
Telephone Switching Systems for AmAndA@SOHO

Version 3.xx

Switching Guide: 7/01 Edition

AmAndA®

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Chapter 1: Introducing the Switches

Using a PBX with Amanda

Amanda@SOHO works with the following telephone switching systems.

Telephone Switching Systems

PBX	Number
AT&T Partner Plus	110
AT&T Partner 2	111
Comdial DSU/Unisyn 2-digit extension plan	121
3-digit extension plan	122
Inter-Tel GMX 12/24	140
Iwatsu Adix 8/24 (S/M Series)	150
Iwatsu Adix 16/48	151
NEC Electra, Level I (release 2.00+)	170
NEC Electra II (release 3.00+)	171
Panasonic KXTD 1232	191
Panasonic DBS	192
Samsung DCS 2.2/Compact	220
Sprint CTX/MTX	230
Toshiba DK-8	250
Toshiba DK-16	251
Toshiba DK-16e, DK-40	252
Vodavi Starplus DHS	260
WIN 36D	270
WIN 100D	271

Each chapter in this guide covers either one telephone switching system or one manufacturer. For some manufacturers that have more than one switching system listed, each system has its own chapter because the programming is different.

These chapters offer the information needed to program a new system with voice mail. It does not cover other aspects of programming the system. Nor does it prescribe corrections to make to previously programmed systems.

Each chapter includes recommendations from dealers and switching system manuals. The Amanda Company assumes no liability for the accuracy of the information.

Identifying the Telephone Switching System

This guide explains how to:

- Tell Amanda what telephone switching system she will be working with
- Program that telephone switching system to work with Amanda correctly

As the person installing Amanda, you must notify Amanda about the type of telephone switching system she will be using.



Log into

Amanda mailbox 999

+ **8** + **8** + **4** + enter the Amanda Company number for your PBX + **#**

Amanda repeats your selection as a confirmation.

After selecting a telephone switching system, you can dial **999#** to hang up or enough **9**'s to return to the administrator menu and select a new set of options, for example, to designate the operator's or the fax machine's extension.

To log into Amanda:

Dial: _____ (Amanda's number) + ***** + **999** (the mailbox) + **#**
 + security code (initially the same number as the mailbox) + **#**

NOTE: If Amanda asks for a security code immediately (because the telephone switching system uses an auto-login feature), use:

Dial: _____ (Amanda's number) + **#** + ***** +
 mailbox + **#** + security code + **#**

OR

You can dial the mailbox's security code (even though Amanda will say it is an invalid security code). Then provide the mailbox:

Dial: _____ + security code + **#** + mailbox + **#** +

To log into Amanda from outside of the office:

Dial: _____ (the office number) + ***** + mailbox + **#** + security code + **#**

Chapter 2: Programming the AT&T Partner Plus

Getting Started

To connect Amanda to the switching system:

1. Run direct wiring from RJ-11 jack (one-pair) on Partner 206 module to RJ-11 jack (two-pair) on the voice board.
2. Run wiring from 66 block to RJ-11 jack (two-pair) to the Amanda Rhetorex voice board.

OR

- Use four RJ-11 mounting cords, one cord for each voice mail port. Plug one into each extension port on the 206 Module.

The 206 Module must be 3.1 or higher in order to turn the message lights on and off for single-line telephones.

To start programming the AT&T Partner:

- Press **Feature** **0** **0** **System Program** **System Program**

To exit programming the AT&T Partner:

- Press **Feature** **0** **0**

Programming is done only from extension 10 or 11.

Using Amanda as a Primary Automated Attendant

If you are using Amanda as a primary automated attendant, you need to read the following sections. Many of these sections also apply to using Amanda as a backup attendant or a voice messaging center; sometimes the settings are identical. Sometimes they are different. Be sure to use the settings for the primary automated attendant.

Section to read:	To program:
Programming Hunt Group 7	#505 Hunt Group Extensions
Assigning Extensions to Ring-No-Answer Service	#310 VMS Cover
Setting the Number of Rings for No Answer	#117 VMS Cover Rings
Determining When Voice Mail Answers Calls	#506 VMS Hunt Delay

Section to read:	To program:
	#507 VMS Hunt Schedule
Assigning Outside Lines to Hunt Group 7	#206 Group Call Distribution

Using Amanda as a Backup Attendant

If you are using Amanda as a backup attendant, you need to read the following sections. Many of these sections also apply to using Amanda as a primary automated attendant or a voice messaging center; sometimes the settings are identical. Sometimes they are different. Be sure to use the settings for the backup attendant.

Section to read:	To program:
Programming Hunt Group 7	#505 Hunt Group Extensions
Assigning Extensions to Ring-No-Answer Service	#310 VMS Cover
Setting the Number of Rings for No Answer	#117 VMS Cover Rings
Determining When Voice Mail Answers Calls	#506 VMS Hunt Delay
	#507 VMS Hunt Schedule
Assigning Outside Lines to Hunt Group 7	#206 Group Call Distribution

Using Amanda as a Voice Messaging Center

If you are using Amanda as a voice messaging center, you need to read the following sections. Many of these sections also apply to using Amanda as a primary automated attendant or a backup attendant; sometimes the settings are identical. Sometimes they are different. Be sure to use the settings for a voice messaging center.

Section to read:	To program:
Programming Hunt Group 7	#505 Hunt Group Extensions
Assigning Extensions to Ring-No-Answer Service	#310 VMS Cover
Setting the Number of Rings for No Answer	#117 VMS Cover Rings
Determining When Voice Mail Answers Calls	#506 VMS Hunt Delay

Section to read:	To program:
	#507 VMS Hunt Schedule
Assigning Outside Lines to Hunt Group 7	#206 Group Call Distribution

Programming Hunt Group 7

You program Hunt Group 7 for voice mail. It should be a circular hunt group. You program it identically, regardless of whether Amanda is being used as a primary automated attendant, a backup attendant, or a voice messaging center. It is a circular hunt group.

Procedure #505 Hunt Group Extensions lets you assign any number of extensions to a Hunt Group. The system supports up to seven Hunt Groups, with Hunt Group 7 used exclusively for voice messaging.

Any number of extensions can be assigned to each Hunt Group.

To assign an extension to Hunt Group 7:

1. Press **Feature** **0** **0** **System Program** **System Program** **#** **5** **0** **5**
2. At the Group: prompt, enter a group number (7 is for voice messaging). For example, a display similar to the following appears:

```
Hunt Group 7
Extension:
```
3. Enter an extension number. For example, to select extension 31, press **3** **1**.
4. To assign the extension, press **Next Data** until you see "1" for assigned to group on the display.
5. To assign another extension, press **Next Item** or **Prev Item** until the extension number shows on the display. Repeat step 4.
6. Select another procedure or exit programming mode.

EXTRA INFORMATION:

After you assign the extensions associated with the voice messaging system hardware to Hunt Group 7, you can set the Transfer Return Extension (#306) for those extensions to extension 10 (or another extension with a person who can assist the caller). See a Partner manual for details.

Assigning Extensions to Ring-No-Answer Service

Procedure #310 VMS Cover automatically routes an extension's unanswered intercom, transferred, and DIL/DID calls to Amanda after a specified number of rings so callers can leave messages.

You program it identically, regardless of whether Amanda is being used as a primary automated attendant, a backup attendant, or a voice messaging center.

To program voice mail coverage:

1. Press **Feature** **0 0** **System Program** **System Program** **# 3 1 0**
2. Enter the number of the extension to be covered by Amanda. For example, to program extension 11, press **1 1**.
3. To assign Automatic VMS Cover, press **Next Data** until you see “1” for assigned on the display.
4. To program another extension, press **Next Item** or **Prev Item** until the extension number shows on the display.
5. Select another procedure or exit programming mode.

EXTRA INFORMATION:

To manually change an extension’s VMS Cover state, users can program the VMS Cover feature on a button with lights. Users can then press the VMS Cover button to activate the feature (green light on) or deactivate the feature (green light off).

NOTE: If Automatic VMS Cover is assigned at an extension, the green light is lit automatically after programming the VMS Cover button to indicate the VMS Cover is currently active. If this is the case, and the VMS Cover button is pressed, the feature is deactivated. To activate VMS Cover again, you must press the button.

Automatic VMS Cover also applies to outside calls on lines assigned ownership with Line Coverage Extension (#208). See “Voice Mail Coverage for Outside Lines (Optional)” on page 9.

Users with Automatic VMS Cover turned on can activate Do Not Disturb to Send All Calls immediately to their voice mailbox.

If an extension has Automatic VMS Cover and Call Forwarding active, calls ring at the forwarding destination; they are not covered by Amanda.

Standard telephones and system telephones without a programmed VMS Cover button cannot override this feature once it is assigned to an extension.

Setting the Number of Rings for No Answer

Procedure #117 VMS Cover Rings which applies to all system extensions programmed for VMS Cover, defines the number of times a call rings before it is sent to a user’s voice mailbox.

Depending on your needs, you can program this procedure identically or differently for a primary automated attendant, a backup attendant, or a voice messaging center.

(If an extension has VMS Cover or Automatic VMS Cover (#310) active, unanswered calls to that extension are routed to Amanda after the specified number of VMS Cover Rings.)

To set the number of times calls ring before being sent to a mailbox:

1. Press **Feature 00 System Program System Program # 117**
2. Enter a setting (1-9) for the number of rings by pressing **Next Data** or **Prev Data** until the setting you want appears on the display.

If Amanda will be a:	Suggested setting:
primary automated attendant	3
backup attendant	3
voice messaging center	3

For example, to set VMS Cover Rings to 3, press **Next Data** or **Prev Data** until a display similar to the following appears:

```
VMS Cover Rings
3 Rings
```

3. Select another procedure or exit programming mode.

Determining When Voice Mail Answers Calls

Procedure #506 VMS Hunt Delay and #507 VMS Hunt Schedule to schedule when voice mail answers calls. You program them differently, depending on whether Amanda is being used as a primary automated attendant, a backup attendant, or a voice messaging center.

Procedure #506 VMS Hunt Delay determines when outside calls should be answered by Amanda. You can set the system for either immediate call handling (after the second ring) or delayed call handling (after the fourth ring). Delayed call handling gives the receptionist an opportunity to answer calls before they go to Amanda.

Procedure #507 VMS Hunt Schedule determines whether the outside line assigned to Hunt Group 7 hunt through the VMS Hunt Group all the time, only during Day operation (Night Service is off), or only during Night operation (Night Service is on).

To schedule voice mail response:

1. Press **Feature 00 System Program System Program # 506**
2. Press **Next Data** until the appropriate value displays. (Values are “1” for Immediate and “2” for Delayed.)

If Amanda will be a:	This setting must be:
primary automated attendant	Immediate
backup attendant	Delayed
voice messaging center	Delayed

3. Press **# 507**
4. Press **Next Data** until the appropriate value displays. (Values are “1” for Always, “2” for Day Only, and “3” for Night Only.)

If Amanda will be a:	This setting must be:
primary automated attendant	Always
backup attendant	Night Only
voice messaging center	Night Only

5. Select another procedure or exit programming mode.

If you set VMS Hunt Schedule for Day Only or Night Only, you must use Night Service Button (#503) to program a Night Service button for extension 10. See “Setting Up a Night Button” on page 9.

Assigning Outside Lines to Hunt Group 7

Use procedure #206 Group Call Distribution to assign all outside lines to Hunt Group 7 (the voice mail hunt group). This provides automated attendant service on these lines. The outside calls ring directly into the hunt group instead of being answered and transferred by the receptionist.

You program it identically, regardless of whether Amanda is being used as a primary automated attendant, a backup attendant, or a voice messaging center.

To set up lines for Group Call Distribution:

1. Press **Feature 00 System Program System Program # 206**
2. At the Group: prompt, press **7** for voice messaging.
3. At the Line: prompt, enter the desired line number. For example, for line 1, press **01**.
4. To assign a line or use VMS Line Cover for group 7, press **Next Data** until the value is “3” for VMS Line Cover.
5. To program another line, press **Next Item** or **Prev Item** until the line number shows on the display. Then repeat step 4.
6. Select another procedure or exit programming mode.

EXTRA INFORMATION:

Hunt Group 7 is used exclusively for the voice messaging system. If you are using a voice messaging system, you have two Group Call Distribution options:

- Calls can be routed directly to the voice mailbox of a specific user after four rings. Choose VMS Line Cover (setting 3) for those lines and assign a line owner in the voice messaging system.
- As a more flexible alternative to the VMS Line Cover setting, you can use Line Coverage Extension (#208) with VMS Cover. This lets you specify the number of times calls ring—using MVS Cover Rings #117—at the user’s extension before going to the user’s mailbox. In addition, if the user’s extension has Do Not Disturb on, calls on the line can go immediately to coverage.

Each outside line can be assigned to only one Hunt Group. The caller hears ringing, which continues until the call is answered if the Hunt Group receives an outside call and all members of that Hunt Group are busy (or have Do Not Disturb on).

Voice Mail Coverage for Outside Lines (Optional)

Procedure #208 Line Coverage Extension identifies an extension as the owner of a specific outside line so that the extension can activate VMS Cover (voice mail coverage) for that line.

Line Ringing must be set to Immediate Ring or Delayed Ring and Line Access Restriction (#302) must be set to No Restriction or In Only.

Users with VMS Cover turned on can send all calls immediately to their voice mailbox by activating Do Not Disturb.

Only one owner can be assigned to a specific line. However, multiple lines can be owned by the same extension.

This feature provides an alternative method of routing outside calls to the voice messaging system for Call Answer Service.

To program a line coverage extension:

1. Press **Feature 00 System Program System Program # 208**
2. Enter the line number. For example, to program line 12, press **12**. Valid line numbers range from 01 to 12.
3. Enter the number of the extension to be assigned ownership of the line. Valid extension numbers range from 10 to 33.
4. Do one of the following:
 - To delete the current setting, press Remove.
 - To program another line, press **Next Item** or **Prev Item** until the line number shows on the display. then repeat step 3.
5. Select another procedure or exit programming mode.

Setting Up a Night Button

Procedure #503 Night Service Button identifies a button on the system telephone at extension 10 to be used to turn Night Service on and off. When Night Service is on, all lines assigned to the telephones of the users in the Night Service Group ring immediately, regardless of their normal Line Ringing settings.

Night Service is useful if you want telephones to ring after regular business hours. For example, although Shipping Department workers do not answer calls directly during the day, you want them to answer incoming calls after hours.

Night Service affects only the extensions identified using Night Service Group Extensions (#504).

If you program a System Password (#403), the password must be entered when turning Night Service on or off. In addition, when Night Service is on, users in the Night Service Groups can dial only numbers on the Emergency Phone Number List (#406) and Marked

System Speed Dial Numbers without entering the System Password. Night Service with a System Password is useful for controlling unauthorized use of telephones after hours.

The status of the Night Service button at extension 10 tells Amanda to operate in day or night mode.

The Night Service button returns to the status (on or off) that it was in immediately prior to a power failure or the use of System Reset (#728).

A Night Service must be programmed on the system telephone at extension 10.

Night Service must be programmed on a button with lights. This feature does not work if it is programmed on a button without lights.

A user in the Night Service Group can receive an after-hours outside call only if it comes in on a line that is assigned to that user's telephone. Line assignments for extensions in the Night Service group can vary from one extension to another.

Dialing restrictions for extensions not in the Night Service Group remain the same as during normal daytime operation.

If you reassign the Night Service button, it is removed from the button where it was previously assigned.

To program a Night Service Button at extension 10:

1. Press **Feature** **0** **0** **System Program** **System Program** **#** **5** **0** **3**
2. Do one of the following:
 - To assign Night Service to the first available button, press **Next Data** until a display similar to the following appears:


```
Night Service Button
          1 Assigned - Ext10
```
 - To remove the Night Service button assignment, press **Next Data** until a display similar to the following appears:


```
Night Service Button
          2 Not Assigned - Ext10
```
 - To assign Night Service to a specific button, press **3**. A display similar to the following appears:


```
Night Service Button
          3 Select a Button
```

Then press a programmable button with lights to assign Night Service to that button.
3. Select another procedure or exit programming mode.
4. Label the Night Service button at extension 10.

For more information about #504, #403, and #406, check a Partner manual.

Optional Programming

The next few sections cover transferring callers directly to voice mail, leaving a message directly as one user for another, and Auto Dialing.

Transferring Callers to Other User's Voice Mail

The Voice Mailbox Transfer feature (F14) lets a system telephone user transfer a caller directly to a specific extension's voice mailbox so the caller can leave a message without first ringing that extension. This is useful when the user knows that the coworker is away from the telephone.

You can program a Voice Mailbox Transfer button on a system telephone to transfer a caller directly to a voice mailbox by pressing the button then dialing the mailbox subscriber's extension number.

While a call is being transferred, the caller hears ringing if Ring on Transfer (#119) is active. If it is not active and the Music On Hold (#602) is active and an audio source is connected to the system, the caller hears music-on-hold. If neither Ring on Transfer nor Music On Hold is active, the caller hears silence.

To program a direct transfer to voice mail:

1. Press **Feature 00 System Program System Program Central Tel Program**.
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press **Feature 14**.
5. Select another procedure or exit programming mode.

To use this feature:

1. From a system telephone, press the programmed button or press **Feature 14**.
2. Dial the two-digit extension number (or press an Auto Dial button) of the mailbox subscriber for whom the caller wants to leave a message.

The caller is routed to the mailbox and hears the recorded greeting for that mailbox.

3. Hang up.

Transferring Callers to Your Voice Mail

The MS Cover feature (F15) lets system telephone users press programmed buttons to turn VMS cover on and off, routing unanswered intercom and transferred calls for their extensions to the voice messaging system after the specified number of rings.

You might use this if Amanda were being used as a backup attendant or voice messaging center.

This feature must be programmed on a button with lights. It does not apply to voice-signaled calls, Voice Interrupt on Busy calls, group calls, forwarded calls, coverage calls, or transfer-return calls.

To program a direct transfer to voice mail:

1. Press **Feature 0 0 System Program System Program Central Tel Program**.
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press **Feature 1 5**.
5. Select another procedure or exit programming mode.

To use this feature:

1. From a system telephone, press the programmed button to turn VMS Cover on (light goes on).
2. Press it again to turn it off (light goes off).

If you turn on VMS Cover while a call is ringing, the call is sent immediately to your voice mailbox. If VMS Cover is already on and a call begins to ring, you can turn on Do Not Disturb to send that call and any subsequent calls immediately to your voice mailbox.

Programming a Do Not Disturb Button

The Do Not Disturb Button feature (F01) lets a system telephone user press a programmed button to prevent incoming calls for the extension from audibly alerting (light still flashes). When Do Not Disturb is on, outside callers hear ringing while inside callers hear a busy signal. Users with Automatic VMS Cover (#310) Assigned or with VMS Cover turned on can activate Do Not Disturb to send all calls immediately to their voice mailbox.

This feature requires a button with lights. When the Do Not Disturb feature is on, the light is also on, indicating that the telephone will not ring.

Use this feature:

- When you do not want calls transferred to you by the Partner Attendant or Amanda.
- If you are assigned to a Hunt Group and you leave your desk, so calls to the Hunt Group will skip your extension and ring immediately at the next available extension in the group.
- To avoid missing calls when this feature is not needed, turn it off.

To program a Do Not Disturb button:

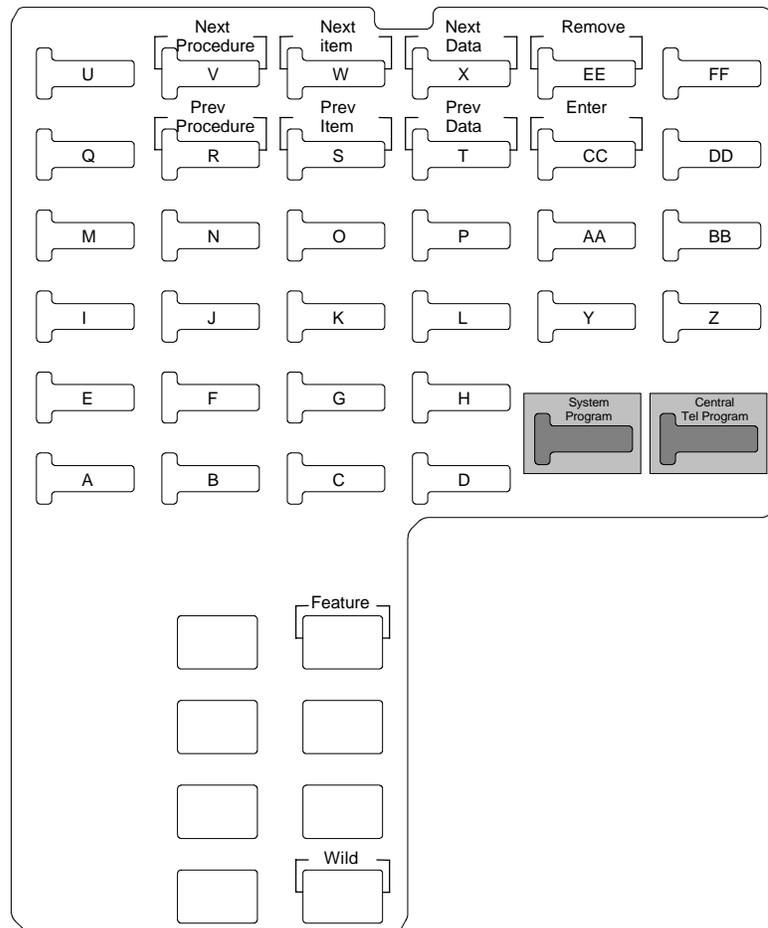
1. Press **Feature 0 0 System Program System Program Central Tel Program**.
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button with lights.

4. Press **Feature 0 1**.
5. Select another procedure or exit programming mode.

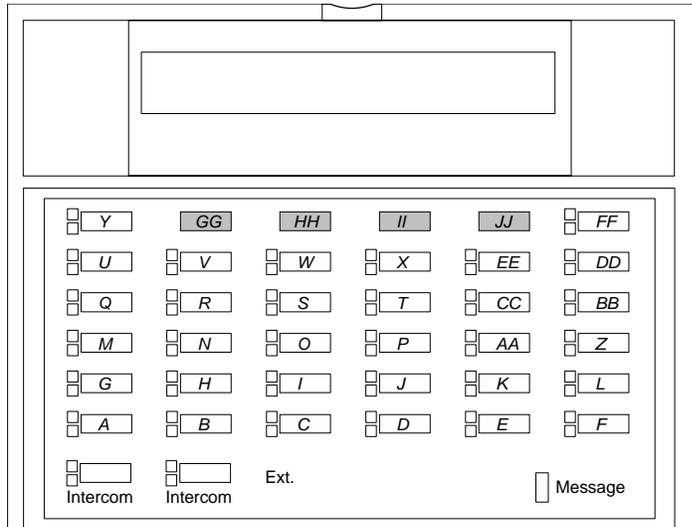
Using the Template

The following template is not actual size, but it can help you determine where the special keys, such as **System Program** are.

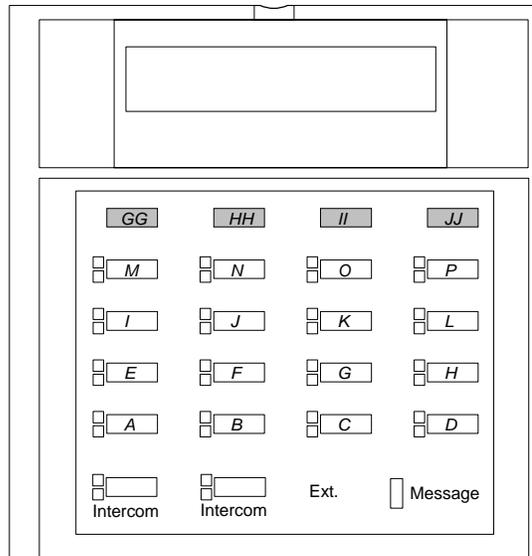
MLS-34D Overlay



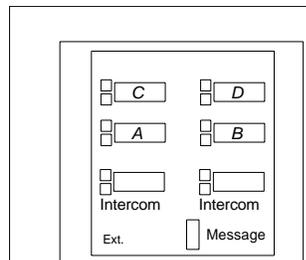
Partner-34D Telephone



Partner-18D/18 Telephone



Partner-6 Telephone



Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\110.on.

This file contains the tokens “,#09,%E”.

- The tokens that turn the message waiting light off are in c:\amanda\pbx.db\110.off.

This file contains the tokens “,#10,%E”.

- The dial codes and integration strings used by the switch are in c:\amanda\pbx.db\110.pbx.

This file contains the following lines:

```
#####
# AT&T Partner Plus                               #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold      :
dl_ndtret F-      # Dial code to use when there is no transfer dialtone:
dl_rnaret F-      # Dial code to return to caller after Ring No Answer :
dl_bsyret F-      # Dial code to return to caller when there is a Busy :
dl_hupret F-      # Dial code to use after a call screening reject   :
dl_connect H      # Dial code to connect the caller to the extension :
tmo_dtwait 4      # Number of seconds to wait for dialtone detection   :
flashtm 55       # Number of 1/100 seconds to use for Flash time      :
dt_answer        # Which DTMF tone to listen to for answer detection :
dt_hangup        # Which DTMF tone to listen to for hangup detection  :
dl_prefix        # What to dial BEFORE dialing the User ID extension  :
dl_suffix H      # What to dial AFTER dialing the User ID extension   :
dl_init          # What to dial when the system first starts up   :
dl_stop          # What to dial when the system performs a shutdown :
dl_pickup        # What to dial when a port goes off-hook      :
dl_conference    # What to dial to create/record a conference call  :
integration 10 `#rr###`
integration 10 `#02#ss#rr#`
integration 10 `#03##rr#`
integration 10 `#00#ee#ss#`
integration 10 `#00#ee##`
integration 10 `#rrr###`
integration 10 `#02#sss#rrr#`
integration 10 `#03##rrr#`
integration 10 `#00#eee#sss#`
integration 10 `#00#eee##`
```

Chapter 3: Programming the AT&T Partner II

Getting Started

To connect Amanda to the switching system:

1. Run direct wiring from RJ-11 jack (one-pair) on Partner 206 module to RJ-11 jack (two-pair) on the voice board.
2. Run wiring from 66 block to RJ-11 jack (two-pair) to the Amanda Rhetorex voice board.

OR

- Use four RJ-11 mounting cords, one cord for each voice mail port. Plug one into each extension port on the 206 Module.

To start programming the AT&T Partner:

- Press **Feature** **0** **0** **System Program** **System Program**

To exit programming the AT&T Partner:

- Press **Feature** **0** **0**

Programming is done only from extension 10 or 11.

Using Amanda as a Primary Automated Attendant

If you are using Amanda as a primary automated attendant, you need to read the following sections. Many of these sections also apply to using Amanda as a backup attendant or a voice messaging center; sometimes the settings are identical. Sometimes they are different. Be sure to use the settings for the primary automated attendant.

Section to read:	To program:
Programming Hunt Group 7	#505 Hunt Group Extensions
Assigning Extensions to Ring-No-Answer Service	#310 VMS Cover
Setting the Number of Rings for No Answer	#117 VMS Cover Rings
Determining When Voice Mail Answers Calls	#506 VMS Hunt Delay

Section to read:	To program:
	#507 VMS Hunt Schedule
Assigning Outside Lines to Hunt Group 7	#206 Group Call Distribution

Using Amanda as a Backup Attendant

If you are using Amanda as a backup attendant, you need to read the following sections. Many of these sections also apply to using Amanda as a primary automated attendant or a voice messaging center; sometimes the settings are identical. Sometimes they are different. Be sure to use the settings for the backup attendant.

Section to read:	To program:
Programming Hunt Group 7	#505 Hunt Group Extensions
Assigning Extensions to Ring-No-Answer Service	#310 VMS Cover
Setting the Number of Rings for No Answer	#117 VMS Cover Rings
Determining When Voice Mail Answers Calls	#506 VMS Hunt Delay
	#507 VMS Hunt Schedule
Assigning Outside Lines to Hunt Group 7	#206 Group Call Distribution

Using Amanda as a Voice Messaging Center

If you are using Amanda as a voice messaging center, you need to read the following sections. Many of these sections also apply to using Amanda as a primary automated attendant or a backup attendant; sometimes the settings are identical. Sometimes they are different. Be sure to use the settings for a voice messaging center.

Section to read:	To program:
Programming Hunt Group 7	#505 Hunt Group Extensions
Assigning Extensions to Ring-No-Answer Service	#310 VMS Cover
Setting the Number of Rings for No Answer	#117 VMS Cover Rings
Determining When Voice Mail Answers Calls	#506 VMS Hunt Delay

Section to read:	To program:
	#507 VMS Hunt Schedule
Assigning Outside Lines to Hunt Group 7	#206 Group Call Distribution

Programming Hunt Group 7

You program Hunt Group 7 for voice mail. You program it identically, regardless of whether Amanda is being used as a primary automated attendant, a backup attendant, or a voice messaging center. It is a circular hunt group.

Procedure #505 Hunt Group Extensions lets you assign any number of extensions to a Hunt Group. The system supports up to seven Hunt Groups, with Hunt Group 7 used exclusively for voice messaging.

Any number of extensions can be assigned to each Hunt Group.

To assign an extension to Hunt Group 7:

- Press **Feature 00 System Program System Program # 505**.
- At the Group: prompt, enter a group number (7 is for voice messaging). For example, a display similar to the following appears:

```
Hunt Group 7
Extension:
```
- Enter an extension number. For example, to select extension 31, press **31**.
- To assign the extension, press **Next Data** until you see "1" for assigned to group on the display.
- To assign another extension, press **Next Item** or **Prev Item** until the extension number shows on the display. Repeat step 4.
- Select another procedure or exit programming mode.

