both the data terminal and the VPS.



Insert the RS-232C cable into the VPS with the connector indicating the same direction.

The cable must be shielded and no longer than 2 m.

Standard IBM® 25-Pin Connection

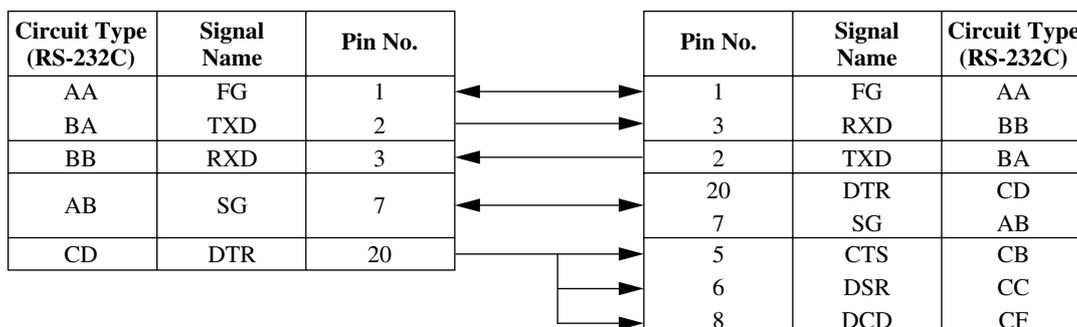


Table 2-6 Pin Configuration of the RS-232C

Pin Number	Signal Name		Circuit Type	
			RS-232C	CCITT
1	FG	Frame Ground	AA	101
2	TXD	Transmitted Data	BA	103
3	RXD	Received Data	BB	104
4	RTS	Request To Send	CA	105
6	DSR	Data Set Ready	CC	107
7	SG	Signal Ground	AB	102
8	DCD	Data Carrier Detect	CF	109
20	DTR	Data Terminal Ready	CD	108.2

2.8.3 RS-232C Signals

Frame Ground (FG)

Connects an external ground to the unit frame, usually the earth pin of the AC power cord.

Transmitted Data (TXD)— output

Conveys signals from the unit to the terminal/printer. A "mark" condition is held unless data or BREAK signals are being transmitted.

Received Data (RXD)— input

Conveys signals from the terminal/printer to the unit.

Request To Send (RTS)— output

This lead is held on whenever DSR is on.

Signal Ground (SG)

Connects to the DC ground of the unit for all interface signals.

2.8 TERMINAL CONNECTION

Data Terminal Ready (DTR)— output

This signal line is turned on by the unit to indicate that the RS-232C is on-line. Circuit DTR ON does not indicate that communication has been established with the terminal/printer. It is switched off when the RS-232C is off-line.

Section 3

***INTEGRATING THE VPS WITH PANASONIC
KX-T PHONE SYSTEMS***

3.1 GUIDELINES FOR INTEGRATION

3.1.1 DPT or Inband Signalling?

There are 2 types of integration available on the VPS: Inband Signalling and DPT. The VPS used with any other brand of telephone equipment requires inband equipment.

Note

Depending on the model and/or the software version of the connected PBX, you may not be able to utilise some of the features available only with DPT Integration (see 4.1.1 Why DPT Integration is Important). For more information, consult your dealer.

3.1.2 Why Integration is Important

The VPS works well with most PBXs because its connections are made through a standard single-line (tip/ring) telephone interface. However, the VPS operation depends on the capabilities and features provided by the PBX; its performance will vary when connected with different PBX systems. For example, Follow-on (or Called Party) ID is a feature of the PBX. If the PBX does not have this feature, the VPS cannot transfer calls directly to the correct mailbox and play the Busy or No Answer greeting for that mailbox.

3.1.3 How the VPS and the PBX Communicate

To the PBX, the VPS looks like an SLT. The PBX thinks that the VPS is an SLT, and the VPS mimics all actions a live attendant would carry out from an SLT.

For the VPS and the PBX to communicate, proper signalling is important. Like an attendant, the VPS places calls by going off-hook and dialling numbers. It starts call transfers with a flash (recall) to put callers on hold and then dials the extension number. By recognising call progress tones from the PBX, the VPS decides how calls should be handled. Inband Integration allows the PBX to send certain digits (touchtone) to the VPS, allowing it to recognise the status of the extension and take the appropriate action.

Table 3-1

VPS/PBX COMMUNICATION	
<u>PBX to VPS</u>	<u>VPS to PBX</u>
Call Progress Tones <ul style="list-style-type: none"> • ringback • busy • reorder Touchtones	SLT Signals <ul style="list-style-type: none"> • on/off hook • flash (recall) • touchtones

The VPS must also have access to certain PBX features. For example, if the VPS takes a message, one way it can notify the mailbox owner is by dialling the PBX’s Message-Waiting-Lamp-On code. Once new messages are retrieved, the VPS dials the Message-Waiting-Lamp-Off code for that same mailbox owner.

3.1.4 PBX Requirements for Integration

The PBX must have certain capabilities and features to work with the VPS. (Although this section includes tests to help you evaluate the PBX, it may be necessary to refer to the PBX's documentation for detailed capability and feature descriptions.)

Single Line (Tip/Ring) Port Circuits

The VPS can only be connected to a PBX that supports SLTs. Some PBXs need an OPX card to provide this connection. **However, some OPX cards do not provide all the capabilities listed in this section.**

Following are the minimum current and voltages that the PBX must supply:

Table 3-2

Minimum Loop Current	20 mA
Minimum Line Voltage	7 V DC
Minimum Ringing Voltage	40 V AC

Extension to extension Touchtone Signalling

For system users to access VPS services and features, they must be able to send touchtones from their telephones to the VPS port. As a general rule, SLTs can perform extension-to-extension touchtone signalling; however, many proprietary telephones cannot. Some PBXs need to be programmed to make proprietary telephones use touchtone signalling.

If the PBX does not provide extension-to-extension touchtone signalling, VPS services and features will be limited.

TEST: Call an SLT extension from the telephone in question. When the call is answered, see if the person receiving the call hears touchtones when numbers are dialled.

Message Waiting Notification from an SLT

The PBX extensions should light a lamp or receive broken dial tone when the Message-Waiting-Lamp-On code is dialled by the VPS. The VPS functions best when the extension number of the voice mailbox owner follows the Light-On or Light-Off code. On some PBXs, however, the extension number is dialled first, followed by a flash (recall) and then the On code. This presents a problem if the extension is answered before the VPS sends the flash (recall) signal.

If the PBX does not provide message waiting notification from an SLT, the VPS can only notify mailbox owners by dialling a beeper (pager) or user-assigned extension number.

This process slows down VPS performance as it dials the beeper (pager) or extension number and waits to confirm notification. The beeper (pager) or user-assigned extension notification is meant to be used for necessity, usually for mailbox owners who are often out of the office (e.g.,

3.1 GUIDELINES FOR INTEGRATION

sales people or field representatives). The only other option, without message waiting notification, is for mailbox owners to periodically call the VPS to check for messages.

TEST: See if dialling the On code from an SLT can turn on an extension's message waiting indicator.

Screened Transfer from an SLT

The PBX must provide a screened transfer from an SLT for the VPS to function properly.

A screened transfer:

1. *Puts the caller on hold, usually with a flash (recall).*
2. *Dials the extension.*
3. *Checks to see if the called subscriber is in, out, or on another line, and whether or not that subscriber accepts the transfer.*
4. *Completes the transfer (by going on-hook) or returns to the caller to say that the party is busy or not available. It then gives the caller an opportunity to leave a message.*

If the PBX does not provide screened transfer from an SLT, the VPS cannot give callers the option to leave a message in a subscriber's mailbox.

TEST: Place an outside call from an SLT. See if you can set up a screened transfer to another extension. Next, try the same test with an internal call. (The VPS may have to transfer both types of calls.)

Follow-on ID or Called Party ID

When forwarding or transferring a call to the VPS, a PBX with Follow-on ID sends the mailbox number of the called subscriber to the VPS before connecting the caller. The VPS responds by playing that subscriber's personal greeting. This operation is sometimes called Call Forward to Mailbox. Without this feature, the VPS cannot immediately play the greeting when the line is busy or there is no answer and allow the caller to leave a message.

3.2 PBX PARAMETERS AND PORT SETTINGS

3.2.1 General Guidelines and Definitions

Optimal performance of the VPS/PBX system relies on proper VPS programming. There are 3 categories of hardware settings: RS-232C, Port Settings, and PBX Interface Parameters. Entering a number sets some of the parameters, while others use sequence codes.

3.2.2 RS-232C Settings

- **Baud Rate (300-38400):** Specifies the speed at which the data is transferred in bits-per-second.
- **Word Bit Length (7-8):** Defines the number of bits in each byte or character.
- **Parity (N, O, E):** Specifies the parity used for error detection.
- **Stop Bit Length (1-2):** Specifies the number of bits used to signify the end of the byte.
- **Default:** 9600, 8, N, 1

3.2.3 Port Settings

There is no need to change these in a typical installation. Only change these parameters when connecting the VPS to a PBX other than a KX-T series PBX. Each port on the VPS should match the type of signalling the PBX expects. If you need to change these settings, refer to the PBX manual or customer support office to get the correct values for these settings.

- **Flash (Recall) Time—100 ms, 300 ms, 600 ms, 900 ms:**
The minimum length of time that the PBX requires to recognise a flash (recall) signal. Choose the amount that is equal to or greater than the PBX's setting.
- **CPC Signal (Calling Party Control Signal)—NONE, 6.5 ms, 150 ms, 300 ms, 450 ms, 600 ms:**
The length of time allowed for the short break in loop current that is used to indicate that the caller has hung up; usually set to NONE, since most PBXs do not provide this signal to single line ports. If choosing a setting other than NONE, use an amount equal to or less than the PBX or telephone company provided CPC signal.
- **Disconnect Time—1 s-8 s:**
The length of time that the line is temporarily unavailable after a call has ended.
- **Dial Mode—Touchtone, Pulse 10 pps, Pulse 20 pps:**
The type of signalling the PBX single line port expects to receive (pps = pulses per second).

3.2.4 PBX Interface Parameters

Dialing Parameters

- **PBX Type:**
Specifies the type of PBX which is connected to the VPS.

3.2 PBX PARAMETERS AND PORT SETTINGS

- Integration Mode:**
Specifies the method of integration to be used between the VPS and PBX. DPT Integration is only available when a KX-TD series PBX is connected and the software is upgraded.

Table 3-3

SEQUENCE CODES	
D	Disconnect
F	Flash (Recall)
R	Ring Detection
S	Silence Detection
T	Dial Tone Detection
W	Wait for 1 Second
X	Dial Extension
A:	Answer
0-9, *, #	Touchtone Digits

- Operator Transfer Sequence:**
*Tells the VPS how to transfer a call to the operator.
 Example: FTX [flash (recall)—dial tone—dial (operator) extn.]*
- Extension Transfer Sequence:**
*Tells the VPS how to transfer a call to an extension.
 Example: FTX [flash (recall)—dial tone—dial extn.]*
- Alternate Extension (Transfer Sequence):**
*Tells the VPS how to transfer a call to an extension that belongs to the "Alternate Extension Group". This is useful for extensions that need a special transfer procedure (i.e., blind transfer) such as modem extensions.
 Example: FTXD [flash (recall)—dial tone—dial extn.—hang up]*
- Reconnect Sequence on Busy:**
Tells the VPS how to return to the caller if the called extension is busy. PBXs differ in how they handle this function. Test from an SLT to determine the sequence.
- Reconnect Sequence on No Answer:**
Tells the VPS how to return to the caller if the called extension does not answer. PBXs differ in how they handle this function. Test from an SLT to determine the sequence.
- Reconnect Sequence on Refused Call:**
Tells the VPS how to return to the caller if the called extension's owner has enabled Call Screening to not take the call. PBXs differ in how they handle this function. Test from an SLT to determine the sequence.
- Light On Sequence for Message Waiting Lamp:**
This is the dialling sequence that the VPS must use to turn on a message waiting lamp at an extension.
- Light Off Sequence for Message Waiting Lamp:**
This is the dialling sequence that the VPS must use to turn off a message waiting lamp at an extension.
- Call Waiting Sequence:**
This sequence is carried out by the VPS to perform call waiting when the called extension

is busy. PBXs differ in how they handle this function. Test from an SLT to determine the sequence.

- **Release Sequence for Call Waiting:**
This sequence is carried out by the VPS to release call waiting. PBXs differ in how they handle this function. Test from an SLT to determine the sequence.

Inband Signalling

These parameters are used when the Integration Mode is set to Inband. If the PBX type is set to a KX-T series system, these parameters will be automatically set. If another type PBX is used, check that system’s installation manual for settings.

Table 3-4

Code (default)	Call State	Sent to the Voice Mail Port When...
1	Ringback Tone	The extension dialled is ringing.
2	Busy Tone	The extension dialled is busy.
3	Reorder Tone	An invalid extension number is dialled or the call is inadvertently connected to another Voice Mail port (also heard when no touchtone receiver is available to the Voice Mail extension).
4	DND	The extension dialled has set DND (Do Not Disturb).
5	Answer	The extension dialled is answered.
6	Forwarded to Voice Mail (Ringing)	The extension dialled is forwarded to Voice Mail and another Voice Mail port is able to answer. (This lets the first Voice Mail port, usually an Auto Attendant, send the call to the other Voice Mail port.)
7	Forwarded to Voice Mail (Busy)	The extension dialled is forwarded to Voice Mail and no other Voice Mail ports are available to accept the call. (This signals the Voice Mail port [usually Auto-Attendant] to let the caller to leave a message.)
8	Forwarded to Extn.	The extension dialled is forwarded to another non-Voice Mail extension.
9	Confirmation Tone	The Message Waiting Lamp On or Message Waiting Lamp Off code is dialled successfully.
#9	Disconnect	The caller disconnects. The telephone company must send a CPC signal to the PBX for this feature to work on outside calls.

Digit Translation Table Parameters

These parameters allow PBXs that have a fixed Follow-on ID sequence to be used with the VPS. For example, a Follow-on ID sequence of [* * * 201] can be changed to [#6201] by using these parameters.

- **Inter-Digit Time-Out:** This parameter defines the duration of incoming signals (Follow-on ID) from the PBX to the VPS. The Digit Translation Table is applied to the digits received within this time.

3.2 PBX PARAMETERS AND PORT SETTINGS

- **Input-Output (up to 8 alphanumeric characters):** *When the system receives digits within the inter-digit time, it checks them against the input table. If they are found, the system utilises the output digits in their place.*

The remainder of this section consists of step-by-step guides for software verification and programming of the recommended Panasonic PBX systems.

If you have any problem as you go through this section, please consult your dealer.

3.3 CONNECTING THE VPS WITH PANASONIC KX-T SERIES PBXs

3.3.1 VPS Programming for Inband Integration

Set parameters from the System Administration Terminal. The table below lists recommended parameters for Panasonic KX-T series PBXs.

Table 3-5

PBX Type	Other Manufacturers	T308	T616	T1232/ TA series	T96	T336	TD816/ 1232/612	TD500
Integration Mode	None	Inband	Inband	None	Inband	Inband	Inband	Inband
	Inband			Inband				
Operator Transfer Sequence	FX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)
Extension Transfer Sequence	FX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)
Alternate Extension Transfer Sequence	FX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)	FTX (A)
Reconnect Sequence on Busy	FWW	FWW	FWW	FWW	FWW	FWW	FWW	FWW
Reconnect Sequence on No-Answer	FWW	FWW	FWW	FWW	FWW	FWW	FWW	FWW
Reconnect Sequence on Refuse Call	FWW	FWW	FWW	FWW	FWW	FWW	FWW	FWW
Light-On Sequence for Message Waiting Lamp	*	N/A	N/A	T701X#	T#91X	T×9X	T701X	T701X
Light-Off Sequence for Message Waiting Lamp	*	N/A	N/A	T702X#	T#90X	T#9X	T700X	T700X
Call Waiting Sequence	*	N/A	N/A	2	N/A	N/A	2	2
Release Sequence for Call Waiting	*	N/A	N/A	F	N/A	N/A	F	F

- * Check with manufacturer.
- N/A Not Available
- (A) Adding "A" for "answer" to the operator and extension transfer eliminates the message: "You have a call" when the AA transfers a call. The VPS disconnects when the call is answered. Adding "D" for "disconnect" creates a blind transfer.

Note

The UK version KX-T1232 does not support Inband Integration.

3.3.2 KX-TA Series Programming for Inband Integration via the Manager's Extension

1. Enable System Programme [102] for each extension connected to the VPS. Jack 07, or jacks 07 and 08 can be assigned for the VPS as the Voice Mail port.

This parameter is used to tell the KX-TA series which extensions are connected to the VPS. Ports with this parameter enabled can send Follow-on ID and touchtone call status Signalling (busy, answered, disconnect, etc.) if the Voice Mail integration and Touchtone Integration features are also enabled.

2. Enable System Programme [103] to turn on Touchtone Integration. On extensions with the Voice Mail port parameter enabled, the KX-TA series can send codes (touchtones) to indicate call states; this increases VPS efficiency. Codes apply to all transferred calls; outside calls only indicate disconnect (provided the KX-TA series is programmed for CPC Detection, and the Telephone Company sends the CPC signal). Refer to the Table 3-3 3.2.4 PBX Interface Parameters in Section 3.2.4 PBX Interface Parameters.

3. Put all extensions connected to the VPS into 1 extension group using System Programme [600].

Reserve this extension group for these extensions! Do not mix other extensions into this group.

4. Enable hunting for the VPS extension groups using System Programme [100].
5. Set the hunting type for the VPS extension groups to circular using System Programme [101].
6. At every VPS extension, temporarily connect an SLT or butt set, go off-hook and dial 7301# to turn on Data Line Security. This prevents the KX-TA series from sending Executive Override or Call Waiting tones to these extensions. We recommend that all Voice Mail port extensions have this feature enabled to avoid interruption of recording.
7. Select the appropriate outside (CO) line feature settings depending on how your customer plans to use the VPS: A) to answer all incoming calls, B) as an operator backup, or C) to only answer calls not answered by user extensions.

Recommended outside (CO) line feature settings:

a) If the VPS is answering all incoming calls:

Outside (CO) Line Mode—Use System Programmes [414] (Day Mode), [415] (Night Mode), [416] (Lunch Mode) to set this parameter. Program all lines DIL to the first extension of the Voice Mail hunt group. The KX-TA series will allow incoming outside calls to hunt only if the outside (CO) lines are DIL to the first port of the hunt group. Lines programmed as "Normal" do not hunt.

b) If the VPS is only answering calls not answered by the operator (Operator Backup):

Flexible Ringing Assignment—For each outside (CO) line, use System Programmes [408] (Day Mode), [409] (Night Mode) and [410] (Lunch Mode) to enable ringing at the operator's extension (jack).

Delayed Ringing Assignment—To give the operator time to answer the call before the VPS picks up, we recommend setting the delay to a few seconds for each extension connected to the VPS. Use System Programmes [411] (Day Mode), [412] (Night Mode) and [413] (Lunch Mode).

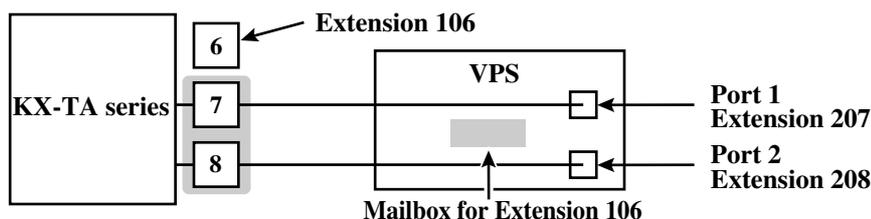
Outside (CO) Line Mode—Set the mode for each outside (CO) line to "Normal". Use System Programmes [414] (Day Mode), [415] (Night Mode) and [416] (Lunch Mode) to set this parameter.

c) If the VPS is only answering calls not answered by user extensions:

Flexible Ringing Assignment—For each outside (CO) line, use System Programmes [408] (Day Mode), [409] (Night Mode) and [410] (Lunch Mode) to enable ringing on every extension (jack) that you want to have ring.

Delayed Ringing Assignment—To give users time to answer the call before the VPS picks up, we recommend setting the delay to a few seconds for each extension connected to the VPS. Use System Programmes [411] (Day Mode), [412] (Night Mode) and [413] (Lunch Mode).

Outside (CO) Line Mode—Set the mode for each outside (CO) line to "Normal". Use System Programmes [414] (Day Mode), [415] (Night Mode) and [416] (Lunch Mode) to set this parameter.



3.3.3 KX-TD500 Programming for Inband Integration

Whenever possible, we recommend that you use DPT Integration. However, in some cases, this is not possible. In the following situations, you need to use Inband Integration:

- Your PBX is a third-party telephone system.
- You have a KX-TD500, but all the extension cards are analogue types.
- You have a KX-TD500, but the DHLC/DLC cards are ancient versions (therefore, cannot support DPT Integration).

Note

The KX-TD500 is not sold in the United Kingdom. It is only available in some countries.

1. Assignment of the extension card to be connected to the VPS

3.3 CONNECTING THE VPS WITH PANASONIC KX-T SERIES PBXs

- a) Go to the "1-1 Slot Assignment" screen.
- b) Assign the slot card type to be installed to "DHLC", "HLC", "SLC", "ESLC", or "SLC-M" SLT interface supports.
- c) Click "Apply" to save the slot card type assignment.
- d) Set "Card Status" to "INS".

Screen output:

Basic Shelf			Expansion Shelf 1			Expansion Shelf 2		
Slot No.	Card Type	Status	Card Type	Status	Card Type	Status		
1	DHLC	INS						
2								
3								
4	DHLC	INS						
5								
6	ELCOT	INS						
7	DLC	INS						
8								
9								
10								
11								
12								
13	CPU							
14	TSW							

2. Assignment of the extension ports to be connected to the VPS
 - a) Go to the "1-3 Extension Port Assignment" screen.
 - b) Assign "Attribute" of the port to be connected to "TEL" (default).
 - c) Assign "DN" for the port (click "DN Refer" to check the available directory numbers).

Note:
This programme allows you to assign an extension number to each Voice Mail port. To reach the Voice Mail system, users dial these extension numbers.
 - d) Assign "Extension Group No." for the port.

Note:
Specify the extension group number (126 or 127 by default) to which VM or AA extension groups have been assigned. Group numbers 1 to 128 are available to the VPS through additional programming.
 - e) Click "Apply" to save the changed data.
 - f) Set "Port Status" to "INS".

Screen output:

1-3 Extension Port Assignment

Card No. 101:DHLC

Port No.	Attribute	Tel. Type	DN	Group No.	Parallel / XDP	Status
1	TEL	Unknown	1001	128	Parallel	INS
2	TEL	Unknown	1002	1	Parallel	INS
3	TEL	Unknown	1003	1	Parallel	INS
4	TEL	Unknown	1004	1	Parallel	INS
5	TEL	Unknown	1005	126	Parallel	INS
6	TEL	Unknown	1006	126	Parallel	INS
7	TEL	Unknown	1007	126	Parallel	INS
8	TEL	Unknown	1008	1	Parallel	INS

DN Refer

1-3 Extension Port Assignment

OK Apply Cancel Help

3. Assignment of the extension line to be connected to the VPS

- a) Go to the "4-2 Extension Line 1/2" screen.
- b) Set "Data Line Mode" to "Yes".
- c) Click "Apply" to save the changed data.

Note:

This programme prevents the VM port from being interrupted by "Call Waiting", "Hold Recall", and "Executive Busy Override" features during a call.

3.3 CONNECTING THE VPS WITH PANASONIC KX-T SERIES PBXs

Screen output:

4-2 Extension Line 1/2

Card No. 104:DHLC Port No. 6 DN 1014 Group No. 1 Copy

Name [Max.10 Characters] Message Lamp Yes No Mailbox No. [Max. 16 Digits] 1014 CO Key PE Key

Initial Display Selection Caller ID Charge Limit 0 COS No. Primary 1 Secondary 1

Preferred Line Outgoing Prime Line-ICM/DPN Key No. Incoming Ringing Line Key No.

LCS Setting Status Inactive Active Operation Mode Private Hands-free Recording Mode Keep Rec Stop Rec LCS Password [3 Digits]

JOG Dial Speed Normal CLIP/COLP Number [Max.16 Digits] Public Private

Pickup Dialing Mode Enable Disable Dial

Data Line Mode Yes No Call Waiting Tone Type Tone 1 Tone 2

Call Pickup Deny Enable Disable Language English Option

Station Lock Password [3 Digits] ISDN Bearer Mode Automatic

Call Log Incoming Overwrite Mode Yes No Lock Password [3 Digits]

4-2 Extension Line 1/2 OK Apply Cancel Help

4. Settings for the trunk (outside line) features

Select the appropriate trunk (outside line) feature settings depending on how your customer plans to use the VPS.

- The VPS answers all incoming outside calls promptly.
Go to [Recommended Settings (1)].
- The VPS answers when the operator does not take the call after a specified number of rings.
Go to [Recommended Settings (2)].
- The VPS answers when an extension user does not take the call after a specified number of rings.
Go to [Recommended Settings (3)].

[Recommended Settings (1)]

If the VPS is answering all incoming outside calls:

- a) Assignment of DIL 1:1 line
 - 1) Go to the "4-1 Trunk Line" screen.
 - 2) Assign "Destination Day/Night/Lunch/Break" for each trunk (outside line) to a specific extension number (VPS port).
 - 3) Click "Apply" to save the changed data.

Notes:

**Specify the FDN for the extension group to which VM or AA has been assigned.
Please Set "First Ring Delay Timer" to "5 s" (default: "0 s").**

Screen output:

The screenshot displays the '4-1 Trunk Line' configuration window. Key fields include:

- Card No.:** 106:ELCOT
- Port No.:** 1
- Group No.:** 1
- Name:** CO001
- Incoming Type:** DIL
- Dial Type:** DTMF-80
- Destination:** Day, Night, Lunch, and Break are all set to 1005.
- DDI/DID/TIE:** Digits to delete is 0, Digit to receive DDI/DID is 4.
- Collect Call:** Enable (selected), Disable.
- Answer Wait Timer:** None
- CPC Signal:** OUT Detection is Disable, IN Detection is Disable. Detection Time for both is None.
- First Ring Delay Timer:** 0 s
- Reverse Signal Detection:** Disable (selected), Enable.
- TIE Line:** Type is 2 wires, Sensitivity - IN and OUT are 0 dB, TIE-to-CO Security Mode is No, Sending TIE Caller ID is No.

Buttons at the bottom include OK, Apply, Cancel, and Help.

[Recommended Settings (2)]

If the VPS is only answering incoming outside calls not answered by the Operator (Operator backup):

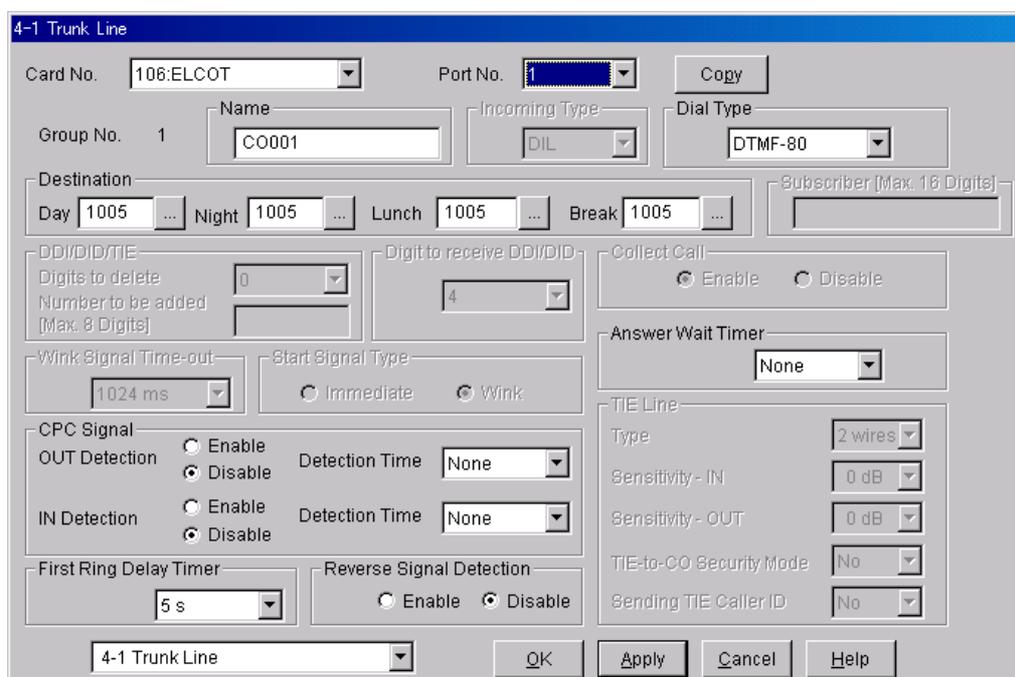
a) Assignment of DIL 1:1 line

- 1) Go to the "4-1 Trunk Line" screen.
- 2) Assign "Destination Day/Night/Lunch/Break" for each trunk (outside line) to a specific extension number.
- 3) Click "Apply" to save the changed data.

Notes:

Specify the FDN for the extension group to which Operator has been assigned. Please Set "First Ring Delay Timer" to "5 s" (default: "0 s").

Screen output:



b) Assignment of IRNA (Intercept Routing No Answer) destination:

- 1) Go to the "3-1 Trunk Group 1/2" screen.
- 2) Assign "Intercept Destination Day/Night" for the trunk (outside line) group.
- 3) Click "Apply" to save the changed data.

Note:

Specify the FDN for the extension group to which VM or AA has been assigned.

Screen output:

c) Assignment of IRNA (Intercept Routing No Answer) timer:

- 1) Go to the "2-4 System Timer 1/2" screen.
- 2) Assign "Intercept Time" parameter.
- 3) Click "Apply" to save the changed data.

Note:

This parameter tells the KX-TD500 how long to let a call ring at an extension before forwarding (redirecting).

3.3 CONNECTING THE VPS WITH PANASONIC KX-T SERIES PBXs

Screen output:

The screenshot shows a configuration window titled "2-4 System Timer 1/2". It contains several input fields for different call timer settings, arranged in two columns. At the bottom, there is a dropdown menu, four buttons (OK, Apply, Cancel, Help), and a status bar.

Setting	Value	Unit
Hold Recall Time (0-240 s)	60	s
Call Forwarding - No Answer Time (1-12 rings)	3	ring(s)
Transfer Recall Time (0-48 rings)	12	ring(s)
Extension-to-CO line Call Duration Time (1-64 min)	10	min
Pickup Dial Waiting Time (0-5 s)	1	s
CO-to-CO Line Call Duration Time (1-64 min)	10	min
Call Duration Count Start Time (0-60 s)	0	s
Automatic Redial Interval Time (30-1200 s)	60	s
First Digit Time (5-120 s)	10	s
Automatic Redial Repeat Times (0-30 times)	10	time(s)
Inter-digit Time (1-30 s)	5	s
Door Opener Timer (0-10 s)	5	s
Intercept Time (1-48 rings)	12	ring(s)

2-4 System Timer 1/2

OK Apply Cancel Help

[Recommended Settings (3)]

If the VPS is only answering incoming outside calls not answered by user extensions:

a) Assignment of DIL 1:1 line

- 1) Go to the "4-1 Trunk Line" screen.
- 2) Assign "Destination Day/Night/Lunch/Break" for each trunk (outside line) to a specific extension number.
- 3) Click "Apply" to save the changed data.

Notes:

Please Set "First Ring Delay Timer" to "5 s" (default: "0 s").

Screen output:

The screenshot displays the '4-1 Trunk Line' configuration window. Key settings include: Card No. 106:ELCOT, Port No. [redacted], Group No. 1, Name CO001, Incoming Type DIL, and Dial Type DTMF-80. The Destination section shows Day, Night, Lunch, and Break times all set to 1002. The DD/DID/TIE section has Digits to delete set to 0 and Digit to receive DD/DID set to 4. Wink Signal Time-out is 1024 ms, and Start Signal Type is Wink. CPC Signal OUT and IN Detection are both set to Disable with a 32 ms detection time. The First Ring Delay Timer is set to 5 s, and Reverse Signal Detection is Disable. Collect Call is Disable, Answer Wait Timer is None, and TIE Line settings are Type: 2 wires, Sensitivity: 0 dB, TIE-to-CO Security Mode: No, and Sending TIE Caller ID: No. Buttons for OK, Apply, Cancel, and Help are visible at the bottom.

b) Assignment of IRNA (Intercept Routing No Answer) destination:

- 1) Go to the "3-1 Trunk Group 1/2" screen.
- 2) Assign "Intercept Destination Day/Night" for the trunk (outside line) group.
- 3) Click "Apply" to save the changed data.

Notes:

Specify the FDN for the extension group to which VM or AA has been assigned.

3.3 CONNECTING THE VPS WITH PANASONIC KX-T SERIES PBXs

Screen output:

3-1 Trunk Group 1/2

Group No. [] Type [Public] Copy

Intercept Destination
Day [1005] ... Night [1005] ...
Pause Time before Flash Signal [512 ms]
Max. Dial No. after EFA Signal [0]

Line Hunting Order [Normal] Tenant No. [1] Flash Time [600 ms]

Disconnecting Time [1.5 s] Pause Time [1.5 s] PBX Access Code [] [] [] []

Numbering Plan ID
Public Private
Outgoing [Default] [Private]
Incoming [Default] [Private]

Type of Number
Public Private
Outgoing [Default] [Default]
Incoming [Default] [Default]

PBX Dial Tone
 Enable Disable

PBX Ringback Tone
 Enable Disable

Cyclic Signal Detection
 Continuous Signal Detection
 Silence Detection

3-1 Trunk Group 1/2 OK Apply Cancel Help

c) Assignment of IRNA (Intercept Routing No Answer) timer:

- 1) Go to the "2-4 System Timer 1/2" screen.
- 2) Assign "Intercept Time" parameter.
- 3) Click "Apply" to save the changed data.

Note:

This parameter tells the KX-TD500 how long to let a call ring at an extension before forwarding (redirecting).

Screen output:

Parameter	Value	Unit
Hold Recall Time (0-240 s)	60	s
Call Forwarding - No Answer Time (1-12 rings)	3	ring(s)
Transfer Recall Time (0-48 rings)	12	ring(s)
Extension-to-CO line Call Duration Time (1-64 min)	10	min
Pickup Dial Waiting Time (0-5 s)	1	s
CO-to-CO Line Call Duration Time (1-64 min)	10	min
Call Duration Count Start Time (0-60 s)	0	s
Automatic Redial Interval Time (30-1200 s)	60	s
First Digit Time (5-120 s)	10	s
Automatic Redial Repeat Times (0-30 times)	10	time(s)
Inter-digit Time (1-30 s)	5	s
Door Opener Timer (0-10 s)	5	s
Intercept Time (1-48 rings)	12	ring(s)

3.3.4 KX-TD816 and KX-TD1232 Programming for Inband Integration via the Manager's Extension

Select a maximum of 2 extension ports to be connected to the VPS. Plug each extension into a Voice Mail port.

Go into System Programme [602] and assign the Voice Mail extensions to a different extension group. By default, all extensions are in Extension Group 1.

Go into System Programme [106] and assign the new Extension Group to Auto Attendant (AA). Then go into System Programme [813] and assign a floating number to the hunting group.

If your KX-TD816 or KX-TD1232 supports System Programme [131] (Hunting Group Assignment), program as follows.

Go into System Programme [131] and enter the Voice Mail extensions into a hunting group.

Go into System Programme [106] and assign the hunting group to Auto Attendant (AA). Then go into System Programme [813] and assign a floating number to the hunting group.

3.3.5 KX-TD816 and KX-TD1232 Programming for Inband Integration via the Operating and Maintenance Tool

A. Programming based on DOS terminal

1. **Go** to the *Main Menu*. Choose "System Data Programming".
(BATCH [1] or INTERACTIVE [2]).

3.3 CONNECTING THE VPS WITH PANASONIC KX-T SERIES PBXs

- Before choosing *Batch Programming*, you must open a file in the *Disk File Management Menu (Item 3)*.
- Before choosing *Interactive Programming*, you must connect with the system in the *DSHS Connect/Disconnect menu*.

Main Menu

1. System Data Programming (BATCH)
2. System Data Programming (INTERACTIVE)
3. Disk File Management
4. DSHS Management
5. DSHS Connect/Disconnect
6. Quit

Select the number : []

2. Choose "**Station**" from the *System Data Programming Main Menu*.

System Data Programming Main Menu

1. Line
- 2. Station**
3. System
4. Toll Restriction
5. ARS
6. Aux. Ports
7. Additional Function
8. Caller ID

Select the number: [2]

3. Choose "**Station Setting**" from the *Station Menu*.

Station Menu

- | | |
|-----------------------------|----------------------|
| 1. Station Setting 1 | 16. PS Setting 1 |
| 2. Station Setting 2 | 17. PS Setting 2 |
| 3. Station Setting 3 | 18. PS Setting 3 |
| 4. CO Line Outgoing | 19. PS Setting 4 |
| 5. DIL 1:N | 20. PS Setting 5 |
| 6. ISDN Internal 1 | 21. PS Setting 6 |
| 7. ISDN Internal 2 | 22. PS Flexible Keys |
| 8. TD286 Internal 1 | 23. PS System |
| 9. TD286 Internal 2 | 24. PS Registration |
| 10. Hunting Group Setting 1 | 25. PS Termination |
| 11. Hunting Group Setting 2 | 26. CS Information |
| 12. Flexible CO Keys | 27. PS Data Clear |
| 13. Flexible PF Keys | |
| 14. DSS | |
| 15. Doorphone | |

Select the number: [1]

4. Enable XDP ports. Place Voice Mail extensions in Extension Group 16.

3.3 CONNECTING THE VPS WITH PANASONIC KX-T SERIES PBXS

GRP No.	FLT No.	Name	Hunting Type	Wait Queue	Over flow	Intercept Day	Intercept Night	UCD Day	UCD Night
01	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
02	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
03	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
04	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
05	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
06	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
07	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
08	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
09	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
10	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
11	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
12	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
13	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
14	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
15	[]	[]] Disable	[0]	BSY	Disable	Disable	[]	[]
16	[]	[]] AA	[0]	BSY	Disable	Disable	[]	[]

8. Return to the *System Data Programming Main Menu*. Select **"Line"** and then select **"CO Line Setting 1"**. Program all lines DIL to the first extension of the Voice Mail hunt group.

CO Line Setting

CO No.	CPC		DIL 1:1 EXT No.		DDI Service	
	Mode	Out	Day	Night	Day	Night
01	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable
02	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable
03	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable
04	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable
05	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable
06	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable
07	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable
08	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable
09	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable
10	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable
11	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable
12	[44]	Disable	EXT [305]	EXT [305]	Disable	Disable

B. Programming based on Windows Application

1. Select **File -> New/Open** (BATCH Mode) or **Connect -> DSHS Connect/Disconnect** (INTERACTIVE Mode).

Note

When you select INTERACTIVE Mode, you must connect the RS232-c cable between your PC and the TD1232 unit.

2. Select **Extns -> Station Hunting**, and change the Hunting type to **AA** for Automated Attendant into the "Type" column of group 16.

Group ▲	Type	Pilot	Name	Overflow	Q size	Intercept		UCD Table		Agent Extension						
						Day	Night	Day	Night	01	02	03	04	05	06	07
1	Disable			Busy	0			Not Stored	Not Stored							
2	Disable			Busy	0			Not Stored	Not Stored							
3	Disable			Busy	0			Not Stored	Not Stored							
4	Disable			Busy	0			Not Stored	Not Stored							
5	Disable			Busy	0			Not Stored	Not Stored							
6	Disable			Busy	0			Not Stored	Not Stored							
7	Disable			Busy	0			Not Stored	Not Stored							
8	Disable			Busy	0			Not Stored	Not Stored							
9	Disable			Busy	0			Not Stored	Not Stored							
10	Disable			Busy	0			Not Stored	Not Stored							
11	Disable			Busy	0			Not Stored	Not Stored							
12	Disable			Busy	0			Not Stored	Not Stored							
13	Disable			Busy	0			Not Stored	Not Stored							
14	Disable			Busy	0			Not Stored	Not Stored							
15	Disable			Busy	0			Not Stored	Not Stored							
16	AA			Busy	0			Not Stored	Not Stored							
17	Disable			Busy	0			Not Stored	Not Stored							
18	Disable			Busy	0			Not Stored	Not Stored							
19	Disable			Busy	0			Not Stored	Not Stored							
20	Disable			Busy	0			Not Stored	Not Stored							
21	Disable			Busy	0			Not Stored	Not Stored							
22	Disable			Busy	0			Not Stored	Not Stored							
23	Disable			Busy	0			Not Stored	Not Stored							
24	Disable			Busy	0			Not Stored	Not Stored							
25	Disable			Busy	0			Not Stored	Not Stored							
26	Disable			Busy	0			Not Stored	Not Stored							
27	Disable			Busy	0			Not Stored	Not Stored							

Set the Voicemail extension No. into each of the "Agent Extension" columns, and **press OK**.

Group ▲	Type	Pilot	Name	Overflow	Q size	Intercept		UCD Table		Agent Extension						
						Day	Night	Day	Night	01	02	03	04	05	06	07
1	Disable			Busy	0			Not Stored	Not Stored							
2	Disable			Busy	0			Not Stored	Not Stored							
3	Disable			Busy	0			Not Stored	Not Stored							
4	Disable			Busy	0			Not Stored	Not Stored							
5	Disable			Busy	0			Not Stored	Not Stored							
6	Disable			Busy	0			Not Stored	Not Stored							
7	Disable			Busy	0			Not Stored	Not Stored							
8	Disable			Busy	0			Not Stored	Not Stored							
9	Disable			Busy	0			Not Stored	Not Stored							
10	Disable			Busy	0			Not Stored	Not Stored							
11	Disable			Busy	0			Not Stored	Not Stored							
12	Disable			Busy	0			Not Stored	Not Stored							
13	Disable			Busy	0			Not Stored	Not Stored							
14	Disable			Busy	0			Not Stored	Not Stored							
15	Disable			Busy	0			Not Stored	Not Stored							
16	AA			Busy	0			Not Stored	Not Stored		305	306				
17	Disable			Busy	0			Not Stored	Not Stored							
18	Disable			Busy	0			Not Stored	Not Stored							
19	Disable			Busy	0			Not Stored	Not Stored							
20	Disable			Busy	0			Not Stored	Not Stored							
21	Disable			Busy	0			Not Stored	Not Stored							
22	Disable			Busy	0			Not Stored	Not Stored							
23	Disable			Busy	0			Not Stored	Not Stored							
24	Disable			Busy	0			Not Stored	Not Stored							
25	Disable			Busy	0			Not Stored	Not Stored							
26	Disable			Busy	0			Not Stored	Not Stored							
27	Disable			Busy	0			Not Stored	Not Stored							

Section 4

INTEGRATING THE VPS WITH THE PANASONIC KX-TD DIGITAL PBX

4.1 GUIDELINES FOR DPT INTEGRATION

4.1.1 Why DPT Integration is Important

The VPS works well with most PBXs because its connections are made through a standard single line (tip/ring) telephone interface. However, the communication between the PBX and VPS is best when DPT Integration is used; the VPS is already set up to communicate through DPT Integration.

Once DPT Integration is established, the PBX sends information to the VPS through the data link. This information enables the VPS to identify the extension that is calling, know where from and why a call is forwarded, and recognise what the caller wants to do. This communication allows features that are only available with DPT Integration— several of which are described below:

Table 4-1

DPT INTEGRATION FEATURES	
Remote Call Forwarding Set	The subscribers and the Message Manager can program their extensions from a remote location to forward various types of calls to a desired extension or an outside telephone.
Auto Configuration	The VPS knows what extension numbers exist on the PBX and creates mailboxes for each extension automatically. Also sets the VPS clock with data from the PBX clock.
Live Call Screening	Extension users can monitor messages as they are being left in the mailbox or intercept if required.
Two-Way Recording	Extension users can record conversations into their own mailboxes by pressing one button.
Two-Way Transfer	Extension users can record conversations into another person's mailbox by pressing a button and dialling an extension number.
Direct Mailbox Access	The subscriber can directly enter his mailbox when he calls the VPS. He does not have to dial his mailbox number.
Trunk Service (Universal Port)	Each PBX trunk (outside line) group can be assigned one of 4 incoming call services: Voice Mail Service, Automated Attendant Service, Interview Service and Custom Service.
Intercom Paging*	Callers can page subscribers through built-in speakers and external paging equipment. For a Caller ID Caller, if his name has been recorded for the Caller Name Announcement feature, the name will be announced at the end of the page.

Table 4-1

DPT INTEGRATION FEATURES	
Caller Name Announcement (System/Personal)*	The VPS announces the prerecorded Caller ID callers' names when: (1) extension users listen to messages from assigned numbers left in their mailboxes, (2) the VPS transfers calls from assigned numbers to the users, and (3) the VPS pages the users by intercom. If the same Caller ID number is programmed for both system and personal caller name announcements, the VPS will use the personal caller name.
Caller ID Call Routing*	The VPS automatically sends calls from pre-assigned Caller ID numbers to the desired extension, mailbox or Custom Service.
Personal Greeting for Caller ID*	Each subscriber can record up to 4 personal greeting messages for special callers.
Time Synchronisation	Whenever the PBX sets a new date and time or when DPT Integration is established, the data is automatically registered in the VPS.

- * **Caller ID Note 1:** When an incoming outside call reaches the VPS via the PBX, the VPS will wait about 2 rings before answering the call to receive the Caller ID information properly from the PBX.
This waiting time can be changed by using the WCID command (see 7.2.20 Wait for Caller ID (WCID) in 7.2 UTILITY COMMANDS).
- Caller ID Note 2:** In the documentation for the KX-TD816/1232/612 series PBX, the Caller ID feature is called CLIP (Calling Line Identification Presentation).

Note

Depending on the model and/or the software version of the connected PBX (see 3.1.1 DPT or Inband Signalling?), you may not be able to utilise some of the features listed above. For more information, consult your dealer.

4.2 KX-TD500 PROGRAMMING FOR DIGITAL INTEGRATION

A maximum of 2 VPS cards for the VPS can be installed at the KX-TD500. Follow the procedure below to program the VPS card(s) for DPT Integration.

Note

The KX-TD500 is not sold in the United Kingdom. It is only available in some countries.

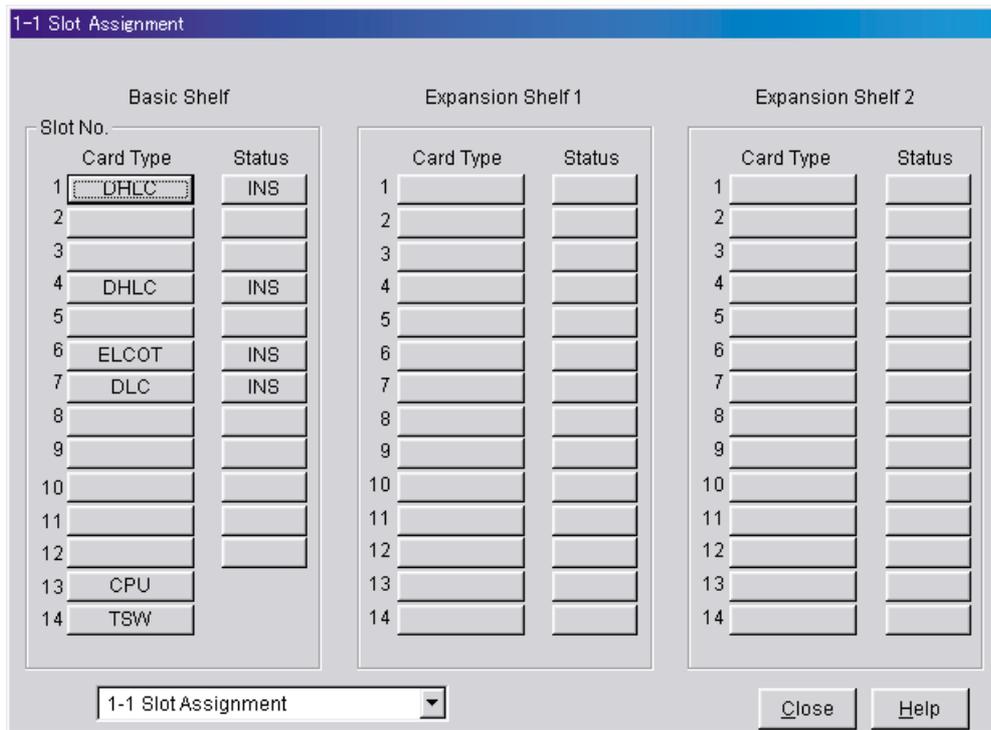
1. Assignment of the VPS card to be connected to the VPS

Note:

If the VPS card to which the VPS will be assigned is already installed in the KX-TD500, skip the steps a through d. If a new VPS card is installed in the KX-TD500, follow the steps below.

- a) Go to the "1-1 Slot Assignment" screen.
- b) Assign the slot "Card Type" to be installed to "DLC" or "DHLC" card.
- c) Click "Apply" to save the card type assignment.
- d) Set "Status" to "INS".

Screen output:

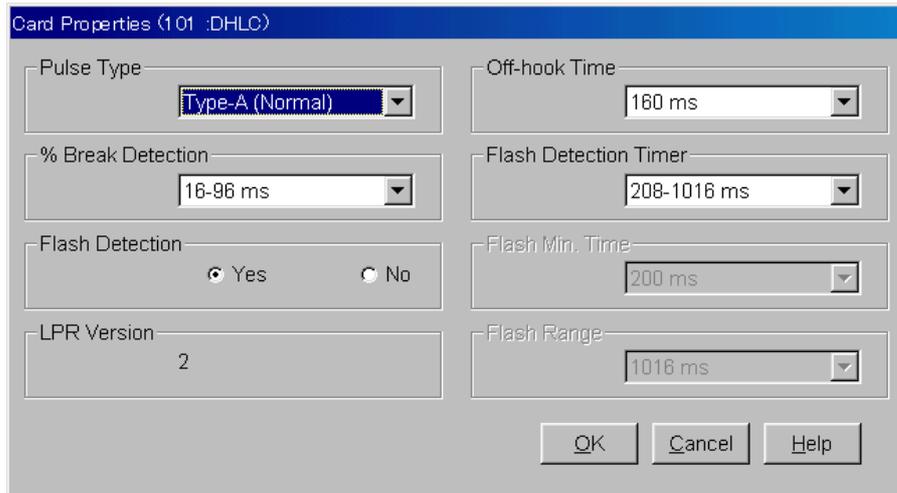


- e) Check the information of "Card Properties" and confirm the LPR version of the card.

Note:

The LPR Version must be "2" or higher for the first VPS card (101: DHLC) to which the control channel will be assigned, or "1" or higher for the second VPS card (104: DHLC).

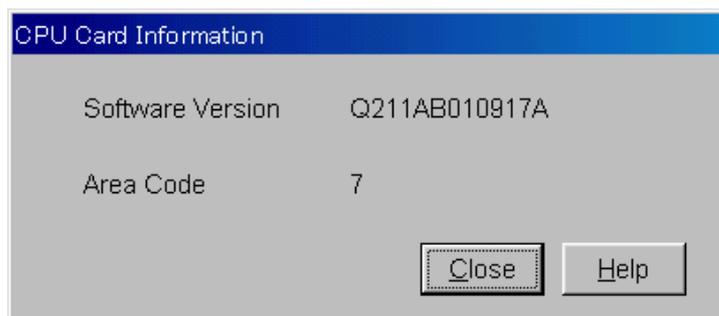
Screen output:



- f) Check the information of "CPU Card Information" and confirm the **Software Version** of the KX-TD500. The software version must be Q211AB or higher for DPT Integration to be utilised.

Notes:

- *If the software version of the KX-TD500 is lower than this, you may not be able to utilise some of the features available only with DPT Integration. For more information, consult your dealer.*
- *In the example below, Q211AB represents the software version and 010917A represents the software production date code (year, month, day). The Area Code 7 indicates just for Spain.*



2. Assignment of the ports to be connected to the VPS
 - a) Go to the "1-3 Extension Port Assignment" screen.
 - b) Select the appropriate VPS card (101: DHLC) in the "Card No." menu.
 - c) Set the attribute of the valid ports to be connected to the VPS to "VPS (DPT)".
 - d) Click "Apply" to save the changed data.

Note:

The parameters except for "Attribute" will disappear and the DN (Directory Number) will be cleared.

Screen output:

1-3 Extension Port Assignment

Card No. 101:DHLC

Port No.	Attribute	Tel. Type	DN	Group No.	Parallel / XDP	Status
1	VPS (DPT)					
2	VPS (DPT)					
3	VPS (DPT)					
4	VPS (DPT)					
5	VPS (DPT)					
6	VPS (DPT)					
7	VPS (DPT)					
8	VPS (DPT)					

DN Refer

1-3 Extension Port Assignment

OK Apply Cancel Help

3. Assignment of VPS card and its model
 - a) Go to the "1-4 VPS (DPT) Port Assignment" screen.
 - b) Select the corresponding equipment number in the "TVP No." menu.
 - c) Select "TVP200-1" in the "Type" menu.
 - d) Select the card (101: DHLC for jacks 1-6) which connects with the VPS in the "VPS Card" menu.

Screen output:

Jack No.	Port No.	DN	Ext No. 1		Ext No. 2		Status
			Group No.	DN	Group No.	DN	
1							
2							
3							
4							
5							
6							

4. Assignment of the extension ports connected to the VPS

- a) Continue the programming in the "1-4 VPS (DPT) Port Assignment" screen.
- b) **Select** the extension port number of the card (DLC/DHLC) to which the VPS (DPT) jack is to be connected in the "Port No." menu.

Notes:

- You can assign a maximum of 6 jacks (12 ports) with the KX-TD500.
- This menu is displayed only when the attribute of the ports is assigned to "VPS (DPT)" in step 2.
- This programme tells the KX-TD500 which extension ports are connected to the VPS. This allows the KX-TD500 to send the proper Digital Integration information to these ports.
- Jack No.1 must be assigned, because its port is used as the channel to control the VPS.

- c) Assign "DN" for the port (click "DN Refer" to check the available directory numbers).

Note:

This programme allows you to assign an extension number to each Voice Mail port. Since each port connected to the VPS provides two extensions, this enables you to assign extension numbers to each port. To reach the Voice Mail system, users dial these extension numbers.

- d) Assign "Extension Group No." for the port.

Note:

Specify the extension group number (126 or 127 by default) to which VM or AA is assigned. Group numbers 1 to 128 are available to the VPS through additional programming. (Selecting VM has the same effect as selecting AA, regardless of how the VPS is programmed.)

- e) Click "Apply" to save the changed data.
- f) Set "Status" to "INS".

Screen output:

Jack No.	Port No.	Ext No. 1		Ext No. 2		Status
		DN	Group No.	DN	Group No.	
1	1	1065	126	1066	126	INS
2	2	1067	126	1068	126	INS
3	3	1069	126	1070	126	INS
4	4	1071	126	1072	126	INS
5	5	1073	126	1074	126	INS
6	6	1075	126	1076	126	INS

- 5. To set the trunk (outside line) features, follow the instructions in "Settings for the trunk (outside line) features" (3.3.3 KX-TD500 Programming for Inband Integration in 3.3 CONNECTING THE VPS WITH PANASONIC KX-T SERIES PBXs).
- 6. **Connect the jack** assigned in Step 4 to the VPS.
- 7. **Connect your personal computer** to the VPS and start your communication software (i.e., HyperTerminal, Procomm Plus, Smartcom...).
Communication Parameters: 9600, 8 Bit, None, 1
- 8. Turn the power switch **off** at the VPS and **set the Rotary Switch to position 5**.
Only perform this step when initially setting up the system.

CAUTION

Setting the Rotary Switch to position 5 will default the Voice Processing System, resulting in a loss of all user programming and voice messages (except User 1 and User 2 prompts).

- 9. Turn the power switch back **on** at the VPS and wait approximately 7-8 min while the system initialises.

Before starting the VPS, make sure all installation and line connections have been done as described in Section 2 INSTALLATION.

The calls to the VPS can be processed after the Power Indicator stops flashing. After turning the power on, the system starts up in the following sequence:

- The Power Indicator light goes on.
- The Power Indicator light begins to flash.
- "CARD TEST" is displayed on the screen.
- "SYSTEM SETUP" is displayed.

Screen output:

```
CARD TEST...
SYSTEM SETUP...
 1...  2...  3...  4...  5...  6...  7...  8...  9... 10...
11... 12... 13... 14... 15... 16... 17...
```

- The VPS tests the CPU board, the hard disk drive, and the CO cards as "SYSTEM SETUP..." is displayed.
- Active ports are displayed on the screen.

