

# IVP Configuration



## 9.1 System Overview

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### 9.1.1 System Overview

The Plexus Digital Telephone System offers fully integrated Voice Mail and Automated Attendant functionality with the addition of the optional Integrated Voice Processor (IVP) peripheral card. This chapter separates the components and features of the cards into the following sections:

- “The Integrated Voice Processor (IVP) Peripheral Card”
- “The Automated Attendant”
- “The Voice Mailboxes”
- “The System Parameters”
- “The Voice Mail System Manager”
- “Setting up Hold Queue Intercepts”
- “Multi-Language Option”

### 9.1.2 The Integrated Voice Processor (IVP) Peripheral Card

The IVP card is the physical device inserted into the system cabinet to provide the necessary functionality for the voice mail system (e.g., hard drive to store voice messages and prompts). In the case of some models of the Micro system, the Integrated Voice Processor is incorporated on the system motherboard.

The IVP card, like any other peripheral card, can be configured through either the Plexus Administrator Windows application or through a Plexus key telephone with a display panel.

### 9.1.3 The Automated Attendant

The Automated Attendant (a.k.a. auto-attendant) is the system component that routes calls to various Plexus system (e.g., users and user groups) and voice mail (e.g., voice mailboxes) resources. The auto-attendant tree developed by the Voice Mail System Manager determines how the auto-attendant operates. The architecture of the Plexus voice mail system is such that the auto-attendant is extremely flexible in meeting the unique call routing needs at each Plexus installation.

**Note**

The auto-attendant tree may be modified and maintained via the Plexus Administrator Windows application or through any DTMF-capable telephone handset (see "Voice Mail System Manager" - section 9.6).

### 9.1.4 The Voice Mailboxes

Voice mailboxes are the system components that provide storage for voice messages. Voice mailboxes may also perform such advanced functions as notifying pagers and remote telephone numbers when new messages have arrived. Mailboxes are typically created by the Voice Mail System Manager for each user on the system, but they may also be created for user groups, telecommuting employees, overflow, and other specialized applications.

**Note**

The voice mailboxes may be created and maintained via the Plexus Administrator Windows application or through any DTMF-capable telephone handset (see "Voice Mail System Manager" - section 9.6).

### 9.1.5 The System Parameters

System Parameters are IVP settings that affect the system. They include the Voice Mail System Manager passwords, the Silence Detect Threshold among others. These two settings can be set by the VPS Attribute Editor. The others must be modified through the Voice Mail System Manager.

### 9.1.6 The Voice Mail System Manager

The Voice Mail System Manager is the individual or group of individuals trained to administer the voice mail system. Administration functions include the development and maintenance of the auto-attendant tree and the creation and maintenance of voice mailboxes.

### **9.1.7 Setting up Hold Queue Intercepts**

The IVP can be defined as the Intercept Pilot ID for user and user group Hold Queues. The intercept will periodically reassure the user that they are on hold and the call will be answered. The IVP card offers a default system message to be played or a custom message to be created for this Intercept.

### **9.1.8 Multi-Language Option**

The Multi-Language Option allows incoming callers to select a language in which the menu options will be announced. Mailbox owners may select the language in which their mailbox options are read.



## 9.2 The Integrated Voice Processor (IVP) Peripheral Card

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### 9.2.1 Inserting the IVP Peripheral Card

The IVP card is inserted into the system cabinet like any other peripheral card. Refer to chapter 4, "Installation."

### 9.2.2 Adding an IVP Card to an Established Plexus System

When adding an IVP card to an established Plexus system, modifications need to be made to the Plexus configuration file to account for the addition of the new peripheral card.

To modify the existing configuration:

- 1 Launch Plexus Administrator.
- 2 From the **File** menu, select **Open**.
- 3 Select the appropriate configuration file. Plexus configuration files have an extension of **.zdb**.
- 4 Modify the configuration according to the instructions below for creating and configuring Voice IDs.
- 5 After completing the configuration changes, upload the modified configuration file according to the instructions in the **Software Configuration** section of the Plexus Product Manual.

### 9.2.3 Incorporating an IVP Card with the Original Configuration

When incorporating an IVP card at the time of original install and configuration, follow the instructions below in conjunction with the instructions for the other system components and peripheral cards found in chapter 6, "Software Configuration."

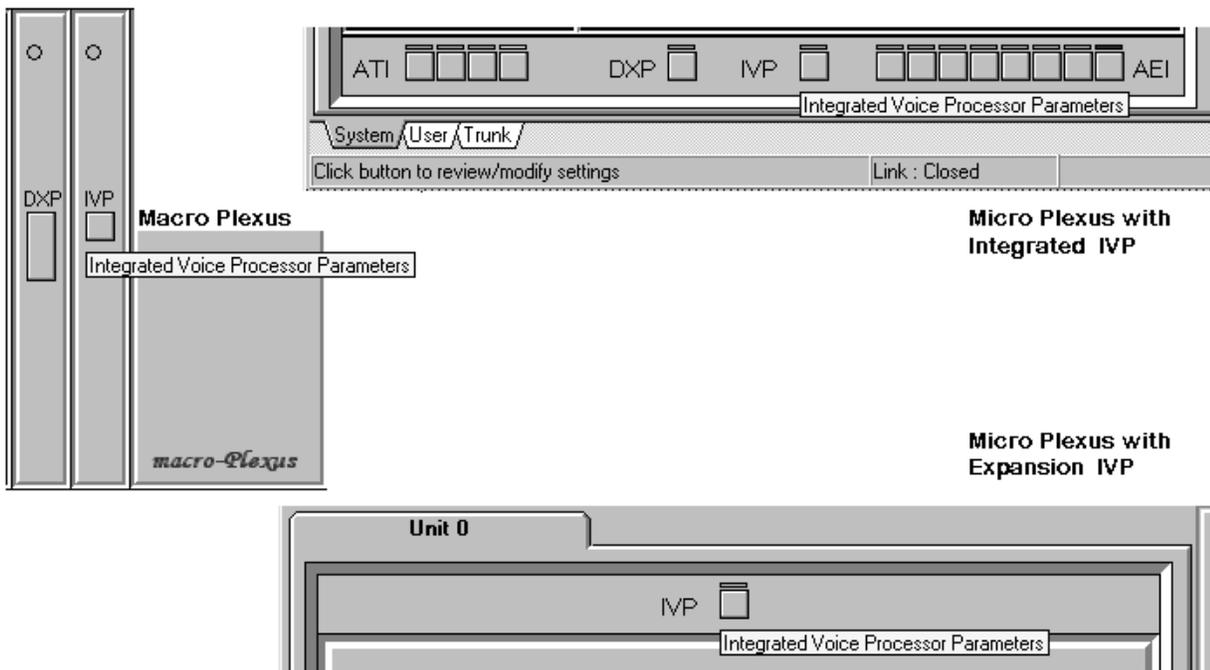


**Note**

Refer to "Inserting Peripheral Cards" - section 4.3 for instructions on card layout. An image of the IVP card must appear in the proper slot before the following configuration instructions can be carried out.

- 1 Click on the **System** tab within Plexus Administrator to display an image of the system cabinet and the available peripheral cards.

- 2 Click on the button on the image of the Integrated Voice Processor (IVP) card to configure the voice processor.

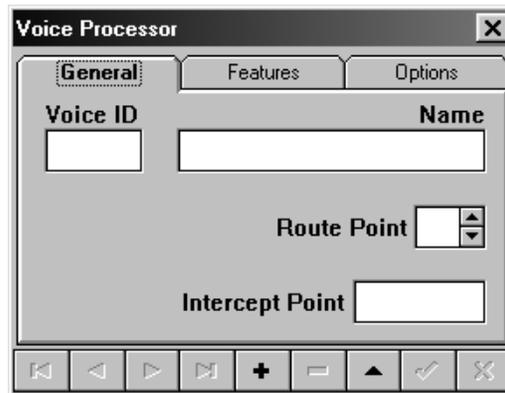


## 9.2.4 Configuring the IVP peripheral card

### 9.2.4.1 Create Voice IDs

- 1 Click on the button on the image of the IVP card, as shown above.

2 The following dialog window will be displayed.



- 3 To create a Voice ID, click on  and enter a Voice ID Sequence. The Voice ID sequence is the start number of the range of logical IDs assigned to voice mail system resources.
- The Voice ID sequence may begin with any number based on the **Dial-Number Range** system parameter. Refer to the **Dial Plan** tab under System Parameters in your Plexus System Manual for more information.
  - Note that the voice mail system, unlike the Plexus system, only supports a **Dial-Number Range** width of 2-4.
  - The default settings call for a range from 1 to 4 with a width of 3. Therefore, the Voice ID sequence may be any number between 100 and 499.
- 4 After entering a Voice ID Sequence, additional voice mail resources (i.e., Voice IDs) may be created by clicking on .
- 5 Existing Auto-Attendant IDs may be edited from this dialog box by selecting the Edit button: .
- 6 After editing an Auto-Attendant ID, the Post Edit button (  ) must be selected to record the changes. See “Navigating in Voice Processor Properties” on page 7 for more information about the Edit and Post Edit buttons.

#### 9.2.4.2 Navigating in Voice Processor Properties

The 9 buttons at the bottom of each Voice Processor tab scroll between existing Voice IDs, create additional Voice IDs according to the established sequence, delete existing Voice IDs, and prevent configuration errors from being posted to the system. The Edit record button must be selected prior to making any changes on a tab.

The buttons and their functions are as follows:

	<b>First Record</b>	Scrolls to the first Voice ID in the sequence.
	<b>Prior record</b>	Scrolls to the prior Voice ID.
	<b>Next record</b>	Scrolls to the next Voice ID.
	<b>Last record</b>	Scrolls to the last Voice ID in the sequence.
	<b>Insert record</b>	Inserts a new Voice ID.
	<b>Delete record</b>	Deletes an existing Voice ID.
	<b>Edit record</b>	Enables the parameters of a Voice ID to be edited.
	<b>Post Edit</b>	Posts changes made to the Voice ID parameters.
	<b>Cancel Edit</b>	Cancels changes made to the Voice ID parameters.

#### 9.2.4.3 Configuring Voice IDs

Scroll to the desired Voice ID and make appropriate entries and selections on each of the tabs presented below.

