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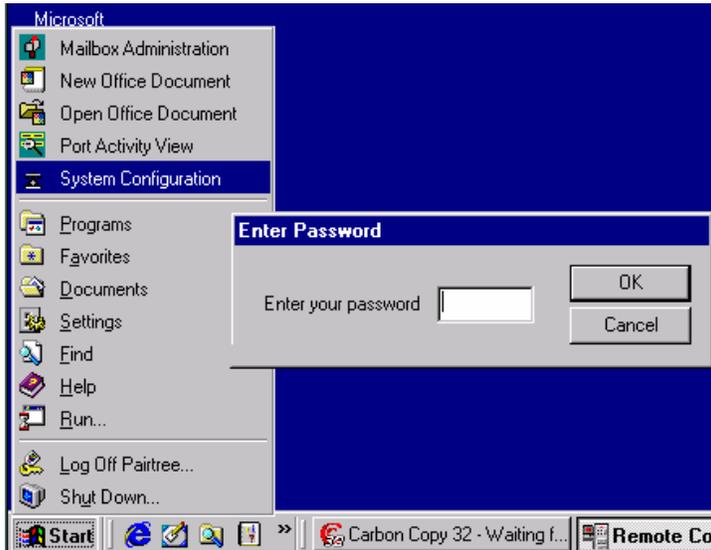
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System Configuration Overview

Getting Started

Enter Password Dialog

Enter your password and click on **OK** to get into the System Configuration program.



If you haven't set up a password yet, type the default password "duvoice" (all lower case) and click on **OK**.

Using Online Help

Press the F1 function key to get context-sensitive help. Context-sensitive help is information that is specific to your current location in the program.

If you have a menu option highlighted when you press F1, you will get a description of what that menu option is used for, along with a list of related topics. Click on any item in that list to go directly to that topic.

If you are on a dialog or tab window when you press F1, you will get a detailed description of the fields on that screen.

Most online help topics have some words that show up in **green**, either in the text or in the list under "**See Also**." These green-highlighted words are part of the hypertext help system, known as "jumps." Simply place your cursor on any green-highlighted words and click with your mouse to go directly to information about that topic. To return to your starting point, click on the **Back** button at the top of the Help dialog.

Many dialogs and tabs also have a **Help** button. This works the same as the F1 key; you can also click on the **Help** button to get help specific for that screen.

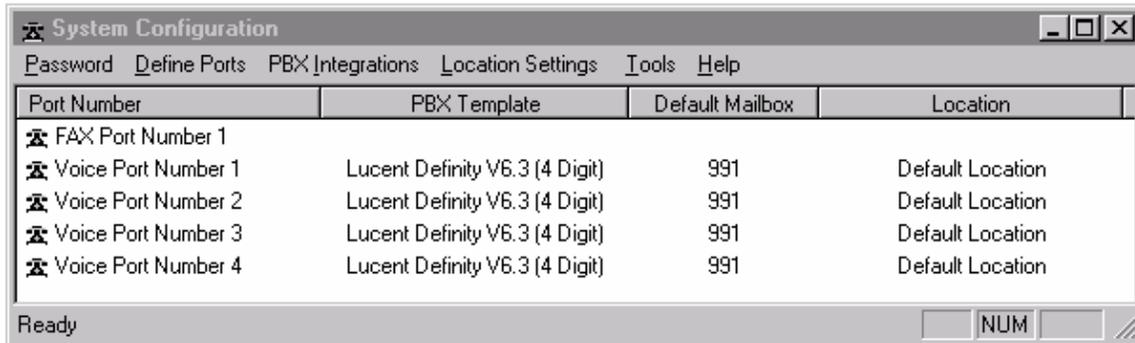
Finally, you can access the Help menu (by clicking on it or pressing Alt+H) and choose the Help topics option. This will give you access to the complete set of online help in an outline-type book format and in an index-type format that can be searched



System Configuration Overview

System Configuration Menu

The System Configuration Menu provides access to the Password, Ports, PBX Integrations, Locations, Tools and Help options. It also provides two sub-menus under the Define Ports menu: Voice Ports and Fax Ports. Use the Voice Ports menu for creation and deletion of voice ports, and the Fax Ports menu for creation and deletion of fax ports.



Using the Main View:

The Display Screen shows the ports you have already set up, along with their respective properties for type of PBX integration template, extension, and location. Voice and Fax port numbers are identified separately.

From the Display Screen, you can edit any port's configuration by double-clicking on the icon to the left of that port or the port name. There is also a shortcut menu from this screen for opening, copying and deleting ports. To access these options, highlight and right click the port name or icon. To access shortcut menu options for sorting the display, and for creating a new voice port or a new fax port, right click anywhere on the System Configuration Menu.



System Configuration Overview

Using System Security

Use system security to prevent unauthorized access to the voice mail configuration and administration functions. The Mailbox Administration and System Configuration programs each have their own separate password files.

Use the Change Password option on the Password menu to replace your security password whenever you want. You may wish to do this periodically, e.g., monthly, or whenever there is a change in personnel with access to these programs.

The password must always be entered when you first start the program. The Default password is DUVOICE. The password field is case-sensitive, so be sure to enter it in all upper-case letters. The same Default password is set up for both the Mailbox Administration and System Configuration programs.

Note: Upon first entering the program, you should always change to a new password from the default password initially provided with the program.

Setting Up Ports

The central step in system configuration is setting up the system's voice ports. You may have 2, 4, 8 or more ports, and you can choose to set up one port at a time or to set up several voice ports at once (recommended), using the Port Creation Wizard from the Define a Range of Voice Ports option. Set up fax ports with the Define a Fax Port option.

When you set up voice port(s), you must assign two important properties - a PBX Integration template, and a Location.

The PBX Integration is chosen from a selection list of supported PBXs, or for special circumstances, an unsupported integration can be developed using the system provided Default or another of the existing templates, or by creating one from scratch.

The Location is also chosen from a selection list. A Default Location is set up during installation, and is automatically assigned to the default mailboxes of 990 for greetings, 991 for auto attendant and 0 for operator. The Location properties can be modified for the specific business, and additional Locations can be defined, using the Location Settings menu.

Using PBX Integrations

A PBX Integration file must be assigned to each port. PBX Integration files that have already been set up for many popular PBX switches are provided with this release for a seamless interface between your phone system and your DV2000 voice mail software.

A Default PBX Integration template is also provided for those instances when your PBX is not in the pre-defined list. This Default integration uses the most common generic codes for low level board controls. If you choose the Default template during port creation, it is highly recommended that you later open and modify the default template to exactly match your manufacturer's specifications. You can save the Default template under a new name and then edit the port configuration to change the PBX Integration selection to the new name.

PBX Integration menu options are provided to create new integration files, view and/or modify existing integration files, and to delete integration files.



System Configuration Overview

Location Settings

“Locations” refer to multiple voice mail applications, i.e., businesses. These are not separate physical locations, but rather divisions in voice mail setup. While most users will need only a single location, the multiple location functionality facilitates any situation in which there are two or more “businesses” sharing a PBX.

The first, or Default, location was set up during installation. The Default location is automatically assigned default system mailboxes. The default mailboxes are 990 for Greetings, 991 for the Attendant and 0 for the Operator. These can be changed, if desired, using the [Open Existing Location option](#). Either the default location or an alternative location is assigned to ports using options from the Port menu.

Setting up a separate location using the Location Wizard (accessed from the New Location option) allows the second location to have a different and unique greeting, as well as separates its access to directory information for subscribers, and for call transfers within the automated attendant. To review the setup of an existing location, or to change the properties for an existing location, use the Open Existing Location option.

Tools Overview

Specific tools have been provided to assist you with certain situations that are outside the bounds of normal operation.

Warning: These functions are provided for advanced users only and have the capacity to disrupt your system function if not used properly.

- ◆ The Upload Voice Board Parameters option provides a way to “apply” low level voice board parameter changes (made on the Advanced Parameters tab in Port Configuration – Integration details) without having to shut down and restart the voice mail system.
- ◆ The Edit Runtime Package options govern the number of working voice port threads.
- ◆ The Set Service Startup Mode option provides functions for shutting down and starting up the voice mail system.

System Configuration Overview

Right-click Menu Options

Open Port option

To access this option, first highlight a port on the System Configuration Main Menu. Then, click on the right button on the mouse.

Use this option to open the Port Configuration tab for the highlighted port to review its properties.

This option is equivalent to double clicking on a port.

Copy Port option

To access this option, first highlight a port on the System Configuration Main Menu. Then, click on the right button on the mouse.

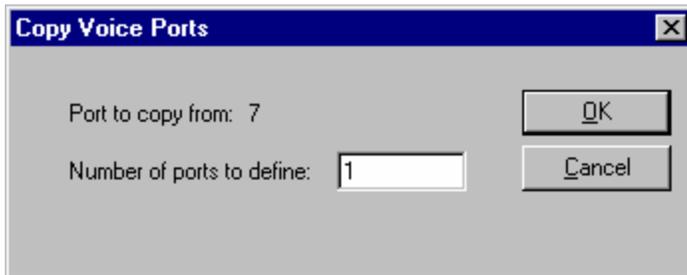
Use this option to create new ports by copying the attributes and properties from an existing port. If you have a voice port highlighted, the system will display the Copy Voice Ports dialog. If you have a fax port highlighted, the system will display the Define a Range of Fax Ports dialog.

For voice ports, this option is equivalent to specifying an existing port number to copy from on the Port Creation Wizard – Port Numbers screen. For fax ports, this option is equivalent to the Define a Fax Port option, except that you can create more than one.

Copy Voice Ports dialog

To access this option, first highlight a voice port on the System Configuration Main Menu. Then, click on the right button on the mouse.

Use this dialog to create a new port by copying the attributes and properties from the highlighted port.



The dialog box shows which port is highlighted as “Port to copy from.” Enter the number of additional ports you wish to define using the attributes and properties of the highlighted port. Then press OK.

This option is equivalent to specifying an existing port number to copy from on the Port Creation Wizard – Port Numbers screen.

System Configuration Overview

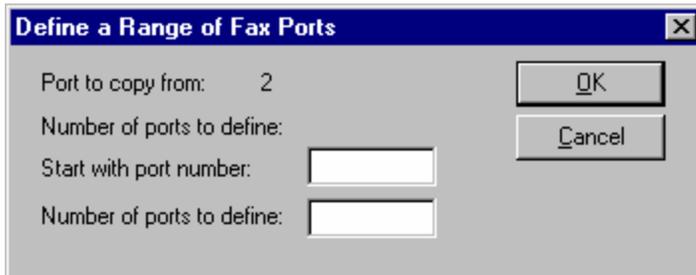
Delete Port option

To access this option, first highlight a port on the System Configuration Main Menu. Then, click on the right button on the mouse. Use this option to delete the highlighted port and its properties. After selecting this option, a confirmation message will appear. Click on Yes to continue and delete the highlighted port.

This option is equivalent to the Remove a Voice Port option or the Remove a Fax Port option, except you do not have to enter the port number to delete. It is also equivalent to highlighting a port and pressing the **Delete** key on the keyboard.

Define a Range of Fax Ports dialog

To access this option, first highlight a fax port on the System Configuration Main Menu. Then, click on the right button on the mouse. Use this dialog to create new fax ports by copying the attributes and properties from the highlighted port.



The dialog box titled "Define a Range of Fax Ports" has a blue title bar with a close button (X) in the top right corner. It contains the following fields and buttons:

- "Port to copy from:" with the value "2" displayed.
- "Number of ports to define:" with an empty text input field.
- "Start with port number:" with an empty text input field.
- "Number of ports to define:" with an empty text input field.
- "OK" button.
- "Cancel" button.

The dialog shows which port is highlighted as "Port to copy from." Enter the starting port number to create and the number of additional ports you wish to define using the attributes and properties of the highlighted port. Then press **OK**. The Fax Port Configuration screen is displayed.

This option is equivalent to the Define a Fax Port option, except that you can create more than one.

New Voice Port option

To access this option, click on the right button on the mouse while your cursor is anywhere on the System Configuration Main Menu. Click on the "New" option, then on the "Voice Port" option. Use this option to set up a new voice port. The system automatically determines the next available port number to create - then displays the Port Configuration tab.

This option is equivalent to the Define a Voice Port option.

New Fax Port option

Right click anywhere on the System Configuration Main Menu, to access this option. Click on the "New" option, then on the "Fax Port" option. Use this option to set up a new fax port. The system requests the fax port number to create - then displays the Fax Port Configuration tab.

This option is equivalent to the Define a Fax Port option.



System Configuration Overview

Arrange by Port option

To access this option, click on the right button on the mouse while your cursor is anywhere on the System Configuration Main Menu. Click on the “Arrange Icons” option, then on the “by Port” option.

Use this option to sort the list of ports displayed on the Main Menu screen by Port number.

This option is equivalent to double clicking on the heading of the Port number column.

Arrange by Mailbox option

To access this option, click on the right button on the mouse while your cursor is anywhere on the System Configuration Main Menu. Click on the “Arrange Icons” option, then on the “by Mailbox” option.

Use this option to sort the list of ports displayed on the Main Menu screen by Mailbox number.

This option is equivalent to double clicking on the heading of the Mailbox number column.

Arrange by PBX option

To access this option, click on the right button on the mouse while your cursor is anywhere on the System Configuration Main Menu. Click on the “Arrange Icons” option, then on the “by PBX” option.

Use this option to sort the list of ports displayed on the Main Menu screen by PBX Integration name.

This option is equivalent to double clicking on the heading of the PBX Integration column.

Arrange by Location option

To access this option, click on the right button on the mouse while your cursor is anywhere on the System Configuration Main Menu. Click on the “Arrange Icons” option, then on the “by Location” option.

Use this option to sort the list of ports displayed on the Main Menu screen by Location name.

This option is equivalent to double clicking on the heading of the Location name column.

Password Menu

Change Password Option

SUMMARY

Use the Change Password option to set up an initial system security password, or to change an existing password.

This is the password that will be entered in the System Configuration "Enter Password" dialog when you first start the program.