Screen output:

```
Active COs: 1  2  3  4  5  6  7  8  9 10 11 12
** ON LINE MODE **
```

The display will alert you if System Setup is not completed successfully.

Screen output:

```
Active COs: 1  2  3  4  5  6  7  8  9 10 11 12
DPT Interface Connection is not Established
** OFF LINE MODE **
```

This message will appear when the DPT connection between the VPS and telephone system cannot be established.

Possible causes of the message: "DPT Interface Connection is not Established"

Table 4-2

Cause	Remedy
The PBX is not a KX-TD series system. Since the VPS is configured to communicate with the KX-TD1232, this message will always appear when connecting to another type of PBX.	Connect a KX-TD series PBX and set the PBX type by using Quick Setup (see Section 5 CUSTOMISING THE SYSTEM).
The cabling between the PBX extension ports and the VPS is not 4-wire or is improperly connected.	Confirm the cabling is connected as described in Section 2 INSTALLATION.
The PBX is a KX-TD series but does not have the proper level of software required to support DPT Integration.	Consult your dealer or use Inband Integration under hardware settings.

Table 4-2

Cause	Remedy
The PBX is not programmed properly to support DPT Integration.	Do required integration programming as described in this chapter.

10. Start up completed.

- a) The Power Indicator light stops blinking when the start-up has been successful. (The delay varies according to the system's condition.)
- b) *****ON LINE MODE***** is displayed.
- c) System prompt [**>**] is displayed on the screen. To enter system administration, **Press ENTER**. All parameters can be set through the menu-driven programme.

When the System Administrator starts operation, the system asks for the terminal type. By choosing VT100 [2], all parameters can be set through the menu-driven programme.

Please Select Your Terminal Type.
1. ASCII TERMINAL
2. VT100
Please Enter the Number := _____

Please Enter the Number:= **[2]**

Select [2] because Quick Setup is only available when using a personal computer that can emulate a VT100 terminal.

- 11.** Go to the *System Administration Top Menu*. Select **[5]** and **Press ENTER**, or **Type [3]** then **QSET** and **Press ENTER** for Quick Setup and follow the Auto Configuration Instructions.

TEST: Press the INTERCOM button and then [2065]. If the VPS answers, you have a DPT connection.

Set the Rotary Switch to position 0 after initialisation is complete.

The required programming is complete and the VPS and KX-TD500 should be able to communicate through DPT Integration.

We recommend that the KX-TD500 system has any optional extension cards installed and telephones connected before starting the VPS.

When running the Quick Setup command (Section 5 CUSTOMISING THE SYSTEM) from the VPS, the PBX transmits the extension information automatically. This saves time when programming the VPS.

4.3 CONNECTING THE VPS WITH THE PANASONIC KX-TD816, KX-TD1232 AND KX-TD612

Notes

- *Do not use System Programmes [106], [131], [602] or [813] for DPT Integration.*
- *The next 2 sections (4.3.1 KX-TD1232 Software Verification and Programming for DPT Integration via the Manager's Extension and 4.3.2 KX-TD1232 Software Verification and Programming for DPT Integration via the Operating and Maintenance Tool) are for the KX-TD1232 as examples. Please refer to them for the KX-TD816 and the KX-TD612.*

4.3.1 KX-TD1232 Software Verification and Programming for DPT Integration via the Manager's Extension

It is important that the KX-TD1232 has the proper software level to allow DPT Integration with the VPS. Follow the procedures below to confirm the software level, then complete the required programming before starting up the VPS.

Note

Two methods of programming are available on the KX-TD1232. The instructions below show how to program without the operating and maintenance tool. For instructions on programming with the operating and maintenance tool, please see 4.3.2 KX-TD1232 Software Verification and Programming for DPT Integration via the Operating and Maintenance Tool.

All of the following procedures must be done after entering system programming. Refer to the KX-TD1232 Programming Guide or Installation Manual for instructions on how to enter the system programming mode.

Software Verification

1. Verify Software—If you are configuring a 2-cabinet system, remember to check both cabinets. The software must be the same in each. Check the software version of the KX-TD1232 using System Programme [116].

Example: P111GYMMDDA

The underlined digits represent the software production date code (year, month, day).

If the software version of the PBX is old, you may not be able to utilise some of the features available only with DPT Integration. For more information, consult your dealer.

From the **SYS-PGM NO ?** screen:

- a) Enter [116].
- b) Press the **NEXT** button (SP-PHONE).

- c) **Enter** the system number ([0] or [1], master/slave). The system displays the ROM version and the date it was created.

This version must be the required version for DPT Integration to be utilised (both systems if system connection is used).

2. **Set** the date and time using System Programme [000].
3. **Set** PBX extension numbering using System Programme [003].
4. **Assign** the **Voice Mail Port**. This programme tells the PBX which jack will be connected to the VPS. This allows the PBX to send the proper DPT Integration information to those ports.

Notes

- **You can assign a maximum of 6 jacks (12 ports) with the KX-TD1232 or KX-TD816.**
- **If you are configuring a 2-cabinet system, all Voice Mail Ports should be assigned to either the Master or Slave System.**

From the **SYS-PGM NO ?** screen:

- a) **Enter** [126] or [117].
- b) **Press** the **NEXT** button (SP-PHONE).
Screen output: M: # # #
- c) **Enter** the jack number (02-64) of the port you will use for the Voice Mail.
- d) **Press** **STORE**.
- e) **Press** **END** (HOLD) when finished.

Conditions: **Jack 01 cannot be used as a Voice Mail port. A jack programmed as a Manager Extension (System Programme [006]) cannot be used in this programme.**

5. **Skip this step unless setting flexible numbering.**

System Programme [127] or [118] (Voice Mail Extension Number Assignment) is automatically set. This programme allows you to assign an extension number to each Voice Mail port. Since a jack connected to the VPS provides 2 extensions, this enables you to assign extension numbers to each port. You can assign any extension number that is not already assigned to another port. To reach the VPS, users dial these extension numbers. It is not necessary to change the default programming for the extensions 265 and 266 (or 165 and 166).

From the **SYS-PGM NO ?** screen:

- a) **Enter** [127] or [118].
- b) **Press** the **NEXT** button (SP-PHONE).
Screen output: VM NO? →
- c) **Press** the **NEXT** button (SP-PHONE).
Screen output: VM-01:#_ _ -1: 265 (or 165)
(_ _ = the port number you entered in programme 126 [or 117])
- d) **Enter** the **Extension Number** that you want this port to have.
(The default extension number for port 1: 265 [or 165]; port 2: 266 [or 166])
- e) **Press** **STORE**.

f) Repeat steps c, d, and e until all extension numbers are entered.

Conditions: *No 2 jacks on the system can have the same extension number. If you try to enter a number that is already assigned, you will hear an error tone. Each digital extension connected provides 2 Voice Mail ports and must have 2 different extension numbers assigned.*

6. Connect the jack assigned in Step 4 to the VPS.

7. Connect your personal computer to the VPS and start your communication software (i.e., HyperTerminal, Procomm Plus, Smartcom...)
Communication Parameters: 9600, 8 Bit, None, 1

8. Turn the power switch off at the VPS and set the Rotary Switch to position 5.

Only perform this step when initially setting up the system.

CAUTION

Setting the Rotary Switch to position 5 will default the Voice Processing System, resulting in a loss of all user programming and voice messages (except User 1 and User 2 prompts).

9. Turn the power switch back on at the VPS and wait approximately 7-8 min while the system initialises.

Before starting the VPS, make sure all installation and line connections have been done as described in Section 2 INSTALLATION.

The calls to the VPS can be processed after the Power Indicator stops flashing. After turning the power on, the system starts up in the following sequence:

- The Power Indicator light goes on.
- The Power Indicator light begins to flash.
- "CARD TEST" is displayed on the screen.
- "SYSTEM SETUP" is displayed.

Screen output:

```
CARD TEST...
SYSTEM SETUP...
 1...  2...  3...  4...  5...  6...  7...  8...  9... 10...
11... 12... 13... 14... 15... 16... 17...
```

- The VPS tests the CPU board, the hard disk drive, and the CO cards as "SYSTEM SETUP..." is displayed.
- Active ports are displayed on the screen.

Screen output:

```
Active COs: 1  2  3  4  5  6  7  8  9 10 11 12
** ON LINE MODE **
```

10.Change the PBX type in the VPS programming menu in the following sequence.

- System prompts [>] are displayed on the screen. Press ENTER.

Screen output:

Please Select Your Terminal Type.
1. ASCII TERMINAL
2. VT100
Please Enter the Number := _____

- Go to the PBX type selection menu,
 By selecting your terminal type [1] or [2] and press ENTER,
 Select [1] and press ENTER
 Select [6] and press ENTER
 Select [3] and press ENTER
 Select [1] and press ENTER

Screen output:

Programm - Hardware Setting - PBX Interface Parameters - Dialing Parameters Menu
PBX Type [Other]
1. Other Manufacturers 2. KXT series

- Select [2] (and press ENTER)

Enter the Model Number
1. T308 2. T616 3. T1232/TA series 4. T96 5. T336
6. TD816 7. TD1232/612 8. TD500 9. Reserved

- Select [7] (and press ENTER)
 Escape the programming menu by entering Backslash Key until System prompt [>] comes to be visible.
- Check the LED on the VPS unit. If the light is on, the DPT connection between VPS and PBX is established.
 If the LED is flashing, the DPT connection cannot be established.

Possible causes of the message: "DPT Interface Connection is not Established"

Table 4-3

Cause	Remedy
The PBX is not a KX-TD series system. Since the VPS is configured to communicate with the KX-TD1232, this message will always appear when connecting to another type of PBX.	Connect a KX-TD series PBX and set the PBX type by using Quick Setup (see CUSTOMISING THE SYSTEM).
The cabling between the PBX extension ports and the VPS is not 4-wire or is improperly connected.	Confirm the cabling is connected as described in INSTALLATION.
The PBX is a KX-TD series but does not have the proper level of software required to support DPT Integration.	Consult your dealer or use Inband Integration under hardware settings.
The PBX is not programmed properly to support DPT Integration.	Do required integration programming as described in this chapter.

11. Start up completed.

- a) The Power Indicator light stops blinking when the start-up has been successful. (The delay varies according to the system's condition.)
- b) *****ON LINE MODE***** is displayed.
- c) System prompt [**>**] is displayed on the screen. To enter system administration, **Press ENTER**. All parameters can be set through the menu-driven programme.

When the System Administrator starts operation, the system asks for the terminal type. By choosing VT100 [2], all parameters can be set through the menu-driven programme.

Please Select Your Terminal Type.
1. ASCII TERMINAL
2. VT100
Please Enter the Number := _____

Please Enter the Number:= [2]

Select [2] because Quick Setup is only available when using a personal computer that can emulate a VT100 terminal.

- 12. Go to the *System Administration Top Menu*. Select [5] and **Press ENTER**, or **Type [3]** then **QSET** and **Press ENTER** for Quick Setup and follow the Auto Configuration Instructions.

TEST: Press the INTERCOM button and then [265]. If the VPS answers, you have a DPT connection.

Set the Rotary Switch to position 0 after initialisation is complete.

The required programming is complete and the VPS and KX-TD1232 should be able to communicate through DPT Integration.

We recommend that the KX-TD1232 system has any optional extension cards installed and telephones connected before starting the VPS.

When running the Quick Setup command (Section 5 CUSTOMISING THE SYSTEM) from the VPS, the PBX transmits the extension information automatically. This saves time when programming the VPS.

4.3.2 KX-TD1232 Software Verification and Programming for DPT Integration via the Operating and Maintenance Tool

Follow these steps after communication between the KX-TD1232 and the programming software has been established. Refer to the Operating and Maintenance manual for connection information.

A. Programming based on DOS terminal

1. Check the software version.

- a) Go to the *Main Menu*. Press the **ALT** key and the letter **[V]** at the same time.
- b) Verify the Operating and Maintenance version being used.

Sample display: *DB data (PC): Empty*
 Version: 3.03X

Note

If you have an older version of the maintenance tool but have the correct ROM version in the system, you may still program the KX-TD1232 but you must program using the Manager's Extension.

c) Verify the ROM version of the KX-TD1232.

Example: **P111GYMMDDB**

If the software version of the PBX is old, you may not be able to utilise some of the features available only with DPT Integration. For more information, consult your dealer.

In the example above, the underlined digits represent the software production date code (year, month, day).

2. Go to the *Main Menu*. Choose "System Data Programming" (BATCH [1] or INTERACTIVE [2]).

Main Menu

1. System Data Programming (BATCH)
2. System Data Programming (INTERACTIVE)
3. Disk File Management
4. DSHS Management
5. DSHS Connect/Disconnect
6. Quit

Select the number : []

3. Choose "System" from the *System Data Programming Main Menu*.

System Data Programming Main Menu

- 1. Line
 - 2. Station
 - 3. System**
 - 4. Toll Restriction
 - 5. LCR
 - 6. Aux. Ports
 - 7. Additional Function
 - 8. FWD/DND Information
- Select the number : [3]

4. Choose "Voice Mail Integration" from the *System Menu*.

System Menu

- | | |
|-----------------------------------|--------------------------------------|
| 01. Day/Night | 11. Phantom |
| 02. Class of Service | 12. Operator/Manager |
| 03. Emergency/Dial | 13. UCD Time Table/Message Rec. Time |
| 04. Speed Dial | 14. Miscellaneous |
| 05. Absent Message | 15. Quick Dial |
| 06. Flexible Numbering | 16. System Time |
| 07. Account Code | 17. Version |
| 08. Timer | 18. ISDN Card |
| 09. Voice Mail | 19. CS-INF Card |
| 10. Voice Mail Integration | |

Select the number: [10]

5. First, **enter** the **port numbers** that will be connected to the VPS. If desired, change the default extension numbers of the Voice Mail ports.

Voice Mail Integration

VM Port No.	Master		[07]	[08]	[]	[]	[]	[]	[]
	Slave		[]	[]	[]	[]	[]	[]	[]
	VM	Jack	EXT	VMG	VM	Jack	EXT	VMG	
	Master 01	07-1	[265]	[1]	Slave 13	-1	[271]	[1]	
	02	07-2	[266]	[1]	14	-2	[272]	[1]	
	03	08-1	[267]	[1]	15	-1	[273]	[1]	
	04	08-2	[268]	[1]	16	-2	[274]	[1]	
	05	-1	[269]	[1]	17	-1	[275]	[1]	
	06	-2	[270]	[1]	18	-2	[276]	[1]	
	07	-1	[277]	[1]	19	-1	[279]	[1]	
	08	-2	[278]	[1]	20	-2	[280]	[1]	
	09	-1	[281]	[1]	21	-1	[285]	[1]	
	10	-2	[282]	[1]	22	-2	[286]	[1]	
	11	-1	[283]	[1]	23	-1	[287]	[1]	
	12	-2	[284]	[1]	24	-2	[288]	[1]	

Note

The extension numbers are different depending on your PBX (e.g., 265, 266, 267...).

- Step 6 should only be done if the VPS is going to answer all incoming Telephone Company lines directly.

Return to the System Data Programming Main Menu. Select "Line" and then select "CO Line Setting 2". Program all lines DIL to the first extension of the Voice Mail hunt group.

CO Line Setting

CO No	CPC		DIL 1:1		DIL	
	Detection Mode	Out	EXT No	EXT No	Service	Service
			Day	Night	Day	Night
01	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable
02	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable
03	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable
04	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable
05	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable
06	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable
07	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable
08	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable
09	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable
10	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable
11	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable
12	[44]	Disable	<u>EXT[265]</u>	<u>EXT[265]</u>	Disable	Disable

- Follow steps 5-11 in 4.3.1 KX-TD1232 Software Verification and Programming for DPT Integration via the Manager's Extension.

4.3 CONNECTING THE VPS WITH THE PANASONIC KX-TD816, KX-TD1232 AND KX-TD612

The required programming is now complete and the VPS and KX-TD1232 should be able to communicate through DPT Integration.

We recommend that the KX-TD1232 system has any optional extension cards installed and telephones connected before starting the VPS.

When running the Quick Setup command (Section 5 CUSTOMISING THE SYSTEM) from the VPS, the PBX transmits the extension information automatically. This saves time when programming the VPS.

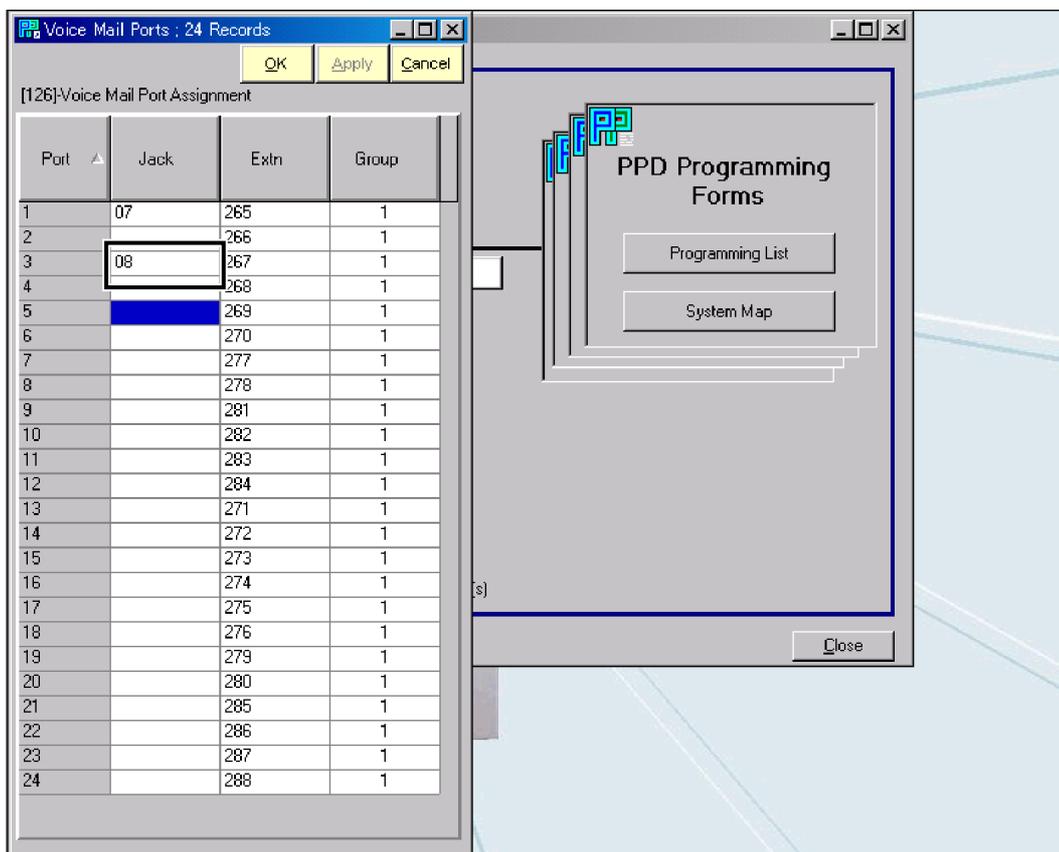
B. Programming based on Windows Application

1. Select **File** -> **New/Open** (BATCH Mode) or **Connect** -> **DSHS Connect/Disconnect** (INTERACTIVE Mode).

Note

When you select INTERACTIVE Mode, connect the RS232-c cable between your PC and the TD1232 unit.

2. Select **System** -> **Voice Mail** -> **Voice Mail Ports**, and set the Voice mail Jack No. into the "Jack" column of Odd Port No. as below, and press **OK**.



3. Select Line -> CO Lines, and assign first extension of the Voice Mail hunt group into the "DIL 1:1" column as below, and press QK.

CO Group								CPC				DIL:1-1		Reverse Circuit	DDI		
01	02	03	04	05	06	07	08	Dial Mode	Pulse Rate	DTMF	Detect (*8 ms)	Out Enable	Ext. 1	Ext. 2		Day	Night
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI
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<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI					
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<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	DTMF	10pps	96ms	44	<input type="checkbox"/>	265	265	Regular	DDI	DDI						

4.4 COMMON DPT INTEGRATION FEATURES AND SETUP PROCEDURES

The following features can be used on any KX-T proprietary telephone (7000/7300 series analogue; 7200/7400/7500 series digital).

4.4.1 Live Call Screening (LCS) Programming

LCS notifies subscribers of incoming messages to their mailboxes. The notification method is programmable for hands-free or private. Hands-free allows the user to monitor a recording through the speakerphone and, if desired, intercept the call by lifting the handset. The private mode notifies the user with an alert tone when a message is being recorded. By pressing the LCS button, the user can monitor the message and intercept the call by going off-hook. System Programming or PC Programming also determines whether the mailbox continues to record after the user intercepts the call.

4.4.2 Live Call Screening Password Assignment

To allow the Live Call Screening feature to work at an extension, the extension must have the LCS button lit. To light this button on the telephone, press the LCS button, then enter the password. This password prevents others from activating the LCS feature and listening to the messages as they are being left. (It is not necessary to enter PITS Programming to activate this feature.)

PC programming is also possible.

1. **Lift** the handset or **Press** the **SP-PHONE** button.
2. **Dial** the feature number **[799]**.
3. **Enter** a 3-digit password (**[000]-[999]**) twice.
You will hear a confirmation tone, then a dial tone.
Screen output: The 3-digit password you entered is displayed.
4. **Hang up** or **Press** the **SP-PHONE** button.
5. Repeat these steps for each telephone.

4.4.3 Live Call Screening Password Cancelling

To cancel the password, follow the procedure below. (It is not necessary to enter PITS Programming to activate this feature).

PC programming is also possible.

1. **Lift** the handset or **Press** the **SP-PHONE** button.
2. **Dial** the feature number **[799]**.
3. **Enter** the password (**[000]-[999]**).
You will hear a confirmation tone, then a dial tone.
Screen output: Password Cancel
4. **Hang up** or **Press** the **SP-PHONE** button.

5. Repeat these steps for each telephone.

4.4.4 Live Call Screening Recording Mode Assignment via System Programming

This programme allows the VPS to continue recording the conversation in the mailbox after the extension intercepts the call during the Live Call Screening. PC programming is also possible.

1. Enter **[617]** or **[616]** from system programme.
2. Press the **NEXT** button (SP-PHONE).
Screen output: Jack No.? →
3. Enter the **jack number**.
Screen output: #__ :Stop Rec
(__ = the jack number you entered)
4. Press the **SELECT** button (AUTO-ANSWER) until the desired selection is displayed.
5. Press **STORE**.
6. Press the **NEXT** button (SP-PHONE).
7. Repeat the steps 4 to 6 until all jacks are programmed.

4.4.5 Live Call Screening Private/Hands-Free Mode Assignment via Station Programming

This programme assigns a VPS response for when a message is being left in a mailbox. It determines whether an alert tone is sent or whether the recorded message is played through the built-in speaker of the extension. The default mode is hands-free. (This is station level programming and should be done at each individual telephone.) PC programming is also possible.

1. Enter Station Programming:
 - a. With the phone on-hook, Press the **PROGRAM** button.
 - b. Dial **[99]**. (Display changes to PT-PGM Mode.)
2. Dial the code for the mode you want this telephone to have.
Hands-Free = ***11**
Private = ***12**
Screen output: Hands-Free or Private
3. Press **STORE**.
4. To exit the Station Programming mode, Press the **PROGRAM** button or lift the handset.
5. Repeat these steps for each telephone.

Conditions: None

A single-line telephone that is connected to the same extension as a proprietary telephone can also be used to monitor an incoming message. Be sure that Live Call Screening on the connected proprietary telephone has been activated. This feature is useful when you are using a cordless telephone. The handset sounds an alert tone to let you know that a message is being recorded. To intercept the call, hang up and go off-hook.

4.4.6 Live Call Screening Assignment via PC Programming

The KX-TD500 users can program Live Call Screening features via PC programming. Follow the procedure below to assign each feature.

Note

The KX-TD500 is not sold in the United Kingdom. It is only available in some countries.

1. Go to "4-2 Extension Line 1/2" screen.

Screen output:

2. Select the "Card No." and "Port No." which you are going to program.
3. In "LCS Settings":
 - a) To set LCS Password, Enter a 3-digit number (using "0-9") in "LCS Password".

Note
To cancel the password, erase the 3-digit number
 - b) To assign LCS Recording Mode, Set "Recording Mode" to "Keep Rec" or "Stop Rec".
 - c) To assign LCS Private/Hands-free Mode, Set "Operation Mode" to "Private" or "Hands-free".
 - d) To activate the LCS status, Set "Status" to "Active".

Note
To utilise the Live Call Screening features, it is necessary to first assign the LCS Password and LCS Button (see 4.4.12 Button Assignment via PC Programming), and then activate the LCS status.
4. Click "Apply".
5. Repeat steps 2 to 4 for each extension.

4.4.7 Live Call Screening Button Assignment via Station Programming

For the Live Call Screening feature to work at an extension, the extension must have an LCS button lit at the time of the message reception. This key must either be a DSS/BLF or CO key with a lamp. Follow the procedure below to assign an LCS button on an extension. (This is station level programming and should be done at each individual telephone.) PC programming is also possible.

1. Enter PITS Programming:
 - a. With the phone on-hook, **Press** the **PROGRAM** button.
 - b. **Dial [99]**. (Display changes to PT-PGM Mode.)
2. **Press** the desired **FLEXIBLE (CO or DSS/BLF)** button you want to assign as the LCS button.
3. **Dial [85] or [92]**.
Screen output: LCS
4. **Press STORE**.
5. To exit the Station Programming mode, **Press** the **PROGRAM** button or lift the handset.
6. Repeat these steps for each telephone.

4.4.8 Live Call Screening Cancel Button Assignment via Station Programming

This button assignment allows you to assign a Flexible (CO, DSS) button as a Live Call Screening Cancel button. PC programming is also possible.

1. Enter PITS Programming:
 - a. With the phone on-hook, **Press** the **PROGRAM** button.
 - b. **Dial [99]**. (Display changes to PT-PGM Mode.)
2. **Press** the **Flexible (CO, DSS)** button that you wish to assign as a Live Call Screening Cancel button.
3. **Dial [86] or [93]**.
Screen output: LCS Cancel
4. **Press STORE**. The STORE indicator light turns on.
The display shows the initial programming mode.
5. To exit the Station Programming mode, **Press** the **PROGRAM** button or lift the handset.
6. Repeat these steps for each telephone.

The Live Call Screening Cancel Button Assignment is optional; Live Call Screening can also be cancelled by **Pressing** the **FLASH (RECALL)** button.

4.4.9 TWR (Two-Way Recording) Button Assignment via Station Programming

For the Two-Way Recording feature to work at an extension, the extension must have a TWR button on it. This key must either be a DSS/BLF or CO key with a lamp. Follow the procedure below to assign a TWR button on an extension. (This is a station level programme and should be done at each individual telephone.)

PC programming is also possible.

1. Enter PITS Programming:
 - a. With the phone on-hook, **Press** the **PROGRAM** button.
 - b. **Dial [99]**. (Display changes to PT-PGM Mode.)
2. **Press** the **Flexible** button (**CO** or **DSS/BLF**) that you want to assign as the TWR button.
3. **Dial [83] or [90]**.
Screen output: 2Way-Rec:
4. **Dial the Voice Mail extension number.**
Screen output: 2Way-Rec: _ _ _
(*_ _ _ = The extension number you entered*).
5. **Press Store.**
6. To exit the Station Programming mode, **Press** the **PROGRAM** button or lift the handset.
7. Repeat these steps for each telephone.

Conditions: *This button must be a CO or DSS/BLF key to be programmed as a TWR button. If this key is pressed when all Voice Mail ports are busy, the user will hear reorder tone.*

4.4.10 TWT (Two-Way Transfer) Button Assignment via Station Programming

For the Two-Way Transfer feature to work at an extension, the extension must have a TWT button on it. This key must either be a DSS/BLF or CO key with a lamp. Follow the procedure below to assign a TWT button on an extension. (This is an extension level programme and should be done at each individual telephone.)

PC programming is also possible.

1. Enter PITS Programming:
 - a. With the phone on-hook, **Press** the **PROGRAM** button.
 - b. **Dial [99]**. (Display changes to PT-PGM Mode.)
2. **Press** the desired **FLEXIBLE (CO or DSS/BLF)** key that you want to assign as the TWT button.
3. **Dial [84] or [91]**.
Screen output: 2Way-Trans:
4. **Dial the Voice Mail extension number.**
Screen output: 2Way-Trans: _ _ _
(*_ _ _ = The extension number you entered*).
5. **Press STORE.**

6. To exit the Station Programming mode, **Press** the **PROGRAM** button or lift the handset.
7. Repeat these steps for each telephone.

Conditions: *This button must be a CO or DSS/BLF key to be programmed as a TWT button. When all Voice Mail ports are busy and this key is pressed, the user will hear reorder tone.*

4.4.11 Voice Mail Transfer Button Assignment via Station Programming

This feature allows an extension user to transfer calls directly to a Voice Mailbox. This is available with both DPT and Inband Integrations. PC programming is also possible.

1. Enter PITS Programming:
 - a. With the phone on-hook, **Press** the **PROGRAM** button.
 - b. **Dial [99]**. (Display changes to PT-PGM Mode.)
2. **Press** the desired **Flexible (CO or DSS/BLF)** key that you want to assign as the VTR button.
3. **Dial [82] or [8]**.
Screen output: VTR
4. **Dial the Voice Mail extension number**.
Screen output: VTR- _ _ _
(_ _ _ = The extension number you entered).
5. **Press STORE**.
6. To exit the Station Programming mode, **Press** the **PROGRAM** button or lift the handset.
7. Repeat these steps for each telephone.

Conditions: *This button must be a CO or DSS/BLF key to be programmed as a VTR button. When all Voice Mail ports are busy and this key is pressed, the user will hear reorder tone.*

4.4.12 Button Assignment via PC Programming

The KX-TD500 users can assign buttons via PC programming. Follow the procedure below to assign each button.

Note

The KX-TD500 is not sold in the United Kingdom. It is only available in some countries.

1. **Go to "4-2 Extension Line 1/2"** screen (refer to the screen image in 4.4.6 Live Call Screening Assignment via PC Programming).
2. **Select the "Card No." and "Port No."** which you are going to program.
3. **Click "CO Key"** in the upper right corner. "Flexible CO Key" screen (for all CO Keys) displays.

4.4 COMMON DPT INTEGRATION FEATURES AND SETUP PROCEDURES

Screen output:

The screenshot shows a window titled "Flexible CO Key (EXT1007)". It contains a grid of 24 buttons arranged in 4 rows and 6 columns. Each button has a label above it (CO 01 to CO 24) and a status below it. Most buttons show "Not Stored". The button for CO 01 is highlighted with a dashed border and contains the text "LOOP-CO". At the bottom right, there are three buttons: "OK", "Cancel", and "Help".

CO 19	CO 20	CO 21	CO 22	CO 23	CO 24
-	-	-	-	-	-
Not Stored					
CO 13	CO 14	CO 15	CO 16	CO 17	CO 18
-	-	-	-	-	-
Not Stored					
CO 07	CO 08	CO 09	CO 10	CO 11	CO 12
-	-	-	-	-	-
Not Stored					
CO 01	CO 02	CO 03	CO 04	CO 05	CO 06
-	-	-	-	-	-
LOOP-CO	Not Stored				

4. Click the **Key Number** to which a button will be assigned.
"Flexible CO Key" screen displays.

Screen output:

The screenshot shows a window titled "Flexible CO Key". It contains several configuration fields:

- 10 Key Type: A dropdown menu with "Not Stored" selected.
- EXT.: A text input field with a search icon.
- Trunk Line No.: A dropdown menu.
- Dial: A text input field.
- Tone: A dropdown menu with "2" selected.
- Ringing Type: A dropdown menu with "Immediate" selected.

At the bottom, there are three buttons: "OK", "Cancel", and "Help".

5. Select the desired **Key Type**. When 2WAY-REC, 2WAY-TRN, or VTR is selected, enter the **extension number** in "DN".

Example screen output:

6. Click "OK". "Flexible CO Key" screen (for all CO Keys) displays again.
7. Click "OK". "4-2 Extension Line 1/2" screen displays again.
8. Click "OK" or "Apply".
9. Repeat these steps for each extension.

4.4.13 Live Call Screening Activation

To activate the Live Call Screening status, follow the steps below. PC programming is also possible.

1. **Press** the assigned **LCS Button**.
2. **Press** the assigned **LCS Password**.
3. Confirm the assigned **LCS Button** is red-on.
4. Repeat these steps for each telephone.

Conditions: *To activate the Live Call Screening features, it is necessary to light the LCS button after assigning the LCS password and LCS button.*

4.4.14 Live Call Screening Password Control

This feature allows Operator(s) and the Manager of the PBX to cancel the password for LCS at any extension. If a user forgets the pre-programmed password, Operator(s) and the Manager of the PBX can cancel the LCS password.

1. Enter PITS Programming:
 - a. With the phone on-hook, **Press** the **PROGRAM** button.
 - b. **Dial [99]**. (Display changes to PT-PGM Mode.)
2. **Dial [03]**.

3. Dial the desired **Extension Number**, or **Press** [*] to remove all passwords.
4. **Press STORE.**
5. To exit the Station Programming mode, **Press** the **PROGRAM** button or lift the handset.
6. Repeat these steps for each telephone.

4.4.15 TWR (Two-Way Recording) into Mailbox

This feature allows extension users to record conversations into their mailboxes by pressing the Two-Way Recording (TWR) button.

4.4.16 TWT (Two-Way Transfer) into Mailbox

This feature allows an extension user to record a conversation into another person's mailbox by pressing the Two-Way Transfer (TWT) button and dialling the mailbox number. This is commonly used by a person who is taking a detailed message for someone else and wants the message recorded in the mailbox at the same time.

4.4.17 A Restriction on TWR/TWT Activation

If your PBX is a basic KX-TD500, you can have only 8 simultaneous activations of Two-Way Recording and Two-Way Transfer, because the basic KX-TD500 supports only 8 three-way conferences. However, if you add the KX-TD50104 TSW-CONF (TSW Conference Expansion) Card to your PBX, then the PBX supports an additional 64 three-way conferences. In this case, the PBX will not limit the VPS on Two-Way conversation recordings.

Note

The KX-TD500 is not sold in the United Kingdom. It is only available in some countries.

Section 5
CUSTOMISING THE SYSTEM

5.1 STARTING UP

5.1.1 Before Programming

1. Determine the customer's needs.
 - *Work with the owner, manager, and receptionist to build the Custom Service Greetings and Holiday Greetings.*
 - *Figure out which ports are to be answered by which greetings.*
 - *Check the software level of the PBX.*
2. Use "System Administration" and your personal computer for the startup sequence.
3. After the system becomes "on line", disconnect the outside (CO) lines going into the system until the greetings have been completed.
4. Work with the receptionist to record the system greetings. These are listed in Appendix D6 RECORDING MESSAGES.
 - *It is important to spend time training the receptionist. Making sure that the receptionist understands the system and is capable of answering basic questions will save you time in the end.*
 - *Show the receptionist how to transfer "General Delivery Mailbox" messages. See Appendix D2 MANAGING THE GENERAL DELIVERY MAILBOX.*

5.1.2 Quick Setup

Quick Setup provides a quick way to set the following programming items. Each of these must be initially set to start the VPS operation.

Notes

- **Quick Setup requires VT100 emulation software.**
 - **Quick Setup cannot be performed in ASCII mode.**
1. *PBX type*
 2. *Extension numbers of VPS ports*
 3. *Extension numbers for mailboxes*
 4. *Creating mailboxes*
 5. *Port service setting*
 6. *Password setting*
 7. *Date and time setting*
 8. *Activating the Quick Setup*
- Depending on your PBX type, some steps will be skipped as shown below.

Table 5-1

PBX Type	Required Procedures
KX-T308/T616	1 → 2 → 3 → 4 → 5 → 6 → 7 → 8
KX-T1232/TA series/ T336/T96	1 → 3 → 4 → 5 → 6 → 7 → 8
Non-Panasonic System	1 → 3 → 4 → 5 → 6 → 7 → 8
KX-TD816/1232/500/612	1 → 4 → 5 → 6 → 8

5.1.3 Starting the Quick Setup

The sequence must be followed through to the end to take effect. If you press "\", you will have to start over. Quick setup may be performed again without erasing prior data.

Note

Depending on PBX extension numbering, the mailbox numbers might be 2- to 5-digits long.

At the *System Administration Top Menu*, **Type [5]** and **Press ENTER**, or **Type [3]** then **QSET** and **Press ENTER**. See 7.2.17 Quick Setup (QSET) for more information.

Screen output:

System Administration Top Menu → 5
OR
System Administration Top Menu → 3 → QSET

Quick Setup Utility for connection to Panasonic KX-T series telephone systems

This utility provides a quick way of programming the Voice Processing System to operate in a standard automated attendant or voice mail configuration when connected to a Panasonic KX-T series telephone system. The system will prompt you to enter, modify or confirm settings based upon which PBX type you select.

By entering the appropriate information in the following screens, the system sets PBX integration parameters, identifies the extension numbers connected to it, creates default mailboxes, sets its ports to handle callers with automated attendant or voice mail service, sets system passwords and sets the time and date. Finally, it confirms that you want to activate the system based on the information you entered, modified or confirmed.

To proceed, press Enter. To exit and cancel Quick Setup now, press \ .

1. PBX Type

- a) Press ENTER.

5.1 STARTING UP

Screen output:

```

Quick Setup - PBX type
Please select your PBX type.
 1. KX-T308
 2. KX-T616
 3. KX-T1232/TA series
 4. KX-T96
 5. KX-T336
 6. KX-TD816
 7. KX-TD1232/TD612
 8. KX-TD500
 9. Reserved
 0. OTHERS
    
```

- b) Select your PBX type. The required steps are different for some models. Go to the step indicated below for that type.

Table 5-2

1. KX-T308, 2. KX-T616	Go to Step 2.
3. KX-T1232/KX-TA series, 4. KX-T96, 5. KX-T336, 0. Others	Go to Step 3.
6. KX-TD816, 7. KX-TD1232/TD612, 8. KX-TD500	Go to Step 4.

Note

DPT Integration with the KX-TD816, KX-TD1232, or KX-TD500 will be activated automatically by selecting "6. KX-TD816", "7. KX-TD1232/TD612", or "8. KX-TD500".

DPT Integration provides a quicker way to create mailboxes and set the time and date by transferring extension and time information from the PBX automatically.

2. Extension Numbers of VPS Ports

Screen output:

```

Quick Setup - Enter extension number of VPS Port
Please enter extension number of VPS.
1:      2:      3:      4:      5:      6:
7:      8:      9:     10:     11:     12:

Please enter extension numbers.
(2 digits) : =
          S: Next Screen
    
```

Enter extension numbers of VPS ports with 2-digit numbers. This improves the VPS integration with the KX-T308 or KX-T616 by allowing the VPS to discriminate between VPS extensions and non-VPS extensions.

Type **[S]** to go to the next screen.

3. Extension Numbers for Mailboxes

Screen output:

```

Quick Setup - Enter Extensions for Mailboxes
What extensions need a mailbox on this system?

1:      2:      3:      4:      5:
6:      7:      8:      9:      10:
11:     12:     13:     14:     15:
16:     17:     18:     19:     20:
21:     22:     23:     24:     25:
26:     27:     28:     29:     30:
31:     32:     33:     34:     35:
36:     37:     38:     39:     40:
41:     42:     43:     44:     45:
46:     47:     48:     49:     50:
51:     52:     53:     54:     55:
56:     57:     58:     59:     60:
61:     62:     63:     64:

Please enter extension numbers.
:=
P: Previous menu, N: Next menu, S: Next Screen
    
```

Enter extension numbers of subscribers who need personal mailboxes (2 to 5 digits). For example, to enter the extension number 201, **Press [201]** and **Press ENTER**. You can also enter multiple extensions. Enter the extensions from No.201 to No.210 by **Pressing [201-210]** and **Pressing ENTER**.

The VPS will create mailboxes with the extension numbers entered. (See Step 4.)

Note

The VPS accepts any extension numbers within a 2- to 5-digit range. Up to 1022 extension numbers can be entered.

4. Creating Mailboxes

To go to the next screen (S) or to change the menu (P or N), the cursor must be in the MBX column.

Screen output:

```

Quick Setup - Mailbox Editing
Extension and mailbox list  Assigned 17          Vacant 1005          Page 1/2
EXTN.  MBX      OWNER (Last Name)   MAKE (Make/Delete)
•••   : 201    .....             Make
210   : 210    .....             Make
211   : 211    .....             Make
212   : 212    .....             Make
213   : 213    .....             Make
214   : 214    .....             Make
215   : 215    .....             Make
216   : 216    .....             Make
217   : 217    .....             Make
.     :         .             .
.     :         .             .

P: Previous menu, N: Next menu, S: Next Screen
    
```

a) To create or discard mailboxes

In the "MAKE (*Make/Delete*)" field: **Type [M]** (Make) to create the mailbox; **Type [D]** (Delete) to discard the mailbox. If there are more than 1022 mailboxes, the first 1022 of them are displayed with "Make" and the rest are displayed with "Delete" (screen output: [Assigned 1022, Vacant 0]).

To change the status of a mailbox from "Delete" to "Make", first change the status of a mailbox from "Make" to "Delete" (screen output: [Assigned 1021, Vacant 1]). Then change the status from "Delete" to "Make".

b) Owner's last name

Up to 16 alphabet characters can be assigned as an Owner's Last Name.

Note

• **Mailbox numbers displayed on this screen**

Panasonic KX-TD Series System

The same numbers as the extensions of the KX-TD series system that were automatically transmitted to the VPS—Auto Configuration.

Non-KX-TD Series System

The same numbers as those of the extensions entered in step 3.

• **The length of mailbox numbers**

The Message Manager mailbox (General Delivery Mailbox) might be 2- to 5-digits long (98, 998, 9998, or 99998).

The System Manager mailbox might be 2- to 5-digits long (99, 999, 9999, or 99999).

If both 3 and 4-digit extension numbers exist at the same time, the VPS will unify all mailbox numbers to 4-digit length by entering [0] at the end of all 3-digit numbers.

Example:

<i>Extension Numbers</i>	<i>Mailbox Numbers</i>
201	201(0) *
202	202(0) *
203	203(0)*
2000	2000
2001	2001
2002	2002

**The VPS puts [0] at the end of 3-digit numbers.*

Note

After creating mailboxes for subscribers by Quick Setup, the COS parameter "Authorization for Message Notification" (see Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS) for COS number 1 will be set to "Yes". It will stay "No" for COS number 2 through number 62.

To program mailbox parameters other than the extension numbers and Owner's Last Name (or First Name), see 5.5 SETTING MAILBOXES. The caller can use "Dial by

Name" feature using the Owner's Last Name when in Automated Attendant Service or Voice Mail Service.

5. Port Service Setting

Screen output:

Quick Setup- Port Service Setting		
All ports are currently set up to handle callers with standard automated attendant operation, day and night mode, using the Custom Service feature (Custom 1). You can change the operation to standard voice mail (Custom 2) or leave it as automated attendant. If necessary, Custom 1 and Custom 2 can be modified under the menu 'Program -> Service Setting -> Custom Service'.		
	Day Mode	Night Mode
PORT 1	Auto. Attend.	Auto. Attend.
PORT 2	Auto. Attend.	Auto. Attend.
PORT 3	Auto. Attend.	Auto. Attend.
PORT 4	Auto. Attend.	Auto. Attend.
PORT 5	Auto. Attend.	Auto. Attend.
PORT 6	Auto. Attend.	Auto. Attend.
PORT 7	Auto. Attend.	Auto. Attend.
PORT 8	Auto. Attend.	Auto. Attend.
PORT 9	Auto. Attend.	Auto. Attend.
PORT 10	Auto. Attend.	Auto. Attend.
PORT 11	Auto. Attend.	Auto. Attend.
PORT 12	Auto. Attend.	Auto. Attend.
A: Auto. Attend., V: Voice Mail, S: Next Screen Auto. Attend. (using Custom 1), Voice Mail (using Custom 2)		

Incoming Call Services for all ports (Day/Night) can be defined by this setting. Default values for all ports (Day/Night) are "Automated Attendant Service (Custom 1)". To select other incoming call services, go to "Setting Ports".

6. Password Setting

Screen output:

Quick Setup-Password Setting	
System Administrator Password (Maximum 10 characters)	
NEW PASSWORD : =	
VERIFICATION : =	
System Reset/Clear Password (Maximum 10 characters)	
NEW PASSWORD : =	
VERIFICATION : =	

You can assign the System Administrator Password and System Reset/Clear Password in this screen, if necessary.

IMPORTANT

- ***We strongly recommend that you set the password to 10 characters for maximum protection against hackers.***
- ***Do not carelessly reveal the password to other persons.***
- ***Please change the password periodically (for instructions, see 7.2.3 Set Password (PASS) in 7.2 UTILITY COMMANDS.)***

To go to the next screen without assigning the password, **Press ENTER**.

7. Date and Time Setting

Screen output:

```
Quick Setup-Time Setting
Current time is 3:04, PM
Enter new time (HH:MM, AM/PM) : =
Current date is MON 1-JAN-2001
Enter new date (DD-MM-YY) : =
```

Enter the time (hour, minute as 2 digits, comma and A or P) and date (day, month and year in 2 digits).

To go to the next screen, **Press ENTER**.

8. Activating the Quick Setup

Screen output:

```
Quick Setup - Setup
To set up the mailbox and restart, select 'Yes.'
To cancel and exit, select 'No.'
1: Yes      2: No
```

To activate the Quick Setup, **Press [1]** and **Press ENTER**.

Note

To cancel the Quick Setup, Press [2] and Press ENTER. This cancels all changes made up to this point.

The VPS begins to change system programming data.

Screen output:

```
Quick-Setup
To set up the mailbox and restart, select "Yes."
To cancel and exit, select "No."
1: Yes      2: No
Setup 998...
```

Then "CARD TEST..." "SYSTEM SETUP..." and "1...2...3..." appear on the screen one by one.

Screen output:

```
CARD TEST ...
SYSTEM SETUP ...
1 ... 2 ... 3 ...
```

Screen *output* when Quick Setup is finished:

```
**ON LINE MODE**  
>
```

5.2 PORT SETTING OPTIONS

Design each system according to the needs of your customer. You should be familiar with all options for port assignment so that customers get exactly what they need and expect. Each port can be assigned as Voice Mail, Interview Service, Automated Attendant, or Custom Service. Custom Service is the most flexible of all the services because it allows access to the other services by pressing one key. **We recommend programming all ports as Custom Service for caller convenience.**

5.2.1 Custom Service Setting Example

Custom Service incorporates all features of the Automated Attendant and Voice Mail. Custom Service offers callers a menu of single digits that they may use to reach the desired location quickly and easily.

Sample Company Greeting 1

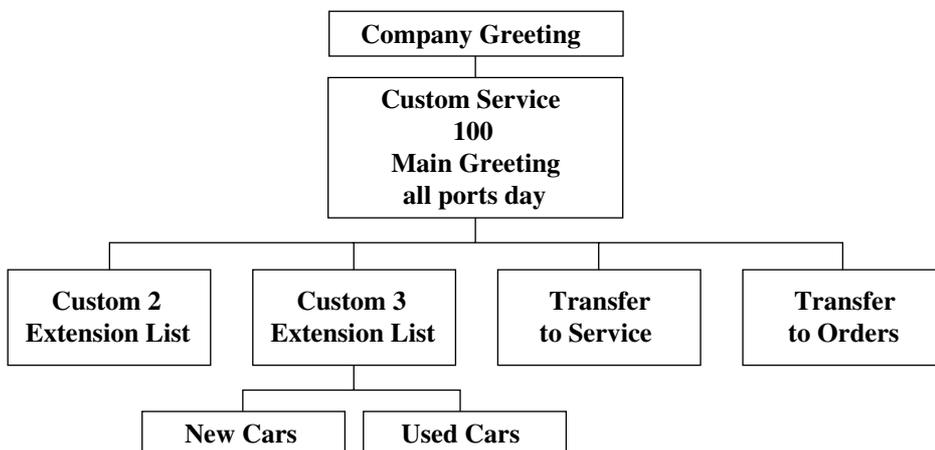
"Thank you for calling ABC company". (Company greeting should be short!)

Sample Custom Service Message

"If you know the extension number of the person you are calling, you can dial it at any time. For a list of extensions, Press [1]; to reach the sales section, Press [2]; to reach the service section, Press [3]; if you would like to place an order, Press [4]; all other callers, please wait and an operator will be right with you".

Sample Custom Service Tree

Create a tree to design a route that leads callers to the desired extension, mailbox, or next menu. This tree should include all available caller options and cannot be deeper than 8 layers. Moreover, callers cannot jump between Custom Service menus more than 8 times. Discuss available options with the customer before programming the system.



The top of the tree should include what callers will hear when they are first connected to the VPS. Then create a branch for each option until each caller option has been documented. Next, fill in each box with the action that it represents so you can easily remember what action corresponds to each keystroke.

Remember that it is possible and often necessary to have 1 custom service lead to another custom service. For example, if someone presses [1] for sales, you might want another menu to say "for new car sales, press [1]; for used car sales, press [2]". This way, callers are routed directly to the person best suited to handle them.

Sample Custom Service for Foreign Languages

If you are an airline or travel agency, your callers might not be fluent in English. You can easily accommodate several languages with Custom Service. For example, each key on the keypad (there are 12 keys) could be assigned to a language. Record Custom Service Menu 100 so that the caller can select a language with one-touch dialling. For example, the top menu could be: "For English, press 1. For French, press 2. For Spanish, press 3. For German, press 4. For Japanese, press 5. For Chinese, press 6... etc." (of course, selections should be recorded in their respective languages).

At the next level, create menus in each language for Day Mode. For example, Custom Service Menu 2 (the one for English callers) might be: "For departure information, press 1. For arrival information, press 2. For reservations, press 3. To leave a message, press 4. To send a fax, press 5". Thus at this level (or at an even lower level) a caller can be guided in his native tongue to the right person (extension), the right message-taker (mailbox), or the right device (fax machine).

In parallel, create menus in each language for Night, Lunch, and Break Modes. For example, Custom Service Menu 16 for Night Mode might be: "Sorry, we are closed for the day. Our regular business hours are from 9 am to 5 pm, Monday through Friday. If you would like to leave a message, press 1 now. If you would like to send a fax, press 2 now". Record a similar message for the other languages in each mode.

5.2.2 Custom Service Features

Time Service (1-5-2-2)

Set each day of the week for the correct Day, Night, Lunch, or Break Mode.

Intercom Paging (1-5-7-7)

This feature is only available with DPT Integration.

When needed, change the paging code for each of the paging groups.

Example for KX-TD1232: All sales telephones have been placed in extension group 3 in system programme [602]. No hunting type assigned in system programme [106]. Assign each salesperson's mailbox to a different COS in the VPS and assign the paging group to that COS. (This tells the VPS which paging group to dial). In the Intercom paging section, assign the number "6303" or "333" to the paging group assigned to the sales dept.

Fax Management (1-5-7-8)

Assigns up to 2 fax machines that can be extensions from the PBX. If the CNG tone is heard, the VPS will automatically forward the call to the first fax machine. If the first fax machine is busy or does not answer (is out of paper), the VPS forwards the call to the second fax machine.

5.2 PORT SETTING OPTIONS

This also allows an extension to be assigned as the fax manager to be notified on incoming faxes.

Disconnect Parameter (1-5-7-9)

Determines how many seconds of silence the VPS allows during a caller's message before disconnecting the call.

RS-232C Settings (1-6-1)

Allows the System Administrator to change the baud rate, parity bit, etc.

Port Setting (1-6-2)

Only to be used when connecting the VPS to a PBX other than a KX-T series PBX. Use the CPC control of the PBX for normal disconnect problems.

Dialing Parameters (1-6-3-1)

These parameters are set automatically when Quick Setup is conducted.

Most of the settings will be left unchanged. The only setting that will be changed quite often is the Transfer Sequence for the operator or the extension. By default, it is set at FX on DPT Integration and FTX for Inband Integration. In other words, the voice processor dials the flash (recall), waits for intercom tone and dials the extension number. By default, the VPS will stay on the line to monitor the status of the call. If the extension user answers, the voice processor will announce "*you have a call*" prior to releasing the call. This can be alleviated by adding the letter "A" or "D" to the sequence. "A" stands for answer; the call will be transferred without the announcement "*you have a call*". For a blind or unscreened transfer, add the letter "D" for disconnect.

5.2.3 Custom Service Programming

After you have finished constructing the tree, enter the *System Programming Custom Service Settings Menu*.

Access the *Custom Service Setting Menu* through the following sequence:

System Administration Top Menu:

Enter The Number: = **1** (Program)
Enter The Number: = **4** (Service Setting)
Enter The Number: = **2** (Custom Service)

The system then asks what Custom Service number you want to edit. Enter the desired number (1-100).

The *Custom Service* screen is displayed:

Program - Service Setting - Custom Service Setting - Custom 1 (Not recorded)

1. Description []
:=
2. Prompt Mode [System]
1:System 2:User1 3:User2 :=
3. Menu Repeat Cycle [3] (1-3 times) :=
4. Call Transfer Anytime [Extn.] (Extn./Mbx/No) :=
5. Wait for Second Digit (1-5 s) :=
6. No DTMF Input Operation [c] (a - f)
 - a. Transfer to Mailbox
 - b. Transfer to Extension
 - c. Operator
 - d. Exit
 - e. Previous Menu
 - f. Custom Service
 Select Operation :=
7. Keypad Assignment
Keypad 0 [c]

a. Transfer to Mailbox	h. Call Transfer Service
b. Transfer to Extension	i. Subscriber Service
c. Operator	j. Department Dialing
d. Exit	k. Dial by Name
e. Previous Menu	l. Repeat Menu
f. Custom Service	m. Main Menu
g. Voice Mail Service	n. Fax Transfer

Enter data into the Custom Service menu; use the table below as a guide.

Table 5-3

Description	Value Range (Default)	Description/Function
Description	Up to 32 characters (None)	The information typed in this field is for reference only. Any ASCII character (except \) can be used.
Prompt Mode	1. System 2. User 1 3. User 2 (System)	Specifies the language that the caller will hear when calling this Custom Service.
Menu Repeat Cycle	1-3 Times (3)	Specifies the number of times the Custom Service menu will be repeated before the No DTMF Input entry is used.

5.2 PORT SETTING OPTIONS

Table 5-3

Description	Value Range (Default)	Description/Function
Call Transfer Any Time	Extn./Mbx/No (Extn.)	Specifies where a caller will be transferred when dialling an extension or mailbox number during the menu. If this entry is set to "Extn.", the caller will be transferred to the corresponding extension. If it is set to "Mbx", the caller will be sent directly to the corresponding mailbox. If it is set to "No", extension transfer and mailbox transfer are disabled; only 1-digit entries work (following the Custom Service menu). Note: This parameter should be set to "No" when Subscriber Service is specified as a Custom Service option and it is desired that digits can be entered very quickly to specify a mailbox. Therefore, in most cases, "No" is the best setting for this parameter. This is especially true if you do not want to explain "Call Transfer Any Time" in your Custom Service menu recording.
Wait for Second Digit	1-5 s (1)	Used when the first digit of an extension is also a menu choice within the Custom Service. If a second digit is not dialled within the specified time, the menu choice is used.
No DTMF Input Operation	a.-f. (c.)	Used when a caller does not dial anything when hearing the menu (usually rotary callers).
Keypad Assignment	a.-n. (*: d; 0: c; Others: None)	Specifies the action to be performed when a keypad digit is dialled. Callers can access specific services by pressing the appropriate keys on their telephones.

Keypad Assignment Options

Table 5-4

Entry	Function
a. Transfer to Mailbox	Allows the caller to leave messages in a specific mailbox.
b. Transfer to Extension	Transfers the caller to a specific extension.
c. Operator	Transfers the caller to the operator.
d. Exit	Plays the Custom Service exit prompt and disconnects the caller.
e. Previous Menu	Returns the caller to the previous menu.
f. Custom Service	Transfers the caller to another Custom Service and plays the menu.
g. Voice Mail Service	Allows the caller to access Voice Mail Service.

Table 5-4

Entry	Function
h. Call Transfer Service	Allows the caller to access Automated Attendant Service.
i. Subscriber Service	Allows the caller to access Subscriber Service. Digits received after entering this code are assumed to be the subscriber's mailbox number. If this option is enabled, it is strongly recommended that each subscriber establish a password; this will prevent unauthorised callers from accidentally or intentionally accessing subscribers' mailboxes.
j. Department Dialling	Transfer the caller to the Department Dialling menu.
k. Dial by Name	Requests the caller to enter the first 3 or 4 letters of the last name of the person they wish to reach, then transfers him to the corresponding extension.
l. Repeat Menu	Repeats the Custom Service menu prompt.
m. Main Menu	Returns the caller to the Custom Service top menu.
n. Fax Transfer	Allows the caller to send fax messages to the extension specified as the fax extension.