## General Properties

Table 9 - 1 General

Voice ID	
Logical identifier for the voice mail resource. <b>Note:</b> The ID is automatically assigned based on the Voice ID Sequence entered when the first Voice ID was created.	Numeric 2 to 4 digits, (depending on the dial plan)
Name	
Informal identifier for the voice mail resource. E.g., Day Message	Alphanumeric Up to 20 characters
Route Point	
The Route Point for the auto-attendant tree with which this Voice ID will be associated.	0-9                      0 *
Intercept Point	
The main <b>dial node</b> that the Intercept is off of. For example, an Intercept may be created for a user or user group. See "Setting up Hold Queue Intercepts" - section 9.7.	Numeric

\* = default settings

Features

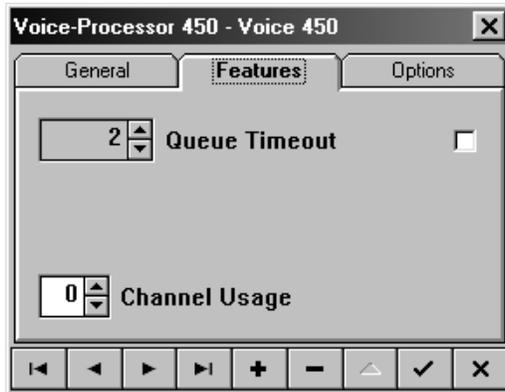
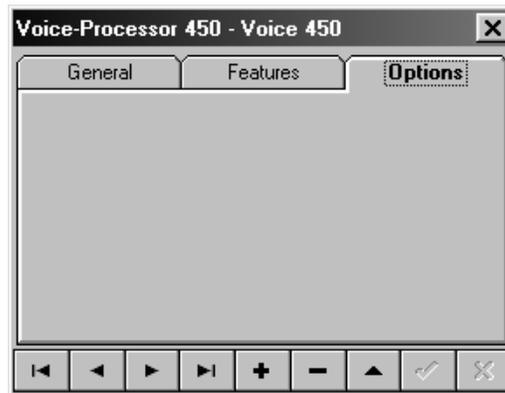


Table 9 - 2 Features

Hold Queue Timeout	
The Hold Queue Timeout refers to the period of time that a call may remain in queue, waiting for an available channel, before going to the Busy Cover-Pilot.	0-255 minutes    2 minutes * Enable/Disable*
<b>Note:</b> The checkbox enables the Hold Queue. If the Hold Queue is not enabled (i.e., checked), calls will go straight to the Busy Cover Pilot in cases where there are no available channels.	
Channel Usage	
To be implemented in a future release.	

\* = default settings

## Options



To be implemented in a future release.

### 9.2.5 Key Telephone Configuration of the IVP

Refer to Chapter 7, "Administration by Keyphone" for instructions on entering programming mode and utilizing the Key Telephone Configuration template.

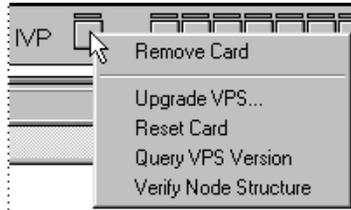
The IVP card must be physically inserted into the system cabinet before key telephone configuration can be carried out.

### 9.2.6 Using the IVP menu choices

There are four menu choices when right-clicking on the IVP card in an open configuration file. To access these menus, proceed as follows:

- 1 Launch Plexus Administrator.
- 2 From the **File** menu, select **Open**.
- 3 Select the appropriate configuration file. Plexus configuration files have an extension of **.zdb**.
- 4 From the **Link** menu, select **Open**.
- 5 The link indicator at the bottom of the screen should indicate **Link: Opened** and the LED image should appear green. (See "Establishing a link" - section 6.27 for more information).

## 6 Right click on the IVP port of the IVP Card.



### Note

The menu choices will not be available without an active link.

## 7 Point to the menu choice desired and left click once.

There are four IVP menu choices available. Each provides a tool for IVP configuration or maintenance.

### 9.2.6.1 Upgrade VPS

Upgrade VPS is used to upgrade Node configurations, Mailbox configurations, IVP operating software, or System parameter changes. Refer to “The Automated Attendant” - section 9.3, “Voice Mailboxes” - section 9.4, “Updating IVP operating software” - section 9.2.7, or “System Parameters” - section 9.5 for more information.

### 9.2.6.2 Reset Card

Reset card is used to reset the IVP card without power cycling or resetting the entire system. An IVP card would have to be reset if the digit width of Voice Mailboxes has been changed or after updating the IVP operating software. Refer to “Voice Mailboxes” - section 9.4 or “Updating IVP operating software” - section 9.2.7 for more information.

### 9.2.6.3 Query VPS Version

Query VPS Version queries the current version of the IVP operating software. This would be done if the system is changing Plexus Administrator software versions or if directed to by BBS Telecom Technical Support.

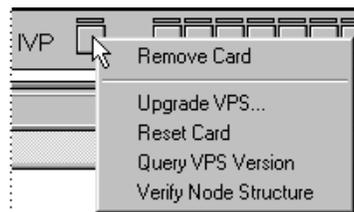
#### 9.2.6.4 Verify Node Structure

Verify Node structure reads the node configuration description from the IVP card. This can be very helpful if the original node configuration has been lost or is not available. Once the Plexus Administrator has read the node configuration, it will save the file as **Vps-node.ndb** in the saved file of the Plexus Administrator folder. You will have to open this node configuration to view it (see “Modifying an existing node structure” - section 9.3.7 for details). The node configuration will only have the node descriptions and properties. **No recordings** will be downloaded from the IVP card, only the node descriptions and properties.

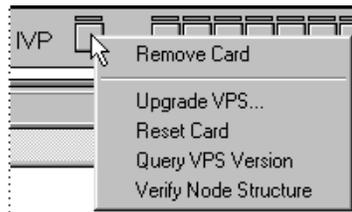
#### 9.2.7 Updating IVP operating software

On occasion, it may be necessary to upgrade the IVP’s operating software. This is usually done when upgrading to newer versions of the Plexus Administrator software or when directed to upgrade by BBS Telecom Technical Support. To upgrade the IVP operating software, proceed as follows:

- 1 Launch the Plexus Administrator Windows application.
- 2 Open the system’s configuration file (.zdb file)
- 3 From the **Link** menu, select **Open**.
- 4 The link indicator at the bottom of the screen should indicate **Link: Opened** and the LED image should appear green. (See “Establishing a link” - section 6.27 for more information).
- 5 Right click on the IVP card.
- 6 From the pop-up menu, select “Upgrade VPS”.



- 7 Locate the updated IVP operating software. You can get this from BBS Telecom Technical Support or from the BBS Telecom web site at [www.bbstelecom.com](http://www.bbstelecom.com). The file will be named something very similar to **orc3xx.vps** with the **xx** being the most recent version (e.g., **orc352.vps**).
- 8 Click on **OK**.
- 9 A status indicator at the bottom of the screen will display the progress of the upload. When completed, a window will popup with **VPS Upgrade Complete**. Click on **OK**.
- 10 Right click on the IVP card.
- 11 From the pop-up menu, select “Reset Card.”



- 12 The card will take between 10-30 seconds to reset. IVP resources will not be available during this time.

**Note**

Upgrading the IVP operating system will not delete or reset existing node configurations or mailbox configurations already stored on the card.



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## 9.3 The Automated Attendant

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### 9.3.1 Description

The Integrated Voice Processor utilizes an Automated Attendant (a.k.a. auto-attendant) to route calls to various system (e.g., users and user groups) and voice mail (e.g., mailboxes) resources. The structure of the auto-attendant, referred to as the auto-attendant tree, is customized to meet the call routing needs at each Plexus installation. An auto-attendant tree is developed by creating and linking nodes. Each node performs a different function (e.g., present a menu of choices, dial an extension, access a voice mailbox, etc.).

### 9.3.2 Node types

#### 9.3.2.1 Menu Node

A Menu Node plays a recorded message for callers and directs calls to subsequent nodes based on the digits (i.e., DTMF tone) entered by the callers. Also see “Menu Node Properties” - section 9.3.15.1.

Menu Nodes allow the digits 0-9 to be entered by the caller. The \* and # keys are also defined within a menu node. By default, entering the \* key followed by a mailbox number logs the caller into a mailbox (e.g., to check messages). By default, entering the # key followed by a mailbox number plays the associated mailbox greeting and allows the caller to leave a message in the mailbox.

The \* and # keys can also be set to restart the auto-attendant or be ignored when pressed as an alternative to the default actions discussed above.

#### 9.3.2.2 Dial Node

A Dial Node instructs the auto-attendant to dial a specific system entity (e.g., a user or user group) and route the call to that entity. Also see “Dial Node Properties” - section 9.3.15.3.



### 9.3.2.3 Get Extension Node

A Get Extension Node records DTMF tones entered by a caller. The tones recorded may then be passed on to a Dial Node to dial a specific system entity (e.g., user or user group). Typically, the main auto-attendant greeting includes the option to dial a party's extension. Also see "Get Extension Node Properties" - section 9.3.15.2

### 9.3.2.4 Mail-Box Access Node

A Mailbox-Access Node directs a call into a mailbox and plays the mailbox greeting. Mailbox-Access Nodes may be configured to allow the caller to leave a message or to simply play the greeting and then exit. Also see "Mailbox-Access Node Properties" - section 9.3.15.5.

### 9.3.2.5 Play Message Node

The Play Message Node is a multi-purpose node. Play Message Nodes are primarily used to play informational messages to callers, but they also may be used for the following functions:

- To record your own message.
- To play the User ID (extension) entered in a previous Get Extension Node or Directory Node.
- To direct a call to a different sub-tree of the auto-attendant.
- To play the name of the incoming caller.
- To play silence for a specified period of time.
- To play Music-On-Hold for a specified period of time.
- To play the name of the owner of the mailbox specified by the caller in a previous Get Extension Node or Directory Node.

Play Message Nodes may be utilized almost anywhere in an auto-attendant tree. They are most useful when a recorded message needs to be played to the caller, but no DTMF digits need to be collected. Also see "Play Message Node Properties" - section 9.3.15.4.

### 9.3.2.6 Directory node

A Directory Node announces the names and mailbox numbers (optional) of each user on the voice mail system. While the voice mail system is playing the users' names, the caller can press the "#" key to make a selection. The voice mail system can then attempt to dial the corresponding user. Also see "Directory Node Properties" - section 9.3.15.7.