Upon first entering the program, you should always change to a new password from the default password initially provided with the program.

Change password dialog

Use this dialog to change to a new password for the System Configuration program.

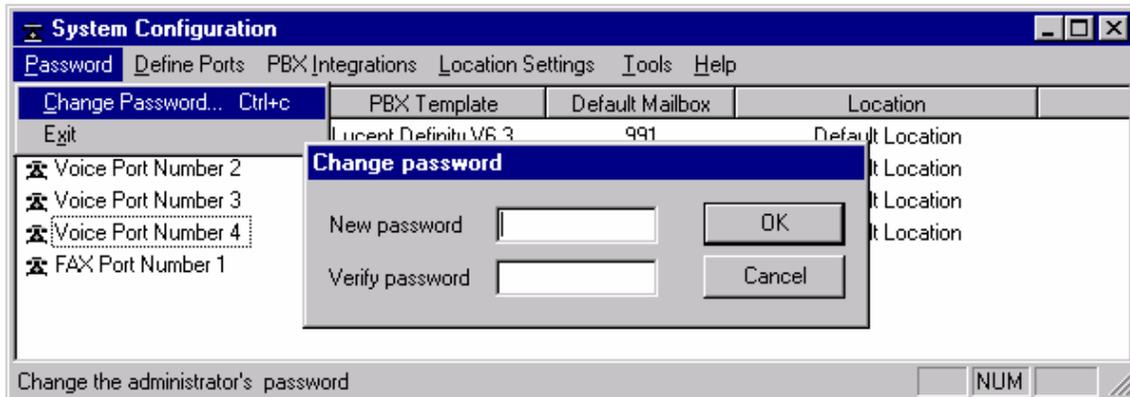
New password - Type the password you want to set up or change to.

Verify password - Type the same password you typed in the New Password field, and click on **OK**.

If the two password entries are the same, you will see a **New Passwords Accepted** window. Click on **OK**.

If the two passwords are different, you will see a **Passwords entered are not the same** window. Click on **OK**, and re-type the password in both the **New password** and **Verify password** fields.

Note: Upon first entering the program, you should always change to a new password from the default password initially provided with the program.



Define Ports Menu

SUMMARY

Setting Up Ports

Setting up the system's voice ports is the central step in system configuration. You may have 2, 4, 8 or more ports, and you can choose to set up one port at a time or to set up several voice ports at once (recommended), using the Port Creation Wizard from the Define a Range of Voice Ports option. Use the Define a Fax Port option to set up fax ports, if the system is going to use them.

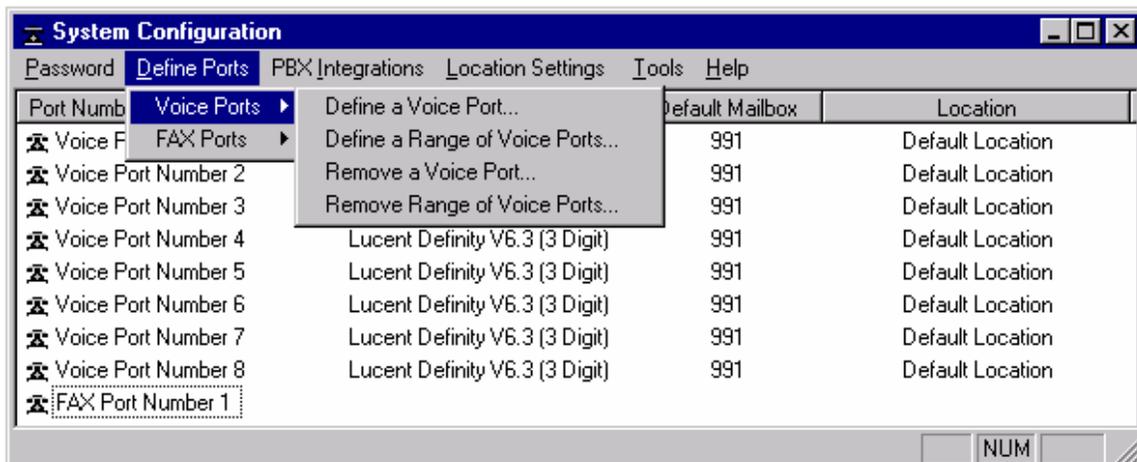
Define a Voice Port option Use the Define a Voice Port option to set up a single port. The program automatically sets up the next available port number and displays the Port Configuration tab, where you enter the specific properties for the port you are setting up, including PBX Integration and Location information. Use the Define a Range of Voice Ports option to set up an initial range of voice ports with the Port Creation Wizard.

Define a Range of Voice Ports option Use the Define a Range of Voice Ports option to set up several ports with the same properties in one step. The Port Creation Wizard easily and quickly walks you through the process and successfully complete the definition of the port properties.

Remove a Voice Port option Use the Remove a Voice Port option to delete a single previously set up port. You will be asked to enter the number of the voice port you wish to delete.

Remove a Range of Voice Ports option Use the Remove a Range of Voice Ports option to delete a sequential range of several ports in one step.

Define a Fax Port option Use the Define a Fax Port option to set up a single fax port. You will be asked to enter the number of the fax port you want to set up on the Define a New Port Selection dialog.



Define Ports Menu – Port Creation Wizard

Define Ports Menu

Port Creation Wizard - Welcome

When creating ports, always select Define a Range, (even if you are creating only one port). This gives you access to the Port Creation Wizard - a set of five screens that walk you through the steps needed to create one or more ports: enter the port(s) to create, assign the integration file, and assign the location file.

If you already have at least one port set up, you can choose to copy all of the properties from an existing port to the new one(s) being created.



Buttons -

From all Wizard screens except the first one, if you want to return to the previous screen, click on the **Back** button.

From any Wizard screen except the last one, click on the **Next** button to continue with the process.

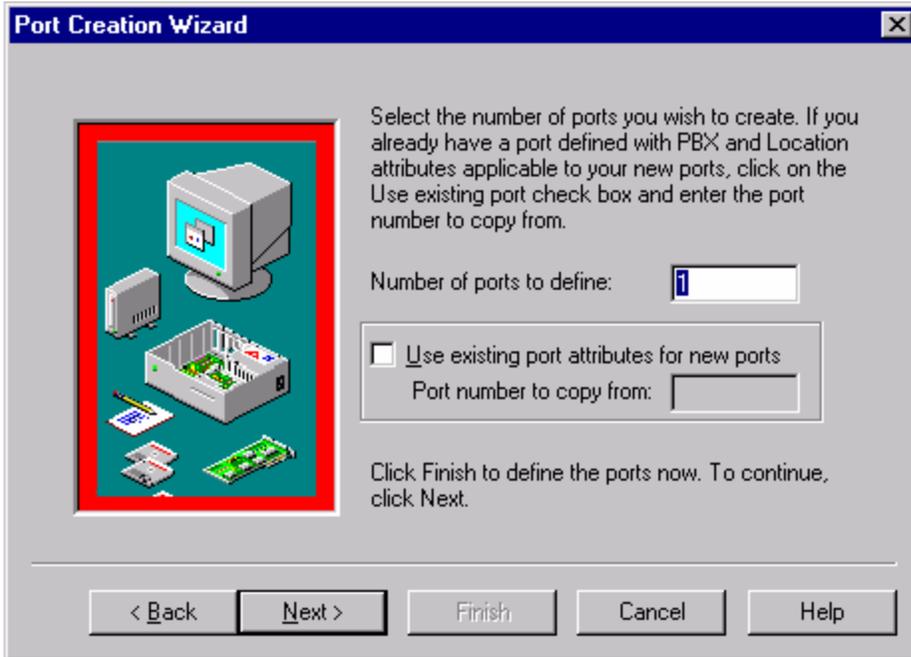
When all necessary information has been entered, click on the **Finish** button to complete the process and create the new port(s).

Or, to exit without creating any ports, click on the **Cancel** button from any Wizard screen.

From all Wizard screens, you can click on the **Help** button or press F1 to access help information specific to that screen.

Define Ports Menu – Port Creation Wizard

Port Creation Wizard - Port Numbers



Select the number of ports you wish to create. If you already have a port defined with PBX and Location attributes applicable to your new ports, click on the Use existing port check box and enter the port number to copy from.

Number of ports to define:

Use existing port attributes for new ports
Port number to copy from:

Click Finish to define the ports now. To continue, click Next.

< Back Next > Finish Cancel Help

Number of ports to define - enter the total number of ports you wish to create. The Port Creation Wizard automatically starts with the first available port number.

Example

If you have 8 ports, and the first 4 have already been set up, the Wizard starts with port number 5.

Then, to set up ports 5 through 8, enter:

Number of Ports to Define:4

Or, to set up only port 5, enter:

Number of Ports to Define:1

Use existing port attributes - to copy the properties from an existing port to the new ports you are setting up now, click on this checkbox.

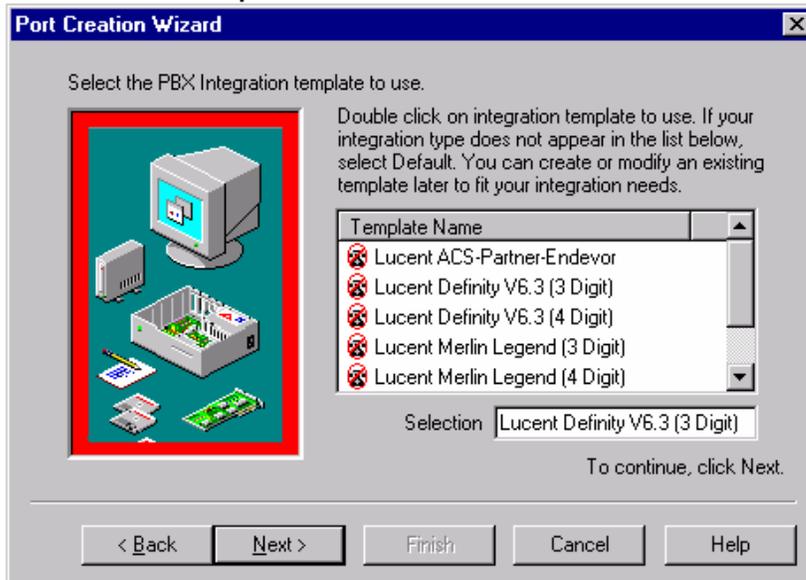
Port number to copy from - if you clicked on the **Use existing port attributes** box, enter the number of the port from which you wish to copy the attributes.

If you are copying attributes from an existing port, click on the **Finish** button to set up the new ports now. Otherwise, click on the **Next** button.

Define Ports Menu – Port Creation Wizard

Port Creation Wizard - PBX Integration

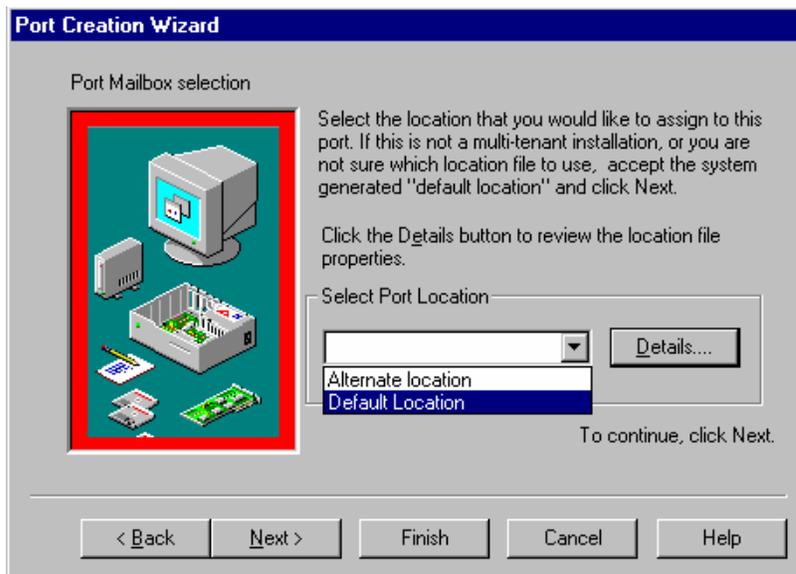
Click on the name of the PBX Integration template in the list that will be used for the new ports. The selected template will appear in the Selection field below the Template Name list box.



If you do not know which PBX integration template to use, or the one you need does not appear in the selection list, click on Default. Later, you can change this selection.

Click on the **Next** button.

Port Creation Wizard - Mailbox



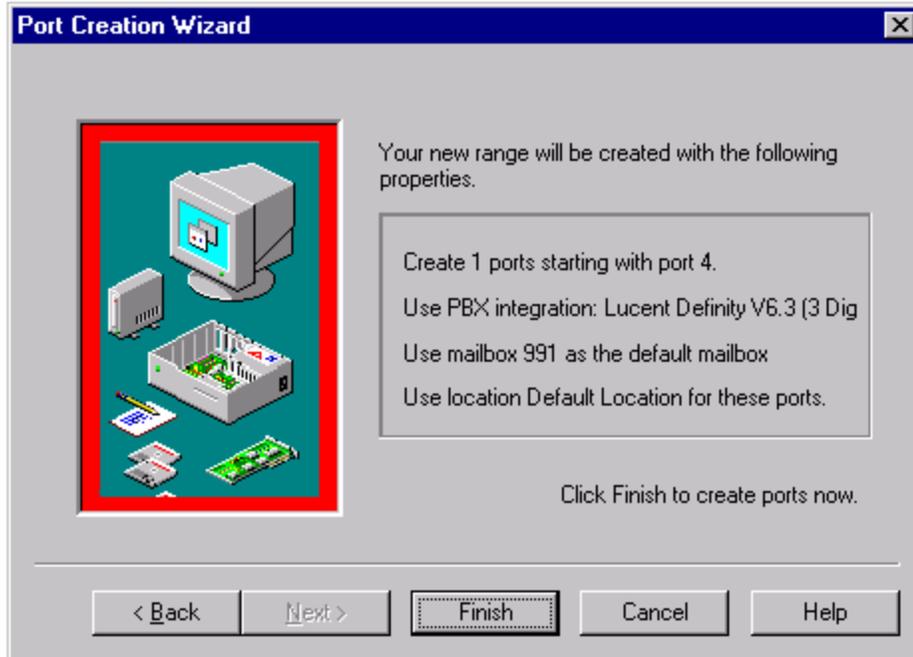
Select Port Location - the Location to use for the port(s) being created. Click on the down arrow to view the dropdown list of available locations. To view the properties for a location, click on the location to highlight it, then click on the **Details** button. (You can't change any of the Location properties from here, but you can do so from the Location Settings menu.)