5.2.4 Recording Menus

After you have finished entering the parameters in each menu, record the menu messages. Menu messages inform the caller of available options and their corresponding keys. For this reason, the prompts must match the programming that has been input.

Note

The Message Manager's mailbox might be 98, 998, 9998, or 99998.

1. Dial an **Extension Number** that is connected to the VPS to access the Message Manager's mailbox (998).
2. When the VPS answers, **Press [#6*998]** to enter the Message Manager's mailbox.
3. **Press [5]** to modify messages.
4. **Press [4]** to change the Custom Service Menu.
5. You will hear:

*Enter the Custom Service prompt number [1] through [100].
To record Custom Service Exit prompt, press [0].*

6. **Enter Custom Service Number** you want to record.
7. You will hear:

*Custom Service number (entered number).
Record menu at the tone...*

Follow the instructions until all Custom Service prompts have been recorded, using the tree that you created as a guide.

5.2.5 Checking Operation

After you have entered and recorded all menus, it is important to try the programme yourself to see that all functions perform properly. Dial into the system and try all the choices to see if you are routed correctly. Verify that each menu choice works as it should.

5.2.6 Voice Mail

Voice Mail service is a message-taking service that allows non-subscribers to leave messages for subscribers. This service is often assigned when incoming calls are answered by a live person. This person can then send the caller to the Voice Mail service if desired.

Callers can access Voice Mail service by:

- **Voice Mail Port**—*This service can be programmed independently of any or all ports of the VPS. Callers reaching these ports immediately access Voice Mail service.*
- **Voice Mail Trunk**—*This service can be programmed on a per trunk (outside line) basis. Callers reaching these trunks (outside lines) immediately access Voice Mail service.*
- **Service Access Command**—*A caller can switch to Voice Mail service by dialling [#6] during a call.*
- **Via Custom Service**—*This service can be assigned to a keypad digit within a Custom Service. After pressing this key, the caller enters Voice Mail service.*

5.2.7 Mailbox Groups

This programme allows a message to be delivered to several mailboxes at once. The message activates the message waiting lamps on all of the proprietary telephones. These mailboxes may be assembled into a list called a System Group Distribution List. The Message Manager can record a voice label for each System Group Distribution List (see D6 RECORDING MESSAGES). There are 20 groups available, and each group list can have up to 20 entries.

To establish a mailbox group:

1. From the System Administration Top Menu, **Type [1-5-1-1-1]**
(Program-System Parameter-System Group Assignment-Mailbox Group-Enter).
2. **Assign a List Number** to the Mailbox Group. This number can be from 2-5 digits (same as mailbox numbers). This number must be an unused number. In other words, the number assigned to this group cannot be the same as another System Group Distribution List number or mailbox number. For example, we will use the number 250.

There are 2 ways to use a System Group Distribution List:

Option A:

For inside messages: The System Group Distribution List number can be designed so that any subscriber can press [2] and then enter the list number (which is [250] in this example) to deliver a message. The message will be delivered to all specified mailboxes.

Option B:

For outside messages: The System Group Distribution List number can be designed as a custom greeting for incoming callers. For instance, the greeting might be: "To leave a

message for the parts section, press 3". The digit "3" would be assigned to System Group Distribution List number 250 in Custom Service Setting.

Each message waiting lamp will remain on until the message is cleared from the individual extension.

5.2.8 Extension Groups

An extension group places several extensions into the same mailbox. These extensions may be assembled into a list called an Extension Group. The extensions in the group cannot have a personal mailbox! When a message is left in this mailbox, it lights all of the message waiting lamps of the phones that are in this group. There are 20 groups available, and each group can have up to 20 entries.

When a message is left for the extension group, it will light the message waiting lamps on each phone. The first person that retrieves the call cancels the message waiting lamp on the other phones. Extension groups work well in areas where the call would not be intended for a specific person (e.g., a Parts Centre, Technical Support Group, etc.).

To establish an extension group:

1. From the *System Administration Top Menu*, **Type [1-5-1-2-1]**
(Program-System Parameter-System Group Assignment-Extension Group-Enter).
2. **Enter** an **Extension Group Number** that has not been assigned to another mailbox or Extension Group (this must be a vacant number). **Enter** the **Extensions** that are to be assigned to this group.
3. **Enter** the **Extension Numbers** that are to be assigned to the Extension Group.
4. **Return** to the *Main Program Menu*.
5. **Type [1-1-1]**
(Program-Mailbox Setting-Enter/Edit).

Assign the Extension Group Number to a mailbox. If you used the number "700" for an Extension Group number, assign the number "700" as a new mailbox. You must also enter 700 as an extension.

Messages can be delivered to the new number through normal operation.

5.2.9 Interview Service

The subscriber can leave a series of prerecorded questions (up to 10) for the caller in an Interview Mailbox. As the caller answers questions, answers are recorded in the mailbox. After a caller records the answers, the interview mailbox lights a message waiting lamp. When retrieving the messages, the subscriber only hears the answers to the questions.

There are 2 ways to access an interview mailbox:

- *Assign an interview mailbox to an existing mailbox*
- *Assign a port as an interview mailbox*

To structure an interview mailbox:

1. From the *System Administration Top Menu*, **Type [1-1-1 Mailbox Number-1]** (Program-Mailbox Setting-Enter/Edit-Mailbox Number-Mailbox Setting).
2. **Enter the Mailbox Number** that is to be assigned an interview mailbox. This should be the mailbox number of the person who requires the service.
3. At "Interview Mailbox Number" parameter, **Enter a Nonexistent Mailbox Number**. This will be the interview mailbox for this subscriber—please make a written note of it for future reference. It will not show up in Mailbox Listing. If, at a later time, you want to delete the interview mailbox, press backspace at "Interview Mailbox Number".
4. **Exit** System Administration Programming.
5. Enter the subscriber's mailbox and **Record the Questions**. **Call** the VPS and **Press [#6*]** then **Dial the Mailbox Number** assigned to the interview mailbox. From the *Main Menu* **Press [6-1]**.
6. Confirm that your questions have been recorded. **Call** the VPS and **Press [#6]** and the **Interview Mailbox Number**. All your questions should be played.

Note

When using the Custom Service setting, 1 digit can be assigned to go to the mailbox of the Interview Service. The mailbox owner's message waiting lamp will go on for normal Voice Mail messages and for message left in the separate interview mailbox.

5.2.10 Automated Attendant

Automated Attendant service answers incoming calls and waits for the caller to input an extension number. It transfers the caller to the appropriate extension.

Callers can access Automated Attendant Service by:

- **Automated Attendant Port**—This service can be programmed independently for any or all ports of the VPS. Callers reaching these ports access Automated Attendant service.
- **Service Access Command**—A caller can switch to Automated Attendant service by dialling [#8] during a call.
- **Via Custom Service**—The call transfer service can be assigned to a keypad digit within a Custom Service. After pressing this key, the caller enters Automated Attendant Service.

Note

When the VPS calls an extension, the VPS waits for a reply. This waiting time is established by "Call Transfer No Answer Time" in Table B-29 (B6.7 Other Parameters).

5.2.11 Department Dialing Service

Callers can access extensions by pressing a key 1 through 9 (one-touch dialing). As a guide for the caller, the Message Manager should record the Department Dialing Menu—for example, "Thank you for calling. For overseas travel, press 1. For domestic travel, press 2. For group travel, press 3".

This service can be assigned to a keypad digit within Custom Service; after pressing this key, the caller will hear the Department Dialing Menu.

5.2.12 Operator Service

This service (when enabled) can be accessed via:

- **Voice Mail**—*Rotary Telephone Service allows rotary callers to reach the General Delivery Mailbox or Operator Service.*
- **Automated Attendant**—*Dial 0 and your call will go to Operator Service.*
- **Custom Service**—*The Operator Service can be assigned to a keypad digit within a Custom Service; after pressing this key, the caller enters Operator Service. Operator Service can also be the destination of "no-DTMF-input".*

Operator Service offers callers many chances to reach a human operator. Operator Service can be structured as a cascade so that if Operator 1 cannot take the call, it goes to Operator 2. If that fails, the call goes to Operator 3. If that fails, the caller can record a message. At each stage, there are other options for busy cases and no-answer cases. Operator Service can be programmed differently for Day, Night, Lunch, or Break Mode. Each operator can be assigned a mailbox for message-taking.

5.3 SETTING PORTS

5.3.1 Port Service Menu

Access the *Port Service Menu* through the following sequence:

System Administration Top Menu:

Enter The Number: = **1** (Program)
 Enter The Number: = **3** (Port/Trunk Service)
 Enter The Number: = **1** (Port Service)

Screen output:

```
Program - Port/Trunk Service - Port Service
Enter the Port Number (1-12) :=
```

From *Program-Port/Trunk Service-Port Service Menu*:

Enter the data using the table below as a guide.

Note

In the table below, the sub-parameter "Prompt for Rotary Callers" is underlined. This sub-parameter can be assigned only when "Incoming Call Service Prompt" is set to "Selective".

Table 5-5

Description	Value Range (Default)	Description/Function
Company Greeting No.	1-32 S: System Greeting N: None (System Greeting)	Specifies the company greeting to be played on the port. The System Greeting is: "Good Morning/Afternoon/Evening. Welcome to the Voice Processing System".
Incoming Call Service	1. Voice Mail 2. Auto. Attn. 3. Interview 4. Custom (Auto. Attn.)	Specifies one of 4 incoming call services. [Notes] <ul style="list-style-type: none"> When you specify the Interview Service, one of Subscriber's Interview mailbox numbers should also be specified. When you specify the Custom Service, one of 100 (1-100) Custom Service numbers should also be specified.

Table 5-5

Description	Value Range (Default)	Description/Function
Incoming Call Service Prompt	1. System 2. User 1 3. User 2 4. Selective (User 1)	Specifies the language of voice prompts to be played on this port. When set to "Selective", the caller can select the language of his choice, provided the Message Manager has recorded the Multilingual Selection Menu and the System Administrator has specified a Prompt Selection Number in "System/User 1/User 2 Prompt Selection Number" in Table B-26 in B6.5 Prompt Setting. [Note] <ul style="list-style-type: none"> If "Selective" is specified, you will need to select a prompt available for rotary callers. See "Prompt for Rotary Callers" below.
<u>Prompt for Rotary Callers</u>	1. System 2. User 1 3. User 2 (System)	Specifies which language (System/User 1/User 2) a rotary caller or an External Delivery Message receiver hears when he cannot enter any digit (Prompt Selection Number) after the Multilingual Selection Menu has been played.
Delayed Answer Time	0-15 s (0)	Specifies the delayed answer time.
Time Group No.	1-8 (1)	Assigns a Time Group number to the port in Day Mode setting menu.

5.4 AUTOMATED ATTENDANT PARAMETERS

Automated Attendant parameters include: Department Dialing, Operator Parameters, and Alternate Extension.

If the VPS needs a special transfer procedure for an extension (such as modem extension), alternate extension should be assigned (see "Alternate Extension Assignment" in B5.1 Automated Attendant Parameters).

5.4.1 Automated Attendant Menu

Access the *Automated Attendant Menu* through the following sequence:

System Administration Top Menu:

Enter The Number: = **1** (Program)
Enter The Number: = **4** (Service Setting)
Enter The Number: = **1** (Automated Attendant)

Program - Service Setting - Auto. Attn. Setting Menu

1. Department Dialing
2. Operator's Parameters
3. Alternate Extension

5.4.2 Department Dialing

Department Dialing numbers (1-9) represent department extensions; the VPS will provide these numbers to the caller in the initial list of prompts.

Return to Program-Service Setting-Auto. Attn. Setting Menu:

Enter The Number : = 1

Program - Service Setting - Auto. Attn. Setting - Department Dialing Menu

1. Department Dialing No.1 [] := 202
2. Department Dialing No.2 [] := 204
3. Department Dialing No.3 [] := 215
4. Department Dialing No.4 [] := 236
5. Department Dialing No.5 [] := 207
6. Department Dialing No.6 [] := 208
7. Department Dialing No.7 [] := 209
8. Department Dialing No.8 [] := 210
9. Department Dialing No.9 [] := 211

5.4.3 Operator's Parameters

If you enable operator service, you must set the following parameters: Operator's Extension and Mailbox Number, Coverage Modes, and Message Repeat Cycle.

Operator 1:

The default is set at "0" which coincides with the operator of the PBX. When a caller tries to leave a message for Operator 1, the message will automatically go to the General Delivery Mailbox (GDM) by default.

Operators 2 and 3:

For KX-TD500, KX-TD816, KX-TD1232 and KX-TD612, Operators 2 and 3 can be assigned to a floating number that is assigned to a ring group.

Return to Program-Service Setting-Auto. Attn. Setting Menu:

Enter The Number : = 2

Program - Service Setting - Auto. Attn. Setting - Operator's Parameters Menu

1. Day Mode
2. Night Mode
3. Lunch Mode
4. Break Mode

SELECT ITEM AND PRESS KEY

1. Operator 1
2. Operator 2
3. Operator 3

SELECT ITEM AND PRESS KEY

Enter the data using the table below as a guide. The table below is for Operator 1 as an example. Please refer to it for Operators 2 and 3.

Table 5-6

Description	Value Range (Default)	Description/Function
Operator Service	1. Disable 2. Enable (Enable)	Enables or disables the Operator Service feature. [Note] <ul style="list-style-type: none"> • All non-touchtone input calls in Automated Attendant Service will be transferred to the General Delivery Mailbox when the Operator Service is disabled.

5.4 AUTOMATED ATTENDANT PARAMETERS

Table 5-6

Description	Value Range (Default)	Description/Function
Operator's Extension	1-5 Digits (0)	Specifies the extension number for Operator 1. [Notes] <ul style="list-style-type: none"> The default setting (0) cannot be used with the Message Waiting Notification—Lamp feature and the Remote Call Forwarding Set feature. When using these features, you must assign the extension number that is included in the Extension Numbering Plan. The extension number must not be assigned anywhere else (in particular, the extension must not have a mailbox). Otherwise, you will get an error message.
Operator's Mailbox No.	2-5 Digits (998)	Callers to Operator 1 are prompted to leave a message in this mailbox depending upon how the Busy Coverage or No Answer Coverage modes are set.
Operator No Answer Time	10-60 s (30)	When a call to Operator 1, 2, or 3 is not answered within the time set, the VPS will offer other options as defined by the "No Answer Coverage Mode". [Notes] <ul style="list-style-type: none"> This timer applies to Operator 1, 2, and 3. If more than 1 operator is assigned, we recommend to reduce the time on the "Operator No Answer Time" to 15 s.
Busy Coverage Mode	1. Hold 2. No Answer Coverage 3. Call Waiting 4. Disconnect Message (Hold)	Specifies how to handle calls when the Operator 1 extension is busy. 1. Hold—Automatically places the caller on hold and the Operator 1 extension is called again. 2. No Answer Coverage—Offers the option specified by the No Answer Coverage Mode to the caller. 3. Call Waiting—Signals the Operator 1 when another call is waiting using the Call Waiting feature of the PBX. 4. Disconnect Message—Disconnects the caller after playing "Thank you for calling."

Table 5-6

Description	Value Range (Default)	Description/Function
No Answer Coverage Mode	1. Caller Select 2. Leave Message 3. Disconnect Message 4. Next Operator (Caller Select)	Specifies how to handle Operator 1 calls when not answered within the time period set by the "Operator No Answer Time" mode. 1. Caller Select*—Allows the caller to leave a message or call another extension. 2. Leave Message—Instructs the caller to leave a message in Operator 1's mailbox. 3. Disconnect Message—Disconnects the caller after playing "Thank you for calling." 4. Next Operator—Transfers the caller to Operator 2.
Message Repeat Cycle	1-3 Times (3)	Specifies the number of times that the VPS will play the Automated Attendant top menu.

*: **Note**

In the following cases, the caller cannot "select". He is directed to Operator 1's mailbox when he is transferred to the operator but the operator does not answer:

1. *No input to Automated Attendant.*
2. *No input to Custom Service menu when "No DTMF Operation" is set to "C. Operator" in Table B-16 in B5.2 Custom Service.*
3. *No input to Voice Mail service when "Rotary Telephone Call Coverage" is set to "Operator Extension" in Table B-33 in B6.7 Other Parameters.*

5.5 SETTING MAILBOXES

5.5.1 Mailbox Setting Menu

Access the *Mailbox Setting Menu* through the following sequence:

System Administration Top Menu:

Enter The Number: = **1** (Program)

Enter The Number: = **1** (Mailbox Setting)

Program - Mailbox Setting Menu

1. Enter/Edit
2. Delete
3. Password Reset
4. Mailbox Listing

5.5.2 Entering a Mailbox

From Mailbox Setting Menu:

Enter The Number : = **1**

Enter the Mailbox number: =

Program - Mailbox Setting - Enter/Edit Menu

1. Mailbox Setting
2. Notification Setting
3. Remote Call FWD to CO

Enter The Number : = **1**

Enter the data using the following table as a guide.

Table 5-7

Description	Value Range (Default)	Description/Function
The Extension of the Owner	2-5 Digits (None)	Sets the extension to be used in conjunction with the mailbox. Any valid number can be assigned.
Owner's First Name	Up to 16 alphabet characters (None)	The Dial by Name feature uses the last name. Both will be printed on mailbox report.
Owner's Last Name		
Class of Service No.	COS No.1-62 (1)	Defines a set of services available to each subscriber. The Class of Services 63 and 64 are fixed to the Message and System Managers. Most subscribers can be placed in the same COS. Anyone who needs unclaimed messages forwarded to a cell phone, beeper (pager) or another mailbox would need to be in a separate COS.

Table 5-7

Description	Value Range (Default)	Description/Function
Covering Extension	2-5 Digits (None)	Specifies where a caller will be transferred when a Covering Extension is specified under Incomplete Call Handling and is the option chosen by the caller.
Interview Mailbox Number	2-5 Digits (None)	Used to permit a mailbox owner to have an interview mailbox. Must be an unused mailbox.
All Calls Transfer to Mailbox	1. Yes 2. No (No)	If set to Yes, calls coming to the extension through Automated Attendant go directly to the mailbox without ringing the extension. (Message Waiting Lamp will not be turned on.)

*From Mailbox Setting Menu:*Enter The Number : = **1**

Enter the Mailbox number: =

Program - Mailbox Setting - Enter/Edit Menu

1. Mailbox Setting
2. Notification Setting
3. Remote Call FWD to CO

Enter The Number : = **2**

Program - Mailbox Setting - Enter/Edit - Notification Setting

1. 1st Device
2. 2nd Device
3. 3rd Device

Enter The Number : =

Enter the data using the following table as a guide.

5.5 SETTING MAILBOXES

Table 5-8

Parameter	Value Range (Default)	Description/Function
Dial Number	Up to 32 digits consisting of 1-9, 0, *, # P, T, M, X (None)	Assigns a telephone or beeper (pager) number to Device 1, 2, or 3. The subscriber can also specify the dial number from his telephone. P: Pause T: Dial Tone Detection M: Dial Mode Switching Code (Touchtone to Pulse, or Pulse to Touchtone) X: Callback Number Entry Code 1-9, 0, *, #: Dial Codes Note: The callback number entry code "X" must be included in the number to be called if the Beeper Callback No. Entry Mode is enabled through COS and "Type of Device" is set to "Beeper". The proper number of "Pauses" must be inserted before the callback entry code.
Type of Device	1. Telephone 2. Beeper (Telephone)	Specifies the device to receive notification. This is automatically set to "Beeper" when "X" is used in the Dial Number (above). The subscriber can also specify the type of device from his telephone.
Use Mode	1. Not Use 2. Continuously 3. Scheduled (Continuously)	Specifies how Device 1, 2, or 3 is to be used. The subscriber can also specify the use mode from his telephone. 1. Not Use—Device 1, 2, or 3 is not used for a notification call. 2. Continuously—Device 1, 2, or 3 is called whenever a message is recorded in the mailbox. 3. Scheduled—Device 1, 2, or 3 is called on a schedule basis when a message has been left in the mailbox.
No. of Retries	0-4 times (0)	Specifies the number of times that a notification call to Device 1, 2, or 3 should be attempted after a busy or no answer condition is received.
Busy Delay Time	2-120 min (3)	Specifies the time (in minutes) the VPS must wait after a busy condition is received before making another notification call to Device 1, 2, or 3.
No Answer Delay Time	2-120 min (30)	Specifies the time (in minutes) the VPS must wait after a no-answer condition is received before making another notification call to Device 1, 2, or 3.

Table 5-8

Parameter	Value Range (Default)	Description/Function
Time Frame 1, 2 MON: TUE: WED: THU: FRI: SAT: SUN:	1-12: h 00-59: min AM/PM: a.m./p.m. *: All Day Space: No Use (No Use)	Specifies the daily schedule for the Message Waiting Notification service for 1 week for this device. Note: These parameters are active only when "Use Mode" is set to "Scheduled".

From Mailbox Setting Menu:

Enter The Number : = **1**
Enter the Mailbox number: =

Program - Mailbox Setting - Enter/Edit Menu

1. Mailbox Setting
2. Notification Setting
3. Remote Call FWD to CO

Enter The Number : = **3**

Program - Mailbox Setting - Enter/Edit - Remote Call FWD to CO

1. Telephone No.1 [] (0-9,*)
Enter the telephone No.1 : =
2. Telephone No.2 [] (0-9,*)
Enter the telephone No.2 : =

Enter the data using the following table as a guide.

Table 5-9

Parameter	Value Range (Default)	Description/Function
Telephone Number 1, 2	Up to 24 digits (With the KX-TD500) or Up to 16 digits (With other KX-TD series PBXs) (None)	Specifies the telephone number to which the callers are forwarded when Remote Call Forwarding is set to an outside (CO) line. The telephone number can contain the digits "0-9" and "*". Note: This feature is available with DPT Integration only.

Note

The KX-TD500 is not sold in the United Kingdom. It is only available in some countries.

5.5.3 Deleting a Mailbox

From Mailbox Setting Menu:

Enter The Number : = 2

Program - Mailbox Setting - Delete

Enter the Mailbox Number : =

Are you sure? (Y/N) : =

5.5.4 Password Reset

To reset a subscriber's password, go to the Password Reset Menu. "Enter the Mailbox Number" appears on the screen. Enter the mailbox number you wish to reset. "Enter the Mailbox Number" appears again. Enter a new number, if you wish to reset more than one password.

From Mailbox Setting Menu:

Enter The Number : = 3

Program - Mailbox Setting - Password Reset

Enter the Mailbox Number : =

Enter the Mailbox Number : =

5.5.5 Mailbox Listing

This listing is a report of mailbox number assignments.

From Mailbox Setting Menu:

Enter The Number : = 4

Program - Mailbox Setting - Mailbox Listing

1: 203	2: 201	3: 202	4: 204	5: 205
6: 206	7: 207	8: 208	9: 209	10: 210
11: 211	12: 212	13: 213	14: 214	15: 215
16: 216	17: 901	18: ----	19: ----	20: ----
21: ----	22: ----	23: ----	24: ----	25: ----
26: ----	27: ----	28: ----	29: ----	30: ----
		•		
		•		
		•		
1001: ----	1002: ----	1003: ----	1004: ----	1005: ----
1006: ----	1007: ----	1008: ----	1009: ----	1010: ----
1011: ----	1012: ----	1013: ----	1014: ----	1015: ----
1016: ----	1017: ----	1018: ----	1019: ----	1020: ----
1021: ----	1022: ----			

System Manager's Mailbox No. :**999**

Message Manager's Mailbox No. :**998**

Note

Depending on the PBX extension numbering, the mailbox numbers might be 2- to 5-digits long.

5.6 TRAINING THE SUBSCRIBER

The System Administrator should explain the basic functions of the VPS to all the subscribers. He should explain which service (Voice Mail service, Automated Attendant service, Interview Service, or a Custom service) will play during the day, and what services will play during night, lunch, and breaks. He should explain that outside callers are called "non-subscribers" because they do not have mailboxes. VPS guidance prompts will assist non-subscribers in reaching the extension or mailbox they need. He should explain the responsibilities of the System Administrator, the Message Manager, and the System Manager—and how each can be contacted (phone number and/or mailbox number).

The System Administrator should also explain the special privileges of VPS subscribers. Subscribers can call from any touchtone telephone in the world and get their messages. To check messages (or change mailbox parameters) from an outside telephone, do the following:

As soon as the VPS plays a guidance message, **Press** code [# 6 *] and then **the mailbox number**. For example, a subscriber who has extension 215 and mailbox 215 would press code [# 6 * 215]. If the subscriber has a password enabled, the password must be entered.

If the subscriber forgets his password, he should contact either the System Administrator or the System Manager. Either one can clear the password so that the subscriber can establish a new password.

Explain the purpose of the General Delivery Mailbox. The Message Manager will periodically check it, and forward the contents to the appropriate subscriber.

Explain the purpose of the System Group Distribution Lists. They can be created by the System Administrator to facilitate the distribution of messages to several subscribers. In particular, senior staff members ought to know how to take advantage of System Group Distribution Lists. Twenty lists can be created, with 20 mailboxes in each list.

Finally, if Custom Service menus are used, subscribers should be encouraged to listen to these menus often and make suggestions for improvement. Custom service is a very powerful feature of the Panasonic VPS. Make the most out of this feature.

Section 6
FINAL SETUP

6.1 MESSAGE MANAGER'S MAILBOX (Mailbox 998)

The Message Manager is responsible for recording and updating a wide variety of system messages. Please refer to D6 RECORDING MESSAGES to see the full array of recording tasks. Follow the instructions below to record Custom Service prompts and user prompts.

Note

The Message Manager's mailbox might be 98, 998, 9998, or 99998.

6.1.1 Accessing the Message Manager's Mailbox

1. Enter an **Extension Number** that is connected to Voice Mail.

You will hear the initial prompt:

Good morning/Good afternoon/Good evening.
Welcome to the Voice Processing System...

2. Press [# 6*9 9 8] to access the Message Manager's mailbox.

You will hear the following prompt if mailbox 998 has a password set:

Enter your password, followed by the pound (hash) sign.

3. Enter the **Message Manager's Password** (if programmed). Otherwise, you will not hear the *Main Menu of Message Manager's Service*.

6.1.2 Main Menu of Message Manager's Service

You have (number) new message(s).
To transfer General Delivery Mailbox messages, press [1].
To set up message waiting notification, press [2].
To customize your mailbox, press [3].
To set the clock, press [4].
To modify message, press [5].
To set station call forwarding, press [6].
To end this call, press [*].

6.1.3 Company Greetings (Enter #6*998,5,1)

1. Access the *Message Manager's Main Command Menu*.

2. **Press [5]** to modify messages.
3. **Press [1]** to change the Company Greeting.
4. Continue following voice prompts through appropriate menus. Prompts lead you through the choices and recording process.

After you record the company greeting, it may be necessary to enter programming through the terminal and set the company greeting assignment under the *Port Settings Menu*, *Trunk Service Menu* and *Holiday Service Menu*. This tells the system what company greeting to play on each port and trunk (outside line) group. A company greeting should be very short.

Example: *"Thank you for calling ABC Company"*. It is not necessary to give any other instruction within the company greeting because instructions will follow the company greeting automatically. If Interview Service follows, explanations should be included in the first question (work for the subscriber who maintains the Interview Service mailbox). If Custom Service follows, explanations should be included in the first menu (work for the Message Manager).

6.1.4 Custom Service Greetings (Enter #6*998,5,4)

1. **Access** the *Main Menu of Message Manager's Service*.
2. **Press [5]** to modify messages.
3. **Press [4]** to change the *Custom Service Menu*.
4. Continue following voice prompts through appropriate menus. Prompts lead you through the choices and recording process.

Example: *Custom Service Greeting: "Thank you for calling ABC Company. If you know your party's extension, you may dial it at any time during this message"*.

Note

This prompt should match the prompt that is selected for each port. The recording will be played directly after the call is received.

6.1.5 Customising User Prompts (Enter #6*998,5,6)

The customer may want to enter user prompts in place of the factory-provided system prompts. To change the user prompts:

1. **Access** the *Main Menu of Message Manager's Service*.
2. **Press [5]** to modify messages.
3. **Press [6]** to modify the User Prompts.
4. **Press [1]** to change User Prompt 1, or **Press [2]** to change User Prompt 2.
5. **Press [1]** to change specified prompts, or **Press [2]** to change all prompts.
6. **Enter the Prompt Number** you want to change.
7. Continue following voice prompts through appropriate menus. Prompts lead you through the choices and recording process.

Note

Prompt 645: The system prompt is "This is the General Delivery Mailbox". You can record User Prompt 1 or User Prompt 2 as, "Thank you for calling ABC company. We are currently closed, however, if you leave your name and phone number, we will return your call as quickly as possible".

6.2 SETTING UP MAILBOXES

The following steps complete the basic installation of the VPS. For each mailbox on the system, a No Answer, Busy, and After Hours Greetings should be recorded, as well as the Owner's Name and Password. Please follow the steps below to set up the mailboxes accordingly.

6.2.1 Recording Personal Greetings

- The No Answer Greeting plays whenever the caller enters your mailbox during business hours.
- The Busy Greeting plays when the caller is told your line is busy and then elects to leave a message in your mailbox.
- The After Hours Greeting plays whenever the caller enters your mailbox when the VPS is in Night Mode.

1. **Dial** the **Extension Number** of the VPS.
2. When the VPS answers, **Press [#6*]** and **Dial** the **Number** of the mailbox for which you wish to record Personal Greetings.
3. **Enter** your **Password** (if programmed), then **Press [#]**.
You are now inside the mailbox.
4. **Press [5]** for Mailbox Management.
5. **Press [1]** to change the Personal Greetings.
6. **Press [1]** again to change the No Answer Greeting.
7. The system will then say: "No Answer Greeting is not recorded. Record greeting at the tone".
8. **State** your **Greeting** at the tone.

Example: "Hi this is Tom. I am away from my desk right now but please leave a message at the tone and I will return your call as soon as possible".

9. **Press [1]** when finished.
The system gives the options of reviewing, accepting, or erasing the message.
10. **Press [1]** to review the greeting.
11. **Press [2]** to accept the greeting.
12. The system will then play the menu for changing the No Answer Greeting, Busy Signal Greeting and the After Hours Greeting. Record the Busy Signal Greeting as you did for the No Answer Greeting.
13. Continue on to the After Hours Greeting and hang up when finished.

6.2.2 Recording the Owner's Name

1. **Dial** the **Extension Number** of the VPS.
2. When the VPS answers, **Press [#6*]** and **Dial** the **Number** of the mailbox to which you wish to record the Owner's Name.

6.2 SETTING UP MAILBOXES

3. **Enter your Password** (if programmed), then **Press [#]**.
You are now inside the mailbox.
4. **Press [5]** for Mailbox Management.
5. **Press [3]** to change the Owner's Name.
6. The system will say: *"Owner's name is not recorded. Record owner's name at the tone"*.
7. **State the Owner's First and Last Name** at the tone.
8. **Press [1]** when finished.
The VPS tells you the customer's name.
9. **Press [2]** to accept.

TEST THE SYSTEM

Before backing up the system, call each extension to see that each port functions as it should. Check for proper greetings and call transfers.

6.3 BACKING UP THE SYSTEM

1. Choose the **Utility Command**. Type **[SAVE]**, then **Press ENTER**. See screen output below.

From System Administration Top Menu:

Enter The Number : = 3
Utility Command

```

$ SAVE
VPS DISK Data Save ( VPS -> PC : Xmodem )
1: Program
2: Parameters
3: System Prompts
4: User Prompts-1
5: User Prompts-2
6: Custom Service Menus
7: Personal Greetings
8: Company Greetings
Select No. : = 2

```

2. To start, **Press [2]** and then **ENTER**.
3. **Press RETURN** or **ENTER**.

Following steps are for HyperTerminal as an example.

4. **Select Recieve File** from the Insfer Menu.
5. **Specify a folder** where data is to be saved (if necessary, use "Browse").
6. **Select Xmodem** as the protocol to save data.
7. **Click "Recieve".**
8. **Enter desired filename** and click "OK".

The file transfer screen appears and shows download progress. Download time will vary depending on the communication speed and file sizes.

"SAVE Completed" will appear on the screen when the file has been saved. Continue saving the other items as needed. It is not necessary to save the "Program" or "System Prompts" because they are resident on the hard drive and cannot be altered. We do recommend all other data be saved including User Prompt 1 and User Prompt 2 (if they have been recorded).

Notes

Recorded caller names for the Caller Name Announcement (System/Personal) cannot be saved by the above procedure, only Caller ID numbers can be saved.

6.3 BACKING UP THE SYSTEM

When the saved Caller ID numbers are loaded using LOAD command, the following things should be done:

- *For System Caller Name Announcement, the Message Manager re-records caller names (see "Recording System Caller Names" in D6 RECORDING MESSAGES).*
- *For Personal Caller Name Announcement, subscribers re-record caller names (see 4.12 Personal Caller Name Announcement in the Subscriber's Guide).*

User Prompt files are very large and can take several hours to save. Store saved files in a safe area.

Section 7

**SYSTEM MAINTENANCE AND
TROUBLESHOOTING**

7.1 INITIALISING THE SYSTEM

Initialising the system clears all voice data except user prompts and returns all system parameters to their default settings. Throughout this section, menu selections are indicated as "**System Administration Top Menu-(Selection Number)**". This means that the System Administration Top Menu must first be accessed. On the first menu displayed, make the menu selection corresponding to the first menu displayed. Repeat this process for each subsequent menu when additional selection numbers are listed.

To initialise the system, follow the menu path as shown:

System Administration Top Menu-4

Note

In the following steps (steps 1 through 6), the output of the VT100 TERMINAL mode is presented. The output of the ASCII TERMINAL mode is slightly different. For example, in Step 1, "5: Quick Setup" does not appear when you are in the ASCII TERMINAL mode. There are other differences, but the basic steps are the same.

1. Go to the System Administration Top Menu

```
1 : Program
2 : System Reports
3 : Utility command
4 : System Reset/Clear
5 : Quick Setup

SELECT ITEM and PRESS Return-Key
```

2. Type [4] for System Initialisation.

```
System Reset/Clear Menu
Mailbox No. Length :3
System Manager's Mailbox No. :999
Message Manager's Mailbox No. :998

Will you change the settings ? (Y/N): =
```

Note

Depending on the PBX extension numbering, the "Mailbox No. Length" might be 2 to 5.

3. Type [Y] (this places the VPS in the off-line mode).

```
System Reset/Clear Menu
Mailbox No. Length :3
System Manager's Mailbox No. :999
Message Manager's Mailbox No. :998

Reset System Parameters : Press \
```

4. Type [N].

```
*****
* Caution!!! *
* Now, System Initialization Starts. *
*****

Is it all right ? (Y/N):=
```

5. Type [Y] to start the system resetting.

```
System Initializing
Wait a moment...
.
.
.
```

6. When system initialising is complete, the following display will appear:

```
>
```

Note

The execution time for System Reset/Clear may differ each time it is performed because of system capacity and system programmes. Generally, initialisation will take about 5 min to accomplish.

7.2 UTILITY COMMANDS

In the Utility Command Mode, the System Administrator can access the functions described below by entering the appropriate command at the "\$" prompt, and **Pressing RETURN**.

To select the Utility Commands Menu, follow the menu path as shown:

System Administration Top Menu-3

Utility Command (Type 'HELP' for command list.)
\$

Table 7-1

OFLN:	Sets the system to off-line mode
ONLN:	Sets the system to on-line mode
PASS:	Sets the System Administrator's password
TIME:	Sets the system clock, date, and time
PSET:	Specifies the time reports will be printed
ELOG:	Displays device error log
SAVE:	Stores a backup of the programme or data in the hard disk
LOAD:	Restores a backup of the programme or data to the VPS
GPRN:	Displays all of the VPS parameters
VERS:	Displays the version of the programme
CREP:	Displays the keypad assignments, message recording status and the tree-structure of a Custom service
CCLR:	Clears a Custom service menu access count
MWL:	Specifies the number of times the VPS attempts to turn on the message waiting lamp on the extensions
MRL:	Sets the minimum recording length of a message
MPLT:	Displays the user prompt recording status
HELP:	Displays brief instructions and a list of Utility Commands
QSET:	Perform a basic setup of your VPS so that you can use it quickly
LMON:	Line Monitor
PUTD:	Displays Touchtone Information
WCID:	Wait for Caller ID

7.2.1 Off-line Set (OFLN)

Use the OFLN command to turn off the VPS Answer Mode. Set the VPS to Off-Line Mode before deleting a mailbox, since this operation involves the updating of a large number of related parameters.

Type **OFLN**, then **Press RETURN**. If no VPS ports are in use, the VPS will immediately suspend the Answer Mode.

```
$ OFLN
** OFF LINE MODE **
```

If any VPS port is in use, the VPS will display the following warning:

```
*** Now line is used!! *** <WAIT>
```

The following message indicates that the VPS is in the Off-Line Mode.

```
** OFF LINE MODE **
```

7.2.2 On-line Set (ONLN)

Use the ONLN command to place the VPS in the Answer Mode.

Type **ONLN**, then **Press RETURN**.

```
$ ONLN
** ON LINE MODE **
```

7.2.3 Set Password (PASS)

Use the PASS command to create, change and clear system passwords. Valid passwords are created using up to 10 characters; any alphanumeric character, [(space)], [.] and [_] can be used.

IMPORTANT

- *We strongly recommend that you set the password to 10 characters for maximum protection against hackers.*
- *Do not carelessly reveal the password to other persons.*
- *Please change the password periodically.*

1. Type **PASS**, then **Press RETURN**.

```
$ PASS
1: Administrator Password 2: System Reset/Clear Password :=
```

2. To create a password or change an existing password, **Go to Step 3**.
To clear a password, **Go to Step 4**.

3. To create a password or change an existing password:

- a) Type [1] or [2]

Maximum 10 characters
NEW PASSWORD : =

Note

When you press [2] to change the System Reset/Clear password, you should type the current (OLD) password before entering a new one.

- b) Type the password.

VERIFICATION: =

- c) Type the password again for verification.

4. To clear a password:

- a) Type [1] or [2].

Maximum 10 characters
NEW PASSWORD : =

- b) Press ENTER. Do not type a password on this screen.

VERIFICATION : =

- c) Press ENTER. Do not type a password on this screen.

Note

The password entered on the screen will not appear. The VPS does not distinguish capitals from lower cases.

7.2.4 Set Time (TIME)

Use the TIME command to set the system date and time. A number of system functions require that the system time and date be set correctly. These functions include message waiting notification, external message delivery, call-retries-after initial-failure-to-connect, and automatic deletion of messages.

Time Synchronisation: If you have DPT Integration between the VPS and your PBX (latest software version), the date and time are automatically sent from the PBX to the VPS whenever the PBX sets the date and time. Also, this transfer occurs whenever DPT Integration is established.

1. Type TIME, then Press RETURN.

\$ TIME
Current time is 12:34, PM
Enter new time (HH:MM, AM/PM) : =

2. Type the current time.

Current date is MON 1-JAN-2001
Enter new date (DD-MM-YY) : =

3. **Type** the current date. For the year, type the last 2 digits.

Note

Enter the exact time and date. This command cannot be used when either the System or the Message Manager is accessing the time setting feature.

7.2.5 Print Reports at Specified Time (PSET)

Use the PSET command to issue system usage reports (Disk Usage Report, Port Usage Report, Call Account Report) at a specified time each day. A printer or data terminal must be connected to the VPS at the RS-232C port for the reports to be printed or displayed.

1. **Type PSET**, then **Press RETURN**.

```
$ PSET
Report Print Out Service [ Disable ]
  1 : Enable  2: Disable :=
```

2. **Type [1]** to enable this function or **Type [2]** to disable it.

```
Enter The Print Out Time (HH:MM, AM/PM) :=
```

3. **Type** the time to print the reports.

Note

The reports will be displayed only if the system is in the mode where you see the following prompt:

```
>
```

7.2.6 Error Log Display (ELOG)

Use the ELOG command to diagnose VPS problems. Selection of this command will display an error log.

```
COM. Communication error between CPU and DSP
DATA Process error of voice data
MEM. Memory error
PRG. Program error in CPU card
R/W Read/Write error of Hard Disk
```

- Type ELOG**, then **Press RETURN**.

7.2 UTILITY COMMANDS

\$ ELOG			
	DEVICE	ERROR	TIME
	1. CPU	MEM-GET	14-JUL 2:00 PM
	2. CLOCK		14-JUL 2:00 PM
	3. DISK	DATA R/W (xx:yyyy)	14-JUL 2:00 PM
	4. DSP*	SCAN	14-JUL 2:00 PM
	5. DSP*	FIFO	14-JUL 2:00 PM
	6. CPU	APPLICATION (x)	14-JUL 2:00 PM

* = port number (1-12)

Note

The following tables display and explain the errors that the system can identify.

Table 7-2 Device Error Log Indications

Indication		Meaning
CPU	MEM-GET	CPU board software memory acquisition error. CPU board is short of memory temporarily because of too much traffic.
CLOCK		Clock access error. Clock IC is out of order. Check the hardware.
DISK	DATA R/W (xx:yyyy)	HDD access error. If there is a sector that often causes errors, check the disk. xx : IDE error code yyyy : read/write error sector number
DSP*	SCAN	DSP-SCAN error. DSP is out of order. Check the hardware.
DSP*	FIFO	DSP/FIFO error. During the system is handling calls, there was a temporary problem with the DSP and FIFO memory.
CPU	APPLICATION (x)	Application error. While the system is handling calls, temporary application error occurs. x: port number

* = port number (1-12)

Examples of a terminal display when errors are generated:

Table 7-3 Error Indications at System Startup

Indication	Meaning
ROM ERROR: Sum Error!!	ROM checksum error.
DISK ERROR: Initialize Error!!	HDD initialisation error.
DISK ERROR: No System!!	No system HDD present.
DISK ERROR: Program Load Error!!	Programme could not be loaded from system HDD.
DISK ERROR: Program Sum Error!!	Checksum error in programme loaded from system HDD.

Table 7-3 Error Indications at System Startup

DISK ERROR: System Data Error!!	Error Loading of administrator data from system HDD.
SYSTEM ERROR: 1	Administrator data error.
SYSTEM ERROR: 2	Error loading of report data.
SYSTEM ERROR: 3	Clock error.
SYSTEM ERROR: 4	Mailbox data error.
SYSTEM ERROR: 5	Message data error (1).
SYSTEM ERROR: 6	Message data error (2).
SYSTEM ERROR: 7	Error loading of control data.
SYSTEM ERROR: 8	Error loading of voice prompt data.
SYSTEM ERROR: 9	Error loading of MWL control data.
SYSTEM ERROR: 10	Error loading of disk identify data.
SYSTEM ERROR: 11	Error writing of VBI chain data.
SYSTEM ERROR: 12	Error writing of BLK chain data.
SYSTEM ERROR: 13	Error loading of user prompt modify data.
SYSTEM ERROR: 14	Error loading of Class of Service data.
No CO lines are active!!	No Port cards present.
COs are all disabled!!	All Ports are malfunctioning.
DPT Interface Connection is not Established.	Ports are malfunctioning for DPT Integration because telephone lines are disconnected or Integration with PBX is not set to DPT integration mode.

Table 7-4 Error and Warning Indications During System Operation

Indication	Meaning
DISK STORAGE SPACE IS NOW EXCEEDING 80%...	80 % or more of the HDD voice storage area is used.
ASCII TERMINAL program Load Error	Error loading of ASCII terminal control programme.
VT100 program Load Error	Error loading of VT100 control programme.

7.2.7 Saving the System Data to the Backup Device (SAVE)

All system programming data and voice prompts (8 functional areas) can be saved in separate data files. To save this data, connect a data terminal to the RS-232C port of the VPS. Save the files individually. Execute the SAVE command for each data file. It will require several minutes

to execute this command for all the data selected. When performing this operation, always wait until the process completion indication appears.

WARNING

Never save (back-up) and upload the "Program" without your dealer's support.

The memory required to save each data component is indicated below.

- | |
|---|
| <ol style="list-style-type: none">1. Program—approximately 2 Mbytes (See Warning above)2. Parameters—approximately 4.4 Mbyte (System Configuration)3. System Prompts—approximately 23 Mbytes (Do not save—prompts are saved as defaults in the drive) |
|---|

Saving items 4-7 below will depend upon the length of the recorded messages.

4. User Prompts-1 (Modified prompts—Modifications to default settings)
5. User Prompts-2 (Modified prompts—Modifications to default settings)
6. Custom Service Menus (Custom service recordings)
7. Personal Greetings (Subscriber greetings)
8. Company Greetings

1. Type SAVE, then Press RETURN.

<pre>\$ SAVE VPS Disk Data Save (VPS -> PC : Xmodem) 1: Program 2: Parameters 3: System Prompts 4: User Prompts-1 5: User Prompts-2 6: Custom Service Menus 7: Personal Greetings 8: Company Greetings Selection No. :=</pre>
--

2. Select item to be backed up, then Press RETURN. The size of the file will be displayed.

To start press 'RETURN'

3. Press RETURN.

----- SAVE Start!!

4. Perform a Standard File Transfer. Set the data terminal to the receiving (Answer) mode (Xmodem) and specify the backup filename. The specified data will be transmitted to the data terminal.

Notes

- ***The data terminal that you use must be equipped with communications software that supports the Xmodem file transfer protocol. The command can be cancelled by Typing [^] before entering the receiving mode. Once the receiving mode has been selected, use the cancel command of the communication software being used.***

- *If your data terminal supports a high speed, it is recommended that you SAVE at the maximum speed of 38400 bps. First, change the RS-232C setting of the VPS (see B7.1 RS-232C Parameters). Next, change the RS-232C setting of your data terminal to the same speed.*

7.2.8 Loading New or Saved Data to the VPS (LOAD)

Use the LOAD command to install new data or to restore saved data to the VPS. Execute this command for each data file.

When performing this operation, always wait until the process completion indication appears before proceeding.

1. Type LOAD, then Press RETURN.

```
$ LOAD
VPS Disk Data Load (PC -> VPS : Xmodem)
1: Program
2: Parameters
3: System Prompts
4: User Prompts-1
5: User Prompts-2
6: Custom Service Menus
7: Personal Greetings
8: Company Greetings
Selection No.:
```

2. Select the item to be restored to the hard disk, then Press RETURN.

```
To start press 'RETURN'
```

3. Press RETURN.

```
- - - - - Load Start!!
```

When "CCC" appears, the VPS is ready for loading.

4. Set the data terminal to the sending (Call) mode (Xmodem). Then enter the backup filename. **Press ENTER**. The backup data will be restored to the hard disk.
5. When the load to the VPS has been completed, power-off and restart the VPS.

Notes

- *The data terminal that you use must be equipped with communications software that supports the Xmodem file transfer protocol. The command can be cancelled by Typing [N] before entering the sending mode. Once the sending mode has been selected, use the cancel command of the communication software being used.*
- *If your data terminal supports a high speed, it is recommended that you LOAD at the maximum speed of 38400 bps. First, change the RS-232C setting of the VPS (see B7.1 RS-232C Parameters). Next, change the RS-232C setting of your data terminal to the same speed.*

7.2.9 Print All of the VPS Parameters (GPRN)

Use the GRPN command to print all VPS parameter settings (output to screen). Use Ctrl-C at any time to stop printing.

Type **GPRN**, then Press **RETURN**.

```
$ GPRN
 0: All Parameters
 1: Mailbox Setting
 2: Class of Service Setting
 3: Port/Trunk Service Setting
 4: Service Setting - Auto Attn. Setting
 5: Service Setting - Custom Service Setting
 6: Service Setting - Caller ID Call Routing
 7: System Parameter Setting - System Group Assignment
 8: System Parameter Setting - Time Group Service, Holiday, Daylight Saving Time
 9: System Parameter Setting - Prompt Setting
10: System Parameter Setting - System Caller Name Announcement
11: System Parameter Setting - Others
12: Hardware Setting
13: System Reset Clear Parameter

Please select : =
```

Note

This command is only valid when in the ASCII TERMINAL mode.

7.2.10 Program Version Display (VERS)

Use the VERS command to display the version numbers of the hard disk and main ROM.

Type **VERS**, then Press **RETURN**.

```
$ VERS
V.P.S. PROGRAM VERSION

MAIN DISK : VJ31AD (3.07)
MAIN ROM : VI11AA (1.01)
```

Note

The numbers are examples only. Your system will show different numbers.

7.2.11 Custom Service Report (CREP)

Use the CREP command to display the Custom Service menu access count, the keypad assignments, message recording status and the tree-structure of the Custom Service.

Type **CREP**, Press **Space**, Enter the Custom Service number (1-100), and Press **RETURN**.

```

Custom [100] (System) (Access: 9) (Menu Msg. : None)
| < multilingual pick >
[N]- Xfer Mbx (998)
[0]- Operator
[1]- Custom [1] (System) (Access: 2) (Menu Msg. : None)
|   |<English service>
|   [N]- Operator
|   [0]- Operator
|   [1]- A.A. Service
|   [2]- V.M.Service
|   [3]- FAX Transfer
|   [x]- Subscriber
[2]- Custom [2] (User -1) (Access: 2) (Menu Msg. : None)
|   |<Spanish service>
|   [N]- Operator
|   [0]- Operator
|   [1]- A.A. Service
|   [2]- V.M.Service
|   [3]- FAX Transfer
|   [x]- Subscriber
[3]- Custom [3] (User -2) (Access: 3) (Menu Msg. : None)
|   |<Vietnamese service>
|   [N]- Operator
|   [0]- Operator
|   [1]- A.A. Service
|   [2]- V.M.Service
|   [3]- FAX Transfer
|   [x]- Exit
[4]- Dept Dial
[5]- Repeat Menu
[x]- Exit
[#]- Main Menu

```

Custom [100]:	Indicates that Custom Service No. is "100".
System:	Indicates that "System" prompts are active.
Access: 9:	Indicates that the callers have accessed this Custom Service 9 times. This counter can be cleared. See 7.2.12 Custom Service Menu Access Count Clear (CCLR).
Menu Msg. :None:	Indicates that the menu message for this Custom Service is "None (not recorded)". If menu message is recorded, "Rec" will appear.
[N]-Xfer Mbx (998):	Caller will be sent to General Delivery Mailbox (GDM) if he dials nothing.
[1]-Custom [1]:	Custom Service 1 will play when the "1" key is pressed.
[2]-Custom [2]:	Custom Service 2 will play when the "2" key is pressed.
[3]-Custom [3]:	Custom Service 3 will play when the "3" key is pressed.
[4]-Dept Dial:	Department Dialling menu will play when the "4" is pressed.

7.2.12 Custom Service Menu Access Count Clear (CCLR)

Each Custom Service has an access counter that counts the number of times the service has been accessed. This command clears this counter.

Type CCLR, Press Space, and Enter Custom Service Menu (1-100), then Press RETURN.

```
$ CCLR 20
Custom Menu <20> Access Counter Cleared !!
```

Note

Type CCLR 0 to clear the access counters of all Custom Services.

7.2.13 Message Waiting Lamp Retry Times (MWL)

Use the MWL command to specify the number of times the VPS will attempt to turn on the Message Waiting Lamp of the called extension. Apply this setting when a PBX other than the Panasonic KX-T series telephone system is used.

```
$ MWL
Current Setting of M.W.L. Retry Count is 3
Enter M.W.L. Retry Count (1-3) =
```

Note

This setting is not valid if "Message Waiting Lamp for Every Message" is set to "Yes".

7.2.14 Setting Minimum Recording Length (MRL)

Use the MRL command to specify the minimum message recording length (0-3 s). Messages shorter than the specified minimum recording length are discarded from the mailbox.

Note

The minimum recording length can only be set using this command.

1. Type **MRL**, then Press **RETURN**.

```
$ MRL
Current Setting of Minimum Recording Length is 2
Enter Minimum Recording Length (0-3) =
```

2. Type the message length.

7.2.15 Modified Prompt List (MPLT)

Use the MPLT command to display the user prompt recording status: recorded, not recorded, or turned off.

1. Type **MPLT**, then Press **RETURN**.

MPLT —> both prompts

MPLT 1 —> User 1 prompts

MPLT 2 —> User 2 prompts

```

$ MPLT 1

***List of Registered User Prompt 1 No. ([1], [2], . . . , [931])***
, 1, , , , 5*, 6, , , , , , , , , , ,
, , , , , , , , , , , , , , , ,
, , , , , , , , , , , , , , , ,
, , , , , , , , , , , , , , , ,

      •
      •
      •

, , , , , , , , , , , , , , , ,
, , , , , , , , , , , , , , , ,
, , , , , , , , , , , , , , , ,

*** Total number of Registered = 3 ***
*** Total number of TURN OFF = 1 ***

$

```

Blank:	The prompt has not been recorded (but the default [System Prompt] is active)—WILL BE HEARD
Prompt No.:	The prompt has been recorded—WILL BE HEARD
Prompt No. with an*:	The prompt has been recorded but is turned off—WILL NOT BE HEARD

Note

The "Total Number of Registered" shown at the bottom of the screen includes the prompts that have been turned off.

7.2.16 Utility Command List (HELP)

Use the HELP command to display the list of all available utility commands.

1. Type **HELP**, then Press **RETURN**.

7.2 UTILITY COMMANDS

\$	HELP	
OFLN		: System Off-line
ONLN		: System On-line
PASS		: Password setting
TIME		: Time & Date setting
PSET		: Report Print Out Time setting
ELOG		: Device Error Log Listing
SAVE		: VPS Program & Date Save (VPS → PC : Xmodem)
LOAD		: VPS Program & Date Load (VPS ← PC : Xmodem)
GPRN		: Parameter Global Printing (only 'ASCII Terminal' mode)
VERS		: Program Version Check
CREP	[no.]	: Custom Menu Information List [no.] : Custom Menu No. (1-100)
CCLR	[no.]	: Custom Menu Access Counter Clear [no.] : Custom Menu No. (1-100/0) (0: Clear All)
MWL		: MWL Retry count Set (1-3)
MRL		: Minimum Recording Length Set (0-3)
MPLT	[opt]	: Registered User Prompt No. List [opt] : 1 → User Prompt 1 2 → User Prompt 2 None → User Prompt 1&2
QSET		: Quick Setup
LMON		: Line Monitor
PUTD		: DTMF Information Display (Don't leave enabled after troubleshooting.)
WCID		: Wait Time for Caller ID
\$		

7.2.17 Quick Setup (QSET)

Use the QSET command initially to perform a basic setup of your VPS when you use your VPS for the first time or after system initialisation.

Note

Quick setup requires VT100 emulation software.

Type **QSET**, then Press **RETURN**.

7.2.18 Circuit Condition Display (LMON)

Use the LMON command to display the circuit condition every 1.5 s. To turn off this command, enter [N].

The following circuit conditions may be displayed.

"Ready"	: Waiting for a call
"Incoming Call"	: Answering a call
"Outgoing Call"	: Making an outbound call
"DSP Reset"	: Processing DSP reset
"PT connect"	: Processing PT connect
"Error"	: DSP Card is not loaded

```
$ LMON
```

No.:	Status	No.:	Status
1:	Ready	7:	Error
2:	Ready	8:	Error
3:	Error	9:	Error
4:	Error	10:	Error
5:	Error	11:	Error
6:	Error	12:	Error

7.2.19 Touchtone Information Display (PUTD)

Use the PUTD command to display the touchtones the VPS receives and sends.

In addition to the touchtones, the following will be displayed—the Incoming Call Service (Voice Mail, Automated Attendant, Custom, and Interview) entered by the caller and the time periods that the ports are enabled.

Type PUTD. The VPS will remain in this mode until "PUTD" is entered again. The default setting of this mode for all ports is "OFF".

```
$ PUTD
  Target Port : * * * * *
  Don't leave enabled after troubleshooting.
$
```

To change the mode from "PUTD" to "OFF", **Type PUTD** again.

```
$ PUTD
  Target Port : 0000 0000 0000
  Don't leave enabled after troubleshooting.
$
```

Note

"*" means "enable" for the port. "0" means "disable" for the port.

To set the mode for only 1 port, **Type PUTD** and the port number.

```
$ PUTD 1
  Target Port : 0000 0000 000*
  Don't leave enabled after troubleshooting.
$
```

7.2 UTILITY COMMANDS

Sample display:

```
$ PUTD
    Target Port for Debug : * * * * *
    Don't leave enabled after troubleshooting.
$
[1] DTMF:3
[1] DTMF:8
[1] A.Attend
[1] DTMF:#
[1] DTMF:6
[1] Voice Mail
[1] DTMF:1
[1] DTMF:0
[1] DTMF:1
[1] NonSub Svc
[1] * * *
[1] DTMF:#
[1] DTMF:9
[1] Thank you
```

WARNING

"PUTD" is a command originally used when troubleshooting. Do not use this command for any other purpose. Do not disconnect the RS-232C connection while the "PUTD" command is enabled. This could cause data overflow.