### 9.3.2.7 Interrogate node

Interrogate Nodes are used to present a caller with a series of messages (e.g., questions), each requiring a verbal response from the caller. The voice mail system can deposit the series of responses in a mailbox as a single message. The Interrogate Node is useful for asking a caller a series of short questions such as name, address, and phone number. Also see "Interrogate Node Properties" - section 9.3.15.6.

## 9.3.3 Route points

The first (left-most) digit in a node number is the Route Point. The Plexus voice mail system supports up to 10 (i.e., 0-9) Route Points. Each Route Point provides a unique location for a call to enter the voice mail system. The Route Points allow the system to route incoming calls differently based on parameters such as the time of day or the trunk (CO line) on which the call was received.

The use of different Route Points facilitates the following example applications:

- Specify different auto-attendant sequences for day and night operation. Day calls could enter at Route Point 0 while night calls could enter at Route Point 1.
- Specify different auto-attendant sequences to service multiple businesses using the same Plexus system. Incoming calls on one group of trunks (CO lines) would enter at one Route Point corresponding to Company A. Incoming calls on another group of trunks would enter at a different Route Point corresponding to Company B.

### 9.3.4 Route point starting point

The second digit in a node number is the route point starting point. For each route point, there are 10 route point starting points (i.e., 0-9). This allows multiple auto-attendant trees to be defined for each Route Point. Only one route point starting point can be active for each route point at any given time. However, the Voice Mail System Manager can easily change the active route point starting point when logged into System Manager Mailbox #001 (see “Voice Mail System Manager” - section 9.6) or by dialing **F95**, voice ID, and the new route point starting point (e.g., dialing **F95** + 450 + 1 would change the starting point of the route point associated with voice ID 450).

Since there are 10 starting points, it is possible to have up to 10 independent auto-attendant trees defined in memory for each route point and to switch between the trees depending on current needs.

The use of different starting points facilitates the following example applications:

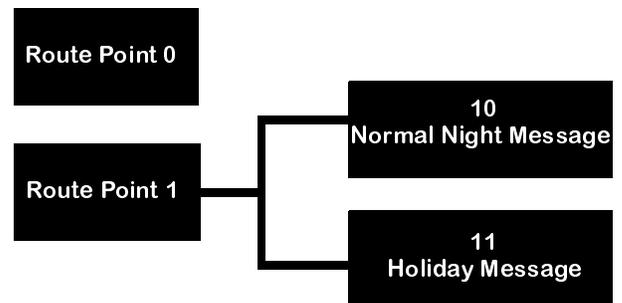
**Example 1:** Specify a different message for holiday weekends or office closings without deleting the normal night message

Route Point 0 is used for calls during business hours.

Route Point 1 is used for after hours call.

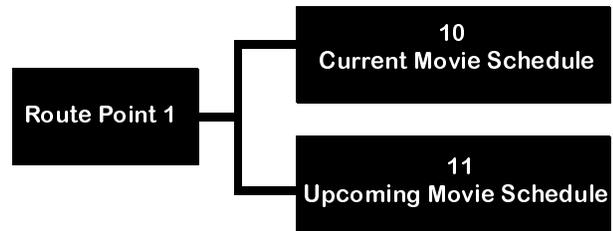
Route Point 1 has two associated Route Point starting points. One is for regular night calls (node 10). One is for holidays (node 11).

Each starting point (node 10 and node 11) can have a different auto-attendant tree. Alternately, they can both link to the same tree, but provide different main greetings.



**Example 2:** Create Route Point Starting Points to describe new products or services. A good example of this application is a movie theater.

- These messages may be recorded in advance of the release or introduction and then activated at a later date.
- Use of multiple starting points allows the movie theater personnel to record the upcoming week's movie schedule into a separate auto-attendant tree and test it completely without affecting the current schedule of movies.
- When the movies change at the end of the week, the alternate Tree is activated with the new schedule already in place.



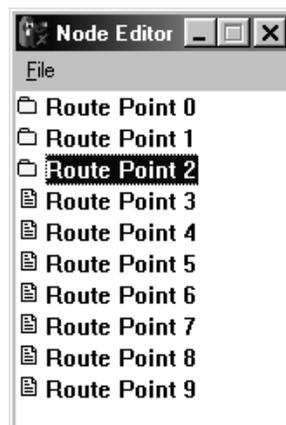
### Route Point Starting Point Summary

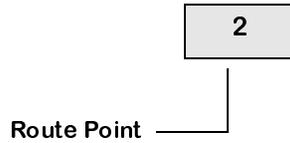
- Only one Route Point Starting Point can be active at any given time. Any calls entering Route Point 1 will route to the active auto-attendant tree.

### 9.3.5 Node numbering and design

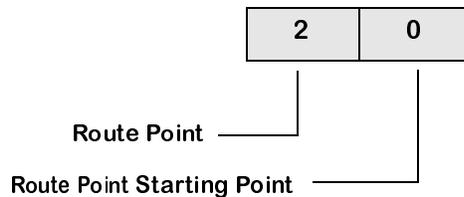
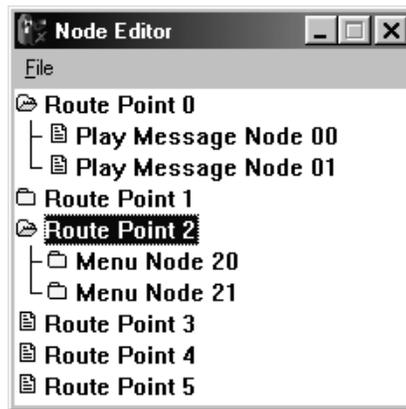
A node number is a place holder the auto attendant structure. Each node has a unique 2 - 8 digit node number, using 0 to 9 with 0 always being accessed before 1, 1 before 2, etc. The node number defines the specific place the node falls in the auto attendant.

The first digit of any node signifies the Route Point that the node falls under. There are 10 available route points, 0 to 9:

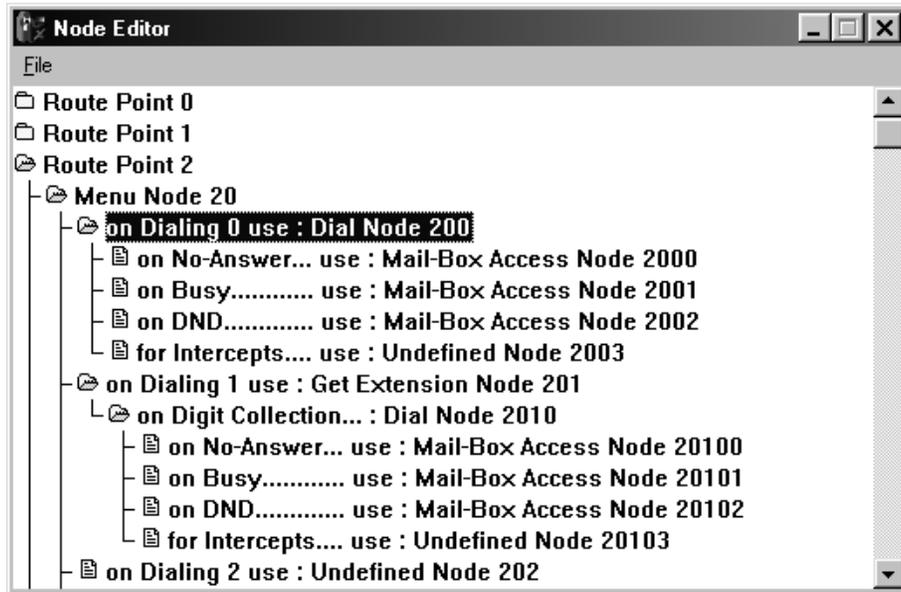




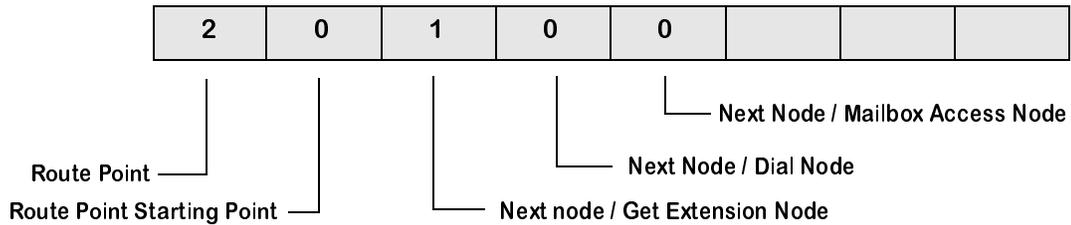
The next digit in the node represents the Route Point Starting Point. By default, the route point starts at 0. This starting point can be changed through the System Manager (see “Set the Node Starting Points (Route Point Starting Point)” - section 9.6.5.6) or by dialing **F95**, voice ID, and the new route point starting point (e.g., dialing **F95** 450 1 would change the starting point of the route point associated with voice ID 450).



The third through seventh digit (all digits except the last) represent the various node sub-trees that the node falls under.



The Nodes described here are for demonstration only.

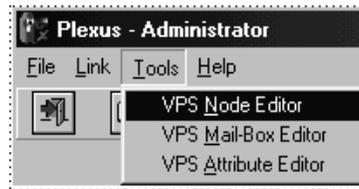


### 9.3.6 Creating a new node structure

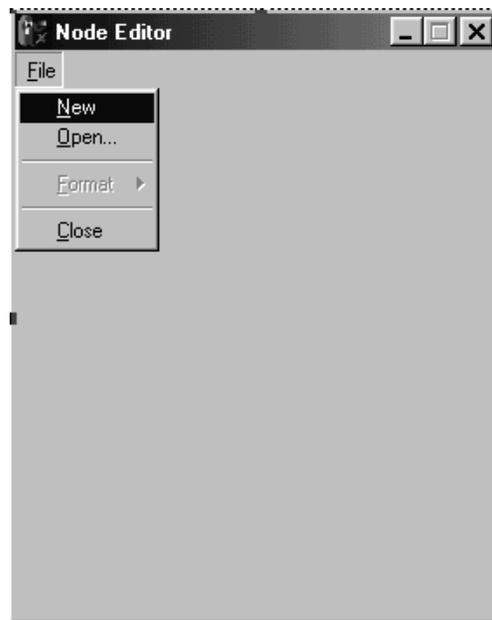
The auto-attendant tree is created using the VPS Node Editor feature of Plexus Administrator software.