EXTRA INFORMATION:

After you assign the extensions associated with the voice messaging system hardware to Hunt Group 7, you can set the Transfer Return Extension (#306) for those extensions to extension 10 (or another extension with a person who can assist the caller). See a Partner manual for details.

Assigning Extensions to Ring-No-Answer Service

Procedure #310 VMS Cover automatically routes an extension's unanswered intercom, transferred, and DIL/DID calls to Amanda after a specified number of rings so callers can leave messages.

You program it identically, regardless of whether Amanda is being used as a primary automated attendant, a backup attendant, or a voice messaging center.

To program voice mail coverage:

1. Press **Feature** **0** **0** **System Program** **System Program** **#** **3** **1** **0**
2. Enter the number of the extension to be covered by Amanda. For example, to program extension 11, press **1** **1**.
3. To assign Automatic VMS Cover, press **Next Data** until you see “1” for assigned on the display.
4. To program another extension, press **Next Item** or **Prev Item** until the extension number shows on the display.
5. Select another procedure or exit programming mode.

EXTRA INFORMATION:

To manually change an extension’s VMS Cover state, users can program the VMS Cover feature on a button with lights. Users can then press the VMS Cover button to activate the feature (green light on) or deactivate the feature (green light off).

NOTE: If Automatic VMS Cover is assigned at an extension, the green light is lit automatically after programming the VMS Cover button to indicate the VMS Cover is currently active. If this is the case, and the VMS Cover button is pressed, the feature is deactivated. To activate VMS Cover again, you must press the button.

Automatic VMS Cover also applies to outside calls on lines assigned ownership with Line Coverage Extension (#208). See “Voice Mail Coverage for Outside Lines (Optional)” on page 23.

Users with Automatic VMS Cover turned on can activate Do Not Disturb to Send All Calls immediately to their voice mailbox.

If an extension has Automatic VMS Cover and Call Forwarding active, calls ring at the forwarding destination; they are not covered by Amanda.

Standard telephones and system telephones without a programmed VMS Cover button cannot override this feature once it is assigned to an extension.

Setting the Number of Rings for No Answer

Procedure #117 VMS Cover Rings which applies to all system extensions programmed for VMS Cover, defines the number of times a call rings before it is sent to a user’s voice mailbox.

Depending on your needs, you can program this procedure identically or differently for a primary automated attendant, a backup attendant, or a voice messaging center.

(If an extension has VMS Cover or Automatic VMS Cover (#310) active, unanswered calls to that extension are routed to Amanda after the specified number of VMS Cover Rings.)

To set the number of times calls ring before being sent to a mailbox:

1. Press **Feature 00 System Program System Program # 117**
2. Enter a setting (1-9) for the number of rings by pressing **Next Data** or **Prev Data** until the setting you want appears on the display.

If Amanda will be a:	Suggested setting:
primary automated attendant	3
backup attendant	3
voice messaging center	3

For example, to set VMS Cover Rings to 3, press **Next Data** or **Prev Data** until a display similar to the following appears:

```
VMS Cover Rings
3 Rings
```

3. Select another procedure or exit programming mode.

Determining When Voice Mail Answers Calls

Procedure #506 VMS Hunt Delay and #507 VMS Hunt Schedule to schedule when voice mail answers calls. You program them differently, depending on whether Amanda is being used as a primary automated attendant, a backup attendant, or a voice messaging center.

Procedure #506 VMS Hunt Delay determines when outside calls should be answered by Amanda. You can set the system for either immediate call handling (after the second ring) or delayed call handling (after the fourth ring). Delayed call handling gives the receptionist an opportunity to answer calls before they go to Amanda.

Procedure #507 VMS Hunt Schedule determines whether the outside line assigned to Hunt Group 7 hunt through the VMS Hunt Group all the time, only during Day operation (Night Service is off), or only during Night operation (Night Service is on).

To schedule voice mail response:

1. Press **Feature 00 System Program System Program # 506**
2. Press **Next Data** until the appropriate value displays. (Values are “1” for Immediate and “2” for Delayed.)

If Amanda will be a:	This setting must be:
primary automated attendant	Immediate
backup attendant	Delayed
voice messaging center	Delayed

3. Press **# 507**
4. Press **Next Data** until the appropriate value displays. (Values are “1” for Always, “2” for Day Only, and “3” for Night Only.)

If Amanda will be a:	This setting must be:
primary automated attendant	Always
backup attendant	Night Only
voice messaging center	Night Only

5. Select another procedure or exit programming mode.

If you set VMS Hunt Schedule for Day Only or Night Only, you must use Night Service Button (#503) to program a Night Service button for extension 10. See “Setting Up a Night Button” on page 23.

Assigning Outside Lines to Hunt Group 7

Use procedure #206 Group Call Distribution to assign all outside lines to Hunt Group 7 (the voice mail hunt group). This provides automated attendant service on these lines. The outside calls ring directly into the hunt group instead of being answered and transferred by the receptionist.

You program it identically, regardless of whether Amanda is being used as a primary automated attendant, a backup attendant, or a voice messaging center.

To set up lines for Group Call Distribution:

1. Press **Feature** **0** **0** **System Program** **System Program** **#** **2** **0** **6**
2. At the Group: prompt, press **7** for voice messaging.
3. At the Line: prompt, enter the desired line number. For example, for line 1, press **0** **1**.
4. To assign a line or use VMS Line Cover for group 7, press **Next Data** until the value is “3” for VMS Line Cover.
5. To program another line, press **Next Item** or **Prev Item** until the line number shows on the display. Then repeat step 4.
6. Select another procedure or exit programming mode.

EXTRA INFORMATION:

Hunt Group 7 is used exclusively for the voice messaging system. If you are using a voice messaging system, you have two Group Call Distribution options:

- Calls can be routed directly to the voice mailbox of a specific user after four rings. Choose VMS Line Cover (setting 3) for those lines and assign a line owner in the voice messaging system.
- As a more flexible alternative to the VMS Line Cover setting, you can use Line Coverage Extension (#208) with VMS Cover. This lets you specify the number of times calls ring—using MVS Cover Rings #117—at the user’s extension before going to the user’s mailbox. In addition, if the user’s extension has Do Not Disturb on, calls on the line can go immediately to coverage.

Each outside line can be assigned to only one Hunt Group. The caller hears ringing, which continues until the call is answered if the Hunt Group receives an outside call and all members of that Hunt Group are busy (or have Do Not Disturb on).

Voice Mail Coverage for Outside Lines (Optional)

Procedure #208 Line Coverage Extension identifies an extension as the owner of a specific outside line so that the extension can activate VMS Cover (voice mail coverage) for that line.

Line Ringing must be set to Immediate Ring or Delayed Ring and Line Access Restriction (#302) must be set to No Restriction or In Only.

Users with VMS Cover turned on can send all calls immediately to their voice mailbox by activating Do Not Disturb.

Only one owner can be assigned to a specific line. However, multiple lines can be owned by the same extension.

This feature provides an alternative method of routing outside calls to the voice messaging system for Call Answer Service.

To program a line coverage extension:

1. Press **Feature 00 System Program System Program # 208**
2. Enter the line number. For example, to program line 12, press **12**. Valid line numbers range from 01 to 12.
3. Enter the number of the extension to be assigned ownership of the line. Valid extension numbers range from 10 to 33.
4. Do one of the following:
 - To delete the current setting, press Remove.
 - To program another line, press **Next Item** or **Prev Item** until the line number shows on the display. then repeat step 3.
5. Select another procedure or exit programming mode.

Setting Up a Night Button

Procedure #503 Night Service Button identifies a button on the system telephone at extension 10 to be used to turn Night Service on and off. When Night Service is on, all lines assigned to the telephones of the users in the Night Service Group ring immediately, regardless of their normal Line Ringing settings.

Night Service is useful if you want telephones to ring after regular business hours. For example, although Shipping Department workers do not answer calls directly during the day, you want them to answer incoming calls after hours.

Night Service affects only the extensions identified using Night Service Group Extensions (#504).

If you program a System Password (#403), the password must be entered when turning Night Service on or off. In addition, when Night Service is on, users in the Night Service Groups can dial only numbers on the Emergency Phone Number List (#406) and Marked

System Speed Dial Numbers without entering the System Password. Night Service with a System Password is useful for controlling unauthorized use of telephones after hours.

The status of the Night Service button at extension 10 tells Amanda to operate in day or night mode.

The Night Service button returns to the status (on or off) that it was in immediately prior to a power failure or the use of System Reset (#728).

A Night Service must be programmed on the system telephone at extension 10.

Night Service must be programmed on a button with lights. This feature does not work if it is programmed on a button without lights.

A user in the Night Service Group can receive an after-hours outside call only if it comes in on a line that is assigned to that user's telephone. Line assignments for extensions in the Night Service group can vary from one extension to another.

Dialing restrictions for extensions not in the Night Service Group remain the same as during normal daytime operation.

If you reassign the Night Service button, it is removed from the button where it was previously assigned.

To program a Night Service Button at extension 10:

1. Press **Feature** **0** **0** **System Program** **System Program** **#** **5** **0** **3**
2. Do one of the following:
 - To assign Night Service to the first available button, press **Next Data** until a display similar to the following appears:


```
Night Service Button
          1 Assigned - Ext10
```
 - To remove the Night Service button assignment, press **Next Data** until a display similar to the following appears:


```
Night Service Button
          2 Not Assigned - Ext10
```
 - To assign Night Service to a specific button, press **3**. A display similar to the following appears:


```
Night Service Button
          3 Select a Button
```

Then press a programmable button with lights to assign Night Service to that button.
3. Select another procedure or exit programming mode.
4. Label the Night Service button at extension 10.

For more information about #504, #403, and #406, check a Partner manual.

Optional Programming

The next few sections cover transferring callers directly to voice mail, leaving a message directly as one user for another, and Auto Dialing.

Transferring Callers to Other User's Voice Mail

The Voice Mailbox Transfer feature (F14) lets a system telephone user transfer a caller directly to a specific extension's voice mailbox so the caller can leave a message without first ringing that extension. This is useful when the user knows that the coworker is away from the telephone.

You can program a Voice Mailbox Transfer button on a system telephone to transfer a caller directly to a voice mailbox by pressing the button then dialing the mailbox subscriber's extension number.

While a call is being transferred, the caller hears ringing if Ring on Transfer (#119) is active. If it is not active and the Music On Hold (#602) is active and an audio source is connected to the system, the caller hears music-on-hold. If neither Ring on Transfer nor Music On Hold is active, the caller hears silence.

To program a direct transfer to voice mail:

1. Press **Feature** **0** **0** **System Program** **System Program** **Central Tel Program**.
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press **Feature** **1** **4**.
5. Select another procedure or exit programming mode.

To use this feature:

1. From a system telephone, press the programmed button or press **Feature** **1** **4**.
2. Dial the two-digit extension number (or press an Auto Dial button) of the mailbox subscriber for whom the caller wants to leave a message.

The caller is routed to the mailbox and hears the recorded greeting for that mailbox.

3. Hang up.

Transferring Callers to Your Voice Mail

The MS Cover feature (F15) lets system telephone users press programmed buttons to turn VMS cover on and off, routing unanswered intercom and transferred calls for their extensions to the voice messaging system after the specified number of rings.

You might use this if Amanda were being used as a backup attendant or voice messaging center.

This feature must be programmed on a button with lights. It does not apply to voice-signaled calls, Voice Interrupt on Busy calls, group calls, forwarded calls, coverage calls, or transfer-return calls.

To program a direct transfer to voice mail:

1. Press **Feature 00 System Program System Program Central Tel Program**.
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press **Feature 15**.
5. Select another procedure or exit programming mode.

To use this feature:

1. From a system telephone, press the programmed button to turn VMS Cover on (light goes on).
2. Press it again to turn it off (light goes off).

If you turn on VMS Cover while a call is ringing, the call is sent immediately to your voice mailbox. If VMS Cover is already on and a call begins to ring, you can turn on Do Not Disturb to send that call and any subsequent calls immediately to your voice mailbox.

Programming a Do Not Disturb Button

The Do Not Disturb Button feature (F01) lets a system telephone user press a programmed button to prevent incoming calls for the extension from audibly alerting (light still flashes). When Do Not Disturb is on, outside callers hear ringing while inside callers hear a busy signal. Users with Automatic VMS Cover (#310) Assigned or with VMS Cover turned on can activate Do Not Disturb to send all calls immediately to their voice mailbox.

This feature requires a button with lights. When the Do Not Disturb feature is on, the light is also on, indicating that the telephone will not ring.

Use this feature:

- When you do not want calls transferred to you by the Partner Attendant or Amanda.
- If you are assigned to a Hunt Group and you leave your desk, so calls to the Hunt Group will skip your extension and ring immediately at the next available extension in the group.
- To avoid missing calls when this feature is not needed, turn it off.

To program a Do Not Disturb button:

1. Press **Feature 00 System Program System Program Central Tel Program**.
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button with lights.

4. Press **Feature 0 1**.
5. Select another procedure or exit programming mode.

Using the Template

Use the template in the chapter on the AT&T Partner Plus (see “Using the Template” on page 13).

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\111.on.
This file contains the tokens “,#09,%E”.
- The tokens that turn the message waiting light off are in c:\amanda\pbx.db\111.off.
This file contains the tokens “,#10,%E”.
- The dial codes and integration strings used by the switch are in c:\amanda\pbx.db\111.pbx.

This file contains the following lines:

```
#####
# AT&T Partner II                                     #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold      :
dl_ndtret F-     # Dial code to use when there is no transfer dialtone:
dl_rnaret F-     # Dial code to return to caller after Ring No Answer :
dl_bsyret F-     # Dial code to return to caller when there is a Busy :
dl_hupret F-     # Dial code to use after a call screening reject  :
dl_connect H     # Dial code to connect the caller to the extension :
tmo_dtwait 4     # Number of seconds to wait for dialtone detection      :
flashtm 55      # Number of 1/100 seconds to use for Flash time           :
dt_answer       # Which DTMF tone to listen to for answer detection :
dt_hangup       # Which DTMF tone to listen to for hangup detection  :
dl_prefix      # What to dial BEFORE dialing the User ID extension   :
dl_suffix H    # What to dial AFTER dialing the User ID extension   :
dl_init        # What to dial when the system first starts up     :
dl_stop        # What to dial when the system performs a shutdown  :
dl_pickup      # What to dial when a port goes off-hook          :
dl_conference   # What to dial to create/record a conference call   :

integration 15 '#rr###'
integration 15 '#02#ss#rr#'
integration 15 '#03##rr#'
integration 15 '#00#ee#ss#'
integration 15 '#00#ee##'
integration 15 '#rrr###'
integration 15 '#02#sss#rrr#'
```

```
integration 15 '#03###rrr#'  
integration 15 '#00###eee#sss#'  
integration 15 '#00###eee##'
```

Chapter 4: Programming the Comdial Unisyn

Getting Started

The Comdial Unisyn Analog Key System Unit (KSU) comes in two configurations: the 308 and the 616. These are simple low cost systems that are feature rich and easy to install and program. Voice mail integration can be set up with a minimum of technical knowledge.

The basic Unisyn KSU requires the addition of the following items to interface a voice processing system:

- A TXIST Industry Standard Board to convert a four-port block of stations to universal station ports. Each board fits into a card mounting slot within the Unisyn KSU. For installation information, see the Unisyn manual (p. 1-7).
- A TXRNG Ringing Generator Board for ringing 90 volt IST devices, such as voice mail ports.
- A TXMWB Message Waiting Board for turning on message waiting lights in the system.

NOTE: Comdial sells the Unisyn system in a package configuration that includes the KSU, one TXIST Industry Standard card and a TXRNG Ring Generator card. The 308 KSU comes configured with stations 14 through 17 as universal station positions (for use with voice mail systems and analog IST devices). The 616 comes configured with stations 22 through 25 as universal station positions. The packages do not include the TXMWB message waiting board.

For technical assistance on programming the Comdial Unisyn KSU, call Comdial Technical Support at 800-366-8224. Certification is not required to receive technical assistance on the Comdial Unisyn system.

Interfacing with a Voice Mail System

You need to install an RJ11-type jack for each voice mail port to be connected to the Unisyn system. You should refer the installation of the jacks to a professional telecom installer. If, instead, you install these jacks yourself, refer to pages 2-12 through 2-15 of the Comdial Unisyn installation manual for complete instructions.

Programming the Unisyn for Voice Mail

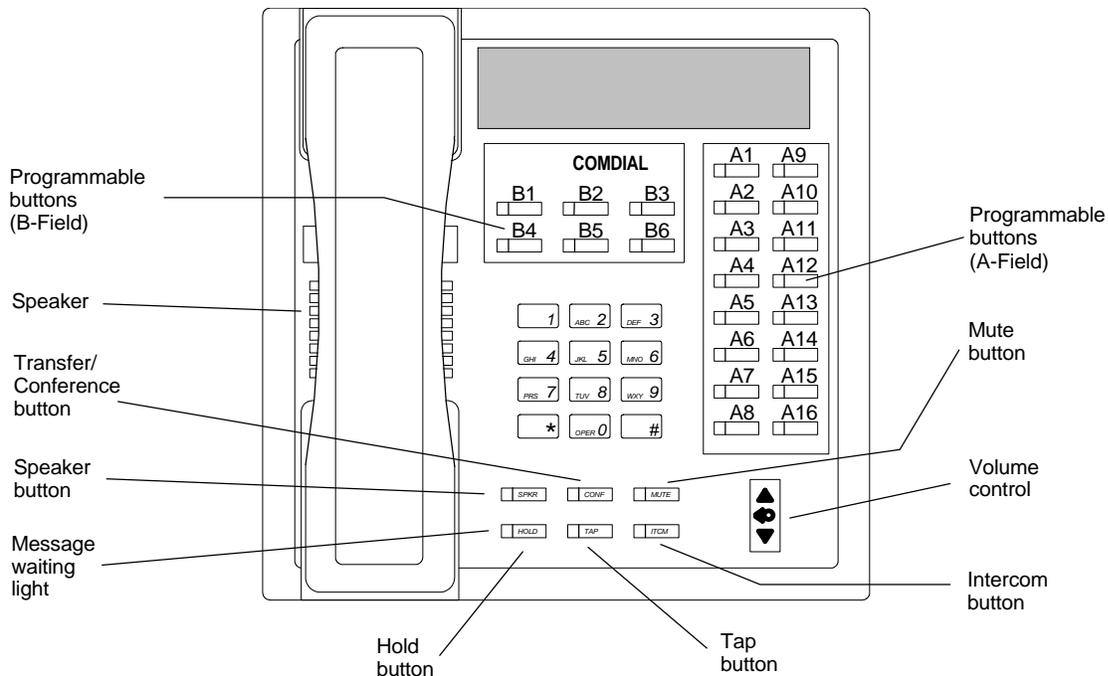
Programming the Unisyn is simple and straight forward. To program the voice processing integration, you need to be aware of the following:

1. Programming is done from either station 10 or 12 only.
2. To enter configuration mode, dial ITCM *#746*.
3. Define the voice mail station ports as Execumail before doing any other programming on the voice mail ports. If you fail to do this, all programming to the ports is lost when you eventually define them as Execumail ports.

Do not change the station port types for the telephones in the system. Define only the ports you plan to connect to Amanda as voice mail ports.

4. Comdial has defined the entire process of integrating the Unisyn with a voice mail system in part 3.9 of the Unisyn manual. The essentials from that section have been reproduced in this chapter.
5. After the voice mail integration, you need to set up each station to call forward (when there is no answer) to the voice mail system as explained in this chapter. (Follow the directions in this chapter because there is a slight error in the Unisyn manual.)
6. To end programming, press SPKR.

Use the following figure to locate buttons.



Configuring the Ports

You can program a station port to accept one of several different types of station equipment, such as:

- Multiline telephone (Multiline without LCD)
- LCD (LCD speakerphone)
- Execumail

The system defaults to LCD, so all the station ports on a new system are LCD.

When you program a station port as a voice mail port, the telephone system automatically makes the following changes:

- No dial tone on port
- RR2 - Integration for a station busy/no answer forwarded to voice mail
- System sends DTMF 9 to voice mail when called by an internal caller
- Message waiting lights are handled automatically (if you have the TXMSG Message Waiting Board)

To enable stations as voice mail ports:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 51 "PORT TYPE".
3. Select 08 to define the voice mail ports.

The A1 to A16 buttons light up to indicate any ports already defined for voice mail.

4. Select all station ports that will be voice mail ports. Choose from stations 10 to 25 by dialing their numbers or, better yet, press A1 to A16. See the table below.
5. Press * to check the LCD port.
6. Press 07.

The A1 to A16 buttons light up to indicate any ports already defined as LCD.

Make sure that NO voice mail ports are selected. Also make sure that the rest of the ports are selected.

7. Press ** to finish but stay in configuration mode.

Port	DSS Button to Press
10	A1
11	A2
12	A3
13	A4
14	A5
15	A6

Port	DSS Button to Press
16	A7
17	A8
18	A9
19	A10
20	A11
21	A12
22	A13
23	A14
24	A15
25	A16

Setting Up Ringing Operation

The ringing that you set up determines whether Amanda is a primary or backup attendant:

- **Primary Attendant:** Set up direct ringing to have Amanda answer any line that is ringing at a voice mail port. You will need to program the CO lines to ring directly to the Voice Mail Station Ports of the Unisyn system. One major consideration is that station hunting does not work on calls coming in on the CO lines. This means that you should program line one to direct ring at Amanda's port one, line two to direct ring at Amanda's port 2, and so on. you should also program delayed ringing for the lines to a second Amanda port in case the main port is busy when a call comes in. For example, program line one to delay ring to Amanda port two, line two to delay ring at Amanda port three, and so on.
- **Backup Attendant:** Set up delayed ringing to have Amanda answer a line ringing at a voice mail port after a specified number of rings.
- **Special night user:** Set up night ringing to use Amanda differently at night.

You must choose a ringing assignment for the lines that you have assigned to the voice mail ports before the voice mail system can provide the automatic attendant feature.

To program direct ringing:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 54 "STA/LINE CONFIG".
3. Dial 1 "DIRECT RING".
4. Select the line ports (1 through 6) for direct ringing by dialing 01 through 06 or pressing B1 through B6 buttons (see table below).
5. Dial # when all the line ports have been selected.

6. Select the station ports to be programmed by dialing the station port number or pressing the A1 to A16 buttons.
7. Dial * when all the station ports have been selected.
8. Dial ** to finish but stay in configuration mode.

Line	Buttons to Press
01	B1
02	B2
03	B3
04	B4
05	B5
06	B6

To program delayed ringing:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 54 “STA/LINE CONFIG”.
3. Dial 2 “DELAY RING”.
4. Select the line ports (1 through 6) for direct ringing by dialing 01 through 06 or pressing B1 through B6 (see table above).
5. Dial # when all the line ports have been selected.
6. Select the station ports to be programmed by dialing the station port number or pressing the A1 to A16 buttons.
7. Dial * when all the station ports have been selected.
8. Dial ** to finish but stay in configuration mode.

To program night ringing:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 54 “STA/LINE CONFIG”.
3. Dial 3 “NIGHT RING”.
4. Select the line ports (1 through 6) for direct ringing by dialing 01 through 06 or pressing B1 through B6 (see table above).
5. Dial # when all the line ports have been selected.

6. Select the station ports to be programmed by dialing the station port number or pressing the A1 to A16 buttons.
7. Dial * when all the station ports have been selected.
8. Dial ** to finish but stay in configuration mode.

NOTE: The hunt group procedure (below) is not used when the system is in night mode. You must program lines 1 through 4 to ports 1 through 4.

Assigning Voice Mail Ports to a Hunt Group

You must assign all voice mail ports to a circular hunt group to take advantage of that feature's multiple-port interface. Make a circular hunt group by linking all voice mail ports to one another and then linking the last voice mail port in the hunt group with the first voice mail port in the hunt group. For example, with the voice mail system connected to station ports 014, 015, 016, and 017, place port 014 in a hunt group and link 015 to it, then place 015 in a hunt group and link 016 to it, then place 016 in a hunt group and link 017 to it. Lastly, place 017 in a hunt group and link 014 to it to complete the circle. With this arrangement, a call will first try to ring at port 014, then 015, and so forth until it tries all four voice mail ports.

NOTE: This procedure does not work for night mode. See the procedure on night ringing (above) for more information.

To program the voice mail port hunt group:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 53 "STATION FEATURES".
3. Dial 18 "ITCM HUNT LINK".
4. Select the first linking station: Station 10 through 25 or press A1 through A16 (see table earlier in this chapter).
5. Select the second linking station: Station 10 through 25 or press A1 through A16.
6. Dial * to complete the link.
7. Repeat steps 4 through 6 until all the links have been created.
8. After linking the entire group, dial *** to finish but stay in configuration mode.

Setting Up Call Forwarding

The system can automatically forward busy and ring-no-answer calls to voice mail. When a user places a call to station A, for example, that call can be automatically forwarded to any other station associated by the intercom hunt group. Use this feature to arrange for calls to cycle rapidly through such associated stations, testing each one in turn with several rings. You can set stations within the hunt group to ring at different intervals. Before this feature can work, you must have programmed the hunt group.

The Comdial Unisyn manual skips a step needed when you set up call forwarding, so use the following procedure.

To program call forwarding:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 53 “STATION FEATURES”.
3. Dial 21 “CALL FWD RNA”.
4. Dial 1 through 9 for the number of rings before forwarding.
5. Select the station ports by pressing the A1 to A16 buttons.
6. Press ** to return to configuration mode.
7. Dial 16 (How Internal Stations Answer Calls).
8. Dial 2 (Tone Announce First).
9. Dial ***.

Setting Up the Intercom Hunt Group

To program the intercom hunt group:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 53 “STATION FEATURES”.
3. Dial 18 “ITCM HUNT LINK”.
4. Select a station that will hunt for the voice mail system using the A1 through A16 buttons.
NOTE: Select only one station at a time. The DSS light will be steady.
5. Select the first station port in the voice mail system using the A1 through A16 buttons. The light should blink.
6. Dial * when all the line ports have been selected.
7. Repeat steps 4 through 6 until all the stations that will hunt for the voice mail system have been linked.
8. When finished, dial ***.

Setting Up Line Groups

You need to group outside lines of the same type together for dial-up outgoing access. This is required to call an outside telephone number or a pager. Access codes for the line groups are as follows:

- Group 1 = Dial 9 or Dial 0
- Group 2 = Dial 81
- Group 3 = Dial 82
- Group 4 = Dial 83

Assigning line group automatically arranges the system for hybrid operation, which may incur a higher monthly tariff than the key system operation incurs. Ask the local telephone company for details.

To program line groups:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 35 “ASSIGN LINE GRPS”.
3. Dial 1 for Group 1.
4. Select line ports to be assigned by dialing 01 through 06 or B1 through B6. (The port is assigned if the LED is on.)
5. Dial * to assign lines to another group or ** to finish but stay in configuration mode.

NOTE: To remove lines from a group, enter 0 for the line group.

Setting Prime Line Intercom for Voice Mail Ports

If you assign a group of lines, an intercom line, or one individual line to a particular station for use as its prime line, the station automatically selects that line for use when the user takes it off-hook. Single-line telephones must have either line groups or intercom already programmed.

To program prime line intercom for voice mail ports:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 53 “STATION FEATURES”.
3. Dial 15 for “PRIME LINE”.
4. Dial 50 for intercom line.
5. Select the voice mail station ports to be assigned by dialing 10 through 25 or A1 through A16. (The station is assigned if the LED is on.)
6. Dial * to assign stations to another prime line or *** to finish but stay in configuration mode.

Setting Up Message Waiting

Any station that you program with this feature can control the message waiting light at other stations in the system. When station users see their lights on, they can press ITCM HOLD to call the station that activated the line.

To program message waiting light for voice mail ports:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 53 “STATION FEATURES”.
3. Dial 06 for “MSG. WAIT ORIG.”.
4. Select the station ports to be assigned this feature by dialing 10 through 25 or A1 through A16. (The station is assigned if the LED is on.)
5. Dial * to assign stations to another prime line or ** to finish but stay in configuration mode.

Setting Up Ringing Line Preference

When you assign this feature to a station, that station automatically answers a ringing line when its user goes off-hook. The ringing line shows as an orange LED only when you have canceled Ringing Line Preference. The IST ports must have ringing line preference assigned.

To program ringing line preference:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 53 “STATION FEATURES”.
3. Dial 09 for “RING LINE PREF.”
4. Select the station ports to be assigned this feature by dialing 10 through 25 or A1 through A16. (The station is assigned if the LED is on.)
5. Dial * to assign stations to another prime line or ** to finish but stay in configuration mode.

Other Considerations

This section covers some other features that may be of interest to you: Timed Hold Recall and Unanswered Call Transfer Recall. It also covers how to program private lines.

Using Timed Hold Recall

When you place a caller on hold, the call will ring at your station after the pre-programmed time limit. If you find that your calls are ringing back too soon and ending up in your voice mailbox because you are on another call, you might consider setting the hold recall time to 3 or 4 minutes.

To use timed hold recall:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 14 “HOLD RECALL XXXX”.

3. Dial one of the following:

1 for 30 sec.	6 for 240 sec.
2 for 60 sec.	7 for 300 sec.
3 for 90 sec.	8 for 360 sec.
4 for 120 sec.	9 for 420 sec.
5 for 180 sec.	0 for 0 sec.
4. Dial * to finish but stay in configuration mode.

Using Unanswered Call Transfer Recall

When a call is transferred to a station and the station does not answer, you will probably want the call to go into the station's mailbox. If the call returns to the transferring station instead of going to voice mail, you need to adjust the Call Transfer Recall time.