Define Ports Menu – Port Creation Wizard



Port Creation Wizard - Finish

This screen shows you the port numbers you are creating and the assigned PBX integration template, owner mailbox and location.



If all of the information is correct, click on the **Finish** button to create the new port(s) now.

■ **Note: If you wish to change any of the properties, click on the Back button until you reach the Wizard screen with the information you wish to change. Then, continue forward through the Wizard screens again to finish the port setup.**

Define Ports Menu – Port Creation Wizard

Voice Ports

Port Configuration tab

Enter the properties for the port you are currently defining:

Voice Port Number 6

Port Configuration

PBX Port Integration

This port's extension: 100

PBX integration file: Default [Details...]

Port Owner / Location Information

External IVR filename: []

Assigned location: Default Location [Details...]

Owner mailbox number: 990

OK Cancel Apply Help

PBX Port Integration:

This port's extension - the telephone extension number assigned/connected to this port.

PBX integration file - the name of the PBX integration template assigned to this port.

Click on the **Details** button to review the properties for the currently assigned PBX integration file.

■ **Note:** the Default PBX Integration template has generic low level board parameters. However, this template does not match any specific PBX. If you choose the Default template during Port setup, you should modify it or another template to create one for your specific PBX and replace this selection.

Port Owner/Location Information:

External IVR filename - the name of an external Interactive Voice Response file, if one is being used with this port (custom application).

Assigned location - the name of the Location file assigned to this port.

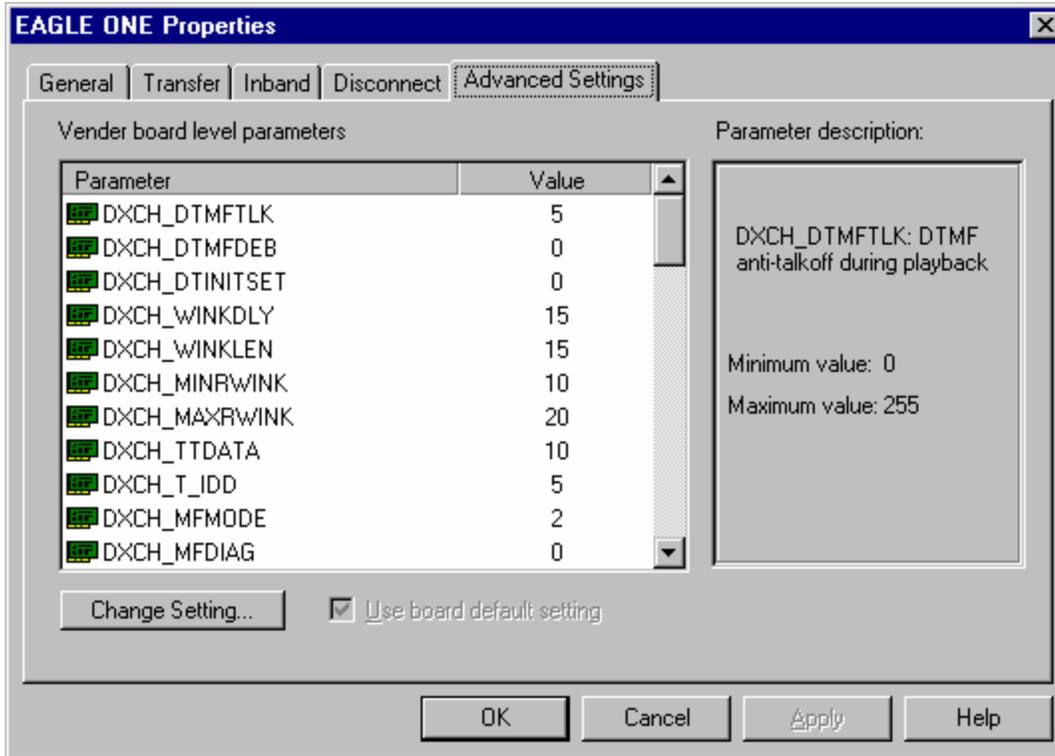
Click on the **Details** button to review the information for the currently assigned Location file.

Owner mailbox number - the default mailbox number for this port.

Define Ports Menu – Port Creation Wizard

PBX Integrations - Advanced Settings tab

Use this tab to change voice board parameters specific to the port or ports being set up. This functionality is included for advanced users only. If you're not sure, don't change anything here!



To change a board parameter, click on the parameter you wish to change to highlight it, then click on the **Change Setting** button.

A warning message will display on the Change Board Level Parameter dialog. To continue, enter the value in the **New Setting** field, then click on **OK**. To back out without changing the parameter, click on **Cancel**.

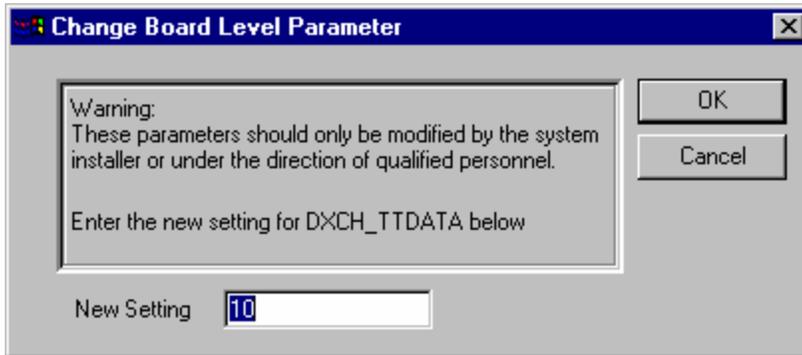
If you've already changed one or more parameters and wish to revert to the default settings, click on the **Use board default setting** checkbox.

Note: after changing a board parameter, use the Upload Voice Board Parameters option to reset to the new parameter, or restart the system.

Define Ports Menu – Port Creation Wizard

Change Board Level Parameter dialog

Use this dialog to change a low level board parameter for a specific port.



Enter the parameter in the **New Setting** field and click on **OK**. Or, to exit this dialog without changing the parameter, click on **Cancel**.

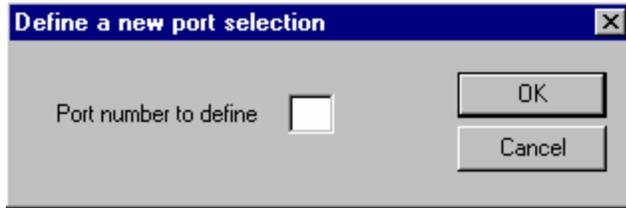
■ **Note:** after changing a board parameter, use the Upload Voice Board Parameters option to reset to the new parameter, or restart the system.

Define Ports Menu – Port Creation Wizard

Fax Ports

Define a New Port Selection dialog

Use this dialog to specify the port number for the fax port you want to set up.

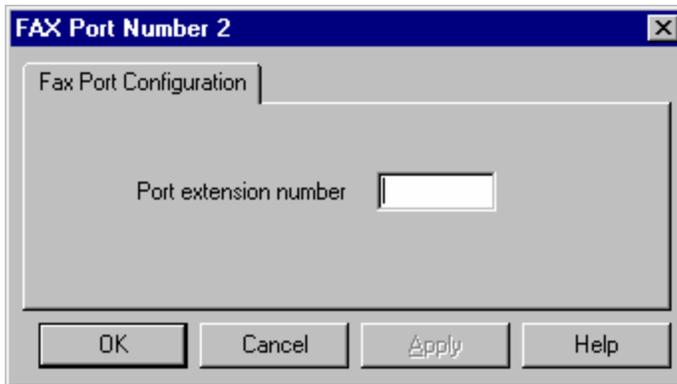


Port number to define – Enter the fax port number you want to set up, then click on **OK**.

Note: The fax port must correspond to the COM port assigned to the fax card.

After you enter the port number, the Fax Port Configuration window displays.

Fax Port Configuration tab



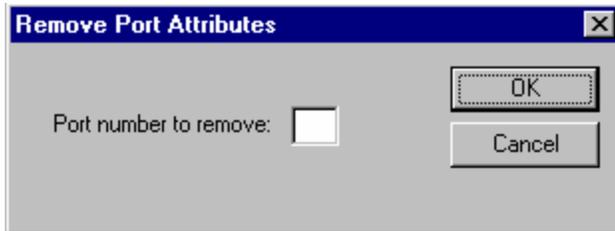
Port extension number - the number of the extension to be used for this fax port.

Define Ports Menu – Port Creation Wizard

Removing Ports

Remove Port Attributes dialog

Use this dialog to delete a port.



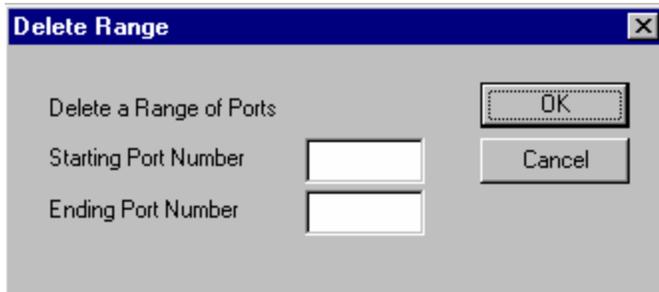
Port number to remove - enter the voice or fax port number you want to remove, then click on **OK**.

To exit without removing a port, click on **Cancel**.



Delete Range dialog

Use this dialog to delete a range of ports.



Starting Port Number - enter the first port number of the range you want to remove.

Ending Port Number - enter the last port number in the range you want to remove.

Then click on **OK** to delete.

To exit without removing a range of ports, click on the **Cancel** button.

Setting Up VeMail – SMTP Server Integration

SMTP Server integration

SUMMARY

DV2000 appears to the e-mail server as a workstation on the network.

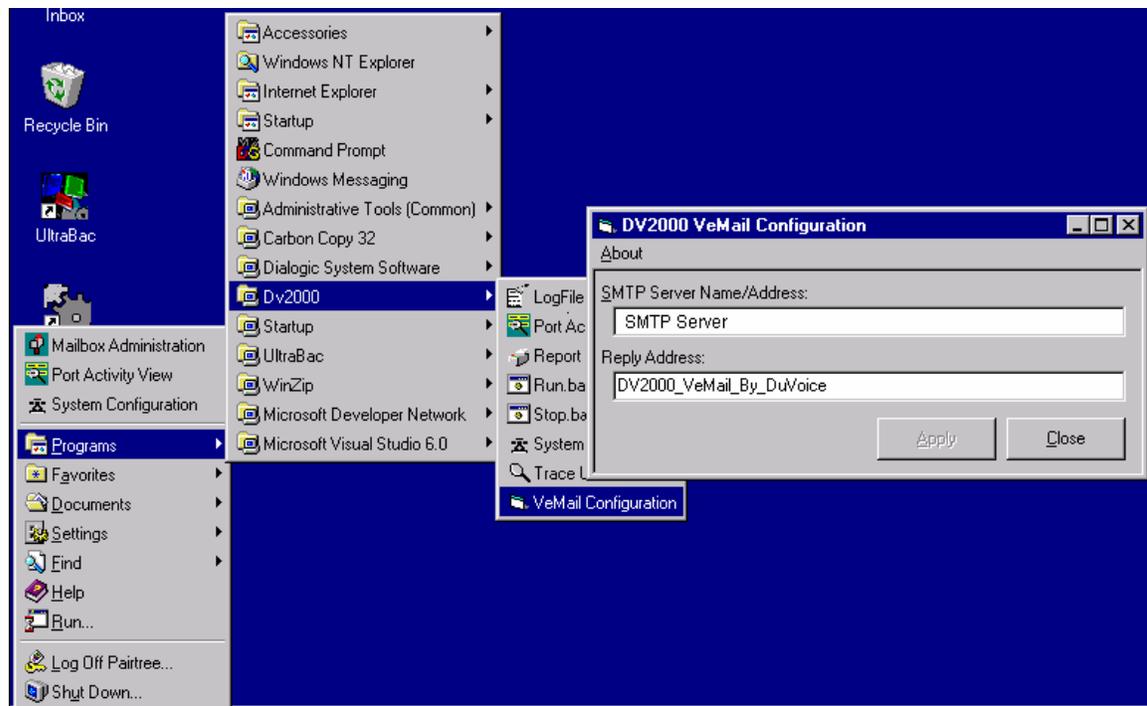
The physical connection to the network consists of an RJ45 cable between the network and the Network Interface Card in the DV2000. The type of network is immaterial.

To send VeMail, DV2000 must be integrated into your network and have the address of the SMTP server. The steps to do this are as follows:

- ◆ Edit the SMTP Server Address and Sender Name in the VeMail Configuration utility.
- ◆ Configure network integration and adapters in the Network Neighborhood.
- ◆ Set the TCP/IP protocols in the Network Neighborhood.
- ◆ Enter the System Identity in the Network Neighborhood.

Note: The configuration and settings for each network are unique. This section should be considered to be a checklist. For the precise settings for your application please consult with your network administrator.

Edit the SMTP Server Address:



Enter SMTP Server Name/Address and Reply Address

From the Start menu, click programs

Click DV2000

Click VeMail Configuration

Enter the name of your SMTP Server

Enter the reply address you would like to display in the “from” line of the VeMail messages.