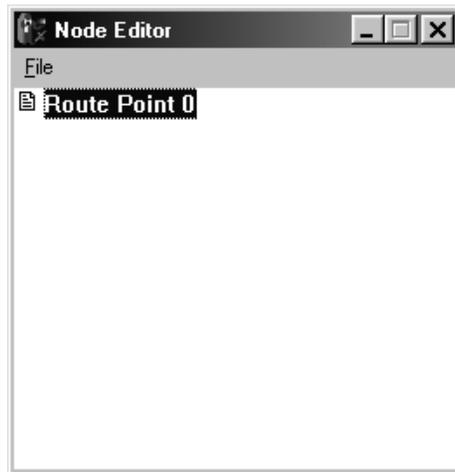
To use the VPS Node Editor:

- 1 Launch Plexus Administrator. Refer to the **Software Configuration** section of the Plexus Product Manual for instructions on launching Plexus Administrator.
- 2 From the **Tools** menu, select **VPS Node Editor**.

**Note**

The **Tools** menu will only be available if there is not a **.zdb** configuration open. If there is a configuration open in the Plexus Administrator window, close the configuration before accessing the **Tools** menu.

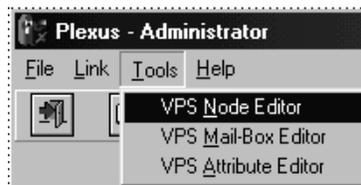
**3** The Node Editor window will be displayed.**4** Select **New** from the **File** Menu.**5** The Node Editor dialog window will then display an initial Route Point, "0."



- 6 Nodes are added to the route point to create the node structure. To continue building the node structure, skip to “Adding a node” - section 9.3.10.

### 9.3.7 Modifying an existing node structure

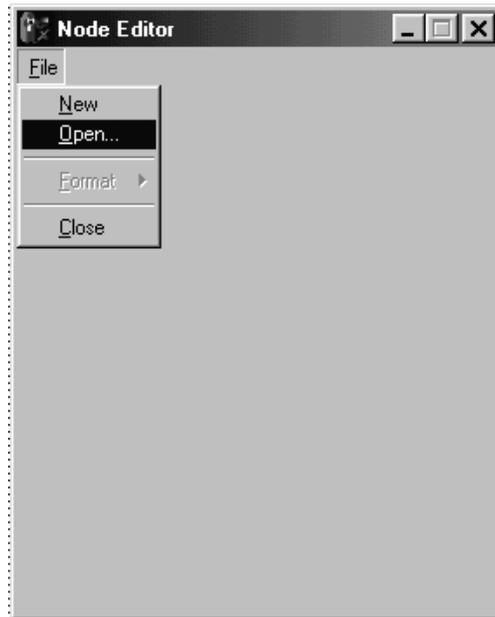
- 1 Launch Plexus Administrator. Refer to the **Software Configuration** section of the Plexus Product Manual for instructions on launching Plexus Administrator.
- 2 From the **Tools** menu, select **VPS Node Editor**.



#### Note

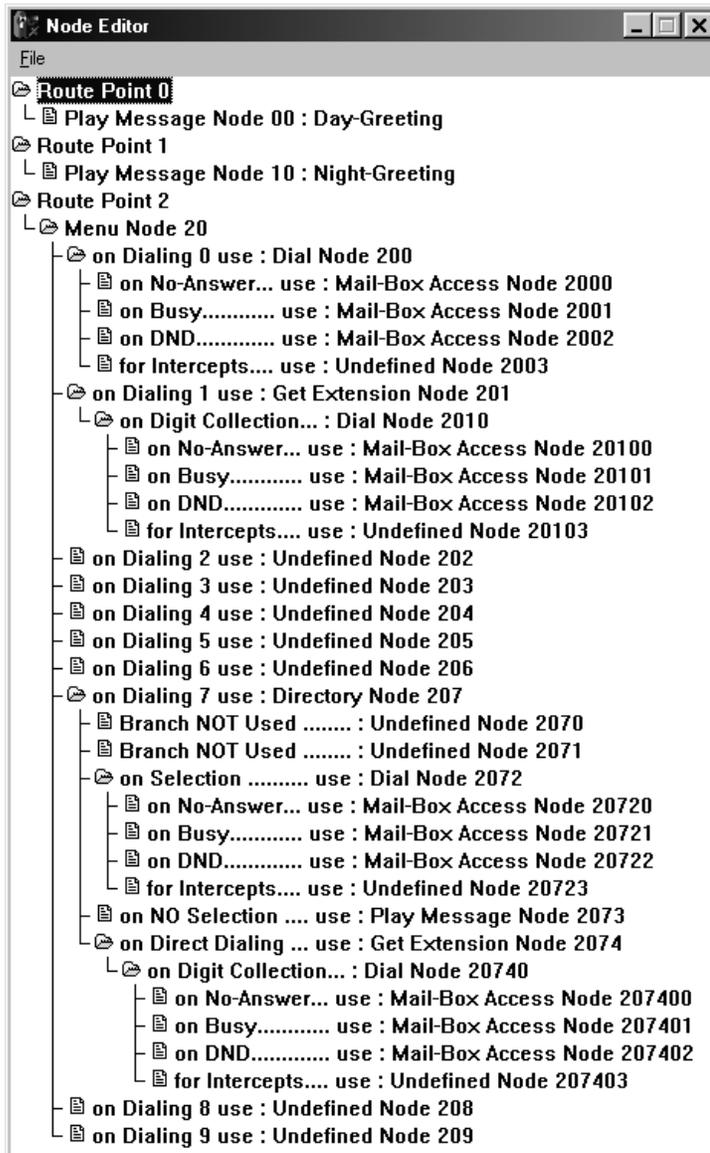
The **Tools** menu will only be available if there is not a **.zdb** configuration open. If there is a configuration open in the Plexus Administrator window, close the configuration before accessing the **Tools** menu.

- 3 The Node Editor window will be displayed.



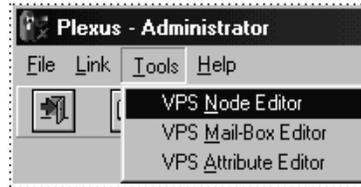
- 4 Select **Open** from the **File** Menu.
- 5 Select the desired auto-attendant configuration file. Plexus Administrator auto-attendant files will have the extension **.ndb** (e.g., **wiz-node.ndb**). Be sure to open the correct file in the correct saved folder.
- 6 To modify the node structure, skip to “Adding a node” - section 9.3.10.

### 9.3.8 Modifying a Wizard created node structure

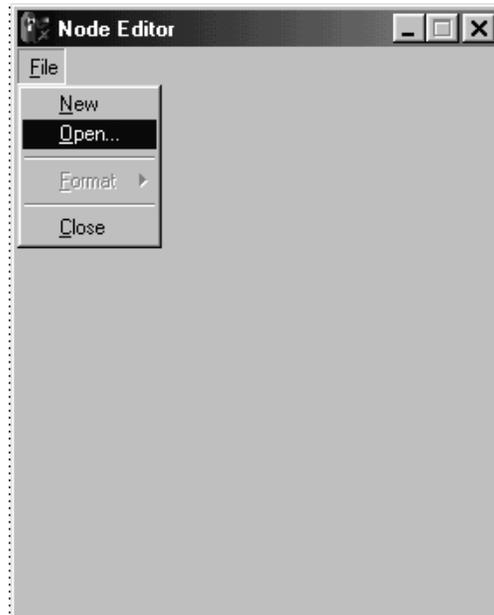


The node structure `wiz-node.ndb` will be created each time the Wizard creates a new configuration for a Plexus system

- 1 Launch Plexus Administrator. Refer to the **Software Configuration** section of the Plexus Product Manual for instructions on launching Plexus Administrator.
- 2 From the **Tools** menu, select **VPS Node Editor**.



- 3 The Node Editor window will be displayed.



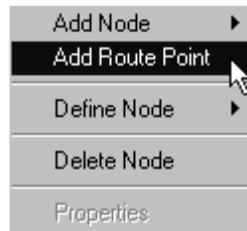
- 4 Select **Open** from the **File** Menu.
- 5 Select the desired auto-attendant configuration file. Plexus Administrator Wizard auto-attendant files will have the name **wiz-node.ndb**. Be sure to open the correct file in the correct saved folder.
- 6 To modify the node structure, skip to “Adding a node” - section 9.3.10.

### 9.3.9 Adding a route point

To add a Route Point to an auto-attendant tree, proceed as follows:

- 1 Right mouse-click anywhere in the Node Editor dialog window.

2 The following pull-down menu will be displayed.

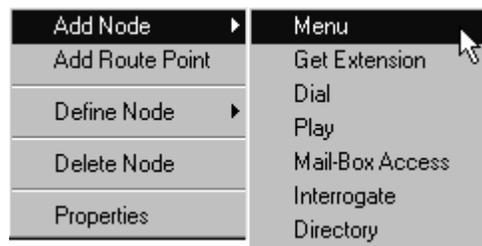


3 Point to **Add Route Point** and click once.

### 9.3.10 Adding a node

To add a node to an auto-attendant tree, proceed as follows:

- 1 Click once on the existing Route Point or node to which the new node should be appended.
- 2 The selected Route Point or node will become highlighted.
- 3 Right mouse-click.
- 4 The following pull-down menu will be displayed.



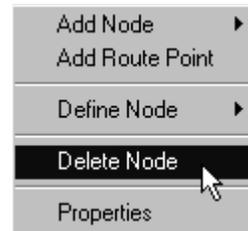
5 Point to **Add Node**.

6 Point to the desired node type on the node type pull-down menu and click once.

The addition of certain node types will automatically create other required nodes. For example, the addition of a Menu Node automatically creates an undefined node for each digit that may be dialed by a caller while in the menu node. The required nodes should be defined accordingly.