To set call transfer recall:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 11 "STA XFR RCL XXX".
3. Dial one of the following:

1 for 10 sec.	6 for 60 sec.
2 for 20 sec.	7 for 90 sec.
3 for 25 sec.	8 for 120 sec.
4 for 30 sec.	9 for 180 sec.
5 for 45 sec.	0 for 400 sec.
4. Dial * to finish but stay in configuration mode.

Using Private Lines

If you have private lines in your system that need to be answered by the voice mail system, you must assign a voice mail ID to the private line and program the line to delay ring to the voice mail system.

The voice mail ID causes the line to go to the right person's voice mailbox if the line goes unanswered. For example, if line 3 is a private line for station 14, you want the line to be answered by the voice mailbox of station 14 if no one is available to answer the line. The line needs an identification number for this purpose.

To assign a voice mail ID to the private line:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 43 (voice mail line ID).
3. Press the line button (B1 through B6) for the private line. (In the example, you would have pressed B3 for line 3.)
4. Press # to clear the current ID.

5. Dial the number of the first voice mail port.
6. Dial *** to finish but stay in configuration mode.

To program the line to delay ring to the voice mail system:

1. If you are not already in configuration mode, dial ITCM *#746*.
2. Dial 54 “STA/LINE CONFIG”.
3. Dial 2 “DELAY RING”.
4. Press the line button (B1 through B6) for the private line. (In the example, you would have pressed B3 for line 3.)
5. Press #.
6. Dial the station number plus 2 (in this example, you would dial 142).
7. Dial *** to finish but stay in configuration mode.

Programming a Direct Login Button

A Direct Login button allows users to reach voice mail by pressing that button. Each station must be programmed individually.

1. Dial ITCM **1.
2. Press the button on the telephone set to be used for direct login.
3. Press ITCM again.
4. Dial the number for the voice mail system.
5. Press HOLD.
6. Dial 9.
7. Press SPKR.

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\121.on for two-digit extensions and c:\amanda\pbx.db\122.on for three-digit extensions.
This file contains the tokens “,*3,%E”.
- The tokens that turn the message waiting light off are in c:\amanda\pbx.db\121.off for two-digit extensions and c:\amanda\pbx.db\122.off for three-digit extensions.
This file contains the tokens “,#3,%E”.

- The dial codes and integration strings used by the switch are
c:\amanda\pbx.db\121.pbx for two-digit extensions and
c:\amanda\pbx.db\122.pbx for three-digit extensions.

121.pbx contains the following lines:

```
#####
# Comdial DSU/Unison, 2-digit dial plan          #
#####

dl_dtwait F,          # Dial code to put a caller on transfer hold      :
dl_ndtret F-         # Dial code to use when there is no transfer dialtone:
dl_rnaret F-        # Dial code to return to caller after Ring No Answer :
dl_bsyret F-        # Dial code to return to caller when there is a Busy  :
dl_hupret F-        # Dial code to use after a call screening reject      :
dl_connect H        # Dial code to connect the caller to the extension    :
tmo_dtwait 0        # Number of seconds to wait for dialtone detection    :
flashtm 55         # Number of 1/100 seconds to use for Flash time      :
dt_answer          # Which DTMF tone to listen to for answer detection  :
dt_hangup A        # Which DTMF tone to listen to for hangup detection  :
dl_prefix ,        # What to dial BEFORE dialing the User ID extension  :
dl_suffix H        # What to dial AFTER dialing the User ID extension   :
dl_init           # What to dial when the system first starts up      :
dl_stop           # What to dial when the system performs a shutdown  :
dl_pickup         # What to dial when a port goes off-hook            :
dl_conference     # What to dial to create/record a conference call    :
integration 10 'rr2'
integration 10 'rr3'
integration 10 'ee0'
integration 10 '9*ee'
integration 10 'rr'
```

122.pbx contains the following lines:

```
#####
# Comdial DSU/Unison, 3-digit dial plan          #
#####

dl_dtwait F,          # Dial code to put a caller on transfer hold      :
dl_ndtret F-         # Dial code to use when there is no transfer dialtone:
dl_rnaret F-        # Dial code to return to caller after Ring No Answer :
dl_bsyret F-        # Dial code to return to caller when there is a Busy  :
dl_hupret F-        # Dial code to use after a call screening reject      :
dl_connect H        # Dial code to connect the caller to the extension    :
tmo_dtwait 0        # Number of seconds to wait for dialtone detection    :
flashtm 55         # Number of 1/100 seconds to use for Flash time      :
dt_answer          # Which DTMF tone to listen to for answer detection  :
dt_hangup A        # Which DTMF tone to listen to for hangup detection  :
dl_prefix ,        # What to dial BEFORE dialing the User ID extension  :
dl_suffix H        # What to dial AFTER dialing the User ID extension   :
dl_init           # What to dial when the system first starts up      :
dl_stop           # What to dial when the system performs a shutdown  :
dl_pickup         # What to dial when a port goes off-hook            :
dl_conference     # What to dial to create/record a conference call    :
integration 10 'rrr2'
```

```
integration 10 'rrr3'  
integration 10 'eee0'  
integration 10 '9*eee'  
integration 10 'rrr'
```

Chapter 5: Programming the Iwatsu Adix

Entering and Exiting Programming Mode

The Iwatsu ADIX can either use a laptop or terminal with Iwatsu-provided software, connected to the RJ45 port labeled “PC” on the front of the EDVIF circuit card, or can use a display telephone plugged into Port 1 (which defaults to extension 201).

To enter programming mode from the telephone:

1. Place programming template over keypad and buttons (or use the diagram in this chapter).
2. Press Feature # 1 2 3 4 9 7 which places this telephone in programming mode.

The display reads:

```
ENTER CLASS X0#1  
ADIX -M-KT
```

To exit programming mode from the telephone:

1. Lift the telephone receiver and replace it.
2. Press the red reset button on the small red reset button (located on the CPU card inside the computer).
3. Wait for the display to show the date again. This takes a few minutes.

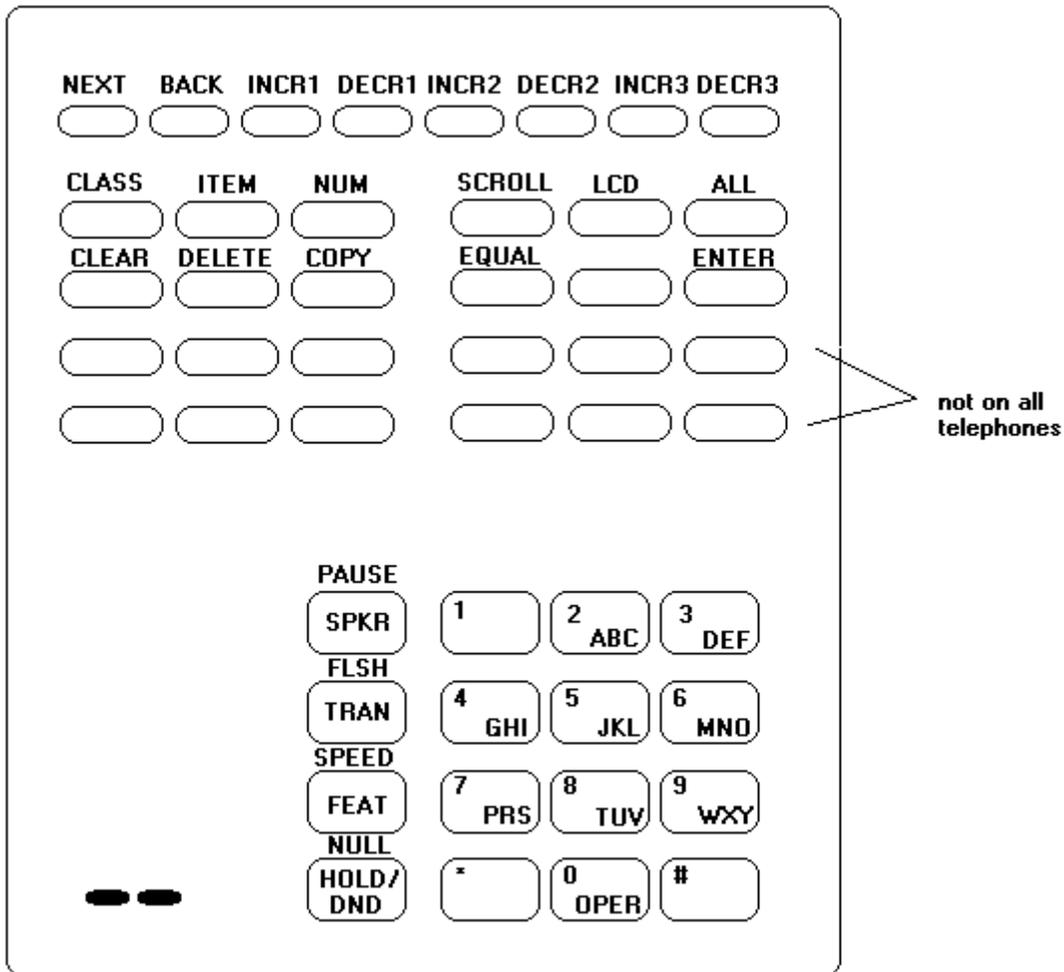
Initializing the System

IF the telephone system is not initialized, then you must first create Class 1 level telephone assignments which assign a physical port to a type of telephone and the logical port address. Once all of the telephones have been programmed, press the small red reset button (located on the CPU card) so that all new settings take place.

IF the system is already initialized, ignore this section.

Using the Telephone Keys and Buttons

You use the telephone keys and buttons as you program. Use the following diagram to identify the keys and buttons if you don't have the template on.



The Iwatsu software is organized into three types of areas:

- Class areas which denote large categories of functions and settings
- Item areas that allow you to work on subcategories within a Class level
- Number areas which usually are settings and functions particular to a telephone or individual incoming C.O. line, etc.

To access a programming area (once you are in programming mode):

1. Press Class.
2. Dial the two-digit class number (for example, 04).

The display reads:

04.01

The 4 is the class and 01 represents the first item.

3. If you don't want the first item, press Item.
4. Dial the two-digit item number (for example, 12).

The display reads:

```
04.12
      24
```

The 4 is the class; 12 is the item. Because this item has no numbers, the item's setting is displayed. In this example, the setting is 24.

- If this item is divided into numbers, you press Num and dial the two-digit number.

For example, if you were programming Class 4 Item 77 Number 14, the display would read:

```
04.77 <Num14>
      DA
```

The 4 is the class; 77 is the item; 14 is the number. DA (or whatever value is displayed) is the current setting for this number.

- To enter the setting, dial the number (for example, dial 24 for 24). To enter letters, press the following buttons:

For:	Press
DA	SPKR SPKR
DB	SPKR TRAN
DC	SPKR FEAT
DD	SPKR HOLD
F	TRAN
S	FEAT

- After selecting a setting, press Enter to save that information before going on to the next class, item, or number.

Setting Up an Iwatsu ADIX

- The first area to address is Class 4, Item 12: The camp-on duration timer. This number must be at least 10 larger than the number for the Fwd No Answer Timer. The default is 60 (seconds).
- The second area is Class 4, Item 13: The Fwd No Answer Timer. The default is 12 seconds.
- Proceed to Class 4, Item 55: True Attendant Position. Input "1" if the physical port 1 is the attendant port.
- Program Class 4, Item 71 (Voice Mail Data) as follows:

Num 2	Camp-on Treatment	0=MOH 1=RBT
	Choose either music on hold or ring backtone.	
Num 10	Port DTMF Speed	Choose 2 or 3
Num 11	Port In-Packet Pause Time	0
Num 12	Port Pre-Disconnect Signal	0

Num 13	Port Disconnect Signal Type	0
Num 14	Trunk Packeting	0
Num 15	Port Loop Open Duration	25

5. Program Class 4, Item 77 (Voice Mail Packet Codes) as follows.

Num 1	Direct Trunk Call	01
Num 2	Direct Intercom Call	06
Num 3	Transferred Trunk Call	07
Num 4	Camp-On Recall	07
Num 5	Trunk Recall	07
Num 6	Direct Transfer to VM	06
Num 7	Station Xfer of CO Call	07
Num 8	Station Xfer of Intercom Call	07
Num 9	CO Call to Station to VM	07
Num 10	Intercom Call to Station to VM	07
Num 11	VM Call to Station to VM	07
Num 12	VM Call to Sta DND to VM	07
Num 13	Direct Station Login	06
Num 14	Station Answer Tone	DA
Num 17	VM Call to DND Sta to VM	07
Num 19	Disconnect Tone	DD
Num 21	Station to Direct Record	21

6. Program Class 7, Item 2 as follows:

Num 47	Hunt Group Pilot	47
--------	------------------	----

7. Program Class 7, Item 6 (Feature Access) as follows:

Num 1	Clear Msg Light Code	*01
Num 19	Send Msg Light On Code	*19
Num 30	Operator	0
Num 48	Mailbox Access	47

8. Program Class 8, Item 2 (Hunt Group Logical Port Numbers) as follows:

Num 1	1st Amanda Port #
Num 2	2nd Amanda Port #
Num 3	3rd Amanda Port #
Num 4	Last Amanda Port #

9. Proceed to Class 10, Item 45 (Msg Key Assigned).
Select 1 for Yes.

10. Program Class 10, Item 73 as follows:

Num 1	Fixed Forwarding	1 (for Busy/NoAnswer)
-------	------------------	-----------------------

11. Program Class 10, Item 78 as follows:

Num 1	Forwarding Destination	47
-------	------------------------	----

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\150.on for the 8/24 and c:\amanda\pbx.db\151.on for the 16/48.

This file contains the tokens “,*19,%U”.

- The tokens that turn the message waiting light off are in c:\amanda\pbx.db\150.off for the 8/24 and c:\amanda\pbx.db\151.off for the 16/48.

This file contains the tokens “,*01*19,%U”.

- The dial codes and integration strings used by the switch are in c:\amanda\pbx.db\150.pbx for the 8/24 and c:\amanda\pbx.db\151.pbx for the 16/48.

150.pbx contains the following lines:

```
IwatsuAdix 8/24 (S/M Series)
#####
# Iwatsu Adix                                     #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold      :
dl_ndtret F-      # Dial code to use when there is no transfer dialtone:
dl_rnaret F-      # Dial code to return to caller after Ring No Answer :
dl_bsyret F-      # Dial code to return to caller when there is a Busy :
dl_hupret F-      # Dial code to use after a call screening reject  :
dl_connect H      # Dial code to connect the caller to the extension  :
tmo_dtwait l      # Number of seconds to wait for dialtone detection   :
flashtm 55        # Number of 1/100 seconds to use for Flash time         :
dt_answer A       # Which DTMF tone to listen to for answer detection      :
dt_hangup D       # Which DTMF tone to listen to for hangup detection       :
dl_prefix         # What to dial BEFORE dialing the User ID extension     :
dl_suffix H       # What to dial AFTER dialing the User ID extension       :
dl_init           # What to dial when the system first starts up          :
dl_stop           # What to dial when the system performs a shutdown :
dl_pickup         # What to dial when a port goes off-hook                 :
dl_conference     # What to dial to create/record a conference call       :
integration 10 '07rrr'
integration 10 '06eee'
integration 10 '07rr'
integration 10 '06ee'
integration 10 '01ttt'
integration 10 '2liii'
```

151.pbx contains the following lines:

```

Iwatsu Adix 16/48
#####
# Iwatsu Adix                                     #
#####

dl_dtwait F---      # Dial code to put a caller on transfer hold      :
dl_ndtret -         # Dial code to use when there is no transfer dialtone:
dl_rnaret F-       # Dial code to return to caller after Ring No Answer :
dl_bsyret F-       # Dial code to return to caller when there is a Busy :
dl_hupret F-       # Dial code to use after a call screening reject :
dl_connect H       # Dial code to connect the caller to the extension :
tmo_dtwait l       # Number of seconds to wait for dialtone detection :
flashtm 55        # Number of 1/100 seconds to use for Flash time :
dt_answer         # Which DTMF tone to listen to for answer detection :
dt_hangup A       # Which DTMF tone to listen to for hangup detection :
dl_prefix        # What to dial BEFORE dialing the User ID extension :
dl_suffix H      # What to dial AFTER dialing the User ID extension :
dl_init          # What to dial when the system first starts up :
dl_stop          # What to dial when the system performs a shutdown :
dl_pickup        # What to dial when a port goes off-hook :
dl_conference    # What to dial to create/record a conference call :
integration 20 `x7rrr`
integration 20 `x6eee`
integration 20 `x7rr`
integration 20 `x6ee`

```

Chapter 6: Programming the NEC Electra, Level I

Getting Started

This chapter covers the NEC Electra, Level I, software release 2.00 and later.

To connect Amanda@SOHO to an NEC Electra, Level I, you need one SLT-F(1G)-200 digital-to-analog converter external box for each analog voice mail port.

Connect Amanda@SOHO to the telephone switching system by connecting one RJ-11 pair from each voice mail port to the RJ-11 jack on the SLT. The RJ-11 cord from the SLT to the digital port is built into the NEC Electra.

Once the two are connected, you are ready to program the NEC Electra. All programming of the telephone switching system must be done from station 10.

To start programming:

1. Press the FNC key.
2. Press the HOLD key.
3. Press #0*.
4. For most features, you:
 - a. Press an LK key (one of the keys just under the telephone's display), such as LK1 for System Mode.
 - b. Press a data number (two digits on the telephone), such as 67 for Voice Mail Access Code Assignment.

When you get this far, you have entered a memory block, such as 1-67. (The 1 is from LK1 and the 67 is the data number.)

- c. An access code (usually two digits) representing the feature to be coded, a port number, station number, etc. automatically appears.
- d. You might have to press the TRF key to advance to the correct access code.
- e. Press the digits that indicate the setting for that access code.

You might press a digit that represents yes or no, a series of digits which set the Message Waiting Indication, etc.

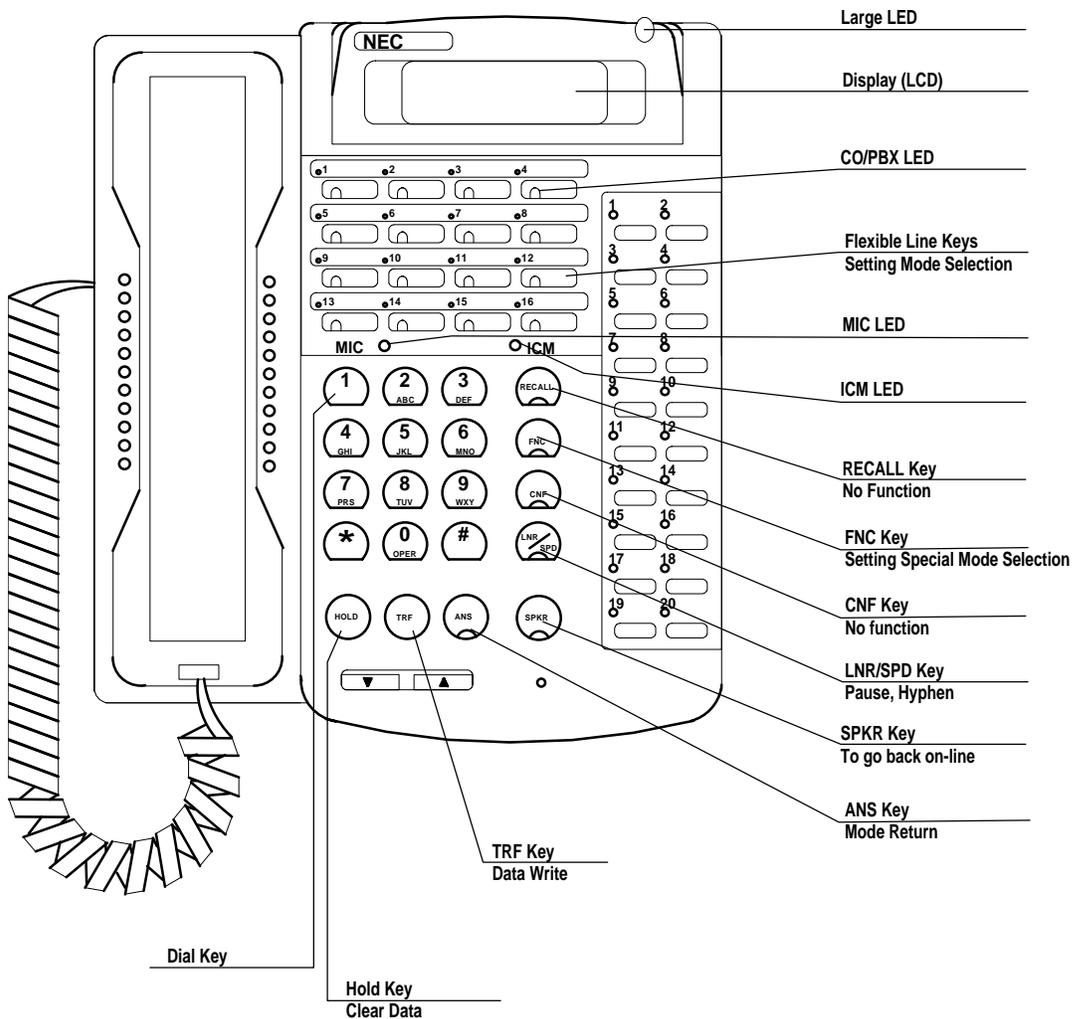
While entering the data in step E, use the following keys:

Meaning:	Key to press:
To move the cursor to the left	*
To move the cursor to the right	#

Meaning:	Key to press:
To type the setting	0 to 9
To type a *	LNR/SPD + *
To type a #	LNR/SPD + #
To clear the setting	HOLD

- Press the TRF key to write the setting to the database and move on to the next data setting. For example, after providing a setting for port one or feature one, you move on to port two or feature two. When you reach the last port or feature, you move on to the next memory block. For example, you would move from memory block 1-67 to 1-68.
- Press the SPKR key to stop programming.

The following diagram shows a typical telephone set with its display and keys.



Programming the Hunt Group

The hunt group should be linear.

To program the hunt group:

1. Press the FNC key.
2. Press the HOLD key.
3. Press #0*
4. Assign physical ports to the logical voice mail extensions.
 - a. Press the LK4 key.
 - b. Press 06.

This places you in memory block 4-06.

The first port number appears on the display.

- c. Press 50.
- d. Press the TRF key to write the setting to the database.
- e. Repeat steps C and D for each port.

After typing 50 for the last port, you enter memory block 4-07.

5. In memory block 4-07, you assign voice mail functions to ports.
 - a. Press 1 for Yes.
 - b. Press the TRF key to write the setting to the database.
 - c. Repeat steps C and D for each port.
6. Press the SPKR key to stop programming.

Programming System Mode

System mode has the following features:

- Record Message
- Forward All Calls
- Forward Busy
- Forward No Answer
- DTMF Disconnect Signal
- Message Waiting Indication

To program these features:

1. Press the FNC key.
2. Press the HOLD key.
3. Press #0*.
4. Press the LK1 key.

5. Press 67.

This places you in memory block 1-67.

The access code is VM01 and represents port one.

6. Press the TRF key until the access code becomes VM04.

7. **To record messages**, press 667.
8. Press the TRF key to write the setting to the database and move on to access code VM05.
9. **To forward all calls**, press 667.
10. Press the TRF key to write the setting to the database and move on to access code VM06.
11. **To forward busy**, press 666.
12. Press the TRF key to write the setting to the database and move on to access code VM07.
13. **To forward no answer**, press 667.
14. Press the TRF key to write the setting to the database and move on to access code VM08.
15. Press the TRF key again to move on to access code VM09.
16. **To detect the DTMF disconnect signal**, make the setting 999#. To do that, you press 999+ LNR/SPD + #.
17. Press the TRF key again to move on to access code VM10.
18. **To program the message lights on**, press 641.
19. Press the TRF key to write the setting to the database and move on to access code VM11.
20. **To program the message lights off**, make the setting 64*. To do that, you press 64+ LNR/SPD + *.
21. Press the TRF key to write the setting to the database.
22. Press the SPKR key to stop programming.

Programming Night and Day Modes

By default, telephones connected to port numbers 01 and 02 ring on all incoming CO/PBX calls. Telephones connected to ports number 03+ do not ring on any incoming CO/PBX calls.

To change this programming for day or night mode:

1. Press the FNC key.
2. Press the HOLD key.
3. Press #0*.

4. Press the LK4 key.
5. Do one of the following:
 - Press 15 for CO/PBX Ring Assignment (Day Mode).
 - Press 16 for CO/PBX Ring Assignment (Night Mode).

If you select 15 you can program both Day Mode and Night Mode during this same programming session. The 15 or 16 is the second number from the left on the display.

This places you in memory block 4-15 or 4-16—CO/PBX Ring Assignment.

The first two characters at the left end of the display is the telephone port number, which ranges from 01 to 16.

6. Press the Dial Pad key corresponding to each CO/PBX number.

The LCD display changes each time a Dial pad key is pressed. If it shows a setting, an incoming call from the corresponding CO/PBX line rings at the indicated station (01-16).

The setting is a trunk number and has up to eight digits.
7. You can enter a trunk number, remove one, or change one.
8. Press the TRF key to write the setting to the database and move on to the next telephone port number.
9. Repeat steps 6 through 8 until you advance to the next memory block.
10. If that memory block is 4-16—for CO/PBX Ring Assignment (Night Mode), you can repeat steps 6 through 9 for Night Mode.
11. Press the SPKR key to stop programming.

Programming Call Forwarding

Call Forwarding is programmed per station. the most recent of the Call Forward—Busy/No Answer feature overrides any previous setting for this.

Setting a station as Call Forward—All Calls when Call Forward—Busy/No Answer is already set changes the Call Forward—Busy/No Answer condition.

Conflicting Call Forward settings are not allowed. For example, if Station A set Call Forward—All Calls to station B, and then sets Call Forward—Busy/No Answer to station C, busy calls forward to station B.

To set Call Forward—Busy/No Answer:

1. Press the FNC key.

The FNC key's light goes on.
2. Press 62.
3. Enter the destination station number.

4. Press the FNC key again.
The FNC key's light goes off.

To cancel Call Forward—Busy/No Answer:

1. Press the FNC key.
The FNC key's light goes on.
2. Press 62.
3. Press the FNC key again.
The FNC key's light goes off.

To set Call Forward—All Calls:

1. Press the FNC key.
The FNC key's light goes on.
2. Press 61.
3. Enter the destination station number.
4. Press the FNC key again.
The FNC key's light goes off.

To cancel Call Forward—All Calls:

1. Press the FNC key.
The FNC key's light goes on.
2. Press 61.
3. Press the FNC key again.
The FNC key's light goes off.

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in `c:\amanda\pbx.db\170.on`.
This file contains the tokens "641%U".
- The tokens that turn the message waiting light off are in `c:\amanda\pbx.db\170.off`.
This file contains the tokens "64*%U".
- The dial codes and integration strings used by the switch are in `c:\amanda\pbx.db\170.pbx`.
This file contains the following lines:

```
NEC Electra, Level I (release 2.00+)
#####
# NEC Electra Level 1                                     #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold      :
dl_ndtret -       # Dial code to use when there is no transfer dialtone:
dl_rnaret F-     # Dial code to return to caller after Ring No Answer :
dl_bsyret F-     # Dial code to return to caller when there is a Busy :
dl_hupret F-     # Dial code to use after a call screening reject   :
dl_connect H     # Dial code to connect the caller to the extension :
tmo_dtwait 4     # Number of seconds to wait for dialtone detection :
flashtm 70      # Number of 1/100 seconds to use for Flash time      :
dt_answer       # Which DTMF tone to listen to for answer detection :
dt_hangup '999#' # Which DTMF tone to listen to for hangup detection :
dl_prefix      # What to dial BEFORE dialing the User ID extension :
dl_suffix H    # What to dial AFTER dialing the User ID extension :
dl_init       # What to dial when the system first starts up :
dl_stop      # What to dial when the system performs a shutdown :
dl_pickup    # What to dial when a port goes off-hook :
dl_conference # What to dial to create/record a conference call :
integration 10 'rr667'
integration 10 'bb666'
```

Chapter 7: Programming the NEC Electra II

Getting Started

This chapter cover the NEC Electra II, software release 3.0 and later.

To connect Amanda@SOHO to an NEC Electra II, you need one SLI-8G-21 single-line interface card (this works for up to eight analog voice mail ports).

Run one pair wire for each voice mail port from the punch down block to the connector on the SLI.

Once the two are connected, you are ready to program the NEC Electra II. The programming can be done from any station—so long as the telephone has a display.

To start programming:

1. Press the FNC key.
2. Press #0*8974.
3. For most features, you:
 - a. Press an LK key (one of the keys just under the telephone's display), such as LK4.
 - b. Press a data number (two digits on the telephone), such as 14 for Intercom Master Hunt Number.

When you get this far, you have entered a memory block, such as 4-14. (The 4 is from LK4 and the 14 is the data number.)

- c. An access code (usually two digits) representing the feature to be coded, a port number, station number, etc. automatically appears.
- d. You might have to press the TRF key to advance to the correct access code.
- e. Press the digits that indicate the setting for that access code.

You might press a digit that represents yes or no, a series of digits which set the Message Waiting Indication, etc.