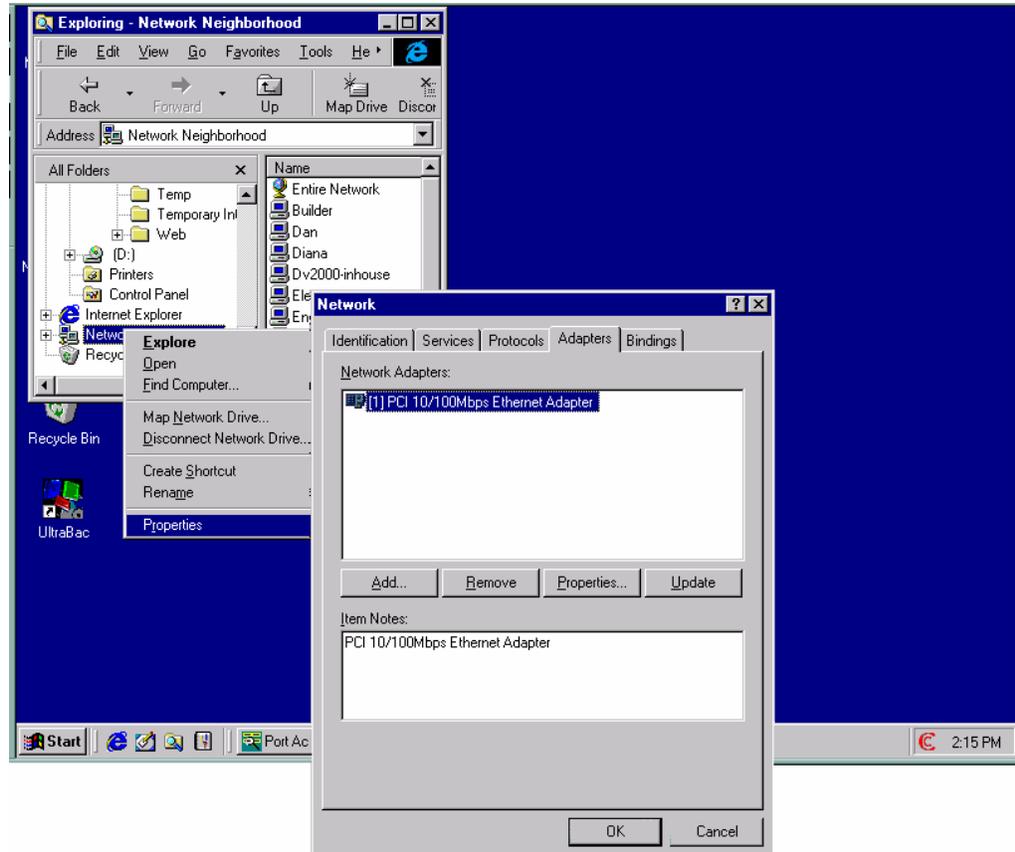
Click Close

Setting Up VeMail – SMTP Server Integration - TCP/IP Properties

Enter TCP/IP Properties

Set the Network Adaptor

- ◆ In Explorer, Right click on Network Neighborhood
- ◆ Click Properties
- ◆ Select the **Adapters** tab
- ◆ By default, the adaptor will be set for **[1] PCI 10/100Mbps Ethernet Adapter** If you are using some other Network Integration Card, load and select the appropriate adaptor.



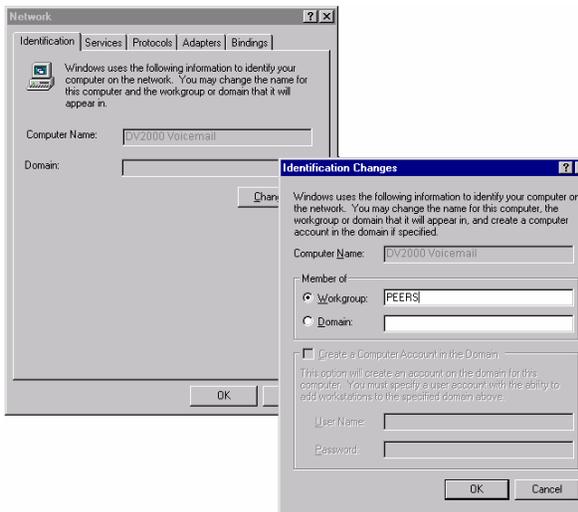
Set the TCP/IP Protocols

- ◆ Select the **Protocols** tab
- ◆ Highlight TCP/IP Protocol
- ◆ Select Obtain an IP address from a DHCP server.
- ◆ If you have successfully picked Obtain an IP address from a DHCP server, move on to the section **Enter System Identification**.

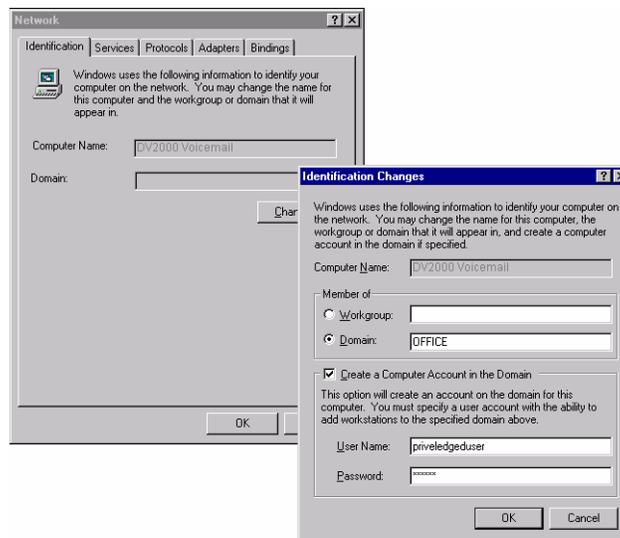
Setting Up VeMail – SMTP Server Integration - Identification

Enter System Identification

- ◆ In Explorer, Right click on Network Neighborhood.
- ◆ Click Properties.
- ◆ Select the **Identification** tab.
- ◆ Click **Change...**
- ◆ Edit the Computer Name.
- ◆ Click **OK** to save your changes
- ◆ Reboot the computer.
- ◆ Return to Network Neighborhood Properties
- ◆ If you have configured the DV2000 as part of a workgroup, enter the workgroup name, click **OK** to save your changes and you are done.



- ◆ If you are configuring the DV2000 to be part of a domain, complete the following instructions:
- ◆ Enter the Domain Name
- ◆ Check **Create a Computer Account in the Domain**
- ◆ Enter the name and password of the computer authorized to administer the domain, click **OK** to save your changes and you are done.



Overview

Using PBX Integrations

SUMMARY

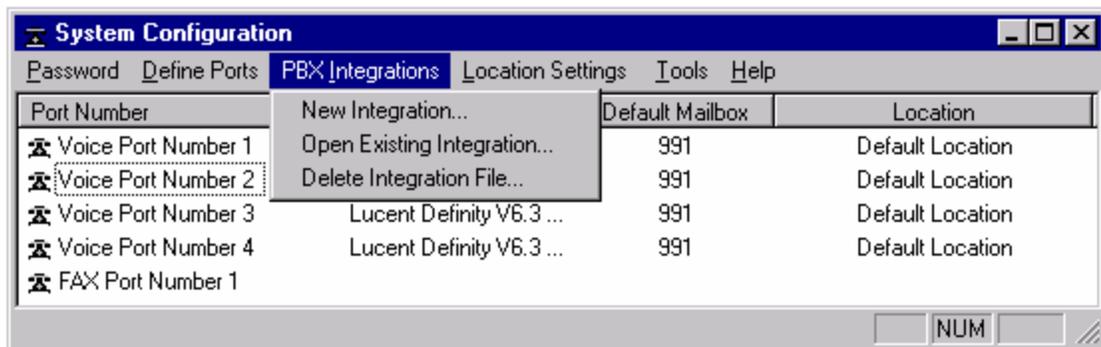
The PBX integration section encompasses the message waiting strings, transfer strings, disconnect, and the expected integration digits from the switch. A PBX Integration file must be assigned to each port. PBX Integration files for many popular PBX switches are provided for a seamless interface between your phone system and your DV2000 voice mail software.

A Default PBX Integration template is also provided for those instances when your PBX is not in the pre-defined list. This Default integration uses the most common generic codes for low level board controls. If you choose the Default template during port creation, it is highly recommended that you later open and modify the default template to exactly match your manufacturer's specifications. You can save the Default template under a new name and then edit the port configuration to change the PBX Integration selection to the new name.

PBX Integration menu options are provided to create new integration files, view and/or modify existing integration files, and to delete integration files.

Menu Options

You can create a new integration, open and edit an existing one, or delete an integration.



New Integration option

Use this option to create a new integration. When creating a new integration, you can also open an existing integration and

Open Existing Integration option

Use this option to open an existing PBX template to review the codes. This option may also be used to modify the codes in an existing PBX integration file, such as when your PBX brand is listed in the supported integrations list, but has a different model or revision.

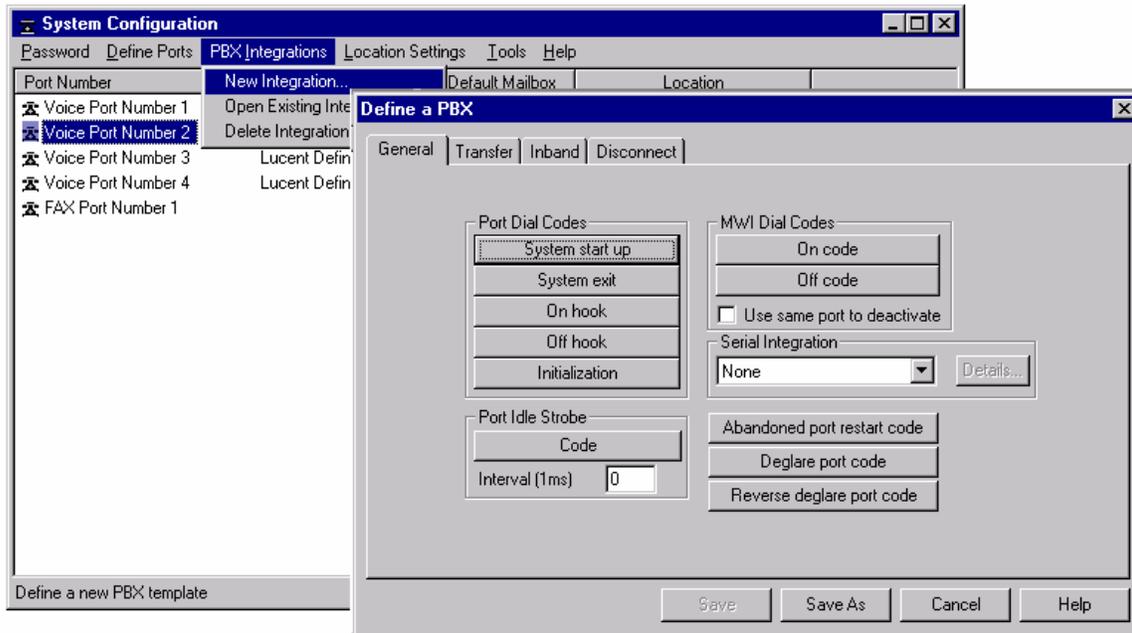
To set up a completely new PBX integration template, if your PBX is not in the list of those already supported, modify the Default template or use the New Integration option.

Delete Integration File option

Use this option to delete a previously configured PBX integration template. You can choose the file(s) to delete from the displayed list.

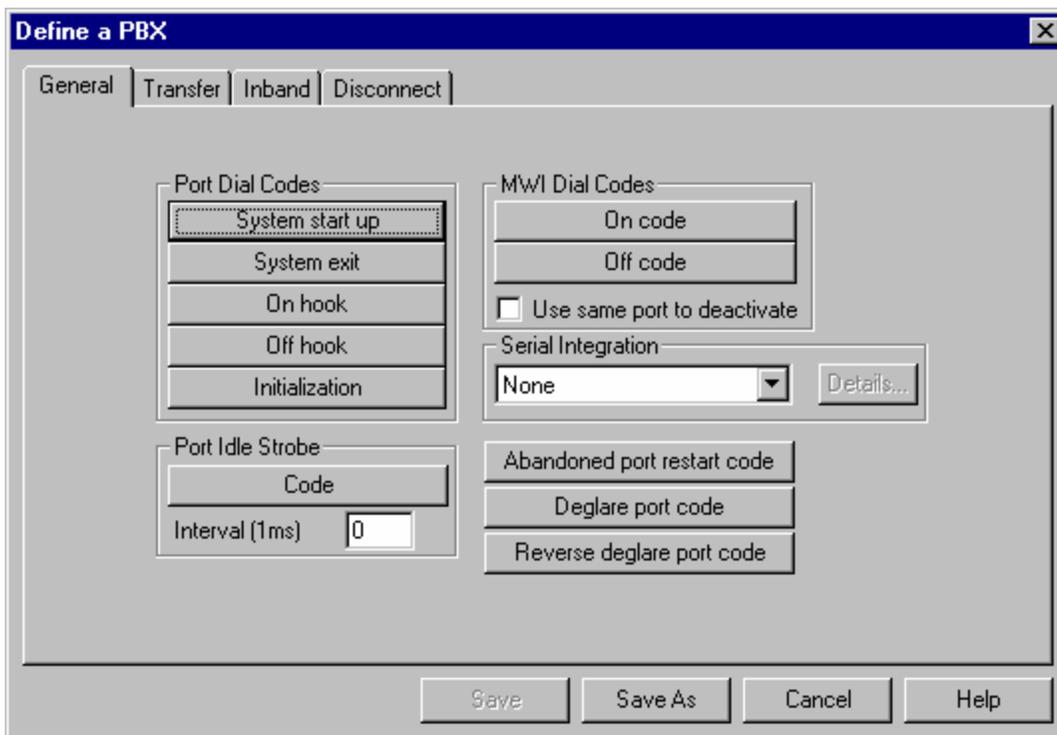
PBX Integrations Menu – General Tab

PBX Integrations Dialogs



PBX dialog - General tab

Use this dialog to review the general codes that are used by your PBX switch against your PBX manufacturers' current revision documentation, to make modifications or to create a new template.