7.2.20 Wait for Caller ID (WCID)

Use the WCID command to specify the length of time (in seconds) the VPS must wait for the Caller ID after the VPS has received the incoming call from the PBX.

If Caller ID is not needed at all, set the waiting time to "0" to accelerate the VPS response to incoming calls.

Type WCID, then Press RETURN.

```
$ WCID
    WAIT TIME FOR CALLER ID (5 sec) [0-60 sec] : = 0
$
```

7.3 SYSTEM REPORTS

The System Administrator is able to generate 8 System Reports to monitor VPS operating status. The reports can be displayed on a data terminal or printed. The terminal or printer must be connected to the RS-232C port. (The System Manager is also able to output System Reports.)

To select the System Reports Menu, follow the menu path as shown:

System Administration Top Menu-2-1

```
System Reports – System Report Menu
  1. Mailbox Assignments
  2. COS Assignments
  3. System Service Report
  4. Call Account Report
  5. Port Usage Report
  6. Disk Usage Report
  7. Mailbox Usage Report
  8. Fax Call Report
Enter the Number : =
```

The following 4 reports can be cleared of all values and prepared for use again.

To clear the following 4 reports, follow the menu path as shown:

System Administration Top Menu-2-2

```
System Reports System Clear Menu
  1. Port Usage Statistics Clear
  2. Disk Usage Statistics Clear
  3. Mailbox Usage Statistics Clear
  4. Fax Call Report Clear
Enter the Number : =
```

7.3.1 Mailbox Assignments

The Mailbox Assignments report provides information about the mailbox authorised features and current parameter settings.

Note

Depending on the PBX extension numbering, the mailbox numbers might be 2- to 5-digits long.

7.3 SYSTEM REPORTS

To select the Mailbox Assignments Report, follow the menu path as shown:

System Administration Top Menu-2-1-1

**Mailbox Assignments										28-JUL-2001 11:30 AM **
MBOX	Extn.	Name (Fir/Lst)	COS	CExtn	IVMBOX	AITrf	MN1st	MN2nd	MN3rd	
510	201	JONE / DELY	2	601	621	-	---	---	---	
511	202	SCHE /-----	2	602	611	-	Bep	Tel	---	
512	203	MAY /-----	16	603	612	-	Tel	Bep	---	
520	310	JONE /-----	1	--	-	X	---	Tel	Bep	
521	320	DAVE /-----	1	--	888	-	---	---	---	
522	410	CLUS / ALCC	21	--	-	-	---	---	---	
523	421	WHIT / BLUE	32	--	642	-	---	---	---	

- | | | | |
|--------|-------------------------------|---------|-------------------------------|
| COS: | Class of Service | IVMBOX: | Interview Mailbox |
| CExtn: | Covering Extension | MN1st: | Message Notification Device 1 |
| AITrf: | All Call Transfer to Mailbox | MN3rd: | Message Notification Device 3 |
| MN2nd: | Message Notification Device 2 | Tel: | Telephone |
| Bep: | Beeper (Pager) | | |

Note

An 'X' displayed on the screen indicates that the feature marked with the X is set to "YES".

7.3.2 COS (Class of Service) Assignments

The COS (Class of Service) Assignments report provides information concerning all Class of Service numbers.

For a complete explanation of COS parameters, please see Table B-7 and Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS.

To select the COS Assignments Report, follow the menu path as shown:

System Administration Top Menu-2-1-2

* * COS Assignments																				29-JUL-2001 11:30 AM **					
COS	GL	RtN	RtS	Ln	CaN	CaT	RO	SI	SP	CW	MC	DM	PG	Pr	RC	DC	CN	GC	CS	MN	ED	(pr)	AF	(mbox/ dl/ md)	
1	16	10	10	5	10	10	L	N	N	N	N	N	1	U1	N	N	30	Y	Y	X	X	U1	-	----	-
2	16	7	7	3	10	10	L	Y	N	N	N	N	2	U1	N	N	30	Y	Y	X	X	U1	-	----	-
3	8	7	7	3	10	10	F	Y	N	N	N	N	3	S	N	N	30	Y	Y	X	-	-	-	----	-
.
63	-	30	6	Un	100	100	L	N	-	-	-	-	U1	N	N	-	-	-	X	-	-	-	-	-	-
64	-	30	6	6	100	100	L	N	-	-	-	-	U1	-	N	-	-	-	-	-	-	-	-	-	-

- | | | | |
|------|-------------------------|-----|--------------------------|
| COS: | Class of Service number | GL: | Personal Greeting Length |
|------|-------------------------|-----|--------------------------|

RtN:	New Message Retention	RtS:	Saved Message Retention Time
Ln:	Message Length Time (Un=Unlimited)	CaN:	Maximum Message
CaT:	Maximum Message Time (Un=Unlimited)	RO:	Message Retrieval Order (L=LIFO, F=FIFO)
SI:	Message Scanning with Information	SP:	Play System Prompt after Personal Greeting
CW:	Use Call Waiting on Busy	DM:	Direct Mailbox Access
PG:	Intercom Paging Group	Pr:	Prompt Mode (S=System Prompts, U1=User 1 Prompts, U2=User 2 Prompts)
RC:	Remote Call Forward to CO	DC:	Delete Message Confirmation
CN:	Maximum number of names for Personal Caller Name Announcement	GC:	Play Personal Greeting for Caller ID
CS:	Caller ID Screening	MN:	Authorisation for Message Waiting Notification
ED (pr):	Authorisation for External Message Delivery (Prompt Mode) (SY=System, U1=User 1, U2=User 2, SL=Selective)	AF:	Authorisation for Auto Forwarding (mbox)=Mailbox No (dl)=Delay Time (md)=Forwarding Mode (M=move, C=copy)

Note

An "X" displayed on the screen indicates that the feature marked with the X is set to "Yes".

7.3.3 System Service Report

The System Service Report provides information about the VPS's usable ports, trunk (outside line) groups and Holiday Services. It also indicates the services assigned to each VPS port and each trunk (outside line) group (for Day, Night, Lunch and Break modes), each Holiday Service, and all incoming and outgoing call services.

To select the System Service Report, follow the menu path as shown:

System Administration Top Menu-2-1-3

7.3.5 Port Usage Report

The Port Usage Report provides information about port usage and allows system and port traffic to be measured. The report includes the accumulated duration times of incoming and outgoing calling services and the total connect time for each port.

To select the Port Usage Report, follow the menu path as shown:

System Administration Top Menu-2-1-5

** Port Usage Report					21-FEB-2001 12:10 PM**
FROM : : 13-FEB-2001 6:08 PM					
Port	ED	MN	Rcv	Connect Time	
1	1	6	105	01:43:34	
2	4	3	8	00:03:41	
3	0	0	1	00:00:02	
4	0	0	1	00:00:01	
5	1	2	2	00:01:03	
6	1	2	0	00:00:55	
7	0	0	0	00:00:00	
8	0	0	0	00:00:00	
9	0	0	0	00:00:00	
10	0	0	0	00:00:00	
11	0	0	0	00:00:00	
12	0	0	0	00:00:00	
Total	7	14	121	01:49:16	
Full-line Time 00:00:00					

FROM: The date and time of the last clearing of this report

ED: External Delivery MN: Message Notification Rcv: Receive

Full-line Time: The total time that all ports were used simultaneously.

7.3.6 Port Usage Statistics Clear

Clears the Port Usage Report for use again.

To clear the Port Usage Statistics Report, follow the menu path as shown:

System Administration Top Menu-2-2-1

System Reports - System Report Clear - Port Usage Statistics Clear

May I clear port usage report data? (Y/N) : =

Type [Y] (yes) or **[N]** (no). If "Y" is entered, the system will clear the data. Wait until "Port Usage Report Data Cleared!!" appears on the screen before proceeding.

7.3.7 Disk Usage Report

The Disk Usage Report indicates the amount of disk storage used and the disk availability in minutes. It also presents the following statistics:

- The number of messages that were recorded by callers and were copied since the last clearing of this report.
- The number of messages that were copied since the last clearing of this report.
- The number of messages that were deleted by subscribers, and expired and were removed by the system since the last clearing of this report.
- The number of messages that expired and were removed by the system since the last clearing of this report.

To select the Disk Usage Report, follow the menu path as shown:

System Administration Top Menu-2-1-6

** Disk Usage Report		29-MAR-2001 1:32 PM**			
Drive	Avail	Used	(%)		
1	1958 min	0min	(0)		
FROM : :	29-JAN-2001 1:25 PM				
	New	Cpy	Del	Exp	
MSGs	0	0	0	0	

FROM: The date and time of the last clearing of this report

Cpy: Copy (Transfer) Del: Deleted Exp: Expired and Removed

7.3.8 Disk Usage Statistics Clear

The Disk Usage Report can be cleared of all values and prepared for use again.

To clear the Disk Usage Report, follow the menu path as shown:

System Administration Top Menu-2-2-2

System Reports - System Report Clear - Disk Usage Statistics Clear

May I clear disk usage report data ? (Y/N) : =

Type [Y] (yes) or **[N]** (no). If "Y" is entered, the system will clear the data. Wait until "Disk Usage Report Data Cleared!!" appears on the screen before proceeding.

7.3.9 Mailbox Usage Report

The Mailbox Usage Report provides information about the usage of a specific mailbox. It includes the number of recorded messages, the total amount of outgoing calling time, and external message, message notification and group message delivery.

To select the Mailbox Usage Report, follow the menu path as shown:

System Administration Top Menu-2-1-7

Enter the Range : = 211

Note

Specify the range or the mailbox number. To obtain information on specific mailboxes from No.200 to No.209, Type [20*] and Press RETURN, or [200] [,] [209] and Press RETURN.

** Mailbox Usage Report					4-JAN-2001 7:46 PM**
MBOX:1111 [JONE BLUE]					
New	MSGs	4			
Received	MSGs	6			
ED	MSGs	0			
FROM : :		3-JAN-2001 9:53 AM			
Subscriber Access Time		00:00:40			
MBOX Use Time		00:00:12 of 01:40:00 (1% Used)			
Feature Usage	ED	MN	IM	GM	AF
	11	31	20	14	22
Outcalling	LD	Lcl	Beep	Extn.	
(Time)	6	13	0	28	
	00:05:10	00:10:45	00:00:00	00:31:21	
MSG Received	Rcv	Del	Exp		
	42	30	11		

FROM: The date and time of the last clearing of this report

MN: Message Notification

GM: Personal/System Group Distribution List

LD: Long distance call (8 digits or more)

Lcl: Local call (less than 8 digits)

Del: Deleted

ED: External Delivery

IM: Interview message

AF: Auto Forwarding

Rcv: Received

Exp: Expired

Note

New MSGs, Received MSGs, and ED MSGs are current status indications. All else are accumulated indications since the last clearing of this report.

7.3.10 Mailbox Usage Statistics Clear

The Mailbox Usage Report can be cleared of all values and prepared for use again.

To clear the Mailbox Usage Report, follow the menu path as shown:

System Administration Top Menu-2-2-3

System Reports - System Report Clear - Mailbox Usage Statistics Clear

Enter the Range : =

May I clear mailbox usage report data ? (Y/N) : =

Type [Y] (yes) or **[N]** (no). If "Y" is entered, the system will clear the data. Wait until "Mailbox Usage Report Data Cleared!!" appears on the screen before proceeding.

7.3.11 Fax Call Report

The Fax Call Report provides information about fax transfer when the VPS receives a fax signal. It includes the fax data receiving date, the port number used, and the fax transfer status for up to 64 fax messages.

To select the Fax Call Report, follow the menu path as shown:

System Administration Top Menu-2-1-8

** Fax Call Report 14-NOV-2001 3:50 PM**

[DATE/TIME]	[PORT]	[FAX-1]	[FAX-2]
11-JAN 11:15 AM	1	connect	—
01-MAR 07:58 PM	2	(busy)	(no-ans.)
01-MAR 10:23 AM	1	(busy)	connect
.			

FAX-1: Main facsimile machine FAX-2: Alternate facsimile machine
 connect: Call was answered by the facsimile machine no-ans.: No Answer

7.3.12 Fax Call Statistics Clear

The Fax Call Report can be cleared of all values and prepared for use again.

To clear the Fax Call Statistics Report, follow the menu path as shown:

System Administration Top Menu-2-2-4

System Reports - System Report Clear - Fax Call Report Clear

May I clear fax call report data ? (Y/N) : =

Type [Y] (yes) or **[N]** (no). If "Y" is entered, the system will clear the data. Wait until "Fax Call Report Data Cleared!!" appears on the screen before proceeding.

7.4 TROUBLESHOOTING GUIDE

Table 7-5

PROBLEM	PROBABLE CAUSE	POSSIBLE SOLUTION
<i>Nothing is heard from the VPS when accessing the VPS.</i>	<ul style="list-style-type: none"> • Improper connection of jacks. • Bad connection with PBX. 	<ul style="list-style-type: none"> • Confirm that you are using the correct extension number for the VPS. Ask your System Administrator. • Check if the jacks of the VPS are connected to the proper jacks of the PBX (see in 1.4 VOICE MAIL INTEGRATION). • Check the "1-4 VPS (DPT) Port Assignment" screen of the KX-TD500, or System Programme [126] of other KX-TD series telephone systems to see if the programming agrees with the actual connection.
<i>Unable to utilise some of the DPT Integration features, even though DPT Integration has been established properly.</i>	<ul style="list-style-type: none"> • Your PBX cannot support the feature. • The software version of your PBX is lower than required. 	<ul style="list-style-type: none"> • Consult your dealer.
<i>The VPS does not operate.</i>	<ul style="list-style-type: none"> • Bad printed circuit board. • Bad connection with PBX. • Incomplete card insertion. 	<ul style="list-style-type: none"> • Have the unit repaired by your Panasonic dealer. • Check the connection between the VPS and PBX. • Insert the card firmly into the card slot.
<i>Dialling is not recognised.</i>	<ul style="list-style-type: none"> • A pulse phone is being used by mistake. • Improper setting of integration mode. 	<ul style="list-style-type: none"> • Change to a touch tone phone. • Adjust the integration mode properly between the VPS and your PBX (see "Integration Mode" in Table B-40 in B7.3 PBX Interface Parameters).

Table 7-5

PROBLEM	PROBABLE CAUSE	POSSIBLE SOLUTION
<p><i>Line disconnection occurs while transferring an outside call.</i></p> <p><i>Unable to transfer an outside call.</i></p>	<ul style="list-style-type: none"> • Improper setting of the sequence. • Improper setting of the flash (recall) time. • Improper setting of the CPC signal. 	<ul style="list-style-type: none"> • Adjust the transfer sequence to that of the connected PBX and reset (see "Operator Transfer Sequence" and "Extension Transfer Sequence" in Table B-42 in B7.3 PBX Interface Parameters). • Adjust the flash (recall) time to that of the connected PBX and reset (see "Recall Time" in Table B-38 in B7.2 Port Setting). • Adjust the CPC signal to that of the connected PBX and reset (see "CPC Signal" in Table B-38 in B7.2 Port Setting).
<p><i>Unable to call an outside party.</i></p>	<ul style="list-style-type: none"> • Improper setting of the outside call dial procedure. 	<ul style="list-style-type: none"> • Reset the outside (CO) line access sequence of the connected PBX (see "Dial Number" in Table B-5 in B2 SYSTEM ADMINISTRATION—MAILBOXES and "Number of Digits to Access Outside Line" in Table B-29 in B6.7 Other Parameters). • Also check "Outgoing Call Setup Sequence" in Table B-29 in B6.7 Other Parameters. • When setting a Dial Number for Device Notification or a telephone number for External Message Delivery, keep in mind the "Important Note" for "Dial Number" in Table B-5 in B2 SYSTEM ADMINISTRATION—MAILBOXES.
<p><i>Unable to call an extension.</i></p>	<ul style="list-style-type: none"> • Improper setting of extension numbering plan. 	<ul style="list-style-type: none"> • Adjust the extension numbering plan properly (see "Numbering Plan 1-16" in Table B-28 in B6.7 Other Parameters).
<p><i>Unable to access the mailbox.</i></p>	<ul style="list-style-type: none"> • Improper setting of the mailbox number. 	<ul style="list-style-type: none"> • Re-adjust the number of digits in the mailbox number (see "Mailbox Number" in Table B-3 in B2 SYSTEM ADMINISTRATION—MAILBOXES).

Table 7-5

PROBLEM	PROBABLE CAUSE	POSSIBLE SOLUTION
Unable to call Operator 1	<ul style="list-style-type: none"> Improper setting of the operator extension number. 	<ul style="list-style-type: none"> Adjust the operator extension number to that of the connected PBX (see "Operator's Extension" in Table B-12 in B5.1 Automated Attendant Parameters).
Connected terminal (RS-232C port) does not operate.	<ul style="list-style-type: none"> Improper connection. Improper setting of the RS-232C parameters. 	<ul style="list-style-type: none"> Be sure you are using a null modem cable (see 2.8 TERMINAL CONNECTION). The terminal and VPS should have the same parameter settings for Baud Rate, Word Bit Length, Parity and Stop Bit Length (see B7.1 RS-232C Parameters).
Unable to reconnect when the line is busy.	<ul style="list-style-type: none"> Improper setting of the busy signal reconnection procedure. 	<ul style="list-style-type: none"> Re-adjust the busy signal reconnection procedure to that of the connected PBX (see "Reconnect Sequence on Busy" in Table B-42 in B7.3 PBX Interface Parameters).
Unable to make a no-response reconnection.	<ul style="list-style-type: none"> Improper setting of the no-response reconnection procedure. 	<ul style="list-style-type: none"> Re-adjust the no-response reconnection procedure to that of the connected PBX (see "Reconnect Sequence on No Answer" in Table B-42 B7.3 PBX Interface Parameters).
Unable to generate a call waiting tone from the VPS.	<ul style="list-style-type: none"> Improper setting of sequence. 	<ul style="list-style-type: none"> Adjust the Call Waiting sequence to that of the connected PBX (see "Call Waiting Sequence" in Table B-42 in B7.3 PBX Interface Parameters).
Unable to make Intercom Paging to groups.	<ul style="list-style-type: none"> Improper setting of the Intercom Paging access code. 	<ul style="list-style-type: none"> Adjust the Intercom Paging access code to that of the connected PBX (see "Paging Code for Group 1-16" and "Paging Code for All Groups" in Table B-34 in B6.7 Other Parameters).

7.5 SPECIFICATIONS

Table 7-6

Port Cards:	KX-TVP204 (4 digital port expansion card) and KX-TVP102	
Dialling Method:	Touchtone/Pulse (10/20 pps)	
Flash (Recall) Time:	100 ms/300 ms/600 ms/900 ms (programmable)	
CPC Detection	None/6.5 ms/150 ms/300 ms/450 ms/600 ms (programmable)	
Type of Line:	Loop start minimum Loop Current: 20 mA minimum Line Voltage: 7 V DC minimum Ringing Voltage: 40 V AC	
Extension Numbering:	2 to 5 digits (programmable)	
Pause Time:	1 s to 9 s (programmable)	
Message Waiting Lamp:	Programmable Touchtone sequence	
Main CPU:	16-bit microprocessor	
Hard Disk Capacity:	Approximately 32 h	
Number of Mailboxes:	Maximum 1024 (including System Manager and Message Manager mailboxes)	
Number of Messages:	Maximum 100 per mailbox (programmable)	
Personal Greeting Message Length:	8 s to 60 s (programmable)	
Message Retention Time:	1 to 30 days or unlimited (programmable)	
Maximum Message Length:	1 min to 6 min, or unlimited length (programmable)	
Reports:	Mailbox Assignment, COS (Class of Service) Assignment, System Service Report, Call Account Report, Port Usage Report, Disk Usage Report, Mailbox Usage Report, FAX Call Report	
Connections	Telephone Line:	In case of Inband: 2-conductor cable × 6 In case of DPT: 4-conductor cable with DPT interface × 6
	Data Port:	RS-232C interface port
Operating Temperature:	Please see Table 2-1 Hard Disk Drive Usage Environment in 2.1.3 Environmental Requirements.	
Operating Relative Humidity:	Please see Table 2-1 Hard Disk Drive Usage Environment in 2.1.3 Environmental Requirements.	
Power Source:	110 V to 240 V AC, 50 Hz/60 Hz	
Power Consumption:	Approximately 30 W	
Dimensions (H × W × D):	470 mm × 335 mm × 110 mm	
Mass (Weight):	Approximately 5.0 kg (no port expansion card installed at the factory)	

7.5 SPECIFICATIONS

Appendix A
SYSTEM FEATURES

A1 SYSTEM FEATURES

The Voice Processing System has many features that are available to the System Administrator, the System Manager, and/or System Subscribers. The Table A-1 lists and briefly describes each key VPS system feature. In addition, references to specific sections of this manual and the Subscriber's Guide are provided in the references column that pertains to each feature listed. The specific procedure steps required to initiate, access, or utilize each feature are detailed in these references.

Note

Depending on the model and/or the software version of the connected PBX, you may not be able to utilize some of the features available only with DPT Integration. For more information, consult your dealer.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Alternate Extension Group	A group of extensions, which require a different call transfer sequence than normal, placed into a separate group.	<ul style="list-style-type: none"> • See "Dialing Parameters" in 3.2.4 PBX Interface Parameters. • See "Alternate Extension Assignment" in B5.1 Automated Attendant Parameters. • See "Alternate Extension Group" in GLOSSARY.
Auto Configuration (DPT Integration Only)	Creates mailboxes by obtaining extension numbers from the Panasonic KX-TD series telephone system. Also sets the time and date automatically by obtaining time information from the PBX.	<ul style="list-style-type: none"> • See "System Components" in 1.3.2 System Components. • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See "Creating Mailboxes" in 5.1.3 Starting the Quick Setup. • See "The length of mailbox numbers" in 5.1.3 Starting the Quick Setup. • See "Auto Configuration" in GLOSSARY.
Auto Forwarding	Moves or copies unretrieved messages from one mailbox to another, after a specified period of time. This service is only available to subscribers (you cannot auto forward messages to the System Group Distribution Lists). Class of Service programming determines the mailboxes that can use this feature. Messages marked as "private" cannot be forwarded. Also, a message is never forwarded to the original sender of the message.	<ul style="list-style-type: none"> • See "Private Message" in this Table. • See "Authorization for Auto Forwarding" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Auto Forwarding" in GLOSSARY.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Automated Attendant	Answers incoming calls and routes those calls to the desired extension. The service can be assigned to all of Day, Night, Lunch, and Break time periods. Available for both Port and Trunk Services.	<ul style="list-style-type: none"> • See 5.2.10 Automated Attendant. • See 5.4 AUTOMATED ATTENDANT PARAMETERS. • See B5.1 Automated Attendant Parameters. • See "Automated Attendant" in GLOSSARY.
Broadcasting Messages	Permits the System Manager to deliver the same message to all VPS subscribers at the same time. This feature is only available to the System Manager.	<ul style="list-style-type: none"> • See "Delivering Messages to All Mailboxes (Broadcasting Messages)" in C8 DELIVERING MESSAGES.
Busy Coverage Mode	Specifies how the VPS will handle calls to the operator when the line is busy. The Busy Coverage options that are available include: Hold, No Answer Coverage, Call Waiting, and Disconnect Message.	<ul style="list-style-type: none"> • See "Busy Coverage Mode" in Table 5-6 in 5.4.3 Operator's Parameters. • See "Busy Coverage Mode" in Table B-12, Table B-13 and Table B-14 in B5 SYSTEM ADMINISTRATION—SERVICE SETTINGS.
Call Services	Include a series of both incoming and outgoing call services. Incoming Call Services: Automated Attendant Service, Voice Mail Service, Interview Service, Custom Service. Outgoing Call Services: Message Waiting Notification, and External Message Delivery.	<ul style="list-style-type: none"> • See "Port Service Setting" in 5.1.3 Starting the Quick Setup. • See "Incoming Call Service" in Table 5-5 in 5.3.1 Port Service Menu. • See "Incoming Call Service" in Table B-9 in B4.1 Port Assignment. • See "Incoming Call Service (Pager)" in Table B-10 in B4.2 Trunk Group Assignment.
Call Transfer Status	Permits subscribers to specify how the VPS will handle calls to their individual extensions. Call Transfer Status options include: Call Screening, Call Blocking, Intercom Paging, and Calling a Beeper (Pager).	<ul style="list-style-type: none"> • See "Calling a Beeper (Pager)" and "Intercom Paging (DPT Integration Only)" in this Table. • See "Call Transfer" in GLOSSARY. • See 4.1 Call Transfer Status in the Subscriber's Guide.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
<p>Callback Number Entry</p>	<p>Enables the caller to leave a callback number in several different ways depending upon which option is programmed into the VPS. The VPS can forward the callback number to a beeper (pager).</p>	<ul style="list-style-type: none"> • See "Notification Setting" in B2 SYSTEM ADMINISTRATION—MAILBOXES. • See "Beeper Callback No. Entry Mode" in Table B-7 and Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Other Parameters-Message Waiting Notification" in B6.7 Other Parameters. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS.
<p>Caller ID Call Routing (DPT Integration Only)</p>	<p>Allows the System Administrator to assign up to 120 Caller ID numbers and program the route for the calls from these assigned numbers to the desired extension, mailbox (System Group Distribution List included) or Custom Service. The Company Greetings will not play when calls are routed as programmed by this feature.</p>	<ul style="list-style-type: none"> • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See B5.3 Caller ID Call Routing Parameters. • See "Caller ID Call Routing" in GLOSSARY.
<p>Caller ID Screening (DPT Integration Only)</p>	<p>Allows extension users to hear prerecorded caller names when calls from assigned numbers are transferred from the VPS to the extension users.</p>	<ul style="list-style-type: none"> • See "Caller Name Announcement—Personal" and "Caller Name Announcement—System" in this Table.
<p>Caller Name Announcement—Personal (DPT Integration Only)</p>	<p>Allows subscribers to assign up to 30 Caller ID numbers and record a caller name for each Caller ID number from their telephone. The caller name is announced when: (1) subscribers listen to the messages from assigned numbers left in their mailboxes, (2) the VPS transfers calls from assigned numbers to the subscribers (Caller ID Screening), and (3) the VPS pages the subscribers by intercom (Intercom Paging). Caller ID Screening is enabled or disabled in the COS (Class of Service) settings.</p> <p>If the same Caller ID number is programmed for both the system and personal caller name announcement, the VPS will use the personal caller name.</p>	<ul style="list-style-type: none"> • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See "Number of CIDs for Caller Name Announcement" and "Caller ID Screening" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Caller Name Announcement (System/Personal)" in GLOSSARY. • See 4.12 Personal Caller Name Announcement in the Subscriber's Guide.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
<p>Caller Name Announcement—System (DPT Integration Only)</p>	<p>Allows the System Administrator to assign up to 120 Caller ID numbers. Each Caller ID number can have a caller name recorded by the Message Manager. The caller name is announced when: (1) extension users listen to the messages from assigned numbers left in their mailboxes, (2) the VPS transfers calls from assigned numbers to the subscribers (Caller ID Screening), and (3) the VPS pages the subscribers by intercom (Intercom Paging). Caller ID Screening is enabled or disabled in the COS (Class of Service) settings.</p> <p>If the same Caller ID number is programmed for both the system and personal caller name announcement, the VPS will use the personal caller name.</p>	<ul style="list-style-type: none"> • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See "Caller ID Screening" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See B6.6 System Caller Name Announcement. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Recording System Caller Names" in D6 RECORDING MESSAGES. • See "Caller Name Announcement (System/Personal)" in GLOSSARY.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
<p>Calling a Beeper (Pager)</p>	<p>Allows a subscriber to be notified by a beeper (pager) when he has message(s). If the beeper (pager) has a display, it is possible to send to it a callback number. The callback number can be recorded when a caller leaves a message. If the caller does not leave a callback number, the System Callback No., or the caller's number if it is received through a telephone company's Caller ID service, will be sent instead.</p> <p>To utilise this feature, follow the procedure below.</p> <p>1) Go to the System Administration Top Menu, and type 1-2 (Program-Class of Service) and COS No.(1-63). Select "Yes" in the Authorization for Message Notification parameter. Make 1 selection from the available options in the Beeper Callback No. Entry Mode parameter.</p> <p>2) From the System Administration Top Menu, type 1-1-1-Mailbox No.-Y-2-Device No.(1-3) (Program-Mailbox Setting-Enter/Edit-Mailbox No. Entry-Do you want to edit this mailbox?-Notification Setting-Device No. Entry). For the Dial Number parameter: enter your PBX's line access code before the beeper (pager) number for dialing outward; enter an X after the beeper (pager) number. (The X is for the caller to enter his number as the callback number which will later appear on your beeper [pager].) Finally, select "Beeper" in the Type of Device parameter.</p>	<ul style="list-style-type: none"> • See "Dial Number" and "Type of Device" in Table B-5 in B2 SYSTEM ADMINISTRATION—MAILBOXES. • See "Authorization for Message Notification" and "Beeper Callback No. Entry Mode" in Table B-7 and Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "System Callback Number" in Table B-30 in B6.7 Other Parameters. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS.
<p>Class of Service (COS)</p>	<p>There are 62 COS levels for subscribers. COS 63 is for the Message Manager and COS 64 is for the System Manager.</p> <p>Either the System Administrator (using a personal computer) or the System Manager (using a telephone) can change COS assignments.</p>	<ul style="list-style-type: none"> • See 7.3.2 COS (Class of Service) Assignments. • See B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Creating and Editing a Mailbox" in C2 SETTING UP MAILBOXES. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Company Greeting	<p>Is a prerecorded message designed to greet all incoming callers and provide relevant information. This feature allows the use of up to 32 different greetings for each individual Time Service period (Day, Night, Lunch and Break) as well as holidays*. Available for both Port and Trunk services.</p> <p>Note: The System Manager can change the Company Greeting setting by simply calling the VPS.</p> <p>*: Only the System Administrator can assign specific greetings for holidays.</p>	<ul style="list-style-type: none"> • See 6.1.3 Company Greetings (Enter #6*998,5,1). • See C6 CHANGING THE COMPANY GREETING SETTING. • See "Company Greeting No." in Table B-9 and Table B-10 in B4 SYSTEM ADMINISTRATION—PORT/TRUNK SERVICE. • See "Company Greeting No." in Table B-24 in B6.3 Holiday Setting. • See D6 RECORDING MESSAGES. • See "Company Greeting" in GLOSSARY.
Company Name	<p>Is used by External Message Delivery Service when the intended receiver enters the password incorrectly 3 times. The VPS announces the Company Name so that the receiver realises what company placed the call to him.</p>	<ul style="list-style-type: none"> • See D6 RECORDING MESSAGES. • See "Company Name" in GLOSSARY. • See 3.5 Receiving External Delivery Messages in the Subscriber's Guide.
Covering Extension	<p>Forwards calls to a second extension when the first extension's subscriber is not available to take the call. The caller can also access the Covering Extension by pressing [0] while a Personal Greeting is being played, or while leaving a message.</p>	<ul style="list-style-type: none"> • See "Covering Extension" in Table B-4 in B2 SYSTEM ADMINISTRATION—MAILBOXES. • See "Covering Extension" in GLOSSARY. • See 4.2 Covering Extension in the Subscriber's Guide.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
<p>Custom Service</p>	<p>Allows callers to access specific functions by entering numbers or symbols through the telephone keypad.</p> <p>The Message Manager can record up to 100 Custom Service menus. These menus can be recorded in various foreign languages, and help guide outside callers to the desired extension, mailbox, System Group Distribution List, Department Dialling menu, operator, fax machine, etc.</p> <p>Note: Callers cannot jump between Custom Service menus more than 8 times.</p>	<ul style="list-style-type: none"> • See 5.2 PORT SETTING OPTIONS. • See 6.1.4 Custom Service Greetings (Enter #6*998,5,4). • See 7.2.11 Custom Service Report (CREP). • See 7.2.12 Custom Service Menu Access Count Clear (CCLR). • See B5.2 Custom Service. • See "Recording Menus and Voice Labels" in D6 RECORDING MESSAGES. • See "Custom Service Setting" in GLOSSARY.
<p>Daylight Saving Time Assignment</p>	<p>Changes the internal clock of the VPS for the start and end of Daylight Saving Time.</p>	<ul style="list-style-type: none"> • See B6.4 Daylight Saving Time (DST).
<p>Delete Message Confirmation</p>	<p>Requests confirmation from mailbox owner before erasing a message left in the mailbox.</p> <p>This feature can be enabled or disabled in the COS (Class of Service) settings.</p>	<ul style="list-style-type: none"> • See "Delete Message Confirmation" in Table B-7 and Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS.
<p>Department Dialling</p>	<p>Is a speed-dialling feature that permits the caller to quickly reach the desired extension by dialling a 1 digit number either during or after the playing of the Department Dialling message.</p>	<ul style="list-style-type: none"> • See 5.4.2 Department Dialling. • See "Department Dialling" in B5.1 Automated Attendant Parameters. • See "Recording Menus and Voice Labels" in D6 RECORDING MESSAGES. • See "Department Dialling" in GLOSSARY.
<p>Dialling by Name</p>	<p>Allows the caller to reach the intended mailbox/extension (when the number is not known) by entering the first 3 or 4 letters of the mailbox owner's last name. The VPS identifies all subscribers with that letter combination and states each name for the caller. The caller selects the desired subscriber by entering the appropriate number.</p>	<ul style="list-style-type: none"> • See "Owner Last Name" in Table B-4 in B2 SYSTEM ADMINISTRATION—MAILBOXES.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Direct Mailbox Access (DPT Integration Only)	Allows subscribers to call the VPS and access their mailbox without entering the mailbox number.	<ul style="list-style-type: none"> • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See "Direct Mailbox Access" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Direct Mailbox Access" in GLOSSARY.
DPT Integration	<p>Is the interface data link that permits certain information and command functions to be transmitted between the VPS and PBX. The information and command functions include: Remote Call Forwarding Set, Auto Configuration, Caller ID Call Routing, Caller Name Announcement (System/Personal), Direct Mailbox Access, Intercom Paging, Live Call Screening, Personal Greeting for Caller ID, Time Synchronisation with PBX, Two-Way Record and Two-Way Transfer.</p> <p>Note: Depending on the model and/or the software version of the connected PBX, you may not be able to utilise some of the features available only with DPT Integration. For more information, consult your dealer.</p>	<ul style="list-style-type: none"> • See "Voice Mail" in 1.3.3 Which Phone Systems are Compatible? • See 1.4 VOICE MAIL INTEGRATION. • See 2.7 CONNECTIONS. • See 3.1.1 DPT or Inband Signalling?. • See Section 4 INTEGRATING THE VPS WITH THE PANASONIC KX-TD DIGITAL PBX. • See "DPT Integration" in GLOSSARY.
Extension Group	Places several extensions into the same mailbox to share information using an Extension Group. The System Administrator must establish this list. The VPS can maintain up to 20 lists with a maximum of 20 entries on each.	<ul style="list-style-type: none"> • See 5.2.8 Extension Groups. • See "System Group Assignment-Extension Group" in B6.1 System Group Assignment.
Extension Numbering Plan	Permits the VPS to recognise an extension number as valid.	<ul style="list-style-type: none"> • See "Other Parameters-Extension Numbering Plan" in B6.7 Other Parameters.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
<p>External Message Delivery List</p>	<p>Allows a subscriber to send a message to outside parties and/or extensions with a single operation. One subscriber can maintain up to 2 lists with a maximum of 8 entries on each.</p> <p>This feature is only available when External Message Delivery has been authorised for the subscriber's COS.</p>	<ul style="list-style-type: none"> • See "External Message Delivery Service" in this Table. • See "External Delivery Message", "External Message Delivery List", and "External Message Delivery Redial" in GLOSSARY. • See 3.3 Setting up an External Message Delivery List in the Subscriber's Guide.
<p>External Message Delivery Service</p>	<p>Allows a subscriber to send a message to several subscribers and non-subscribers (including outside parties) at a specified time (or immediately). This feature also permits the receiver to reply to the message without having to specify the mailbox number.</p> <p>If the sender wishes, he can require the receiver to enter a 4-digit password to receive the sender's message. If the receiver enters the password incorrectly 3 times, the VPS: (1) plays the Company Name (if it has been recorded), (2) plays the Company's Telephone Number (if registered), and (3) plays the sender's extension (if both the Company's Telephone Number and the Extension of the Owner have been registered). With this information, the receiver can possibly track down the message even if he does not remember the password.</p> <p>COS programming determines whether this feature can be used or not.</p>	<ul style="list-style-type: none"> • See "The Extension of the Owner" in Table B-4 in B2 SYSTEM ADMINISTRATION—MAILBOXES. • See "Authorization for External Message Delivery" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Other Parameters-External Message Delivery" in B6.7 Other Parameters. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "External Delivery Message", "External Message Delivery List", and "External Message Delivery Redial" in GLOSSARY. • See 3.4 Sending External Delivery Messages in the Subscriber's Guide. • See 3.5 Receiving External Delivery Messages in the Subscriber's Guide. • See 3.6 Replying to External Delivery Messages in the Subscriber's Guide.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
External Message Delivery Status	<p>Allows the subscriber to check the status of undelivered and pending external delivery messages.</p> <p>This feature is only available when External Message Delivery has been authorised for the subscriber's COS.</p>	<ul style="list-style-type: none"> • See "External Message Delivery Service" in this Table. • See "External Delivery Message", "External Message Delivery List", and "External Message Delivery Redial" in GLOSSARY. • See 3.7 Checking and Setting External Message Delivery Status in the Subscriber's Guide.
Fax Management	<p>Allows the VPS to automatically route an incoming fax signal to a specific fax machine. Up to 2 fax machines can be assigned using this feature. Outside callers can also reach the fax machine via Custom Service selection, if programmed.</p> <p>A special mailbox can be assigned to the Fax Manager. In this way, the VPS can notify the Fax Manager of the status of faxes.</p>	<ul style="list-style-type: none"> • See "Fax Management (1-5-7-8)" in 5.2.2 Custom Service Features. • See 7.3.11 Fax Call Report. • See 7.3.12 Fax Call Statistics Clear. • See "Other Parameters-Fax Management" in B6.7 Other Parameters.
Group Distribution List—Personal	<p>Allows a subscriber to simultaneously send a message to several mailboxes using a Group Distribution List. This list is established by the subscriber. Each subscriber can maintain a maximum of 4 lists with up to 20 entries on each list.</p>	<ul style="list-style-type: none"> • See "Group Distribution List—System" in this Table. • See "Personal Group Distribution List" in GLOSSARY. • See 4.5 Personal Group Distribution Lists in the Subscriber's Guide. • See 4.6 Deleting Group Distribution Members in the Subscriber's Guide. • See 4.7 Deleting Group Distribution List Names in the Subscriber's Guide.
Group Distribution List—System	<p>Allows a subscriber to send a message to several mailboxes using a Group Distribution List. Also allows a caller to record a message into all mailboxes within the list. The System Administrator must establish this list. The VPS can maintain up to 20 lists with a maximum of 20 entries on each.</p>	<ul style="list-style-type: none"> • See "System Group Assignment-Mailbox Group" in B6.1 System Group Assignment. • See C8 DELIVERING MESSAGES. • See "System Group Distribution List" in GLOSSARY.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Hold	Provides the caller with the option of temporarily holding when the line is busy. The VPS automatically recalls the extension after a specified period of time. When several callers are holding for the same extension, callers are connected in the order in which they originally called.	<ul style="list-style-type: none"> • See "Other Parameters-Call Hold" in B6.7 Other Parameters.
Holiday Service	<p>Permits the VPS to record, store, and play several different holiday greetings. Up to 20 Holiday Service settings can be programmed.</p> <p>It is possible to either specify a single day or a range of days on which to enable the Holiday Service setting.</p> <p>Note: Holidays cannot overlap.</p>	<ul style="list-style-type: none"> • See B6.3 Holiday Setting.
Inband Integration	Allows the PBX, using Inband Integration, to send information to the VPS using Touchtones. Inband integration is characterised as Voice Mail Integration and Touchtone Integration. Voice Mail Integration works with the Call Forwarding Feature of the PBX to permit a caller to leave a message when the mailbox number of the called extension is not known. Touchtone Integration works with the Automated Attendant Service to enable the VPS to immediately recognise the state of the call (busy, answered, ringing, etc.) and improve its call handling performance.	<ul style="list-style-type: none"> • See "Voice Mail" in 1.3.3 Which Phone Systems are Compatible? • See 1.4 VOICE MAIL INTEGRATION. • See 2.7 CONNECTIONS. • See 3.1.1 DPT or Inband Signalling?. • See Section 3 INTEGRATING THE VPS WITH PANASONIC KX-T PHONE SYSTEMS. • See "Inband Signalling" in GLOSSARY.
Incomplete Call Handling Service	Allows the subscriber to offer callers several service options when the extension is busy or there is no answer: Leaving a Message, Transfer to Covering Extension, Returning to the Automated Attendant Top Menu, Intercom Paging, Calling a Beeper (Pager), or Calling Operators.	<ul style="list-style-type: none"> • See "Calling a Beeper (Pager)" and "Intercom Paging (DPT Integration Only)" in this Table. • See "Incomplete Call Handling Service" in GLOSSARY. • See 4.3 Incomplete Call Handling Status in the Subscriber's Guide.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Intercom Paging (DPT Integration Only)	<p>Permits callers to page subscribers by PBX paging (there are different kinds of PBX paging, and these can be specified by VPS programming) when the subscribers have set Intercom Paging for Call Transfer or when the subscribers have set Intercom Paging for Incomplete Call Handling. The caller is briefly placed on hold while the VPS announces the page and until the subscriber answers the page. The subscriber can answer the page from any extension using the paging answer code; this code is specified in the PBX User Manual. For a Caller ID Caller, if his name has been recorded for the Caller Name Announcement feature, the name will be announced at the end of the page. If the caller's name has been recorded for both the System and Personal Caller Name Announcement, the VPS will use the personal caller name.</p> <p>To utilise this feature, follow the procedure below.</p> <p>1) Go to the System Administration Top Menu, and type 1-2 (Program-Class of Service) and COS No.(1-62). Select an Intercom Paging Group (1-17) for this COS. If set to Group 17, the Intercom Paging feature is activated for all groups.</p> <p>2) From the System Administration Top Menu, type 1-5-7-7 (Program-System Parameter Setting-Others-Intercom Paging Parameters). Adjust the "No Answer Time for Intercom Paging" to your preference (the default is 5 s). For the Intercom Paging Group you selected in Step 1, set the Intercom Paging access code in "Paging Code for Group 1-16" and "Paging Code for All Groups".</p>	<ul style="list-style-type: none"> • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See "Intercom Paging (1-5-7-7)" in 5.2.2 Custom Service Features. • See "Intercom Paging Group" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Other Parameters-Intercom Paging Parameter" in B6.7 Other Parameters. • See "Intercom Paging" in GLOSSARY.

A1 SYSTEM FEATURES

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Interview Service	Plays a set of recorded questions when a caller accesses the service. The caller is provided an opportunity to answer each question after it has been asked. Subscribers are able to record questions directly into their own Interview Mailbox.	<ul style="list-style-type: none">• See 5.2.9 Interview Service.• See "Interview Mailbox Number" in Table B-4 in B2 SYSTEM ADMINISTRATION—MAILBOXES.• See "Creating and Editing a Mailbox" in C2 SETTING UP MAILBOXES.• See "Interview Service" in GLOSSARY. • See 4.9 Interview Mailbox in the Subscriber's Guide.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
<p>Live Call Screening (DPT Integration Only)</p>	<p>Permits the subscriber to monitor incoming calls as messages are being recorded. The subscriber has the option of answering calls while monitoring or allowing the message to be recorded without interruption. There are two modes in this feature: Hands-free and Private.</p> <p>Hands-free permits the subscriber to hear the caller through the telephone's speaker and answer the call by lifting the handset. The Private Mode alerts by tone and requires the telephone handset to be lifted before the message can be monitored. Two-way communication is established by pressing the feature button.</p>	<ul style="list-style-type: none"> • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See 4.4.1 Live Call Screening (LCS) Programming. • See 4.4.2 Live Call Screening Password Assignment. • See 4.4.3 Live Call Screening Password Cancelling. • See 4.4.4 Live Call Screening Recording Mode Assignment via System Programming. • See 4.4.5 Live Call Screening Private/Hands-Free Mode Assignment via Station Programming. • See 4.4.6 Live Call Screening Assignment via PC Programming. • See 4.4.7 Live Call Screening Button Assignment via Station Programming. • See 4.4.8 Live Call Screening Cancel Button Assignment via Station Programming. • See 4.4.13 Live Call Screening Activation. • See 4.4.14 Live Call Screening Password Control. • See "Message Cancel for Live Call Screening" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Live Call Screening" in GLOSSARY. • See 4.13 Live Call Screening in the Subscriber's Guide.

A1 SYSTEM FEATURES

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Logical Extension (All Calls Transfer to Mailbox)	Is an extension that always receives calls directly into its mailbox. This feature is used by subscribers that are often unavailable or that do not have a telephone.	<ul style="list-style-type: none"> • See "All Calls Transfer to Mailbox" in Table B-4 in B2 SYSTEM ADMINISTRATION—MAILBOXES. • See "Creating and Editing a Mailbox" in C2 SETTING UP MAILBOXES. • See "Logical Extension" in GLOSSARY.
Mailbox	Is a place where all messages to a subscriber are stored. Several mailbox options exist: Subscriber Mailbox, Interview Mailbox, System Manager's Mailbox, and Message Manager's Mailbox (General Delivery Mailbox).	<ul style="list-style-type: none"> • See 5.5 SETTING MAILBOXES. • See 6.2 SETTING UP MAILBOXES. • See 7.3.1 Mailbox Assignments. • See 7.3.9 Mailbox Usage Report. • See 7.3.10 Mailbox Usage Statistics Clear. • See B2 SYSTEM ADMINISTRATION—MAILBOXES. • See C2 SETTING UP MAILBOXES. • See Section 1 Mailbox Setup in the Subscriber's Guide.
Message Delivery, Internal	Allows the VPS to automatically deliver a single message to multiple mailboxes.	<ul style="list-style-type: none"> • See "Group Distribution List—Personal", "Group Distribution List—System" and "Message Delivery Status" in this Table.
Message Delivery Status	<p>Allows a subscriber to check the status of messages that have been sent. The sending subscriber has the option of cancelling any of the messages after checking their status. If a recorded message has not been received, the VPS will voice report the following: the message's destination mailbox number and its contents.</p> <p>Message delivery status information is automatically deleted after the message has been received by the subscriber, or when the subscriber cancels the delivery, or when a new message arrives after 84 delivery status messages have been stored in the subscriber's mailbox (the oldest status message is always deleted first).</p>	<ul style="list-style-type: none"> • See 3.2 Checking Mailbox Distribution in the Subscriber's Guide.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Message Reception Mode	<p>Allows incoming calls to be received by either a subscriber's regular or interview mailbox.</p> <p>This mode is effective for: (1) Incomplete Call Handling Service (when the subscriber's line is busy, or he cannot take the call, or when he has enabled Call Blocking), and (2) when the transfer destination of calls is set to a Logical Extension.</p>	<ul style="list-style-type: none"> • See "Interview Service" and "Logical Extension (All Calls Transfer to Mailbox)" in this Table. • See "All Calls Transfer to Mailbox" in Table B-4 in B2 SYSTEM ADMINISTRATION—MAILBOXES. • See 4.4 Message Reception Mode in the Subscriber's Guide.
Message Scan	<p>Permits the subscriber to scan the first 4 s of each message. The subscriber can replay the previous message, play the next message, or play the entire message.</p>	<ul style="list-style-type: none"> • See "Message Scanning with Information" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Scanning Messages" in GLOSSARY. • See 2.1 Receiving Messages in the Subscriber's Guide.
Message Transfer	<p>Allows the subscriber to transfer messages to other mailboxes after playing. The subscriber can also add a personal comment at the beginning of the message to be transferred if desired.</p> <p>One or more individual mailboxes can be specified for message transfer. Messages can also be transferred using either the System or Personal Group Distribution Lists.</p>	<ul style="list-style-type: none"> • See "Transferring Messages" in D2 MANAGING THE GENERAL DELIVERY MAILBOX. • See "Message Transfer" in GLOSSARY. • See 2.3 Message Transfer in the Subscriber's Guide.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
<p>Message Waiting Notification—Device</p>	<p>Automatically notifies the subscriber/Message Manager of the reception of new message(s) by calling either a specified telephone or beeper (pager) number. The message will automatically play when the subscriber/Message Manager answers a call to the telephone. When a beeper (pager) is called, the subscriber/Message Manager must call the VPS and access the message from the mailbox. Notification can be scheduled either on or off for a maximum of 2 times during any 24 h period.</p> <p>The subscriber/Message Manager can program a maximum of 3 telephones or beepers (paggers) in sequence. The VPS will redial the number or number sequence for a specified number of times until answered.</p> <p>Notification is terminated when the subscriber/Message Manager has received the message, when the last number has been called a specified number of times, or at the completion of the programmed time period.</p>	<ul style="list-style-type: none"> • See "Message Waiting Notification from an SLT" in 3.1.4 PBX Requirements for Integration. • See "Notification Setting" in B2 SYSTEM ADMINISTRATION—MAILBOXES. • See "Authorization for Message Notification" in Table B-7 and Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Other Parameters-Message Waiting Notification" in B6.7 Other Parameters. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See D3 SETTING UP MESSAGE WAITING NOTIFICATION. • See "Message Waiting Notification" in GLOSSARY. • See 4.8 Message Waiting Notification in the Subscriber's Guide.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Message Waiting Notification—Lamp	<p>Automatically illuminates the message waiting lamp on the subscriber's or the Message Manager's telephone when there are unplayed messages waiting in the mailbox.</p> <p>Note: The extension assigned for Operator 1 in the Day Mode is the Message Manager's telephone. However, its default extension number (0) cannot be used with this feature. When using this feature, you must assign the extension number that is included in the Extension Numbering Plan.</p>	<ul style="list-style-type: none"> • See "Message Waiting Notification from an SLT" in 3.1.4 PBX Requirements for Integration. • See 7.2.13 Message Waiting Lamp Retry Times (MWL). • See "MWL Notification for Unreceived Message" in Table B-7 and Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Other Parameters-Message Waiting Notification" in B6.7 Other Parameters. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See D3 SETTING UP MESSAGE WAITING NOTIFICATION. • See "Message Waiting Lamp" in GLOSSARY. • See 4.8 Message Waiting Notification in the Subscriber's Guide.
Multilingual Service	<p>Permits up to 3 languages to be used for prompt options. If the "Selective" mode is selected, callers are able to choose their desired language.</p>	<ul style="list-style-type: none"> • See "Incoming Call Service Prompt" in Table 5-5 in 5.3.1 Port Service Menu. • See "System/User 1/User 2 Selection Number" in Table B-26 in B6.5 Prompt Setting. • See "Recording Menus and Voice Labels" and "Recording User Prompts" in D6 RECORDING MESSAGES. • See "Multilingual Selection Menu" in GLOSSARY.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
<p>No Answer Coverage Mode</p>	<p>Specifies how the calls will be handled when Operator 1, 2 and/or 3 do not answer them within the specified "Operator No Answer Time". There are 4 options:</p> <p>Caller Select^{*1}—caller may leave a message or call another extension.</p> <p>Leave Message^{*1}—caller may leave a message in Operators' mailbox.</p> <p>Disconnect Message^{*1}—caller is disconnected from the VPS after hearing "Thank you for calling."</p> <p>Next Operator^{*2}—caller is transferred to the next operator (Operator 2 or 3) extension.</p> <p>*1: Assignable for Operator 1, 2 and 3 *2: Assignable for Operator 1 and 2</p>	<ul style="list-style-type: none"> • See "No Answer Coverage Mode" in Table 5-6 in 5.4.3 Operator's Parameters. • See "No Answer Coverage Mode" in Table B-12, Table B-13 and Table B-14 in B5.1 Automated Attendant Parameters.
<p>Operator Service</p>	<p>Permits callers to request a live operator by pressing [0] on the telephone keypad. Up to 3 operators can be specified to receive calls in the Day, Night, Lunch and Break Modes.</p>	<ul style="list-style-type: none"> • See 5.4.3 Operator's Parameters. • See "Operator's Parameters" in B5.1 Automated Attendant Parameters. • See "Operator's Extensions" in D4 CUSTOMISING THE MESSAGE MANAGER'S MAILBOX.
<p>Password Administration</p>	<p>Allows the System Administrator or System Manager to clear a subscriber password (so that a new one can be assigned).</p>	<ul style="list-style-type: none"> • See 5.5.4 Password Reset. • See "Deleting a Mailbox Password" in C2 SETTING UP MAILBOXES.
<p>PBX Integration</p>	<p>Allows the VPS and PBX to work together as an integrated unit. Two integration options are available: Inband Integration and DPT Integration.</p>	<ul style="list-style-type: none"> • See 2.7 CONNECTIONS. • See Section 3 INTEGRATING THE VPS WITH PANASONIC KX-T PHONE SYSTEMS. • See Section 4 INTEGRATING THE VPS WITH THE PANASONIC KX-TD DIGITAL PBX.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Personal Greeting for Caller ID (DPT Integration Only)	Permits subscribers to record up to 4 personal greetings for calls from pre-assigned Caller ID numbers. Each greeting supports up to 8 caller ID numbers. This feature can be enabled or disabled in the COS (Class of Service) settings.	<ul style="list-style-type: none"> • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See "Personal Greeting Length" and "Personal Greeting for CID" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Personal Greeting for Caller ID" in GLOSSARY. • See 4.10 Recording Personal Greetings for Caller ID in the Subscriber's Guide. • See 4.11 Assigning Caller ID Numbers for Personal Greeting for Caller ID in the Subscriber's Guide.
Personal Greetings	Permit the subscriber to record the following 3 personal message greetings: <p>No Answer—Plays when unavailable to answer the call during business hours.</p> <p>Busy Signal—Plays whenever the line is busy.</p> <p>After Hours—Plays when the VPS is in the Night Mode.</p> <p>The No Answer Greeting will also play:</p> <ul style="list-style-type: none"> • when the caller accesses the mailbox directly. • when the Busy Signal or the After Hours Greeting has not been recorded. 	<ul style="list-style-type: none"> • See 6.2.1 Recording Personal Greetings. • See "Personal Greeting Length" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Personal Greetings" in GLOSSARY. • See 1.2 Recording Personal Greetings in the Subscriber's Guide.
Play System Prompt After Personal Greeting	Allows the "Guidance for Recording" message to be played for the caller after the "Personal Greeting". The "Guidance for Recording" message instructs the caller how to terminate the call, access more features, and re-record the message.	<ul style="list-style-type: none"> • See "Play System Prompt after Personal Greeting" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Port Service	<p>Allows assignment of call services to each port.</p> <p>The incoming call service determines which service is used when answering incoming calls. These services include: Voice Mail Service, Automated Attendant Service, Interview Service and Custom Service.</p>	<ul style="list-style-type: none"> • See 5.2 PORT SETTING OPTIONS. • See B4 SYSTEM ADMINISTRATION—PORT/TRUNK SERVICE.
Private Message	<p>Allows a subscriber and the System Manager to specify a message as "Private" when sending it to other subscribers, the Message Manager and/or the System Manager. A message specified as "Private" cannot be transferred. It is also possible to specify messages recorded in the Voice Mail Service as "Private".</p>	<ul style="list-style-type: none"> • See "Delivering Messages to Specified Mailboxes" in C8 DELIVERING MESSAGES. • See "Private Message" in GLOSSARY. • See 3.1 Delivering Messages to Other Subscribers in the Subscriber's Guide.
Receive Message	<p>Allows subscribers to access messages left in their mailboxes. Three options are available to subscribers:</p> <p>Reply to Message Sender—permits subscribers to reply to the message sender without specifying the extension.</p> <p>Message Transfer—permits subscribers to transfer their messages to other mailboxes.</p> <p>Message Scan—permits subscribers to listen to the first 4 s of each message.</p>	<ul style="list-style-type: none"> • See "Message Transfer" and "Message Scan" in this Table. • See 2.1 Receiving Messages in the Subscriber's Guide. • See 2.2 Replying to Messages in the Subscriber's Guide.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Remote Call Forwarding Set (DPT Integration only)	<p>Allows a subscriber and the Message Manager to program his extension from a remote location to forward various types of calls to a desired extension or an outside telephone.</p> <p>There are 6 forwarding settings available:</p> <p>FWD All—Forward all incoming calls to a desired extension number.</p> <p>FWD Busy—Forward all incoming calls to a desired extension number when the line is busy.</p> <p>FWD No Answer—Forward all incoming calls to a desired extension number when there is no answer.</p> <p>FWD Busy or No Answer—Forward all incoming calls to a desired extension number when the line is busy or there is no answer.</p> <p>FWD to CO*—Forward all incoming calls to the Telephone number 1 or 2 (programmed in the Mailbox Setting), or to any other number.</p> <p>FWD Cancel—Cancel the forwarding setting.</p> <p>*: Must be enabled in the COS (Class of Service) settings to be utilised.</p> <p>With respect to PBX programming, it is possible that "Call Forward to CO" is disabled. To enable VPS Remote Call Forwarding, the KX-TD1232, for example, must be programmed properly. For the COS of the extensions whose calls are to be forwarded to an outside (CO) line, enable the following: [504] Call Forward to Outside Line.</p> <p>Note: The extension assigned for Operator 1 in the Day Mode is the Message Manager's extension. However, its default extension number (0) cannot be used with this feature. When using this feature, you must assign the extension number that is included in the Extension Numbering Plan.</p>	<ul style="list-style-type: none"> • See 5.5.2 Entering a Mailbox. • See "Remote Call Forward to CO Setting" in B2 SYSTEM ADMINISTRATION—MAILBOXES. • See "Remote Call Forward to CO" in Table B-7 and Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See D7 REMOTE CALL FORWARDING SET. • See "Remote Call Forwarding Set" in GLOSSARY. • See 4.16 Remote Call Forwarding Set in the Subscriber's Guide.
Rotary Telephone Service	Provides guidance to callers using rotary telephone systems or when several seconds pass without anything being entered by the caller.	<ul style="list-style-type: none"> • See "Other Parameters-Rotary Telephone Service" in B6.7 Other Parameters. • See "Rotary Telephone" in GLOSSARY.