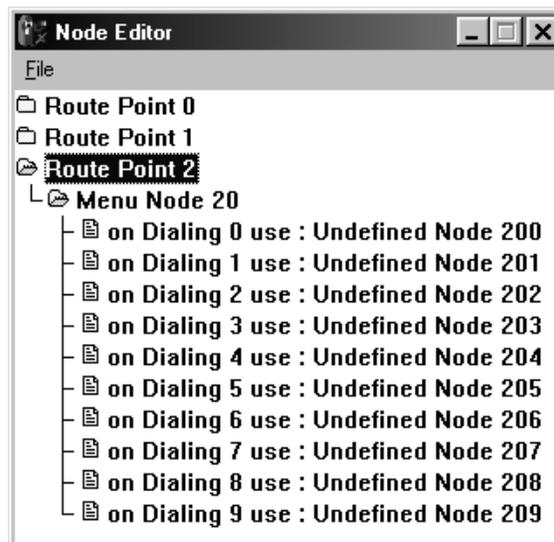
If you wish to add a node but there is already a different type node in the new nodes place, you must delete the existing node before adding the new node. To delete an existing node and the sub-nodes under that node, proceed as follows:

- 1 Click once on the existing Route Point or node to be deleted.
- 2 The selected Route Point or node will become highlighted.
- 3 Right mouse-click.
- 4 The following pull-down menu will be displayed.



- 5 Point to **Delete Node** and click once.

#### 9.3.10.1 Adding a Menu Node



The Menu Node requires the following parameters to be set under Node Properties (see “Node Properties” - section 9.3.15):

The screenshot shows a window titled "Node Properties" with the following fields and options:

- Node Type:** Menu
- Node Number:** 20
- Node Description:** Menu Node 20
- Audio Recorder/Player:** (button)
- # Key Action:**
  - Prompt for recipient's Mail-Box
  - Restart Auto-Attendant
  - None
- \* Key Action:**
  - Access specific Mail-Box
  - Restart Auto-Attendant
  - None
- Enable Language Select Option

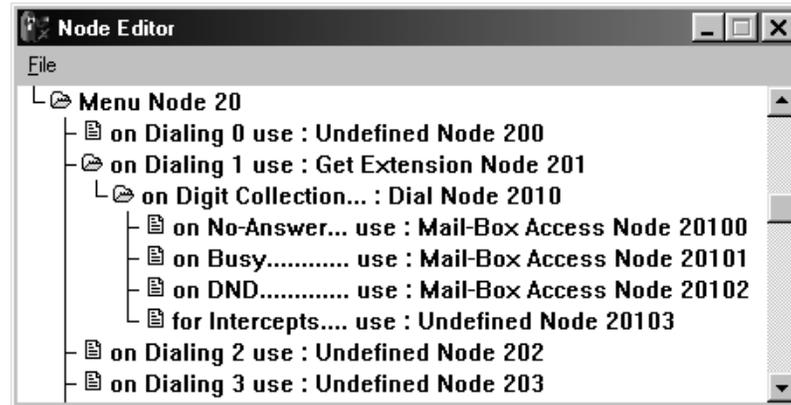
- 1 Audio Recorder/Player
- 2 # Key Action
- 3 \* Key Action
- 4 Enable Language Select Option

When a Menu Node is added, the Node Editor will automatically place nodes after the Menu Node. These nodes are preset to route the call based on the dialing of 0-9 by the caller during the Menu Node Message. Each of these nodes will be undefined for Node Type. Each node will have to be defined to properly route calls.

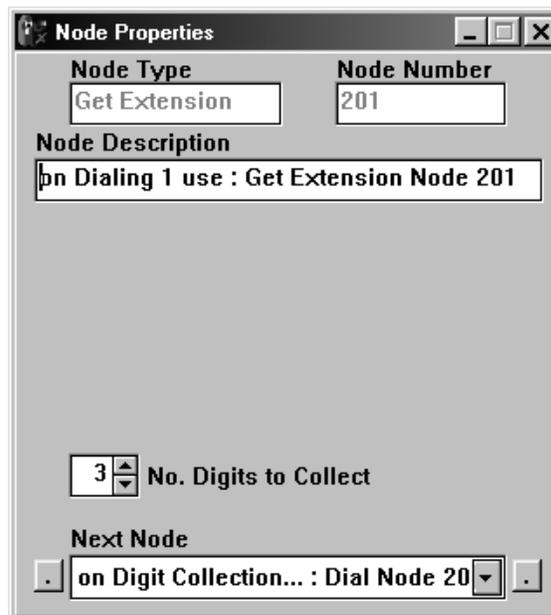
"On Dialing 0 use :": serves two purposes under a Menu Node:

- 1 It defines the call routing for when the caller dials 0.
- 2 It defines the call routing if no digit is dialed. This provides a successful call routing for callers from rotary phones or other phones where digit dialing is unavailable.

## 9.3.10.2 Adding a Get Extension Node



The Get Extension Node requires the following parameters to be set under Node Properties (see “Node Properties” - section 9.3.15):



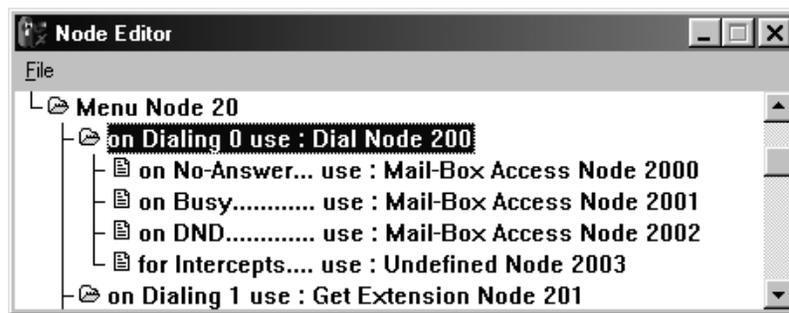
- 1 No. (Number) Digits to Collect
- 2 Next Node

When a Get Extension Node is created, five additional nodes are created by the Node Editor:

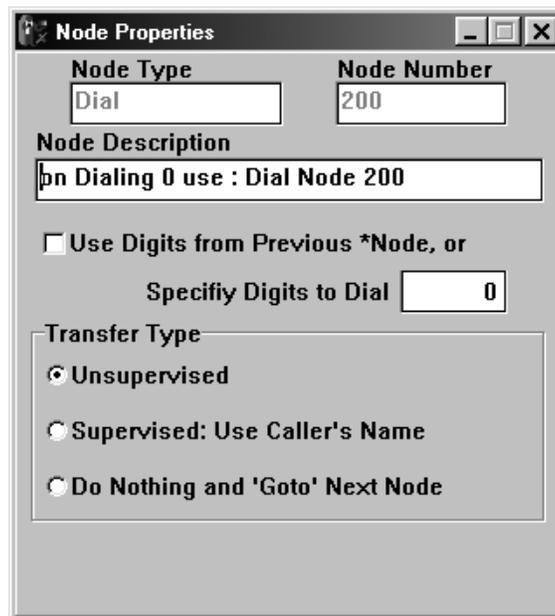
A Dial Node is created that routes the calls using the digits captured by the Get Extension Node. Mail-Box Access Nodes and a Intercept Default Node are created for call routing in cases of unavailable (no answer, busy, DND) extensions.

These additional nodes will need no modifications

### 9.3.10.3 Adding a Dial Node



The Dial Node requires the following parameters to be set under Node Properties (see “Node Properties” - section 9.3.15):

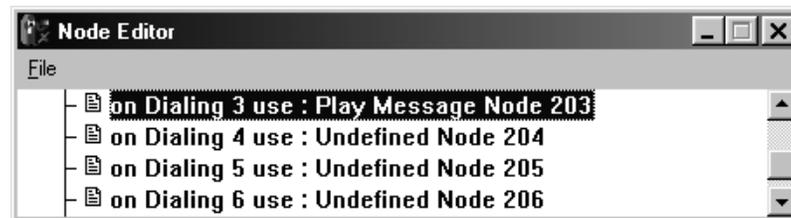


- 1 Use Digits from Previous \*Node, or
- 2 Specify Digits to Dial
- 3 Transfer Type

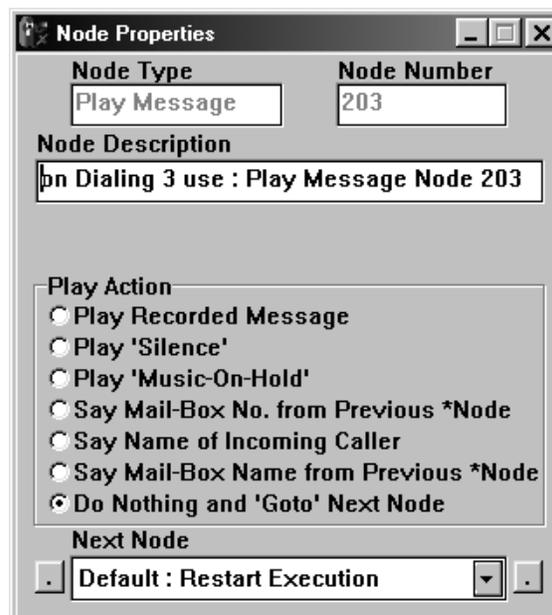
**Note**

"Use Digits from Previous \*Node" should only be used by Dial Nodes and Mail-Box Access Nodes when they are used as routing under a Get Extension Node or a Directory Node.