PBX Integrations Menu - General Tab



Except where otherwise noted below, click on each field to access the PBX Code Editor dialog. From the Code Editor, existing codes will have their defined functions shown in the main display area. To change or add codes, pull down the selection list of available functions. Just click on the selections, and the functions are displayed in the view window. The actual code strings are automatically built for you "behind the scenes."

If you used the Open Existing Integration option, you may selectively modify the codes in the fields as needed to match your current PBX revision, then click on the **Save** button. Or, use the **Save As** button if you want to keep the original template for reference.

If you used the New Integration option because your PBX is not in the list of switches supported by DV2000, you may set up the appropriate codes here as documented in your system's manual, then click on the **Save As** button.

Explanation of Fields:

Port Dial Codes:

System start up - the dial code to send to the PBX at system start up.

System exit - the dial code to send to the PBX upon system shutdown.

On hook - the dial code to create an on hook condition.

Off hook - the dial code to create an off hook condition.

Initialization - the dial code utilized each time a channel is initialized. A channel is initialized each time a caller hangs up.

Port Idle Strobe:

Code - the dial code to send to the PBX upon not receiving a call for the idle strobe interval.

Interval (1 ms) – enter the time interval, in 1-millisecond increments, before the port idle strobe dial code is sent to the PBX.

MWI (Message Waiting Indicator) Dial Codes:

On code - the dial code required by the PBX to turn the message waiting indicator light on.

Off code - the dial code required by the PBX to turn the message waiting indicator light off.

Use same port to deactivate - click on this field to indicate the same port that activated the message-waiting indicator should also be used to deactivate the message waiting indicator.

Serial Integration:

Choose None or SMDI from the pulldown list.

If SMDI is selected, click on the **Details** button to review the properties for the serial integration selected.

Other:

Abandoned port restart code - the dial code to send to the PBX to recover a channel that a third party application was utilizing when the application ended unexpectedly and left the channel abandoned.

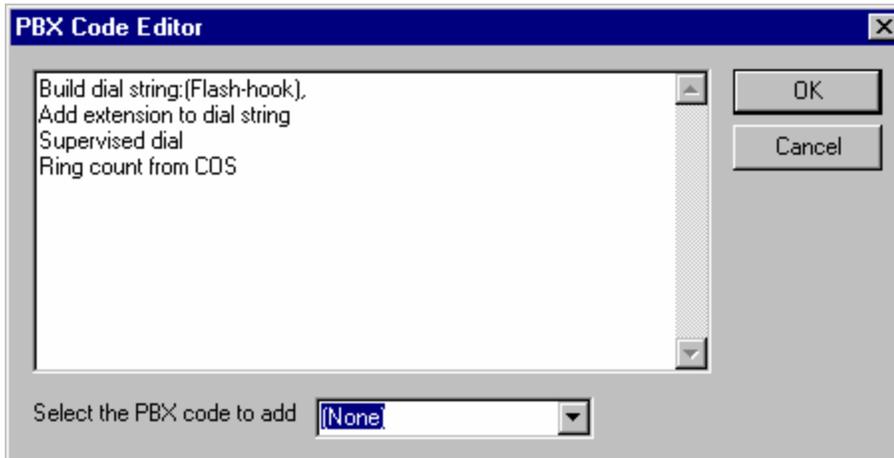
Declare port code - When an application is attempting to gain access to a trunk, the dial code to utilize to determine that there is not an inbound caller on the same line at the same time. Typically the application looks for dial tone for a required amount of time.

Reverse declare port code - The dial code that takes a port from a declared state back to a "normal on-hook" state. This code is utilized when the process requesting the channel for outbound/declared access determines that it does not need or cannot process the current outbound request.

PBX Integrations Menu - Code Editor

PBX Code Editor dialog

Use this dialog to build dial string sequences to be used in the PBX template. The drop down selection list of functions eliminates the need to decipher or look up codes. Just click on the selections, and the functions are displayed in the view window. The actual code strings are automatically built for you “behind the scenes.”



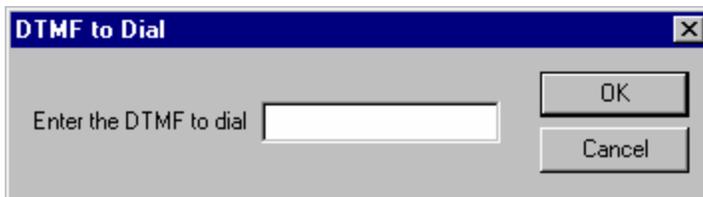
Select the PBX code to add - Click on the down arrow to pull down the selection list of available dial string functions. Use the up and down arrows to scroll through the list. Click on one of the items in the list to add it to the display window above.

Click on **OK** when all needed functions have been added to the list.

Note: If you choose the function “Build dial string,” the DTMF to Dial dialog displays.

DTMF to Dial dialog

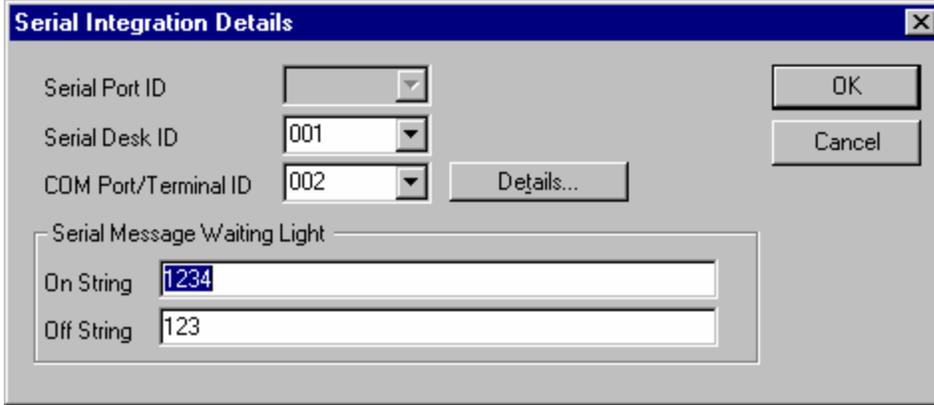
Use this dialog to enter the DTMFs to dial when using the “Build dial string” function from the PBX Code Editor.



PBX Integrations Menu - General Tab – Serial Integration

Serial Integration Details dialog

Use this dialog to review the codes if SMDI was chosen for the Serial Integration field on the PBX – General tab.



The dialog box titled "Serial Integration Details" contains the following fields and controls:

- Serial Port ID: A dropdown menu.
- Serial Desk ID: A dropdown menu with the value "001".
- COM Port/Terminal ID: A dropdown menu with the value "002".
- Details...: A button to open a sub-dialog.
- OK: A button to confirm the settings.
- Cancel: A button to cancel the dialog.
- Serial Message Waiting Light: A section containing two text input fields:
 - On String: A text input field containing "1234".
 - Off String: A text input field containing "123".

Review, modify or enter the codes as needed.

To view specifics for the COM Port/Terminal ID, click on the **Details** button to access the COM Port Properties dialog.

Serial Port ID - must be created after the port is created. The Desk ID and Port ID are defined by Bellcore Document TR-NWT-000283, Issue 2, May 1991, Section 3.1.1, Paragraphs 1 and 2.

Serial Message Waiting Light

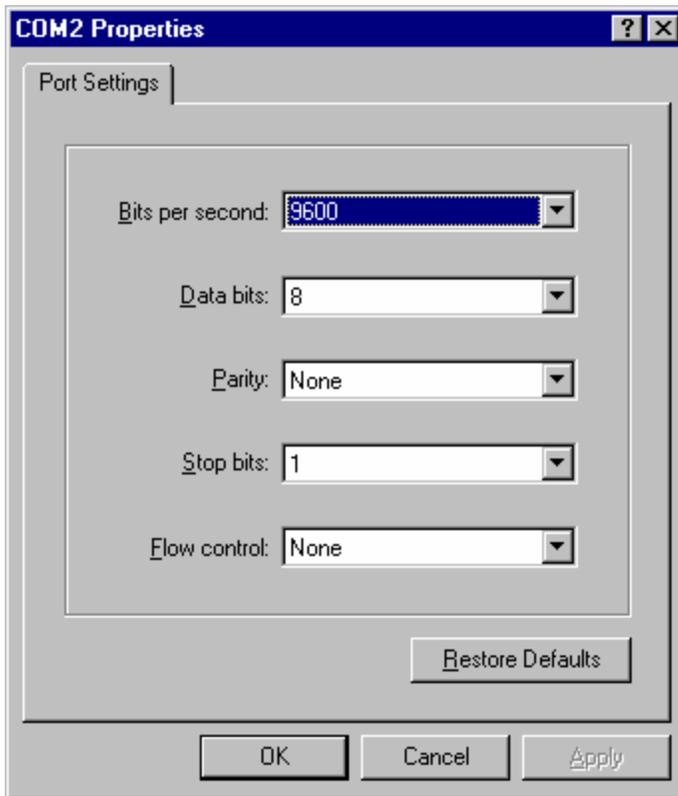
On String – a special call for appending a number to the code required to turn a message waiting light ON.

Off String – a special call for appending a number to the code required to turn a message waiting light OFF.

PBX Integrations Menu - General Tab – Serial Integration

COM Properties - Port Settings tab

Use this dialog to review the codes for the COM Port Settings for the Serial Integration.



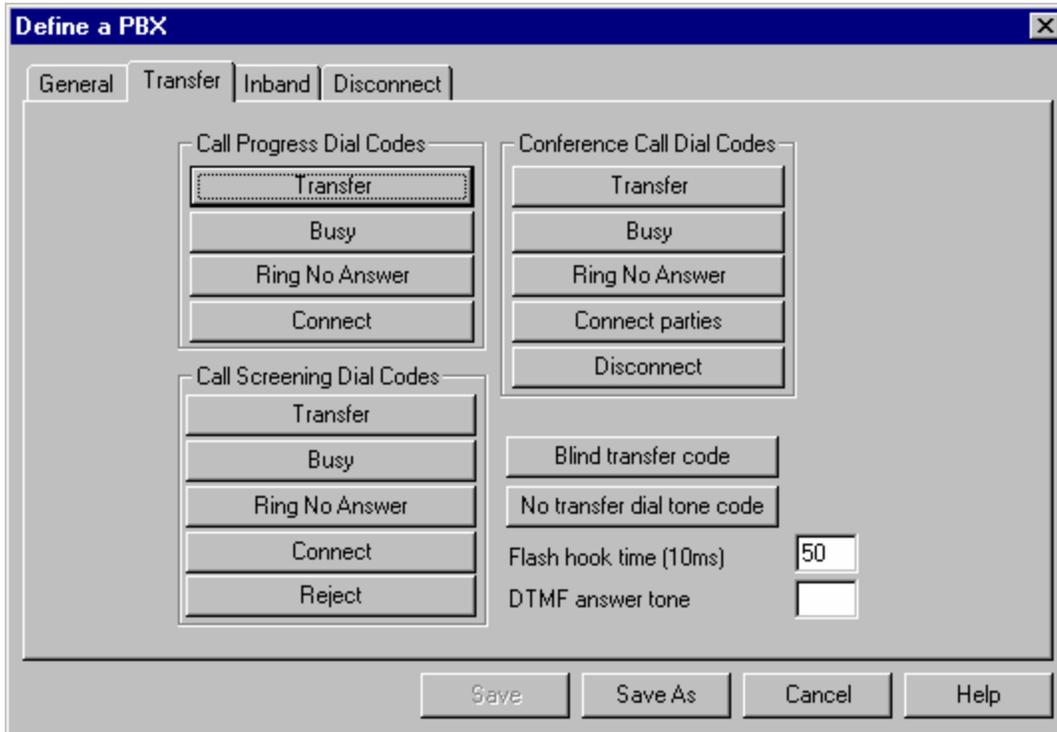
Review and select new settings from the pulldown lists, if needed. Click on **OK** when finished.

To revert to default settings, click on the **Restore Defaults** button.

PBX Integrations Menu – Transfer Tab

PBX dialog - Transfer tab

Use this dialog to review the call progress and screening, conference call and other related codes that are used by your PBX switch, against your PBX manufacturer's current revision documentation, and make modifications or create a new template.



The image shows a software dialog box titled "Define a PBX" with a close button (X) in the top right corner. The dialog has four tabs: "General", "Transfer", "Inband", and "Disconnect". The "Transfer" tab is currently selected. The dialog is divided into several sections:

- Call Progress Dial Codes:** A list of buttons for "Transfer", "Busy", "Ring No Answer", and "Connect".
- Call Screening Dial Codes:** A list of buttons for "Transfer", "Busy", "Ring No Answer", "Connect", and "Reject".
- Conference Call Dial Codes:** A list of buttons for "Transfer", "Busy", "Ring No Answer", "Connect parties", and "Disconnect".
- Blind transfer code:** A button.
- No transfer dial tone code:** A button.
- Flash hook time (10ms):** A text input field containing the value "50".
- DTMF answer tone:** An empty text input field.

At the bottom of the dialog, there are four buttons: "Save", "Save As", "Cancel", and "Help".

Except where otherwise noted below, click on each field to access the PBX Code Editor dialog. From the Code Editor, existing codes will have their defined functions shown in the main display area. To change or add codes, pull down the selection list of available functions. Just click on the selections, and the functions are displayed in the view window. The actual code strings are automatically built for you "behind the scenes."

If you used the Open Existing Integration option, you may selectively modify the codes in the fields as needed to match your current PBX revision, then click on the **Save** button. (Or use **Save As** if you want to keep the original template for reference.)

If you used the New Integration option because your PBX is not in the list of switches supported by DV2000, you may set up the appropriate codes here as documented in your system's manual, then click on the **Save As** button to assign a filename.



PBX Integrations Menu – Transfer Tab

Explanation of Fields:

Call Progress Dial Codes:

Transfer - The dial code to send to the PBX to place a caller on hold and then dial the requested extension.

Busy - The dial code to send to the PBX to retrieve a caller from holding when the dialed extension is busy.

Ring No Answer - The dial code to send to the PBX to retrieve a caller from holding when the dialed extension returns a Ring No Answer.

Connect - The dial code to send to the PBX to connect the holding party and the dialed extension together.