A1 SYSTEM FEATURES

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Service Access Commands	<p>Allow the caller to directly access several standard features.</p> <p>(0) <i>to repeat the Help Menu or call the operator</i></p> <p>(*) <i>to return to previous menu</i></p> <p>(#) (1) <i>to dial by name</i></p> <p>(#) (3) <i>Department Dialling</i></p> <p>(#) (5) <i>Login</i></p> <p>(#) (6) <i>Voice Mail Service</i></p> <p>(#) (7) <i>to restart (Subscriber's main menu)</i></p> <p>(#) (8) <i>to call transfer</i></p> <p>(#) (9) <i>to exit</i></p>	<ul style="list-style-type: none"> • See 5.2.6 Voice Mail. • See 5.2.10 Automated Attendant. • See 1.5 Service Access Commands in the Subscriber's Guide.
Service Mode	<p>Allows the System Administrator or the System Manager to change the call handling method that is programmed for each Time Group 1-8.</p> <p>Once the Service Mode has been changed, it is retained unless the System Manager or System Administrator changes it again, even after the power turns off.</p> <p>There are 6 Service Modes available:</p> <p>Automatic Mode—Operates according to the setting in Time Service.</p> <p>Manual Day Mode—Operates only in Day Mode.</p> <p>Manual Night Mode—Operates only in Night Mode.</p> <p>Manual Lunch Mode—Operates only in Lunch Mode.</p> <p>Manual Break Mode—Operates only in Break Mode.</p> <p>PBX Control Mode—Operation changes depending on PBX time period (DPT Integration only).</p>	<ul style="list-style-type: none"> • See "Time Group" and "Time Service" in this Table. • See "Time Group Service-Service Mode" in B6.2 Time Group Service. • See C5 CHANGING THE SERVICE MODE SETTING.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Special Feature Authorisation	<p>Permits mailbox owners to use the following special features: Remote Call Forward to CO, Delete Message Confirmation, Message Waiting Notification, External Message Delivery, and Auto Forwarding.</p> <p>But the Message Manager can only utilise the following features: Remote Call Forward to CO, Delete Message Confirmation, and Message Waiting Notification; and the System Manager can only utilise the Delete Message Confirmation feature.</p>	<ul style="list-style-type: none"> • See "Remote Call Forward to CO", "Delete Message Confirmation", "Authorization for Message Notification", "Authorization for External Message Delivery", and "Authorization for Auto Forwarding" in Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Remote Call Forward to CO", "Delete Message Confirmation", and "Authorization for Message Notification" in Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS.
System Clock	Allows the correct setting of the date and time to be made for proper VPS operation.	<ul style="list-style-type: none"> • See 7.2.4 Set Time (TIME). • See C4 SETTING THE SYSTEM CLOCK. • See D5 SETTING THE SYSTEM CLOCK.
System Reports	Eight System Reports are available to the System Administrator and System Manager to monitor VPS operating status. These reports include: Mailbox Assignments, COS Assignments, System Service Report, Call Account Report, Port Usage Report, Disk Usage Report, Mailbox Usage Report, and the Fax Call Report.	<ul style="list-style-type: none"> • See 7.3 SYSTEM REPORTS. • See C7 CHECKING SYSTEM USAGE (SYSTEM REPORTS). • See "System Report" in GLOSSARY.
Time Group	<p>Is a time frame in which Day, Night, Lunch and Break time periods can be programmed. It is possible to assign up to 8 different Time Groups.</p> <p>It is necessary to assign a specific Time Group for use in both Port and Trunk Services (in the Day Mode setting menu).</p>	<ul style="list-style-type: none"> • See "Service Mode" and "Time Service" in this table. • See "Time Group No." in Table B-9 in B4.1 Port Assignment, and Table B-10 in B4.2 Trunk Group Assignment. • See B6.2 Time Group Service. • See C5 CHANGING THE SERVICE MODE SETTING.

A1 SYSTEM FEATURES

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Time Service	Is a timer function that initiates the appropriate call handling method depending on the time of day: Day, Night, Lunch, and Break Service periods. Each Time Group (1-8) can have different Time Service setting.	<ul style="list-style-type: none"> • See "Service Mode" and "Time Group" in this table. • See "Time Service (1-5-2-2)" in 5.2.2 Custom Service Features. • See "Time Group Service-Time Service" in B6.2 Time Group Service.
Time Synchronisation (DPT Integration only)	Occurs between the VPS and PBX when the PBX sets a new date and time, or when DPT Integration is established. The date and time are automatically sent from the PBX to the VPS.	<ul style="list-style-type: none"> • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See 7.2.4 Set Time (TIME). • See "Time Synchronisation" in GLOSSARY.
Trunk Service (Universal Port) (DPT Integration only)	<p>Allows call services to be assigned to each trunk (outside line) group.</p> <p>The incoming call service determines which service is used when answering incoming calls. These services include: Voice Mail Service, Automated Attendant Service, Interview Service and Custom Service.</p>	<ul style="list-style-type: none"> • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See B4 SYSTEM ADMINISTRATION—PORT/ TRUNK SERVICE.
Two-Way Recording (DPT Integration only)	Permits a subscriber to record two-way conversations into his mailbox.	<ul style="list-style-type: none"> • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See 4.4.9 TWR (Two-Way Recording) Button Assignment via Station Programming. • See 4.4.12 Button Assignment via PC Programming. • See 4.4.15 TWR (Two-Way Recording) into Mailbox. • See 4.4.17 A Restriction on TWR/TWT Activation. • See "Two-Way Recording" in GLOSSARY. • See 4.14 Recording a Two-Way Conversation in the Subscriber's Guide.

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Two-Way Transfer (DPT Integration only)	Permits a subscriber to record two-way conversations into another person's mailbox.	<ul style="list-style-type: none"> • See 4.1 GUIDELINES FOR DPT INTEGRATION. • See 4.4.10 TWT (Two-Way Transfer) Button Assignment via Station Programming. • See 4.4.12 Button Assignment via PC Programming. • See 4.4.16 TWT (Two-Way Transfer) into Mailbox. • See 4.4.17 A Restriction on TWR/TWT Activation. • See "Two-Way Transfer" in GLOSSARY. • See 4.14 Recording a Two-Way Conversation in the Subscriber's Guide.
Unlimited Message Length	Permits a mailbox owner to record two-way conversations of unlimited length into his or another person's mailbox (Two-Way Recording or Two-Way Transfer). The maximum recording time for other messages will automatically be set to 6 min. To allow unlimited recording time, the "Message Length" parameter must be set to "0: Unlimited" in the COS (Class of Service) settings.	<ul style="list-style-type: none"> • See "Two-Way Recording" and "Two-Way Transfer" in this table. • See "Message Length" in Table B-7 and Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS. • See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS. • See "Unlimited Message Length" in GLOSSARY.
Utility Commands	Allow the System Administrator to access critical VPS functions.	<ul style="list-style-type: none"> • See 7.2 UTILITY COMMANDS.
Voice Mail Service	Permits a caller/non-subscriber to leave a message in any mailbox.	<ul style="list-style-type: none"> • See 5.2.6 Voice Mail. • See B4 SYSTEM ADMINISTRATION—PORT/TRUNK SERVICE. • See "Voice Mail" in GLOSSARY.

A1 SYSTEM FEATURES

Table A-1

FEATURE	DESCRIPTION	REFERENCES
Voice Prompts	Are announcements that instruct the caller. There are 3 kinds of voice prompts: (1) System Prompts (recorded at the factory in English), (2) User 1 Prompts (not recorded), and (3) User 2 Prompts (recorded at the factory in Spanish).	<ul style="list-style-type: none">• See 6.1.5 Customising User Prompts (Enter #6*998,5,6).• See " Prompt Mode" in Table B-7 and Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS.• See B6.5 Prompt Setting.• See C3 SETTING COS (CLASS OF SERVICE) PARAMETERS.• See "Recording User Prompts" in D6 RECORDING MESSAGES.• See "Voice Prompt" in GLOSSARY.

Appendix B
SYSTEM ADMINISTRATOR'S GUIDE

B1 SYSTEM NAVIGATION

Use either a VT100 or compatible terminal or other RS-232C terminals (ASCII Terminals) to perform System Administration, which includes the setting and changing of system parameters. This can be a personal computer with emulation software.

Keyboard Use

VT100 or Compatible Terminals

When using a VT100 or compatible terminal, perform either of the following steps to choose options from screen menus:

- *Move the cursor to the desired listed option and **Press RETURN**.*
- ***Type** the number of the option desired and **Press RETURN**.*

Table B-1

KEY	FUNCTIONS
↑	<i>Moves the cursor up one line.</i>
↓	<i>Moves the cursor down one line.</i>
→	<i>Moves the cursor to the right.</i>
←	<i>Moves the cursor to the left.</i>
(1)-(9)	<i>Typing any number 1 through 9 will select the corresponding option for that number.</i>
(RETURN)	<i>Also the ENTER key. Selects the number entered.</i>
(\)	<i>Exits the current screen and returns to the previous step within the menu.</i>
(Back space)	<i>Used to correct any mis-typed entry.</i>

Other RS-232C Terminals (ASCII Terminals)

When using RS-232C Terminals, **Type** the number of the option desired and **Press RETURN** to choose menu options.

Table B-2

KEY	FUNCTIONS
(1)-(9), then (RETURN)	<i>Typing any number 1 through 9 will select the corresponding option for that number. Pressing RETURN will select the number entered.</i>
(\)	<i>Exits the current screen and returns to the previous step within the menu.</i>

Using the Interface

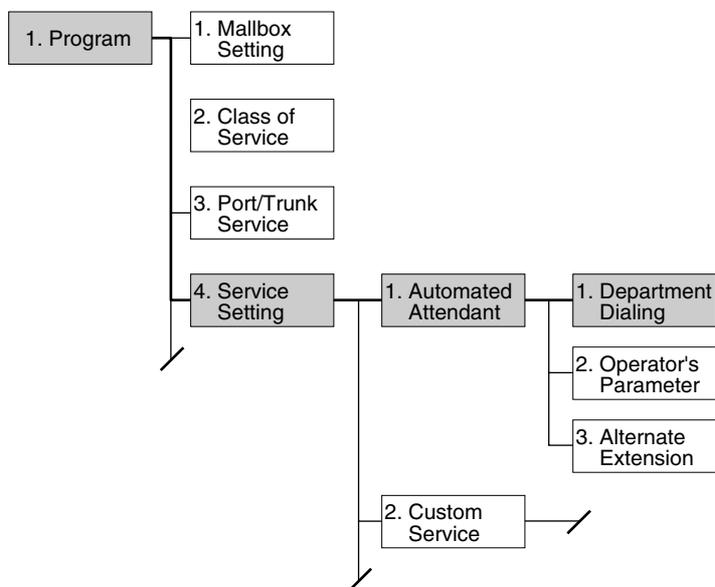
Programming Guidance

Each parameter is accessed through a series of menu screens. The Programming Menu Structure Diagram provided below depicts this menu flow. A menu flow that corresponds to the Programming Menu Structure Diagram is given at the beginning of each section. This flow is designed to guide the user through the appropriate menus to the parameter to be setup or changed. The following example illustrates how the menu flow is used.

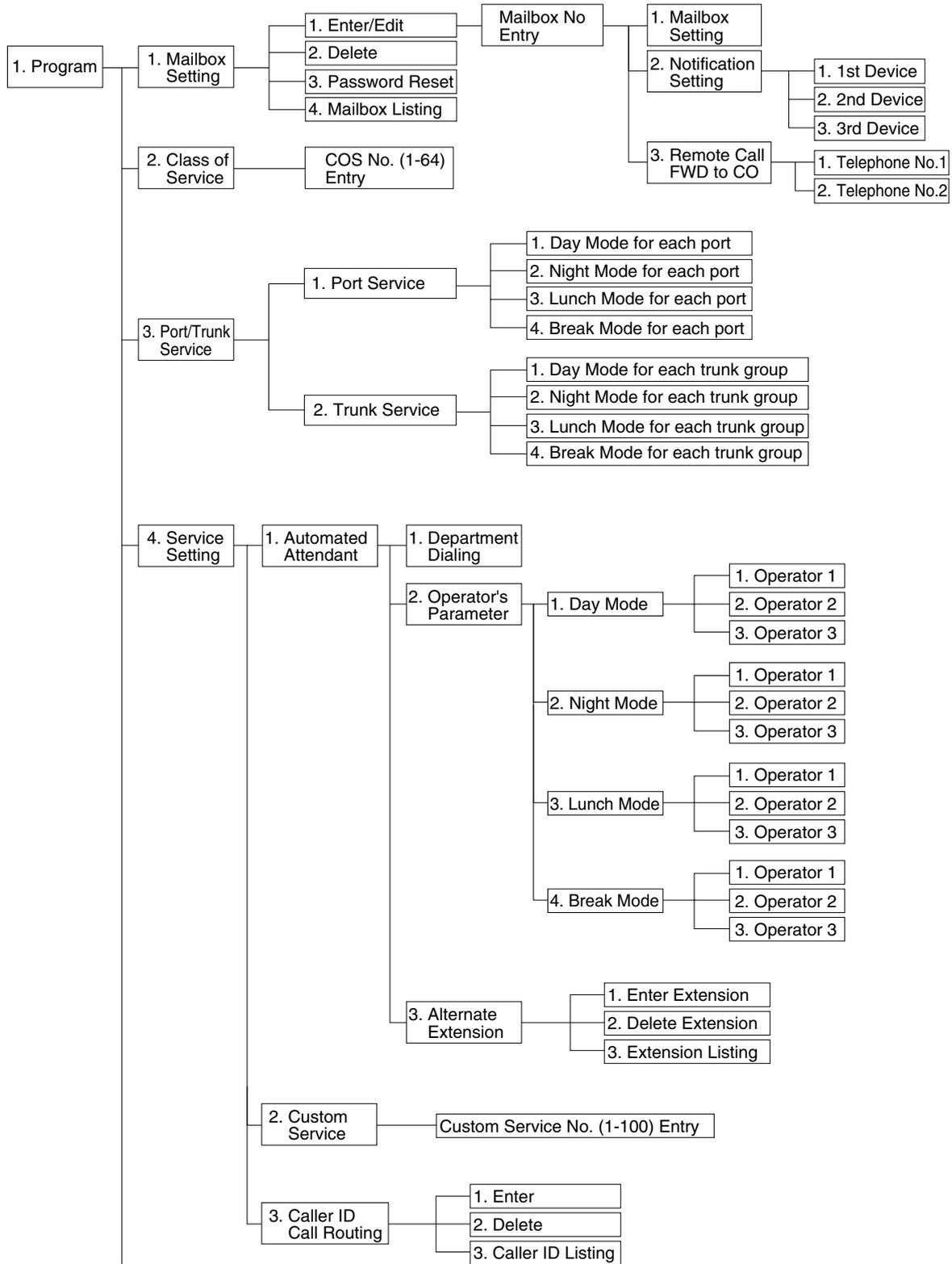
Example:

System Administration Top Menu - 1 - 4 - 1 - 1

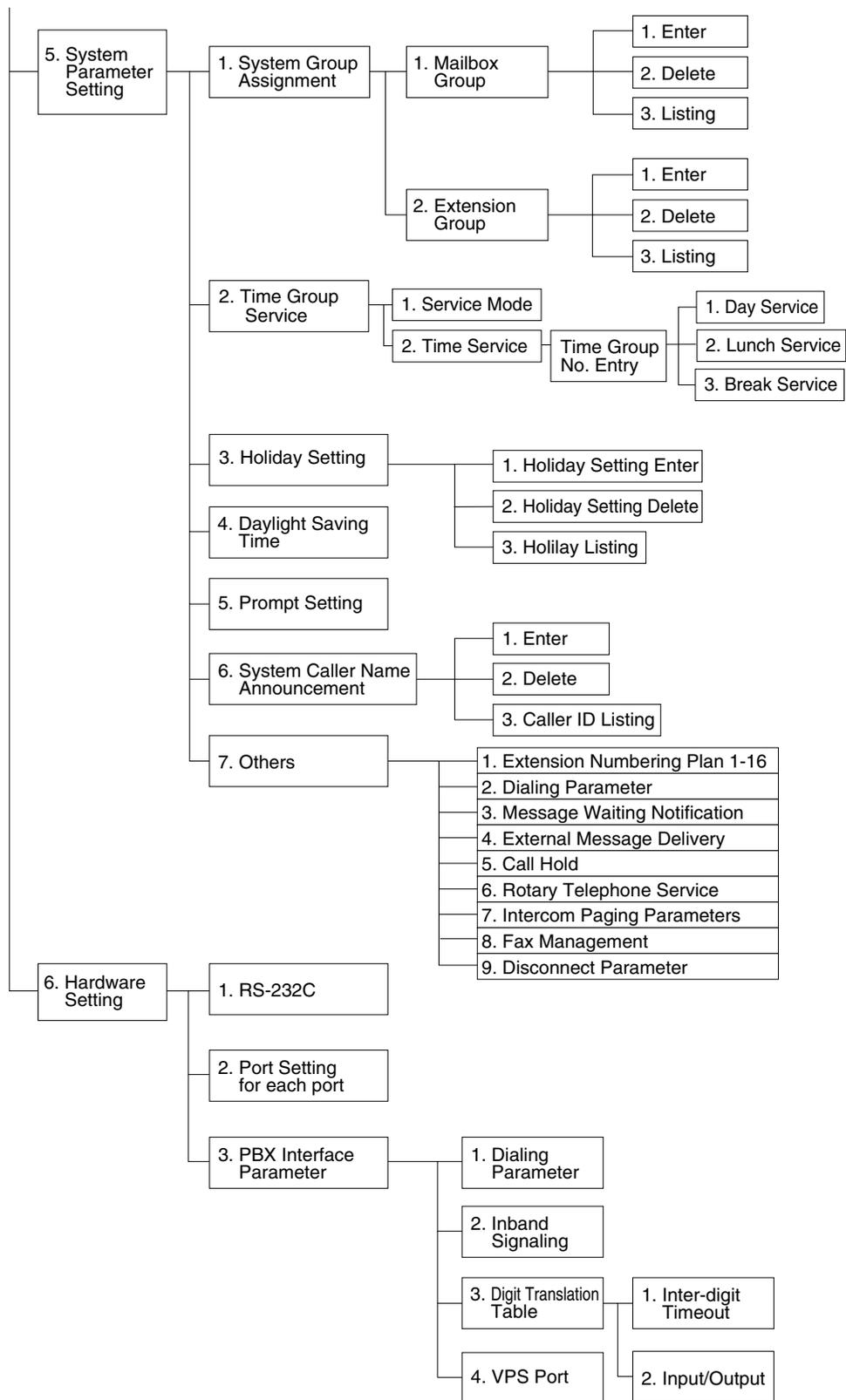
1. Press **1** at the System Administration Top Menu. Press **RETURN**.
2. Press **4** at the Program Menu. Press **RETURN**.
3. Press **1** at the Service Setting Menu. Press **RETURN**.
4. Press **1** on the Automated Attendant Menu to select "1. Department Dialing," when selected.
5. Press **RETURN**. Auto. Attn-Department Dialing Menu will be displayed on the terminal.



Programming Menu Structure Diagram



Continued Next Page



B2 SYSTEM ADMINISTRATION—MAILBOXES

Up to 1022 Subscriber Mailboxes can be created or edited by following the correct sequence of steps.

To access the proper menu for mailbox setup, follow the menu path as shown:

System Administration Top Menu-1-1-1-Mailbox No.

Table B-3

Parameter	Value Range (Default)	Description/Function
Mailbox Number	2-5 digits (None)	Specifies the subscriber’s mailbox number. Mailbox number length is determined during setup or when initialising the system. Mailbox numbers cannot begin with "0". If the length of the mailbox number has been defined as 3 digits, for example, the valid range for all mailbox numbers would be 100 through 997 (998 and 999 would be reserved for the Message Manager and the System Manager). The length of the mailbox number cannot be changed through the Mailbox Setting screen once it has been specified.

Editing Mailboxes

The parameters of each mailbox can be edited based upon the needs of the subscriber.

To access the proper menu for mailbox editing, follow the menu path as shown:

System Administration Top Menu-1-1-1-Mailbox No.-1

Table B-4

Parameter	Value Range (Default)	Description/Function
The Extension of the Owner	2-5 digits (None)	Used to transfer calls through the VPS to a subscriber’s mailbox. Any valid extension number including an Extension Group List number can be assigned. Note: If an Extension Group List number is assigned to a mailbox, all group members are able to share the information stored there.

Table B-4

Parameter	Value Range (Default)	Description/Function
Owner's First Name	Up to 16 alphabet characters (None)	The first 4 letters of both the first and last name is printed on the Mailbox Assignments report.
Owner's Last Name		The Dialling by Name feature uses the last name.
Class of Service No.	COS No.1-62 (1)	Used to define the set of services available to the subscriber. Note 1: We recommend that parameters for each COS number be defined before assigning a Class of Service (COS) number. Note 2: COS No.63 pertains to the Message Manager while COS No.64 pertains to the System Manager. These numbers cannot be entered in the COS No. data field.
Covering Extension	2-5 digits (None)	Identifies the extension number that will receive unanswered subscriber calls. The Automated Attendant Service accomplishes this call transfer. The caller is given the option of transferring the call or leaving a message in the subscriber's mailbox. The Covering Extension is one of the Incomplete Call Handling Service options that can be enabled or disabled by the subscriber using the telephone keypad. Note: The Extension Group List or Logical Extension Numbers cannot be assigned as covering extensions.
Interview Mailbox Number	2-5 digits (None)	Permits a mailbox owner to own an interview mailbox. The interview mailbox number must be an unassigned mailbox number. Note: The replies to an interview session constitute one message. If the subscriber expects many interview messages, "Mailbox Capacity Maximum Messages " (see Table B-7 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS) should be raised to a higher value. Possibly, the subscriber should be assigned to a different COS.
All Calls Transfer to Mailbox	1. Yes 2. No (No)	If this parameter is set to "Yes", all calls routed to the extension are automatically forwarded to the extension's mailbox without ringing the telephone. Forwarding is accomplished through the Automated Attendant service. Callers are permitted to leave a message. Note: When this feature has been set to "Yes", the mailbox owner's extension does not necessarily need to exist as a phone extension of the PBX.

Notification Setting

Follow the procedure below to set the parameters for the Message Waiting Notification Device feature. A maximum of 3 destinations (Device 1, 2, 3) can be specified per mailbox.

- *Class of Service programming determines if the subscriber is able to use this feature.*
- *If the destination device is a telephone, the subscriber will be called when he has message(s), and will have a chance to listen to the message(s).*
- *If the destination device is a beeper (pager), the subscriber will be notified when he has message(s). If the beeper (pager) has a display, it is possible to send to it a callback number. The caller can enter the callback number when he leaves a message. If he does not enter a callback number, either the System Callback No., or the caller's number if it is received through a telephone company's Caller ID service, will be sent instead.*

To access the proper menu for Message Waiting Notification, follow the menu path as shown:

System Administration Top Menu-1-1-1-Mailbox No.-2-Device No. 1, 2, or 3.

Notification Setting-Device 1, 2, or 3

Table B-5

Parameter	Value Range (Default)	Description/Function
Dial Number	Up to 32 digits consisting of 1-9, 0, *, # P, T, M, X (None)	Assigns a telephone or beeper (pager) number to Device 1, 2, or 3. The subscriber can also specify the dial number from his telephone. P: Pause T: Dial Tone Detection M: Dial Mode Switching Code (Touchtone to Pulse, or Pulse to Touchtone) X: Callback Number Entry Code 1-9, 0, *, #: Dial Codes Note: The callback number entry code "X" must be included in the number to be called if the Beeper Callback No. Entry Mode is enabled through COS and "Type of Device" is set to "Beeper". The proper number of "Pauses" must be inserted before the callback entry code.
Type of Device	1. Telephone 2. Beeper (Telephone)	Specifies the device to receive notification. This is automatically set to "Beeper" when "X" is used in the Dial Number (above). The subscriber can also specify the type of device from his telephone.

Table B-5

Parameter	Value Range (Default)	Description/Function
Use Mode	1. Not Use 2. Continuously 3. Scheduled (Continuously)	Specifies how Device 1, 2, or 3 is to be used. The subscriber can also specify the use mode from his telephone. 1. Not Use—Device 1, 2, or 3 is not used for a notification call. 2. Continuously—Device 1, 2, or 3 is called whenever a message is recorded in the mailbox. 3. Scheduled—Device 1, 2, or 3 is called on a schedule basis when a message has been left in the mailbox.
No. of Retries	0-4 times (0)	Specifies the number of times that a notification call to Device 1, 2, or 3 should be attempted after a busy or no answer condition is received.
Busy Delay Time	2-120 min (3)	Specifies the time (in minutes) the VPS must wait after a busy condition is received before making another notification call to Device 1, 2, or 3.
No Answer Delay Time	2-120 min (30)	Specifies the time (in minutes) the VPS must wait after a no-answer condition is received before making another notification call to Device 1, 2, or 3.
Time Frame 1, 2 MON: TUE: WED: THU: FRI: SAT: SUN:	1-12: h 00-59: min AM/PM: a.m./p.m. *: All Day Space: No Use (No Use)	Specifies the daily schedule for Message Waiting Notification service for all days of the week. Note: These parameters are active only when "Use Mode" is set to "Scheduled".

Remote Call Forward to CO

Follow the procedure below to specify the destination outside telephone number(s) to which the callers are forwarded when the Remote Call Forwarding feature is set to an outside (CO) line.

Telephone number 1 and Telephone number 2 can be specified per mailbox.

- *Class of Service programming determines if the mailbox owner is able to use this feature.*
- *This feature is only available with DPT Integration.*

To access the proper menu for Remote Forward to CO, follow the menu path as shown:

System Administration Top Menu-1-1-1-Mailbox No.-3-Telephone Number 1 or 2.

Table B-6

Parameter	Value Range (Default)	Description/Function
Telephone Number 1, 2	Up to 24 digits (With the KX-TD500) or Up to 16 digits (With other KX-TD series PBXs) (None)	Specifies the telephone number to which the callers are forwarded when Remote Call Forwarding is set to an outside (CO) line. The telephone number can contain the digits "0-9" and "×". The telephone number should begin with a Line Access Code (to seize an outside [CO] line). Note: Pressing [(back space)] will clear the parameter.

Note

The KX-TD500 is not sold in the United Kingdom. It is only available in some countries.

Deleting a Mailbox

When a mailbox is deleted, the Voice Processing System erases all messages in the mailbox, removes the mailbox from all group distribution lists, deletes the personal group distribution lists assigned to the mailbox, erases the subscriber’s name, and cancels all external delivery messages.

To access the proper menu for Deleting a Mailbox, follow the menu path as shown:

System Administration Top Menu-1-1-2-Mailbox No.

Resetting a Mailbox Password

Follow the procedure below to set the parameters for clearing a mailbox password.

To access the proper menu for clearing a mailbox password, follow the menu path as shown:

System Administration Top Menu-1-1-3-Mailbox No.

Listing Mailboxes

Follow the procedure below to display the mailbox number list.

To display the list of all mailbox numbers, follow the menu path as shown:

System Administration Top Menu-1-1-4

B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS

The COS-Class of Service parameters define the set of services that are available to mailbox owners. A maximum of 64 (1-64) classes can be specified. A class of service number can be assigned for each mailbox. More than 1 subscriber can share the same class of service.

- *COS number 63 is only available to the Message Manager while COS number 64 is only available to the System Manager.*
- *The procedure below determines the utilisation of the following special features on a COS basis:*
 - *Remote Call Forward to CO (available for COS numbers 1-63)*
 - *Delete Message Confirmation (available for COS numbers 1-64)*
 - *Message Waiting Notification (available for COS numbers 1-63)*
 - *External Message Delivery (available for COS numbers 1-62)*
 - *Auto Forwarding (available for COS numbers 1-62)*

To access the proper menu for Class of Service Numbers 1-64, follow the menu path as shown:

System Administration Top Menu-1-2-COS No.(1-64)

Note

In Table B-7 and Table B-8, sub-parameters are underlined. These sub-parameters can be assigned only when the corresponding authorisation parameter is set to "Yes".

Class of Service Setting

COS Nos. 1-62 (for subscribers)

To access the proper menu for Class of Service Numbers 1-62 for subscribers, follow the menu path as shown:

System Administration Top Menu-1-2-COS No.(1-62)

Table B-7

Parameter	Value Range (Default)	Description/Function
Personal Greeting Length	8-60 s in 4 s increments (16)	Defines the maximum length of the personal greeting message that can be recorded by the subscriber. This parameter applies to: <ul style="list-style-type: none"> • Personal greeting on No Answer • Personal greeting on Busy • Personal greeting for After Hours • Personal greeting for Caller ID
New Message Retention Time	1-30 days (14)	Defines the number of days that an unplayed message will remain in the mailbox. The storage period begins the day after the message reception.
Saved Message Retention Time	1-30 days 0: Unlimited (5)	Defines the number of days that a played message will remain in the mailbox. The timing is "refreshed" whenever the message is played back. If "0: Unlimited" is selected, the saved message will remain in the mailbox until erased by the subscriber.
Message Length	1-6 min 0: Unlimited (3)	Defines the maximum message length. If set to "0: Unlimited", a subscriber can record two-way conversations of unlimited length into his or another person's mailbox (Two-Way Recording or Two-Way Transfer). The maximum recording time for other messages will automatically be set to 6 min.
Mailbox Capacity Maximum Messages	5-100 msgs (10)	Specifies the maximum number of (both new and saved) messages that can be stored in a mailbox.
Mailbox Capacity Maximum Message Time	5-100 min 0: Unlimited (10)	Specifies the total number of available minutes for storing (both new and saved) messages in each mailbox.
Message Retrieval Order	1. LIFO 2. FIFO (LIFO)	Specifies the order in which messages will be retrieved (played back for listening). 1. LIFO—Messages are retrieved starting with the most recent. 2. FIFO—Messages are retrieved starting with the oldest.
Message Scanning with Information	1. Yes 2. No (No)	If set to "Yes", the VPS adds the message sender's name and the recording date and time to the message during the message scan.

B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS

Table B-7

Parameter	Value Range (Default)	Description/Function
Play System Prompt after Personal Greeting	1. Yes 2. No (No)	<p>If set to "Yes", directions for recording a message are given to the caller immediately after the personal greeting has been played.</p> <p>The following guidance messages are played: <i>"To end recording, hang up or press 1 for more features".</i> <i>"To pause and restart recording, press 2".</i></p>
Use Call Waiting on Busy	1. Yes 2. No (No)	<p>If set to "Yes", the VPS signals the busy extension that another call is waiting.</p> <p>Note: To use Call Waiting on Busy, you must also enable the use of the Call Waiting feature at your PBX.</p>
Message Cancel for Live Call Screening	1. Yes 2. No (Yes)	<p>The Live Call Screening feature permits the subscriber to monitor incoming messages as they are being recorded, or intercept them if desired. If the subscriber chooses to speak to the caller, if not disabled by the PBX beforehand, the VPS will record the two-way conversation. If set to "Yes", the VPS will automatically delete this recording.</p> <p>The two-way conversation may be saved in the mailbox if the PBX allows the conversation to be recorded. If set to "No", the recording will be automatically saved.</p> <p>Note: The Live Call Screening feature is available if DPT Voice Mail Integration is activated with a Panasonic KX-TD series telephone system.</p>
Direct Mailbox Access	1. Yes 2. No (Yes)	<p>If set to "Yes", a subscriber is able to directly enter Subscriber Service. This is accomplished by calling a VPS extension directly from the subscriber's extension. The Subscriber Service Access Code ("*" and mailbox number) need not be dialed. Password entry may be required if specified beforehand.</p> <p>Note: The Direct Mailbox Access feature is available if DPT Voice Mail Integration is activated with a Panasonic KX-TD series telephone system.</p>
Intercom Paging Group	1-17 (Group 1)	<p>Specifies the Intercom Paging group number available to the subscriber.</p> <p>If set to "17", the Intercom Paging feature is activated for all groups.</p> <p>Note: The Intercom Paging feature is available if DPT Voice Mail Integration is activated with a Panasonic KX-TD series telephone system.</p>

Table B-7

Parameter	Value Range (Default)	Description/Function
Prompt Mode	1. System 2. User 1 3. User 2 (User 1)	Specifies the language used for voice prompts played for the subscriber during a Message Waiting Notification Call and Subscriber Service. Note: If User 1 is specified as Prompt Mode but not recorded by the Message Manager, the VPS will automatically play the factory-recorded System prompts in English. By default, User 1 prompts are not recorded.
Remote Call Forward to CO	1. Yes 2. No (No)	If set to "Yes", Remote Call Forwarding can be set to an outside (CO) line; a subscriber can program his extension from a remote location to forward various types of calls to either "Telephone No.1" or "Telephone No.2" (preprogrammed in the Mailbox Setting), or to any other telephone number. Note: The Remote Call FWD to CO feature is available if DPT Voice Mail Integration is activated with a Panasonic KX-TD series telephone system. Important Note: With respect to PBX programming, it is possible that "Call Forward to CO" is disabled. To enable VPS Remote Call Forwarding, the KX-TD1232, for example, must be programmed properly. For the COS of the extensions whose calls are to be forwarded to an outside (CO) line, enable the following: [504] Call Forward to Outside Line.
Delete Message Confirmation	1. Yes 2. No (No)	If set to "Yes", the VPS requests confirmation from the mailbox owner before erasing a message left in the mailbox. If set to "No", the message is erased immediately.
Number of CIDs for Caller Name Announcement	0-30 (30)	Specifies the maximum number of Caller IDs which subscribers can assign for the Personal Caller Name Announcement.
Personal Greeting for CID	1. Yes 2. No (Yes)	If set to "Yes", subscribers can utilise the personal greeting feature for Caller ID.
Caller ID Screening	1. Yes 2. No (Yes)	If set to "Yes", subscribers can utilise the Caller ID Screening feature.

Table B-7

Parameter	Value Range (Default)	Description/Function
Authorization for Message Notification	1. Yes 2. No (No)	If set to "Yes", subscribers are able to utilise the Message Waiting Notification feature. The sub-parameters to be set include Beeper Callback No. Entry Mode, MWL Notification for Unreceived Message, and Device Notification for Unreceived Message. If set to "No", sub-parameters cannot be assigned. Note: This parameter in COS No.1 is set to "Yes" when the Quick Setup procedure is used to create Subscriber Mailboxes.
<u>Beeper Callback No. Entry Mode</u>	1. Caller Select 2. Without 3. Before 4. After 5. Disable (Disable)	Permits subscribers to use the Callback Number Entry feature. Caller Select: After recording a message, the caller is asked if the message is urgent. If urgent, the caller is asked to enter the callback number. Without: Without recording a message, the caller is asked to enter the callback number. Before: Before recording a message, the VPS asks the caller to enter the callback number. After: After recording a message, the VPS asks the caller to enter the callback number. Disable: Disables the Callback Number Entry feature. Note: To utilise this feature, the callback number entry code must be included in the subscriber's beeper (pager) number. When "Disable" is selected or if the caller does not enter a callback number, "System Callback No." (see Table B-30) will be displayed on the beeper's (pager's) display. If a caller's number is received through a telephone company's Caller ID service, the caller's number will be displayed instead of "System Callback No.".
<u>MWL Notification for Unreceived Message</u>	1. Yes 2. No (Yes)	If set to "Yes", the message waiting lamp will illuminate when unplayed messages remain after the subscriber has accessed the mailbox for Subscriber Service.
<u>Device Notification for Unreceived Message</u>	1. Yes 2. No (No)	If set to "Yes", the VPS calls the appropriate device in numerical order until all unplayed messages are received.

Table B-7

Parameter	Value Range (Default)	Description/Function
Authorization for External Message Delivery	1. Yes 2. No (No)	If set to "Yes", subscribers are able to utilise the External Message Delivery feature. The sub-parameter to be set is Prompt Mode. If set to "No", sub-parameter cannot be assigned.
<u>Prompt Mode</u>	1. System 2. User 1 3. User 2 4. Selective (User 1)	When an external message is delivered, the receiver will be greeted by the VPS in the specified language (prompt). However, if "Selective" is enabled, then the receiver has a choice of prompts. See related explanation in "Incoming Call Service Prompt" in Table 5-5 in 5.3.1 Port Service Menu. Note: When "Selective" is enabled and the receiver uses a rotary telephone, the no-entry selection is specified by "Prompt for Rotary Callers" in Table 5-5 in 5.3.1 Port Service Menu.
Authorization for Auto Forwarding	1. Yes 2. No (No)	If set to "Yes", the VPS automatically forwards messages that have not been accessed for a specific length of time to another mailbox. The sub-parameters to be set for this feature include Mailbox Number, Delay Time, and Forwarding Mode. If set to "No", sub-parameters cannot be assigned.
<u>Mailbox Number</u>	2-5 digits (None)	Specifies the mailbox to which the messages will be forwarded. Note: The numbers of the System Group Distribution List cannot be specified as the destination.
<u>Delay Time</u>	(h) (min) 00:05 to 99:59 (00:30)	Specifies the length of time in hours and minutes that the VPS must wait before forwarding unretrieved messages. The maximum delay time is 99 h, 59 min. Note: The delay time must be less than the New Message Retention Time, or else messages will be deleted before being forwarded.
<u>Forwarding Mode</u>	1. Copy 2. Move (Move)	Specifies if forwarded messages are to be retained in the original mailbox. When set to "Copy", copies of the messages are retained in the original mailbox after forwarding. When set to "Move", messages are forwarded to the receiving mailbox and are not retained at the original location.

COS Nos. 63 & 64 (for Managers)

To access the proper menu for Class of Service Numbers 63 & 64 for Managers, follow the menu path as shown:

System Administration Top Menu-1-2-COS No.(63-64)

Only the parameters listed below can be assigned for COS numbers 63 and 64. COS number 64 cannot assign the parameters relating to the Message Waiting Notification and the Remote Call Forward to CO features.

Table B-8

Parameter	Value Range (Default)	Description/Function
New Message Retention Time	1-30 days (30)	Defines the number of days that an unplayed message can remain in the mailbox. The storage period begins the day after message reception.
Saved Message Retention Time	1-30 days 0: Unlimited (30)	Defines the number of days a played saved message will remain in the mailbox. The timing is "refreshed" whenever the message is played back. If "0: Unlimited" is selected, saved messages will remain in the mailbox until erased by the mailbox owner.
Message Length	1-6 min 0: Unlimited (6)	Defines the maximum message length. If set to "0: Unlimited", a manager can record two-way conversations of unlimited length into his or another person's mailbox (Two-Way Recording or Two-Way Transfer). The maximum recording time for other messages will automatically be set to 6 min.
Mailbox Capacity Maximum Messages	5-100 msgs (100)	Specifies the maximum number of (both new and saved) messages that can be stored in a mailbox.
Mailbox Capacity Maximum Message Time	5-100 min 0: Unlimited (100)	Specifies the total number of available minutes for storing (both new and saved) messages in each mailbox.
Message Retrieval Order	1. LIFO 2. FIFO (LIFO)	Specifies the order in which messages will be retrieved (played back for listening). 1. LIFO—Messages are retrieved starting with the most recent. 2. FIFO—Messages are retrieved starting with the oldest.

Table B-8

Parameter	Value Range (Default)	Description/Function
Message Scanning with Information	1. Yes 2. No (No)	If set to "Yes", the VPS adds the message sender's name and the recording date and time to the message during the message scan.
Prompt Mode	1. System 2. User 1 3. User 2 (User 1)	Specifies the language used for voice prompts. Note: If User 1 is specified as Prompt Mode but not recorded by the Message Manager, the VPS will automatically play the factory-recorded System prompts in English. By default, User 1 prompts are not recorded.
Remote Call Forward to CO	1. Yes 2. No (No)	If set to "Yes", Remote Call Forwarding can be set to an outside (CO) line; the Message Manager can program his extension from a remote location to forward various types of calls to either "Telephone No.1" or "Telephone No.2" (preprogrammed in the Mailbox Setting), or to any other telephone number. Note: The Remote Call FWD to CO feature is available if DPT Voice Mail Integration is activated with a Panasonic KX-TD series telephone system. Important Note: With respect to PBX programming, it is possible that "Call Forward to CO" is disabled. To enable VPS Remote Call Forwarding, the KX-TD1232, for example, must be programmed properly. For the COS of the extensions whose calls are to be forwarded to an outside (CO) line, enable the following: [504] Call Forward to Outside Line.
Delete Message Confirmation	1. Yes 2. No (No)	If set to "Yes", the VPS requests confirmation from the mailbox owner before erasing a message left in the mailbox. If set to "No", the message is erased immediately.
Authorization for Message Notification	1. Yes 2. No (Yes)	If set to "Yes", the Message Manager is able to utilise the Message Waiting Notification feature. The sub-parameters to be set include Beeper Callback No. Entry Mode, MWL Notification for Unreceived Message, and Device Notification for Unreceived Message. If set to "No", sub-parameters cannot be assigned.

B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS

Table B-8

Parameter	Value Range (Default)	Description/Function
<u>Beeper</u> <u>Callback</u> <u>No. Entry</u> <u>Mode</u>	1. Caller Select 2. Without 3. Before 4. After 5. Disable (Disable)	<p>Permits the Message Manager to use the Callback Number Entry feature.</p> <p>Caller Select: After recording a message, the caller is asked if the message is urgent. If urgent, the caller is asked to enter the callback number.</p> <p>Without: Without recording a message, the caller is asked to enter the callback number.</p> <p>Before: Before recording a message, the VPS asks the caller to enter the callback number.</p> <p>After: After recording a message, the VPS asks the caller to enter the callback number.</p> <p>Disable: Disables the Callback Number Entry feature.</p> <p>Note: To utilise this feature, the callback number entry code must be included in the subscriber's beeper (pager) number. When "Disable" is selected or if the caller does not enter a callback number, "System Callback No." (see Table B-30) will be displayed on the beeper's (pager's) display. If a caller's number is received through a telephone company's Caller ID service, the caller's number will be displayed instead of "System Callback No.".</p>
<u>MWL</u> <u>Notification for</u> <u>Unreceived</u> <u>Message</u>	1. Yes 2. No (Yes)	If set to "Yes", the message waiting lamp illuminates when unplayed messages remain after the Message Manager has accessed the mailbox.
<u>Device</u> <u>Notification for</u> <u>Unreceived</u> <u>Message</u>	1. Yes 2. No (No)	If set to "Yes", the VPS calls the appropriate device in numerical order until all unplayed messages are received.

B4 SYSTEM ADMINISTRATION—PORT/TRUNK SERVICE

One of 4 incoming call services can be assigned to each VPS port and each PBX trunk (outside line) group: Voice Mail, Automated Attendant, Interview, or Custom Service.

The Port Assignment menu and Trunk Group Assignment menu allow the prompt mode and delayed answer time to be programmed.

Services have this order of priority:

Holiday Service > Caller ID Call Routing > Trunk Service > Port Service
(Holiday Service has the highest priority.)

To access the proper menu for Port/Trunk Service Menu, follow the menu path as shown:

System Administration Top Menu-1-3

B4.1 Port Assignment

To access the proper menu for Day, Night, Lunch or Break Mode for the selected port, follow the menu path as shown:

System Administration Top Menu-1-3-1-Port No.(1-12)

Port (1-12)-Day Mode

To access the proper menu for Day Mode features for the selected port, follow the menu path as shown:

System Administration Top Menu-1-3-1-Port No.(1-12)-1

Note

In Table B-9 and Table B-10, the sub-parameter "Prompt for Rotary Callers" is underlined. This sub-parameter can be assigned only when "Incoming Call Service Prompt" is set to "Selective".

Table B-9

Parameter	Value Range (Default)	Description/Function
Company Greeting No.	1-32 S: System Greeting N: None (System Greeting)	Specifies the company greeting to be played on the port. The System Greeting is: <i>"Good Morning/Afternoon/Evening. Welcome to the Voice Processing System"</i> .
Incoming Call Service	1. Voice Mail 2. Auto. Attn. 3. Interview 4. Custom (Auto. Attn.)	Specifies one of 4 incoming call services. Note 1: When you specify the Interview Service, one of subscriber's Interview Mailbox numbers should also be specified. Note 2: When you specify the Custom service, one of 100 (1-100) Custom service numbers should also be specified.
Incoming Call Service Prompt	1. System 2. User 1 3. User 2 4. Selective (User 1)	Specifies the language of voice prompts to be played on this port. When set to "Selective", the caller can select the language of his choice, provided the Message Manager has recorded the Multilingual Selection Menu and the System Administrator has specified Prompt Selection Number in "System/User 1/User 2 Prompt Selection Number" in Table B-26 in B6.5 Prompt Setting. Note: If "Selective" is specified, you will need to select a prompt available for rotary callers. See "Prompt for Rotary Callers" below.
<u>Prompt for Rotary Callers</u>	1. System 2. User 1 3. User 2 (System)	Specifies which language (System/User 1/User 2) a rotary caller or an External Delivery Message receiver hears when he cannot enter any digit (Prompt Selection Number) after the Multilingual Selection Menu has been played.
Delayed Answer Time	0-15 s (0)	Specifies the delayed answer time.
Time Group No.	1-8 (1)	Assigns a time group number to the port.

Port (1-12)-Night Mode

To access the proper menu for Night Mode features for the selected port, follow the menu path as shown:

System Administration Top Menu-1-3-1-Port No.(1-12)-2

Port (1-12)-Lunch Mode

To access the proper menu for Lunch Mode features for the selected port, follow the menu path as shown:

System Administration Top Menu-1-3-1-Port No.(1-12)-3

Port (1-12)-Break Mode

To access the proper menu for Break Mode features for the selected port, follow the menu path as shown:

System Administration Top Menu-1-3-1-Port No.(1-12)-4

B4.2 Trunk Group Assignment

This assignment is effective only with DPT Integration.

To access the proper menu for Day, Night, Lunch or Break Mode for the selected PBX trunk (outside line) group, follow the menu path as shown:

System Administration Top Menu-1-3-2-Trunk Group No.(1-48)

Note

For KX-TD series (except for KX-TD500), "trunk (outside line) group number" in this section (assignment) means "CO line number".

Trunk (1-48)-Day Mode

To access the proper menu for Day Mode features for the selected PBX trunk (outside line) group, follow the menu path as shown:

System Administration Top Menu-1-3-2-Trunk Group No.(1-48)-1

Table B-10

Parameter	Value Range (Default)	Description/Function
Company Greeting No.	1-32 S: System Greeting N: None (System Greeting)	Specifies the company greeting to be played on the trunk (outside line) group. The System Greeting is: <i>"Good Morning/Afternoon/Evening. Welcome to the Voice Processing System"</i> .
Incoming Call Service	1. Voice Mail 2. Auto. Attn. 3. Interview 4. Custom 5. None (None)	Specifies one of 4 incoming call services. Note 1: When you specify the Interview Service, one of subscriber's Interview Mailbox numbers should also be specified. Note 2: When you specify the Custom service, one of 100 (1-100) Custom service numbers should also be specified.
Incoming Call Service Prompt	1. System 2. User 1 3. User 2 4. Selective (User 1)	Specifies the language of voice prompts to be played on this trunk (outside line) group. When set to "Selective", the caller can select the language of his choice, provided the Message Manager has recorded the Multilingual Selection Menu and the System Administrator has specified Prompt Selection Number in "System/User 1/ User 2 Prompt Selection Number" in Table B-26 in B6.5 Prompt Setting. Note: If "Selective" is specified, you will need to select a prompt available for rotary callers. See "Prompt for Rotary Callers" below.
<u>Prompt for Rotary Callers</u>	1. System 2. User 1 3. User 2 (System)	Specifies which language (System/User 1/User 2) a rotary caller or an External Delivery Message receiver hears when he cannot enter any digit (Prompt Selection Number) after the Multilingual Selection Menu has been played.
Delayed Answer Time	0-15 s (0)	Specifies the delayed answer time.
Time Group No.	1-8 (1)	Assigns a time group number to the trunk (outside line) group.

Trunk (1-48)-Night Mode

To access the proper menu for Night Mode features for the selected PBX trunk (outside line) group, follow the menu path as shown:

System Administration Top Menu-1-3-2-Trunk Group No.(1-48)-2

Trunk (1-48)-Lunch Mode

To access the proper menu for Lunch Mode Features for PBX trunk (outside line) group, follow the menu path as shown:

System Administration Top Menu-1-3-2-Trunk Group No.(1-48)-3

Trunk (1-48)-Break Mode

To access the proper menu for Break Mode Features for the selected PBX trunk (CO line) group, follow the menu path as shown:

System Administration Top Menu-1-3-2-Trunk Group No.(1-48)-4

B5 SYSTEM ADMINISTRATION—SERVICE SETTINGS

B5.1 Automated Attendant Parameters

The Automated Attendant Service has 3 main functions: Department or Speed Dialing, Operator’s Parameters, and Alternate Extension.

To access the proper menu for Automated Attendant Parameters, follow the menu path as shown:

System Administration Top Menu-1-4-1

Department Dialing

Department Dialing is a speed-dialling feature that permits a caller to reach the intended extension by dialling a single digit (1-9).

To access the proper menu for Department Dialing, follow the menu path as shown:

System Administration Top Menu-1-4-1-1

Table B-11

Parameter	Value Range (Default)	Description/Function
Department Dialing No.1-9	2-5 digits (None)	Specifies the department extension number. Note 1: The Extension Group List or Logical Extension Numbers cannot be assigned. Note 2: The Message Manager must record the Department Dialing menu.

Operator’s Parameters

Use these parameters to specify the operator’s (operator 1, 2, 3) extensions and mailboxes, as well as how to treat operator-seeking calls.

Operator’s parameters can be individually set for Day, Night, Lunch and Break Modes.

To access the proper menu for Operator’s Parameters, follow the menu path as shown:

System Administration Top Menu-1-4-1-2

Operator’s Parameters-Day Mode-Operator 1

Use this parameter to enable or disable the Operator Service. It specifies Operator 1’s extension and the treatment of the calls transferred to that extension. The extension number assigned for Operator 1 in the Day Mode will be for the Message Manager. When Operator service is enabled, operator-seeking calls first reach Operator 1’s extension.

Notes

- **Because the extension number assigned for Operator 1 in the Day Mode is for the Message Manager, you cannot assign this extension to any other mailbox.**
- **By default, the extension number for the Message Manager’s extension (assigned for Operator 1 in the Day Mode) is "0". However, the default setting cannot be used with the Message Waiting Notification—Lamp feature and the Remote Call Forwarding Set feature. When using these features, You must assign the extension number that is included in the Extension Numbering Plan.**

To access the proper menu for Operator Parameters-Day Mode-Operator 1, follow the menu path as shown:

System Administration Top Menu-1-4-1-2-1-1

Table B-12

Parameter	Value Range (Default)	Description/Function
Operator Service	1. Disable 2. Enable (Enable)	Enables or disables the Operator Service feature. Note: All non-touchtone input calls in Automated Attendant Service will be transferred to the General Delivery Mailbox when the Operator Service is disabled.
Operator’s Extension	1-5 digits (0)	Specifies the extension number for Operator 1. Note 1: The default setting (0) cannot be used with the Message Waiting Notification—Lamp feature. An extension number must be assigned that is included in the Extension Numbering Plan. Note 2: The extension number must not be assigned anywhere else (in particular, the extension must not have a mailbox). Otherwise, you will get an error message.
Operator’s Mailbox No.	2-5 digits (998)	Callers to Operator 1 are prompted to leave a message in this mailbox depending upon how the Busy Coverage or No Answer Coverage modes are set.

Table B-12

Parameter	Value Range (Default)	Description/Function
Operator No Answer Time	10-60 s (30)	When a call to Operator 1, 2, or 3 is not answered within the time set, the VPS will offer other options as defined by the "No Answer Coverage Mode". Note 1: This timer applies to Operator 1, 2, and 3. Note 2: If more than 1 operator is assigned, we recommend to reduce the time on the "Operator No Answer Time" to 15 s.
Busy Coverage Mode	1. Hold 2. No Answer Coverage 3. Call Waiting 4. Disconnect Message (Hold)	Specifies how to handle calls when the Operator 1 extension is busy. 1. Hold—Automatically places the caller on hold and the Operator 1 extension is called again. 2. No Answer Coverage—Offers the option specified by the No Answer Coverage Mode to the caller. 3. Call Waiting—Signals Operator 1 when another call is waiting using the Call Waiting feature of the PBX. 4. Disconnect Message—Disconnects the caller after playing "Thank you for calling".
No Answer Coverage Mode	1. Caller Select 2. Leave Message 3. Disconnect Message 4. Next Operator (Caller Select)	Specifies how to handle Operator 1 calls when not answered within the time period set by the "Operator No Answer Time" mode. 1. Caller Select—Allows the caller to leave a message or call another extension. (In some cases, a call to another extension is not available. For more information, see the "Note" on "Caller Select" in Table 5-6 in 5.4.3 Operator's Parameters.) 2. Leave Message—Instructs the caller to leave a message in Operator 1's mailbox. 3. Disconnect Message—Disconnects the caller after playing "Thank you for calling". 4. Next Operator—Transfers the caller to Operator 2.
Message Repeat Cycle	1-3 times (3)	Specifies the number of times the VPS will play the Automated Attendant top menu.

Note

Extension Call Forwarding to the VPS can override the operator call coverage settings depending on the timing parameters of the PBX and VPS. Even if the operator call coverage parameters are set to "Next Operator" on Busy/No Answer, the call may go to the VPS (if the Operator has set the call forwarding to the VPS).

Operator’s Parameters-Day Mode-Operator 2

Operator 2 receives operator-seeking calls when Operator 1 is busy or does not answer and Operator 1’s parameters are set as follows:

- Busy Coverage Mode—No Answer Coverage
- No Answer Coverage Mode—Next Operator

To access the proper menu for Operator Parameters-Day Mode-Operator 2, follow the menu path as shown:

System Administration Top Menu-1-4-1-2-1-2

Table B-13

Parameter	Value Range (Default)	Description/Function
Operator’s Extension	1-5 digits (None)	Specifies the extension number for Operator 2. Any valid extension number can be assigned.
Operator’s Mailbox No.	2-5 digits (None)	Specifies the mailbox number for Operator 2. Callers to Operator 2 are prompted to leave a message in this mailbox depending upon how the Busy Coverage or No Answer Coverage modes are set.
Busy Coverage Mode	1. Hold 2. No Answer Coverage 3. Call Waiting 4. Disconnect Message (Hold)	Specifies how to handle calls when the Operator 2 extension is busy. 1. Hold—Automatically places the caller on hold and the Operator 2 extension is called again. 2. No Answer Coverage—Offers the option specified by the No Answer Coverage Mode to the caller. 3. Call Waiting—Signals Operator 2 when another call is waiting using the Call Waiting feature of the PBX. 4. Disconnect Message—Disconnects the call after playing "Thank you for calling".

Table B-13

Parameter	Value Range (Default)	Description/Function
No Answer Coverage Mode	1. Caller Select 2. Leave Message 3. Disconnect Message 4. Next Operator (Caller Select)	Specifies how to handle Operator 2 calls when not answered within the time period set by the "Operator No Answer Time" mode. 1. Caller Select—Allows the caller to leave a message or call another extension. (In some cases, a call to another extension is not available. For more information, see the "Note" on "Caller Select" in Table 5-6 in 5.4.3 Operator’s Parameters.) 2. Leave Message—Instructs the caller to leave a message in Operator 2’s mailbox. 3. Disconnect Message—Disconnects the caller after playing "Thank you for calling". 4. Next Operator—Transfers the caller to Operator 3.