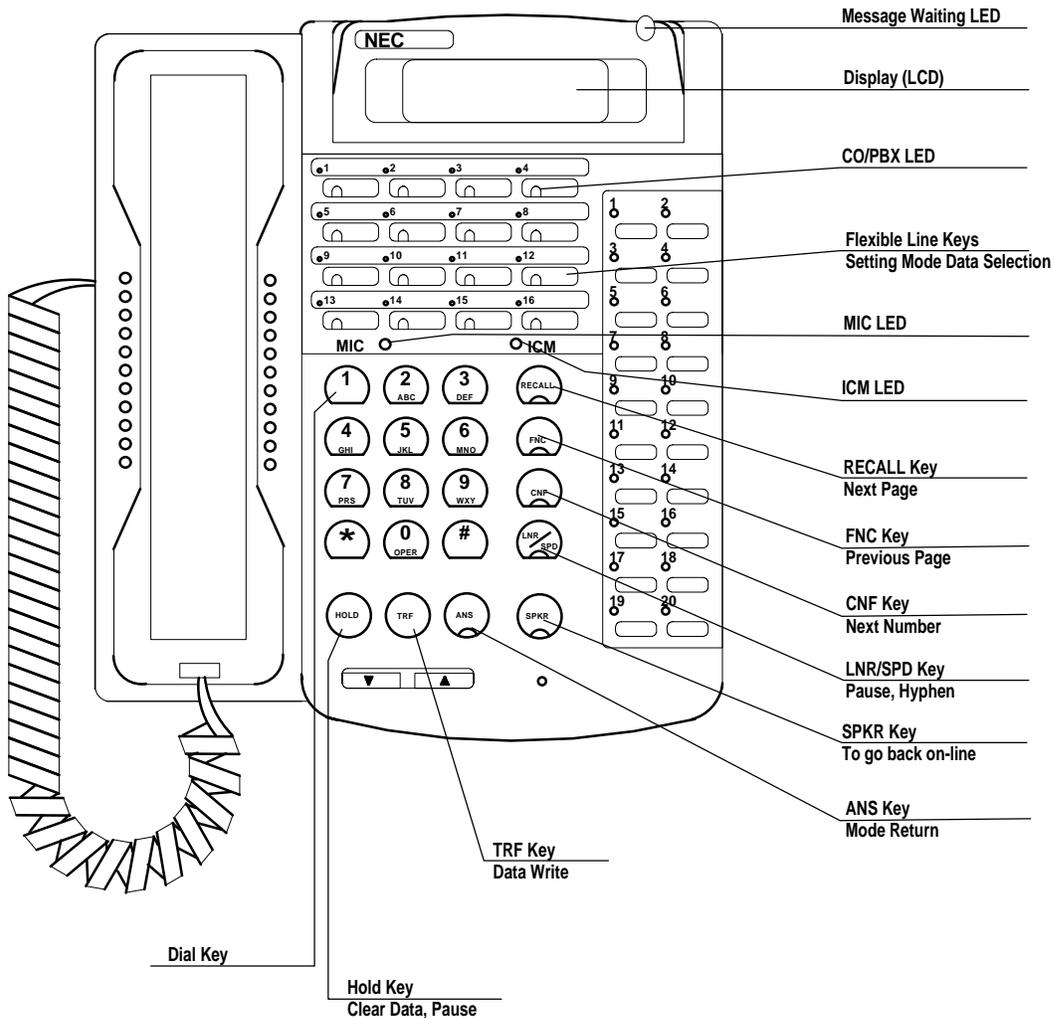
While entering the data in step E, use the following keys:

Meaning:	Key to press:
To move the cursor to the left	*
To move the cursor to the right	#
To type the setting	0 to 9
To type a *	LNR/SPD + *

Meaning:	Key to press:
To type a #	LNR/SPD + #
To clear the setting	HOLD

4. Press the TRF key to write the setting to the database and move on to the next data setting. For example, after providing a setting for port one or feature one, you move on to port two or feature two. When you reach the last port or feature, you move on to the next memory block. For example, you would move from memory block 4-14 to 4-15.
5. Press the SPKR key to stop programming.

The following diagram shows a typical telephone set with its display and keys.



Programming Voice Mail Access

The hunt group should be circular.

To program voice mail access:

1. Press the FNC key.
2. Press #0*8974.
3. To learn what physical port number is the first voice mail port:
 - a. Press the LK7 key.
 - b. Press 1.

This puts you in memory block 7-1, the card interface slot assignment.

- c. Press the TRF key until the unit name SLI8G-21 appears on the display.

The first port on this card is on the lower right of the display. It is a two-digit number. You must know which Single Line Ports you are using for voice mail before you can proceed. (For example, the port number might be 25.)

Programming sample:

Page No.	Upper Slot No.	Unit Name	Port No.
1	16	:	=31
1>	08	: SLI8G-21	=25

4. To give that physical port an extension number, for example, 300:
 - a. Press the LK4 key.
 - b. Press 10.

This puts you in memory block 4-10, for station number assignment.

 - c. Go to the Tel Port No. and type the two-digit port number for the first port (from Step 3C). (For example, you might type 25.)
 - d. Type the extension number (for example, 300) to be assigned to that port.

Programming sample:

Port No.	Data No.	Title	Setting Data.
25	10	STA	=300

- e. Press the TRF key.
- The next physical port (for example 26) appears on the display.
- f. Type the next extension (for example, 301).
 - g. Repeat Steps E and F for the rest of the ports.

NOTE: You must know what extensions/station have been assigned to what ports.

Programming the Hunt Group

The hunt group should be circular.

To program the Intercom Master Hunt Number:

1. Press the LK4 key.
2. Press 14.
This puts you in memory block 4-14, Intercom Master Hunt Number.
3. Go to the Tel Port No. and type the two-digit port number for the first port (for example, 25.)
4. Press LK2 to modify the displayed setting to YES.
5. Press the TRF key to enter.

Programming sample:

Tel Port No.	Data No.	Title	Setting	Data.
25/	_____14	MSTER	=	YS

To forward calls:

1. Press the LK4 key.
2. Press 15.
This puts you in memory block 4-15, Intercom Master Hunt FWD Assign.
3. Go to the Tel Port No. and type the two-digit port number for the first port (for example, 25.)
4. Type the extension that the first port should forward to (for example 301).

Programming sample:

Tel Port No.	Data No.	Title	Setting	Data.
25/	_____14	ICMFWD	=	301

5. Press the TRF key.
6. Return to memory block 4-15, by changing the 17 to a 15.

Programming sample:

Tel Port No.	Data No.	Title	Setting	Data.
25/	_____14	CLS(1)	=	15

7. Press the CNF key.
8. Enter the next extension to be forwarded to (for example 302).

Programming sample:

Tel Port No.	Data No.	Title	Setting Data.
25/	_____14_____	ICMFWD	303

9. Press the TRF key.
10. Repeat steps D through G for the rest of the voice mail ports in the hunt group.? for the rest of the extension in the hunt group?

Programming a Quick Transfer

To set the quick transfer to the extension for the first port:

1. Press the LK1 key.
2. Press 8.
This puts you in memory block 1-8.
3. Enter the extension (for example, 300) for the first port.
4. Press the TRF key.

Programming the Interior Ring Pattern

To set the Interior Ring Pattern:

1. Press the LK1 key.
2. Press 2.
This puts you in memory block 1-2.
The setting should default to B, which is a ring that is 1 second on and 2 seconds off.
For a longer ring, change the setting to A.
While C and D are possible settings, their rings are too short to be usable in most environments.
3. Press LK4 for B or LK3 for A.

Programming Message Waiting Indications (MWI)

To program MWI:

1. Press the LK1 key.
2. Press 1.
This puts you in memory block 1-1.
3. Go to the Dial code field.

4. To change the field to 7*:
 - a. Press 7.
 - b. Press the LNR/SPD key.
 - c. Press #.
5. Type 502 (to set MWI).

Programming sample:

	Dial code field	Function number
47:	2DG _____ (7*)	<u>502</u>
TIME	DISPLAY	

6. Press the TRF key to save your change.
The Dial code field should be 7#, which is what you need for canceling the message waiting indicator.
7. Type 503 (to cancel MWI).

Programming sample:

	Dial code field	Function number
47:	2DG _____ (7#)	<u>503</u>
TIME	DISPLAY	

Programming Telephones to Forward to Voice Mail

You must program each telephone to forward to voice mail when the extension does not answer or is busy.

To forward calls to voice mail:

1. Press the FNC key.
2. Press 43.
3. Enter the destination number.
This is the extension for the first port or pilot number to the voice mail hunt group, for example, 300.
4. Press the SPKR key.

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\171.on.
This file contains the tokens “7*%U”.

- The tokens that turn the message waiting light off are in `c:\amanda\pbx.db\171.off`.
This file contains the tokens “7#%U”.
- The dial codes and integration strings used by the switch are in `c:\amanda\pbx.db\171.pbx`.
This file contains the following lines:

```

NEC Electra II (release 3.00+)
#####
# NEC Electra Level II                                     #
#####

dl_dtwait F--      # Dial code to put a caller on transfer hold      :
dl_ndtret -        # Dial code to use when there is no transfer dialtone:
dl_rnaret F-      # Dial code to return to caller after Ring No Answer :
dl_bsyret F-      # Dial code to return to caller when there is a Busy :
dl_hupret F-      # Dial code to use after a call screening reject      :
dl_connect H      # Dial code to connect the caller to the extension   :
tmo_dtwait 4      # Number of seconds to wait for dialtone detection   :
flashtm 60        # Number of 1/100 seconds to use for Flash time      :
dt_answer         # Which DTMF tone to listen to for answer detection  :
dt_hangup         # Which DTMF tone to listen to for hangup detection  :
dl_prefix         # What to dial BEFORE dialing the User ID extension  :
dl_suffix H      # What to dial AFTER dialing the User ID extension   :
dl_init          # What to dial when the system first starts up      :
dl_stop          # What to dial when the system performs a shutdown  :
dl_pickup        # What to dial when a port goes off-hook            :
dl_conference# What to dial to create/record a conference call :
integration 10 `rr`
integration 10 `rrr`
integration 10 `rrrr`

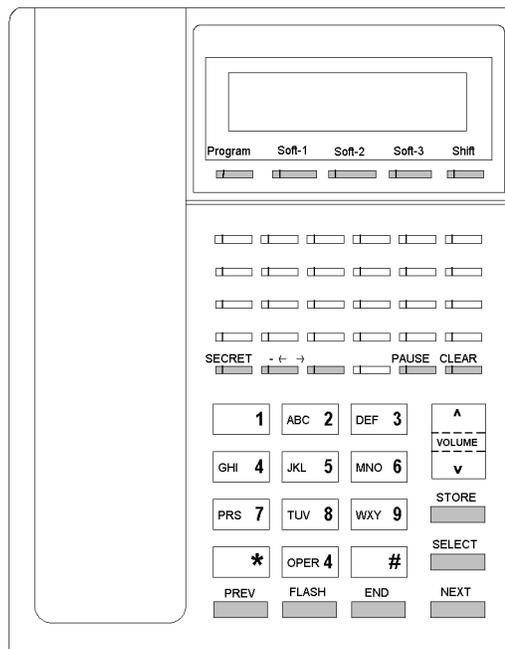
```

Chapter 8: Programming Panasonic KXTD 1232

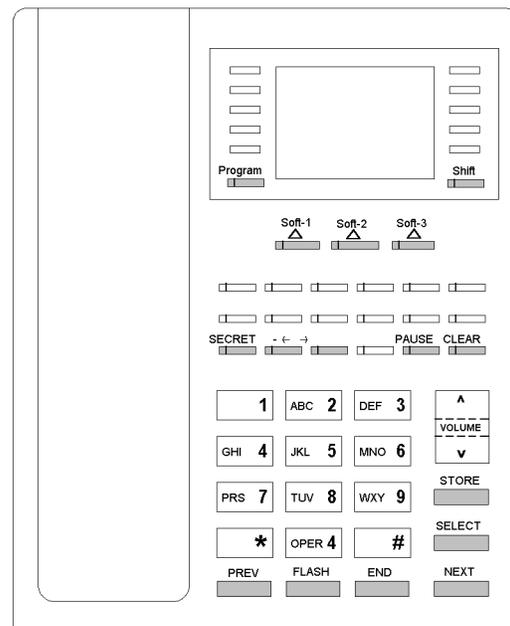
Using a Panasonic Telephone

You use the KX-T7230 or KX-T7235 telephone to program a Panasonic KXTD 1232.

KX-T7230



KS-T7235



The display provides helpful information, such as what you should do now or what you have done.

Both telephones use two information lines for programming. The upper line is called the Message Line and the lower line is called the Function Line.

The Message Line shows you what you should do or what you should select. It also confirms what you have just entered. If your entry exceeds the 16-digit capacity of a line, you can shift the display by pressing the right arrow or left arrow button.

The Function Line shows the current function of the soft buttons. These functions change with the programming procedures and as you press the SHIFT button.

Getting Ready

Programming the Panasonic KXTD 1232 can be performed only from Jack 1, and only one telephone can be in programming mode at one time. While you are programming, your extension is treated as a busy extension.

Before programming, confirm that:

- Your telephone is on-hook.
- No calls are on hold at your telephone.

To start programming:

1. Press PROGRAM * #1234.
1234 is the default system password. Your telephone switching system may have another password.
2. When SYS-PGM NO? -> appears on the display, you dial the number of the program you want to use.

To finish one program and go on to another:

1. Press STORE to store your changes.
The STORE indicator light becomes red and you hear a beep if your changes were successfully stored.
If you hear the alarm (three beeps), check that your entry is valid.
2. Press END.
3. Dial the number for the next program.

To exit programming mode do one of the following:

- Lift the handset.
- Press END. When the initial message: SYS-PGM NO? -> appears on the display, press PROGRAM.

Programming a Panasonic

The following table explains what programs to use as you set up a Panasonic for use with Amanda.

Program and Its Purpose	What You Enter	What You See on Display
Start programming	PROGRAM *#1234	SYS-PGM NO? -> CLR NEXT
Call Hunting: Program the extension group that is assigned to Amanda for voice mail	106	Call Hunting SKP+ CLR NEXT
	NEXT	EXT GRP NO?-> SKP+ CLR NEXT
	NEXT (or type group number)	Groupx: Disable -> SEL+ NEXT

Program and Its Purpose	What You Enter	What You See on Display
	SELECT (until VM appears as group setting) Store (the Auto Dial key) End (the Hold key) (see telephone diagrams)	Groupx: VM -> SEL+ NEXT
Extension Group Assignment: Place jacks that are connected to voice mail in their own extension group.	602 NEXT NEXT (or jack number)(01 goes to 01-1) Type group number NEXT to #01-2, #02-1...#32-2 or #64-2 Store End	EXT Group Asn SKP+ CLR NEXT Jack NO? -> SKP+ CLR NEXT #01-1:EXG1 -> SEL NEXT #01-1:EXGx -> SEL NEXT
Voice Mail Status DTMF Set: Change the disconnect signal to #9# and use the default call codes for the other signals.	113 NEXT (Press 1 if not already there.) NEXT (Press 2 if not already there.) NEXT (Press 3 if not already there.) NEXT (Press 4 if not already there.) NEXT (Press 5 if not already there.) NEXT (Press #9# if not already there.) NEXT (Press 9 if not already there.)	VM Status Set SKP+ CLR NEXT RBT :1 -> SEL NEXT BT :2 -> SEL NEXT ROT :3 -> SEL NEXT DND :4 -> SEL NEXT Answer :5 -> SEL NEXT Disconnect :#9# SKP+ CLR NEXT Confirm:9 SKP+ CLR NEXT

Program and Its Purpose	What You Enter	What You See on Display
	NEXT (Press 6 if not already there.)	FWD VM RBT:6 SKP+ CLR NEXT
	NEXT (Press 7 if not already there.)	FWD VM BT:7 SKP+ CLR NEXT
	NEXT (Press 8 if not already there.)	FWD EXT RBT:6 SKP+ CLR NEXT
Mailbox ID Code: Make sure that all the jacks/extension have the value "Not Stored".	609	Mailbox ID Code SKP+ CLR NEXT
	NEXT	Jack NO?-> SKP+ CLR NEXT
	NEXT	#01-1:Not Stored -> SEL NEXT
	If not "Not Stored" i.e. blank, press SHIFT to toggle to	#01-1:Not Stored -> CLR NEXT
	If not "Not Stored" i.e. blank, press CLR	#01-1: -> CLR NEXT
	Repeat last three steps for all jacks/extensions.	
Call Forwarding: Provide the code needed to leave and get messages.	114	VM Command Set SKP+ CLR NEXT
	NEXT #6H (to get the H, press the FLASH button)	LV-MSG:#6H
	NEXT *H#	GETMSG:*H# -> SEL NEXT
Operator/Manager: Enter the jack number that the operator is assigned to as OPE-1. If you have a back-up operator, enter the jack number for that person as OPE-2.	006	Operator/Manager SKP+ CLR NEXT
You can also use this program to set a jack number for the manager. This provides an additional jack from which programming can be done.	NEXT	OPE-1:Jack01 -> SEL NEXT

Program and Its Purpose	What You Enter	What You See on Display
	Type jack number (for example, 01 is Jack 1)	
	NEXT	OPE-2:Jack01 -> SEL NEXT
No Answer Time: Changes the number of times a station rings before it is considered unanswered.	202	No Answer Time SKP+ CLR NEXT
	NEXT	Time: 5 rings -> SEL NEXT
	Press number of rings	
Day Mode: Allows you to specify Amanda as a primary attendant or backup attendant during the day. Use Immdt as the setting for a primary attendant. Use 1, 3, or 6 Rings for a backup attendant.	603	DIL 1:N Asn Day SKP+ CLR NEXT
	NEXT	Jack NO?-> SKP+ CLR NEXT
	Type jack number (01 goes to 01-1)(32-2)	#01-1:CO01:Immdt -> SEL NEXT
	Press SELECT until you see the setting you want	
Night Mode: Allows you to specify Amanda as a primary attendant or backup attendant at night. Use Immdt as the setting for a primary attendant. Use 1, 3, or 6 Rings for a backup attendant.	604	DIL 1:N Asn Nig SKP+ CLR NEXT
	NEXT	Jack NO?-> SKP+ CLR NEXT
	NEXT or type jack number(32-2)	#01-1:CO01:Immdt -> SEL NEXT
	Press SELECT until you see the setting you want	
	Store	
	End	

NOTE: To see what extensions are assigned to what jacks, use PROGRAM *#1234 003. To see what extension a particular telephone is, use PROGRAM 996.

Forwarding Calls to Voice Mail

Because Amanda does blind transfers, you need to program each telephone to forward calls to voice mail when that telephone is busy or not answered.

To program calls to forward to voice mail on a digital telephone:

1. Go off-hook.
2. Dial 7105 and the first pilot number assigned to voice mail hunt group.
The fwd/dnd button light will stay on.

To cancel call forwarding:

- Go off-hook and dial 7100.

There is no way to turn it off using the button.

Do Not Disturb can be controlled through Amanda or by programming a button with 7101. It can be canceled using 7100.

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\191.on.
This file contains the tokens “-701,%U”.
- The tokens that turn the message waiting light off are in c:\amanda\pbx.db\191.off.
This file contains the tokens “-700,%U”.
- The dial codes and integration strings used by the switch are in c:\amanda\pbx.db\191.pbx.

This file contains the following lines:

```
Panasonic KXTD 1232
#####
# Panasonic KXT-D 1232 #
#####

dl_dtwait F--      # Dial code to put a caller on transfer hold      :
dl_ndtret -        # Dial code to use when there is no transfer dialtone:
dl_rnaret F-       # Dial code to return to caller after Ring No Answer :
dl_bsyret F-       # Dial code to return to caller when there is a Busy  :
dl_hupret F-       # Dial code to use after a call screening reject     :
dl_connect H       # Dial code to connect the caller to the extension   :
tmo_dtwait 0       # Number of seconds to wait for dialtone detection   :
flashtm 55        # Number of 1/100 seconds to use for Flash time     :
dt_answer         # Which DTMF tone to listen to for answer detection  :
dt_hangup '#9#'   # Which DTMF tone to listen to for hangup detection  :
dl_prefix         # What to dial BEFORE dialing the User ID extension  :
dl_suffix H       # What to dial AFTER dialing the User ID extension   :
dl_init          # What to dial when the system first starts up      :
```

```
dl_stop           # What to dial when the system performs a shutdown :
dl_pickup        # What to dial when a port goes off-hook           :
dl_conference    # What to dial to create/record a conference call   :
integration 10   '#6rrr'
integration 10   '998#rrr#'
integration 10   '*eee#'
integration 10   '#6rr'
integration 10   '998#rrr#'
integration 10   '*ee#'
integration 10   'rrr'
```

Chapter 9: Programming Panasonic DBS 824

Getting Started

Connect the Amphenol cable from the KSU to the punch down block. Cross connect the system wire runs to the station wire runs or to modular RJ-11 connectors.

Use a single-line telephone adaptor (SLTA) to support up to four analog telephones. Requires one digital port per analog port.

You can program the Panasonic 834 from up to four telephones so long as the attendant display telephone. A telephone that is connected to extension port 1 with an extension number of 100 is automatically an attendant telephone. By default, extension port 2 (extension number 101) is the second attendant telephone, although this extension can be reprogrammed.

The information in this chapter is for Panasonic DBS 824 software versions CPC-S and CPC-M 1.0 and higher.

To start programming:

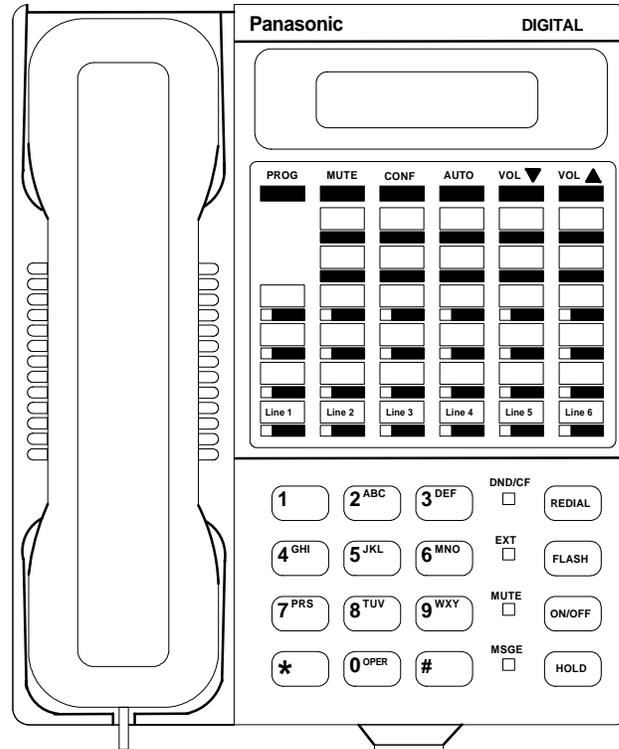
1. Press the ON/OFF key.
2. Press the PROG key.
3. Press ##.
4. Then you press an FF key.
The keys with the lights on them are FF1 through FF8.
Typically they are labeled Line 1 through Line 8.
5. After the FF key, you dial a series of digits, depending on the program and your needs.
6. Press the HOLD key to store your entry and move forward (to the next port number or program number).

To stop programming:

- Press the ON/OFF key.

Using the Telephone

The following diagram shows you where the keys are on the Panasonic telephone.



The CONF key resets an entry to its default settings.

Key	Programming Use
CONF	Resets entry to its default settings.
FLASH	Stores your entry and moves backward (decrements port number in the same address or decrements program address number).
HOLD	Stores your entry and moves forward (increments port number in the same address or increments program address number).
VOL ^	Moves backward to the previous programming level.
*	Stores your entry and moves backward (decrements program address number).
#	Stores your entry and moves forward (increments program address number).

Programming the Hunt Group

The hunt group is terminal. In a terminal hunt group, the hunt begins with the pilot number, and moves sequentially through the extensions in the hunt group. If all the extensions are busy, the call camps onto the hunt group and waits for an extension to become idle.

To program the hunt group:

1. Start programming as explained in “Getting Started” on page 73.
2. Press the FF4 key.
3. Dial 3#.
4. Enter the number for this hunt group (1-4).
5. Dial #1#.
6. Enter the hunt group pilot number (any number in these ranges: 11-69 for CPC-S or 101-699 CPC-M).

We suggest using 50 or 500. Write down the number you used here. You will need to use it again in the sections “To Use a Voice Mail Message Key” on page 80 and “To Use a Voice Mail Transfer Key” on page 81.
7. Dial #.
8. Press the FF4 key.
9. Enter the number for this hunt group (1-4).
10. Dial #2#.
11. Dial 0# for terminal hunting.
12. Press the FF4 key.
13. Dial 3#.
14. Enter the number for this hunt group (1-4).
15. Dial #5#.
16. Enter the extension number for the first Amanda port.
17. Dial #.
18. Press the HOLD key.
19. Repeat steps 16 through 18 for each Amanda port.

Using Third-Party Voice Mail

You need to program this telephone switching system to use third-party voice mail. On the Panasonic 824 DBS, this is equivalent to setting the terminal type to 10.

To use third-party voice mail:

1. Press the FF3 key.
2. Dial #2#10#.
3. Press the HOLD key.

Programming Call Forwarding

The Call Forward—No Answer Timer determines how long an unanswered call rings before it is sent to a secondary destination.

To set call forward on no answer to 12 seconds:

1. Press the FF1 key.
2. Dial 3#17#2#.
3. Press the HOLD key.

Stopping the Busy Signal

The DBS 824 can be set to send either silence (default) or a busy tone to a voice mail port when the caller hangs up.

To make sure that the voice mail busy tone is set to silence (on hang-up):

1. Press the FF1 key.
2. Dial 2#1#20#0#.
3. Press the HOLD key.

Using Amanda as a Primary Auto Attendant

In addition to the program you have already done, to make Amanda a primary auto attendant, you need to program the DBS 824 to send incoming calls from trunk lines to Amanda when the DBS 824 system is in Day mode.

Do not do the procedures in “Using Amanda as a Backup Attendant” on page 77.

NOTE: You may need to be aware what hunt group is associated automatically with extensions in CPC-S and CPC-M software. In the following procedure, you use the extension that corresponds to the voice mail hunt group.

Hunt Group	CPC-S Extension	CPC-M Extension
1	23	31
2	24	32
3	25	33
4	26	34

To program which extensions receive incoming calls during the day:

1. Press the FF4 key.
2. Dial 1#.
3. Dial the extension number (extensions range from 23 to 26 for CPC-S and from 31 to 34 for CPC-M).
Use the extension that corresponds to the voice mail hunt group.
4. Dial #.
5. Dial the trunk number (which ranges from 1 to 6 for CPC-S and from 1 to 8 for CPC-M).
6. Dial #1#.
7. Press the HOLD key.
8. Repeat steps 1 through 7 for each trunk line.

To program when Day mode starts:

1. Press the FF1 key.
2. Dial 3#25#.
3. Type the time at which Day mode starts using the format HHMM (two digits for the hour and two digits for the minutes). Also use the 24-hour clock.
For example 8 a.m For example, 8:05 A.M. is 0805 and 8:30 P.M. is 2030.
4. Press the HOLD key.

Using Amanda as a Backup Attendant

To use Amanda as a backup attendant, you must clear the second, third, and fourth attendant positions.

Do not do the procedures in “Using Amanda as a Primary Auto Attendant” on page 76.

To clear the second attendant:

1. Press the FF1 key.
2. Dial 2#1#22#.
3. Press the CONF key.
4. Press the HOLD key.

To clear the third attendant:

1. Press the FF1 key.
2. Dial 2#1#23#.
3. Press the CONF key.
4. Press the HOLD key.

To clear the fourth attendant:

1. Press the FF1 key.
2. Dial 2#1#24#.
3. Press the CONF key.
4. Press the HOLD key.

To program which extensions receive incoming calls during the night:

1. Press the FF4 key.
2. Dial 2#.
3. Dial the extension number (extensions range from 23 to 26 for CPC-S and from 31 to 34 for CPC-M).

Use the extension that corresponds to the voice mail hunt group. See “Using Amanda as a Primary Auto Attendant” on page 76 for the table that shows the extensions and the hunt group numbers.

4. Dial #.
5. Dial the trunk number (which ranges from 1 to 6 for CPC-S and from 1 to 8 for CPC-M).
6. Dial #1#.
7. Press the HOLD key.
8. Repeat steps 1 through 7 for each trunk line to be answered.

To program when Night mode starts:

1. Press the FF1 key.
2. Dial 3#1#.
3. Type the time at which Day mode starts using the format HHMM (two digits for the hour and two digits for the minutes). Also use the 24-hour clock.
For example 8 a.m For example, 8:05 A.M. is 0805 and 8:30 P.M. is 2030.
4. Press the HOLD key.

Programming Each Telephone

To Use Answer Supervision

This feature allows the Panasonic 824 DBS to send an answer signal to third-party voice mail systems. This provides quicker response time between the Panasonic 824 DBS.

The following programming can be performed from an attendant telephone or any other telephone that has entered the programming access.

To program answer supervision for voice mail:

1. Press the ON/OFF key.
2. Press the PROG key.
3. Dial #94.
4. Dial 1.
5. Press the HOLD key.
This assigns a 1 as an answer signal to speed up answer detection.
6. Press the ON/OFF key.
7. Repeat steps 1 through 8 on each user's telephone.

To Use Call Forwarding

Each telephone extension needs to be programmed to use the call forwarding ID code for voice mail. Do the following procedure on every user's telephone.

To call forward to voice mail:

1. Press the ON/OFF key.
2. Press the PROG key.
3. Press the AUTO key.
4. Dial *.

5. Enter the extension number.
6. Enter the extension number again.
7. Press the HOLD key.
8. Press the ON/OFF key.
9. Repeat steps 1 through 8 on each user's telephone.