Call Screening Dial Codes:

Transfer - The dial code to send to the PBX to start a call screening type transfer.

Busy - The dial code to send to the PBX to retrieve a caller from holding during a call screening transfer, when the extension being dialed returns a busy.

Ring No Answer - The dial code to send to the PBX to retrieve a caller from holding during a call screening transfer when the dialed extension returns a Ring No Answer.

Connect - The dial code to send to the PBX to connect the holding party and the dialed extension together.

Reject - The dial code to send to the PBX when the recipient of the transfer decides not to accept the call.

Conference Call Dial Codes:

Transfer - The dial code to send to the PBX to start a conference party type transfer sequence. Typically used to connect a voice and fax port together when receiving an incoming fax message.

Busy - The dial code to send to the PBX to retrieve a caller from holding when the extension being dialed returns a busy.

Ring No Answer - The dial code to send to the PBX to retrieve a caller from holding when the dialed extension returns a Ring No Answer.

Connect parties - The dial code to send to the PBX to connect the holding parties and the dialed extension together.

Disconnect - The dial code to send to the PBX to remove a party from a conference type connection.

Other:

Blind transfer code - The dial code to send to the PBX to transfer a caller without supervision (i.e. without determining if the extension being called is in a busy, RNA, or do not disturb state).

No transfer dial tone code - The dial code to send to the PBX to retrieve the caller that is holding when a transfer, call screening transfer, or call conference transfer does not receive dial tone in the required amount of time. This may occur if your PBX is under load and has all dial tone generating resources in use.

Flash hook time (10 ms) – enter the flash hook time interval, in increments of 10 milliseconds. For example, an entry of “50” would indicate a 500 millisecond (ms) setting.

DTMF answer tone – enter the DTMF tone that determines that the called extension has picked up.

PBX Integrations Menu – Inband Tab

PBX dialog - Inband tab

Use this dialog to configure the inband signaling that the PBX sends. This step is for phone systems that perform blind transfers and send Called Party ID inband.

Lucent Definity V6.3 (4 Digit) Properties

General | Transfer | **Inband** | Disconnect

Wait for digits time out (10ms)

Number of digits to get

Edit busy code	<input type="text"/>
Edit RNA code	#02#ssss#rrrr#
Edit always forward code	<input type="text"/>
Edit immediate record code	<input type="text"/>
Edit subscriber login code	#00#eeee#

Save Save As Cancel Help

Wait for digits time out (10ms) - the length of time to wait for DTMFs, in increments of 10 milliseconds. This time value is calculated for you automatically after entering all the inband DTMF codes

Number of digits to get - the maximum number of digits to accept from input. This number is calculated for you automatically after entering all the inband DTMF codes.

For each field, click on the down arrow at the right of the field to see the selection list. Or, click on the Edit button to the left of the field to access the Edit Inband Signaling Code dialog to add or delete codes.

For a list of DV2000's inband signaling codes, see the section below.

Edit busy code - enter the codes documented by the switch manufacturer, followed by "b" for DV2000's inband signaling digits.

Edit RNA code - enter the codes documented by the switch manufacturer, followed by "r" for DV2000's inband signaling digits.

Edit always-forward code - enter the codes documented by the switch manufacturer, followed by "e" for DV2000's inband signaling digits.

Edit immediate record code - enter the codes documented by the switch manufacturer, followed by "i" for DV2000's inband signaling digits.

Edit subscriber login code - enter the codes documented by the switch manufacturer, followed by "s" for DV2000's inband signaling digits.



PBX Integrations Menu– Inband Tab

Inband Signaling Codes:

For inband signaling fields on this tab, the following are the Inband DTMF mask codes supported by DV2000:

- s** The mailbox/extension number that was calling the extension that returned a Ring-No-Answer, Busy or Always Forwarded.
- i** The mailbox/extension number that just requested an immediate record session.
- r** The mailbox/extension number that just returned a Ring-No-Answer.
- e** The mailbox/extension number that just requested a subscriber login.
- x or ?** Wild card "ignore these characters."
- y** The mailbox/extension number that just returned Always Forwarded (do not disturb).
- b** The mailbox/extension number that just returned a Busy.

Example:

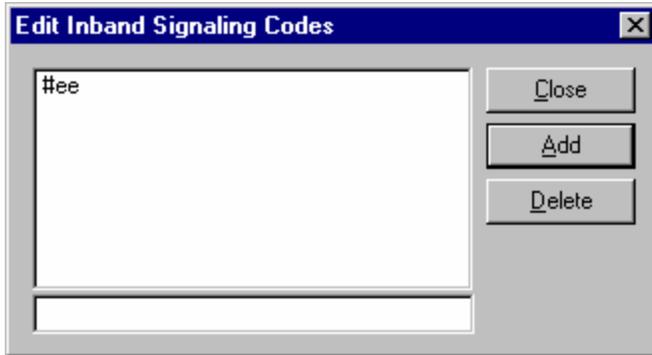
An entry of **x#03#rrr#sss#** could create an actual inband DTMF of **7#03#100#200#**, as follows:

1. **IGNORE** first character (**x**)
2. The PBX code (**#03#**)
3. The mailbox number to send a **RING-NO-ANSWER** event to when there is a match on this string, in this example, mailbox 100 (**rrr#**)
4. The mailbox number that was **CALLING** this extension (internal call), in this example, mailbox 200 (**sss#**)

PBX Integrations Menu– Inband Tab

Edit Inband Signaling Codes dialog

Use this dialog to modify the inband signaling codes that the PBX sends.



The inband editor can be used for codes for busy, ring-no-answer, always forward, immediate record and subscriber login.

To add a code, enter it in the bottom field, then press the **Add** button. The code will appear in the list in the upper display screen.

To remove a code, click on it to highlight it in the upper display screen, then press the **Delete** button.

Inband Signaling Codes:

For inband signaling fields on this tab, the following are the Inband DTMF mask codes supported by DV2000:

- s** The mailbox/extension number that was calling the extension that returned a Ring-No-Answer, Busy or Always Forwarded.
- i** The mailbox/extension number that just requested an immediate record session.
- r** The mailbox/extension number that just returned a Ring-No-Answer.
- e** The mailbox/extension number that just requested a subscriber login.
- x or ?** Wild card "ignore these characters."
- y** The mailbox/extension number that just returned Always Forwarded (do not disturb).
- b** The mailbox/extension number that just returned a Busy.

Example:

An entry of **x#03#rrr#sss#** could create an actual inband DTMF of **7#03#100#200#**, as follows:

5. **IGNORE** first character (**x**)
6. The PBX code (**#03#**)
7. The mailbox number to send a **RING-NO-ANSWER** event to when there is a match on this string, in this example, mailbox 100 (**rrr#**)
8. The mailbox number that was **CALLING** this extension (internal call), in this example, mailbox 200 (**sss#**)

PBX Integrations Menu – Disconnect Tab

PBX dialog - Disconnect tab

Use this dialog to review the disconnect time intervals that are used by your PBX switch, against your PBX manufacturers' current revision documentation, and make modifications or create a new template.

Section	Field	Value
Maximum dial tone detection	While playing (10ms)	400
	While recording (10ms)	400
	While getting DTMF (10ms)	400
Maximum silence detection	While recording (first interval) (10ms)	400
	While recording (second interval) (10ms)	400
	While getting DTMF (first interval) (10ms)	0
	While getting DTMF (second interval) (10ms)	0
LCD / Hang Up Detection	Loop current drop interval (10ms)	35
	DTMF disconnect interval (10ms)	0
	DTMF disconnect tone(s)	

Standardized Time Intervals:

For each of the fields defined below, enter the time interval in increments of 10 milliseconds. For example, an entry of "5" would indicate a 50 millisecond (ms) setting.

Maximum dial tone detection:

While playing (10ms) - the maximum time to allow for dial tone detection while playing voice prompts or messages.

While recording (10ms) - the maximum time to allow for dial tone detection while recording.

While getting DTMF (10ms) - the maximum time to allow for dial tone detection while retrieving DTMFs.

Maximum silence detection:

While recording (first interval) (10ms) - the maximum time to allow for the first interval of silence detection while recording.

While recording (second interval) (10ms) - the maximum time to allow for the second interval of silence detection while recording.

While getting DTMF (first interval) (10ms) - the maximum time to allow for the first interval of silence detection while retrieving DTMFs.

While getting DTMF (second interval) (10ms) - the maximum time to allow for the second interval of silence detection while retrieving DTMFs.

LCD / Hang Up Detection:

Loop current drop interval (10ms) - The amount of time required to detect a drop in loop current.

DTMF disconnect interval (10ms) - The maximum time to hold the DTMFs in the disconnect tone DTMF buffer. This buffer is checked to see if the DTMF disconnect tone(s) have been received. It is flushed after the disconnect interval has expired.

DTMF disconnect tone(s) - The DTMF(s) that the PBX will send when a caller has disconnected.

Location Settings

Location Settings

SUMMARY

“Locations” refer to multiple voice mail applications, i.e., businesses that can be configured on your DV2000. These are not separate physical locations, but rather divisions in voice mail setup. While most users will need only a single location, the multiple location functionality facilitates any situation in which there are two or more “businesses” sharing a PBX.

The first, or Default, location was set up during installation. The Default location is automatically assigned default system mailboxes, Mailbox 990 for Greetings, 991 for the Attendant and 0 for the Operator. These can be changed, using the Open Existing Location option. Either the default location or an alternative location is assigned to ports using options from the Port menu.

Setting up a separate location using the Location Wizard (accessed from the New Location option) allows the second location to have a different and unique greeting, as well as separates its access to directory information for subscribers, for call transfers within the automated attendant, trunk access, outdial translation restrictions and translations. To review the setup of an existing location, or to change the properties for an existing location, use the Open Existing Location option.

Menu Options

New Location option

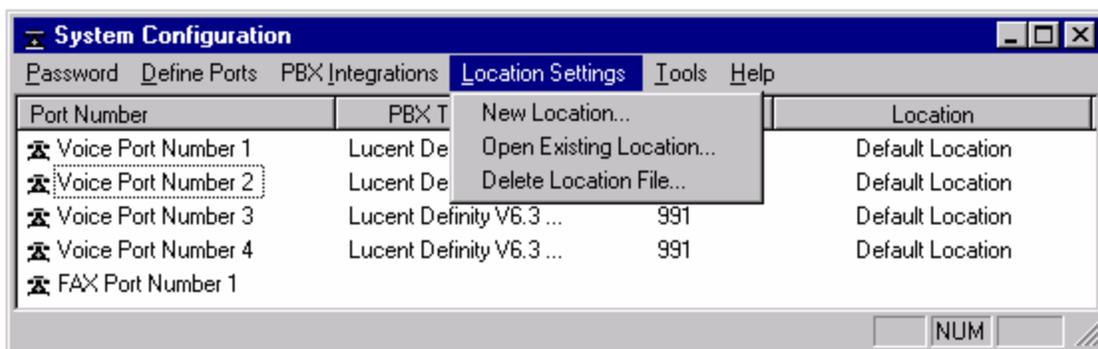
Use this option to invoke the Location Wizard to set up additional locations. The first (Default) location was set up during installation. This option lets you enter General Information for this location, as well as specify Outdial Restrictions, Outdial Translations, Outbound Port Access and Shared Locations.

Open Existing Location option

Use this option to open a previously set up location (including the Default location) for review, or to change or add information or properties.

Delete Location File option

Use this option to completely delete a previously set up location.



Location Settings - New Locations Wizard

Location Wizard



Location Wizard - Define

Enter a name to identify the location and enter the location's mailbox choices.

Define New Location



Your alternate location must have a name. Enter the name of your alternate location.

Also, you must designate system mailboxes for the alternate location auto attendant.

This location's greetings mailbox	<input type="text" value="800"/>
This location's attendant mailbox	<input type="text" value="801"/>
This location's operator mailbox	<input type="text" value="802"/>

You can edit or change any of these properties later via the **Open Location** menu option from the main menu.

Location Name - For example, the name of the second business.

Greetings mailbox – the mailbox used for the new location's separate voice mail system greeting (e.g., "Hello, thank you for calling the ABC Company.").

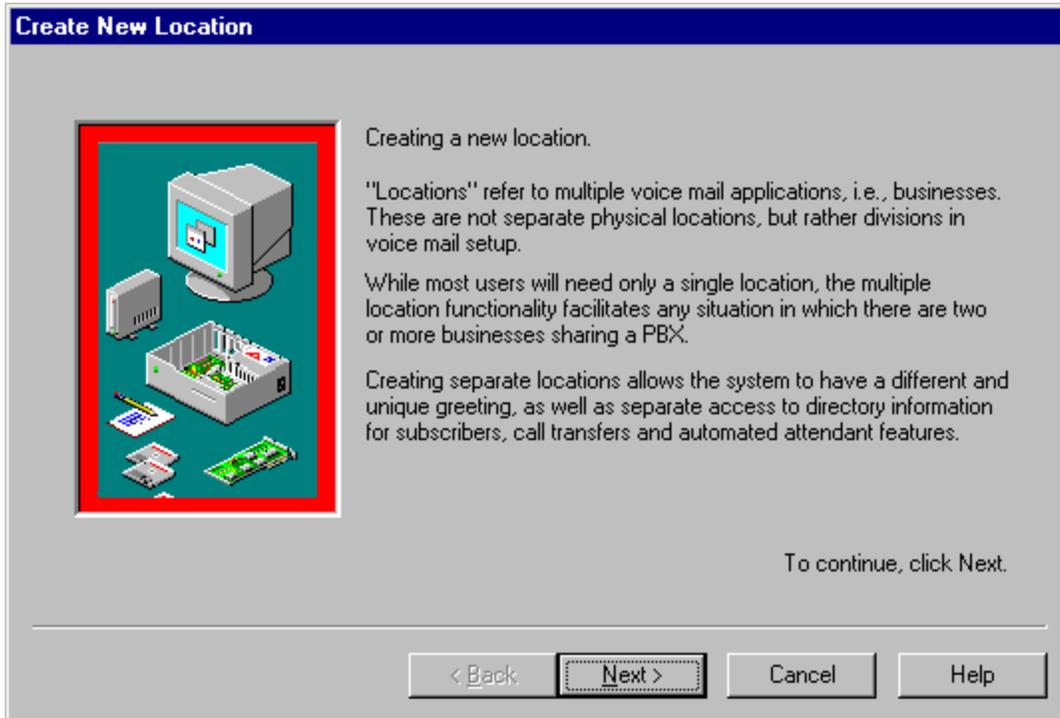
Attendant mailbox - the mailbox used for the new location's separate automated attendant prompts (e.g., "Press 1 for sales.").