Operator’s Parameters-Day Mode-Operator 3

Operator 3 receives operator-seeking calls when Operator 2 is busy or unanswered and Operator 2’s parameters are set as follows:

- Busy Coverage Mode—No Answer Coverage
- No Answer Coverage Mode—next Operator

To access the proper menu for Operator Parameters-Day Mode-Operator 3, follow the menu path as shown:

System Administration Top Menu-1-4-1-2-1-3

Table B-14

Parameter	Value Range (Default)	Description/Function
Operator’s Extension	1-5 digits (None)	Specifies the extension number for Operator 3. Any valid extension number can be assigned.
Operator’s Mailbox No.	2-5 digits (None)	Specifies the mailbox number for Operator 3. Callers to Operator 3 are prompted to leave a message in this mailbox depending upon how the Busy Coverage or No Answer Coverage modes are set.

Table B-14

Parameter	Value Range (Default)	Description/Function
Busy Coverage Mode	<ol style="list-style-type: none"> 1. Hold 2. No Answer Coverage 3. Call Waiting 4. Disconnect Message (Hold) 	<p>Specifies how to handle calls when the Operator 3 extension is busy.</p> <ol style="list-style-type: none"> 1. Hold—Automatically places the caller on hold and the Operator 3 extension is called again. 2. No Answer Coverage—Offers the option specified by the No Answer Coverage Mode to the caller. 3. Call Waiting—Signals Operator 3 when another call is waiting using the Call Waiting feature of the PBX. 4. Disconnect Message—Disconnects the call after playing "Thank you for calling".
No Answer Coverage Mode	<ol style="list-style-type: none"> 1. Caller Select 2. Leave Message 3. Disconnect Message (Caller Select) 	<p>Specifies how to handle Operator 3 calls when not answered within the time period set by the "Operator No Answer Time" mode.</p> <ol style="list-style-type: none"> 1. Caller Select—Allows the caller to leave a message or call another extension. (In some cases, a call to another extension is not available. For more information, see the "Note" on "Caller Select" in Table 5-6 in 5.4.3 Operator's Parameters.) 2. Leave Message—Instructs the caller to leave a message in Operator 3's mailbox. 3. Disconnect message—Disconnects the caller after playing "Thank you for calling".

Notes

- *An operator-seeking call will always reach Operator 1 first. The call will then be transferred to Operator 2 and Operator 3 sequentially, depending on system programming.*
- *"Next Operator" is not applicable for "No Answer Coverage Mode" of Operator 3.*

Operator's Parameters-Night Mode-Operator 1, 2, 3

Same as Day Mode.

Operator's Parameters-Lunch Mode-Operator 1, 2, 3

Same as Day Mode.

Operator's Parameters-Break Mode-Operator 1, 2, 3

Same as Day Mode.

Alternate Extension Assignment

Assigns extensions that should be transferred differently from the normal extension transfer sequence. Calls to the extensions in this group will be transferred following the sequence defined by "Alternate Extension Transfer Sequence" (see "Alternate Extension Transfer Sequence" in Table B-42 in B7.3 PBX Interface Parameters).

To access the proper menu for Alternate Extension Assignment Parameter, follow the menu path as shown:

System Administration Top Menu-1-4-1-3

Alternate Extension Group-Enter

The system can create up to 32 extensions that use the same alternate transfer sequence.

To access the proper menu for Alternate Extension-Enter Parameter, follow the menu path as shown:

System Administration Top Menu-1-4-1-3-1

Table B-15

Parameter	Value Range (Default)	Description/Function
Alternate Extension (1-32)	2-5 digits (None)	Specifies an extension, which requires a different transfer sequence than normal. Note: The Extension Group List or Logical Extension Numbers cannot be assigned.

Alternate Extension-Delete

The system can delete extension numbers from the alternate extension group.

To access the proper menu for Alternate Extension-Delete Parameter, follow the menu path as shown:

System Administration Top Menu-1-4-1-3-2

Alternate Extension-Listing

Lists all of the extensions registered in the alternate extension group.

To access the proper menu for Alternate Extension-Listing Parameter, follow the menu path as shown:

System Administration Top Menu-1-4-1-3-3

B5.2 Custom Service

Custom Service is one of 4 incoming call services. By assigning a function to each key, you can provide callers with a customised key operation service. You can establish a maximum of 100 Custom Services with the possible depth of 8 layers. The Message Manager should record Custom Service Menus so that callers will know which key to press.

Note

Callers cannot jump between Custom Service menus more than 8 times.

To access the proper menu for Custom Service Parameter, follow the menu path as shown:

System Administration Top Menu-1-4-2-Custom Service No.(1-100)

Table B-16

Parameter	Value Range (Default)	Description/Function
Description	Up to 32 characters (None)	The information typed in this field is for reference only. Any ASCII character (except \) can be used.
Prompt Mode	1. System 2. User 1 3. User 2 (System)	Specifies the language of services within Custom Service. Note: This parameter overrides "Incoming Call Service Prompt".
Menu Repeat Cycle	1-3 times (3)	Specifies the number of times Custom Service menu messages will be repeated to the caller.

Table B-16

Parameter	Value Range (Default)	Description/Function
Call Transfer Anytime	Extn./Mbx/No (Extn.)	<p>Specifies the destination to which the call will be transferred. The "Extn." setting (enter "E") enables callers to be transferred directly to their intended party by dialling the extension number. The "Mbx" setting (enter "M") enables callers to leave messages in a mailbox by entering the mailbox number. The "No" setting (enter "N") disables extension transfer and mailbox transfer; only 1-digit entries work (following the Custom Service menu).</p> <p>Note: This parameter should be set to "No" when Subscriber Service is specified as a Custom Service option and it is desired that digits can be entered very quickly to specify a mailbox. Therefore, in most cases, "No" is the best setting for this parameter. This is especially true if you do not want to explain "Call Transfer Any Time" in your Custom Service menu recording.</p>
Wait for Second Digit	1-5 s (1)	<p>Resolves the problem when the first digit of the extension or mailbox number is the same as one of the Custom Service menu choices. The VPS waits the specified period of time for a second digit to be dialled. If the time period expires without a second digit being entered, the system assumes the caller has selected a menu choice. Use this parameter only if "Call Transfer Anytime" is set to "Extn." or "Mbx".</p>
No DTMF Input Operation	a-f (c) See the following "Keypad Assignment".	<p>Specifies how to handle a call when there is no response to the menu message. No response usually indicates that the caller is using a rotary phone. The factory setting is "C. Operator", which allows the caller to be automatically connected to an operator after message playback.</p>

Table B-16

Parameter	Value Range (Default)	Description/Function
Keypad Assignment 0-9, *, #	a-n (*: d, 0: c Others: None)	<p>Any of the 14 services listed below (a-n) can be assigned to the 0 through 9, *, and # keys on the telephone keypad. Callers are able to access these services by pressing the corresponding keys on their telephones.</p> <ul style="list-style-type: none"> (a) Transfer to Mailbox—Allows the caller to leave messages in a specific mailbox. Enter "a" followed by a mailbox number. (b) Transfer to Extension—Transfers the caller to a specific extension. Enter "b" followed by an extension number. (c) Operator—Connects the caller to the operator. (d) Exit—Plays the Custom Service exit prompt and disconnects the caller. The Message Manager is responsible for recording this prompt. (e) Previous Menu—If programmed, returns the caller to the previous menu. (f) Custom Service—If programmed, transfers the caller to another Custom Service. (g) Voice Mail Service—Allows the caller to access Voice Mail Service. (h) Call Transfer Service—Allows the caller to access Automated Attendant Service. (i) Subscriber Service—Allows the caller to access Subscriber Service. If this option is enabled, it is strongly recommended that each subscriber establish a password; this will prevent unauthorised callers from accidentally or intentionally accessing subscribers' mailboxes. (j) Department Dialling—Transfers the caller to the Department Dialling menu. (k) Dial by Name—Requests the caller to enter the first 3 or 4 letters of a last name of the person they wish to reach, then transfers him to the corresponding extension. (l) Repeat Menu—Repeats the Custom Service menu prompts. (m) Main Menu—Returns the caller to the Custom Service top menu. (n) FAX Transfer—Allows the caller to send fax messages to an extension specified as the fax extension.

B5.3 Caller ID Call Routing Parameters

Up to 120 Caller ID numbers can be assigned to be automatically forwarded to a desired destination. The VPS automatically forwards the calls from the assigned Caller ID numbers to a programmed extension, mailbox (System Group Distribution List included) or Custom Service. It also forwards "Private" (caller's number is not received) and "Out of Area" calls to a desired extension, mailbox or Custom Service.

The company greetings will not play for calls forwarded by this feature.

Services have this order of priority:

Holiday Service > Caller ID Call Routing > Trunk Service > Port Service
(Holiday Service has the highest priority.)

To access the proper menu for Caller ID Call Routing, follow the menu path as shown:

System Administration Top Menu-1-4-3

Caller ID Call Routing-Enter

To access the proper menu for Caller ID Call Routing-Enter, follow the menu path as shown:

System Administration Top Menu-1-4-3-1-Caller ID List No.(1-120)

Table B-17

Parameter	Value Range (Default)	Description/Function
Caller ID No.	P, O or Up to 20 digits consisting of 1-9, 0, * (None)	Assigns the telephone number to which the VPS applies automatic forwarding to a desired destination. "*" substitutes any number (=wild card). For example, to route all calls from Area Code 201, enter "201 *** * * * *". To have a "Private" call automatically forwarded to a desired destination, enter "P". For an "Out of Area" call, enter "O".

Table B-17

Parameter	Value Range (Default)	Description/Function
Description	Up to 20 characters (None)	Enters a name and/or description of the Caller ID number. Any ASCII character (except "\") can be used. Note: When nothing is registered in this parameter but the caller's name is transmitted from the Telephone Company, the name will be automatically registered in this parameter. When this is done, an asterisk "×" will appear with the Call Transfer parameter if "PUTD" is enabled. See 7.2.19 Touchtone Information Display (PUTD) for more information. For example, you might see this: "Custom 3×". This indicates the name was automatically registered in the VPS.
Call Transfer	Custom/Extn./Mbx (None)	Specifies the destination to which the call from an assigned Caller ID number is automatically forwarded. The "Custom" setting (enter "C") forwards callers to the specified Custom Service menu. The "Extn." setting (enter "E") forwards callers to the specified extension. The "Mbx" setting (enter "M") enables callers to leave messages in the specified mailbox. A System Group Distribution List number can be specified here instead of a mailbox number.

Caller ID Call Routing-Delete

Permits specified Caller ID List numbers to be deleted from the list.

To access the proper menu for Caller ID Call Routing-Delete, follow the menu path as shown:

System Administration Top Menu-1-4-3-2-Caller ID List No.(1-120)

Caller ID Call Routing-Listing

Displays all Caller ID List numbers.

To access the proper menu for Caller ID Call Routing-Listing, follow the menu path as shown:

System Administration Top Menu-1-4-3-3

B6 SYSTEM ADMINISTRATION—SYSTEM PARAMETER SETTINGS

B6.1 System Group Assignment

To access the proper menu for System Group Assignment, follow the menu path as shown:

System Administration Top Menu-1-5-1

System Group Assignment-Mailbox Group

This parameter allows a caller to send a message simultaneously to several mailboxes. These mailboxes may be assembled into a list called a System Group Distribution List. The VPS is able to maintain up to 20 System Group Distribution Lists. Each list can have up to 20 destination mailbox numbers. Mailboxes can be added to or deleted from these lists and reviewed as needed.

To access the proper menu for Mailbox Group, follow the menu path as shown:

System Administration Top Menu-1-5-1-1

Mailbox Group-Enter

To access the proper menu for Mailbox Group-Enter, follow the menu path as shown:

System Administration Top Menu-1-5-1-1-1-Group List No.

Table B-18

Parameter	Value Range (Default)	Description/Function
Group List No.	2-5 digits (None)	Specifies any vacant mailbox number. The caller can specify that the VPS transfers or delivers messages to all members of a group by simply specifying the System Group Distribution List No.
Group Name	Up to 16 characters (None)	Specifies a group name. If a group name is not required, press RETURN, and specify the mailbox numbers. Any alphanumeric character and [(space)] can be used.

Table B-18

Parameter	Value Range (Default)	Description/Function
Member 1-20	2-5 digits (None)	Specifies mailbox numbers belonging to this group.

Mailbox Group-Delete

Deletes specified mailboxes from the list.

To access the proper menu for Mailbox Group-Delete, follow the menu path as shown:

System Administration Top Menu-1-5-1-1-2-Group List No.

Mailbox Group-Listing

Displays all System Group Distribution List numbers.

To access the proper menu for Mailbox Group-Listing, follow the menu path as shown:

System Administration Top Menu-1-5-1-1-3

System Group Assignment-Extension Group

You can assemble several extensions into a single list. The VPS is able to maintain up to 20 Extension Group Lists. Each list can support up to 20 extensions. You can add, delete, and review the extensions. Members within a list are able to share the same mailbox and be notified by the Message Waiting Notification—Lamp feature (if authorised) when a message is present.

Extension Group-Enter

To access the proper menu for Extension Group-Enter, follow the menu path as shown:

System Administration Top Menu-1-5-1-2-1-Group List No.

Table B-19

Parameter	Value Range (Default)	Description/Function
Group List No.	2-5 digits (None)	Specifies any vacant extension number. Note: The Extension Group List number can be assigned as "The Extension of the Owner" of a mailbox. This permits all group members to share the information in the mailbox.
Group Name	Up to 16 characters (None)	Specifies a group name. If a group name is not required, press RETURN, and specify the mailbox numbers. Any alphanumeric character and [(space)] can be used.
Member 1-20	2-5 digits (None)	Specifies the extension number belonging to the group. Note: Members cannot have a personal mailbox.

Extension Group-Delete

Deletes specified extensions from the list.

To access the proper menu for Extension Group-Delete, follow the menu path as shown:

System Administration Top Menu-1-5-1-2-2-Group List No.

Extension Group-Listing

Displays all Extension Group List numbers.

To access the proper menu for Extension Group List Numbers, follow the menu path as shown:

System Administration Top Menu-1-5-1-2-3

B6.2 Time Group Service

A Time Group is a time frame in which Day/Night, Lunch and Break time periods can be programmed.

The VPS maintains 8 Time Groups, and each of which can be assigned a specific setting. It is necessary to assign a specific Time Group for use in each Port and Trunk Service in its Day Mode setting menu (see "Time Group No." in Table B-9 in B4.1 Port Assignment and Table B-10 in B4.2 Trunk Group Assignment).

To access the proper menu for Time Group Service, follow the menu path as shown:

System Administration Top Menu-1-5-2

Time Group Service-Service Mode

The VPS automatically activates the appropriate call handling method according to the Time Service setting (Day/Night, Lunch, and Break Services) for each Time Group 1-8; however, the System Administrator or the System Manager can change the current call handling method by assigning a specific Service Mode to the desired Time Group.

To access the proper menu for Time Group Service-Service Mode for the selected time group, follow the menu path as shown:

System Administration Top Menu-1-5-2-1-Time Group No.(1-8)

Table B-20

Parameter	Value Range (Default)	Description/Function
Time Group 1-8	1. Automatic Mode 2. Manual Day Mode 3. Manual Night Mode 4. Manual Lunch Mode 5. Manual Break Mode 6. PBX Control Mode (Automatic Mode)	Assigns a specific Service Mode to the Time Group. There are 6 options available: 1. Automatic Mode—Operates according to the setting in the Time Service. 2. Manual Day Mode—Operates only in Day Mode. 3. Manual Night Mode—Operates only in Night Mode. 4. Manual Lunch Mode—Operates only in Lunch Mode. 5. Manual Break Mode—Operates only in Break Mode. 6. PBX Control Mode—Operation changes depending on PBX time period. Note: Once the Service Mode has been changed, it is retained unless the System Manager or System Administrator changes it again, even after the power is cut and restored. PBX Control Mode is available only if DPT Integration is activated with a Panasonic KX-TD series telephone system. If PBX Control Mode does not function after it has been selected, the VPS will operate in Automatic Mode.

In Automatic Mode, services have this order of priority:

Holiday Service > Caller ID Call Routing > Trunk Service > Port Service
 (Holiday service has the highest priority.)

In Manual Modes (Day, Night, Lunch, or Break), services have this order of priority:

Caller ID Call Routing > Trunk Service > Port Service
 (Holiday Service is disregarded.)

Time Group Service-Time Service

Time Service is a timer function that selects the desired call handling method based upon time of day; Day, Night, Lunch and Break Services are available.

Night Service can be assigned within Day Service parameters; Night Service starts when Day Service ends, and ends when Day Service starts. There are 3 periods for Break Service: Break 1 Service, Break 2 Service and Break 3 Service.

You can have different Time Service settings for each Time Group 1-8.

In each Time Service period, the parameters for Port Service, Trunk Group Service and Operator's Parameters can be specified differently.

Note

Break Service and Lunch Service are only available when they are in Day Service period. If Break 3 Service is out of Day Service period, for example, Break 3 Service does not work.

To access the proper menu for Time Group Service-Time Service for the selected time group, follow the menu path as shown:

System Administration Top Menu-1-5-2-2-Time Group No.(1-8)

Time Service-Time Group (1-8)-Day Service

To access the proper menu for Day Service for the selected time group, follow the menu path as shown:

System Administration Top Menu-1-5-2-2-Time Group No.(1-8)-1

Table B-21

Parameter	Value Range (Default)	Description/Function
Mon (Start/End)	1-12: h 00-59: min	Specifies the "Start" and "End" times of the Day Service. Day Mode: Day Mode in effect around the clock (24 h) Night Mode: Night Mode in effect around the clock (24 h)
 Sun (Start/End)	AM/PM: a.m./p.m. D: Day Mode N: Night Mode (9:00 AM-5:00 PM)	

Time Service-Time Group (1-8)-Lunch Service

To access the proper menu for Lunch Service for the selected time group, follow the menu path as shown:

System Administration Top Menu-1-5-2-2-Time Group No.(1-8)-2

Table B-22

Parameter	Value Range (Default)	Description/Function
Mon (Start/End) Sun (Start/End)	1-12: h 00-59: min AM/PM: a.m./p.m. (None)	Specifies the "Start" and "End" times of the Lunch Service.

Time Service-Time Group (1-8)-Break Service

To access the proper menu for Break Service for the selected time group, follow the menu path as shown:

System Administration Top Menu-1-5-2-2-Time Group No.(1-8)-3

Table B-23

Parameter	Value Range (Default)	Description/Function
Mon Break 1 Service Break 2 Service Break 3 Service (Start/End) Sun Break 1 Service Break 2 Service Break 3 Service (Start/End)	1-12: h 00-59: min AM/PM: a.m./p.m. (None)	Specifies the "Start" and "End" times of the Break Service. Note: When Break Service periods overlap Lunch Service period, Lunch Service has priority.

B6.3 Holiday Setting

You can program special settings for up to 20 Holiday Services. On the day(s) specified as holiday(s), settings in this parameter have priority over settings for Trunk Service, Port Service and Caller ID Call Routing.

When setting specific day(s) as holiday(s), you have the following 2 options:

- The first option is to specify a single day on which to enable the Holiday Service setting. For example, you can specify New Year’s Day as a holiday.
- The second option is to specify a range of days to enable the Holiday Service setting on all days within the specified range. For example, you can specify the start and the end dates of your Christmas holiday.

Note

Holidays cannot overlap. For example, if you have set Dec. 22nd to Jan. 6th as holidays, you cannot set Jan. 1st as a holiday.

To provide a special message to callers on a holiday (for example, "Today is New Year’s Day and our office is closed. If you wish to record a message, please press 1 now"), you can create a Custom Service menu. Use this setting to direct calls to this Custom Service on Jan. 1st. Use foreign languages where appropriate.

To access the proper menu for Holiday Setting, follow the menu path as shown:

System Administration Top Menu-1-5-3

Holiday Setting-Enter

To access the proper menu for Holiday Setting-Enter, follow the menu path as shown:

System Administration Top Menu-1-5-3-1-Holiday No.(1-20)

Table B-24

Parameter	Value Range (Default)	Description/Function
Name of Holiday	Up to 16 characters (None)	For reference. Any alphanumeric character, and [(space)], [-], [.] and ['] can be used.

Table B-24

Parameter	Value Range (Default)	Description/Function
Date	DD/MM-DD/MM or DD/MM (DD: Day MM: Month) (None)	Specifies the day or the range of days on which to enable Holiday Service setting. <ul style="list-style-type: none"> If you want to set a single day as a holiday, specify only one date. If you want to set a range of days as holidays, specify both the start and the end dates of the range. <p>Note: Holidays cannot overlap.</p>
Retain Holiday	1. Yes 2. No (No)	Stores the Holiday Service setting for future use. If set to "Yes", the same setting will be activated automatically on the same day every year. If set to "No", the setting will be cancelled automatically after the holiday is over.
Service	1. Voice Mail 2. Auto. Attn. 3. Interview 4. Custom (Auto. Attn.)	Specifies one of 4 incoming call services for the holiday. <p>Note: When Interview Service is specified, one of Subscriber's Interview Mailbox numbers should also be specified. When the Custom Service is specified, one of Custom Service numbers (1-100) should also be specified.</p>
Company Greeting No.	1-32 S: System Greeting N: None (S: System Greeting)	Specifies the Company Greeting to be played on the holiday. <p>The System Greeting is: <i>"Good Morning/Afternoon/Evening. Welcome to the Voice Processing System"</i>. (However, the Message Manager can change this.)</p>
Port Affected	Port No. (1-12)	Specifies the port number on which the Holiday Service setting is activated. The unspecified ports provide the usual incoming call service. <p>Note: Pressing [(back space)] will clear the parameter.</p> <p>The maximum number of ports depends on the VPS model.</p>
Trunk Affected	Trunk No. (1-48)	Specifies the trunk (outside line) number on which the Holiday Service setting is activated. The unspecified trunks (outside lines) provide the usual incoming call service. <p>Note: Pressing [(back space)] will clear the parameter.</p>

Holiday Setting-Delete

Cancels the Holiday Service Setting by specifying a holiday number (1-20).

To access the proper menu for Holiday Setting-Delete, follow the menu path as shown:

System Administration Top Menu-1-5-3-2

Holiday Setting-Listing

Displays all of the specified holiday names and dates.

To access the proper menu for Holiday Setting-Listing, follow the menu path as shown:

System Administration Top Menu-1-5-3-3

B6.4 Daylight Saving Time (DST)

Adjusts the internal clock of the VPS to the starting and ending date of daylight saving time.

To access the proper menu for Daylight Saving Time, follow the menu path as shown:

System Administration Top Menu-1-5-4

Table B-25

Parameter	Value Range (Default)	Description/Function
Start Date/End Date	DD: Day MM: Month (None)	<p>Specifies the starting and ending dates of daylight saving time. The VPS advances 1 h on the starting date of daylight saving time, and restores the time on the ending date. Both the starting date and the ending date must be set. The same date cannot be used for both settings.</p> <p>Note: The VPS changes to and from DST at 2:00 AM.</p> <p>Warning: Time Synchronisation (see 7.2.4 Set Time (TIME)) overrides the DST setting of the VPS.</p>

B6.5 Prompt Setting

This setting is required when Multilingual Service is enabled.

To access the proper menu for Prompt Setting, follow the menu path as shown:

System Administration Top Menu-1-5-5

Table B-26

Parameter	Value Range (Default)	Description/Function
System Prompt Selection Number	1-9 (None)	<p>Assigns a selection number (1-9) to each prompt. Callers use the numbers to select the desired language for their message prompts. This setting is required when either one or both of the following parameters are set to "Selective".</p> <p>Port Assignment—Incoming Call Service Prompt Authorisation of External Message Delivery—Prompt Mode</p> <p>Example: <i>For service in English, press (7).</i> <i>For service in Spanish, press (8).</i> <i>For service in Chinese, press (9).</i></p> <p>The Message Manager is responsible for recording this Multilingual Selection Menu.</p> <p>Note: The Prompt Selection Number should not match the first digit of any mailbox number, because mailbox/extension access is possible during and after the Multilingual Selection Menu.</p>
User 1 Prompt Selection Number		
User 2 Prompt Selection Number		

Table B-26

Parameter	Value Range (Default)	Description/Function
Position of "AM/PM" in Time Stamp for User 1 Prompt	1. Before 2. After 3. 24-h (After)	This parameter setting is functional only when User 1 or User 2 Prompts are in use. This parameter specifies the following: 1. Before—the VPS announces "AM/PM" before the time (e.g., P.M. 3:42). 2. After—The VPS announces "AM/PM" after the time (e.g., 3:42 P.M.). 3. 24-h—the VPS announces the time in 24-h format (e.g., 15:42). Note: When System Prompts are in use, the parameter is set to "After".
Position of "AM/PM" in Time Stamp for User 2 Prompt		

B6.6 System Caller Name Announcement

Up to 120 Caller ID numbers can be assigned to announce prerecorded Caller ID caller names when extension users listen to messages from the assigned numbers left in their mailbox. Extension users can also hear caller names when the VPS forwards calls from the assigned numbers to them (Caller ID Screening). The recorded caller names will also play when the callers use the Intercom Paging features; the recorded names will be added to the end of the page.

The Caller ID Screening feature is enabled or disabled in the COS (Class of Service) settings. This feature is also enabled by selecting "Call Screening" in 4.1 Call Transfer Status in the Subscriber's Guide.

The Intercom Paging feature is enabled by selecting "Intercom Paging" in 4.1 Call Transfer Status, and/or in 4.4 Message Reception Mode in the Subscriber's Guide.

The Message Manager is responsible for recording System Caller Names.

To access the proper menu for System Caller Name Announcement, follow the menu path as shown:

System Administration Top Menu-1-5-6

System Caller Name Announcement-Enter

To access the proper menu for System Caller Name Announcement-Enter, follow the menu path as shown:

System Administration Top Menu-1-5-6-1-Caller ID List No.(1-120)

Table B-27

Parameter	Value Range (Default)	Description/Function
Caller ID No.	Up to 20 digits consisting of 1-9, 0 (None)	Assigns the telephone number for which the VPS announces prerecorded caller name to extension users.
Description	Up to 20 characters (None)	Enters a name and/or description of the Caller ID number. Any ASCII character (except \) can be used.

System Caller Name Announcement-Delete

Deletes specified Caller ID List numbers from the list.

To access the proper menu for System Caller Name Announcement-Delete, follow the menu path as shown:

System Administration Top Menu-1-5-6-2-Caller ID List No.(1-120)

System Caller Name Announcement-Listing

Displays all Caller ID List numbers.

To access the proper menu for System Caller Name Announcement-Listing, follow the menu path as shown:

System Administration Top Menu-1-5-6-3

B6.7 Other Parameters

To access the proper menu for Other Parameters, follow the menu path as shown:

System Administration Top Menu-1-5-7

Other Parameters-Extension Numbering Plan

Specifies the extension numbers of the PBX so that the VPS is able to recognise the dialled extension as valid. This setting promotes the call handling of the Automated Attendant Service. We recommend that this parameter be set for better integration with the PBX.

To access the proper menu for Extension Numbering Plan, follow the menu path as shown:

System Administration Top Menu-1-5-7-1

Table B-28

Parameter	Value Range (Default)	Description/Function
Numbering Plan 1-16	2-5 digits consisting of 0-9, X (Numbering Plan 2: 2XX; Numbering Plan 3: 3XX; Numbering Plan 1, 4-16: None)	<p>Specifies the first 1 or 2 digits of the PBX extension numbers. You can add up to 16 entries to the list. Each entry can contain 2-5 digits "0-9", and a letter "X" which matches any digit. Extension numbers cannot begin with "0".</p> <p>Examples:</p> <p>a) If valid PBX extension numbers are to be specified 201 through 264 and 301 through 364, specify the numbers as follows:</p> <p style="padding-left: 40px;">2XX: Indicates any 3-digit extension number starting with "2".</p> <p style="padding-left: 40px;">3XX: Indicates any 3-digit extension number starting with "3".</p> <p>b) If valid PBX extension numbers are to be specified 400 through 450 and 3300 through 3399, specify the numbers as follows:</p> <p style="padding-left: 40px;">4XX: Indicates any 3-digit extension number starting with "4".</p> <p style="padding-left: 40px;">33XX: Indicates any 4-digit extension starting with "33".</p> <p>Note: Auto Configuration will set this parameter automatically.</p> <p>The Automated Attendant will dial any 2-5 digit PBX extension number (except numbers beginning with "0") whether valid or not. If the dialled number is included in the numbering plan, the Automated Attendant will immediately send it to the PBX without waiting for further input. If not, the Automated Attendant will wait until the dialled number is recognised as an extension number, the internal inter-digit timer expires, or the caller dials 5 digits.</p> <p>If the number for an outgoing call is not found on the Numbering Plan, the VPS will consider it an outside number. The VPS will then attempt to dial it using the "Outgoing Call Setup Sequence".</p>

Other Parameters-Dialing Parameter

To access the proper menu for Dialing Parameter, follow the menu path as shown:

System Administration Top Menu-1-5-7-2

Table B-29

Parameter	Value Range (Default)	Description/Function
Number of Digits to Access Outside Line	0-8 digits (1)	<p>Specifies the number of digits necessary to access an outside (CO) line.</p> <p>Example: If the PBX requires callers to dial "9" to access an outside (CO) line, this parameter should be set as "1". This enables the system to recognise that an outgoing call setup sequence is completed once the initial "9" has been dialled (9-123-4567). The full sequence is therefore: 9-(outgoing call setup sequence)-123-4567.</p> <p>The VPS can discriminate between local and long distance calls and can report outgoing calls and calling times for billing purposes on periodic port usage reports.</p>
Call Transfer No Answer Time	10-60 s (20)	<p>Specifies the length of time that the VPS must wait before retrieving the transferred call when there is no answer at the destination extension.</p> <p>Note: Make sure that the duration of Call Transfer No Answer Time is longer than the duration of Call Forwarding No Answer Time at the PBX. Otherwise, the PBX may forward the call (transferred by the VPS) immediately to its destination without leaving enough time to answer the call.</p>
Outgoing Call No Answer Time	10-90 s (30)	<p>Specifies the length of time that the VPS must wait before concluding that there is no answer at the outside number called.</p>
Pause Time	1-9 s (2)	<p>Specifies the pause time between dialled digits.</p>
Outgoing Call Setup Sequence	Up to 12 digits consisting of 0-9, *, #, F, R, S, T, W (T)	<p>Specifies the sequence of codes used by the VPS when calling an outside (CO) line. You can set up to 12 digits. The default value is "T". "T" indicates that the system will dial the telephone number only after detecting a dial tone.</p> <p>Example: 9W = (9) - 2-s wait - dial telephone number. "9" is the outside (CO) line access number.</p> <p>F: Flash (Recall) R: Ringback Tone Detection S: Silence Detection T: Dial Tone Detection W: Wait for 1 s 1-9, 0, *, #: Dial Codes</p>

Other Parameters-Message Waiting Notification

Controls the handling of message waiting notification calls.

To access the proper menu for Message Waiting Notification Parameter, follow the menu path as shown:

System Administration Top Menu-1-5-7-3

Table B-30

Parameter	Value Range (Default)	Description/Function
Outgoing Call Ports	Port No. (1-12)	Specifies the port numbers used for the Message Waiting Notification Device feature. The VPS makes outgoing calls using the port specified in this parameter. At least 1 port must be specified.
Message Waiting Lamp Ports	Port No. (1-12)	Specifies the port numbers used for the Message Waiting Notification Lamp feature. The VPS turns on the Message Waiting Lamp of the extension using the port specified in this parameter. At least 1 port must be specified.
Message Waiting Lamp for Every Message	1. No 2. Yes (Yes)	If set to "Yes", the VPS will turn on the Message Waiting Lamp of the extension each time a new message is recorded in the mailbox. This will occur even if the Message Waiting Lamp was not turned off from a previous message. This setting is useful when the first attempt is unsuccessful. If set to "No", the VPS will turn on the Message Waiting Lamp for the first message only. The VPS will not turn on the lamp for subsequent messages until the subscriber has accessed the VPS to retrieve the messages stored there.
Max. Digits for Callback No.	1-48 digits (20)	Specifies the maximum number of digits the caller can enter as a callback number. This number will display on beepers (paggers) if the "Beeper Callback No. Entry Mode" is enabled.
Callback No. Entry Interdigit Time-Out	1-10 s (5)	Sets the maximum allowable time between each digit on Beeper Callback No. Entry. If the caller does not enter any digits within the specified time, the VPS will not accept entry of any additional digits.

Table B-30

Parameter	Value Range (Default)	Description/Function
System Callback No.	Up to 32 digits (None)	Specifies a telephone number that will display on the subscriber's beeper (pager) as a callback number. The callback number entry mode "X" must be included in the telephone number. Note: If "Beeper Callback No. Entry Mode" is enabled through COS, the callback number entered by the caller will display on the destination beeper (pager). However, if the caller fails to enter a callback number, the System Callback No. will display instead.

Other Parameters-External Message Delivery

Controls the handling of External Message Delivery calls.

To access the proper menu for External Message Delivery, follow the menu path as shown:

System Administration Top Menu-1-5-7-4

Table B-31

Parameter	Value Range (Default)	Description/Function
Retry Times	0-4 times (3)	Specifies the number of times to attempt an external message delivery call when the destination is busy or if there is no answer.
Busy Delay	2-60 min (3)	Specifies the length of time in minutes the VPS must wait after a busy condition is received before trying to deliver the message again.
No Answer Delay	2-120 min (60)	Specifies the length of time in minutes the VPS is to wait after a no answer condition is received before trying to deliver the message again.
Outgoing Call Ports	Port No. (1-12)	Specifies the port numbers used for the External Message Delivery feature.
Message Length	1-6 min (3)	Specifies the allowable message length of external delivery messages that the subscriber can record.
Max. Messages for Mailboxes	1-100 msgs (3)	Specifies the maximum number of external delivery messages that can be stored in 1 mailbox.

Table B-31

Parameter	Value Range (Default)	Description/Function
System External Message Delivery Duration Time	1-9 min (3)	Specifies the maximum telephone connect time allowed for an external message delivery call to prevent excessive telephone charges. Time begins counting when the destination number answers the call. The VPS terminates the call when it exceeds the specified length of time. However, the VPS does not terminate a call until the whole message is played even though the specified time expires.
Company's Telephone No.	Up to 32 digits (None)	Specifies the Company's Telephone Number. When the recipient has failed to retrieve the sender's message because of incorrect password entries, the VPS announces the Company's Telephone Number for him to call in order to retrieve it.

Other Parameters-Call Hold

To access the proper menu for Call Hold, follow the menu path as shown:

System Administration Top Menu-1-5-7-5

Table B-32

Parameter	Value Range (Default)	Description/Function
Call Hold Mode	1. Disable 2. Enable (Enable)	If set to "Enable", the VPS gives callers the option of either holding for a specific extension or selecting one of several Incomplete Call Handling service options. While on hold, the VPS periodically gives callers the choice to either continue to hold or select one of the Incomplete Call Handling service options. If set to "Disable", the VPS immediately offers callers the Incomplete Call Handling service.
Call Queuing Announcement Mode	1. Disable 2. Enable (Enable)	If set to "Enable", callers on hold are informed of their current position in the call hold queue. Example: <i>"One other person is queuing".</i>
Call Retrieval Announcement Timing	1-30 s (2)	Specifies the interval between the voice guidance message that asks whether or not calls are to be retrieved during call holding. Example: <i>"To cancel holding, press 2 now. Otherwise, I'll try your party again".</i>

Table B-32

Parameter	Value Range (Default)	Description/Function
Redialing Cancel Timing	1. 15 s 2. 30 s 3. 45 s 4. 60 s (30)	Specifies the interval between the voice guidance messages that ask if continuous redials are to be attempted during call holding. Example: <i>"To continue holding, press 1. Otherwise, press 2".</i>

Other Parameters-Rotary Telephone Service

Specifies how to treat callers who are calling from rotary telephones (unable to input touchtone signals) or who are unable to properly respond to VPS guidance.

To access the proper menu for Rotary Telephone Service, follow the menu path as shown:

System Administration Top Menu-1-5-7-6

Table B-33

Parameter	Value Range (Default)	Description/Function
Rotary Telephone Call Coverage (Day), (Night)	1. G. D. M. 2. Operator Extension (G. D. M.)	Defines how the VPS treats calls received from rotary telephones or calls from callers that are unfamiliar with the VPS operation in the Voice Mail Service. Note: G.D.M. = General Delivery Mailbox.

Other Parameters-Intercom Paging Parameter

Intercom Paging is a PBX feature that makes it possible to page the caller's party through telephone speakers. To utilise this feature, the PBX must have the Intercom Paging feature available and the VPS must be properly programmed. This feature is available for DPT Integration mode only.

To access the proper menu for Intercom Paging Parameter, follow the menu path as shown:

System Administration Top Menu-1-5-7-7

Table B-34

Parameter	Value Range (Default)	Description/Function
Intercom Paging Sequence	Up to 12 digits consisting of 0-9, *, # and special codes (FXW)	Specifies the intercom paging sequence required by the PBX. This can be programmed using up to 12 of the following 8 letters and 12 dial codes. D: Disconnecting F: Flash (Recall) R: Ringback Tone Detection S: Silence Detection T: Dial Tone Detection W: Wait for 1 s X: Pager Dialling A: Answer 1-9, 0, *, #: Dial Digits
Release for Intercom Paging	Up to 12 digits consisting of 0-9, *, # and special codes (FW)	Specifies the intercom paging release code required by the PBX. This can be programmed using up to 12 of the 8 letters and 12 dial digits as specified above.
No Answer Time for Intercom Paging	1-30 s (5)	Specifies the length of time (in seconds) the VPS must wait before concluding Intercom Paging when there is no answer. The VPS will return to the caller if the paged party does not respond before this timer expires.
Announcement Repeat Cycle	1-3 times (1)	Specifies the number of times to announce the intercom page. Example: <i>"I have a call for (mailbox owner's name)".</i>
Intercom Paging Retry	1-10 times (2)	Specifies the number of times to retry paging when the paging destination is busy or if there is no answer. Note: This setting applies only when the subscriber has enabled "Intercom Paging" in Incomplete Call Handling Status.
Paging Code for Group 1-16	Up to 12 digits consisting of 0-9, *, # for each group (None)	Specifies the intercom paging access code required by the PBX.
Paging Code for All Groups		Note: The Intercom Paging Group Number available for each subscriber is determined on a COS-by-COS basis.

Other Parameters-Fax Management

You can program the VPS to automatically forward incoming fax calls to a fax extension. You can specify a maximum of 2 fax extensions as the destination for the Automatic Fax Transfer.

B6 SYSTEM ADMINISTRATION—SYSTEM PARAMETER SETTINGS

If the main fax extension is not available to receive a fax, the VPS will forward the fax transmission to the alternate fax extension.

To access the proper menu for Fax Management, follow the menu path as shown:

System Administration Top Menu-1-5-7-8

Table B-35

Parameter	Value Range (Default)	Description/Function
Automatic Transfer of Incoming Fax Call	1: Disable 2: Enable (Disable)	Enables or disables the Automatic Transfer of Incoming Fax Call Service. Note: Automatic detection works for only the first 30s.
Main Fax Extension No.	2-5 digits (None)	Specifies the main fax extension number.
Alternate Fax Extension No.	2-5 digits (None)	Specifies the alternate fax extension number. When the main fax extension is busy or does not answer within the specified "Fax No Answer Time", the VPS forwards the fax call to the alternate fax extension.
Fax No Answer Time	5-60 s (10)	Specifies the length of time (in seconds) the VPS must wait before taking other action when there is no answer at either fax extension. Note: This timer applies to the fax call that has been transferred to the main or alternate fax extension.
Fax Manager Mailbox No.	2-5 digits (None)	Specifies the Fax Manager Mailbox Number. The VPS will notify the fax manager of the status of fax calls depending upon the settings of the "Fax No Answer Coverage Mode" and "Fax Notification Mode " parameters.
Fax No Answer Coverage Mode	1. No 2. Mbx 3. Ext (No)	If set to "Mbx", the VPS will leave the number of unanswered fax calls in the Fax Manager's mailbox. Example: <i>"The FAX transfer situation is as follows. One attempt was no answer".</i> 1. If set to "Ext", the VPS will call the Fax Manager's extension to specify the number of unanswered fax calls received. 2. If set to "Mbx", the VPS will leave the number of unanswered fax calls in the Fax Manager's mailbox. 3. If set to "No", the VPS will take no action concerning unanswered fax calls.

Table B-35

Parameter	Value Range (Default)	Description/Function
Fax Notification Mode	1. No 2. Mbx 3. Ext (No)	<p>If set to "Mbx", the VPS will leave the number of successfully received fax calls in the Fax Manager's mailbox.</p> <p>Example: <i>"You have 1 FAX message"</i>.</p> <ol style="list-style-type: none"> If set to "Ext", after a fax extension successfully receives a fax call, the VPS will automatically call the Fax Manager's extension and play a voice prompt: <i>"You have 1 FAX message"</i>. The VPS will also leave the total number of received fax calls in the Fax Manager's mailbox. If set to "No", the VPS will not take any action concerning successfully received fax calls.

Other Parameters-Disconnect Parameter

To access the proper menu for Disconnect Parameter, follow the menu path as shown:

System Administration Top Menu-1-5-7-9

Table B-36

Parameter	Value Range (Default)	Description/Function
Maximum Silence Time	5-60 s (10)	Specifies the length of time (in seconds) that the VPS must wait until it disconnects the call when silence is detected.

B7 SYSTEM ADMINISTRATION—HARDWARE SETTINGS

For System Administration (system setup, mailbox setup, and system diagnosis), an RS-232C terminal must be connected to the serial interface of the VPS.

To access the proper menu for Hardware Setting, follow the menu path as shown:

System Administration Top Menu-1-6

B7.1 RS-232C Parameters

To access the proper menu for RS-232C Parameter, follow the menu path as shown:

System Administration Top Menu-1-6-1

Table B-37

Parameter	Value Range (Default)	Description/Function
Baud Rate	1. 300 bps 2. 600 bps 3. 1200 bps 4. 2400 bps 5. 4800 bps 6. 9600 bps 7. 19200 bps 8. 38400 bps (9600)	Specifies the speed at which the data is transferred in bits per second.
Word Bit Length	1. 7 bits 2. 8 bits (8 bits)	Defines the number of bits in each byte or character.
Parity	1. None 2. Odd 3. Even (None)	Specifies the parity to use for error detection.
Stop Bit Length	1. 1 bit 2. 2 bits (1 bit)	Specifies the number of bits used to signify the end of the byte.

B7.2 Port Setting

To access the proper menu for Port Setting, follow the menu path as shown:

System Administration Top Menu-1-6-2

Port Setting Menu

To access the proper menu Port Setting Menu for the selected port, follow the menu path as shown:

System Administration Top Menu-1-6-2-Port No.(1-12)

Table B-38

Parameter	Value Range (Default)	Description/Function
Flash Time	1. 100 ms 2. 300 ms 3. 600 ms 4. 900 ms (100)	Specifies the duration of the flash (recall) signal that the VPS will send to the PBX. See the PBX manual to determine the correct value.
CPC Signal	1. None 2. 6.5 ms 3. 150 ms 4. 300 ms 5. 450 ms 6. 600 ms (6.5)	Specifies the minimum time necessary to detect an interruption in the CPC (Calling Party Control) signal received from the PBX. The VPS is able to determine that the line has been disconnected when it detects an interruption of the CPC signal.
Disconnect Time	1-8 s (2)	Specifies the length of time the line will temporarily be unavailable after a call has ended.
Dial Mode	1. DTMF 2. Pulse 10 pps 3. Pulse 20 pps (DTMF)	Specifies the dial mode for DTMF (touchtone) or Pulse. If Pulse is specified, pulse speed (10/20 pps) must be selected. Note: This setting only affects outward dialling from the VPS. The VPS can only receive DTMF (touchtone) signals.

B7.3 PBX Interface Parameters

Three separate parameters are used to program the VPS for optimal signalling and performance with the PBX.

To access the proper menu for PBX Interface Parameters, follow the menu path as shown:

System Administration Top Menu-1-6-3

Dialing Parameters

These parameters specify how the VPS will initiate and control call transfers, setup outgoing calls, and control message waiting lamps on extensions. The procedure for verifying the correct code sequences for non-Panasonic KX-T series telephone systems is to manually execute the sequences from a single line telephone (SLT) with the PBX.

To access the proper menu for Dialing Parameters, follow the menu path as shown:

System Administration Top Menu-1-6-3-1

Table B-39

Parameter	Value Range (Default)	Description/Function
PBX Type	1. Other Manufacturers 2. KX-T Series 1. T308 2. T616 3. T1232/TA series 4. T96 5. T336 6. TD816 7. TD1232 8. TD500 9. Reserved (Other Manufacturers)	Specifies the type of PBX connected to the VPS. In the case of a Panasonic KX-T series telephone system, the model number should also be specified. Note: The Dialing Parameters are set automatically to each PBX default value after selecting the PBX type except when setting "Other Manufacturers".

Table B-40

PBX Type	Other Manufacturers	KX-T series								
		T308	T616	T1232/TA series	T96	T336	TD816/1232 TD612	TD500		
Integration Mode	None	Inband	Inband	None	Inband	Inband	Inband	*DPT	Inband	*DPT
	Inband			Inband						
Operator Transfer Sequence	FX	FTX	FTX	FTX	FTX	FTX	FTX	FX	FTX	FX

Table B-40

PBX Type	Other Manufacturers	KX-T series								
		T308	T616	T1232/ TA series	T96	T336	TD816/1232 TD612	TD500		
Extension Transfer Sequence	FX	FTX	FTX	FTX	FTX	FTX	FTX	FX	FTX	FX
Alternate Extension Transfer Sequence	FX	FTX	FTX	FTX	FTX	FTX	FTX	FX	FTX	FX
Reconnect Sequence on Busy	FWW	FWW	FWW	FWW	FWW	FWW	FWW	F	FWW	F
Reconnect Sequence on No-Answer	FWW	FWW	FWW	FWW	FWW	FWW	FWW	F	FWW	F
Reconnect Sequence on Refused Call	FWW	FWW	FWW	FWW	FWW	FWW	FWW	F	FWW	F
Light-On Sequence for Message Waiting Lamp	None	N/A	N/A	T701X#	T#91X	T*9X	T701X	—	T701X	—
Light-Off Sequence for Message Waiting Lamp	None	N/A	N/A	T702X#	T#90X	T#9X	T700X	—	T700X	—
Call Waiting Sequence	None	N/A	N/A	2	N/A	N/A	2	2	2	2
Release Sequence for Call Waiting	None	N/A	N/A	F	N/A	N/A	F	F	F	F

* When your KX-TD series telephone system is in DPT Integration mode.

N/A Not available

— Not needed

Note

The UK version KX-T1232 does not support Inband Integration.

Table B-41

Parameter	Value Range (Default)	Description/Function
Integration Mode	1. None 2. Inband 3. DPT (None)	Specifies the method of integrating the VPS with the PBX. 1. None—Both PBX and VPS work independently, without accessing information concerning the status of the other. 2. Inband—The PBX sends touchtone codes to the VPS to indicate the state of the call (busy, answered, disconnect, etc.). Inband Integration improves the VPS performance because call state recognition is faster than with standard call progress tone detection. The PBX code for each call state must be set in the Inband Signaling Parameters. If PBX type is set to a KX-T series telephone system, the Inband Signaling Parameters will automatically default to the proper codes. This is available with any of the following Panasonic KX-T series telephone systems: TA series, T96, T336, TD816, TD1232, TD612 and TD500. 3. DPT—The VPS communicates with the PBX via the DPT interface. This is available with any of the following Panasonic KX-TD series telephone systems: TD816, TD1232, TD612 and TD500.

To program the following 10 Parameters in the next table, use the Special Commands and Dial Codes listed below. You can set up to 12 digits for each parameter.

- D: Disconnecting
- F: Flash (Recall)
- R: Ringback Tone Detection
- S: Silence Detection
- T: Dial Tone Detection
- W: Wait for 1 s
- X: Extension dialling
- A: Answer
- 1-9, 0, *, #: Dial Codes

Table B-42

Parameter	Value Range (Default)	Description/Function
Operator Transfer Sequence	(FX)	The VPS performs this sequence when transferring calls to the operator's extension.
Extension Transfer Sequence	(FX)	The VPS performs this sequence when transferring calls to any extension except the operator's.

Table B-42

Parameter	Value Range (Default)	Description/Function
Alternate Extension Transfer Sequence	(FX)	The VPS performs this sequence when transferring calls to extensions in the Alternate Extension Group.
Reconnect Sequence on Busy	(FWW)	If an extension is busy, this sequence allows the VPS to reconnect to the caller.
Reconnect Sequence on No Answer	(FWW)	If the extension does not answer, this sequence allows the VPS to reconnect with the caller.
Reconnect Sequence on Refuse Call	(FWW)	The VPS performs this sequence to retrieve a call placed on hold after the extension (in the Call Screening mode) has refused to accept it.
Light-On Sequence for Message Waiting Lamp	(None)	This is the dialling sequence that the VPS must perform to enable the Message Waiting Lamp at an extension.
Light-Off Sequence for Message Waiting Lamp	(None)	This is the dialling sequence that the VPS must perform to disable the Message Waiting Lamp at an extension.
Call Waiting Sequence	(None)	The VPS carries out this sequence when performing call waiting if the extension being called is busy.
Release Sequence for Call Waiting	(None)	The VPS performs this sequence to release call waiting.

Inband Signaling Parameters

Use these parameters if the PBX sends touchtones to the VPS to indicate the state of a call (busy, answered, disconnected, etc.). The integration mode must be set to "Inband". If PBX type is set to a KX-T series telephone system, the Inband Signaling parameters will automatically default to the proper codes.

To access the proper menu for Inband Signaling Parameters, follow the menu path as shown:

System Administration Top Menu-1-6-3-2

The following parameters can be programmed using "0-9", "×", "#", and "A-D".

Table B-43

Parameter	Value Range (Default)	Description/Function
Ringback	(1)	Indicates "Ringback Tone". Sent to the VPS when the extension dialled is ringing.
Busy	(2)	Indicates "Busy Tone". Sent to the VPS when the extension dialled is busy.
Reorder	(3)	Indicates "Reorder Tone". Sent to the VPS when an invalid extension number is dialled or when inadvertently connected to another VPS.
DND	(4)	Indicates "Do Not Disturb Tone". Sent to the VPS if the dialled extension has the Do Not Disturb feature enabled.
Answer	(5)	Sent to the VPS when the called extension answers the call.
Forward to VM Ringing	(6)	Sent to the VPS if the called extension is forwarded to a voice mail port and that voice mail port is available to accept the call.
Forward to VM Busy	(7)	Sent to the VPS if the called extension is forwarded to a voice mail port and that voice mail port is not available to accept the call.
Forward to Other Extension	(8)	Sent to the VPS if the called extension is forwarded to another, non-Voice Mail extension.
Confirmation	(9)	Sent to the VPS when it successfully dialled a Message Waiting Lamp On or Message Waiting Lamp Off Code.
Disconnect	(#9)	Sent to the VPS when the other party goes "on-hook".

Note

Default values in the above table vary depending on the settings of "PBX type" and "Inband Integration" (PBX Interface Parameters).

Table B-44

Parameter	Other Manufacturers	KX-T series						
		T308	T616	T1232/TA series	T96	T336	TD816/1232 TD612	TD500
Ringback	N/A	N/A	N/A	1	A1	A1	1	1
Busy	N/A	N/A	N/A	2	B1	B1	2	2
Reorder	N/A	N/A	N/A	3	B2	B2	3	3
DND	N/A	N/A	N/A	4	B3	B3	4	4
Answer	N/A	N/A	N/A	5	A2	A2	5	5
Forward to VM Ringing	N/A	N/A	N/A	6	C1	C1	6	6

Table B-44

Parameter	Other Manufacturers	KX-T series						
		T308	T616	T1232/ TA series	T96	T336	TD816/ 1232 TD612	TD500
Forward to VM Busy	N/A	N/A	N/A	7	C2	C2	7	7
Forward to Other Extension	N/A	N/A	N/A	8	C3	C3	8	8
Confirmation	N/A	N/A	N/A	9	D1	D1	9	9
Disconnect	N/A	N/A	N/A	#9	DD	DD	#9	#9

N/A: Not available

Note

The UK version KX-T1232 does not support Inband Integration.

Digit Translation Table Parameters

Use the Digit Translation Table to translate the Follow On ID Signal from the PBX into the proper codes for the VPS. This translation table is only effective for the incoming signal.

To access the proper menu for Digit Translation Table Parameters, follow the menu path as shown:

System Administration Top Menu-1-6-3-3

Digit Translation Table Parameters-Inter-Digit Timeout

To access the proper menu for Inter-Digit Timeout, follow the menu path as shown:

System Administration Top Menu-1-6-3-3-1

Table B-45

Parameter	Value Range (Default)	Description/Function
Inter-Digit Timeout	1-4 s (1)	Defines the incoming signal interval (Follow on ID). The Digit Translation Table will translate signals received within the specified time period.

Digit Translation Table Parameters-Input/Output

To access the proper menu for Input/Output, follow the menu path as shown:

System Administration Top Menu-1-6-3-3-2

Table B-46

Parameter		Value Range (Default)	Description/Function
Table 1-8	Input digit	Up to 8 digits consisting of 0-9, *, #, A-D (None)	Do not assign more than 1 code to an incoming signal. If this occurs, the system will take the first assignment.
	Output digit		

VPS Port Parameters

These parameters specify the extension numbers of VPS ports.

To access the proper menu for VPS Port Parameters, follow the menu path as shown:

System Administration Top Menu-1-6-3-4

Table B-47

Parameter	Value Range (Default)	Description/Function
Extension No. of the VPS port 1-12	2-4 digits (None)	Specifies the extension number of each VPS port. Note: Extension numbers of the VPS ports will automatically be assigned when: (1) Auto Configuration is executed, or (2) PBX type has been changed.

Appendix C
SYSTEM MANAGER'S GUIDE

C1 ACCESSING THE SYSTEM MANAGER'S MAILBOX

The System Manager's Mailbox must be accessed before performing any System Manager task. To access the System Manager's Mailbox, three items of information must be known: the telephone number answered by Voice Mail Service, the System Manager's Mailbox Number and the Password for that mailbox (if assigned). The System Manager's Mailbox Number is 99, 999 (default), 9999, or 99999 depending upon the mailbox number length specified in System Programming. The System Manager's password is assigned through the System Manager's Service.

To Access the System Manager's Mailbox

1. **Dial** an **Extension Number** providing Voice Mail Service. Or **Dial** any **VPS Extension Number** and **Press [#] [6]** (Service Access Command).

*Please enter the person's mailbox number.
To enter by name, press [#] and [1].
If you are using a rotary telephone, stay on the line.
To call the operator, press [0].*

2. **Press [*]**, then **Type** the **System Manager's Mailbox Number** (99, 999, 9999 or 99999).

Enter your password, followed by [#].

3. **Type** the **Password** followed by [#]. The Main Menu of System Manager's Service will be played:

*You have (number) new message(s).
To receive the message, press [1].
To deliver a message, press [2].
To customise your mailbox, press [3].
To check the mailbox distribution, press [4].
For a system report, press [5].
For other features, press [6].
To end this call, press [*].*

C2 SETTING UP MAILBOXES

The System Manager's primary function is to create mailboxes for new subscribers and to maintain system organisation by deleting unneeded passwords and mailboxes.

Note

While the System Administrator programmes via a personal computer, the System Manager cannot set up mailboxes. The VPS plays "Sorry, this function is not available".

Creating and Editing a Mailbox

The System Manager can both create and edit Subscriber Mailboxes by following the steps below.

At any step, when editing an assigned mailbox's parameters, change current settings by **Pressing [1]**. To leave the current setting unchanged, **Press [2]**.

When creating a new mailbox, the following parameters can be set:

- *Mailbox Number*
- *Subscriber's Name—recorded by the subscriber.*
- *Extension Number*
- *Initial 3 or 4 Letters of the Subscriber's Last Name—Enter only the first 3 or 4 letters of the owner's last name.*
- *Class of Service Number—Enter any COS number (1-62).*
- *Interview Mailbox Number—Interview Mailbox Numbers must be different from Subscriber Mailbox Numbers*
- *All Calls Transfer Mailbox*

Follow the steps listed below to create, edit or delete any mailbox parameter.