## 9.3.10.4 Adding a Play Message Node

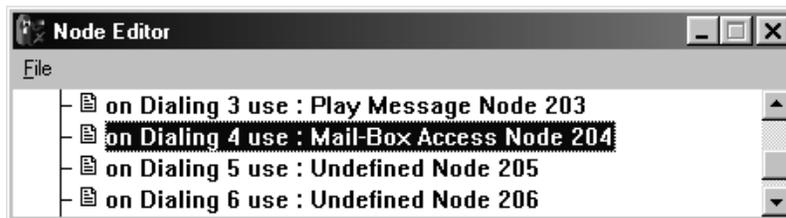


The Play Message Node requires the following parameters to be set under Node Properties (see “Node Properties” - section 9.3.15):

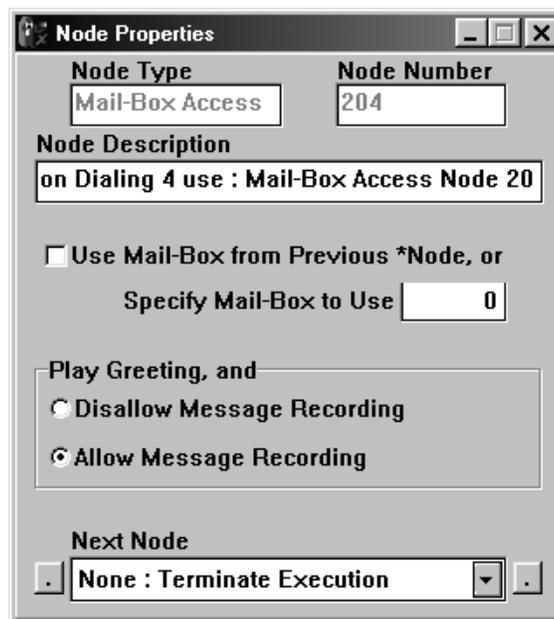


- 1 Play Action
- 2 Next Node

#### 9.3.10.5 Adding a Mail-Box Access Node



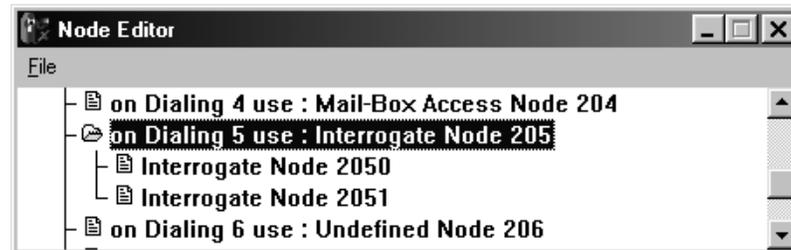
The Mail-Box Access Node requires the following parameters to be set under Node Properties (see “Node Properties” - section 9.3.15):



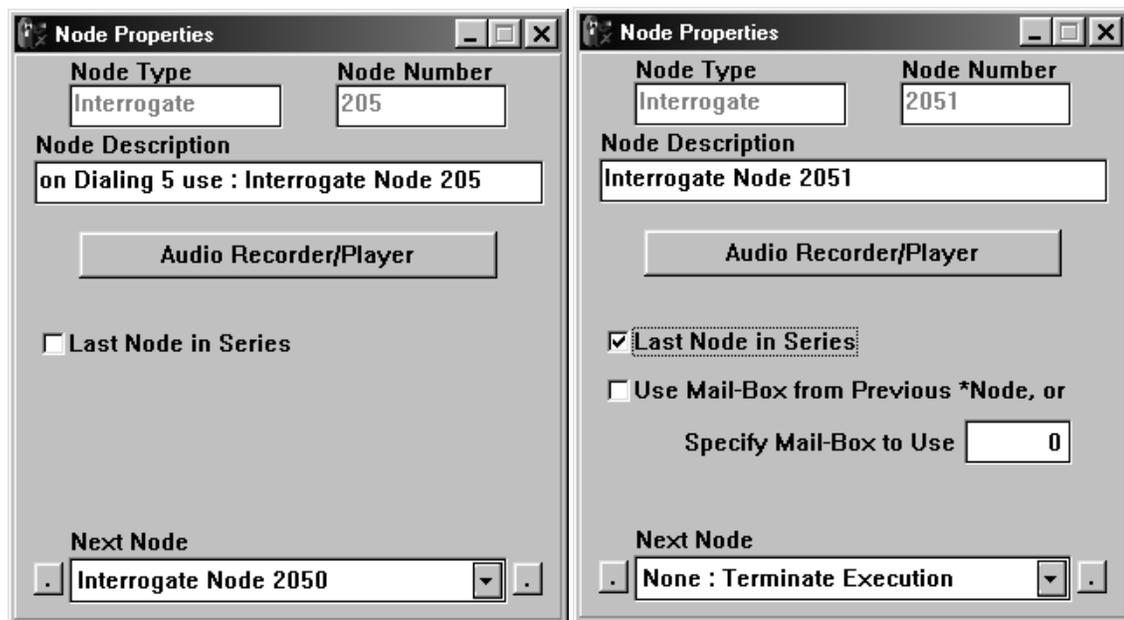
- 1 Use Digits from Previous \*Node, or
- 2 Specify Mail-Box to Use
- 3 Play Greeting, and

## 4 Next Node

## 9.3.10.6 Adding an Interrogate Node



The Interrogate Node requires the following parameters to be set under Node Properties (see “Node Properties” - section 9.3.15):



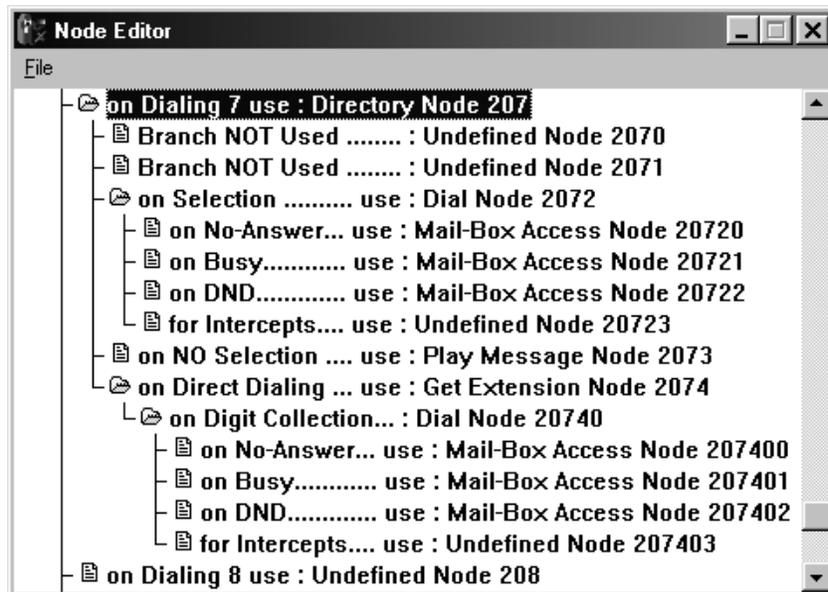
- 1 Audio Recorder/Player
- 2 Last Node in Series
- 3 Use Digits from Previous \*Node, or

#### 4 Specify Mail-Box to Use

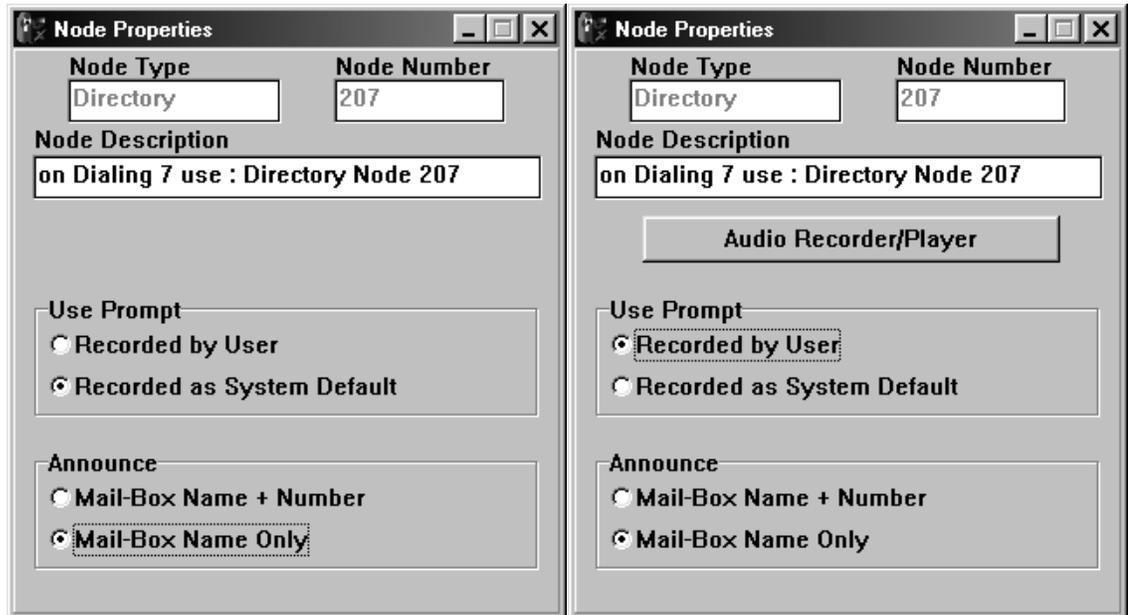
#### 5 Next Node

Interrogate Nodes usually are used in a series to ask several questions of a caller. The last node in the series will require information as to which mailbox should receive the caller's recorded answers.

#### 9.3.10.7 Adding a Directory Node



The Directory Node requires the following parameters to be set under Node Properties (see "Node Properties" - section 9.3.15):



- 1 Audio Recorder/Player (if Use Prompt is "Recorded by User")
- 2 Use Prompt
- 3 Announce

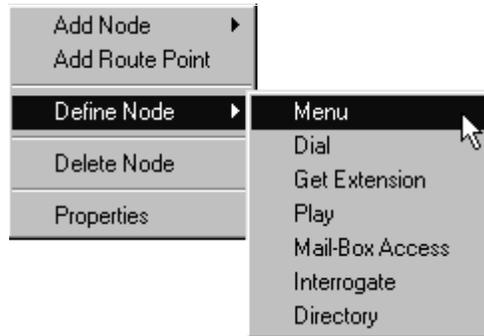
When a Directory Node is created, fourteen additional nodes are created by the Node Editor. The Node Editor will configure these additional nodes automatically, no additional configuration is required or recommended.

### 9.3.11 Defining a node

To define an existing undefined node proceed as follows:

- 1 Click once on the existing node.
- 2 The selected node will become highlighted.
- 3 Right mouse-click.

4 The following pull-down menu will be displayed.



5 Point to **Define Node**.

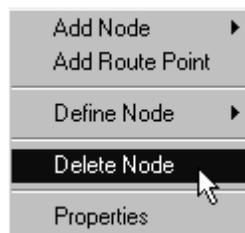
6 Point to the desired node type on the node type pull-down menu and click once.

The definition of a node as a certain node type will automatically create other required nodes. For example, the addition of a menu node will automatically create an undefined node for each digit that may be dialed by a caller while in the menu node. The required nodes should be defined accordingly.