Operator mailbox - the mailbox to use for the new location's operator, i.e., the extension a caller is transferred to when requesting the operator.

Location Settings - New Locations Wizard

Location Wizard - Create

The Location Wizard is a set of three screens that walk you through the steps needed to create an additional location.



Buttons -

From all Wizard screens except the first one, if you want to return to the previous screen, click on the **Back** button.

From any Wizard screen except the last one, click on the **Next** button to continue with the process.

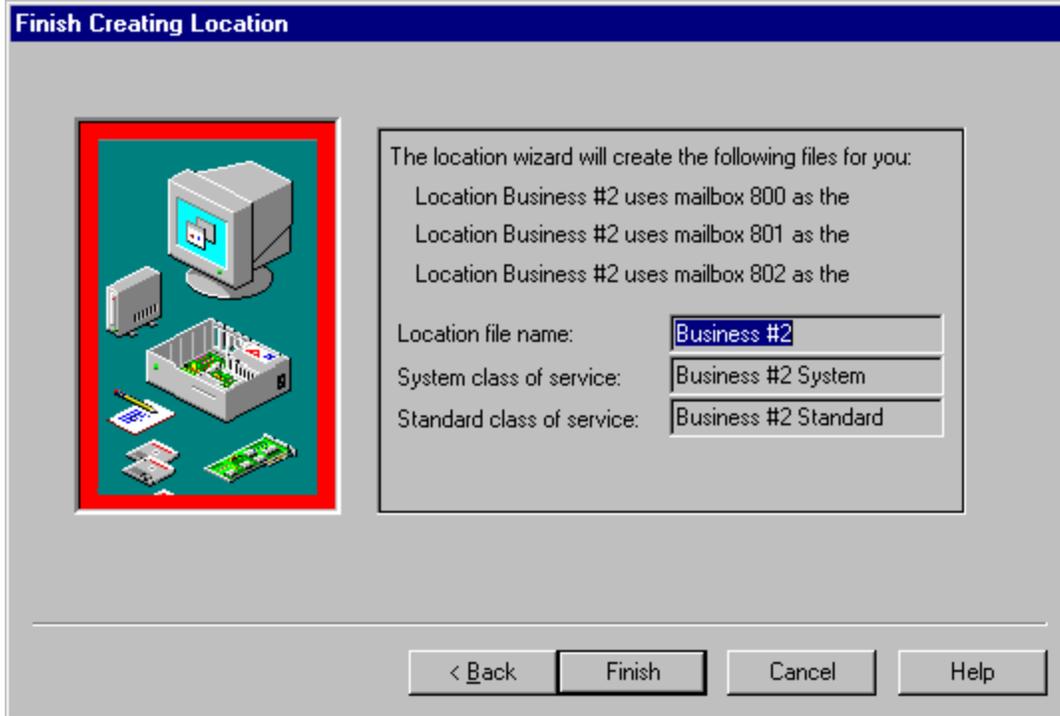
Or, to exit without creating a new location, click on the **Cancel** button from any Wizard screen.

From all Wizard screens, you can click on the **Help** button or press F1 to access help information specific to that screen.

Location Settings - New Locations Wizard

Location Wizard - Finish

Click on the **Finish** button to complete the process and create the new location.



Finish Creating Location

The location wizard will create the following files for you:

- Location Business #2 uses mailbox 800 as the
- Location Business #2 uses mailbox 801 as the
- Location Business #2 uses mailbox 802 as the

Location file name:

System class of service:

Standard class of service:

< Back Finish Cancel Help

The final Location Wizard screen reports the mailbox choices and location name you have entered on the previous screens, as well as the default Class of Service templates for this location.

To change the mailbox or location name selections, click on the **Back** button to return to the previous screen.

To change the Class of Service templates, click on the **Finish** button, then select the Open Existing option from the Location Settings menu.

Location Settings – General Info Tab

Locations dialogs

Location - General Info tab

The fields on this tab define this business location. These properties, along with other settings, will control the operation of the ports to which this location is assigned.

Remote office

General Info | Outdial Restrictions | Outdial Translations | Outbound Port Access | Sharing Locations

Location Name: Remote office

Address: _____ City: _____

State or Province: _____ Zip or Postal Code: _____

Location Office Number: () - _____

Location Fax Number: () - _____

Fax cover sheet file name: _____

Long distance access code: Location country code:

International access code:

Save Save As Cancel Help

Location name - the name of this voice mail location (i.e., the business name).

Address, City, State or Province, Zip or Postal Code - the mailing address of this location.

Location Office Number - the area code and main phone number for this location.

Location Fax Number - the area code and main phone number for facsimiles for this location.

Fax cover sheet file name - the name of a file, which should always be used as a cover sheet for an outgoing fax.

Long distance access code - the prefix number for long distance dialing (e.g., 1); defaults to the code for North America.

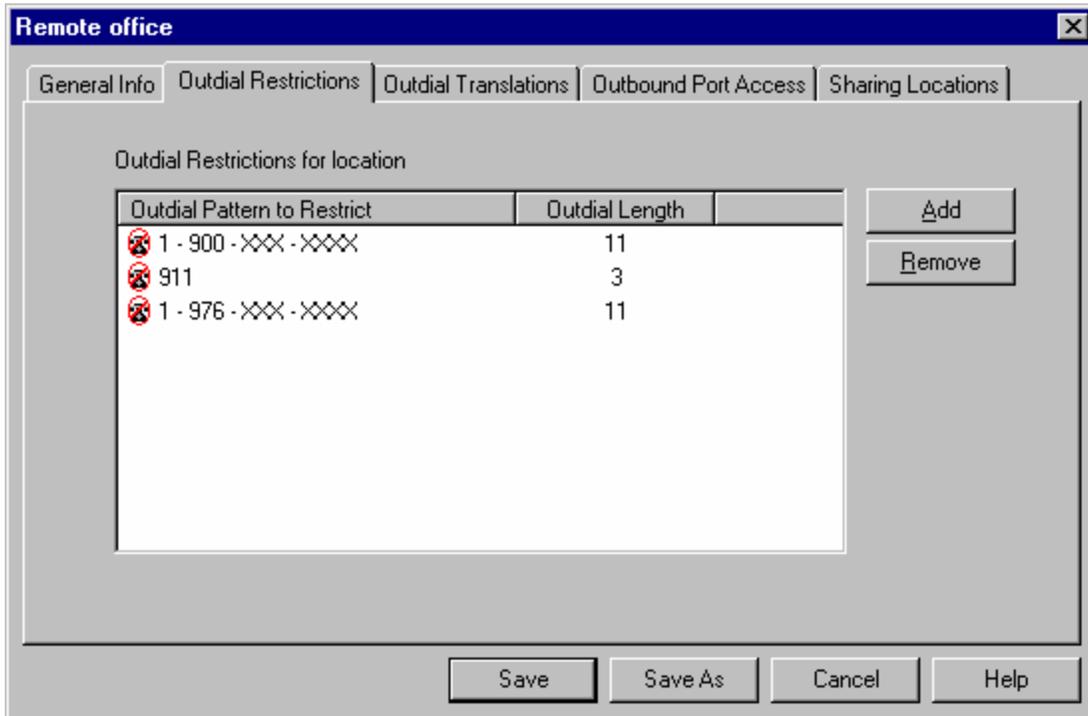
Location country code - the code for the country in which this location resides (used for automated messaging protocols) (e.g., 01); defaults to the code for North America.

International access code - the international access code for the country in which this location resides (e.g., 011); defaults to the code for North America.

Location Settings – Outdial Restrictions

Location - Outdial Restrictions tab

Use this dialog to review, enter or delete outbound dialing patterns blocked for this location. A phone number that fits a restricted, or blocked, outbound dialing pattern would be unavailable for a subscriber when adding/modifying a number to be used for message notification; for example, a home phone number, pager number, cellular phone number or hotel phone number.



Outdial Pattern to Restrict - displays the list of current dialing patterns which are restricted for this location.

Outdial Length - displays the number of digits in each restricted outdial pattern.

Click the **Add** button to enter a new outdial pattern to restrict. The Add Restriction dialog will be displayed.

Click on a restricted outdial pattern on the selection list to select it, then click on the **Remove** button to delete the restriction for that dialing pattern.

Location Settings – Outdial Restrictions

Add Restriction dialog

Add Restriction

Total length of outdial string pattern: 11

Beginning digits to examine in pattern: 1888

1 - 888 - XXX - XXXX

Outbound dial strings of this type are not permitted.

Access Type

Restrict Access

Exclusive Access

OK

Cancel

Total length of outdial string pattern - the number of digits in the dialing pattern to be restricted (e.g., 1-900-###-#### would have a length of 11). The maximum length is 20.

Beginning digits to examine in pattern - the specific numbers to match to determine whether or not the pattern should be restricted (e.g., 911, 900, 1800, etc.). Enter all numbers without hyphens (dashes), for example, between the long distance access code and area code.

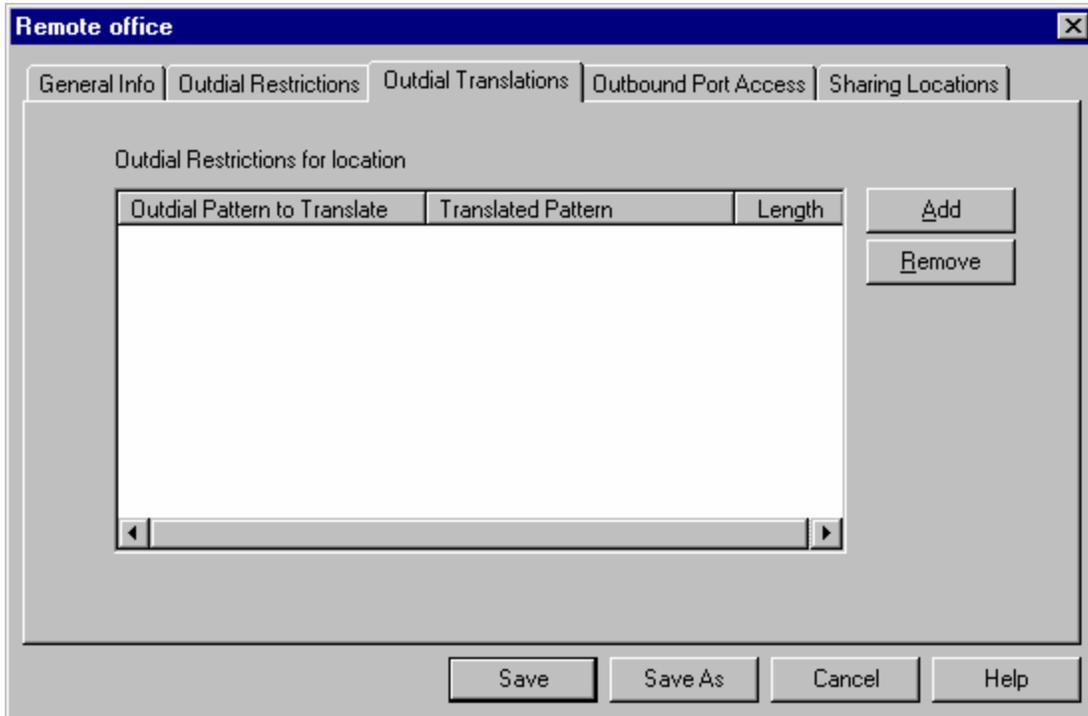
Outbound dial strings of this type are not permitted - displays the pattern created by the current entries in the Total length of outdial string pattern and Beginning digits to examine in pattern fields (e.g., entries of 11 and 1901, respectively, would cause 1-901-XXX-XXXX to display in this field).

Access Type – reserved for future release.

Location Settings – Outdial Translations

Location - Outdial Translations tab

Use this dialog to review, enter or delete outbound dialing patterns translated for this location. Translations include the substitution and omission of area codes and long distance access digits. They are utilized specifically for fax deliveries and AMIS deliveries.



Outdial Pattern to Translate - displays the list of current dialing patterns which are to be translated for this location.

Translated Pattern - displays the list of current dialing patterns after translation for this location.

Length - displays the number of digits in each translation outdial pattern.

Click on the **Add** button to enter a new outdial translation pattern (typically, an area code within your extended calling area). The Add Translations dialog will be displayed.

Click on a translation outdial pattern on the selection list to select it, then click on the **Remove** button to delete the translation for that dialing pattern.

Location Settings – Outdial Translations

Add Outdial Translations dialog

Translations are utilized when calling out within the system's area code. For example, when delivering a facsimile to a local hotel, 1-941-555-1212 would fail, where 1-555-1212 will work.

Outdial Translations

Total length of outdial string pattern: 11

Beginning digits to examine in pattern: 1941

Translate beginning digits to: 1

Outbound dial strings of this type: 1 - 941 - XXX - XXXX

will be translated to this type: 1 - XXX - XXXX

Buttons: OK, Cancel

Total length of outdial string pattern - the number of digits in the dialing pattern to be translated (e.g., 1-941-###-#### would have a length of 11). The maximum length is 20.

Beginning digits to examine in pattern - the specific numbers to match to determine whether or not the pattern should be translated (e.g., 847, 941, 813, etc.). Enter all numbers without hyphens (dashes), as, for example, between the long distance access code and area code.

Translate beginning digits to - the digit or digits with which to replace the beginning digits entered in the previous field.