To Use a Voice Mail Message Key

You should program a voice mail message key from every system (not single-line) telephone. The message key lights up when a message is waiting and when pressed will send "8xxx" (where xxx is the telephone's extension number) to voice mail for a direct login.

To program the message key:

1. Press the ON/OFF key.
2. Press the PROG key.
3. Press an FF key that is non-CO and has a light.
4. Press the CONF key.
5. Press the AUTO key.
6. Dial the voice mail hunt pilot (probably 50 or 500) that you entered in "Programming the Hunt Group" on page 75.
7. Press the AUTO key.
8. Dial 909 or 99, depending on the software version of your telephone switching system.
9. Press the HOLD key.
10. Press the PROG key.
11. Press the AUTO key.
12. Dial 909 or 99 (must match step 8).
13. Dial 8.
14. Dial the current telephone's extension number.
15. Press the HOLD key.
16. Press the ON/OFF key.
17. Repeat steps 1 through 16 on each user's telephone.

To Use a Voice Mail Transfer Key

Programming a transfer key allows the users at that extension to forward a caller directly to voice mail without inband signalling. The extension call will go to the Company Greeting mailbox (usually 990).

To program a transfer key:

1. Press the ON/OFF key.
2. Press the PROG key.
3. Press an FF key that is non-CO and has a light.
4. Press the CONF key.
5. Press the AUTO key.
6. Press the AUTO key again.
7. Dial the voice mail hunt pilot (probably 50 or 500) that you entered in “Programming the Hunt Group” on page 75.
8. Press the HOLD key.
9. Press the ON/OFF key.
10. Repeat steps 1 through 9 on each user’s telephone.

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\192.on.
This file contains the tokens “*4-%E”.
- The tokens that turn the message waiting light off are in c:\amanda\pbx.db\192.off.
This file contains the tokens “*5-%E”.
- The dial codes and integration strings used by the switch are in c:\amanda\pbx.db\192.pbx.

This file contains the following lines:

```
#####
# Panasonic DBS 824 #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold      :
dl_ndtret -      # Dial code to use when there is no transfer dialtone:
dl_rnaret F-     # Dial code to return to caller after Ring No Answer :
dl_bsyret F-     # Dial code to return to caller when there is a Busy  :
dl_hupret F-     # Dial code to use after a call screening reject      :
dl_connect H     # Dial code to connect the caller to the extension   :
tmo_dtwait 4     # Number of seconds to wait for dialtone detection   :
flashtm 75      # Number of 1/100 seconds to use for Flash time     :
dt_answer       # Which DTMF tone to listen to for answer detection  :
dt_hangup       # Which DTMF tone to listen to for hangup detection  :
dl_prefix       # What to dial BEFORE dialing the User ID extension  :
dl_suffix H     # What to dial AFTER dialing the User ID extension   :
dl_init         # What to dial when the system first starts up      :
dl_stop        # What to dial when the system performs a shutdown  :
dl_pickup      # What to dial when a port goes off-hook           :
dl_conference# What to dial to create/record a conference call :
integration 10 `r`
integration 10 `8e`
integration 10 `8ee`
integration 10 `8eee`
integration 10 `rr`
integration 10 `rrr`
```

Chapter 10: Programming the Samsung DCS 2.2/ Compact

Getting Started

You can program the Samsung DCS 2.2/Compact from any LCD 12B or 24B keyset.

To begin programming:

1. Press TRSF.

The display shows:

PROGRAMMING MODE ENTER PGM ID:

2. Dial 800 as in the following:

PROGRAMMING MODE ENTER PGM ID: 800

The display shows:

ENABLE TECH. PROG PASSCODE:
--

3. Dial the passcode. The default passcode is 4321.

The display shows:

ENABLE TECH. PROG DISABLE TENANT: 1
--

4. Press the up arrow once to change from Disable Tenant to Enable Tenant.

The display shows:

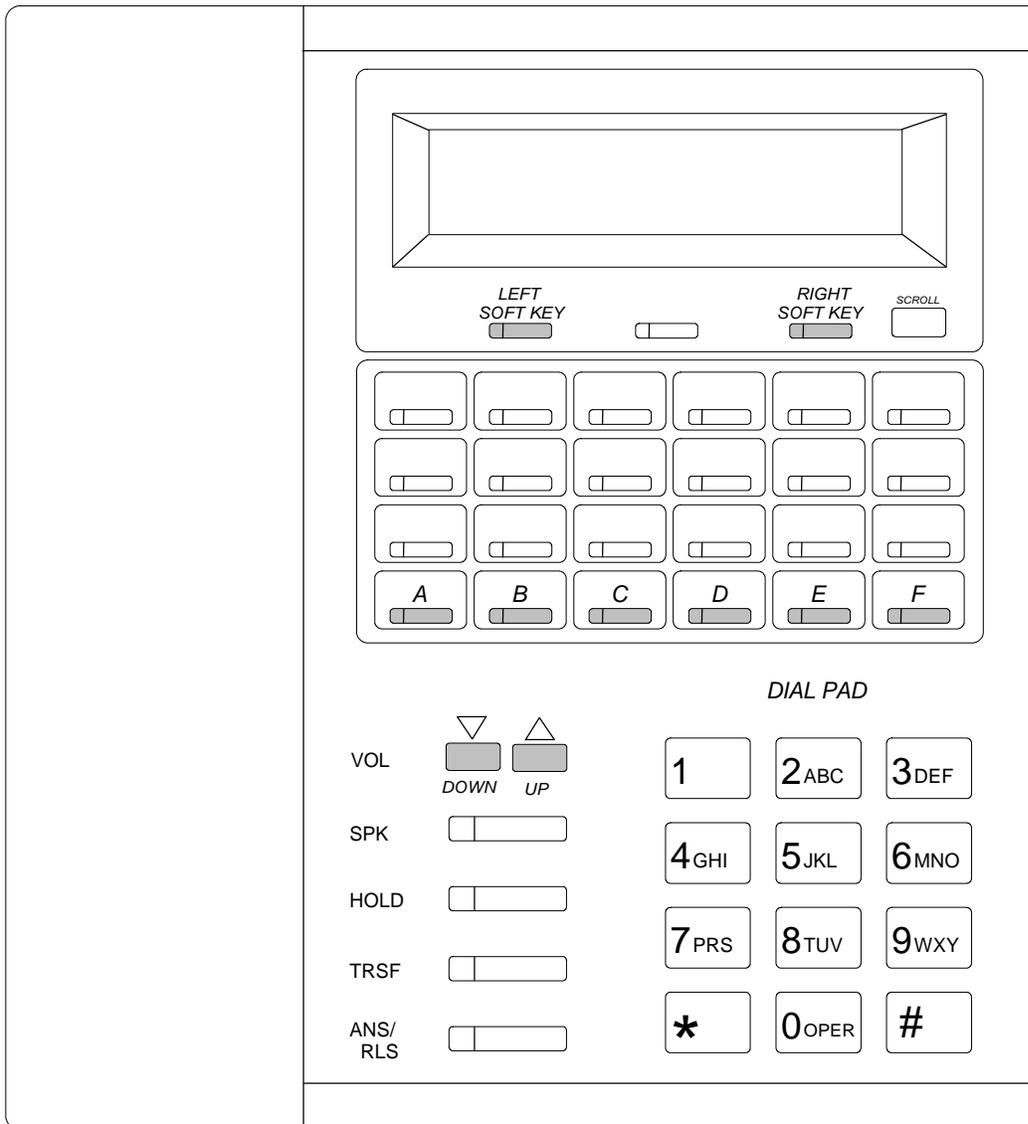
ENABLE TECH. PROG ENABLE TENANT: 1

5. Press TRSF to redisplay the date and time.

Now you can begin programming. Follow the directions for programming 207 or 726 by dialing 207 or 726.

Using the Keys on the Telephone

The following figure shows the special key functions.



Programming MMC: 207

You use MMC: 207 to create a VM/AA (Voice Mail/Automated Attendant) port. Because you must program MMC: 207 for each Amanda port, you will perform the following steps from 1 to 4 times.

VM/AA ports receive the digits designated in MMC 726 VM/AA Options and also receive a true disconnect signal when a call is completed. Only SLI (Subscribers Line Interface) boards, not key daughterboards, support the disconnect signal. Do **not** make VM/AA ports data. If they are data, they become single-line ports and stop voice mail integration. VM/AA ports are protected against tones.

When programming MMC: 207, you use the following program keys:

Purpose	Key
Scroll through a set of options	UP and DOWN Arrows
Enter selection	Keypad
Move cursor right and left	RIGHT and LEFT Softkeys
Move cursor from top to bottom line on display (or vice versa)	RIGHT and LEFT Softkeys
Store data and advance to next MMC	SPK
Clear entry	HOLD
Select ALL	ANS/RLS
Store and exit	TRSF

To create a VM/AA port:

1. Press TRSF then dial 207.

The display shows a station number, followed by VMAA PORT and the default value NORMAL PORT:

**[209] VMAA PORT
NORMAL PORT**

2. Do one of the following:

- Dial station number (for example, 209).

OR

- Press UP or DOWN to select a station number. Then press the RIGHT soft key to move the cursor to NORMAL PORT:

If you picked station 209 (as in the example), the display would show:

**[209] VMAA PORT
NORMAL PORT**

3. Do one of the following:

- Dial 1 for VMAA PORT.

OR

- Press UP or DOWN to select VMAA PORT. Then press the RIGHT soft key:

If you picked station 209 (as in the example), the display would show:

**[209] VMAA PORT
VMMAA PORT**

4. Do one of the following:
 - Press TRSF to store and exit.
 - OR
 - Press SPK to store and advance to the next MMC.

Programming MMC: 726

You use MMC: 726 to set a series of VM/AA Options. There are eight main options for programming and several sub-options. Many of them are YES/NO. Others require a few numbers or letters of the alphabet. While you use the default settings in almost all cases, it is best to check that the settings are the ones they are supposed to be.

When programming MMC: 726, you use the following program keys:

Purpose	Key
Scroll through a set of options	UP and DOWN arrows
Enter selection	Keypad
Move cursor right and left	RIGHT and LEFT Softkeys
Move cursor from top to bottom line on display (or vice versa)	RIGHT and LEFT Softkeys
Store data and advance to next MMC	SPK
Clear entry	HOLD
Store and exit	TRSF
Inputs the letter A	A
Inputs the letter B	B
Inputs the letter C	C

To set VM/AA options:

1. Press TRSF then dial 726.

The display shows the EXT for DN1 option and its default setting YES:

EXT FOR DN1
YES

2. If the setting is as shown above:
 - a. Press UP to go to the next option.
 - b. Go on to the next numbered step.

If the setting is **not** as shown above:

- a. Press the RIGHT softkey to move the cursor to the bottom line of the display.
- b. Press UP or DOWN to change NO to YES.
- c. Press the RIGHT softkey to move the cursor to the top line of the display.

- d. Press UP to go to the next option.
- e. Go on to the next numbered step.

2. The display shows:

TRK FOR DN1 YES

Follow the directions given in step 1, depending on whether the setting is as shown or **not** as shown.

3. The display shows:

EXT FOR DN2 NO

Follow the directions given in step 1, depending on whether the setting is as shown or **not** as shown.

4. The display shows:

TRK FOR DN2 NO

Follow the directions given in step 1, depending on whether the setting is as shown or **not** as shown.

5. The display shows:

SEPARATOR NO

Follow the directions given in step 1, depending on whether the setting is as shown or **not** as shown.

6. The display shows:

DISCONNECT SIGNAL C

If the setting is as shown above:

- a. Press UP to go to the next option.
- b. Go on to step 7.

If the setting is **not** as shown above:

- a. Press the RIGHT softkey to move the cursor to the bottom line of the display.
- b. Press C.
- c. Press UP to go to the next option.
- d. Go on to step 7.

7. The display shows:

CALL TYPE ID DIRECT CALL:*

If the setting is as shown above:

- a. Press the RIGHT softkey to move the cursor to the bottom line of the display.
- b. Go on to step 8.

If the setting is not as shown above:

- a. Press the RIGHT softkey to move the cursor to the bottom line of the display.
- b. Press *.
- c. Go on to step 8.

8. Press UP for the next option.

The display shows:

<p>CALL TYPE ID ALL FWD CALL:#</p>
--

9. If # is not already the setting, press the RIGHT softkey to move the cursor to the bottom line of the display. Then press #.
10. Press UP for the next option.

The display shows:

<p>CALL TYPE ID BSY FWD CALL:#</p>
--

11. If # is not already the setting, press the RIGHT softkey to move the cursor to the bottom line of the display. Then press #.
12. Press UP for the next option.

The display shows:

<p>CALL TYPE ID NOA FWD CALL:#</p>
--

13. If # is not already the setting, press the RIGHT softkey to move the cursor to the bottom line of the display. Then press #.
14. Press UP for the next option.

The display shows:

<p>CALL TYPE ID RECALL:#</p>
--

15. If # is not already the setting, press the RIGHT softkey to move the cursor to the bottom line of the display. Then press #.
16. Press UP for the next option.

The display shows:

<p>CALL TYPE ID DIR TRK CALL:6</p>
--

17. If 6 is not already the setting, press the RIGHT softkey to move the cursor to the bottom line of the display. Then press 6.

18. Press UP for the next option.

The display shows:

CALL TYPE ID OVERFLOW:#

19. If # is not already the setting, press the RIGHT softkey to move the cursor to the bottom line of the display. Then press #.

20. Press UP for the next option.

The display shows:

CALL TYPE ID DID CALL:#

21. If # is not already the setting, press the RIGHT softkey to move the cursor to the bottom line of the display. Then press #.

22. Press UP for the next option.

The display shows:

CALL TYPE ID MESSAGE CALL:*
--

23. If * is not already the setting, press the RIGHT softkey to move the cursor to the bottom line of the display. Then press *.

24. Press the RIGHT softkey TWICE and then press UP to go to the next option.

The display shows:

PROGRESS TONE ID DIAL TONE:BA
--

If the setting is as shown above:

- Press the RIGHT softkey to move the cursor to the bottom line of the display.
- Go on to step 25.

If the setting is **not** as shown above:

- Press the RIGHT softkey to move the cursor to the line with the setting.
- Press B.
- Press A.
- Go on to step 25.

NOTE: A, B, and C are the first three keys in the bottom row of the function keys.

25. Rotate through the options for PROGRESS TONE ID by pressing UP.

They should be as displayed below:

**PROGRESS TONE ID
BUSY TONE:4**

**PROGRESS TONE ID
RINGBACK TONE:5**

**PROGRESS TONE ID
DND NO MORE:6**

**PROGRESS TONE ID
HDSET ANSWER:3**

**PROGRESS TONE ID
SPKER ANSWER:3**

26. Do one of the following:

- Press TRSF to store and exit.
- OR
- Press SPK to store and advance to the next MMC.

MMC: 726 VM/AA Options

Option	What to Use for Amanda	Description
EXT FOR DN1 (option 0)	YES	YES or NO. Determines whether the switch forwards DTMF information to the VM/AA port about the station that is calling the VM/AA port station.
TRK FOR DN1 (option 1)	YES	YES or NO. Determines whether the switch forwards DTMF information to the VM/AA port about the trunk that is calling the VM/AA port station.
EXT FOR DN2 (option 2)	NO	YES or NO. Determines whether the switch forwards DTMF information to the VM/AA port about the station that is calling another station.
TRK FOR DN2 (option 3)	NO	YES or NO. Determines whether the switch forwards DTMF information to the VM/AA port about the station that is calling another station.
SEPERATOR (option 4)	NO	YES or NO. Determines whether the separator digit is sent between the DN1 and DN2 information. (YES is used only when all the preceding options are YES.)
DISCONNECT SIGNAL (option 5)	C	0-9, A-C. Provides the digits in the signal that is sent when the calling station or CO line hangs up.

MMC: 726 VM/AA Options (Continued)

Option	What to Use for Amanda	Description
CALL TYPE ID (option 6)	*	DIRECT CALL Indicates that the call originates from another station in the system. Use * for Amanda.
	#	ALL FWD CALL Indicates that the call was forwarded to the VM/AA port from a station with CALL FORWARD ALL set. Use # for Amanda.
	#	BSY FWD CALL Indicates that the call was forwarded to the VM/AA port from a station with CALL FORWARD BUSY set. Use # for Amanda.
	#	NOA FWD CALL Indicates that the call was forwarded to the VM/AA port from a station with CALL FORWARD NO ANSWER set. Use # for Amanda.
	#	RECALL Indicates that a call is recalling the VM/AA port after being transferred and not answered. Use # for Amanda.
	6	DIR TRK CALL Indicates that a CO call has gone directly to VM/AA (for example, from a trunk line). Use 6 for Amanda.
	#	OVERFLOW Indicates that a call has OVERFLOWED to the VM/AA port from a station group. Use # for Amanda.
	#	DID CALL Indicates that a DID call has called the VM/AA port. Use # for Amanda.
	*	MESSAGE CALL Indicates that a message button or message reply feature code has been used to call the VM/AA port. Use * for Amanda.
CALL PROGRESS TONES (option 7)		0-9. A-C. Indicates what DTMF digits can be sent instead of normal system tones. Use BA for Amanda.
	BA	Tone: DIAL TONE Default: BA
	4	BUSY TONE 4
	5	RNGBACK TONE 5
	6	DND NO MORE 6
	3	HDSET ANSWER 3
	3	SPKER ANSWER 2 (use 3 for Amanda)

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\220.on.

This file contains the tokens “,41,%E”.

- The tokens that turn the message waiting light off are in c:\amanda\pbx.db\220.off.

This file contains the tokens “,42,%E”.

- The dial codes and integration strings used by the switch are in c:\amanda\pbx.db\220.pbx.

This file contains the following lines:

```

Samsung DCS 2.2/Compact
#####
# Samsung DCS                                     #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold      :
dl_ndtret -      # Dial code to use when there is no transfer dialtone:
dl_rnaret F-     # Dial code to return to caller after Ring No Answer :
dl_bsyret F-     # Dial code to return to caller when there is a Busy  :
dl_hupret F-     # Dial code to use after a call screening reject     :
dl_connect H     # Dial code to connect the caller to the extension   :
tmo_dtwait 0     # Number of seconds to wait for dialtone detection   :
flashtm 55      # Number of 1/100 seconds to use for Flash time     :
dt_answer       # Which DTMF tone to listen to for answer detection  :
dt_hangup C     # Which DTMF tone to listen to for hangup detection  :
dl_prefix       # What to dial BEFORE dialing the User ID extension  :
dl_suffix H     # What to dial AFTER dialing the User ID extension   :
dl_init         # What to dial when the system first starts up      :
dl_stop        # What to dial when the system performs a shutdown  :
dl_pickup      # What to dial when a port goes off-hook            :
dl_conference   # What to dial to create/record a conference call    :
integration 10 '#rr'
integration 10 '#rrr'
integration 10 '*ee'
integration 10 '*eee'
integration 10 '6tt'
integration 10 '6ttt'
integration 10 '8ii'
integration 10 '8iii'

```

Chapter 11: Programming the Sprint Protegé CTX

Connecting the Parts

The next few procedures explain how to set up the KSU, telephones, analog terminal adapter, and so on.

To set up the analog terminal adapter (ATA):

1. Plug the proper end of its power cord into the analog terminal adapter but do not plug the electrical end into the electrical outlet yet.

You might need to terminate two jacks with two extension ports from the KSU to simplify installation.

2. Plug in a line cord between the jack on the analog terminal adapter marked PBX and an extension port from the KSU. The last two ports (that is, extensions 215 and 216) are recommended.

NOTE: When the analog terminal adapter is finally powered up, it must be done after the KSU has been fully powered up approximately 30 seconds. It must log on to the fully live KSU properly. A dealer expert on this system recommends installing two surge protectors with rocker on/off switches marked switch #1 and switch #2. He plugs the KSU into switch #1 and the analog terminal adapter into switch #2. If the customer has to reset the system, tell him to power both switches down, wait 45 seconds for full power down, turn switch #1 on, wait 30 seconds for full KSU power up, then turn switch #2 on. The voice mail is always placed on its own surge protector. If transfer operation of calls by the auto attendant does not work properly, a reset of this type is in order because the analog terminal adapter is probably confused. It does not happen too often, but static electricity and surges can sometimes confuse the adapter and prevent proper transfers of its single line output ports.

Each analog terminal adaptor has two output ports, marked telephone 1 and telephone 2. Telephone 1 has the same number as the extension port from the KSU that you plugged into the PBX jack on the adaptor. Telephone 2 is the extension that is 72 numbers higher than the extension for telephone 1. For example:

First analog adaptor

Telephone 1	Extension 215 (from extension 215 on the KSU)
Telephone 2	Extension 287

First analog adaptor

Telephone 1	Extension 216 (from extension 215 on the KSU)
Telephone 2	Extension 288

To connect Amanda:

1. Connect these extensions to the Amanda Voice Mail unit with line cords.
2. Power up the telephone system with the rocker switch on the KSU.
3. Wait 30 seconds and power up the analog terminal adapter (plug in its power cord).
4. Power up Amanda.

The system is now ready to test.

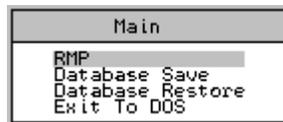
The station user manuals for the telephones contain good descriptions for its use with voice mail.

Initiating Programming

To program the Protégé CTX telephone system:

A working version of the Protégé programming software must be installed on a computer. It is important to note that the software only responds to COM ports 1 and 2.

1. After installing the software, go to the computer's root directory.
You should see the DOS prompt: C:\ or something similar.
2. Use a data cable (Sprint North Supply Part # 447854) to connect the DB9 cable between COM1 on the computer and the DB9 plug marked MODEM on the KSU. Do not use the SMDR port on the KSU for this connection.
3. Type S3F30 then press Enter.
The Main Menu appears.



The file c:\protege\s3f30\vm\test contains the information that is saved and restored.

NOTE: Different versions of Sprint CTX software require different commands to initiate. The software installation guide should provide the proper command.

You can also save and restore to and from drive A or the hard drive.

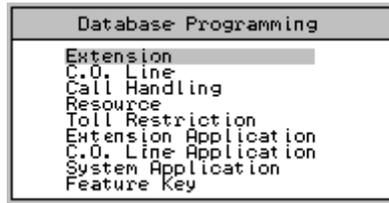
To begin programming, or inspection, of the “scratchpad” memory of the current programming data:

1. From the Main menu, select RMP then press Enter.
The RMP menu appears.



2. Select Programming then press Enter.

The Database Programming menu appears.



Initially you should not make changes—just look around. You can escape each successive section level by pressing Escape and either accepting or rejecting changes. (You are asked to confirm only if you pressed any keys while in that section that changed the programming of the switch.)

NOTE: All programming is done in the “scratchpad” memory on your local screen and changes are not activated on the telephone system until you are connected to the KSU and send the changes to the KSU by pressing F4.

This same “scratchpad” memory is what is saved to (or restored from) the hard drive or floppy drive as a backup or a restore operation. You can also receive current programming information from the KSU when you are connected to the KSU and press F3. When you send or receive data from the KSU, you are offered the choice of moving ALL the data, SECTIONS, or INDIVIDUAL information. When programming a KSU, it is a good idea to connect to the KSU first and receive ALL the data. Then you know exactly what is in the KSU before making any changes. Remember that your new changes do not take effect until you send them to the KSU.

The upper left corner of the screen initially says [Disc] indicating that you are not connected to the KSU. When connected, it says [Cnt].

To connect to the KSU:

1. Press F5.

A password window appears on the screen.

2. Enter the password: 00000000 (8 zeros) then press Enter.

The [Cnt] appears in the upper left corner of the screen.

If you don't send or receive anything over a period of about six minutes, the connection is broken automatically.

Getting Around in the Protegé Software

The basic keystrokes needed to operate the system are not always specified in the procedures in this chapter.

To toggle a Yes/No or multiple choice field, press Enter while in the field until you see the desired value.

To change a value in a text field (a field that does not toggle), press Enter while on the field. Then type a value into the field. Then press Enter again to accept the data. While in the field, you can press Esc to go back to the field's original value.

3. Change the port type for each of the voice mail ports to V.M.

(Page Down until you see the port number. Use the down arrow to move to that port's row. Use the right arrow to move to the Port Type field. Press Enter until V.M. becomes its setting.)

NOTE: An analog terminal adapter has two extension numbers: the one that the adapter is plugged into and the second higher extension that is 72 numbers higher. You can alter extension numbers by swapping them if you feel it is necessary. Most people do not.

4. Press Escape.

You are asked if you wish to exit this feature every time you exit any section of programming.

```
Exit This Feature ? (Y/N)
```

5. Press Y for yes.

```
Save Current Setting ? (Y/N) :
```

6. When asked to save the current settings, press Y for yes. Press Y again to override the existing file.

```
Save Current Setting ? (Y/N) :  
File Exists, Override ? (Y/N) :
```

Setting Up Hunt Groups

To set up voice mail and auto attendant hunt groups:

1. From the Database Programming menu, select Extension Applications then press Enter.

```
Database Programming
Extension
C.O. Line
Call Handling
Resource
Toll Restriction
Extension Application
C.O. Line Application
System Application
Feature Key
```

The Extension Application menu appears.

```
Extension Application
* Preset Call Forward
* Automated Attendant
* Uniform Call Distribution
```

2. Select Uniform Call Distribution then press Enter.

The Uniform Call Distribution menu appears.

```
Uniform Call Distribution
* UCD Setting
* Agent Wrap Time
```

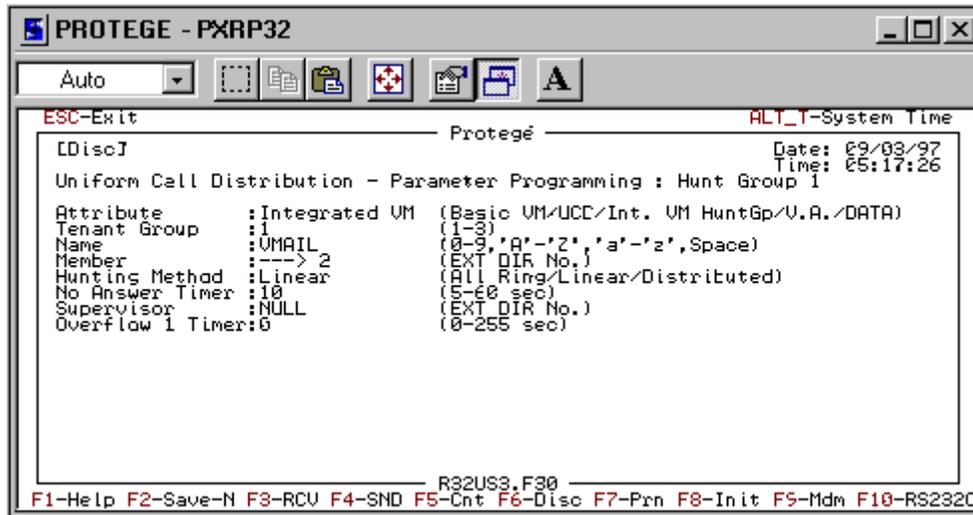
3. Select UCD Setting then press Enter.

The Please Input Hunt Group Number screen appears.

Please Input Hunt Group No. : 1

4. Type 1.

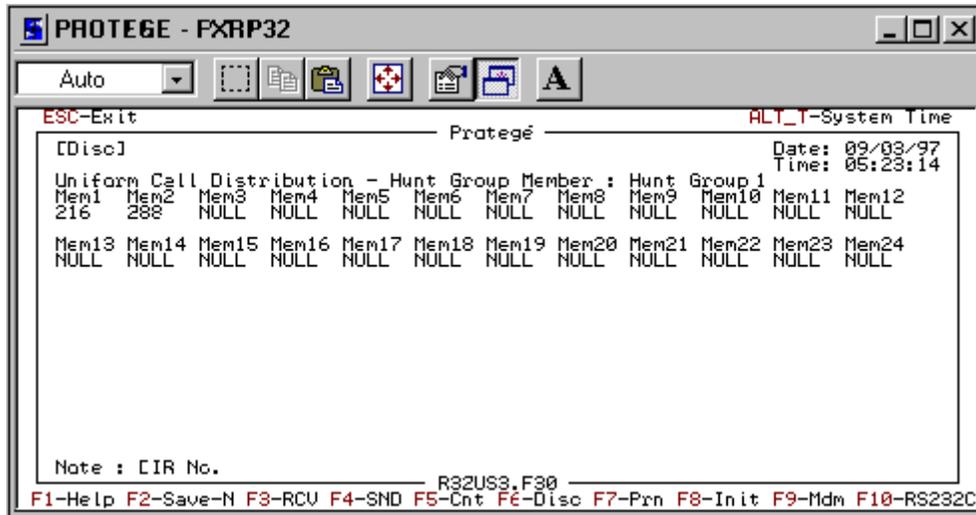
The Uniform Call Distribution - Parameter Programming: Hunt Group 1 screen appears.



NOTE: The hunt group pilot number is 430.

5. The Attribute field is selected. Press the right arrow until Integrated VM becomes its setting.
6. Press the down arrow until you reach the Name field.
7. Press Enter.
8. Type VMMAIL in the Name field. (This is only for clarity).
9. Press Enter to stop editing this field.
10. Press the down arrow to reach the Member field.
11. Press Enter.

The Uniform Call Distribution - Hunt Group Member: Hunt Group 1 screen appears.



12. Include all the extensions that are voice mail extensions as members in the hunt group.

(Use the right arrow to select a NULL member. Press Enter. Type the number of the extension. Press Enter. Repeat for each extension. Press Escape and enough Ys to return to the previous screen.)

13. Make the hunt group Linear.

(Press the down arrow to select Hunting Method. Then press Enter until Linear becomes its setting.)