### 9.3.12 Deleting a node

To delete an existing node, proceed as follows:

- 1 Click once on the existing Route Point or node to be deleted.
- 2 The selected Route Point or node will become highlighted.
- 3 Right mouse-click.
- 4 The following pull-down menu will be displayed.



5 Point to **Delete Node** and click once.

### 9.3.13 Redefining a node

To redefine an existing node, it must be deleted and re-created. After deleting the node, make sure the beginning of the node tree is highlighted before adding the new node.

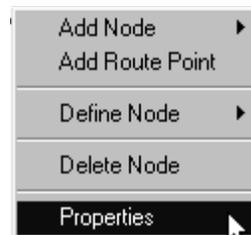
To redefine an existing node, proceed as follows:

- 1 Click once on the existing Route Point or node to be deleted.
- 2 Delete the node according to the directions in “Deleting a node” - section 9.3.12.
- 3 After deleting the node, make sure *the beginning of the node tree is highlighted* before adding the new node.
- 4 Add the new node according to the directions in “Adding a node” - section 9.3.10

### 9.3.14 Modifying node properties

To set up the properties for an existing node, proceed as follows:

- 1 Click once on the existing node.
- 2 The selected node will become highlighted.
- 3 Right mouse-click.
- 4 The following pull-down menu will be displayed.



- 5 Point to **Properties** and click once.
- 6 The corresponding Node Properties dialog window will be displayed. Make appropriate changes on the Node Properties dialog for each node.

### 9.3.15 Node Properties

#### 9.3.15.1 Menu Node Properties

The screenshot shows a 'Node Properties' dialog box with the following fields and options:

- Node Type:** Menu
- Node Number:** 20
- Node Description:** Menu Node 20
- Audio Recorder/Player:** A button to launch the audio utility.
- # Key Action:**
  - Prompt for recipient's Mail-Box
  - Restart Auto-Attendant
  - None
- \* Key Action:**
  - Access specific Mail-Box
  - Restart Auto-Attendant
  - None
- Enable Language Select Option

**Table 9 - 3 Node Properties: Menu Node**

Node Type	
The node type of the currently selected node. E.g., Menu	Automatically Identified
Node Number	
Logical identifier for the node. Note: Refer to Node Numbering & Design.	Automatically Assigned
Node Description	
Informal identifier for the node. E.g., Main Greeting.	Alphanumeric Up to 30 characters
Audio Recorder/Player	
Launches the Plexus audio utility for recording the menu greeting.	

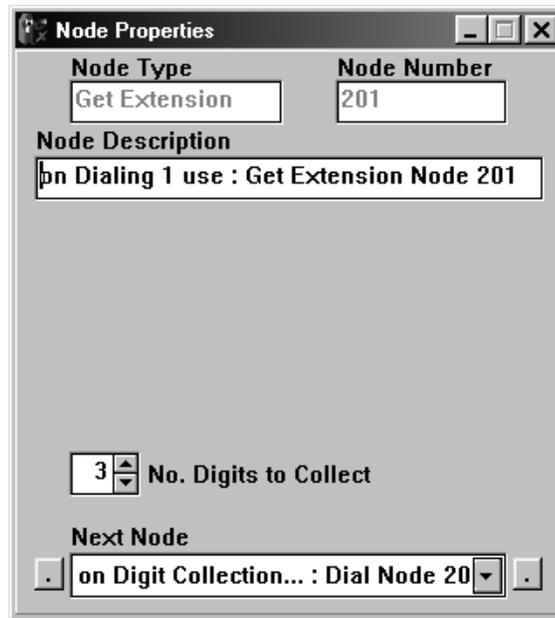


**Table 9 - 3 Node Properties: Menu Node**

Clears the associated audio recording	
<b># Key Action</b>	
Action taken when a caller presses '#' while in the Menu Node.	Prompt for a Mail-Box* Restart Auto-Attendant None
<b>* Key Action</b>	
Action taken when a caller presses '*' while in the Menu Node.	Access Mail-Box* Restart Auto-Attendant None
<b>Multi Language Option</b>	
<p>Enables caller to select a language from the menu. The Multi Language selection only works from the primary menu and must be directed to sub menus.</p> <p>Possible actions include:</p> <p>Press '1' for the primary language</p> <p>Press '2' for the secondary language</p> <p>Press '3' for the tertiary language</p> <p>The 1,2, and 3 should be directed to a corresponding submenu.</p> <p><b>Note:</b> Use of this option requires the optional Multi-Language Voice Mail upgrade.</p>	

\* =default settings

9.3.15.2 Get Extension Node Properties



**Table 9 - 4 Node Properties: Get Extension Node**

Node Type	
The node type of the currently selected node. E.g., Get Extension	Automatically Identified
Node Number	
Logical identifier for the node. Note: Refer to Node Numbering & Design.	Automatically Assigned
Node Description	
Informal identifier for the node. E.g., Collect User ID.	Alphanumeric Up to 30 characters

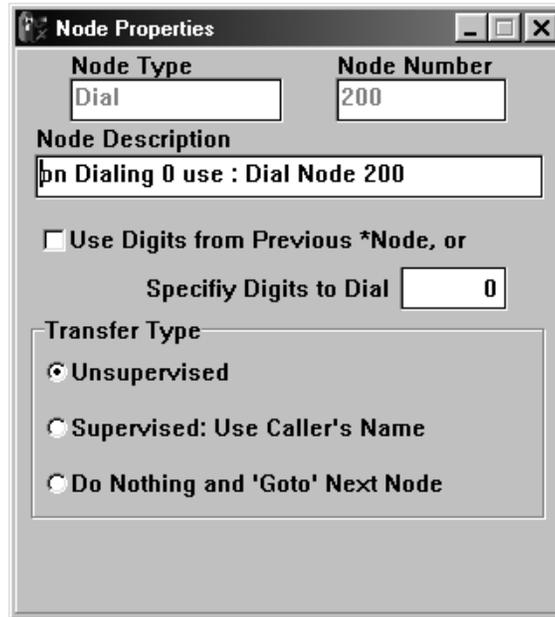


**Table 9 - 4 Node Properties: Get Extension Node**

No. Digits to Collect		
Indicates the number of DTMF digits that the Get Extension Node should collect. When using a Get Extension Node to collect digits to dial a user or user group, this value should correspond to the width of the Dial-Number Range. Refer to the "Software Configuration" chapter of the Plexus System Manual (specifically, the Dial Plan tab under System Parameters). If the width of numbers changes from its default of 3 to either 2 or 4, the Plexus system must be powered down completely, and turned back on with the IVP card inserted. Refer to the Plexus System Manual for more information.	0-4	3*
Next Node		
The node number of the next node to be accessed. <b>Note:</b> The next node will typically be a Dial Node, and will be pre-defined.		predefined by Node Editor*
		
left button = None: Terminate Execution right button = Default: Restart Execution		

\* =default settings

9.3.15.3 Dial Node Properties



**Table 9 - 5 Node Properties: Dial Node**

Node Type	
The node type of the currently selected node. E.g., Dial	Automatically Identified
Node Number	
Logical identifier for the node. <b>Note:</b> Refer to Node Numbering & Design.	Automatically Assigned
Node Description	
Informal identifier for the node. E.g., Dial user or user group.	Alphanumeric Up to 30 characters
Use Digits from Previous *Node	
When selected, this parameter instructs the auto-attendant to dial the digits from a previous Get Extension or Directory Node.	Select/Deselect
Specify Digits to Dial	

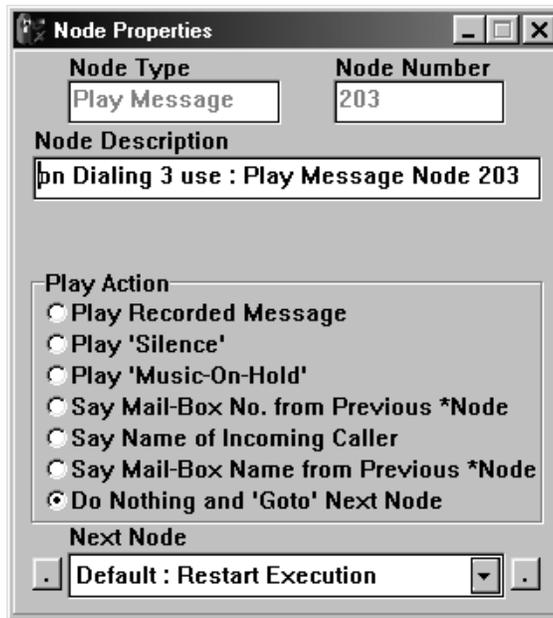


**Table 9 - 5 Node Properties: Dial Node**

<p>If Use Digits from Previous *Node is <u>not</u> selected, digits (e.g., User/User Group ID) are entered here.  <b>Note:</b> This field is used in cases where the Dial Node will always connect to the same user or user group.</p>	Up to 4 digits	0*
<b>Transfer Type</b>		
<p>The type of transfer that will be implemented in attempting to connect to the dialed system entity (e.g., user/user group).  <b>Note:</b> If Unsupervised is selected and the user or user group is unavailable, the call will be routed according to the user's/user group's coverage. Refer to chapter 6, "Software Configuration"</p>	<p>Unsupervised (Blind)*  Supervised (Transfer with Screening)  Do Nothing and 'Goto' Next Node (for future release)</p>	

\* = default settings

9.3.15.4 Play Message Node Properties



**Table 9 - 6 Node Properties: Play Message Node**

Node Type	
The node type of the currently selected node. E.g., Play Message	Automatically Identified
Node Number	
Logical identifier for the node. <b>Note:</b> Refer to Node Numbering & Design.	Automatically Assigned
Node Description	
Informal identifier for the node. E.g., Play Silence.	Alphanumeric Up to 30 characters