Outbound dial strings of this type - displays the pattern created by the current entries in the Total length of outdial string pattern and Beginning digits to examine in pattern fields. (e.g., entries of 10 and 901, respectively, would cause 901-XXX-XXXX to display in this field).

will be translated to this type - displays the dialing pattern that will actually be used after translation, based on the current entries in the Total length of outdial string pattern and Beginning digits to examine in pattern fields.

Location Settings – Outdial Port Access

Location - Outbound Port Access tab

This dialog lets you specify the exact port or ports to use for each of these outbound events, for the currently open Location:

- ◆ **Notifications**
 - ◇ pager
 - ◇ verbal message notification
 - ◇ message waiting indicators
- ◆ **Message Delivery**
 - ◇ AMIS
- ◆ **Fax Delivery**

Remote office

General Info | Outdial Restrictions | Outdial Translations | **Outbound Port Access** | Sharing Locations

Outbound port access for location

Notifications				Message Delivery				Fax Delivery			
8	16	24	32	8	16	24	32	8	16	24	32
<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>			
Trunk access number <input type="text"/>				Trunk access number <input type="text"/>				Trunk access number <input type="text"/>			

Save | Save As | Cancel | Help

Under each event type, four tabs separate the first 8 ports, the next 8 ports, and so on up to the maximum of 32. On each tab, click on the box next to each port you want to be used for the corresponding event.

A typical configuration is to utilize the last available ports for notification and message delivery to reduce the incidence of “glare,” i.e. an incoming call colliding with an outbound port going off hook. For example, on a system with four voice ports and two fax ports, you might want to click on Voice Port 4 for Notifications and Message Delivery, and Fax Port 2 for Fax Delivery.

Trunk Access Number (Outbound Permission/Access)

For each of these three items, the number in the field is the trunk access code to be used for the activity.

Notifications - defines a trunk access number to be used for this location to perform notifications of messages via an outside line (e.g., call pager number).

Message delivery - defines a trunk access number to be used for this location to deliver received messages via an outside line.

Fax delivery - defines a trunk access number to be used for this location to send facsimiles via an outside line, such as for fax on demand.

Location Settings – Sharing

Sharing Locations tab

Use this dialog to review the additional locations with which the assigned location can share “visibility,” or in other words, be part of the subscriber list for the purposes of call routing transfers and directory look-ups.

Remote office

General Info | Outdial Restrictions | Outdial Translations | Outbound Port Access | **Sharing Locations**

Default Mailboxes

The system reserved mailbox to be used as the greetings mailbox for this location. 990

The system reserved mailbox to be used as the attendant mailbox for this location. 990

The system reserved mailbox to be used as the operator mailbox for this location. 990

Share Locations

Available Locations:

- Alternate location
- Default Location
- Remote office

Select up to ten additional locations to share visibility for call routing transfers and directory look ups.

Click the box next to the locations to be shared with this location.

Or, Click on the "All Locations" button below to share visibility with all locations on the system.

All Locations

Save | Save As | Cancel | Help

A common example for this would be one phone system shared by two related companies with a location set up for each company. Certain individuals with a need to be part of both locations would have their mailboxes assigned a Class of Service template that was assigned a third location which allowed sharing with the first two locations.

Default Mailboxes – as assigned in the second screen of Location Wizard

Greetings mailbox – the mailbox used for the new location’s separate voice mail system greeting (e.g., “Hello, thank you for calling the ABC Company.”).

Attendant mailbox - the mailbox used for the new location’s separate automated attendant prompts (e.g., “Press 1 for sales.”).

Operator mailbox - the mailbox to use for the new location’s operator, i.e., the extension a caller is transferred to when requesting the operator.

Share Locations - Available Locations - A check mark in the box next to a location name indicates that it has shared visibility with the assigned location.

All Locations button – Checks all Available Location boxes in the list, to share visibility between this location and all other defined locations.

Tools Overview

SUMMARY

Specific tools have been provided to assist you with certain situations that are outside the bounds of normal operation.

Warning: These functions are provided for advanced users only and have the capacity to disrupt your system function if not used properly.

- ◆ The Runtime rights option (Run Time Activation Key) allows you to expand your voice mail system feature set.
- ◆ The Upload Voice Board Parameters option provides a way to “apply” low level voice board parameter changes (made on the Advanced Parameters tab in Port Configuration – Integration details) without having to shut down and restart the voice mail system.
- ◆ The Edit Runtime Package options allow you to edit the applications that make up a package, create a new package and set a given runtime package as the currently active one. Control of individual applications within the runtime package is provided by the Add and Remove functions.
- ◆ The Set Service Startup Mode option provides functions for shutting down and starting up the voice mail system.

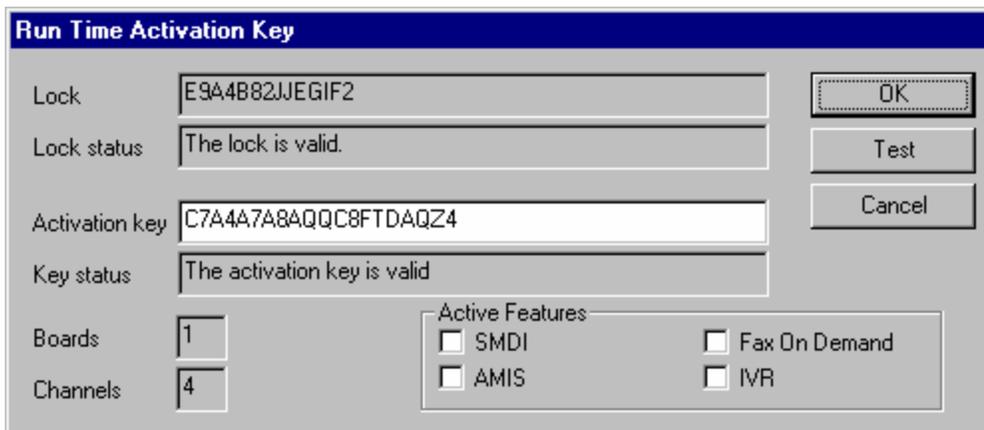
Runtime rights option

Use the Runtime rights option, with the assistance of DV2000 Technical Support staff, to add more ports to your system.

Run Time Activation Key dialog

Use this dialog to activate additional ports for your system.

Note: Use this option only with the assistance of DV2000 Technical Support staff.



The dialog box titled "Run Time Activation Key" contains the following fields and controls:

- Lock:** Text field containing "E9A4B82JEGIF2".
- Lock status:** Text field containing "The lock is valid."
- Activation key:** Text field containing "C7A4A7A8AQQC8FTDAQZ4".
- Key status:** Text field containing "The activation key is valid".
- Boards:** Spin box set to "1".
- Channels:** Spin box set to "4".
- Active Features:** A group box containing four checkboxes:
 - SMDI
 - Fax On Demand
 - AMIS
 - IVR
- Buttons:** "OK", "Test", and "Cancel".

Enter the Activation Key and click on the appropriate Active Feature checkboxes. Click on the **Test** button to run a diagnostic check, then click on **OK**.

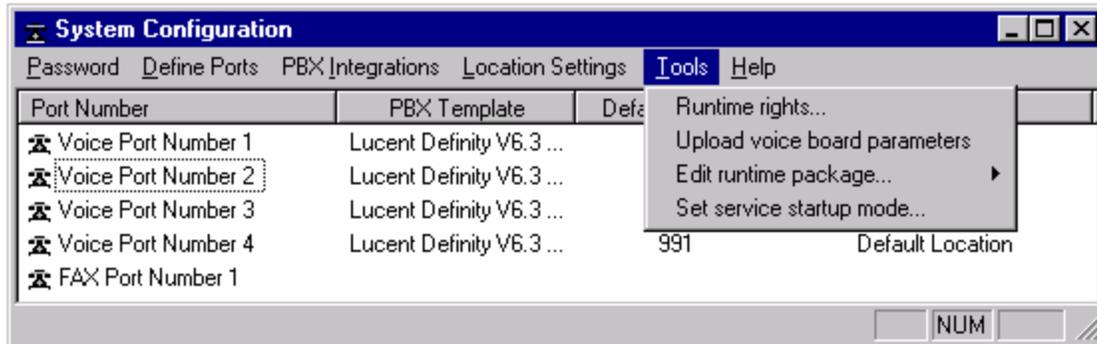
Tools Overview

SUMMARY

Specific tools have been provided to assist you with certain situations that are outside the bounds of normal operation.

Warning: These functions are provided for advanced users only and have the capacity to disrupt your system function if not used properly.

- ◆ The Runtime rights option (Run Time Activation Key) has been superceded by the license key and is no longer used.
- ◆ The Upload Voice Board Parameters option provides a way to “apply” low level voice board parameter changes (made on the Advanced Parameters tab in Port Configuration – Integration details) without having to shut down and restart the voice mail system.
- ◆ The Edit Runtime Package options allow you to edit the applications that make up a package, create a new package and set a given runtime package as the currently active one. Control of individual applications within the runtime package is provided by the Add and Remove functions.
- ◆ The Set Service Startup Mode option provides functions for shutting down and starting up the voice mail system.



Runtime Rights

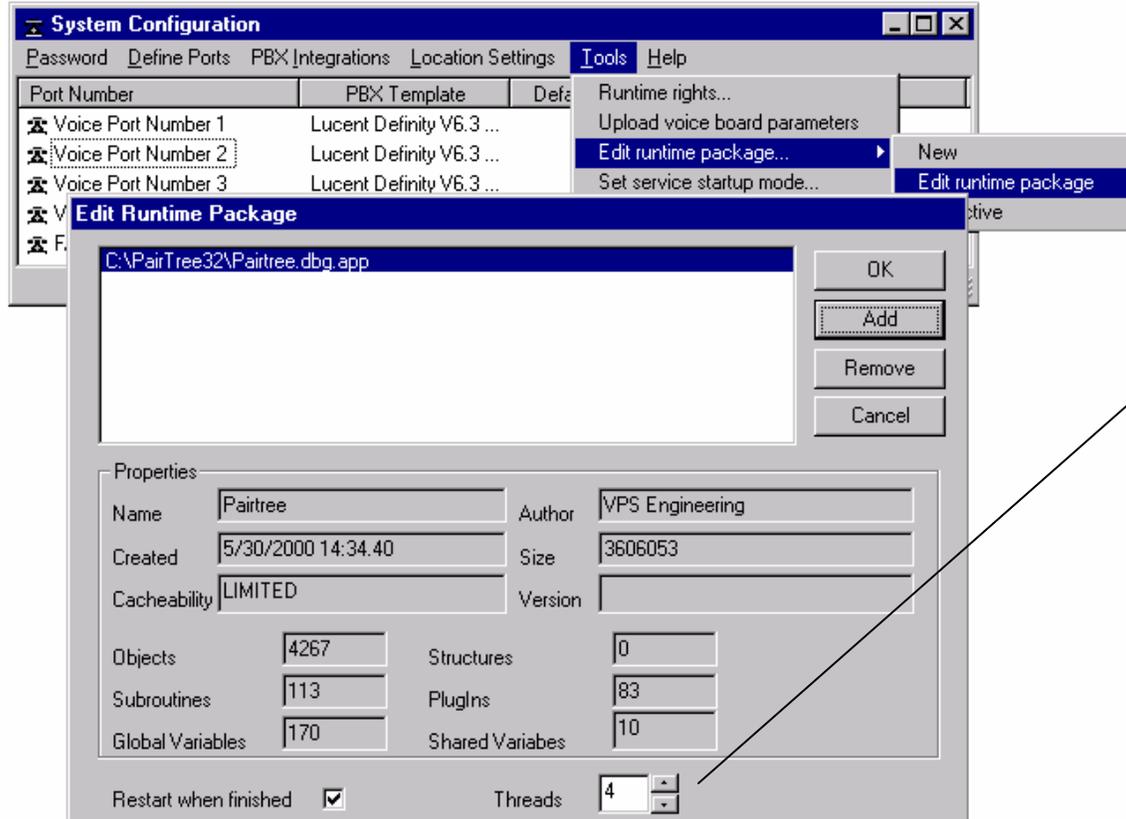
- ◆ The Runtime rights option (Run Time Activation Key) has been superceded by the external software key, and is no longer used.

Edit Runtime Package - Edit option



The only area in this section to edit is the Threads section.

If you **REDUCE** the number of voice ports on the system, the number of threads must be reduced accordingly. (If you increase the number of ports on the system, the number of threads is automatically set.)



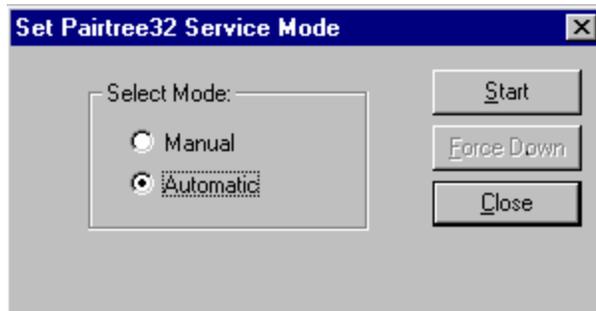
Upload Voice Board Parameters option

Use this option to apply changes made to the low-level voice board parameters without restarting the voice mail system.

Set Service Startup Mode dialog



Use this dialog to shut down and start up the voice mail system and set options for service resumption. **This should only be used for troubleshooting, if DuVoice Corporation technical support needs to manually start or stop the voice mail system.**



Select Mode

- **Automatic** – voice mail system will start automatically when the machine boots up. This is the default setting. For example, in the case of an unplanned shutdown, such as a power outage, the system will automatically restart when power is restored and the computer reboots.
- **Manual** – must access this dialog and click on **Start** button to restart the voice mail system, or, use Windows NT Control Panel – Services to restart.

Start button – (visible when system is not running) initializes and starts the voice mail system.

Stop button – (visible when system is running) terminates the voice mail system when all users are off.

Force Down button – for emergency shutdowns, terminates the voice mail system even if users are active.

Close button – closes this dialog and returns to the menu.

Note: System shut down will take 15-30 seconds or more; when shut down is complete, the “Stop” button will change to “Start.”



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