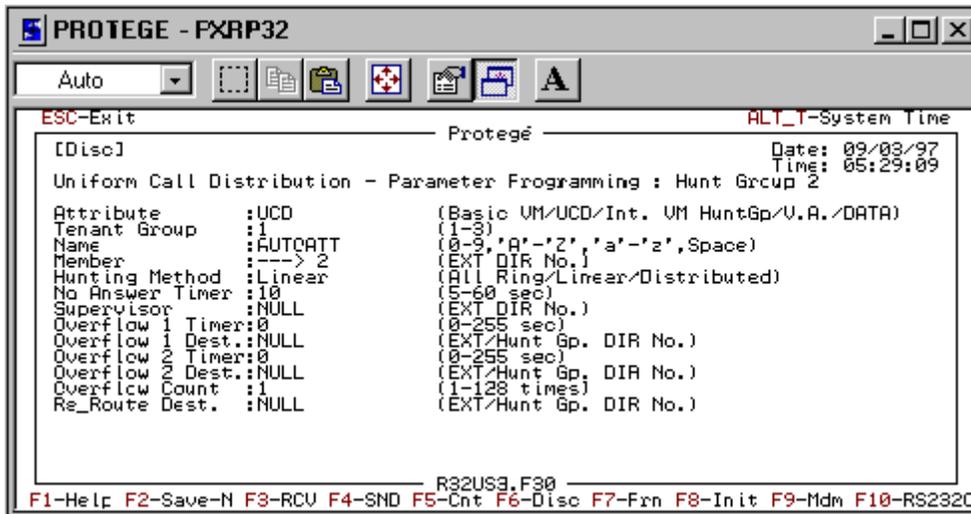
14. No other changes are necessary to this group, so press Escape.

The Please Input Hunt Group Number screen reappears.



15. Type 2.

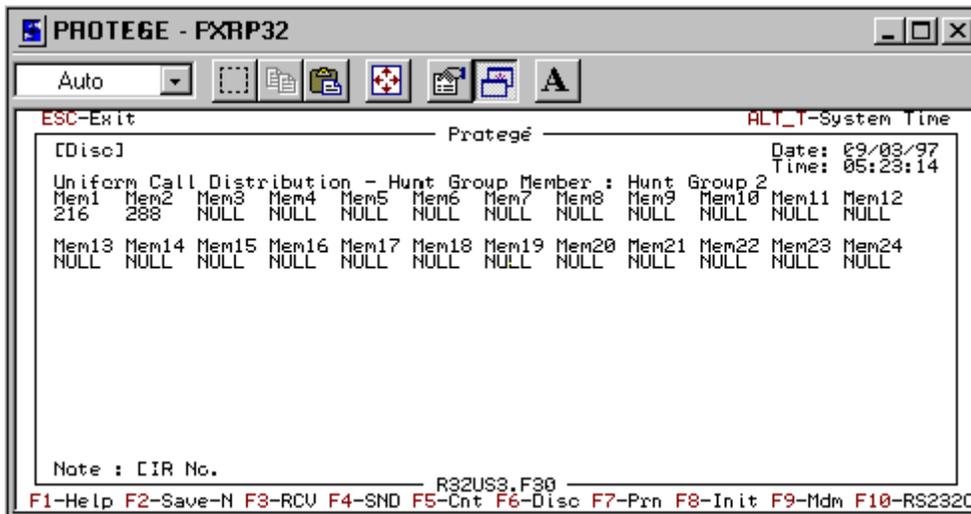
The Uniform Call Distribution - Parameter Programming: Hunt Group 2 screen appears.



NOTE: The hunt group pilot number is 431.

16. The Attribute field is selected. Press Enter until UCD becomes its setting.
17. Press the down arrow until you reach the Name field.
18. Press Enter.
19. Type AUTOATT in the Name field. (This is only for clarity).
20. Press Enter to stop editing this field.
21. Press the down arrow to reach the Member field.
22. Press Enter.

The Uniform Call Distribution - Hunt Group Member: Hunt Group 2 screen appears.



23. Include all the extensions that are voice mail extensions as members in the hunt group.

(Use the right arrow to select a NULL member. Press Enter. Type the number of the extension. Press Enter. Repeat for each extension. Press Escape and enough Ys to return to the previous screen. Or exclude the extension that will be the last port of the voice mail unit from this group to avoid notification call collisions to incoming calls.)

24. Make the hunt group Linear.

(Press the down arrow to select Hunting Method. Then press Enter until Linear becomes its setting.)

25. No other changes are necessary to this group, so press Escape.

26. Press Escape again and select Y for Yes to exit and Y for Yes to save the changes. Also press Y for Yes to override the existing file.

27. Press Escape until you are back at the Database Programming menu.

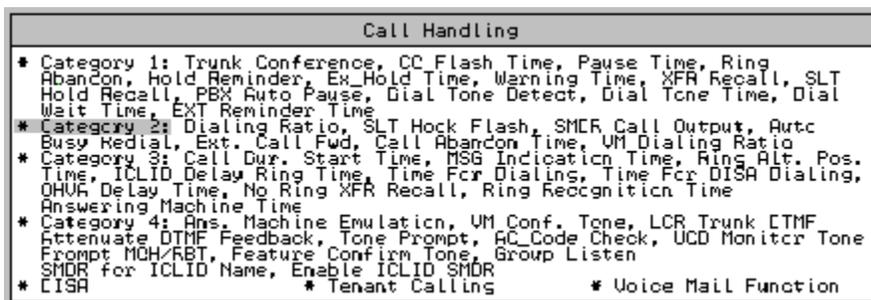
Setting Up Special Features

To set up the special voice mail features:

1. From the Database Programming menu, select Call Handling then press Enter.

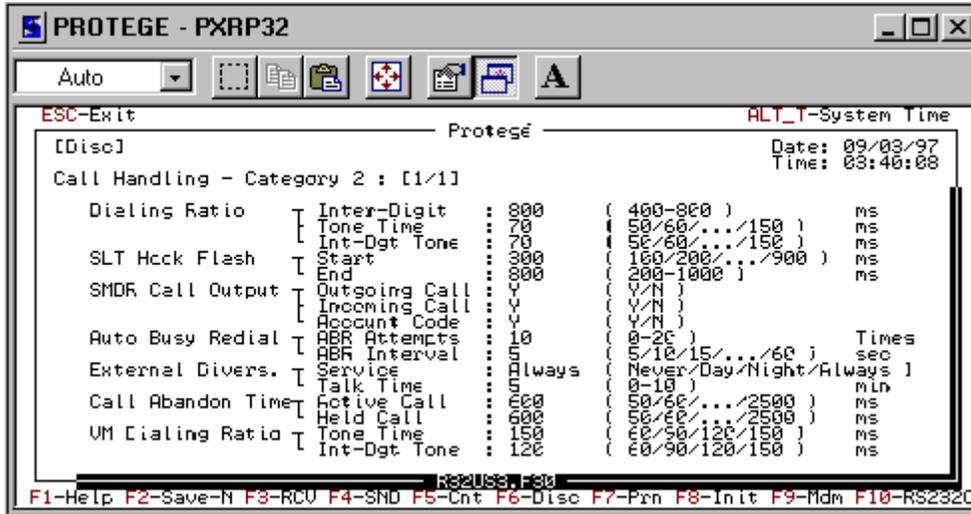


The Call Handling menu appears.



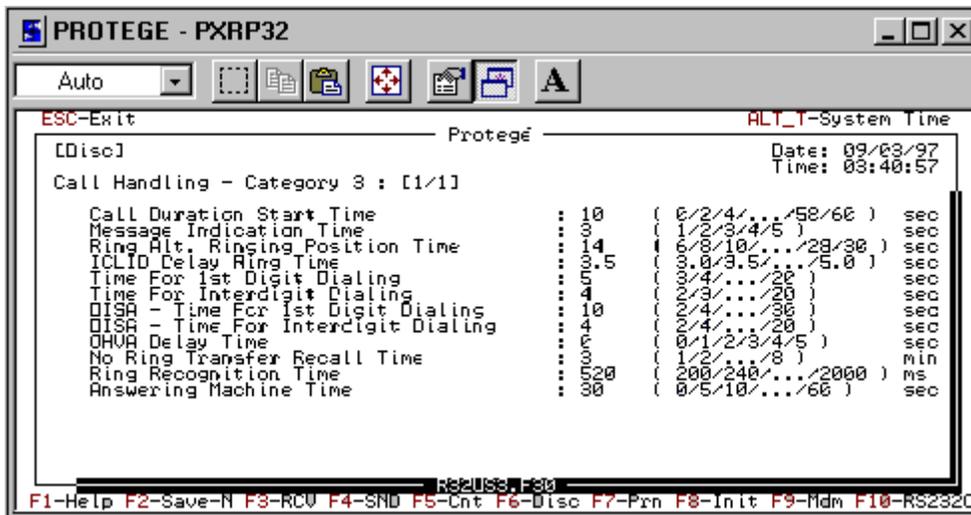
2. Select Category 2.

The Call Handling - Category 2 screen appears.



3. Increase the VM Dialing Ratio Tone Time to 150 ms.
4. No other changes are necessary to this Category so press Escape and answer Y for Yes to save the changes. Also press Y for Yes to override the existing file.
5. The Call Handling menu reappears.
6. Select Category 3.

The Call Handling - Category 3 menu screen appears.



7. You might want to adjust the answering machine emulation time. The default is fine, however.
8. No other changes are necessary to this Category so press Escape and answer Y for Yes to save the changes. Also press Y for Yes to override the existing file.

The Call Handling menu reappears.

```

Call Handling
* Category 1: Trunk Conference, CC Flash Time, Pause Time, Ring
Abandon, Hold Reminder, Ex_Hold Time, Warning Time, XFR Recall, SLT
Hold Recall, PBX Auto Pause, Dial Tone Detect, Dial Tcne Time, Dial
Wait Time, EXT Reminder Time
* Category 2: Dialing Ratio, SLT Hook Flash, SMCR Call Output, Autc
Busy Redial, Ext. Call Fwd, Call Abandon Time, VM Dialing Ratio
* Category 3: Call Dur. Start Time, MSG Indication Time, Ring Alt. Pos.
Time, ICLID Delay Ring Time, Time Fcr Dialing, Time Fcr DISA Dialing,
OHVR Delay Time, No Ring XFR Recall, Ring Recognition Time
Answering Machine Time
* Category 4: Ans. Machine Emulation, VM Conf. Tone, LCR Trunk CTMF
Attenuate DTMF Feedback, Tone Prompt, AC_Code Check, UCD Monitor Tone
Prompt MOH/RBT, Feature Confirm Tone, Group Listen
SMDR for ICLID Name, Enable ICLID SMDR
* CISA * Tenant Calling * Voice Mail Function

```

9. Select Category 4.

The Call Handling - Category 4 menu screen appears.

```

PROTEGE - PXR32
Auto
ESC-Exit ALT_T-System Time
[Disc] Date: 05/03/97
Time: 03:41:39
Call Handling - Category 4 : [1/1]
Answering Machine Emulation : Y ( N/Y )
Auto Record Confirmation Tone : N ( N/Y )
LCR Trunk DTMF : Y ( N/Y )
Attenuate DTMF Feedback : N ( N/Y )
Tone Prompt : Y ( N/Y )
AC Code Check Select : Outgoing ( Outgoing/Lans Distance )
UCD Monitor Tone : N ( N/Y )
Prmpt for No Ring XFR : MOH ( MOH/Ringback )
Prmpt for Transfer : MCH ( MCH/Ringback )
Prmpt for Recall : MOH ( MCH/Ringback )
Feature Confirmation Tone : Y ( N/Y )
SMDR for ICLID Name : N ( N/Y )
Group Listen : N ( N/Y )
Enable ICLID SMDR : N ( N/Y )
F1-Help F2-Save-N F3-RCV F4-SND F5-Cnt F6-Disc F7-Prn F8-Init F9-Hdm F10-RS232C

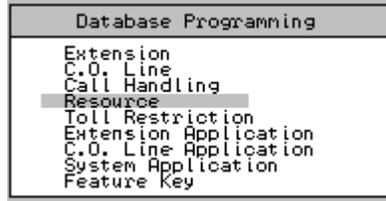
```

10. If you want to allow answering machine emulation, set it to Y for Yes.
11. You can also set the sounds heard by a caller on No Ring Transfer, Transfer, and Recall as Music on Hold (MOH) or Ringback Tone. If there is no MOH on the system, you may prefer that the caller hears ringback instead of silence when they are transferred by the auto attendant.
12. No other changes are necessary to this Category so press Escape and answer Y for Yes to save the changes. Also press Y for Yes to override the existing file.
13. Press Escape until you are back at the Database Programming menu.

Displaying the Name VMAIL on a Notification

To have telephones display VMAIL on a notification:

1. From the Database Programming menu, select Resource then press Enter.

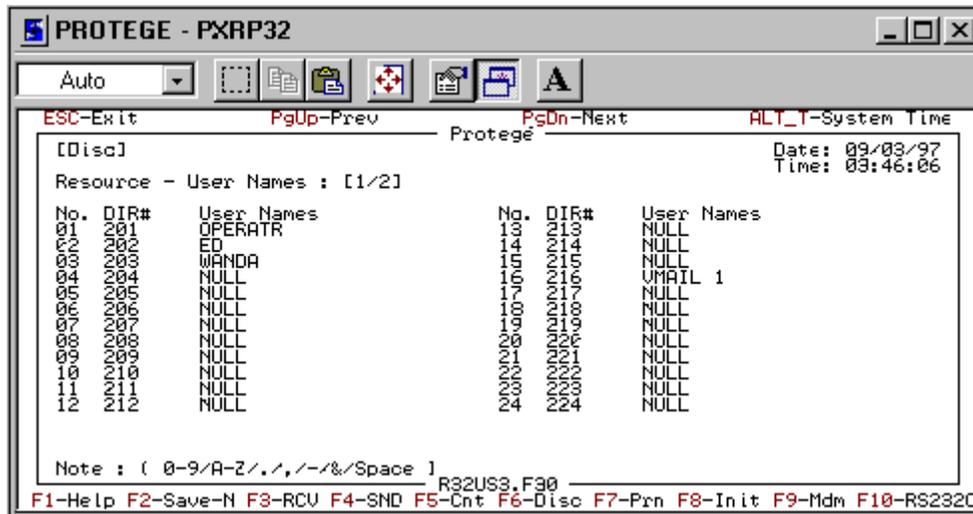


The Resource menu appears.



2. Select User Names then press Enter.

The Resource - User Names screen appears.



3. Enter the name VMAIL 1 as the name for the extension of the first voice mail port, VMAIL 2 as the name of the extension for the second voice mail port and so on until all the voice mail ports are named.

The screen display telephones will now display the name when a message light is lit.

4. No other changes are necessary to this Category so press Escape and answer Y for Yes to save the changes. Also press Y for Yes to override the existing file.

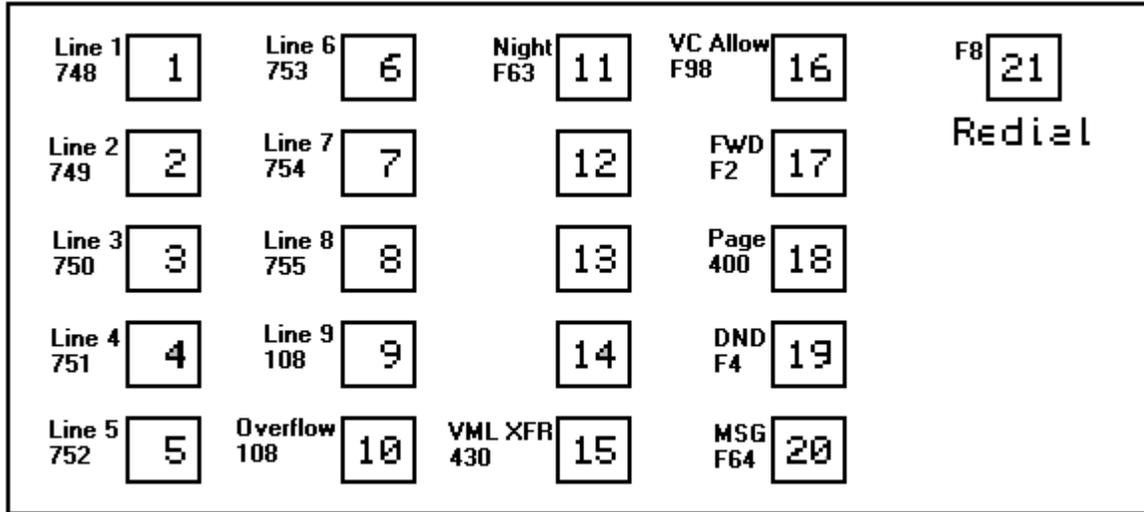
Programming Buttons

To make voice mail easier to use, you should program the buttons on each telephone. You must first decide the physical location on each telephone of each button you wish to represent the following features. (See the diagrams below.)

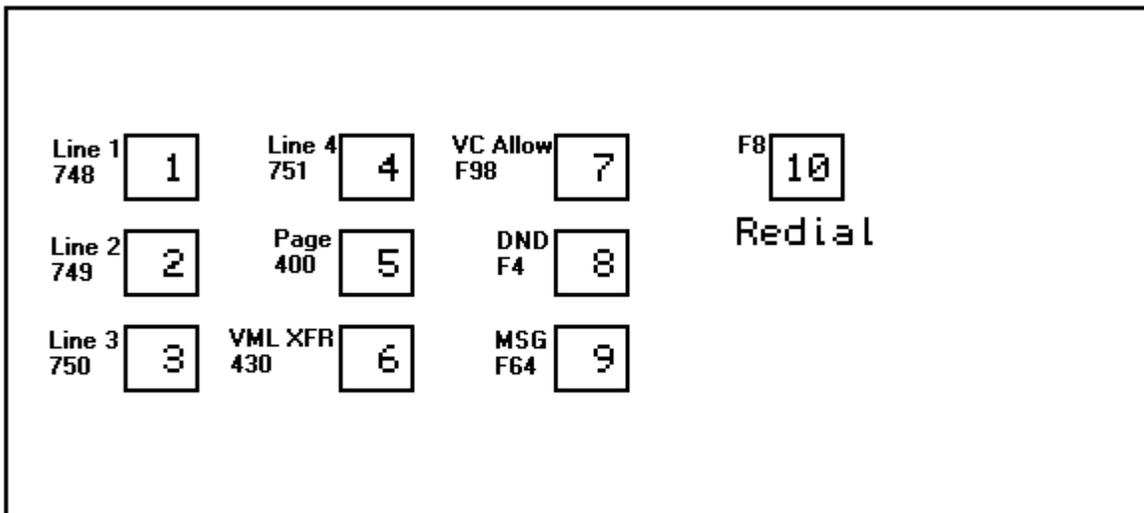
You need the following buttons:

Button	Description	Feature Code
MSG	Message light and access to automatic recording of conversation when pressed while on a conversation	F64
DND	Do Not Disturb to send a call immediately to voice mail without waiting for the forwarding timer	F4
VML XFR	During a conversation, to transfer directly to a mailbox (by pressing HOLD key, VML XFR key, dialing the mailbox number, and pressing the XFR/CONF button). When not on a conversation, to access voice mail. With auto log on, this requires only your password.	430
NIGHT	On extension 201, to change ringing easily.	F63
MUTE	On versions of the CTX software prior to s3f30, you need a MUTE button if you use the answering machine emulation feature. See the answering machine emulation settings in "Setting Up Special Features" on page 101. The older software left the mute feature ON when a call went to voice mail. Without a button programmed for MUTE, you cannot see that the light is lit and do not realize that the telephone is muted.	F76

NOTE: To program the buttons, it is best that the telephone that you are programming is plugged in and live on the system. The SEND will NOT work if the KSU does not SEE the telephone plugged in. You can program one plugged in telephone to the desired pattern layout and later when the other telephones are installed you can use the COPY FEATURE KEYS feature in the SYSTEM APPLICATION section. But FIRST you will have to RECEIVE (F3) the buttons of the newly plugged in telephones to convince the KSU that they are there. Then you can use the COPY feature. And finally you can SEND (F4) the copied feature keys section.



Keypad Map Of 20 DCL Exec Set



Keypad Map Of Business Set

To program the buttons:

1. From the Database Programming menu, select Feature Key then press Enter.



The Feature Key menu appears.

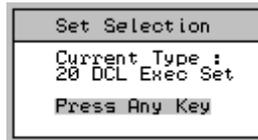


2. Select Ext Feature Key Programming then press Enter.

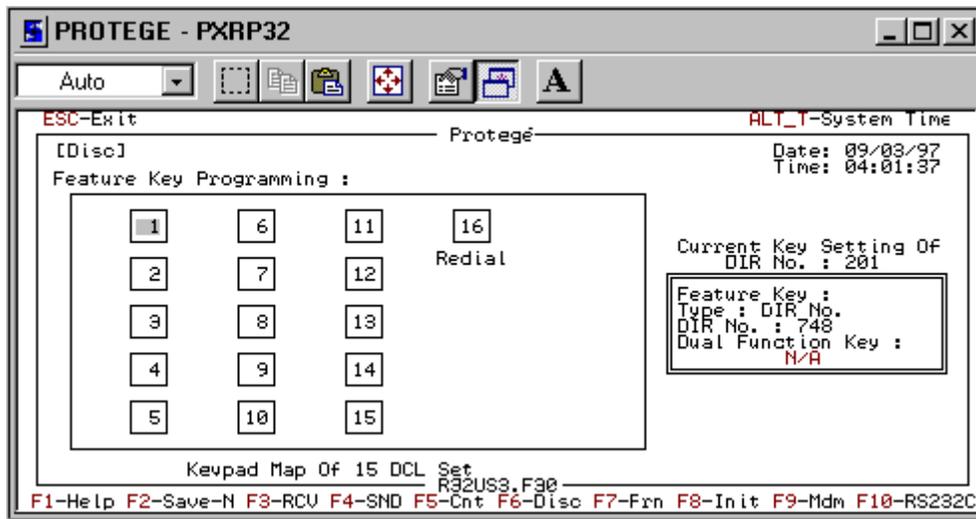
```
Please Input EXT DIR No. : 201_
```

3. Enter the extension directory number of the telephone to be programmed. (For example, 201).

The screen indicates the type of telephone it sees as the Current Type.



4. Press Enter.
5. If the system saw the wrong telephone, exit this section of programming, unplug and replug the telephone and try again.
6. You now see a display of the individual buttons as shown in the following figures, depending on the type of telephone.



PROTEGE - PXR32 [Auto] [Icons] [A]

ESC-Exit Protégé ALT_T-System Time

[Disc] Date: 09/03/97
Time: 04:01:37

Feature Key Programming :

1	6	11	16	21
2	7	12	17	Redial
3	8	13	18	
4	9	14	19	
5	10	15	20	

Keypad Map Of 20 DCL Exec Set
R32US3,F30

Current Key Setting Of
DIR No. : 201

Feature Key :
Type : DIR_No.
DIR No. : 748
Dual Function Key :
N/A

F1-Help F2-Save-N F3-RCV F4-SND F5-Cnt F6-Disc F7-Frn F8-Init F9-Mdm F10-RS232C

PROTEGE - PXR32 [Auto] [Icons] [A]

ESC-Exit Protégé ALT_T-System Time

[Disc] Date: 09/03/97
Time: 04:00:45

Feature Key Programming :

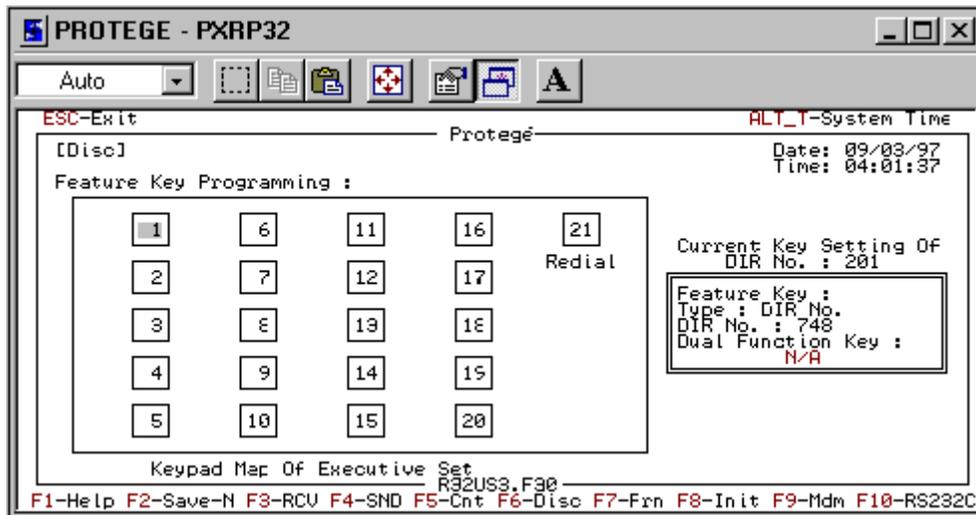
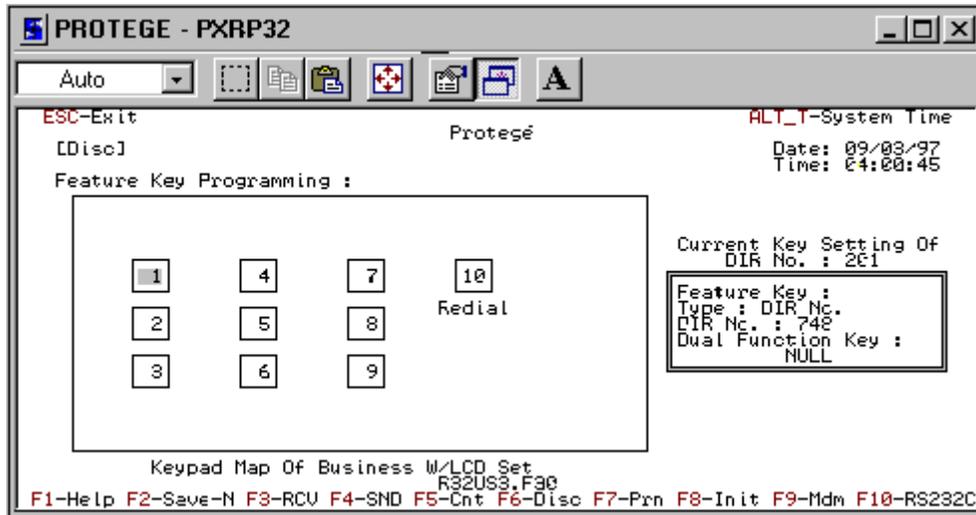
1	4	7	10
2	5	8	Redial
3	6	9	

Keypad Map Of Business Set
R32US3,F30

Current Key Setting Of
DIR No. : 201

Feature Key :
Type : DIR_No.
DIR No. : 748
Dual Function Key :
NULL

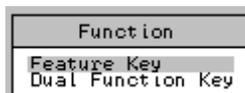
F1-Help F2-Save-N F3-RCV F4-SND F5-Cnt F6-Disc F7-Frn F8-Init F9-Mdm F10-RS232C



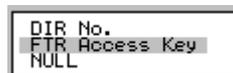
You can program the buttons as you see fit as to their physical location on the telephone.

7. Select the button to be the DND button then press Enter.

The Function menu appears.



8. Select Feature Key then press Enter.



9. Select FTR Access Key then press Enter.

The code line appears at the bottom of the screen.

```
Please Input Feature Access Code : F_
```

10. The F needed for the code is already entered for you. Add the numeric part (the number 4) then press Enter.
11. Select the button to be the MSG button then press Enter.
12. For the Function, select Feature Key then press Enter.
13. Select FTR Access Key then press Enter.

The code line appears at the bottom of the screen.

14. The F needed for the code is already entered for you. Add the numeric part (the number 64) then press Enter.
15. Select the button to be the VML XFR button then press Enter.
16. For the Function, select Feature Key.

The code line appears at the bottom of the screen.

```
DIR No.
FTR Access Key
NULL
```

17. Select DIR No. then press Enter. (This is a hunt group pilot number.)
18. Type 430 then press Enter.
19. Select the button to be the Night button then press Enter.
20. For the Function, select Feature Key.
21. Select FTR Access Key then press Enter.
22. The F needed for the code is already entered for you. Add the numeric part (the number 63) then press Enter.
23. Select the button to be the MUTE button (if needed) then press Enter.
24. For the Function, select Feature Key.
25. Select FTR Access Key then press Enter.
26. The F needed for the code is already entered for you. Add the numeric part (the number 76) then press Enter.
27. When done with that telephone, press Escape.
28. You can enter another extension number to program or press Escape to exit and save your changes. Program the buttons for any other plugged in telephones.
29. When done, press Escape to exit. Press Y for Yes to confirm your exit, Y for Yes to save your changes. Also press Y for Yes to override the existing file.

30. You must now send the programmed information to the KSU for it to work.
31. Press F4 to send.
32. Select ALL then press Enter.

The Send of ALL will take approximately 5 minutes.

NOTE: At this point telephones with mailboxes already set up could manually forward their telephones back to the integrated hunt group 430 and it would work. It is preferable to set up automatic forwarding.

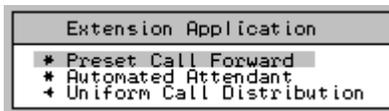
Setting Up Call Forwarding

To set up automatic call forwarding to voice mail:

1. From the Database Programming menu, select Extension Applications then press Enter.

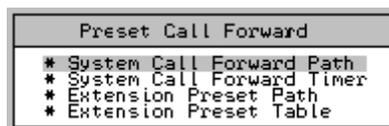


The Extension Application menu appears.