1. **Log in** to the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [1]** for Mailbox Setup.
4. **Press [1]** to Assign or Edit.
5. **Type the mailbox number.**
6. **Press [2]** to accept the entry.
7. As each parameter plays:

- a) **Press [1]** to enter the new parameter or **[2]** to leave the parameter unchanged.
 - b) Enter the parameter.
 - c) Confirm the new parameter is correct and **Press [2]** to accept it.
8. The All Calls Transfer to Mailbox parameter is the last parameter to be entered. When this entry is completed, the prompt at Step 4 will appear. Continue assigning or editing other mailboxes by repeating Steps 5-7.
 9. To return to the Main Menu, **Press [✕]** twice.

Deleting a Mailbox

The System Manager must delete the mailboxes that are no longer needed. When another person accesses the VPS, the action is automatically cancelled.

1. **Log in** the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [1]** for Mailbox Setup.
4. **Press [2]** for Delete.
5. **Type the mailbox number.**
6. **Press [1]** to delete the mailbox.

Deleting a Mailbox Password

When a password is forgotten, the System Manager must delete the password before it can be reassigned by the subscriber.

1. **Log in** the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [1]** for the Mailbox Setup.
4. **Press [3]** for Password Reset.
5. **Type the mailbox number.**

6. **Press [1]** to delete the password.

C3 SETTING COS (CLASS OF SERVICE) PARAMETERS

Class of Service defines the set of VPS services available to mailbox owners. A maximum of 64 Class of Services can be established. Each Class of Service can be set using the telephone. COS No.63 and No.64 are assigned to the Message Manager and the System Manager respectively.

For a complete explanation of COS parameters, please see Table B-7 and Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS.

Follow the steps detailed below to set the following Class of Service parameters:

- ¹ *Personal Greeting Length*—Length ranges from 8-60 s in increments of 4 s.
- *New Message Retention Time*—Maximum time is 30 days.
- *Saved Message Retention Time*—Up to 30 days/0: Unlimited.
- *Message Length*—Length ranges from 1-6 min/0: Unlimited.
- *Number of Messages*—The number of messages range from 5-100.
- *Total Message Time*—Total message time ranges from 5-100 min/0: Unlimited.
- *Message Retrieval Order*—Settings are LIFO (Last In First Out) or FIFO (First In First Out).
- *Message Scanning with Information*—Settings are enable or disable.
- ¹ *Play System Prompt after Personal Greeting*—Settings are enable or disable.
- ¹ *Call Waiting on Busy*—Settings are enable or disable.
- ¹ *Message Cancel for Live Call Screening*—Settings are enable or disable.
- ¹ *Direct Mailbox Access*—Settings are enable or disable.
- ¹ *Intercom Paging Group Number*—1-17
- *Subscriber Service Prompt Mode*
 1. System Prompt
 2. User 1 Prompt
 3. User 2 Prompt
- ² *Remote Call Forward to CO*—Settings are enable or disable.
- *Delete Message Confirmation*—Settings are enable or disable.
- ¹ *Number of Caller IDs for Personal Caller Name Announcement*—0-30
- ¹ *Play Personal Greeting for Caller ID*—Settings are enable or disable
- ¹ *Caller ID Screening*—Settings are enable or disable
- ² *Message Notification*—Settings are enable or disable
- ¹ *External Message Delivery*—Settings are enable or disable
- ¹ *Auto Forwarding*—Settings are enable or disable

¹ Not available for COS No.63 (Message Manager) and COS No.64 (System Manager)

² Not available for COS No.64 (System Manager)

Note

While the System Administrator programmes via a personal computer, the System Manager cannot set COS parameters. The VPS plays "Sorry, this function is not available".

1. **Log in** the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [2]** to set Class of Service.
4. **Type the Class of Service Number (1-64).**

Personal Greeting Length

5.
 - a) The current setting plays. **Press [1]** to change the current length.
 - b) **Type the Personal Greeting length (8-60 s).**
Note
The value goes up in increments of 4 s.
 - c) Confirm the entry is correct and **Press [2]** to accept it.

New Message Retention Time

6.
 - a) The current setting plays. **Press [1]** to change the current time.
 - b) **Type the retention time (up to 30 days).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Saved Message Retention Time

7.
 - a) The current setting plays. **Press [1]** to change the current time.
 - b) **Type the retention time (up to 30 days or 0: unlimited).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Message Length

8.
 - a) The current setting plays. **Press [1]** to change the current length.
 - b) **Type the message length (1-6 min or 0: unlimited).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Number of Messages

9.
 - a) The current setting plays. **Press [1]** to change the current number.
 - b) **Type the number of messages (5-100).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Total Message Time

10.
 - a) The current setting plays. **Press [1]** to change the current time.
 - b) **Type the total message time (5-100 min or 0: unlimited).**
 - c) Confirm the entry is correct and **Press [2]** to accept it.

Message Retrieval Order

11.
 - a) The current setting plays. **Press [1]** to change the current order (LIFO or FIFO).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Message Scanning with Information

12.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Play System Prompt after Personal Greeting

13.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Call Waiting on Busy

14.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Message Cancel for Live Call Screening

15.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Direct Mailbox Access

16. a) The current setting plays. **Press [1]** to change the setting (enable or disable).
- b) Confirm the entry is correct and **Press [2]** to accept it.

Intercom Paging Group Number

17. a) The current setting plays. **Press [1]** to change the current number.
- b) **Type the group number (1-17).**
- c) Confirm the entry is correct and **Press [2]** to accept it.

Note

If set to "17 (Group 17)", the Intercom Paging feature is activated for all groups (1-16).

Subscriber Service Prompt Mode

18. a) The current setting plays. **Press [1], [2], or [3]** to change the desired mode.
 - [1] System Prompt
 - [2] User 1 Prompt
 - [3] User 2 Prompt
- b) Confirm the entry is correct and **Press [4]** to accept it.

Remote Call Forward to CO

19. a) The current setting plays. **Press [1]** to change the setting (enable or disable).
- b) Confirm the entry is correct and **Press [2]** to accept it.

Delete Message Confirmation

20. a) The current setting plays. **Press [1]** to change the setting (enable or disable).
- b) Confirm the entry is correct and **Press [2]** to accept it.

Number of Caller IDs for Personal Caller Name Announcement

21. a) The current setting plays. **Press [1]** to change the current number.
- b) **Type the number of Caller IDs (0-30).**
- c) Confirm the entry is correct and **Press [2]** to accept it.

Play Personal Greeting for Caller ID

22.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Caller ID Screening

23.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable).
 - b) Confirm the entry is correct and **Press [2]** to accept it.

Message Notification

24.
 - a) The current setting plays. **Press [1]** to change the setting (enable or disable). If the Message Notification is enabled, go to Step 24b below.
 - b) **Press [1], [2], [3], [4], or [5]** to choose the desired Beeper Callback Number Entry Mode.
 - [1] *Caller Select Mode*
 - [2] *Without message mode*
 - [3] *Before message recording mode*
 - [4] *After message recording mode*
 - [5] *Disable All Entry Mode (Caller cannot access beeper [pager])*
 - c) Confirm the entry is correct and **Press [6]** to accept it.
 - d) The current setting of MWL Notification for Unreceived Message plays. **Press [1]** to change the setting (enable or disable).
 - e) Confirm the entry is correct and **Press [2]** to accept it.
 - f) The current setting of Device Notification for Unreceived Message plays. **Press [1]** to change the setting (enable or disable).
 - g) Confirm the entry is correct and **Press [2]** to accept it. Return to Step 24a above.

External Message Delivery

25. a) The current setting plays. **Press [1]** to change the setting (enable or disable). If the External Message Delivery is enabled, set the prompt mode for receiving External Delivery Messages (go to Step 25b below).
- b) The current prompt mode plays. **Press [1], [2], [3], or [4]** to choose the desired mode.
- [1] System Prompt
 - [2] User 1 Prompt
 - [3] User 2 Prompt
 - [4] Selective Prompt
- c) Confirm the entry is correct and **Press [5]** to accept it. Return to Step 25a above.

Auto Forwarding

26. a) The current setting plays. **Press [1]** to change the setting (enable or disable). If Auto Forwarding is enabled, go to Step 26b below.
- b) The current forwarding destination mailbox number plays. **Press [1]** to change the mailbox number.
- c) **Type the mailbox number.**
- d) Confirm the entry is correct and **Press [2]** to accept it.
- e) The current delay time is played. **Press [1]** to change the setting. The delay time is the period of time that the VPS must wait before forwarding messages. For example, enter 115# to set the delay time to 1 h 15 min; 30# to set 30 min.
- f) Confirm the entry is correct and **Press [2]** to accept it.
- g) The current forwarding mode is played. **Press [1]** to change the setting (copy or move).
- h) Confirm the entry is correct and **Press [2]** to accept it. Return to Step 26a above.

C4 SETTING THE SYSTEM CLOCK

The system clock can be set directly from the telephone. It is important to set the exact time because Message Waiting Notification, External Message Delivery, redialling and rescheduling of External Message Delivery, and Automatic Message Deletion are all scheduled using this setting. The System Administrator and Message Manager are also able to set the clock.

The system automatically adjusts the time as appropriate when daylight saving time begins and ends.

Note

The System Manager cannot set the system clock while:

- *the System Administrator programmes via a personal computer,*
- *the Message Manager sets the system clock, records the Voice Labels and System Caller Names, and customises the Message Manager's Mailbox.*

"The VPS plays Sorry, this function is not available".

1. Log in the Main Menu.
2. Press [6] for Other Features.
3. Press [3] to set the time and date.
4. Press [1] to change the current time.
5. Type the **current time** and Press [#].

Note

Press [0] for help. "For example, to enter 5 o'clock, press 5 and # or to enter 5:15, press 5, 1, 5, and #".

6. Press [1] for **AM** or [2] for **PM**.

Note

This selection is not available if "24-h" is selected in "Position of 'AM/PM' in Time Stamp" in Table B-26 in B6.5 Prompt Setting.

7. Press [2] to accept the time.
8. Press [1] to change the current date.
9. Type the **current month** and Press [#].

Note

Press [0] for help. "For example, to enter January, press 1 and #".

10. Type the day and **Press [#]**.

11. Type the **last 2 digits of the year** and **Press [#]**.

12. Press [2] to accept the date.

C5 CHANGING THE SERVICE MODE SETTING

The VPS automatically activates the appropriate call handling method according to the Time Service setting (Day, Night, Lunch, and Break Services) for each Time Group 1-8; however, the System Manager or System Administrator can change the current call handling method by assigning a specific Service Mode to the desired Time Group.

Once the Service Mode has been changed, it is retained unless the System Manager or System Administrator changes it again, even after the power is cut and restored.

Note

While the System Administrator programmes via a personal computer, the System Manager cannot change the Service Mode setting. The VPS plays "Sorry, this function is not available".

Assigning the Service Mode

There are 6 Service Modes available:

- *Automatic Mode: Operates according to the setting in Time Service (default)*
- *Manual Day Mode: Operates only in Day Mode*
- *Manual Night Mode: Operates only in Night Mode*
- *Manual Lunch Mode: Operates only in Lunch Mode*
- *Manual Break Mode: Operates only in Break Mode*
- *PBX Control Mode: Operation changes depending on PBX time period (available only with DPT Integration)*

In the Automatic Mode, services have this order of priority:

Holiday Service > Caller ID Call Routing > Trunk Service > Port Service
(Holiday service has the highest priority.)

In the Manual Modes (Day, Night, Lunch, or Break), Holiday Service is disregarded:

Caller ID Call Routing > Trunk Service > Port Service
(Holiday Service is disregarded.)

When a call is received through a PBX in the PBX Control Mode, the VPS obtains the Time Service (Day, Night, Lunch or Break) setting from the PBX and operates accordingly.

When the Integration Mode is other than DPT Integration and the PBX Control Mode is selected, the VPS will operate in the Automatic Mode.

Depending on the model and/or the software version of the connected PBX, the PBX Control Mode may not function properly. For more information, consult your dealer.

Follow the steps below to assign a Service Mode to each Time Group 1-8.

1. **Log in** in the main menu.
2. **Press [6]** for other features.

3. **Press [4]** to change Service Mode setting.
4. **Type the Time Group number (1-8).**
5. The VPS plays the current setting. **Press [1]** to change the setting.
6. **Press [1], [2], [3], [4], [5], or [6]** to choose the desired Service Mode entry.
 - *[1] Automatic Mode: Operates according to the setting in Time Service (default)*
 - *[2] Manual Day Mode: Operates only in Day Mode*
 - *[3] Manual Night Mode: Operates only in Night Mode*
 - *[4] Manual Lunch Mode: Operates only in the Lunch Mode*
 - *[5] Manual Break Mode: Operates only in the Break Mode*
 - *[6] PBX Control Mode: Operation changes depending on PBX time period*
7. Confirm the entry is correct and **Press [2]** to accept it.

C6 CHANGING THE COMPANY GREETING SETTING

Company Greeting greets all incoming callers. The System Manager or System Administrator can choose the appropriate company greeting to each individual Time Service period (Day, Night, Lunch, and Break) for each port and trunk (outside line) group. The default is set at the System Greeting prior to factory shipment.

Note

While the System Administrator programmes via a personal computer, the System Manager cannot change the Company Greeting setting. The VPS plays "Sorry, this function is not available".

1. **Log in** in the Main Menu.
2. **Press [6]** for Other Features.
3. **Press [5]** to change Company Greeting setting.
4. **Press [1]** to change the port setting, **or [2]** to change the trunk service setting.
5. **Type 1-12** (port number) **or 1-48** (trunk group number).
6. **Press [1], [2], [3], or [4]** to choose the desired Time Service period entry.
 - [1] Day Time service
 - [2] Night Time service
 - [3] Lunch Time service
 - [4] Break Time service
7. The current setting plays. **Press [1]** to change the setting.
8. **Press [1], [2], or [3]** to choose the desired setting entry.
 - [1] To change Company Greeting number
 - [2] To set System Greeting—**Go to Step 10**
 - [3] To disable—**Go to Step 10**
9. **Type** the Company Greeting number **1-32**.
10. Confirm the entry is correct and **Press [2]** to accept it.

C7 CHECKING SYSTEM USAGE (SYSTEM REPORTS)

The System Manager can generate 8 System Reports to help monitor the VPS operating status. The reports are sent from the RS-232C port to either a printer or a terminal. (The System Administrator is also able to output System Reports.)

Obtaining System Reports

1. **Log in** in the Main Menu.
2. **Press [5]** for the System Report Menu.
3. **Press [1], [2], [3], [4], [5], [6], [7], or [8]** to generate the desired report.

- [1] System Service Report
- [2] Disk Usage Report
- [3] Port Usage Report
- [4] Mailbox Usage Report
- [5] Mailbox Parameter Report
- [6] Call Account Report
- [7] Class of Service Parameter Report
- [8] Fax Call Report

Note

The Mailbox Parameter Report is displayed as "Mailbox Assignments". The Class of Service Parameter Report is displayed as "COS Assignments".

4. For Disk Usage Report, Port Usage Report, Mailbox Usage Report or Fax Call Report, **Press [1]**. To generate the Mailbox Usage Report, **Go to Step 5**.
5. Mailbox Usage Report—**Type** the **mailbox number** of the start of the range.

Note

If a [#] is entered in place of each digit of the mailbox numbers (e.g., # # # for 3-digit mailbox numbers), reports for all mailboxes will be printed and the System Report Menu will appear. In this case, Step 6 can be skipped.

6. **Press [1]** to specify the mailbox range and **Type** the **mailbox number** of the end of the range, or **Press [2]** to obtain all mailbox usage counts. This mailbox number is the end of the mailbox range. The mailbox number entered in Step 5 is the start of the range. For example, to specify the mailbox range 201 through 309, enter 201 in Step 5 and 309 in Step 6.

Note

While the System Administrator programmes via a personal computer, a System

Report will not be generated. The System Report starts to be generated after the System Administrator has completed programming and system prompt [>] is displayed on the personal computer.

Clearing the Reports

The Port Usage, Disk Usage, Mailbox Usage, and Fax Call Reports can be cleared.

1. **Log in** the Main Menu.
2. **Press [5]** for the System Report Menu.
3. **Press [2]** to clear the Disk Usage Reports, **[3]** to clear the Port Usage Reports, **[4]** to clear the Mailbox Usage Reports, or **[8]** to clear the Fax Call Report.
4. **Press [2]** to clear the report. To clear the Mailbox Usage Reports, **Go to Step 5**.
5. **Type** the **mailbox number** of the start of the range.

Note

If a [#] is entered in place of each digit of the mailbox numbers (e.g., # # # for 3-digit mailbox numbers), reports for all mailboxes will be cleared and the System Report Menu will appear. In this case, Step 6 can be skipped.

6. **Press [1]** to specify the mailbox range, and **Type** the **mailbox number** of the end of the range. **Press [2]** to clear all Mailbox Usage Reports.

C8 DELIVERING MESSAGES

The System Manager can deliver the same message to all or specified subscribers' mailboxes. When delivering a message to specified mailboxes, he can check the distribution status of each message.

Delivering Messages to All Mailboxes (Broadcasting Messages)

The Broadcasting Messages feature allows the System Manager to deliver the same message to all subscribers at the same time. The message to broadcast is recorded in the System Manager's mailbox. This feature is useful when informing subscribers about the current VPS status such as remaining hard disk capacity, requesting that unnecessary messages be erased, etc.

1. **Log in** the Main Menu.
2. **Press [2]** to deliver a message.
3. **Press [1]** to record a broadcast message.
4. Record a broadcast message and **Press [1]**.
5. **Press [2]** to accept the message recorded.

Delivering Messages to Specified Mailboxes

Use this feature to deliver the same message to one or more subscriber mailboxes by specifying their numbers.

1. **Log in** the Main Menu.
2. **Press [2]** to deliver a message.
3. **Press [2]** to deliver a message.
4. **Type** the **mailbox number** of the intended recipient.

Note

Enter by name by Pressing [#] [1] first.

Use a System Group Distribution List by specifying its number.

5. **Press [2]** to accept the number if it is correct.

Note

Press [2] to add mailbox numbers. Press [3] to review the mailing list. Press [] to cancel message transfer.*

6. Press [1] to record a message.
7. Record the **message** at the tone and Press [1].
8. Press [2] to accept the entry.
9. Press [1] to specify the delivery time and the private status.

Note

Press [2] to send the message immediately and return to the Main Menu.

10. Press [1] to specify the delivery time.
11. Type the **time** and Press [#].
12. Press [1] for **AM** or [2] for **PM**.

Note

This selection is not available if "24-h" is selected in "Position of 'AM/PM' in Time Stamp" in Table B-26 in B6.5 Prompt Setting.

13. Type the **date (month and day)** and Press [#].
14. Press [2] to accept the entry.
15. Press [1] to make this message private; otherwise, Press [2].

Checking Mailbox Distribution

Use this feature to check if messages have been delivered to recipients.

1. Log in the Main Menu.
2. Press [4] to check distribution status.
3. Press [3] to cancel the message or delete verification.

Note

Press [1] to listen to messages. Press [1] twice to check the previous message. Press [2] to check the next message.

4. Press [1] to delete verification of this message, or [2] to cancel message delivery.

C9 CUSTOMISING THE SYSTEM MANAGER'S MAILBOX

In order to ensure system security, establish a password consisting of up to 10 numeric characters. Anyone requesting access to the System Manager's service will be required to enter this password before proceeding.

Note

While the System Administrator programmes via a personal computer, the System Manager cannot access this service. The VPS plays "Sorry, this function is not available".

1. **Log in** the Main Menu.
2. **Press [3]** to customise the mailbox.
3. The VPS plays the current password setting. **Press [1]** to change the mailbox password. If a password has not yet been assigned, go to Step 4. **Press [2]** to accept the current setting.
4. **Type the password** and **Press [#]**.

Note

If a password is not needed, Press [#]. It is recommended that the password be set to maintain security.

5. The VPS plays the current password setting. **Press [2]** to accept it.

C10 LISTENING TO SYSTEM MANAGER MESSAGES

1. **Log in** the Main Menu.
2. The VPS plays the number of new messages. **Press [1]** to listen to the messages.
3. The VPS plays each message, identifying the sender and indicating when the message was recorded. **Press [0]** to listen to the entire menu.
 - *[1] Repeat this message*
 - *[1] [1] Replay the Previous Message*
 - *[2] Play the Next Message*
 - *[3] ([1]) Erase this Message*
 - *[4] Reply*
 - *[5] Rewind*
 - *[6] Fast Forward*
 - *[7] Transfer*
 - *[8] Message Scan*

Appendix D
MESSAGE MANAGER'S GUIDE

D1 ACCESSING THE MESSAGE MANAGER'S MAILBOX

The Message Manager's Mailbox must be accessed before performing any Message Manager task. To access the Message Manager's mailbox, three items of information must be known: the telephone number answered by Voice Mail Service, the Message Manager's Mailbox Number, and the Message Manager's Password (if assigned). The Message Manager's Mailbox Number is 98, 998 (default), 9998, or 99998 depending upon the mailbox number length specified in System Programming. The Message Manager's password is assigned through the Message Manager's Service.

To Access the Message Manager's Mailbox

1. **Dial** an **Extension Number** providing Voice Mail Service. Or **Dial** any **VPS Extension Number** and **Press [#] [6]** (Service Access Command).

*Please enter the person's mailbox number.
To enter by name, press [#] and [1].
If you are using a rotary telephone, stay on the line.
To call the operator, press [0].*

2. **Press [*]**, then enter the **Message Manager's Mailbox Number** 98, 998, 9998 or 99998.

Enter your password, followed by [#].

3. **Type** the **Password** followed by [#]. The Main Menu of Message Manager's Service will be played.

*You have (number) new message(s).
To transfer General Delivery Mailbox messages, press [1].
To set up message waiting notification, press [2].
To customise your mailbox, press [3].
To set the clock, press [4].
To modify message, press [5].
To set station call forwarding, press [6].
To end this call, press [*].*

D2 MANAGING THE GENERAL DELIVERY MAILBOX

One of the Message Manager's functions is to check the General Delivery Mailbox for messages and transfer them to the appropriate mailbox or mailboxes (System Group Distribution Lists may be used). This can be done at any time using the telephone.

Listening to Messages

The Message Manager can monitor the status of the General Delivery Mailbox through his mailbox. He can listen to the messages stored in the General Delivery Mailbox and, if necessary, transfer them to their intended recipients.

1. **Log in** the Main Menu.
2. The VPS plays the number of new messages. **Press [1]** to listen to the messages.
3. The VPS plays each message, identifying the sender and indicating when the message was recorded. **Press [0]** to listen to the entire menu.
 - *[1] Repeat this Message*
 - *[1] [1] Replay the Previous Message*
 - *[2] Play the Next Message*
 - *[3] ([1]) Erase this Message*
 - *[4] Reply*
 - *[5] Rewind*
 - *[6] Fast Forward*
 - *[7] Transfer*
 - *[8] Message Scan*

Transferring Messages

Messages left in the General Delivery Mailbox must be transferred to their intended recipients with voice comments attached when necessary. When a message has been transferred, we recommend that the original be deleted from the General Delivery Mailbox.

1. **Log in** the Main Menu.
2. **Press [1]** to transfer messages from the General Delivery Mailbox.
3. The VPS plays the first (next/last) message. **Press [7]** to transfer the message.
4. **Type the destination mailbox number.**

5. **Press [2]** to accept the number.

6. **Press [2]** to transfer with comment.

Note

Press [1] to transfer messages without comment. Press [3] to add a mailbox number. Press [4] to review the Mailing List.

7. **Record the comments** and **Press [1]**.

8. **Press [2]** to accept the comments entered.

D3 SETTING UP MESSAGE WAITING NOTIFICATION

The VPS can notify the Message Manager when unplayed messages are waiting in his mailbox. Two types of Message Waiting Notification are available: Notification by Message Waiting Lamp and Notification by Calling.

Setting Message Waiting Lamp Status

The VPS illuminates the message waiting lamp on the extension when a new message is recorded in the Message Manager's Mailbox.

Note

The extension assigned for Operator 1 in the Day Mode is the Message Manager's extension. However, its default extension number (0) cannot be used with the Message Waiting Lamp feature. When using this feature, you must assign the extension number that is included in the Extension Numbering Plan.

1. **Log in** the Main Menu.
2. **Press [2]** to set Message Waiting Notification
3. **Press [1]** to change the Message Waiting Lamp Notification Status.
4. **Press [1]** to change the Message Waiting Lamp Notification Status, or **[2]** to accept it.

Setting Notification by Calling Status

The VPS calls the preset telephone or beeper (pager) when a new message is recorded in the Message Manager's Mailbox. Set the following parameters as appropriate.

Setting Device Status

For each device, the notification is enabled or disabled according to a preset schedule. The Message Manager cannot **enable** a device according to a schedule. The System Administrator must accomplish this task (see "Time Frame 1, 2" in Table B-5 in B2 SYSTEM ADMINISTRATION—MAILBOXES).

1. **Log in** the Main Menu.
2. **Press [2]** to set Message Waiting Notification.
3. **Press [2]** to change the Device Status.
4. **Type the device number (1-3).**

Note

If a telephone number has not been assigned to the selected device number, you cannot set the device status. See "Assigning Notification Numbers" to assign a telephone number.

5. Press [1], [2], or [3] to select the device status.
 - [1] Schedule (enabled on the schedule)
 - [2] Continuously (enabled whole day)
 - [3] Not Use (disabled whole day)

Assigning Notification Numbers

Up to 3 telephone or beeper (pager) numbers can be set for message notification. Use the number keys 0 to 9, the tone/pulse switch, and the Beeper Callback Number Display Entry Code [X] to make these assignments.

When the Beeper Callback No. Entry Code is added at the end of a beeper (pager) number, the VPS will ask the caller to enter the callback number that will display on the beeper (pager). System Programming determines if the Callback Number Entry is to be entered before, after, or without the message.

It is also possible to have the caller select whether or not to enter a callback number. The System Manager must authorise the use of the Beeper Callback No. Entry Code.

1. **Log in** in the Main Menu.
2. Press [2] to set Message Waiting Notification
3. Press [3] to assign Telephone Number.
4. Press [1] to change the first telephone number, [2] to change the second telephone number, or [3] to change the third telephone number.
5. Press [1] to set the telephone number.
6. **Type the telephone number.**
7. Press [2] to accept the entry.
 - [1] Change the telephone number
 - [2] Accept
 - [3] Review
 - [4] Add more digits
 - [5] Insert a pause
 - [6] Set dial mode

- *[7] Insert a wait for dial tone*
- *[8] Insert a beeper (pager) display command*

8. Press [1] to be notified by telephone or **[2]** by a beeper (pager).

D4 CUSTOMISING THE MESSAGE MANAGER'S MAILBOX

The Message Manager is able to customise the Message Manager's mailbox by specifying: (1) the password; (2) the extension numbers of Operator 1, 2, and 3; or (3) Telephone numbers 1 and 2 as the call forwarding destinations when Remote Call Forwarding is set to an outside (CO) line.

Note

While the System Administrator programmes via a personal computer, the Message Manager cannot access this service. The VPS plays "Sorry, this function is not available".

Message Manager's Password

The Message Manager can specify the password at any time using the telephone. The password contains up to 10 numeric characters. It must be entered to execute the message management operation.

Operator's Extensions

When callers require help, they can **Press [0]** on their telephone keypad to be transferred to an operator extension. In each Day, Night, Lunch, and Break Modes, up to 3 operators (Operator 1, 2, 3) can be specified. The extension number assigned for Operator 1 in the Day Mode will be for the Message Manager.

Telephone Numbers 1 and 2 for Remote Call Forward to CO

The customisation of the Message Manager's mailbox only allows you to assign Telephone number 1 and/or 2; to enable call forwarding to the telephone number assigned by following the steps below, follow the instructions in D7 REMOTE CALL FORWARDING SET.

If you should change the telephone number after you have enabled call forwarding to an outside (CO) line, you must go back to D7 REMOTE CALL FORWARDING SET to reset the call forwarding setting; otherwise, you will be transferring calls to the old telephone number unknowingly.

1. **Log in** the Main Menu.
2. **Press [3]** to customise Mailbox.
3. The VPS plays the current password setting. **Press [1]** to change the password. If a password has not yet been assigned, go to Step 4. **Press [2]** to accept the current setting—**Go to Step 6.**
4. **Type** the password and **Press [#]**.
5. The VPS plays the current password setting. **Press [2]** to accept it.

6. The VPS plays the current operator's extension setting. **Press [1]** to change or assign the operator's extension. **Press [2]** to accept the current setting, or **Press [3]** to delete the current setting—**Go to Step 9**.

Note

Operator 1's extension number cannot be deleted.

7. **Type the extension number.**
8. The VPS plays the current extension setting. **Press [2]** to accept it.
9. Repeat Steps 6-8 to assign or to delete the extension number for the Day, Night, Lunch and Break Modes for each operator.
10. The VPS plays the current Telephone number 1 setting. **Press [1]** to change the telephone number. If a telephone number has not yet been assigned, go to Step 11. **Press [2]** to accept the current setting—**Go to Step 13**.

11. **Type the telephone number** using "0-9" and "*".

Notes

- *Please make sure you begin the telephone number with a Line Access Code (to seize an outside [CO] line).*
- *When connected to the KX-TD500, the maximum number of characters allowed to be entered is 24; when connected to other types of PBX, 16.*

12. The VPS plays the current Telephone number 1 setting. **Press [2]** to accept it.
13. The VPS plays the current Telephone number 2 setting. **Press [1]** to change the telephone number. If a telephone number has not yet been assigned, go to Step 14. **Press [2]** to accept the current setting.
14. **Type the telephone number** using "0-9" and "*".
15. The VPS plays the current Telephone number 2 setting. **Press [2]** to accept it.

D5 SETTING THE SYSTEM CLOCK

The Message Manager can set the system clock directly from the telephone. It is important to set the exact time because Message Waiting Notification, External Message Delivery, redialling and rescheduling of External Message Delivery, and Automatic Message Deletion are all scheduled using this setting. The System Administrator and System Manager are also able to set the clock.

The system automatically adjusts the time as appropriate when daylight saving time begins and ends.

Note

The Message Manager cannot set the system clock while:

- *the System Administrator programmes via a personal computer,*
- *the System Manager sets mailboxes and Class of Service (COS), and customises the System Manager's Mailbox.*

The VPS plays "Sorry, this function is not available".

1. Log in the Main Menu.
2. Press [4] to set the time and date.
3. Press [1] to change the current setting.
4. Type the **current time** and Press [#].

Note

Press [0] for help. "For example, to enter 5 o'clock, press 5 and # or to enter 5:15, press 5, 1, 5, and #".

5. Press [1] for **AM** or [2] for **PM**.

Note

This selection is not available if "24-h" is selected in "Position of 'AM/PM' in Time Stamp" in Table B-26 in B6.5 Prompt Setting.

6. Press [2] to accept the time.
7. Press [1] to change the current date.
8. Type the **current month** and Press [#].

Note

Press [0] for help. "For example, to enter January, press 1 and #".

9. Type the **day** and Press [#].

10. Type the last 2 digits of the year and Press [#].

11. Press [2] to accept the date entered.

D6 RECORDING MESSAGES

The Message Manager is responsible for recording various system messages (specifically: menus, voice labels, user prompts, and system caller names). He is responsible for maintaining the following:

- *Company Greetings—Up to 32 company greetings for business/non-business and Lunch/Break hours as well as holidays can be selected, recorded, or deleted as necessary.*
 - *Company Name*
 - *The Department Dialling Menu (maximum length: 6 min)—A caller can access departments with the touch of one key. Nine Department Dialling selections (1 to 9) can be recorded.*
 - *The Custom Service Menus (maximum length: 6 min each)—Up to 100 custom service menus can be recorded. These menus guide callers to the services they require without the need for a human operator. This is the most useful and powerful feature of your Panasonic Voice Processing System. For example, the Message Manager can record menus in a wide variety of foreign languages.*
 - ** The Voice Labels (maximum length: 6 min each)—Up to 20 System Group Distribution Lists can be created by the System Administrator. Each list can have a voice label.*
 - *The User Prompts (maximum length: 6 min each)—There are 3 kinds of voice mail prompts: (1) System Prompts, (2) User 1 Prompts, and (3) User 2 Prompts. Generally, the System Prompts should be left alone; they are recorded by the factory in English. However, the Message Manager can record User 1 Prompts and User 2 Prompts in any language he wishes.*
 - *The Multilingual Selection Menu (maximum length: 6 min)—With this menu, callers can select the language they prefer to hear all prompts (mentioned in the previous paragraph, "The User Prompts"). For example, the Message Manager can record a menu like this:
For English, press (7).
For Spanish, press (8).
For Chinese, press (9).*
 - ** The System Caller Names (maximum length: 4 s each)—Up to 120 Caller ID numbers can be registered by the System Administrator. The Message Manager is responsible for recording a name for each Caller ID number.*
- * While the System Administrator programmes via a personal computer, the Message Manager cannot record the Voice Labels and System Caller Names. The VPS plays "Sorry, this function is not available".*

Recording Menus and Voice Labels

1. **Log in** the Main Menu.

2. **Press [5]** to modify messages.
3. Select the desired number to be recorded.
 - *[1] Record the Company Greetings.*
 - *[2] Record the Company Name.*
 - *[3] Record the Department Dialling Menu.*
 - *[4] Record the Custom Service Menus.*
 - *[5] Record the Voice Labels for System Group Distribution Lists.*
 - *[7] Record the Multilingual Selection Menu.*
4. For the item selected in Step 3, follow these steps:
 - For the Company Greetings—**Enter the Company Greeting Number (1-32).**
 - For the Company Name—**Go to Step 5.**
 - For the Department Dialling Menu—**Go to Step 5.**
 - For the Custom Service Menus—**Enter a Custom Service Number (1-100).**
Enter [0] to record the Custom Service exit prompt.
 - For the Voice Labels—**Enter a System Group Distribution Lists number to be labeled.** (The System Administrator assigns list numbers.)
 - For the Multilingual Selection Menu—**Go to Step 5.**
5. The VPS plays the current message. **Press [1]** to change the message. If a message has not yet been recorded, go to Step 7.
6. **Press [1]** to record the message. **Press [2]** to erase the current message and return to Step 3 or 4.
7. **Record the message** at the tone and **Press [1]**.
8. **Press [2]** to accept the message.

Note

 - ***Press [1] to review the recorded message.***
 - ***Press [3] to erase the recorded message and try again—Return to Step 7.***
 - ***Press [4] to add a message.***
 - ***Press [*] to erase the recorded message and exit—Return to Step 3.***
9. Repeat Steps 4-8 to record other Company Greetings, Custom Service Menus, and/or Voice Labels.

Recording User Prompts

1. **Log in** in the Main Menu.
2. **Press [5]** to modify messages.

3. Press [6] to modify user prompts.
4. Press [1] to change User Prompt 1, or [2] to change User Prompt 2.
5. To change specific prompts, **Go to Step 6.**
To change all prompts in a row without reviewing the current recording, **Go to Step 7.**
6. To change specific prompts:
 - a) Press [1]
 - b) Enter the **prompt number** you want to change. (There is a complete list of modifiable prompts in D9 LIST OF MODIFIABLE PROMPTS.)
 - c) The VPS plays the prompt number.
 - d) Press [1] to change the prompt. If a prompt has not yet been recorded, the VPS plays the system prompt—go to Step 6g. (If you wish to turn off a certain prompt, please first record a "dummy" prompt. Then go back to Step 6 and you will be able to turn it off by going through these steps.)
 - Note**
 - Press [2] to return to Step 6b.
 - e) The VPS plays the current prompt. Press [1] to change the prompt.
 - Note**
 - Press [2] to retain the current recording—Return to Step 6b.
 - f) Press [1] to record a new prompt.
 - Note**
 - Press [2] to erase the current recording—Return to Step 6b.
 - Press [3] to turn off/on the specified prompt—Return to Step 6b.
 - g) Record a prompt at the tone and Press [1] to end recording.
 - h) Press [2] to accept the recorded prompt.
 - Note**
 - Press [1] to review the recorded prompt.
 - Press [3] to erase the recorded prompt and try again—Return to Step 6f.
 - Press [*] to erase the recorded prompt and exit—Return to Step 6b.
 - i) Repeat Steps 6b to 6h to record other prompts.
7. To change all prompts in a row:
 - a) Press [2]
 - b) Enter the **prompt number** you want to change. (There is a complete list of modifiable prompts in D9 LIST OF MODIFIABLE PROMPTS.)
 - c) The VPS plays the prompt number.
 - d) Press [1] to change the prompt.
 - Note**
 - Press [2] to go to Step 7g.
 - Press [3] to turn off/on the prompt.
 - e) Record a prompt at the tone and Press [1] to end recording.

f) Press [2] to accept the recorded prompt.

Note

- Press [1] to review the recorded prompt.
- Press [3] to erase the recorded prompt and try again—Return to Step 7e.
- Press [*] to erase the recorded prompt and exit—Go to Step 7g.

g) The VPS plays the next prompt number.

h) Repeat Steps 7d to 7g to record other prompts.

Note

User prompts can be saved in a personal computer (command SAVE through the RS-232C). Once they have been saved, they can be restored (with the command LOAD) at any time. There is a complete list of modifiable prompts and prompt numbers in D9 LIST OF MODIFIABLE PROMPTS.

Recording System Caller Names

1. Log in the Main Menu.
2. Press [5] to modify messages.
3. Press [8] to modify system caller names.
4. Enter the **Caller ID List Number**^{*1} (1-120) to be modified.

Note

- Enter [*] to return to Step 3.
- To record system caller names, first Caller ID numbers must be assigned (see B6.6 System Caller Name Announcement).

5. The VPS plays the Caller ID number and its name. To change the name, Press [1]. If a name has not yet been recorded for this Caller ID number, go to Step 6.

Note

- Press [2] to accept the current name—Return to Step 4.
- Press [3] to erase the current name—Return to Step 4.

6. Record the name at the tone and Press [1].

7. The VPS plays the recorded name. Press [2] to accept it.

Note

- Press [1] to change the recorded name—Return to Step 6.
- Press [3] to erase the recorded name—Return to Step 4.

8. Repeat Steps 4-7 to record names for other Caller ID List numbers.

^{*1} Guidance is "Caller Name Announcement number".

D7 REMOTE CALL FORWARDING SET

The Message Manager can program his extension (assigned for Operator 1 in the Day Mode) from a remote location to forward various types of calls to a desired extension or an outside telephone. There are six forwarding settings available:

- *FWD All*—Forward all incoming calls to a desired extension number.
- *FWD Busy*—Forward all incoming calls to a desired extension number when the line is busy.
- *FWD No Answer*—Forward all incoming calls to a desired extension number when there is no answer.
- *FWD Busy or No Answer*—Forward all incoming calls to a desired extension number when the line is busy or there is no answer.
- *FWD to CO*—Forward all incoming calls to Telephone number 1 or 2 (preprogrammed in the Mailbox Setting), or to any other telephone number.
- *FWD Cancel*—Cancel the forwarding setting.

Notes

- **The Remote Call Forwarding Set feature is available with DPT Integration only.**
- **By default, the extension number for the Message Manager's extension (assigned for Operator 1 in the Day Mode) is "0". However, the default setting cannot be used with this feature. When using this feature, you must assign the extension number that is included in the Extension Numbering Plan.**
- **FWD to CO must be enabled in the COS (Class of Service) setting to be utilised (see "Remote Call Forward to CO" in Table B-8 in B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS).**

Assigning the Remote Call Forwarding Set

1. **Log in** in the Main Menu.
2. **Press [6]** to set Remote Call Forwarding.
3. **Press [1], [2], [3], [4], [5], or [6]** to select the desired forwarding setting.
 - [1] *FWD All*
 - [2] *FWD Busy*
 - [3] *FWD No Answer*
 - [4] *FWD Busy or No Answer*
 - [5] *FWD to CO*
 - [6] *FWD Cancel*

4. For the items selected in Step 3, follow these steps:

- For FWD All—**Go to Step 5.**
- For FWD Busy—**Go to Step 5.**
- For FWD No Answer—**Go to Step 5.**
- For FWD Busy or No Answer—**Go to Step 5.**
- For FWD to CO—**Go to Step 7.**
- For FWD Cancel—**Go to Step 10.**

5. Type the **extension number**.

6. Confirm the entry is correct and **Press [2]** to accept it. **Go to Step 11.**

Note

Press [1] to change the extension number—Return to Step 5.

7. **Press [1]** or **[2]** to select Telephone number 1 or Telephone number 2 (**Go to Step 9**), or **Press [3]** to select another telephone number.

8. Type the **telephone number** using "0-9" and "×".

Notes

- **Please make sure you begin the telephone number with a Line Access Code (to seize an outside [CO] line).**
- **When connected to the KX-TD500, the maximum number of characters allowed to be entered is 24; when connected to other types of PBX, 16.**

9. Confirm the entry is correct and **Press [2]** to accept it. **Go to Step 11.**

Note

Press [1] to change the telephone number. Return to Step 7.

10. Call Forwarding is cancelled. **Press [2]** to accept it.

11. Call Forwarding setting data is transmitted to the PBX. If the forwarding setting or cancelling has been completed properly, you will hear: "Call forwarding accepted" or "Call forwarding is cancelled".

Note

If you hear "Call Forwarding not accepted. Please check the destination number", the forwarding setting has not been completed properly at the PBX, possibly because a nonexistent extension number has been entered as the destination. It is also possible that the model of the connected PBX does not support the Remote Call Forwarding Set feature, or its software version is lower than required; for more information, consult your dealer.

D8 LIST OF PROMPTS FOR VOICE MAIL AND AA SERVICE

There are over 900 voice prompts (all listed in the next section) and they come in 3 types.

- (1) System Prompts—in English (cannot be modified)
- (2) User 1 Prompts—recordable
- (3) User 2 Prompts—in Spanish (can be erased or modified)

However, in many cases it is not necessary to record all the voice prompts (recording over 900 voice prompts is a big undertaking). When an outside party calls AA service or VM service, he only hears some of the following prompts. **Therefore, it is necessary only to record (or modify) these prompts.** Please change prompts as needed for your application. For example, prompt no. [915] could be *"Thank you for calling ABCD Travel"*, instead of *"Welcome to the Voice Processing System"*. (The maximum length of a prompt is fixed at 6 min.)

Note

To identify the prompt(s) linked to each prompt listed below, refer to the next section, D9 LIST OF MODIFIABLE PROMPTS.

Prompts Common to VM and AA Services

Table D-1

Prompt No.	Modifiable Prompts
273	Good afternoon
274	Good evening
275	Good morning
915	Welcome to the Voice Processing System
752	To enter by name, press the pound sign and 1
152	Enter the first 3 or 4 letters of the person's last name
221	For 'Q', press 7
222	For 'Z', press 9
556	Sorry, there are no more matching names
564	Sorry, this name cannot be found
303	Incorrect entry
299	If you are using a rotary telephone, stay on the line
678	To call the operator, press 0
60	Calling the operator
467	Please wait a moment
914	Welcome to the general delivery mailbox
466	Please leave a message at the tone

Table D-1

Prompt No.	Modifiable Prompts
744	To end recording, hang up or press 1 for more features
789	To pause and restart recording, press 2
819	To review, press 1
663	To accept, press 2
755	To erase and try again, press 3
674	To add, press 4
754	To erase and exit, press ✕
783	To make this message private, press 1
432	Otherwise, press 2
590	Thank you for calling

VM Prompts

Table D-2

Prompt No.	Modifiable Prompts
463	Please enter the person's mailbox number

AA Prompts

Table D-3

Prompt No.	Modifiable Prompts
462	Please enter the person's extension
921	You have a call
553	Sorry, no one is available to answer the call
781	To leave a message, press 1
749	To enter another extension, press ✕
561	Sorry, this line is busy
302	If you would like to hold, press 1
683	To cancel holding, press 2 now Otherwise, I'll try your party again

D9 LIST OF MODIFIABLE PROMPTS

The table below shows the modifiable prompts. Record prompts as User 1 or User 2. Some of the modifiable prompts are listed along with their linked prompt number. Whenever possible, record related prompts together so that the assembled sentence flows naturally and sounds like one voice.

If you wish to change some of service prompts to User 1 or User 2, but not all of them, please see the following sections:

- B3 SYSTEM ADMINISTRATION—SETTING COS (CLASS OF SERVICE) PARAMETERS; "Prompt Mode" of Table B-7 and Table B-8.
- B4 SYSTEM ADMINISTRATION—PORT/TRUNK SERVICE; "Incoming Call Service Prompt" of Table B-9 and Table B-10.
- B5.2 Custom Service; Prompt Mode" in Table B-16.
- B6.5 Prompt Setting; Table B-26.

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
1	1 through (number)	[1]
2	20 members maximum	[560], [2]
3	8 members maximum	[560], [3]
4	After hours greeting is (message)	[4]
5	After hours greeting is not recorded	[5]
6	All pager entry modes are disabled	[6]
7	All caller ID numbers deleted	[7]
8	All calls transfer to mailbox disabled	[8]
9	All calls transfer to mailbox enabled	[9]
10	All mailboxes are assigned	[10]
11	All messages erased	[11]
12	All transfer services disabled	[12]
13	AM	[13]
14	and	[14] [359], [15], [14] [367], [14]
15	and transferred via (mailbox number)	[359], [15], [14] [15]
16	Answer length is (number)	[16], [507]
17	Any digit on the telephone keypad can be used	[17]
18	APRIL	[18]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
19	at	[19] [654], [19] [345], [483], [19] [365], [19], [220], [284] [365], [19], [220], [283] [182], [420], [19] [360], [19] [346], [912], [19] [183], [19] [360], [19], [220], [284]
20	(number) attempts were busy	[20]
21	(number) attempts were no answer	[21]
22	(number) attempts were successful	[22]
23	AUGUST	[23]
24	Auto forwarding disabled	[24]
25	Auto forwarding enabled	[25]
26	because message retention time expired	[181], [911], [26]
27	Pager access disabled	[27]
28	Pager access enabled	[28]
29	Pager callback number entry mode is after message recording	[29]
30	Pager callback number entry mode is before message recording	[30]
31	Pager callback number entry mode is caller select	[31]
32	Pager callback number entry mode is without message	[32]
33	being delivered now	[366], [33]
34	Break mode first operator's extension is (extension number)	[34]
35	Break mode first operator's extension is not assigned	[35]
36	Break mode second operator's extension is (extension number)	[36]
37	Break mode second operator's extension is not assigned	[37]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
38	Break mode third operator's extension is (extension number)	[38]
39	Break mode third operator's extension is not assigned	[39]
40	Busy signal greeting is (message)	[40]
41	Busy signal greeting is not recorded	[41]
42	Call blocking enabled	[42]
43	Call forwarding accepted	[43]
44	Call forwarding is cancelled	[44]
45	Call forwarding not accepted Please check the destination number	[45]
46	Call screening enabled	[46]
47	Call transferred from the voice processing system	[47]
48	CALLBACK NUMBER	[48]
49	Caller ID (number)	[49], [277] [49], [278]
50	Caller ID number and caller name deleted	[50]
51	Caller ID number entries for this box are full, there are 30 entries for caller ID allowed	[51]
52	Caller ID number is (telephone number)	[52] [52], [722], [663]
53	Caller ID number is not assigned	[53] [53], [722], [432]
54	Caller ID numbers assigned	[601], [54]
55	Caller ID screen disabled	[55]
56	Caller ID screen enabled	[56]
57	Caller name is (name)	[57]
58	Caller name is erased	[58]
59	Caller name is not recorded	[59]
60	Calling the operator	[60], [467]
61	Cannot be retrieved	[61]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
62	Class of service number is (number)	[62], [643] [62], [644] [62]
63	Company greeting number (number)	[63], [178]
64	Company greeting number is (number)	[64]
65	Company name (name)	[65]
66	Company name erased	[66]
67	Counts cleared	[67]
68	Covering extension is (extension number)	[68]
69	Covering extension not assigned	[69]
70	Covering extension transfer disabled	[70]
71	Covering extension transfer enabled	[71]
72	Current company greeting setting is disabled	[72]
73	Current company greeting setting is number (number)	[73]
74	Current company greeting setting is System Greeting	[74]
75	Current service mode for Time Group number (number)	[75], [312] [75], [314] [75], [316] [75], [315] [75], [313] [75], [317]
76	Custom service menu	[76] [76], [178]
77	Custom service number (number)	[77]
78	Date is (date)	[78]
79	Day mode first operator's extension is (extension number)	[79]
80	Day mode first operator's extension is not assigned	[80]
81	Day mode second operator's extension is (extension number)	[81]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
82	Day mode second operator's extension is not assigned	[82]
83	Day mode third operator's extension is (extension number)	[83]
84	Day mode third operator's extension is not assigned	[84]
85	days	[85] [381], [85] [502], [85]
86	DECEMBER	[86]
87	Delay time is (time)	[87], [289], [374] [87], [289] [87], [374]
88	Delete message confirmation disabled	[88]
89	Delete message confirmation enabled	[89]
90	deleted	[329], [90]
91	Delivering message to (name)	[91]
92	Delivery list number is (number)	[92]
93	Department dialling menu erased	[93]
94	Department dialling menu is (menu)	[94]
95	Device notification for unreceived message disabled	[95]
96	Device notification for unreceived message enabled	[96]
97	Device number is (number)	[97]
98	DIAL TONE	[98]
99	digits	[151], [918], [99] [461], [918], [99] [461], [918], [99], [916] [139], [918], [99] [168], [918], [99]
100	Direct mailbox access disabled	[100]
101	Direct mailbox access enabled	[101]
102	EIGHT	[102]
103	EIGHT [HOUR]	[103]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
104	EIGHTEEN	[104]
105	EIGHTEEN [HOUR]	[105]
106	EIGHTEEN [MINUTE]	[106]
107	EIGHTEENTH	[107]
108	EIGHTH	[108]
109	EIGHTY	[109]
110	EIGHTY EIGHT	[110]
111	EIGHTY FIVE	[111]
112	EIGHTY FOUR	[112]
113	EIGHTY NINE	[113]
114	EIGHTY ONE	[114]
115	EIGHTY SEVEN	[115]
116	EIGHTY SIX	[116]
117	EIGHTY THREE	[117]
118	EIGHTY TWO	[118]
119	ELEVEN	[119]
120	ELEVEN [HOUR]	[120]
121	ELEVEN [MINUTE]	[121]
122	ELEVENTH	[122]
123	Enter 1 for AM, or 2 for PM	[123]
124	Enter a class of service number from 1 to 62	[124]
125	Enter a class of service number from 1 to 64	[125]
126	Enter a group number from 1 to 17	[126]
127	Enter a group number, 1 through 4	[127]
128	Enter a mailbox list number	[128]
129	Enter a message length from 1 to 6 minutes or 0 for unlimited length	[129]
130	Enter a message retention time up to 30 days	[130]
131	Enter a message retention time up to 30 days or 0 for unlimited days	[131]
132	Enter a personal greeting length from 8 to 60 seconds	[132]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
133	Enter delivery list number 1 or 2	[133]
134	Enter device number, 1 through 3	[134]
135	Enter extension number	[135]
136	Enter question number, followed by the hash sign	[136]
137	Enter question number, followed by the pound sign	[137]
138	Enter the 4 digits password	[138], [840] [138], [839]
139	Enter the caller ID number	[139], [918], [99]
140	Enter the caller name announcement number 1 through 120	[140]
141	Enter the company greeting number 1 through 32	[141]
142	Enter the custom service prompt number 1 through 100 To record custom service exit prompt, press 0	[142]
143	Enter the day of the month, followed by the hash sign	[143]
144	Enter the day of the month, followed by the pound sign	[144]
145	Enter the day, followed by the hash sign	[145]
146	Enter the day, followed by the pound sign	[146]
147	Enter the delay time, followed by the hash sign	[147]
148	Enter the delay time, followed by the pound sign	[148]
149	Enter the destination extension number for forwarding	[149]
150	Enter the destination mailbox number	[150], [752] [150], [751]
151	Enter the destination telephone number for forwarding	[151], [918], [99]
152	Enter the first 3 or 4 letters of the person's last name	[152], [221], [222] [152]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
153	Enter the first 4 letters of the owner's last name	[153]
154	Enter the interview mailbox number	[154]
155	Enter the last 2 digits of the year, followed by the hash sign	[155]
156	Enter the last 2 digits of the year, followed by the pound sign	[156]
157	Enter the mailbox number	[157] [157], [908] [157], [909]
158	Enter the maximum number of caller IDs for caller name announce Valid entries are from 0 to 30	[158]
159	Enter the maximum number of messages per mailbox Valid entries are from 5 to 100	[159]
160	Enter the month, followed by the hash sign	[160], [232]
161	Enter the month, followed by the pound sign	[161], [232]
162	Enter the new time, followed by the hash sign	[162], [232]
163	Enter the new time, followed by the pound sign	[163], [232]
164	Enter the operator's extension number	[164]
165	Enter the owner's extension number	[165]
166	Enter the port number	[166], [272]
167	Enter the prompt number	[167]
168	Enter the telephone number	[168], [918], [99]
169	Enter the telephone number and wait. To insert a pause or special command, enter the partial number and wait for the options menu	[169]
170	Enter the Time Group number 1 through 8	[170]
171	Enter the time, followed by the hash sign	[171], [232] [171], [740], [232]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
172	Enter the time, followed by the pound sign	[172], [232] [172], [741], [232]
173	Enter the total message time available per mailbox. Valid entries are from 5 to 100 minutes or 0 for unlimited time	[173]
174	Enter the trunk group number	[174], [272]
175	Enter your party's mailbox number	[175], [752] [175], [751]
176	Enter your password, followed by the hash sign	[176] [176], [839]
177	Enter your password, followed by the pound sign	[177] [177], [840]
178	erased	[63], [178] [76], [178]
179	Extension (extension number)	[179]
180	Extension number (extension number)	[180]
181	External delivery message for (name)	[181], [911], [26]
182	External delivery message scheduled for (name)	[182], [420], [19]
183	External delivery message scheduled on (date)	[183], [19]
184	External delivery message will be sent right away	[184]
185	External delivery message will be sent to (name)	[185], [500]
186	External message delivery disabled	[186]
187	External message delivery enabled	[187]
188	FAX messages	[920], [188]
189	FEBRUARY	[189]
190	FIFTEEN	[190]
191	FIFTEEN [HOUR]	[191]
192	FIFTEEN [MINUTE]	[192]
193	FIFTEENTH	[193]
194	FIFTH	[194]
195	FIFTY	[195]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
196	FIFTY [MINUTE]	[196]
197	FIFTY EIGHT	[197]
198	FIFTY EIGHT [MINUTE]	[198]
199	FIFTY FIVE	[199]
200	FIFTY FIVE [MINUTE]	[200]
201	FIFTY FOUR	[201]
202	FIFTY FOUR [MINUTE]	[202]
203	FIFTY NINE	[203]
204	FIFTY NINE [MINUTE]	[204]
205	FIFTY ONE	[205]
206	FIFTY ONE [MINUTE]	[206]
207	FIFTY SEVEN	[207]
208	FIFTY SEVEN [MINUTE]	[208]
209	FIFTY SIX	[209]
210	FIFTY SIX [MINUTE]	[210]
211	FIFTY THREE	[211]
212	FIFTY THREE [MINUTE]	[212]
213	FIFTY TWO	[213]
214	FIFTY TWO [MINUTE]	[214]
215	FIRST	[215]
216	First telephone number is (telephone number)	[216]
217	First telephone number is not assigned	[217]
218	FIVE	[218]
219	FIVE [HOUR]	[219]
220	for	[220] [365], [19], [220], [284] [365], [19], [220], [283] [360], [19], [220], [284]
221	For 'Q', press 7	[152], [221], [222]
222	For 'Z', press 9	[152], [221], [222]
223	For a system report, press 5	[798], [739], [728], [725], [223], [236], [746]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
224	For automated attendant status, press 4	[798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746]
225	For Day time, press 1 For Night time, press 2 For Lunch time, press 3 For Break time, press 4	[225]
226	For department dialling, press ✕	[462], [752], [226] [462], [751], [226]
227	For example, to enter 5 o'clock press 5 and the hash sign, or to enter 5:15 press 5, 1, 5 and the hash sign	[227]
228	For example, to enter 5 o'clock press 5 and the pound sign, or to enter 5:15 press 5, 1, 5 and the pound sign	[228]
229	For example, to enter January, press 1 and the hash sign	[229]
230	For example, to enter January, press 1 and the pound sign	[230]
231	For external message delivery, press 3	[231]
232	For help, press 0	[172], [232] [172], [741], [232] [804], [793], [756], [813], [846], [232] [804], [793], [756], [846], [232] [163], [232] [161], [232] [171], [232] [171], [740], [232] [162], [232] [160], [232]
233	For interview mailbox management, press 1	[233]
234	For mailbox management, press 5	[798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746]
235	For notification by telephone, press 1 For notification by pager, press 2	[235]
236	For other features, press 6	[798], [739], [724], [224], [234], [236], [746] [798], [739], [728], [725], [223], [236], [746]
237	For Port setting, press 1 For Trunk service setting, press 2	[237]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
238	For the next name, press 2	[662], [238], [805], [748]
239	FORTY	[239]
240	FORTY [MINUTE]	[240]
241	FORTY EIGHT	[241]
242	FORTY EIGHT [MINUTE]	[242]
243	FORTY FIVE	[243]
244	FORTY FIVE [MINUTE]	[244]
245	FORTY FOUR	[245]
246	FORTY FOUR [MINUTE]	[246]
247	FORTY NINE	[247]
248	FORTY NINE [MINUTE]	[248]
249	FORTY ONE	[249]
250	FORTY ONE [MINUTE]	[250]
251	FORTY SEVEN	[251]
252	FORTY SEVEN [MINUTE]	[252]
253	FORTY SIX	[253]
254	FORTY SIX [MINUTE]	[254]
255	FORTY THREE	[255]
256	FORTY THREE [MINUTE]	[256]
257	FORTY TWO	[257]
258	FORTY TWO [MINUTE]	[258]
259	Forwarding mailbox number is (mailbox number)	[259]
260	Forwarding mailbox number is not assigned	[260]
261	Forwarding mode is copy	[261]
262	Forwarding mode is move	[262]
263	FOUR	[263]
264	FOUR [HOUR]	[264]
265	FOURTEEN	[265]
266	FOURTEEN [HOUR]	[266]
267	FOURTEEN [MINUTE]	[267]
268	FOURTEENTH	[268]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
269	FOURTH	[269]
270	FRIDAY	[270]
271	from (name)	[635], [271] [291], [271] [292], [271]
272	from 1 to	[166], [272] [174], [272]
273	Good afternoon	[273], [915] [273]
274	Good evening	[274], [915] [274]
275	Good morning	[275], [915] [275]
276	Greeting erased	[276]
277	greeting is (message)	[49], [277]
278	greeting is not recorded	[49], [278]
279	Group member deleted	[279]
280	Group name erased	[280]
281	Group name not recorded	[281]
282	Group number (number)	[282]
283	has been erased, because message retention time expired	[365], [19], [220], [283]
284	has not been received	[365], [19], [220], [284] [360], [19], [220], [284]
285	HASH(#)	[285]
286	Hello, this is the voice processing system	[286]
287	Hello, this is the voice processing system The system Cooling fan has stopped Please call for engineer	[287]
288	Hello, this is the voice processing system Available memory space is less than 20 % Please erase unnecessary messages	[288]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
289	hours (time)	[87], [289], [374] [87], [289]
290	HUNDRED	[290]
291	I have a call for (name)	[291] [291], [271]
292	I have a call for mailbox (mailbox number)	[292] [292], [271]
293	I have a message for (name)	[293], [798], [775] [293], [798], [775], [301]
294	I was unable to reach (name)	[294]
295	I'll notify by pager	[295]
296	I'll notify by telephone	[296]
297	I'll redial (number)	[297], [379]
298	I'll redial only once	[298]
299	If you are using a rotary telephone, stay on the line	[299], [678] [299]
300	If you really want to erase, press 1 If not, press 2	[300]
301	If you want me to call back later, press 3	[293], [798], [775], [301]
302	If you would like to hold, press 1	[302], [432]
303	Incorrect entry	[303]
304	Initialisation completed	[304]
305	Initialisation failed	[305]
306	Intercom paging disabled	[306]
307	Intercom paging enabled	[307]
308	Intercom paging group number is (number)	[308]
309	Interview mailbox number is (mailbox number)	[309]
310	Interview mailbox number is deleted	[310]
311	Interview mailbox number is not assigned	[311]
312	is Automatic mode	[75], [312]
313	is Manual Break mode	[75], [313]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
314	is Manual Day mode	[75], [314]
315	is Manual Lunch mode	[75], [315]
316	is Manual Night mode	[75], [316]
317	is PBX Control mode	[75], [317]
318	JANUARY	[318]
319	JULY	[319]
320	JUNE	[320]
321	Leaving a message is disabled	[321]
322	Leaving a message is enabled	[322]
323	Lunch Mode first operator's extension is (extension number)	[323]
324	Lunch Mode first operator's extension is not assigned	[324]
325	Lunch Mode second operator's extension is (extension number)	[325]
326	Lunch Mode second operator's extension is not assigned	[326]
327	Lunch Mode third operator's extension is (extension number)	[327]
328	Lunch Mode third operator's extension is not assigned	[328]
329	Mailbox	[329] [329], [90]
330	Mailbox is in use	[330]
331	Mailbox list label erased	[331]
332	Mailbox list number (number)	[332]
333	Mailbox number already specified	[333]
334	MARCH	[334]
335	Maximum number of caller IDs for caller name announce is (number)	[335]
336	Maximum number of messages per mailbox is (number)	[336]
337	MAY	[337]
338	(number) members maximum	[338]
339	Message back up disabled	[339]
340	Message back up enabled	[340]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
341	Message cancel for live call screening disabled	[341]
342	Message cancel for live call screening enabled	[342]
343	Message delivery cancelled	[343]
344	Message erased	[344]
345	Message for (name)	[345], [483], [19]
346	Message from (name)	[346], [912], [19]
347	Message from the interview mailbox	[347]
348	Message from the Message Manager	[348]
349	Message from the System Manager	[349]
350	Message length is (time)	[350], [374]
351	Message length is unlimited	[351]
352	Message Manager	[352]
353	Message notification disabled	[353]
354	Message notification enabled	[354]
355	Message reception mode is interview mode	[355]
356	Message reception mode is message recording mode	[356]
357	Message reception mode is set to interview mode	[357]
358	Message reception mode is set to message recording mode	[358]
359	Message recorded by (mailbox number)	[359], [15], [14]
360	Message recorded on (date)	[360], [19] [360], [19], [220], [284]
361	Message retrieval order is first-in-first-out	[361]
362	Message retrieval order is last-in-first-out	[362]
363	Message scanning with information is disabled	[363]
364	Message scanning with information is enabled	[364]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
365	Message sent on (date)	[365], [19], [220], [284] [365], [19], [220], [283]
366	Message to (name)	[366], [33]
367	Message transferred via (mailbox number)	[367], [14]
368	Message waiting lamp notification disabled	[368]
369	Message waiting lamp notification enabled	[369]
370	Message waiting lamp notification for unreceived message disabled	[370]
371	Message waiting lamp notification for unreceived message enabled	[371]
372	Messages	[372] [920], [372]
373	(number) messages to verify	[373]
374	minutes	[374] [350], [374] [857], [374] [87], [289], [374] [87], [374]
375	MONDAY	[375]
376	more caller ID numbers	[917], [376]
377	more members	[917], [377]
378	MORE THAN ONE HUNDRED	[378]
379	more times	[297], [379]
380	New message	[380]
381	New message retention time is (day)	[381], [85]
382	new messages	[920], [382]
383	Night mode first operator's extension is (extension number)	[383]
384	Night mode first operator's extension is not assigned	[384]
385	Night mode second operator's extension is (extension number)	[385]
386	Night mode second operator's extension is not assigned	[386]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
387	Night mode third operator's extension is (extension number)	[387]
388	Night mode third operator's extension is not assigned	[388]
389	NINE	[389]
390	NINE [HOUR]	[390]
391	NINETEEN	[391]
392	NINETEEN [HOUR]	[392]
393	NINETEEN [MINUTE]	[393]
394	NINETEENTH	[394]
395	NINETY	[395]
396	NINETY EIGHT	[396]
397	NINETY FIVE	[397]
398	NINETY FOUR	[398]
399	NINETY NINE	[399]
400	NINETY ONE	[400]
401	NINETY SEVEN	[401]
402	NINETY SIX	[402]
403	NINETY THREE	[403]
404	NINETY TWO	[404]
405	NINTH	[405]
406	No answer greeting is (message)	[406]
407	No answer greeting is not recorded	[407]
408	No external delivery message pending	[408]
409	No letters have been specified	[409]
410	No messages to verify	[410]
411	No more messages	[411]
412	No one specified by this number	[412]
413	No previous message	[413]
414	No question recorded	[414]
415	NOVEMBER	[415]
416	O'CLOCK	[416]
417	OCTOBER	[417]