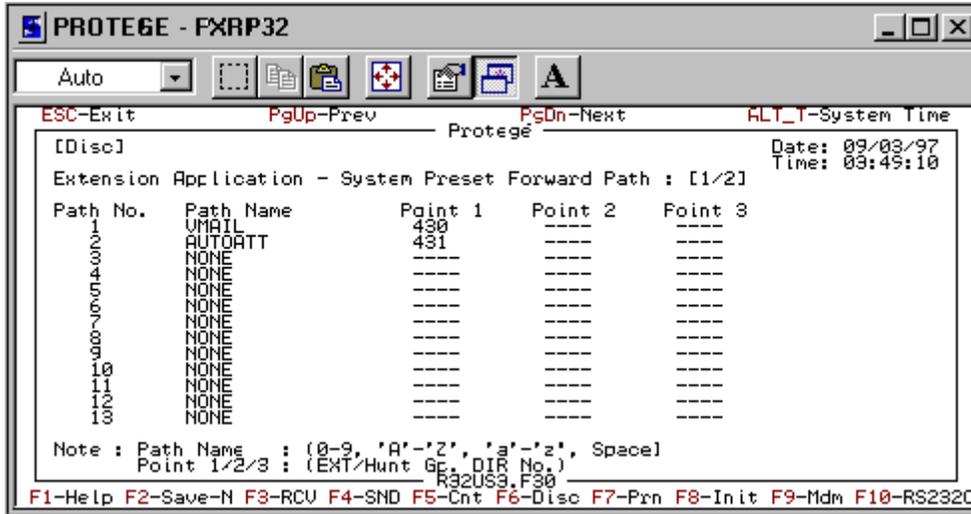
2. Select Preset Call Forward then press Enter.

The Preset Call Forward menu appears.

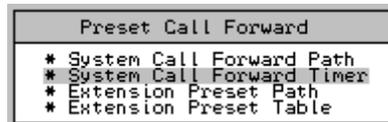


3. Select System Call Forward Path then press Enter.

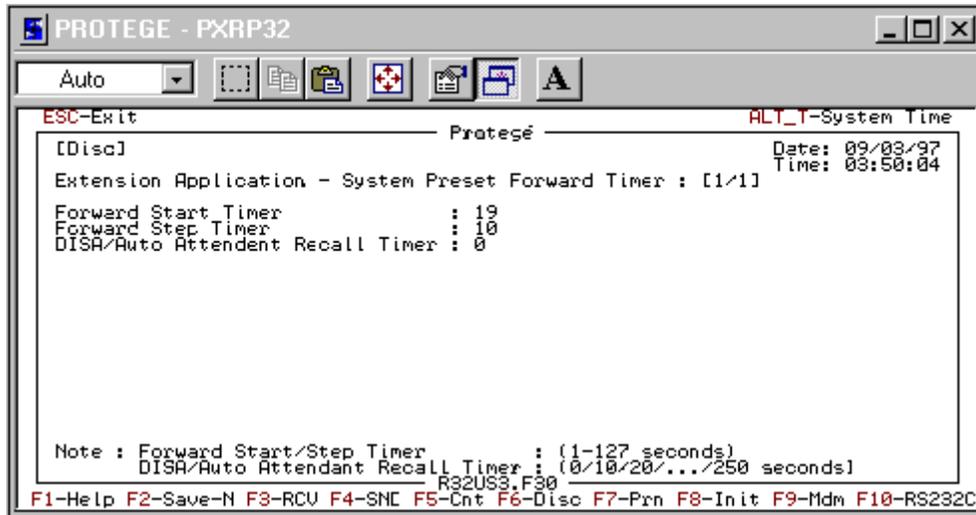
The Extension Application - System Preset Forward Path screen appears.



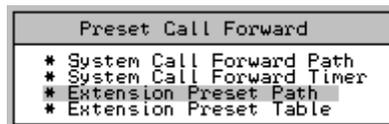
4. Select the Path No. 1 row.
5. Press Enter in the Path Name column.
6. Type VMAIL as the path name then press Enter.
7. Press the right arrow until you reach the Point 1 column then press Enter.
8. Type 430 then press Enter. (This is the integrated VM hunt group pilot number.)
9. Press Escape to exit. Press Y for Yes to confirm. Press Y for Yes to save your changes. Also press Y for Yes to override the existing file.
10. From the Preset Call Forward menu, select System Call Forward Timer then press Enter.



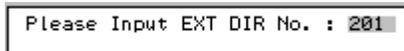
The Extension Application - System Call Forward Timer screen appears.



11. You might want to adjust the time for the Forward Start Timer from its default of 20 seconds.
12. Press Escape to exit. Press Y for Yes to confirm your exit, Y for Yes to save your changes. Also press Y for Yes to override the existing file.
13. From the Preset Call Forward menu, select Extension Preset Path then press Enter.



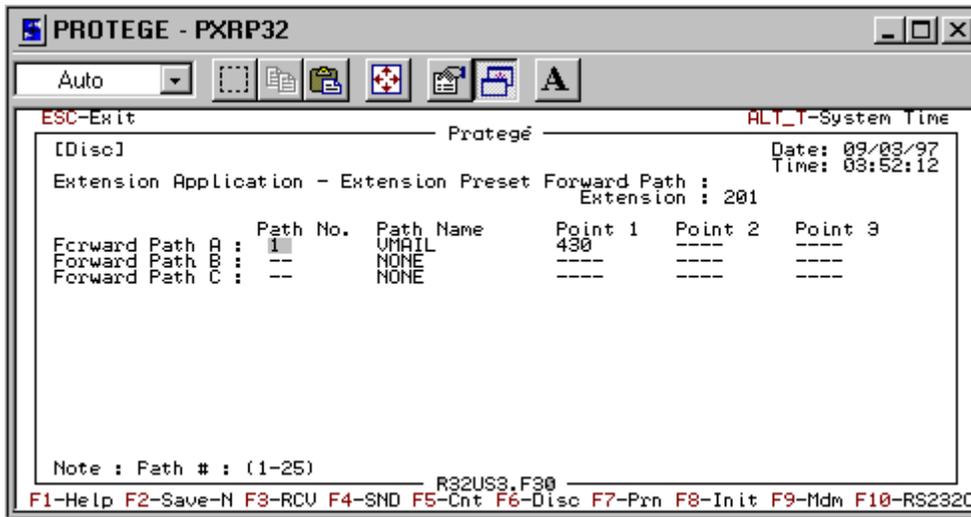
The Please Input EXT DIR No. screen appears.



It is easiest to program one telephone for the proper settings just before officially turning on the preset call forwarding for everyone. Then use the Preset Forward Copy Feature in the SYSTEM APPLCIATION section to copy the settings to all the other extensions that will have voice mailboxes. Then send (F4) the data.

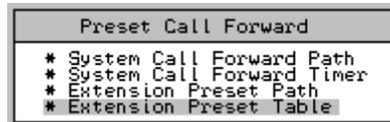
14. Type the extension number then press Enter.

The Extension Application - Extension Preset Forward Path screen for that extension appears.

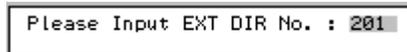


Each telephone can have three separate paths. Under Forward Path A, enter the number 1. The Path Name will automatically indicate VMAIL due to previous programming.

15. Press Escape to exit. Press Y for Yes to confirm your exit, Y for Yes to save your changes. Also press Y for Yes to override the existing file.
16. From the Preset Call Forward menu, select Extension Preset Table then press Enter.



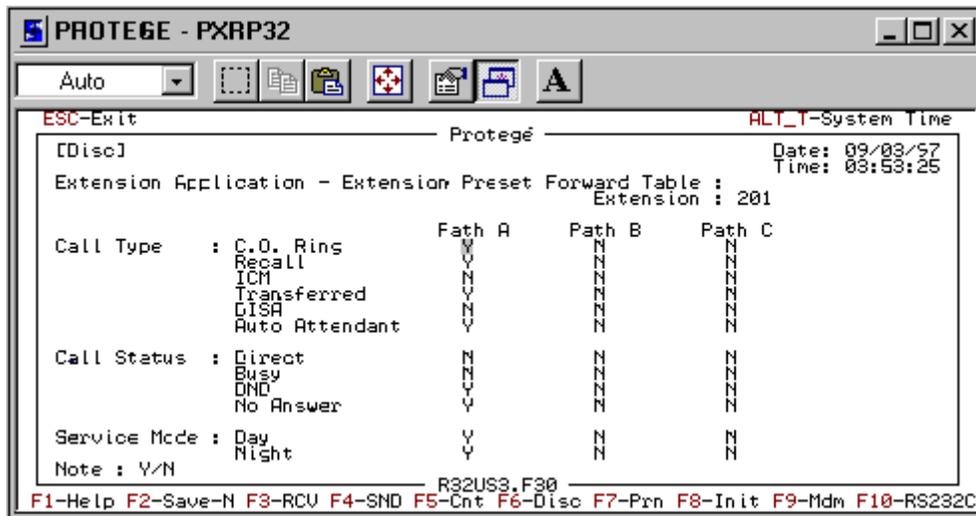
The Please Input EXT DIR No. screen appears.



It is easiest to program one telephone for the proper settings just before officially turning on the preset call forwarding for everyone. Then use the Preset Forward Copy Feature in the SYSTEM APPLCIATION section to copy the settings to all the other extensions that will have voice mailboxes. Then send (F4) the data.

17. Type the extension number then press Enter.

The Extension Application - Extension Preset Forward Table screen for that extension appears.



18. Enter the extension number to be programmed to automatically call forward.
19. Under Path A, selecting Y in the rows for ICM, Transferred, DND, No Answer, Day, and Night is recommended. This way intercom or transferred calls day or night are sent to voice mail after the Forward timer expires with No Answer or immediately if the telephone has activated the Do Not Disturb feature on the user's telephone.
20. You might choose to set Y for C.O. Ring on specific telephones only. For example, suppose two businesses share the telephone system and two different receptionists answer the lines. The outside calls ringing on either telephone can be diverted to voice mail by placing that telephone in DND. The personal mailbox of that telephone can play the proper greeting to the caller. The companies' lines would be totally independent of each other.
21. When you are done with this extension, press Escape to allow you to select another extension to program.
22. When you have programmed all the extensions for which there are forwarding conditions, press Escape to exit. Press Y for Yes to confirm your exit, Y for Yes to save your changes. Also press Y for Yes to override the existing file.

Now you must send the programmed information to the KSU for it to work:

1. Press F4 to send.
2. Select Part then press Enter.
3. Select Extension Application then press Enter.
4. Press Escape until the Database Programming menu appears.

When you Send or Receive data from or to the KSU, you must wait until the transfer is completed before pressing Escape. The screen will display "Completed."

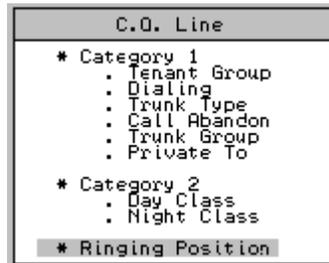
Setting Up the Ringing

To set up the ringing for the system:

1. From the Database Programming menu, select C.O. Line then press Enter.

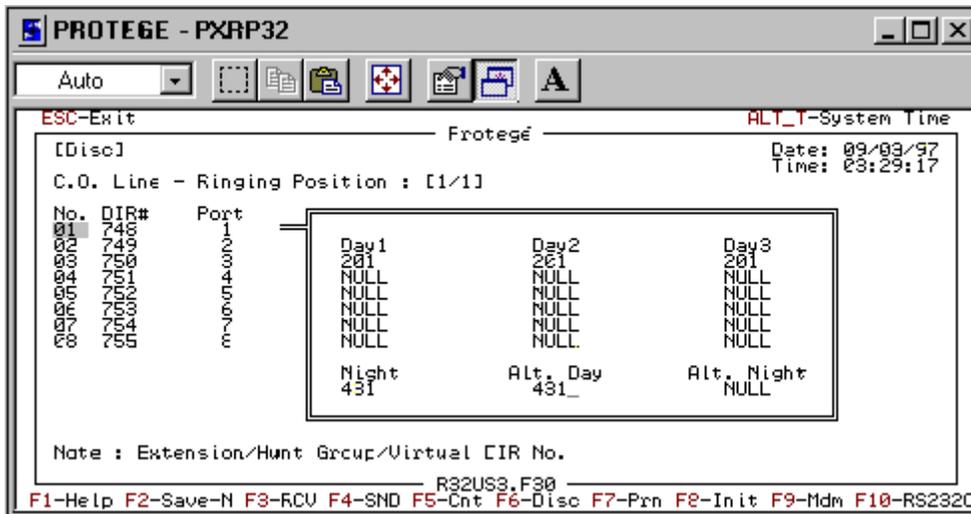


The C.O. Line menu appears.



2. Select Ringing Position then press Enter.

The C.O. Line - Ringing Position screen appears



3. Select the C.O. Line number to be programmed for ringing then press Enter to enter the Day/Night part of the screen.
4. In the Day1 column, you can enter up to six different extension or hunt group pilot numbers that will ring when the system is in normal Day1 mode. In the Night column, you can enter one extension or hunt group pilot number. The default to ring Day and Night is extension 201 only.

Assume that extension 201 is the operator/receptionist for the following examples.

5. To program C.O. Line 1 to ring at the operator during the day and to the auto attendant at night, enter extension 201 in the Day1 column of C.O. Line 1 (DIR# 748) and 431 in the Night column of line 1. (The pilot number of the Auto Attendant UCD Hunt Group as previously programmed is 431) To make the Auto Attendant back up the live operator during the normal Day ringing mode, you enter 431 in the Alt. Day column.

NOTE: The timing for the alternate day ring is set under CALL HANDLING, Category 3, as the Ring Alt. Ringing Position Time. It is the same as delayed ring because the other extensions programmed to ring also still ring. The default timing for this is 14 seconds.

6. Press Escape to exit this particular C.O. Line and program another C.O. Line for ringing.
7. Select and program any other C.O. Lines you wish to program in the same way.
8. Press Escape to exit. Press Y for Yes to confirm your exit, Y for Yes to save your changes. Also press Y for Yes to override the existing file.

Now you must send the programmed information to the KSU for it to work:

1. Press F4 to send.
2. Select Part then press Enter.
3. Select C.O. Line then press Enter.

When you Send or Receive data from or to the KSU, you must wait until the transfer is completed before pressing Escape. The screen will display "Completed."

4. Press Escape until the main menu appears.
5. Select Exit to DOS then press Enter.

In the Protegé CTX programming, UCD hunt groups can be created that will return to the Integrated VM hunt group if not answered within a programmed time frame. They will enter identifying the call as the pilot number of the hunt group that they came from. For example, hunt group 3 (pilot number 432) could be set up for a group of sales representatives. The Overflow 1 Timer in this hunt group could be set for 24 seconds and the Overflow Destination could be set for 430 (the Integrated VM Hunt group). Then set up mailbox 432 as a regular mailbox that will transfer when dialed and take a message upon return. The greeting could say, "... To reach the operator, press 0. To try Sales again, press (programmed menu key back to mailbox 342), or just stay on the line to leave us a message."

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\230.on.
This file contains the tokens "-#96,%E".
- The tokens that turn the message waiting light off are in c:\amanda\pbx.db\230.off.

This file contains the tokens “-#*96,%E”.

- The dial codes and integration strings used by the switch are in c:\amanda\pbx.db\230.pbx.

This file contains the following lines:

```
Sprint CTX/MTX
#####
# Sprint CTX/MTX                                     #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold      :
dl_ndtret F-      # Dial code to use when there is no transfer dialtone:
dl_rnaret F-      # Dial code to return to caller after Ring No Answer :
dl_bsyret F-      # Dial code to return to caller when there is a Busy :
dl_hupret F-      # Dial code to use after a call screening reject      :
dl_connect H      # Dial code to connect the caller to the extension    :
tmo_dtwait 4      # Number of seconds to wait for dialtone detection    :
flashtm 55        # Number of 1/100 seconds to use for Flash time      :
dt_answer         # Which DTMF tone to listen to for answer detection  :
dt_hangup         # Which DTMF tone to listen to for hangup detection  :
dl_prefix         # What to dial BEFORE dialing the User ID extension  :
dl_suffix H      # What to dial AFTER dialing the User ID extension   :
dl_init          # What to dial when the system first starts up      :
dl_stop          # What to dial when the system performs a shutdown  :
dl_pickup        # What to dial when a port goes off-hook            :
dl_conference     # What to dial to create/record a conference call    :
integration 10 '11rrr'
integration 10 '12eee'
integration 10 '13eee'
integration 10 '14iii'
integration 10 '21ttt'
integration 10 '22rrr'
integration 10 'ttt'
```

Chapter 12: Programming the Toshiba DK Series

Getting Ready

The Toshiba DK-8 can have only 2 single-line voice mail ports. The hardware you need to provide voice mail includes all of the following:

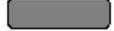
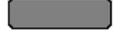
- 1 DTMF Receiver Card QRCU
- 1 Single-Line (Analog) Station Card QSTU

The DK-16 and DK-16e can support all four Amanda ports. The hardware needed includes all of the following:

- 1 DTMF Receiver Card K4RCU
- 1 Single-Line (Analog) Station Card KSTU (or RCTU)

You also need a 20-button Toshiba telephone set hooked up to Extension 10. (See the diagram below of the 20-button set.)

Toshiba DK-16 and DK-16e

10 30, 50, 70 90, 100, 130  	20 40, 60, 80 100, 120, 140  
09 29, 49, 69 89, 109, 129  	19 39, 59, 79 99, 119, 139  
08 28, 48, 68 88, 108, 128  	18 38, 58, 78 98, 118, 138  
07 27, 47, 67 87, 107, 127  	17 37, 57, 77 97, 117, 137  
06 26, 46, 66 86, 106, 126  	16 36, 56, 76 96, 116, 136  
05 25, 45, 65 85, 105, 125  	15 35, 55, 75 95, 115, 135  
04 24, 44, 64 84, 104, 124  	14 34, 54, 74 94, 114, 134  
03 23, 43, 63 83, 103, 123  	13 33, 53, 73 93, 113, 133  
02 22, 42, 62 82, 102, 122  	12 32, 52, 72 92, 112, 132  
01 21, 41, 61 81, 101, 121  	11 31, 51, 71 91, 111, 131  

Coding for the Single-line Station Cards

Program 03 supports flexible PCB cabinet and slot assignments. Use it to code your single-line station cards.

To code the single-line station cards, do Program 03:

1. Dial `***#1*2*3`.
2. Press Spkr.
3. Dial 03.
4. Press Hold.
5. Press Spkr.
6. Dial 00.

7. Dial 92.
(The telephone is either displaying 92 or you have to change what is displayed to 92.)
8. Press Hold.
9. Press Spkr.
10. Dial ##.
11. Press Hold.
The telephone system's power must be recycled after running program 03.
12. Press Spkr.
13. Dial ##.
14. Press Hold.

Managing Message Waiting Lights

Only Amanda should be able to turn message waiting lights on and off.

To ensure that only Amanda lights these lights, do Program 10-2:

1. Dial ***#1*2*3.
2. Press Spkr.
3. Dial 10.
4. Press Hold.
5. Press Spkr.
6. Dial 2.
7. Make sure that the 4 and 11 LED is ON.
8. Press Hold.

Managing Voice Mail Ports

All the voice mail ports should operate the same way.

To control their class of service, do Program 31:

1. Dial ***#1*2*3.
2. Press Spkr.
3. Dial 31.

4. Press Hold.
5. Press Spkr.
6. Do one of the following:
 - On a DK-8, dial 008*009.
This represents ports 8 and 9, and, therefore, extensions 18 and 19.
 - On a DK-16 or DK-16e, dial 008*011.
This represents ports 8 through 11, and, therefore, extensions 18 through 21.
7. Make sure that the following LEDs are ON:
5, 9, 15, 16, 17, 18, 19, 20
All others must be OFF.
8. Press Hold.

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\250.on, c:\amanda\pbx.db\251.on, and c:\amanda\pbx.db\252.on.

This file contains the tokens “63%E” for the Toshiba DK-8 and Toshiba DK-16. It contains the tokens “#63%E” for the Toshiba DK-16e.

- The tokens that turn the message waiting light off are in c:\amanda\pbx.db\250.off, c:\amanda\pbx.db\251.off, and c:\amanda\pbx.db\252.off.

This file contains the tokens “64%E” for the Toshiba DK-8 and Toshiba DK-16. It contains the tokens “#64%E” for the Toshiba DK-16e.

- The dial codes and integration strings used by the switch are in c:\amanda\pbx.db\250.pbx, c:\amanda\pbx.db\251.pbx, and c:\amanda\pbx.db\252.pbx.

This file contains the following lines for the Toshiba DK-8:

```
Toshiba DK-8
#####
# Toshiba DK-8                                     #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold      :
dl_ndtret F-     # Dial code to use when there is no transfer dialtone:
dl_rnaret F-     # Dial code to return to caller after Ring No Answer :
dl_bsyret F-     # Dial code to return to caller when there is a Busy :
dl_hupret F-     # Dial code to use after a call screening reject   :
dl_connect H     # Dial code to connect the caller to the extension   :
tmo_dtwait 4     # Number of seconds to wait for dialtone detection   :
flashtm 55      # Number of 1/100 seconds to use for Flash time     :
dt_answer      # Which DTMF tone to listen to for answer detection :
dt_hangup D     # Which DTMF tone to listen to for hangup detection  :
```

```

dl_prefix          # What to dial BEFORE dialing the User ID extension :
dl_suffix H       # What to dial AFTER dialing the User ID extension  :
dl_init           # What to dial when the system first starts up    :
dl_stop           # What to dial when the system performs a shutdown :
dl_pickup         # What to dial when a port goes off-hook             :
dl_conference     # What to dial to create/record a conference call   :
integration 10 '91rr'
integration 10 '91rrr'
integration 10 '92ee'
integration 10 '92eee'
integration 10 '92e'
integration 10 '92e#'

```

This file contains the following lines for the Toshiba DK-16:

```

Toshiba DK-16
#####
# Toshiba DK-16                                     #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold          :
dl_ndtret F-     # Dial code to use when there is no transfer dialtone:
dl_rnaret F-     # Dial code to return to caller after Ring No Answer :
dl_bsyret F-     # Dial code to return to caller when there is a Busy  :
dl_hupret F-     # Dial code to use after a call screening reject      :
dl_connect H     # Dial code to connect the caller to the extension   :
tmo_dtwait 4     # Number of seconds to wait for dialtone detection   :
flashtm 55      # Number of 1/100 seconds to use for Flash time     :
dt_answer       # Which DTMF tone to listen to for answer detection :
dt_hangup D     # Which DTMF tone to listen to for hangup detection  :
dl_prefix       # What to dial BEFORE dialing the User ID extension :
dl_suffix H     # What to dial AFTER dialing the User ID extension  :
dl_init         # What to dial when the system first starts up    :
dl_stop         # What to dial when the system performs a shutdown :
dl_pickup       # What to dial when a port goes off-hook             :
dl_conference   # What to dial to create/record a conference call   :
integration 10 '91rr'
integration 10 '91rrr'
integration 10 '92ee'
integration 10 '92eee'
integration 10 '92e'
integration 10 '92e#'

```

This file contains the following lines for the Toshiba DK-16e:

```

Toshiba DK-16e
#####
# Toshiba DK-16e                                     #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold          :
dl_ndtret F-     # Dial code to use when there is no transfer dialtone:
dl_rnaret F-     # Dial code to return to caller after Ring No Answer :
dl_bsyret F-     # Dial code to return to caller when there is a Busy  :
dl_hupret F-     # Dial code to use after a call screening reject      :
dl_connect H     # Dial code to connect the caller to the extension   :

```

```
tmo_dtwait 4      # Number of seconds to wait for dialtone detection :
flashtm 55       # Number of 1/100 seconds to use for Flash time   :
dt_answer        # Which DTMF tone to listen to for answer detection :
dt_hangup D      # Which DTMF tone to listen to for hangup detection :
dl_prefix        # What to dial BEFORE dialing the User ID extension :
dl_suffix H      # What to dial AFTER dialing the User ID extension  :
dl_init          # What to dial when the system first starts up    :
dl_stop          # What to dial when the system performs a shutdown :
dl_pickup        # What to dial when a port goes off-hook           :
dl_conference    # What to dial to create/record a conference call  :
integration 10 '91rr'
integration 10 '91rrr'
integration 10 '92ee'
integration 10 '92eee'
integration 10 '92e'
integration 10 '92e#'
```

Chapter 13: Programming the Vodavi DHS

Creating Ports

When you create stations for the Vodavi DHS, you start with station 10. If, for example, stations 10 through 15 are for users, you might use 16 (on a two-port system) or 16 and 17 (on a four-port system) as the voice mail ports. (You add a two-port SLT expansion to create a four-port system.)

To find the number for the second port, you take the number of the first port minus 10 (the number of the initial port) and then add 58. That means if you punch down 16, you get ports 16 and 64 ($16 - 10 + 58 = 64$). If you punch down 16 and 17, you get ports 16, 17, 64, and 65.

These would end up as members of a hunt group as follows:

Two-port system

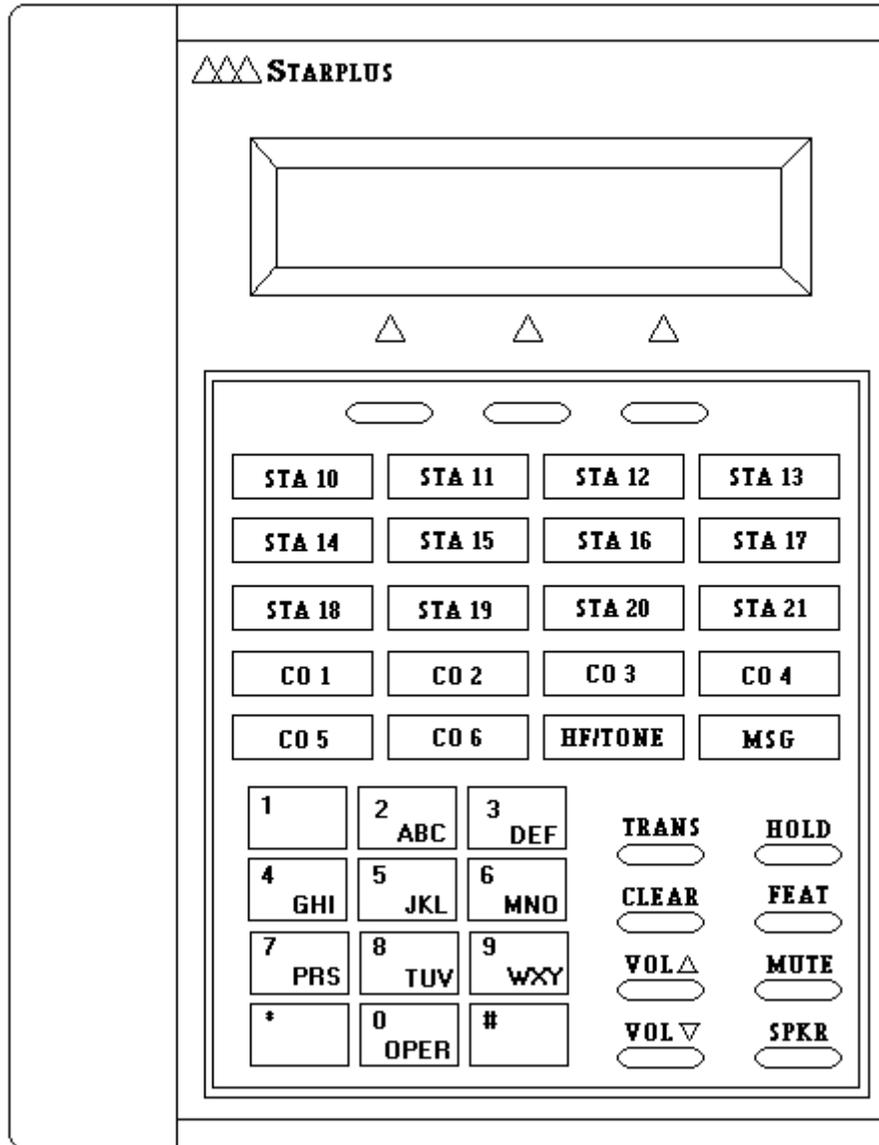
member 01: 16
member 02: 64

Four-port system

member 01: 16
member 02: 17
member 03: 64
member 04: 65

Using the Starplus Telephone

You program the Vodavi DHS using the Starplus telephone shown in the figure below.



Programming Voice Mail

This section explains how to set up the Vodavi DHS to work with Amanda as an automated attendant.

To start programming the Vodavi DHS:

1. Press the Feature button. (FEAT is beneath the HOLD button to the right of the keypad.)
2. Dial #*.

The display shows:

DB PSWD: bksp show chg

3. Type the password (usually 000000).
4. Press the Show softkey.

The display shows:

SYSTEM TYPE: PBX back next show
--

The “back,” “next,” and “show” are directly above three softkeys on the telephone. You select one by pressing the softkey beneath it.

To make certain stations voice mail ports:

1. Press the Next softkey.

The display shows:

1. STATION back next show
--

2. Press the Show softkey.

The display shows:

SHOW STA: bksp next chg
--

3. Enter the station number for a voice mail port by pressing numbers on the keypad.
4. Press the Show softkey.

The display shows:

DAY CLASS: 0 bksp next chg

5. Press the Next softkey until the display shows:

VM PORT: N
back next chg

6. Press the Change softkey to change the N to Y for Yes.

7. Press the Next softkey.

The display shows:

SHOW STA:
bksp next chg

8. Repeat steps 3 through 8 for each remaining voice mail port.
9. Press the HOLD button. (HOLD is next to the Trans button to the right of the keypad.)