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Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
418	of (company name)	[652], [418]
419	Old message	[419]
420	on (date)	[182], [420], [19]
421	ONE	[421]
422	ONE [HOUR]	[422]
423	One attempt was busy	[423]
424	One attempt was no answer	[424]
425	One attempt was successful	[425]
426	One message to verify	[426]
427	One other person is queing	[427]
428	Only extension call is available	[550], [428], [465]
429	Operator transfer disabled	[429]
430	Operator transfer enabled	[430]
431	(number) other people are queing	[431]
432	Otherwise, press 2	[753], [432] [783], [432] [591], [722], [432] [727], [432] [302], [432] [592], [722], [432] [730], [432] [807], [432] [729], [432] [53], [722], [432]
433	OWE	[433]
434	OWE EIGHT	[434]
435	OWE FIVE	[435]
436	OWE FOUR	[436]
437	OWE NINE	[437]
438	OWE ONE	[438]
439	OWE SEVEN	[439]
440	OWE SIX	[440]
441	OWE THREE	[441]
442	OWE TWO	[442]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
443	Owner's extension is (extension number)	[443]
444	Owner's extension is not assigned	[444]
445	Owner's extension number is deleted	[445]
446	Owner's name erased	[446]
447	Owner's name is (name)	[447]
448	Owner's name is deleted	[448]
449	Owner's name is not recorded	[449]
450	Password deleted	[450]
451	Password entry failure Check the password	[451]
452	Password is (number)	[452]
453	Password not assigned	[453]
454	PAUSE	[454]
455	Personal greeting for caller ID disabled	[455]
456	Personal greeting for caller ID enabled	[456]
457	Personal greeting length is (time)	[457], [507]
458	Play system prompt after personal greeting disabled	[458]
459	Play system prompt after personal greeting enabled	[459]
460	Please call (telephone number)	[460]
461	Please enter your callback number	[461], [918], [99] [461], [918], [99], [916]
462	Please enter the person's extension	[462], [752] [462], [752], [226] [462], [751] [462], [751], [226]
463	Please enter the person's mailbox number	[463], [752] [463], [752], [678] [463], [751] [463], [751], [678]
464	Please hold while I page the person	[464]

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Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
465	Please inform System Manager	[559], [465] [550], [428], [465]
466	Please leave a message at the tone	[466]
467	Please wait a moment	[467] [60], [467]
468	PM	[468]
469	Port number is (number)	[469]
470	POUND(#)	[470]
471	Prompt mode for external message delivery is caller select	[471]
472	Prompt mode for external message delivery is system	[472]
473	Prompt mode for external message delivery is user 1	[473]
474	Prompt mode for external message delivery is user 2	[474]
475	Prompt mode is system	[475]
476	Prompt mode is user 1	[476]
477	Prompt mode is user 2	[477]
478	Prompt number (number)	[478]
479	Prompt restored	[479]
480	PULSE DIALLING MODE	[480]
481	Question erased	[481]
482	Question number (number)	[482]
483	received on (date)	[345], [483], [19]
484	Record caller name at the tone	[484]
485	Record company name at the tone	[485]
486	Record greeting at the tone	[836]
487	Record label at the tone	[487]
488	Record menu at the tone	[488]
489	Record owner's name at the tone	[489]
490	Record the group name at the tone	[490]
491	Record the prompt at the tone	[491]
492	Record the question at the tone	[492]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
493	Record the recipient's name at the tone	[493]
494	Record your name at the tone	[494]
495	Recording accepted	[495]
496	Remote Call Forward to CO disabled	[496]
497	Remote Call Forward to CO enabled	[497]
498	Returning to top menu automated attendant service disabled	[498]
499	Returning to top menu automated attendant service enabled	[499]
500	right away	[185], [500]
501	SATURDAY	[501]
502	Saved message retention time is (day)	[502], [85]
503	Saved message retention time is unlimited	[503]
504	SECOND	[504]
505	Second telephone number is (telephone number)	[505]
506	Second telephone number is not assigned	[506]
507	seconds	[507] [16], [507] [457], [507]
508	Selection Menu	[508]
509	Selection menu erased	[509]
510	Selection menu is (selection menu)	[510]
511	Sending report now to terminal or printer connected to RS-232C port	[511]
512	SEPTEMBER	[512]
513	Set the answer length using the following options For 4 seconds, press 1 For 8 seconds, press 2 For 16 seconds, press 3 For 32 seconds, press 4	[513]
514	SEVEN	[514]
515	SEVEN [HOUR]	[515]

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Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
516	SEVENTEEN	[516]
517	SEVENTEEN [HOUR]	[517]
518	SEVENTEEN [MINUTE]	[518]
519	SEVENTEENTH	[519]
520	SEVENTH	[520]
521	SEVENTY	[521]
522	SEVENTY EIGHT	[522]
523	SEVENTY FIVE	[523]
524	SEVENTY FOUR	[524]
525	SEVENTY NINE	[525]
526	SEVENTY ONE	[526]
527	SEVENTY SEVEN	[527]
528	SEVENTY SIX	[528]
529	SEVENTY THREE	[529]
530	SEVENTY TWO	[530]
531	SIX	[531]
532	SIX [HOUR]	[532]
533	SIXTEEN	[533]
534	SIXTEEN [HOUR]	[534]
535	SIXTEEN [MINUTE]	[535]
536	SIXTEENTH	[536]
537	SIXTH	[537]
538	SIXTY	[538]
539	SIXTY EIGHT	[539]
540	SIXTY FIVE	[540]
541	SIXTY FOUR	[541]
542	SIXTY NINE	[542]
543	SIXTY ONE	[543]
544	SIXTY SEVEN	[544]
545	SIXTY SIX	[545]
546	SIXTY THREE	[546]
547	SIXTY TWO	[547]
548	Sorry	[548]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
549	Sorry, I cannot add any more	[549]
550	Sorry, I cannot call this number	[550], [428], [465]
551	Sorry, mailbox in use, cannot be deleted	[551]
552	Sorry, maximum of 20 destinations exceeded	[552]
553	Sorry, no one is available to answer the call	[553]
554	Sorry, no space for recording	[554]
555	Sorry, Operator is not available to answer the call Please call back later	[555]
556	Sorry, there are no more matching names	[556] [556], [849]
557	Sorry, there is no space for recording	[557]
558	Sorry, there is no space for recording in this mailbox	[558]
559	Sorry, this function is not available	[559], [465] [559]
560	Sorry, this group is full	[560], [3] [560], [2]
561	Sorry, this line is busy	[561]
562	Sorry, this list is in use for delivery If this list is edited, all the deliveries will then be cancelled	[562]
563	Sorry, this mailbox is in use	[563]
564	Sorry, this name cannot be found	[564]
565	Sorry, this number is not assigned	[565]
566	Sorry, this pager is not available	[566]
567	Sorry, this report is not available	[567]
568	Sorry, you cannot deliver the message The maximum number of delivery has already been reached	[568]
569	Sorry, you cannot reply	[569], [597] [569], [653] [569], [649]

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Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
570	Sorry, you cannot transfer a private message	[570]
571	STAR(*)	[571]
572	State your comment at the tone	[572], [745], [789]
573	SUNDAY	[573]
574	Telephone number 1 for Remote Call Forward to CO is (telephone number)	[574]
575	Telephone number 1 for Remote Call Forward to CO is not assigned	[575]
576	Telephone number 1 is (telephone number)	[576]
577	Telephone number 1 is not assigned	[577]
578	Telephone number 2 for Remote Call Forward to CO is (telephone number)	[578]
579	Telephone number 2 for Remote Call Forward to CO is not assigned	[579]
580	Telephone number 2 is (telephone number)	[580]
581	Telephone number 2 is not assigned	[581]
582	Telephone number deleted	[582]
583	Telephone number is (telephone number)	[583]
584	Telephone number is not assigned	[584]
585	TEN	[585]
586	TEN [HOUR]	[586]
587	TEN [MINUTE]	[587]
588	TENTH	[588]
589	Thank you	[589]
590	Thank you for calling	[590]
591	The callback number is (telephone number)	[591], [722], [432]
592	The callback number is not assigned	[592], [722], [432]
593	The FAX transfer situation is as follows	[593]
594	The first 4 letters of the owner's last name are (name)	[594]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
595	The mailbox number entry failure Check the mailbox number	[595]
596	The message is (message)	[596]
597	The message sender is unknown	[569], [597]
598	The prompt is now turned off	[598]
599	The prompt is now turned on	[599]
600	The system-reserved mailbox cannot be edited	[600]
601	There are (number)	[601], [54]
602	There are no messages	[602]
603	There was one unsuccessful attempt to enter this mailbox	[603]
604	There were (number of failure)	[604], [905]
605	These are the brief segments of your Message	[605]
606	THIRD	[606]
607	Third telephone number is (telephone number)	[607]
608	Third telephone number is not assigned	[608]
609	THIRTEEN	[609]
610	THIRTEEN [HOUR]	[610]
611	THIRTEEN [MINUTE]	[611]
612	THIRTEENTH	[612]
613	THIRTIETH	[613]
614	THIRTY	[614]
615	THIRTY [MINUTE]	[615]
616	THIRTY EIGHT	[616]
617	THIRTY EIGHT [MINUTE]	[617]
618	THIRTY FIRST	[618]
619	THIRTY FIVE	[619]
620	THIRTY FIVE [MINUTE]	[620]
621	THIRTY FOUR	[621]
622	THIRTY FOUR [MINUTE]	[622]
623	THIRTY NINE	[623]

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Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
624	THIRTY NINE [MINUTE]	[624]
625	THIRTY ONE	[625]
626	THIRTY ONE [MINUTE]	[626]
627	THIRTY SEVEN	[627]
628	THIRTY SEVEN [MINUTE]	[628]
629	THIRTY SIX	[629]
630	THIRTY SIX [MINUTE]	[630]
631	THIRTY THREE	[631]
632	THIRTY THREE [MINUTE]	[632]
633	THIRTY TWO	[633]
634	THIRTY TWO [MINUTE]	[634]
635	This call is for (name)	[635] [635], [271]
636	This call is from (name)	[636]
637	This caller ID number already exists	[637]
638	This device is for continuous use	[638]
639	This device is for scheduled use	[639]
640	This device is not to be used	[640]
641	This group has no members	[641]
642	This is a new mailbox	[642]
643	This is for Message Manager	[62], [643]
644	This is for System Manager	[62], [644]
645	This is the General Delivery Mailbox	[645]
646	This is the last message	[646]
647	This is the last prompt number	[647]
648	This is your mailbox	[648]
649	This is your message	[569], [649]
650	This list member already exists	[650]
651	This mailbox number is already assigned	[651]
652	This message is from (name)	[652], [418] [652]
653	This message is from the general delivery mailbox	[569], [653]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
654	This message will be delivered on (day)	[654], [19]
655	THOUSAND	[655]
656	THREE	[656]
657	THREE [HOUR]	[657]
658	THURSDAY	[658]
659	Time is (time)	[659]
660	times	[859], [660]
661	To accept the prompt, press 2	[819], [661], [755], [754]
662	To accept, press 1	[662], [238], [805], [748]
663	To accept, press 2	[819], [663], [755], [674], [754] [828], [663] [722], [663] [819], [663], [755] [712], [663], [820] [722], [663], [737] [722], [663], [759] [722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [808] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777] [52], [722], [663]
664	To accept, press 4	[672], [736], [820], [664] [853], [854], [855], [664]
665	To accept, press 5	[853], [854], [855], [782], [665]
666	To add group members, press 2	[690], [666] [690], [666], [732], [818]
667	To add more caller ID numbers, press 1	[667], [747]
668	To add more digits, press 4	[722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777]
669	To add more members, press 1	[669], [747]
670	To add new mailbox number, press 3	[848], [670], [817] [848], [847], [670], [817]

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Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
671	To add new member, press 1	[671] [671], [732], [820]
672	To add, press 1	[672] [672], [736], [820] [672], [736], [820], [664] [672], [723], [737], [821]
673	To add, press 2	[722], [673]
674	To add, press 4	[819], [663], [755], [674], [754]
675	To answer the call, press 1 Otherwise, press 2 and hang up	[675]
676	To assign or edit mailboxes, press 1 To delete mailboxes, press 2 To reset mailbox passwords, press 3	[676]
677	To call message sender, press 1 To record a message, press 2	[677]
678	To call the operator, press 0	[299], [678] [463], [752], [678] [678] [463], [751], [678]
679	To call this person, press 1	[679], [720], [849]
680	To cancel, press ✖ To continue, press 1	[680]
681	To cancel call forwarding, press 6	[761], [762], [764], [763], [765], [681] [761], [762], [764], [763], [681]
682	To cancel external message delivery, press 1	[682], [716]
683	To cancel holding, press 2 now Otherwise, I'll try your party again	[683]
684	To cancel mailing list review, press any key	[684]
685	To cancel this message or verification, press 3	[685]
686	To change caller ID greeting number 1, press 1 To change caller ID greeting number 2, press 2 To change caller ID greeting number 3, press 3 To change caller ID greeting number 4, press 4	[686]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
687	To change caller ID number, press 1 To change caller name, press 2 To accept, press 3	[687]
688	To change company greeting number, press 1 To set system greeting, press 2 To disable, press 3	[688]
689	To change company greeting setting, press 5	[837], [827], [834], [692], [689] [837], [827], [834], [692], [689], [776]
690	To change group name, press 1	[690], [666] [690], [666], [732], [818]
691	To change Remote Call Forwarding to CO setting, press 6	[709], [708], [706], [836], [698], [691]
692	To change service mode setting, press 4	[837], [827], [834], [692], [689] [837], [827], [834], [692], [689], [776]
693	To change Telephone number 1, press 1 To change Telephone number 2, press 2	[693]
694	To change the after hours greeting, press 3	[705], [696], [694] [705], [696], [694], [697]
695	To change the answer length, press 1	[695], [841], [842], [774]
696	To change the busy signal greeting, press 2	[705], [696], [694] [705], [696], [694], [697]
697	To change the caller ID greetings, press 4	[705], [696], [694], [697]
698	To change the caller name and number, press 5	[709], [708], [706], [836], [698] [709], [708], [706], [836], [698], [691]
699	To change the company greeting, press 1	[699], [700], [702], [701], [718], [786], [711], [714]
700	To change the company name, press 2	[699], [700], [702], [701], [718], [786], [711], [714]
701	To change the custom service menu, press 4	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]
702	To change the department dialling menu, press 3	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]

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Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
703	To change the first telephone number, press 1 To change the second telephone number, press 2 To change the third telephone number, press 3	[703]
704	To change the message waiting lamp status, press 1 To change the device status, press 2 To assign the telephone or pager numbers, press 3	[704]
705	To change the no answer greeting, press 1	[705], [696], [694] [705], [696], [694], [697]
706	To change the owner's name, press 3	[709], [708], [706], [836] [709], [708], [706], [836], [698] [709], [708], [706], [836], [698], [691]
707	To change the password, press 1	[707], [716]
708	To change the password, press 2	[715], [708], [710], [717] [709], [708], [706], [836] [709], [708], [706], [836], [698] [709], [708], [706], [836], [698], [691]
709	To change the personal greeting, press 1	[709], [708], [706], [836] [709], [708], [706], [836], [698] [709], [708], [706], [836], [698], [691]
710	To change the recipient's name, press 3	[715], [708], [710], [717]
711	To change the selection menu, press 7	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]
712	To change the setting, press 1	[712], [663], [820]
713	To change the specified prompt, press 1 To change all prompts, press 2	[713]
714	To change the system caller name announcement, press 8	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]
715	To change the telephone number, press 1	[715], [708], [710], [717]
716	To change the time and date, press 2	[707], [716] [682], [716]
717	To change the time and date, press 4	[715], [708], [710], [717]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
718	To change the voice label, press 5	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]
719	To change this question, press 1	[719], [841], [842], [774]
720	To change to the next person, press 2	[679], [720], [849]
721	To change user prompt 1, press 1 To change user prompt 2, press 2	[721]
722	To change, press 1	[722], [663] [591], [722], [432] [592], [722], [432] [722], [663], [737] [722], [663], [759] [722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [673] [722], [663], [808] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777] [53], [722], [432] [52], [722], [663] [722], [843] [722], [843], [850] [722], [843], [851]
723	To change, press 2	[672], [723], [737], [821]
724	To check the mailbox distribution, press 3	[798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746]
725	To check the mailbox distribution, press 4	[798], [739], [728], [725], [223], [236], [746]
726	To clear all mailbox usage counts, press 2	[844], [726]
727	To continue holding, press 1	[727], [432]
728	To customise your mailbox, press 3	[845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [832], [746] [798], [739], [728], [725], [223], [236], [746]
729	To delete all caller ID numbers, press 1	[729], [432]
730	To delete all group members, press 1	[730], [432]
731	To delete distribution verification of this message, press 1 To cancel message delivery, press 2	[731]

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Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
732	To delete group members, press 3	[690], [666], [732], [818]
733	To delete members, press 2	[671], [733], [820]
734	To delete the password, press 1	[734], [780]
735	To delete, press 1	[735], [795] [735], [792] [735], [780]
736	To delete, press 2	[672], [736], [820] [672], [736], [820], [664]
737	To delete, press 3	[722], [663], [737] [672], [723], [737], [821]
738	To deliver a broadcast message, press 1	[738], [739]
739	To deliver a message, press 2	[798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746] [798], [739], [728], [725], [223], [236], [746] [738], [739]
740	To deliver now, press only the hash sign	[171], [740], [232]
741	To deliver now, press only the pound sign	[172], [741], [232]
742	To enable call blocking, press 1 To enable call screening, press 2 To enable intercom paging, press 3 To enable pager access, press 4 To disable all transfer service, press 5	[742]
743	To end recording, hang up To cancel your message, press *, if you have a touchtone phone	[743]
744	To end recording, hang up or press 1 for more features	[744], [789]
745	To end recording, press 1	[745], [789] [745] [572], [745], [789]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
746	To end this call, press *	[804], [812], [746] [804], [812], [822], [760], [746] [807], [746] [798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746] [845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [833], [746] [798], [739], [728], [725], [223], [236], [746]
747	To end, press 2	[669], [747] [667], [747]
748	To enter a new name or mailbox, press *	[662], [238], [805], [748]
749	To enter another extension, press *	[749]
750	To enter another extension, press 2	[781], [750]
751	To enter by name, press the hash sign and 1	[463], [751] [463], [751], [678] [463], [751], [226] [175], [751] [150], [751]
752	To enter by name, press the pound sign and 1	[463], [752] [463], [752], [678] [462], [752] [462], [752], [226] [175], [752] [150], [752]
753	To enter your callback number, press 1	[753], [432]
754	To erase and exit, press *	[819], [663], [755], [674], [754] [819], [661], [755], [754]
755	To erase and try again, press 3	[819], [663], [755], [674], [754] [819], [661], [755], [754] [819], [663], [755]
756	To erase this message, press 3	[804], [793], [756], [813], [846], [232] [804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [793], [756], [846], [232] [804], [811], [793], [756], [822], [760], [846], [784]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
757	To erase this prompt and use system prompt, press 2	[801], [757], [850] [801], [757], [851]
758	To erase this question, press 1	[758], [841], [842], [774]
759	To erase, press 3	[722], [663], [759]
760	To fast forward, press 6	[804], [812], [822], [760], [746] [804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [811], [793], [756], [822], [760], [846], [784]
761	To forward all calls, press 1	[761], [762], [764], [763], [765], [681] [761], [762], [764], [763], [681]
762	To forward busy calls, press 2	[761], [762], [764], [763], [765], [681] [761], [762], [764], [763], [681]
763	To forward busy or no answer calls, press 4	[761], [762], [764], [763], [765], [681] [761], [762], [764], [763], [681]
764	To forward no answer calls, press 3	[761], [762], [764], [763], [765], [681] [761], [762], [764], [763], [681]
765	To forward to a CO line, press 5	[761], [762], [764], [763], [765], [681]
766	To forward to the other number, press 3	[766]
767	To forward to your telephone number 1, press 1	[767]
768	To forward to your telephone number 2, press 2	[768]
769	To generate memory usage report, press 1 To clear memory usage counts, press 2	[769]
770	To generate fax call report, press 1 To clear fax call counts, press 2	[770]
771	To generate mailbox usage report, press 1 To clear mailbox usage counts, press 2	[771]
772	To generate port usage report, press 1 To clear port usage counts, press 2	[772]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
773	To generate system service report, press 1 or memory usage report management, press 2 or port usage report management, press 3 or mailbox usage report management, press 4 To generate mailbox parameter report, press 5 To generate call account report, press 6 To generate class of service parameter report, press 7 To generate fax call report, press 8	[773]
774	To go directly to a question, press 4	[695], [841], [842], [774] [719], [841], [842], [774] [758], [841], [842], [774] [841], [842], [774]
775	To hold this call, press 2	[293], [798], [775] [293], [798], [775], [301]
776	To initialise internal modem, press 6	[837], [827], [834], [692], [689], [776]
777	To insert a pager display command, press 8	[722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [820], [668], [778], [779], [777]
778	To insert a pause, press 5	[722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777]
779	To insert a wait for dial tone, press 7	[722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777]
780	To keep, press 2	[735], [780] [734], [780]
781	To leave a message, press 1	[781] [781], [750]
782	To let the caller select prompt language, press 4	[853], [854], [855], [782], [665]
783	To make this message private, press 1	[783], [432]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
784	To message scan, press 8	[804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [811], [793], [756], [822], [760], [846], [784]
785	To modify message, press 5	[845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [833], [746]
786	To modify the user prompt, press 6	[699], [700], [702], [701], [718], [786], [711], [714] [702], [701], [718], [786], [711], [714]
787	To notify the person by pager, press 4	[787]
788	To page your person, press 3	[788]
789	To pause and restart recording, press 2	[745], [789] [744], [789] [789] [572], [745], [789]
790	To play the entire message, press 3	[810], [793], [790]
791	To play the message, press 1 To check the previous message, press 1 twice To check the next message, press 2	[791]
792	To play the next caller ID number, press 2	[735], [792]
793	To play the next message, press 2	[804], [793], [756], [813], [846], [232] [804], [811], [793], [756], [813], [822], [760], [846], [784] [810], [793], [790] [804], [793], [756], [846], [232] [804], [811], [793], [756], [822], [760], [846], [784] [811], [793] [793]
794	To play the next schedule, press 2	[815], [794], [806], [796] [794], [806], [796]
795	To play the next, press 2	[735], [795]
796	To play the previous schedule, press 4	[815], [794], [806], [796] [794], [806], [796]
797	To reach the covering extension, press 2	[797]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
798	To receive the message, press 1	[293], [798], [775] [293], [798], [775], [301] [798], [739], [724], [224], [234], [236], [746] [798], [739], [724], [224], [234], [746] [798], [739], [728], [725], [223], [236], [746]
799	To record a message for external delivery, press 1 To check external delivery message status, press 2 To set up mailing list, press 3	[799]
800	To record a message, press 1 To add new mailbox number, press 2 To review the mailing list, press 3	[800]
801	To record a new prompt, press 1	[801], [757], [850] [801], [757], [851]
802	To record the question, press 1 To set the answer length, press 2 To erase the question, press 3	[802]
803	To record, press 1 To erase, press 2	[803]
804	To repeat this message, press 1	[804], [812], [746] [804], [812], [822], [760], [746] [804], [793], [756], [813], [846], [232] [804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [793], [756], [846], [232] [804], [811], [793], [756], [822], [760], [846], [784]
805	To repeat this name, press 3	[662], [238], [805], [748]
806	To repeat this schedule, press 3	[815], [794], [806], [796] [794], [806], [796]
807	To repeat, press 1	[807], [746] [807], [432]
808	To repeat, press 3	[722], [663], [808]
809	To replay the previous message information, press 1 To play the next message's information, press 2 To play the message, press 3	[809]
810	To replay the previous message, press 1	[810], [793], [790]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
811	To replay the previous message, press 1 twice	[804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [811], [793], [756], [822], [760], [846], [784] [811], [793] [811]
812	To reply, press 2	[804], [812], [746] [804], [812], [822], [760], [746]
813	To reply, press 4	[804], [793], [756], [813], [846], [232] [804], [811], [793], [756], [813], [822], [760], [846], [784]
814	To report all mailbox usage, press 2	[844], [814]
815	To reschedule, press 1	[815], [794], [806], [796]
816	To retrieve the call, press 2	[816]
817	To review the mailing list, press 4	[848], [670], [817] [848], [847], [670], [817]
818	To review this group, press 4	[690], [666], [732], [818]
819	To review, press 1	[819], [663], [755], [674], [754] [819], [661], [755], [754] [819], [663], [755]
820	To review, press 3	[671], [733], [820] [712], [663], [820] [722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777] [722], [663], [820], [668], [778], [779] [722], [663], [820], [668], [778], [779], [777] [672], [736], [820] [672], [736], [820], [664]
821	To review, press 4	[672], [723], [737], [821]
822	To rewind, press 5	[804], [812], [822], [760], [746] [804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [811], [793], [756], [822], [760], [846], [784]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
823	To select caller select mode, press 1 To select without message mode, press 2 To select before message recording mode, press 3 To select after message recording mode, press 4 To disable all entry modes, press 5 To accept, press 6	[823]
824	To send to 1 recipient, press 1 To send by mailing list, press 2	[824]
825	To set Automatic mode, press 1 To set Manual Day mode, press 2 To set Manual Night mode, press 3 To set Manual Lunch mode, press 4 To set Manual Break mode, press 5 To set PBX Control mode, press 6	[825]
826	To set call transfer status, press 1 To set up covering extension, press 2 To set message reception mode, press 3 To set incomplete handling status, press 4	[826]
827	To set class of service, press 2	[837], [827], [834] [837], [827], [834], [692], [689] [837], [827], [834], [692], [689], [776]
828	To set delivery time or make this message private, press 1	[828], [663]
829	To set delivery time, press 1 For immediate delivery, press 2	[829]
830	To set dial mode, press 6	[722], [663], [820], [668], [778], [830], [779] [722], [663], [820], [668], [778], [830], [779], [777]
831	To set leaving a message status, press 1 To set covering extension transfer status, press 2 To set intercom paging status, press 3 To set pager access status, press 4 To set operator transfer status, press 5 To set returning to top menu automated attendant service status, press 6	[831]
832	To set station call forwarding, press 4	[832]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
833	To set station call forwarding, press 6	[845], [838], [728], [835], [785], [833], [746]
834	To set the clock, press 3	[837], [827], [834] [837], [827], [834], [692], [689] [837], [827], [834], [692], [689], [776]
835	To set the clock, press 4	[845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [833], [746]
836	To set the group distribution lists, press 4	[709], [708], [706], [836] [709], [708], [706], [836], [698] [709], [708], [706], [836], [698], [691]
837	To set up mailbox, press 1	[837], [827], [834] [837], [827], [834], [692], [689] [837], [827], [834], [692], [689], [776]
838	To set up message waiting notification, press 2	[838] [845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [832], [746]
839	To skip setting the password, press the hash sign	[138], [839] [176], [839]
840	To skip setting the password, press the pound sign	[138], [840] [177], [840]
841	To skip to the next question, press 2	[695], [841], [842], [774] [719], [841], [842], [774] [758], [841], [842], [774] [841], [842], [774]
842	To skip to the previous question, press 3	[695], [841], [842], [774] [719], [841], [842], [774] [758], [841], [842], [774] [841], [842], [774]
843	To skip, press 2	[722], [843] [722], [843], [850] [722], [843], [851]
844	To specify the mailbox range, press 1	[844], [814] [844], [726]
845	To transfer General Delivery Mailbox messages, press 1	[845], [838], [728], [835], [785], [746] [845], [838], [728], [835], [785], [833], [746]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
846	To transfer this message, press 7	[804], [793], [756], [813], [846], [232] [804], [811], [793], [756], [813], [822], [760], [846], [784] [804], [793], [756], [846], [232] [804], [811], [793], [756], [822], [760], [846], [784]
847	To transfer with comment, press 2	[848], [847], [670], [817]
848	To transfer, press 1	[848], [670], [817] [848], [847], [670], [817]
849	To try again, press *	[679], [720], [849] [556], [849]
850	To turn off the prompt, press 3	[801], [757], [850] [722], [843], [850]
851	To turn on the prompt, press 3	[801], [757], [851] [722], [843], [851]
852	To schedule, press 1 To use continuously, press 2 To not use, press 3	[852]
853	To use the system prompt, press 1	[853], [854], [855], [664] [853], [854], [855], [782], [665]
854	To use user 1 prompt, press 2	[853], [854], [855], [664] [853], [854], [855], [782], [665]
855	To use user 2 prompt, press 3	[853], [854], [855], [664] [853], [854], [855], [782], [665]
856	TONE DIALLING MODE	[856]
857	Total message time available per mailbox is (time)	[857], [374]
858	Total message time available per mailbox is unlimited	[858]
859	Transferred (number)	[859], [660]
860	Transferred 1 time	[860]
861	Trunk group number is (number)	[861]
862	TUESDAY	[862]
863	TWELFTH	[863]
864	TWELVE	[864]
865	TWELVE [HOUR]	[865]
866	TWELVE [MINUTE]	[866]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
867	TWENTY	[867]
868	TWENTY [HOUR]	[868]
869	TWENTY [MINUTE]	[869]
870	TWENTY EIGHT	[870]
871	TWENTY EIGHT [MINUTE]	[871]
872	TWENTY EIGHTH	[872]
873	TWENTY FIFTH	[873]
874	TWENTY FIRST	[874]
875	TWENTY FIVE	[875]
876	TWENTY FIVE [MINUTE]	[876]
877	TWENTY FOUR	[877]
878	TWENTY FOUR [HOUR]	[878]
879	TWENTY FOUR [MINUTE]	[879]
880	TWENTY FOURTH	[880]
881	TWENTY NINE	[881]
882	TWENTY NINE [MINUTE]	[882]
883	TWENTY NINTH	[883]
884	TWENTY ONE	[884]
885	TWENTY ONE [HOUR]	[885]
886	TWENTY ONE [MINUTE]	[886]
887	TWENTY SECOND	[887]
888	TWENTY SEVEN	[888]
889	TWENTY SEVEN [MINUTE]	[889]
890	TWENTY SEVENTH	[890]
891	TWENTY SIX	[891]
892	TWENTY SIX [MINUTE]	[892]
893	TWENTY SIXTH	[893]
894	TWENTY THIRD	[894]
895	TWENTY THREE	[895]
896	TWENTY THREE [HOUR]	[896]
897	TWENTY THREE [MINUTE]	[897]
898	TWENTY TWO	[898]
899	TWENTY TWO [HOUR]	[899]

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
900	TWENTY TWO [MINUTE]	[900]
901	TWENTIETH	[901]
902	TWO	[902]
903	TWO [HOUR]	[903]
904	TWO THOUSAND	[904]
905	unsuccessful attempts to enter this mailbox	[604], [905]
906	Use call waiting on busy signal disabled	[906]
907	Use call waiting on busy signal enabled	[907]
908	Use the hash sign key as a wild card character	[157], [908]
909	Use the pound sign key as a wild card character	[157], [909]
910	Verification deleted	[910]
911	was erased	[181], [911], [26]
912	was sent on (date)	[346], [912], [19]
913	WEDNESDAY	[913]
914	Welcome to the general delivery mailbox	[914]
915	Welcome to the Voice Processing System	[275], [915] [273], [915] [274], [915] [915]
916	When you are finished hang up, stay on the line to confirm or change your number	[461], [918], [99], [916]
917	You can add up to (number)	[917], [377] [917], [376]
918	You can enter up to (number)	[151], [918], [99] [461], [918], [99] [461], [918], [99], [916] [139], [918], [99] [168], [918], [99]
919	You can not add any more digits	[919]

D9 LIST OF MODIFIABLE PROMPTS

Table D-4

Prompt No.	Modifiable Prompts	Linked to Prompt No. (s)
920	You have (number)	[920], [382] [920], [372] [920], [188]
921	You have a call	[921]
922	You have a call from (name)	[922]
923	You have 1 FAX message	[923]
924	You have 1 message	[924]
925	You have 1 new message	[925]
926	Your extension is call forwarded all calls to extension (extension)	[926]
927	Your extension is call forwarded busy calls to extension (extension)	[927]
928	Your extension is call forwarded busy or no answer calls to extension (extension)	[928]
929	Your extension is call forwarded no answer calls to extension (extension)	[929]
930	Your extension is call forwarded to telephone number (telephone number)	[930]
931	ZERO	[931]

[Linked Prompts List]

Subscriber Service

Table D-5

[920] You have (number)	[604] There were (number of failure)
[380] new message	[905] unsuccessful attempts to enter this mailbox

Receive Message

Table D-6

[359] Message recorded by (mailbox number)	[367] Message transferred via (mailbox number)
[15] and transferred via (mailbox number)	[14] and (mailbox number)
[14] and (mailbox number)	
[360] Message recorded on (date)	[920] You have (number)

Table D-6

[19] at (time)	[372] Messages
-----------------	----------------

Message Scan

Table D-7

[346] Message from (name)	
[912] was sent on (date)	
[19] at (time)	

Message Delivery

Table D-8

[654] This message will be delivered on (day)	
[19] at (time)	

Personal Group Distribution List

Table D-9

[917] You can add up to (number)	
[377] more members	

Check Mailbox Distribution

Table D-10

[345] Message for (name)	[365] Message sent on (date)
[483] received on (date)	[19] at (time)
[19] at (time)	[220] for (mailbox number)
[220] for (mailbox number)	[283] has been erased, because message retention time expired
[284] has not been received	

External Message Delivery

Table D-11

[182] External delivery message scheduled for (name)	[652] This message is from (name)
[420] on (date)	[418] of (company name)
[19] at (time)	[181] External delivery message for (name)
[185] External delivery message will be sent to (name)	[911] was erased

D9 LIST OF MODIFIABLE PROMPTS

Table D-11

[500]	right away	[26]	because message retention time expired
[366]	Message to (name)	[297]	I'll redial (number)
[33]	being delivered now	[379]	more times

Message Waiting Notification

Table D-12

[461]	Please enter your callback number	[461]	Please enter your callback number
[918]	You can enter up to (number)	[918]	You can enter up to (number)
[99]	digits	[99]	digits
		[916]	When you are finished hang up, stay on the line to confirm or change your number
[635]	This call is for (name)		
[271]	from (name)		

Interview Mailbox Management

Table D-13

[16]	Answer length is (number)		
[507]	seconds		

Fax Management

Table D-14

[920]	You have (number)	[859]	Transferred (number)
[188]	FAX messages	[660]	times

GLOSSARY

Alternate Extension Group

Transfers the call coming into the extensions in this group following the sequence specified by "Alternate Extension Transfer Sequence".

Auto Configuration

(Available with DPT Integration only.) The VPS can automatically draw information from the KX-TD500, the KX-TD816, the KX-TD1232 or the KX-TD612. This information includes, among other things, extension number assignments for each VPS port. This saves time in the initial setup. Auto Configuration can be executed by Rotary switch settings or by System Administration (Quick Setup).

Auto Forwarding

Allows unretrieved messages to be copied or moved to another mailbox.

Automated Attendant

The Automated Attendant feature of the VPS requests the caller to enter an extension number and then the VPS dials the number. If there is no answer or the line is busy, the caller is given some options, including the option to leave a message in a mailbox. This is the advantage of calling an extension indirectly through the Automated Attendant rather than calling it directly.

Call Blocking

Connects the caller to the Incomplete Call Handling Service without ringing the subscriber's extension.

Call Screening

Allows subscribers to screen calls. The VPS prompts the caller with the message Record your name at the tone, and records the caller's name; it then puts the caller on hold while playing the name to the subscriber who decides whether to take the call or not.

Call Transfer

Transfers a call to the requested destination.

Called Party ID

(Sometimes referred to as Follow-On ID) The PBX sends the VPS digits to identify the forwarding extension, this directs the caller directly to that extension's mailbox.

Caller ID Call Routing

(Available with DPT Integration only.) The VPS automatically sends calls from pre-assigned Caller ID numbers to the desired extension, mailbox (including System Group Distribution List) or Custom Service.

Caller Name Announcement (System/Personal)

(Available with DPT Integration only.) The VPS announces pre-recorded Caller ID caller's names when: (1) extension users listen to messages from pre-assigned numbers left in their mailboxes, (2) the VPS transfers calls from pre-assigned numbers to the users (Caller ID Screening), and (3) the VPS pages the users by intercom (Intercom Paging).

If the same Caller ID number is programmed for both system and personal caller name announcements, the VPS will use the personal caller name.

Company Greeting

Up to 32 Company Greetings can be recorded to greet callers. One (or System Greeting or none) can be selected for each Day, Night, Lunch, Break, and Holiday service on a port basis and trunk (outside line) basis.

Company Name

This is played by the VPS to the intended receiver of an External Delivery Message when she does not enter the password (if required) correctly. This helps her to realise where the call came from.

Covering Extension

This can be a destination for Incomplete Call Handling Service. This can also be accessed by pressing [0] while a Personal Greeting is being played, or while a caller is leaving a message.

Custom Service Setting

Allows one-touch access to extensions, other custom service menus, fax machine, mailboxes, etc. A greeting can be recorded for each of the 100 menus to give verbal directions to the non-subscribers.

Default Setting

A parameter defined for the system at the factory which can be changed through system programming by the System Administrator or the System Manager.

Delayed Ringing

There are 2 kinds of delayed ringing applications:

- (1) The VPS is used as the no-answer destination for the Intercept Routing feature of your PBX.
- (2) DIL 1:N (outside [CO] line to several extensions) terminates on telephones and VPS ports. To give the telephone users a chance to answer calls, the VPS lines should be programmed for delayed ringing. Otherwise, the VPS will answer the calls immediately.

Delete Message Confirmation

The VPS requests confirmation from the mailbox owner before erasing a message left in the mailbox.

Delivery Time

The time specified by the subscriber for the VPS to deliver a pre-recorded message. You can specify delivery time in External Delivery Message or when delivering a message to other subscribers (Subscriber's Guide Section 3.1)

Department Dialling

A speed-dialling feature that permits an outside caller to dial a single digit (1-9) to reach a specific extension.

Direct Mailbox Access

(Available with DPT Integration only.) A subscriber can enter her mailbox directly when she calls the VPS from her extension. She does not have to enter any special codes except for her password, if one is set.

DPT Integration

Digital integration between the VPS and the KX-TD500, the KX-TD816, the KX-TD1232 or the KX-T612. Requires upgraded software in the PBX.

Depending on the model and/or the software version of the connected PBX, you may not be able to utilise some of the features available only with DPT Integration. For more information, consult your dealer.

DTMF

(Dual Tone Multi Frequency) Commonly referred to as touchtone.

External Call Forwarding

(Available on the KX-TD500, the KX-TD816, and the KX-TD1232)

Forwards calls to an extension that has call forwarding activated to an outside phone.

External Delivery Message

A message intended for automatic delivery to outside parties and/or extensions. The message can be delivered immediately or at a specified time.

External Message Delivery List

Allows the subscriber to create 2 lists to deliver messages to outside parties. Each list can have 8 destinations.

External Message Delivery Redial

Allows the System Administrator to instruct the VPS when making external message deliveries how many attempts to make when the line is busy or when there is no answer.

Fast Forward

Puts the user 4 s ahead in the current message.

Follow-On ID

See Called Party ID.

General Delivery Mailbox

When the caller does not dial anything (either because she does not want to or she is using a rotary telephone), the VPS sends her to the General Delivery Mailbox. Periodically (daily is best), the Message Manager should transfer the contents of the General Delivery Mailbox to the appropriate destinations.

Hash Sign

The [#] key on the telephone keypad.

HELP

One of the utility commands that is used to list all utility commands with a brief description of each.

Immediate Reply

Allows the message receiver to reply to a message without specifying the extension number or the mailbox number of the sender.

Inband Signalling

The Follow-On ID (or Called Party ID) that integrates the VPS and the PBX. Uses DTMF to light message waiting lights. Does not give "high end" features such as: Intercom Paging, Direct Mailbox Access, Live Call Screening, etc.

Incomplete Call Handling Service

Calls are considered incomplete when there is no answer or if the line is busy.

There are 6 options for the Incomplete Call Handling Service:

- (1) to record a message from the caller,
- (2) transfer the caller to a covering extension,
- (3) page the mailbox owner via the PBX,
- (4) notify the mailbox owner via beeper (pager),
- (5) transfer the caller to the operator, or
- (6) let the caller try another extension.

Integration

Required between the VPS and the PBX. See Inband Signalling and DPT Integration.

Intercept Routing No Answer

Transfers an unanswered call to another extension, or to the VPS. (This is a PBX feature.)

Intercom Paging

(Available with DPT Integration only.) Allows up to 16 different paging groups. An outside party can reach a subscriber who is away from her telephone using either internal or external page groups. For a Caller ID caller, if her name has been recorded for the Caller Name Announcement feature, the name will be announced at the end of the page.

Interview Service

A special type of subscriber mailbox that enables the subscriber to record up to 10 questions. After the answers are recorded, the Message Waiting Lamp turns on at the subscriber's telephone. (Good for claims departments, order desks, job applications, etc.)

Keypad

All touchtone keys on the telephone.

LCD

Liquid crystal display

Live Call Screening

(Available with DPT Integration only.) The proprietary telephone works like an answering machine. The subscriber can hear the caller through the speakerphone or the handset while the message is being recorded.

LOAD

One of the utility commands that is used to load new or saved data to the VPS from a personal computer.

Logical Extension (All Calls Transfer to Mailbox)

An extension that always receives calls directly into its mailbox. This feature is used by subscribers who are often unavailable or who do not have a telephone.

Mailbox Capacity (messages)

The number of messages that can be recorded in a subscriber's mailbox: should be set between 5 and 100 messages by the System Administrator or the System Manager.

Mailbox Capacity (recording time)

The total length of time for messages in a subscriber's mailbox: should be set between 5 and 100 min or unlimited length by the System Administrator or the System Manager.

Mailbox Extension

Normally the same number as the telephone extension number.

Mailbox Management

Allows a subscriber to alter the setting for personal mailboxes.

Menu

A list of choices from which the user can select by using the telephone keypad or the keys from a personal computer.

Message Manager

(Mailbox 98, 998, 9998, or 99998) The person who takes care of the General Delivery Mailbox and records: the Company Greetings, Company Name, Department Dialling Menu, Custom Service Menus, Voice Labels, User Prompts (User 1/User 2), Multilingual Selection Menu, and System Caller Names.

Message Retention Time

New Message Retention Time —the length of time the VPS will store a new (unplayed) message before deleting the message.

Saved Message Retention Time —the length of time the VPS will store an old (played) message before deleting the message.

Message Retrieval Order

The order in which the subscriber retrieves messages: Last In First Out (LIFO) or First In First Out (FIFO).

Message Transfer

Allows a subscriber to re-route a message to another mailbox unless the message was marked "private". Additional comments can be added to this message.

Message Waiting Lamp

Light on proprietary telephones that lights when there are messages in the mailbox.

Message Waiting Notification

The VPS can notify subscribers and the Message Manager when they have received messages (if authorised by the System Administrator or the System Manager). There are 3 notification methods: (1) by the Message Waiting Lamp, (2) by a telephone, or (3) by a beeper (pager).

Multilingual Selection Menu

The Message Manager is responsible for recording this menu. Allows callers to choose the language they want (System, User 1 or User 2 prompts) when they call the VPS.

Non-Subscriber

A caller to the VPS who does not own a mailbox.

Notification Method

(See Message Waiting Notification.)

Operator

Up to 3 destinations can be assigned as operators. This is the extension that receives calls when the calling party is on a rotary phone or dials [0].

Owner's Name

After a subscriber records her name, the VPS announces her name during transfers, Intercom Paging, and confirmation of Dialling by Name. Independent of this recording is registration of name by System Administrator. This allows callers to dial parties by name (Dialling by Name) rather than by number. For example, a caller can dial "S-M-I-T" (Smith) rather than Smith's mailbox number, which can be hard to remember.

Password

A combination of numbers selected by the subscriber to protect access to her mailbox. If forgotten, the System Administrator or System Manager can clear it so that the subscriber can select a new password.

Personal Greetings

A subscriber can record messages to greet callers. There are 3 kinds of Personal Greetings:

- (1) No Answer Greeting
- (2) Busy Signal Greeting
- (3) After Hours Greeting

Personal Greeting for Caller ID

(Available with DPT Integration only.) Each subscriber can record up to 4 personal greeting messages for calls from pre-assigned Caller ID numbers. Each greeting supports up to 8 Caller ID numbers.

Personal Group Distribution List

A subscriber can maintain up to 4 distribution lists, each containing a maximum of 20 mailboxes. Using this list, she can send the same message to all members of a specific distribution list at once.

Port

The point of connection between the PBX and the VPS.

Private Message

A message recorded as a private message cannot be forwarded. You can specify privacy when delivering a message to other subscribers (Subscriber's Guide Section 3.1).

Prompt

Pre-recorded VPS sentences that guide subscribers and non-subscribers through specific VPS functions. The VPS supports 3 prompts: (1) System prompts (pre-recorded by the factory in English), (2) User 1 prompts (recordable by the Message Manager*), and (3) User 2 prompts (pre-recorded by the factory in Spanish*).

Prompts are numbered; the Message Manager can turn off and on the prompts individually.

*: re-recordable

Remote Call Forwarding Set

(Available with the KX-TD500 only.) A subscriber and the Message Manager can program her extension from a remote location to forward various types of calls to a desired extension or an outside telephone. There are 6 forwarding settings available:

- (1) Forward All Calls
- (2) Forward Busy Calls
- (3) Forward No Answer Calls
- (4) Forward Busy or No Answer Calls
- (5) Forward to a CO Line
- (6) Forward Cancel.

See Remote Call Forward to CO.

Remote Call Forward to CO

(Available with the KX-TD500 only.) Allows the System Administrator to program Telephone number 1 and Telephone number 2 as the destination to which the callers are forwarded when the Remote Call Forwarding is set to an outside (CO) line. This feature must be enabled in the COS (Class of Service) setting to be utilised. See Remote Call Forwarding Set.

Review

Plays back a message.

Rewind

Replays the previous 4 seconds of a message.

Rotary Telephone

A telephone capable of pulse dial only. Callers using a rotary telephone will be automatically forwarded to the operator or the General Delivery Mailbox.

SAVE

One of the utility commands that is used to save VPS data to a personal computer.

Scanning Messages

Allows the subscriber to listen to only the first 4 s of each message. Another method is to press [2] while listening to a message; this instructs the VPS to skip to the next message.

Service Mode

The System Administrator or the System Manager can change the call handling method programmed for each Time Group 1-8.

Station Programming

Programming via the proprietary telephone.

Subscriber

A person who has been assigned a mailbox.

System Administration

System programming can be performed in 2 ways: (1) Locally (personal computer connected directly to the RS-232C port of the VPS), or (2) remotely (personal computer connected via the telephone network and the external modem of the VPS).

Note: Local programming and remote programming are mutually exclusive.

System Administrator

Unlike the Message Manager and the System Manager, who use a telephone to perform their duties, the System Administrator uses a personal computer to program the VPS. The System Administrator's handbook is the Installation Manual.

System External Message Delivery Duration Time

The maximum time allowed for an external message that is to be delivered by the VPS, specified by the System Administrator.

System Group Distribution List

The VPS can maintain up to 20 distribution lists, each containing a maximum of 20 mailboxes. Each list is referenced by a System Group Distribution List number and is assigned via system administration. A recording into a System Group Distribution List number will go into the mailboxes of all group members.

System Manager

(Mailbox 99, 999, 9999, or 99999) The person who can perform very basic and limited system programming using a telephone. She can create/delete mailboxes, clear subscriber passwords when they are forgotten, set Class of Service parameters, set the System Clock, and generate System Reports.

System Report

The System Administrator or System Manager can generate 8 System Reports to monitor the VPS operating status as required.

TIME

One of the utility commands that is used to confirm or set the time and date of the VPS.

Time Group

A time frame in which Day, Night, Lunch, or Break time period can be programmed. It is possible to assign up to 8 different Time Groups.

Time Synchronisation

(Available with the KX-TD500 only.) When the PBX sets a new date and time or when DPT Integration is established, the data is sent from the PBX to the VPS.

Two-Way Recording (TWR)

(Available with DPT Integration only.) Allows a subscriber to record a conversation into her mailbox.

Two-Way Transfer (TWT)

(Available with DPT Integration only.) Allows a subscriber to record a conversation into another person's mailbox.

Unlimited Message Length

Permits a mailbox owner to record two-way conversations of unlimited length into her or another person's mailbox (Two-Way Recording or Two-Way Transfer). The maximum recording time for other messages will automatically be set to 6 min.

Voice Mail

A general term used for messages recorded over the phone from one person to another.

Voice Prompt

Recorded VPS instructions to callers. These are either system prompts or user prompts.

VPS

Voice Processing System (e.g., Panasonic KX-TVP200).

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