The display shows:

1. STATION
back next show

To program the hunt group:

1. Press the Next softkey until the display shows:

6. SYS APPLICAT.
back next show

2. Press the Show softkey.

The display shows:

STA HUNT GROUP
back next show

3. Press the Show softkey.

The display shows:

HUNT GROUP
bksp show chg

4. Enter 1 using the keypad.

5. Press the Show softkey.

The display shows:

VOICE MAIL TYPE: N
back next chg

6. Press the Change softkey to change the N to Y for Yes.
7. Press the Next softkey.

The display shows:

GROUP MEMBER back next show
--

This is where you assign the voice mail extensions to the ports.

8. Press the Show softkey.

The display shows:

MEMBER 01: EMPTY back next chg

9. Press the Change softkey.
10. Enter the number for the voice mail port using the keypad. For example, if your voice mail ports are 16 and 64, enter 16 now.

The display shows:

MEMBER 01: 16 bksp save chg
--

11. Press the Save softkey.
12. Press the Next softkey.

The display shows:

MEMBER 02: EMPTY back next chg

13. Repeat steps 9 through 12 for each voice mail port.
14. Press the HOLD button.

The display shows:

GROUP MEMBER back next show
--

15. Press the Next softkey.

The display shows:

RING ASSIGNMENT bksp next show

16. Press the Show softkey.

The display shows:

CO LINE 1: N		
back	next	chg

17. Press the Change softkey to change the N to Y for Yes.

18. Press the Next softkey.

The display shows:

CO LINE 2: N		
back	next	chg

19. Repeat steps 2 and 3 for each CO line.

20. Then press the HOLD button until you see the following:

STA HUNT GROUP		
back	next	show

To set voice mail prefixes and suffixes:

1. Press the Next softkey.

The display shows:

VOICE MAIL		
back	next	show

2. Press the Show softkey.

The display shows:

ICM PREFIX: EMPTY		
back	next	chg

3. Press the Change softkey.

4. Enter 6 using the keypad.

The display shows:

ICM PREFIX: 6		
bksp	save	chg

5. Press the Save softkey.

6. Press the Next softkey.

The display shows:

XFR PREFIX: EMPTY		
back	next	chg

7. Press the Change softkey.
8. Enter 7 using the keypad.

The display shows:

XFR PREFIX: 7
bksp save chg

9. Press the Save softkey.
10. Press the Next softkey.

The display shows:

SUFFIX DGT: 7
back next chg

11. Confirm that the Suffix Dgt is empty.
12. Press the Next softkey.

The display shows:

DIS DGT: EMPTY
back next chg

13. Press the Change softkey.
14. Enter 7877 using the keypad.

The display shows:

DIS DGT: 7877
bksp save chg

15. Press the Save softkey.
16. Press the Next softkey.

The display shows:

VOICE MAIL
back next show

17. Press the HOLD button.

The display shows:

6. SYSTEM APPLICATION
back next show

18. Press the CLEAR button. (The CLEAR button ends your programming session. It is located below the TRANS button, next to the keypad.)

Information about Prefixes and Suffixes

When a voice mail system is connected to the Starplus DHS via SLT ports, the operation of the voice mail system can be greatly enhanced by preprogramming digit codes strings that allow the caller entering voice mail to go to the appropriate menu level. The code that must be entered may be different, depending on the call type (CO transfer to VM, intercom call to VM, etc.)

The Starplus DHS provides four codes string fields (shown in the table below). The Starplus DHS always sends the station directory number (an extension) to the voice mail system as the User ID. Three of the four code strings are prefixes or suffixed for the User ID.

ICM PREFIX	Intercom prefix. Up to four digits that precede the User ID when a station user calls voice mail to retrieve messages. When programmed correctly, the user is asked for his voice mail password.
XFR PREFIX	Transfer prefix. Up to four digits that precede the User ID when a CO line call is transferred to voice mail. When programmed correctly, the caller hears the user's greeting and can leave a message without further dial code digit entry.
SUFFIX DGT	Suffix digit. Up to two digits added to intercom calls placed to the voice mail system to direct the caller to his Users ID. He enters his password to retrieve messages. Not needed for this application.
DISC DGT	Disconnect digits. Up to eight digits sent to the voice mail system when a station user (who is listening to messages) disconnects or when the CO line caller (who is leaving or listening to messages) hangs up. The DISC DGT makes the voice mail port available to new voice mail callers quickly.

Information about the Softkeys

On the telephone, there are three softkeys. The display shows what the current meaning of each softkey is: bksp, save, chg, next, back, or show.

bksp	Backspace. Erases the last data entered and returns to the previous prompt.
save	Store. If the entry is valid, pressing save confirms your selection. If the entry is invalid, pressing save refreshes the display so you can try again.
chg	Change. Allows you to change the current setting.
next	Moves you to the next category to be programmed.
back	Moves you to the previous category.
show	Display. Shows the first available setting within the current category.

Forwarding Telephones on No Answer

The following procedure should be performed on each user's telephone.

To forward to voice mail on no answer:

1. Press the Feature button. (FEAT is beneath the HOLD button to the right of the keypad.)

2. Dial #3.

The display shows:

```
PRESS FTR BTN
```

3. Press the MSG button. (MSG is beneath the CO4 button, above and to the right of the keypad.)

The display shows:

```
SELECT FUNCTION  
CO LN   STA   FEAT
```

4. Press the third softkey.

The display shows:

```
FTR CODE: _  
bksp      save      chg
```

5. Press the Feature button (on the telephone).

The display shows:

```
FTR CODE: F_  
bksp      save      chg
```

6. Enter 64 using the keypad.

The display shows:

```
FTR CODE: F64  
bksp      save      chg
```

7. Press the Save softkey.

The display shows:

```
PRESS FTR BTN
```

8. Press the HOLD button.

Speed-dialing

The flex buttons (STA 10 to STA 21) can be programmed to speed-dial commonly called telephone numbers. First you must store the number to be speed-dialed in a bin, a storage location in the software database. Then you assign a flex button to the bin's number.

To store the speed dial number in a bin:

1. Press the Feature button. (FEAT is beneath the HOLD button to the right of the keypad.)

2. Dial #1.

The display shows:

SPEED NO: _		
bksp	show	chg

3. Dial the bin number, for example, 00. The bin numbers 00 to 19 are used for personal speed dial numbers.

The display shows:

SPEED NO: 00		
bksp	show	chg

4. Press the Show softkey.

The display shows:

EMPTY		
		chg

5. Press the Change softkey.

6. Enter the telephone number to be dialed when this bin number is selected, for example 97394023. (You can enter up to 16 digits.)

The display shows:

97394023		
bksp	save	chg

7. Press the Save softkey.

The display shows:

SPEED NO: _		
bksp	show	chg

8. Repeat steps 1 through 6 to associate other telephone numbers with bin numbers or press the Clear button to exit.

To program a flex button to speed-dial a telephone number:

1. Press the Feature button. (FEAT is beneath the HOLD button to the right of the keypad.)
2. Dial #3.
3. Press the flex button to be assigned (for example, STA 21).

The display shows:

STATION	21
	chg

4. Press the Change softkey.

The display shows:

SELECT FUNCTION		
CO LN	STA	FEAT

5. Press the FEAT softkey.

The display shows:

FTR CODE: _		
bksp	save	chg

6. Press the Change softkey.
7. Press the Feature button (on the telephone).
8. Dial 1 (for speed dialing).
9. Dial the bin number where the number to be speed-dialed is stored.

To program a system-wide speed-dialing:

It is best to program system-wide speed-dialing from the operator's extension (station 10).

1. Press the Feature button. (FEAT is beneath the HOLD button to the right of the keypad.)
2. Dial#0.

The display shows:

CHK PSWD: _		
bksp	save	chg

3. Enter the password (usually 0000)
4. Press the Save softkey.

5. Press the Next softkey until the display shows:

4. RESOURCES		
back	next	show

6. Press the Show softkey.

Press the Next softkey until the display shows:

SYSTEM SPEED NO		
back	next	show

7. Press the Show softkey.

The display shows:

SPEED NO: _		
bksp	show	chg

8. Enter a number between 20 and 99, for example, 20.

The display shows:

SPEED NO:		20
bksp	show	chg

9. Press the Show softkey.

The display shows:

EMPTY		
back	next	chg

10. Press the Change softkey.

11. Enter the number to be speed-dialed, for example, 918008009822. (You can enter up to 16 digits.)

The display shows:

918008009822		
bksp	save	chg

12. Press the Save softkey.

The display shows:

918008009822		
back	next	chg

13. Follow the steps in the earlier procedure titled “To program a flex button to speed-dial a telephone number.”

Using Amanda as a Backup Attendant

If you want to use Amanda as a backup attendant during the day, you need to set up an alternate answering position. Calls that go unanswered at the attendant assigned telephone ring at the Alternate Position following expiration of a timer. You set the timer to 30, 60, 90, 120, 150 or 180 seconds. It defaults to 30.

To set up the alternate answering position:

1. Press the Feature button. (FEAT is beneath the HOLD button to the right of the keypad.)

The display shows:

CALL FORWARD		
idle	busy	next

2. Press the Next softkey.

The display shows:

CALL FORWARD		
direct	no	follow

3. Press the No softkey.

The display shows:

NO ANS FWD TO: _		
bksp	save	chg

4. Enter Amanda's voice mail group number, for example, 82.

The display shows:

NO ANS FWD TO: 82		
bksp	save	chg

5. Press the Save softkey.

To set the time (after which the alternate position is called):

1. Press the Feature button. (FEAT is beneath the HOLD button to the right of the keypad.)

2. Dial #*.

The display shows:

DB PSWD:		
bksp	show	chg

3. Type the password (usually 000000).

4. Press the Show softkey.

The display shows:

SYSTEM TYPE: PBX back next show
--

5. Press the Next softkey.

The display shows:

1. STATION back next show
--

6. Press the Next softkey until the display shows:

3. CALL HANDLING back next show
--

7. Press the Show softkey.

The display shows:

PRIVACY RLS: N back next chg

8. Press the Next softkey until the display shows:

RING ALT POS: 30 back next chg

Transferring Calls

To transfer an outside caller:

1. Press the Hold button.
2. Dial the extension number (or press a flex button that has been programmed to speed-dial the extension number).
3. Press the Transfer button.
4. Hang up.

To transfer a coworker into voice mail:

1. Press the Hold button.
2. Dial an Amanda voice port.
3. Press the Transfer button.
4. Hang up.

Switching between Day and Night Service

To switch from day to night service or vice versa:

1. Press the Feature button. (FEAT is beneath the HOLD button to the right of the keypad.)

2. Dial #0.

The display shows:

CHK PSWD: _
bksp save chg

3. Enter the password (usually 0000)

4. Press the Save softkey.

The display shows:

SELECT FUNCTION
svc time spd

5. Press the Service (svc) softkey.

The display shows (for example):

SERVICE : DAY
back next chg

6. Press the Change softkey to change from DAY to NITE or NITE to DAY.

7. Press the Clear button (on the telephone).

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\260.on.
This file contains the tokens “#96-%E”.
- The tokens that turn the message waiting light off are in c:\amanda\pbx.db\260.off.
This file contains the tokens “#*96-%E”.
- The dial codes and integration strings used by the switch are in c:\amanda\pbx.db\260.pbx.

This file contains the following lines:

Vodavi Starplus DHS

```
#####
# Vodavi Starplus DHS                               #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold      :
dl_ndtret -       # Dial code to use when there is no transfer dialtone:
dl_rnaret F-     # Dial code to return to caller after Ring No Answer :
dl_bsyret F-     # Dial code to return to caller when there is a Busy :
dl_hupret F-     # Dial code to use after a call screening reject      :
dl_connect *H    # Dial code to connect the caller to the extension   :
tmo_dtwait 4     # Number of seconds to wait for dialtone detection   :
flashtm 55       # Number of 1/100 seconds to use for Flash time      :
dt_answer        # Which DTMF tone to listen to for answer detection  :
dt_hangup `7877` # Which DTMF tone to listen to for hangup detection  :
dl_prefix        # What to dial BEFORE dialing the User ID extension  :
dl_suffix H      # What to dial AFTER dialing the User ID extension   :
dl_init          # What to dial when the system first starts up      :
dl_stop          # What to dial when the system performs a shutdown  :
dl_pickup        # What to dial when a port goes off-hook            :
dl_conference    # What to dial to create/record a conference call    :
integration 10 `7rrr`
integration 10 `7rr`
integration 10 `8rrr`
integration 10 `8rr`
integration 10 `6eee`
integration 10 `6ee`
integration 10 `*eee`
integration 10 `*ee`
```

Chapter 14: Programming the WIN 36D

Getting Started

This chapter covers the WIN 36D and 36DX.

To connect Amanda@SOHO to a WIN 36D, you need:

- One DTMF card (PW-13084B 24D DTMF MLS)
- One of the following:
 - One ULC-D card and two 2STL cards (for four analog ports)
 - One 8STL card (for eight analog ports)

Run RJ-45 four-pair wire from the 8STL to cross connect. Connect two-pair wire (inside/outside pair) to each RJ-11 plug.

All programming of the telephone switching system must be done from station 10.

To start programming:

1. Press the FEAT key.
2. Press 01#.
3. Press the FEAT key.
4. Press the FEAT key again.

The display reads:

PROGRAM NO. ?_

To stop programming:

1. Press the CO8 key.

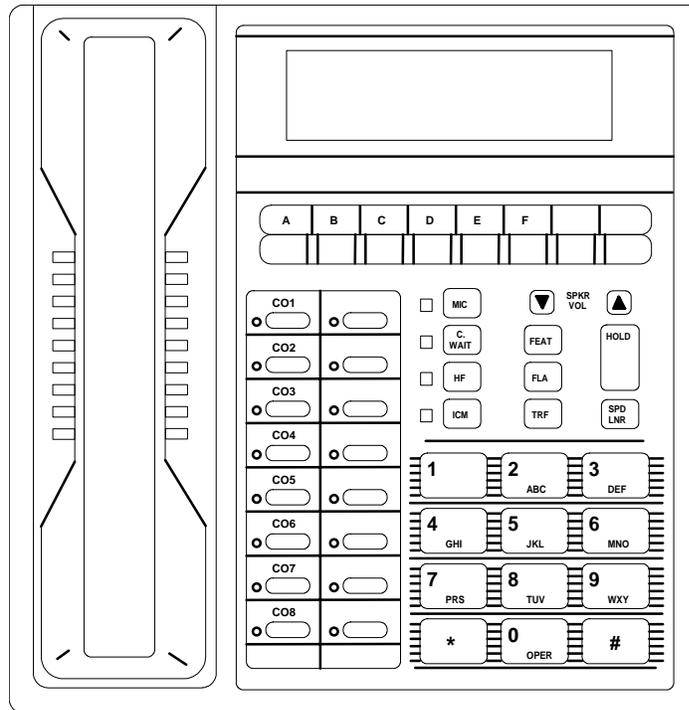
The display reads:

QUIT

2. Press the HF key.

The current date and time appear on the display.

The following diagram shows the WIN telephone:



Programming the Hunt Group

The hunt group should be a Master 1 hunt group. A Master 1 hunt group hunts in a straight line through the hunt group if the call is transferred to the pilot of the hunt group. However, if a call is transferred to one of the stations within the hunt group, the call stays with that station. This is the recommended hunt group type for voice mail. The pilot is an actual extension.

To program the hunt group:

1. Press FEAT + 01# + FEAT + FEAT (to start programming).

The display reads:

PROGRAM NO. ?_

2. Dial 308.

The display reads:

308:HUNT MODE

3. Press the HOLD key.

The display reads:

G1:MODE=1

4. Dial 3.
The display reads:
3 : MAST 1
5. Press the HOLD key.
The display reads:
SEC EXT NO=000?
6. (Optional) If you want a secretarial overflow station, dial that station number.
7. Press the HOLD key.
8. Press the CO8 key to save your data and exit program 308.
The display reads:
QUIT
9. Press the HOLD key.
The display reads:
PROGRAM NO. ?_
10. Dial 307.
The display reads:
307 : HUNT MEMBER
11. Press the HOLD key.
The display reads:
GROUP NO=1
12. Press the HOLD key.
The display reads:
01 : GRP EXT=000?
13. Dial the first extension number in the hunt group (for example, 18).
14. Press the HOLD key.
The display reads:
02 : GRP EXT=000?
15. Dial the second extension number in the hunt group (for example, 19) then press HOLD.
16. If applicable, repeat step 15 for each third and fourth extension numbers in the hunt group.
17. Press HOLD.
The display reads:
GROUP NO=2

18. Press the CO8 key to save your data and exit program 307.
The display reads:
QUIT
19. Press the HOLD key.
The display reads:
PROGRAM NO. ?_
20. Dial 309.
The display reads:
309:PORT ASSIGN
21. Press the HOLD key.
The display reads:
S18:MODE=1?
22. Dial 3.
The display reads:
3:V.MAIL
23. Press the HOLD key.
Information about the next station appears.
24. Repeat steps 22 and 23 for each single-line extension in the hunt group.
25. Press the CO8 key to save your data and exit program 309.
The display reads:
QUIT
26. Press the HOLD key.
The display reads:
PROGRAM NO. ?_
27. Dial 406.
The display reads:
406:VOICE CALL
28. Press the HOLD key.
The display reads:
S10:MODE=1?
29. Press the HOLD key repeatedly—until you reach the first extension in the hunt group.
The display reads:
S18:MODE=1?

30. Dial 2.
The display reads:
2 : OFF
31. Press the HOLD key.
Information about the next station appears.
32. Repeat steps 30 and 31 for each extension in the hunt group.
33. Press the CO8 key to save your data and exit program 406.
The display reads:
QUIT
34. Press the HOLD key.
The display reads:
PROGRAM NO. ?_
35. Dial 408.
The display reads:
408 : T-TO-T CNNT
36. Press the HOLD key.
The display reads:
S10 : MODE=1 ?
37. Press the HOLD key repeatedly—until you reach the first extension in the hunt group.
The display reads:
S18 : MODE=1 ?
38. Do one of the following:
 - If you **do** want trunk-to-trunk transfers, press 1.
The display reads:
1 : YES
 - If you **do not** want trunk-to-trunk transfers, press 2.
The display reads:
2 : NO
39. Press the HOLD key.
Information about the next station appears.
40. Repeat steps 38 and 39 for each extension in the hunt group.
41. Press the CO8 key to save your data and exit program 408.
The display reads:
QUIT

42. Press the HOLD key.
The display reads:
PROGRAM NO. ?_
43. Dial 414.
The display reads:
414:TEL BUSY
44. Press the HOLD key.
The display reads:
S10:MODE=1?
45. Press the HOLD key repeatedly—until you reach the first extension in the hunt group.
The display reads:
S18:MODE=2?
46. Dial 1.
The display reads:
1:YES
47. Press the HOLD key.
Information about the next station appears.
48. Repeat steps 46 and 47 for each extension in the hunt group.
49. Press the CO8 key to save your data and exit program 414.
The display reads:
QUIT
50. Press the HF key to stop programming.
The current date and time appear on the display.

Turning Off the MIT Tone

The WIN 36D makes a message indicator tone (MIT) that can throw Amanda off.

To turn off the MIT tone:

1. Press FEAT + 01# + FEAT + FEAT (to start programming).
The display reads:
PROGRAM NO. ?_
2. Dial 206.
The display reads:
206:MIT MODE

3. Press the HOLD key.
The display reads:
MODE=1
4. Dial 2.
The display reads:
2:NO
5. Press the HOLD key.
The display reads:
MODE=2?
6. Press the CO8 key to save your data and exit program 414.
The display reads:
QUIT
7. Press the HF key to stop programming.
The current date and time appear on the display.

Programming Call Forwarding

The next few programs control forwarding on stations during the day and at night.

Program 303 sets the day call forward busy data for each station. If nothing is programmed in the night call forward program (304), the day will be in effect both day and night. Any station may be forwarded to any other station. the default is no forwarding of any type.

Similarly programs 305 and 306 control call forward no answer for each station. Program 305 is for day and 306 is for night.

To call forward busy by day:

1. Press FEAT + 01# + FEAT + FEAT (to start programming).
The display reads:
PROGRAM NO. ?_
2. Dial 303.
The display reads:
303:D CFWD BUSY
3. Press the HOLD key.
The display reads:
S10:cf TO S00?

4. Dial the extension (18, for example) to which the call should be forwarded when extension 10 is busy.

The display reads:

S10:cf TO S18

5. Press the HOLD key to move to S11.
6. Repeat steps 4 and 5 for each extension that should be forwarded.

NOTE: Leave all voice mail ports set to S00 (for no forwarding).

For example,

S18:CF TO S00?

7. Press the CO8 key to save your data and exit program 303.

The display reads:

QUIT

8. Press the HF key to stop programming.

The current date and time appear on the display.

To call forward busy by night:

1. Press FEAT + 01# + FEAT + FEAT (to start programming).

The display reads:

PROGRAM NO. ?_

2. Dial 304.

The display reads:

304:N CFWD BUSY

3. Press the HOLD key.

The display reads:

S10:cf TO S00?

4. Dial the extension (18, for example) to which the call should be forwarded when extension 10 is busy.

The display reads:

S10:cf TO S18

5. Press the HOLD key to move to S11.
6. Repeat steps 4 and 5 for each extension that should be forwarded.

NOTE: Leave all voice mail ports set to S00 (for no forwarding).

For example,

S18:CF TO S00?

7. Press the CO8 key to save your data and exit program 304.

The display reads:

QUIT

8. Press the HF key to stop programming.
The current date and time appear on the display.

To call forward no answer by day:

1. Press FEAT + 01# + FEAT + FEAT (to start programming).
The display reads:
PROGRAM NO. ?_
2. Dial 305.
The display reads:
305:N CFWD N.A.
3. Press the HOLD key.
The display reads:
S10:cf TO S00?
4. Dial the extension (18, for example) to which the call should be forwarded when extension 10 is busy.
The display reads:
S10:cf TO S18
5. Press the HOLD key to move to S11.
6. Repeat steps 4 and 5 for each extension that should be forwarded.
NOTE: Leave all voice mail ports set to S00 (for no forwarding).
For example,
S18:CF TO S00?
7. Press the CO8 key to save your data and exit program 305.
The display reads:
QUIT
8. Press the HF key to stop programming.
The current date and time appear on the display.

To call forward no answer by night:

1. Press FEAT + 01# + FEAT + FEAT (to start programming).
The display reads:
PROGRAM NO. ?_
2. Dial 306.
The display reads:
306:N CFWD N.A.

3. Press the HOLD key.
The display reads:
S10:cf TO S00?
4. Dial the extension (18, for example) to which the call should be forwarded when extension 10 is busy.
The display reads:
S10:cf TO S18
5. Press the HOLD key to move to S11.
6. Repeat steps 4 and 5 for each extension that should be forwarded.
NOTE: Leave all voice mail ports set to S00 (for no forwarding).
For example,
S18:CF TO S00?
7. Press the CO8 key to save your data and exit program 306.
The display reads:
QUIT
8. Press the HF key to stop programming.
The current date and time appear on the display.

Programming Voice Mail Extended Inband Signaling

Normally, when a call forwards from a station on the WIN 36D to a single-line port that has been designated as a voice mail port (using program 309), certain digits (in addition to the extension number from which the call is being forwarded) indicate that this call should be sent directly to a mailbox to take a message. These extra digits are programmed using the following program (109).

To extend inband signaling:

1. Press FEAT + 01# + FEAT + FEAT (to start programming).
The display reads:
PROGRAM NO. ?_
2. Dial 109.
The display reads:
109:V/M DATA SET
3. Press the HOLD key.
The display reads:
TABLE NO ?

4. Dial 1.
The display reads:
1 : CFWD DIRECT
5. Press the HOLD key.
The display reads:
ID=0?
6. Dial #1 then press the fifth soft key (across the top of the telephone) to type an E.
The display reads:
#1E
7. Press the HOLD key.
The display reads:
ID=#1E?
8. Press the CO8 key to save your data and exit program 109.
The display reads:
QUIT
9. Press the HOLD key.
The display reads:
PROGRAM NO. ?_
10. Repeat steps 2 through 9 using 2 as the Table No. and #2E as the inband signaling digits.
11. Repeat steps 2 through 9 using 3 as the Table No. and #1E as the inband signaling digits.
12. Repeat steps 2 through 8 using 4 as the Table No. and #4E as the inband signaling digits.
13. Press the HF key.
The current date and time appear on the display.

Using Amanda as a Primary Automated Attendant

Program 507 defines the type of trunk for each CO line. To use Amanda as an automated attendant, each CO line must be set to 2: DIL. Then, using programs 505 and 506, you make the first extension in your hunt group the DIL station for day and night.

To use Amanda as an automated attendant:

1. Press FEAT + 01# + FEAT + FEAT (to start programming).
The display reads:
PROGRAM NO. ?_

2. Dial 507.
The display reads:
507:DISA TRK SET
3. Press the HOLD key.
The display reads:
CO01:TYPE =1
4. Dial 2.
The display reads:
CO01:TYPE =2
5. Repeat steps 3 and 4 for each CO line you are using.
6. Press the CO8 key to save your data and exit program 507.
The display reads:
QUIT
7. Press the HOLD key.
The display reads:
PROGRAM NO. ?_
8. Dial 505.
The display reads:
505:DAY DIL STA
9. Press the HOLD key.
The display reads:
CO01:STA=00?
10. Dial the first extension in your hunt group (for example, 18).
The display reads:
CO01:STA=18?
11. Press the CO8 key to save your data and exit program 507.
The display reads:
QUIT
12. Press the HOLD key.
The display reads:
PROGRAM NO. ?_
13. Dial 506.
The display reads:
506:NITE DIL STA

14. Press the HOLD key.
The display reads:
CO01 : STA=00?
15. Dial the first extension in your hunt group (for example, 18).
The display reads:
CO01 : STA=18?
16. Press the CO8 key to save your data and exit program 507.
The display reads:
QUIT
17. Press the HF key to stop programming.
The current date and time appear on the display.

Making Amanda a Backup Attendant

Program 507 defines the type of trunk for each CO line. To use Amanda as a backup attendant, each CO line must be set to 2: DIL. Then, using programs 505 and 506, you make extension 10 the DIL station for day and night.

Be sure that extension 10 is set to call forward no answer to the first extension in your hunt group. For more details about call forward no answer, see “Programming Call Forwarding” on page 147.

To use Amanda as a backup attendant:

1. Press FEAT + 01# + FEAT + FEAT (to start programming).
The display reads:
PROGRAM NO. ?_
2. Dial 507.
The display reads:
507 : DISA TRK SET
3. Press the HOLD key.
The display reads:
CO01 : TYPE =1
4. Dial 2.
The display reads:
CO01 : TYPE =2
5. Repeat steps 3 and 4 for each CO line you are using.

6. Press the CO8 key to save your data and exit program 507.
The display reads:
QUIT
7. Press the HOLD key.
The display reads:
PROGRAM NO. ?_
8. Dial 505.
The display reads:
505:DAY DIL STA
9. Press the HOLD key.
The display reads:
CO01:STA=00?
10. Dial 10 for station/extension 10.
The display reads:
CO01:STA=10?
11. Press the CO8 key to save your data and exit program 507.
The display reads:
QUIT
12. Press the HOLD key.
The display reads:
PROGRAM NO. ?_
13. Dial 506.
The display reads:
506:NITE DIL STA
14. Press the HOLD key.
The display reads:
CO01:STA=00?
15. Dial 10 for station/extension 10.
The display reads:
CO01:STA=10?
16. Press the CO8 key to save your data and exit program 507.
The display reads:
QUIT

17. Press the HF key to stop programming.

The current date and time appear on the display.

Making Amanda a Voice Messaging Center

Follow the steps in “Making Amanda a Backup Attendant” on page 153, but do **not** program station 10 to call forward no answer to the hunt group.

Notification and Integration Files

For each telephone switching system, Amanda@SOHO stores files with notification, dial code, and integration information. When you select a telephone switching system, Amanda knows which files to use for your switch. The files contain:

- The tokens that turn the message waiting light on are in c:\amanda\pbx.db\270.on.
This file contains the tokens “%E-#0”.
- The tokens that turn the message waiting light off are in c:\amanda\pbx.db\270.off.
This file contains the tokens “**3,%E”.
- The dial codes and integration strings used by the switch are stored in c:\amanda\pbx.db\270.pbx.

This file contains the following lines:

```
WIN 36D
#####
# WIN 36D #
#####

dl_dtwait F-      # Dial code to put a caller on transfer hold      :
dl_ndtret -      # Dial code to use when there is no transfer dialtone:
dl_rnaret F-     # Dial code to return to caller after Ring No Answer :
dl_bsyret F-     # Dial code to return to caller when there is a Busy :
dl_hupret F-     # Dial code to use after a call screening reject    :
dl_connect H     # Dial code to connect the caller to the extension  :
tmo_dtwait 0     # Number of seconds to wait for dialtone detection  :
flashtm 55      # Number of 1/100 seconds to use for Flash time    :
dt_answer       # Which DTMF tone to listen to for answer detection :
dt_hangup `*****` # Which DTMF tone to listen to for hangup detection :
dl_prefix       # What to dial BEFORE dialing the User ID extension :
dl_suffix H     # What to dial AFTER dialing the User ID extension  :
dl_init        # What to dial when the system first starts up     :
dl_stop        # What to dial when the system performs a shutdown :
dl_pickup      # What to dial when a port goes off-hook          :
dl_conference   # What to dial to create/record a conference call   :
integration 10 `#1ee`
integration 10 `#2bb`
integration 10 `#3rr`
```

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