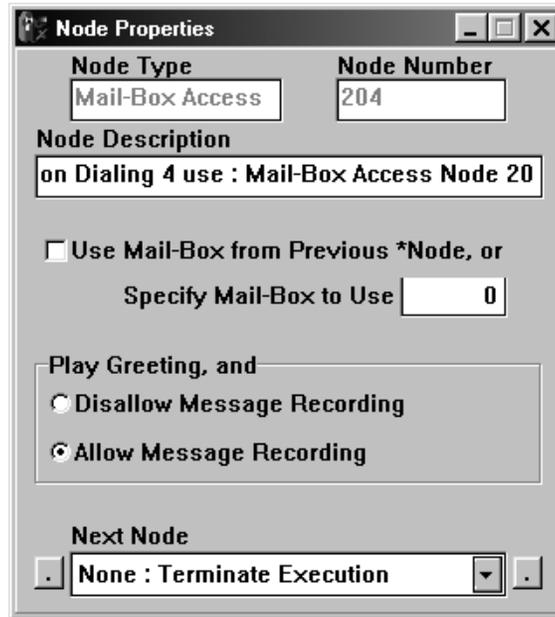


**Table 9 - 6 Node Properties: Play Message Node**

Play Action	
<p>The action that the Play Message Node will carry out.</p> <p><b>Note:</b> If Play Recorded Message is selected, the Audio Recorder/Player button will appear. If either Play 'Silence' or Play 'Music-On-Hold' is selected, an additional parameter, representing the duration (in seconds) of the silence or the Music-On-Hold, will appear.</p>	<p>Play Recorded Message  Play 'Silence'  Play 'Music-On-Hold'  Say Mail-Box No. from *Previous Node  Say Name of Incoming Caller  Say Mail-Box Name from *Previous Node  Do Nothing and 'Goto' Next Node*</p>
Audio Recorder/Player	
<p>Launches the Plexus audio utility for recording messages.</p>	
	
<p>Clears audio recording associated with that node.</p>	
Next Node	
<p>The node number of the next node to be accessed.</p>	<p>Default: Restart Execution*</p>
	
<p>left button = None: Terminate Execution  right button = Default: Restart Execution</p>	

\* = default settings

9.3.15.5 Mailbox-Access Node Properties



**Table 9 - 7 Node Properties: Mail-Box Access Node**

<b>Node Type</b>	
The node type of the currently selected node. E.g., Mailbox-Access	Automatically Identified
<b>Node Number</b>	
Logical identifier for the node. <b>Note:</b> Refer to Node Numbering & Design.	Automatically Assigned
<b>Node Description</b>	
Informal identifier for the node. E.g., Access the selected mailbox.	Alphanumeric Up to 30 characters
<b>Use Mail-Box from Previous *Node, or</b>	
When selected, this parameter instructs the auto-attendant to dial the digits from a previous Get Extension or Directory Node.	Select/Deselect
<b>Specify Mail-Box to Use</b>	

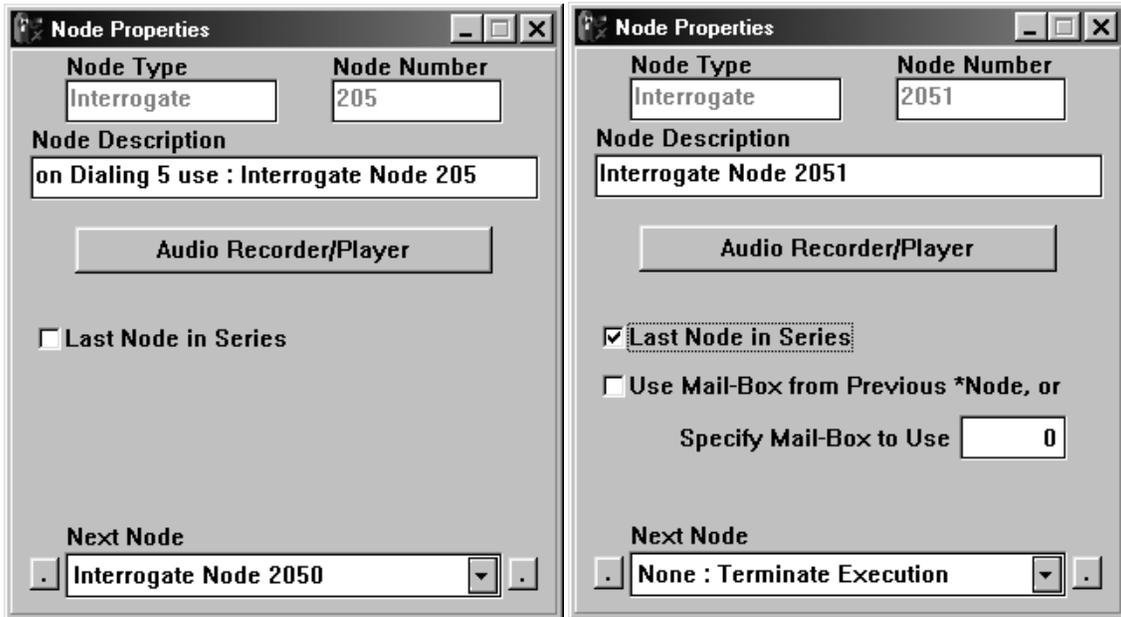


**Table 9 - 7 Node Properties: Mail-Box Access Node**

<p>If Use Mail-Box from Previous *Node is not selected, the mailbox number is entered here.  <b>Note:</b> This field is used in cases where the Mailbox-Access Node will always connect to the same mailbox.</p>	<p>Up to 4 digits</p>	<p>0*</p>
<p><b>Play Greeting</b></p>		
<p>Establishes whether the caller, upon accessing the mailbox, will be able to leave a message.  <b>Note:</b> If Disallow Message Recording is selected the mailbox greeting will be played, but the caller will be unable to leave a message in the mailbox.</p>	<p>Disallow Message Recording  Allow Message Recording*</p>	
<p><b>Next Node</b></p>		
<p>The node number of the next node to be accessed.</p>	<p>None: Terminate Execution*</p>	
<p></p>		
<p>left button = None: Terminate Execution  right button = Default Restart Execution</p>		

\* = default settings

9.3.15.6 Interrogate Node Properties



**Table 9 - 8 Node Properties: Interrogate Node**

<b>Node Type</b>	
The node type of the currently selected node. E.g., Interrogate	Automatically Identified
<b>Node Number</b>	
Logical identifier for the node. <b>Note:</b> Refer to Node Numbering & Design.	Automatically Assigned
<b>Node Description</b>	
Informal identifier for the node. E.g., Intro and First Question.	Alphanumeric Up to 30 characters
<b>Audio Recorder/Player</b>	
Launches the Plexus audio utility for recording messages or questions.	
<b>Last Node in Series</b>	

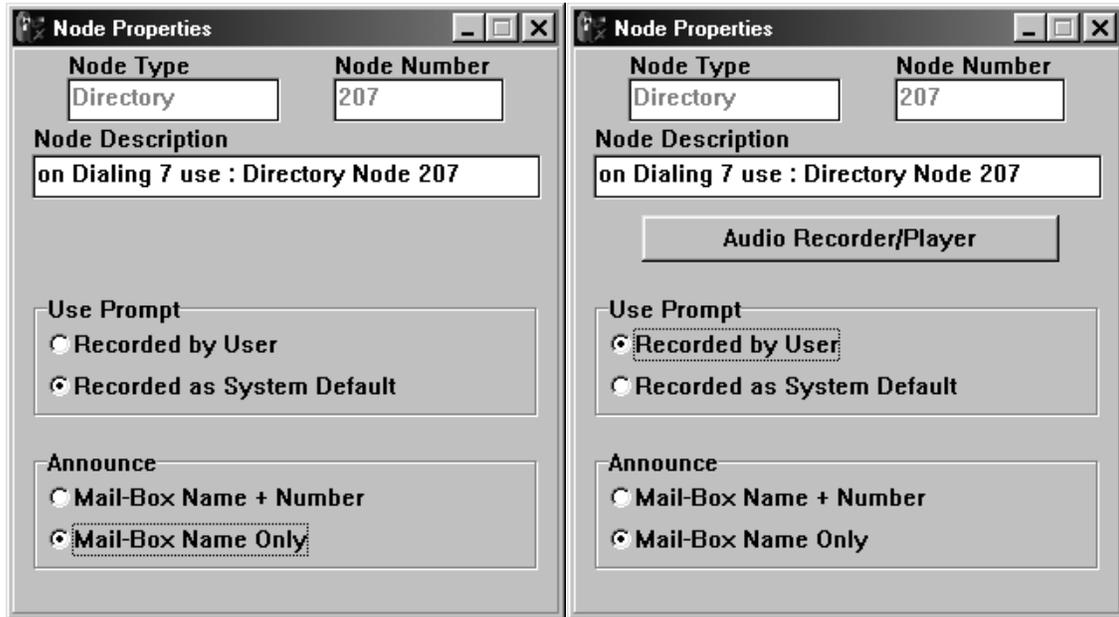


**Table 9 - 8 Node Properties: Interrogate Node**

Indicates that the Interrogate Node is the last node in a series of Interrogate Nodes.	Select/Deselect
<b>Use Mail-Box from Previous *Node, or</b>	
When selected, this parameter instructs the auto-attendant to place the interrogate responses in the mailbox indicated in a previous Get Extension or Directory Node. Note: This parameter is available only if the Interrogate Node is the last in the series.	Select/Deselect
<b>Specify Mail-Box to Use</b>	
If Use Mail-Box from Previous *Node is not selected, the mailbox number is entered here. <b>Note:</b> This field is used in cases where the interrogate responses will always be placed in the same mailbox.	Up to 4 digits 0*
<b>Next Node</b>	
The node number of the next node to be accessed.	None: Terminate Execution*
<input type="checkbox"/>	
left button = None: Terminate Execution right button = Default Restart Execution	

\* = default settings

9.3.15.7 Directory Node Properties



**Table 9 - 9 Node Properties: Directory Node**

<b>Node Type</b>	
The node type of the currently selected node. E.g., Directory	Automatically Identified
<b>Node Number</b>	
Logical identifier for the node. <b>Note:</b> Refer to Node Numbering & Design.	Automatically Assigned
<b>Node Description</b>	
Informal identifier for the node. E.g., Company Directory.	Alphanumeric Up to 30 characters
<b>Use Prompt</b>	



**Table 9 - 9 Node Properties: Directory Node**

Establishes whether a prompt will be recorded or if the System Default prompt will be accepted for the Directory Node. Refer to the Directory Node section for a transcript of the System Default prompt. <b>Note:</b> If Recorded by User is selected, the Audio Recorder/Player button will appear.	Recorded by User Recorded as System Default*
<b>Audio Recorder/Player</b>	
Launches the Plexus audio utility for recording the prompt.	
<b>Announce</b>	
Establishes what is announced to a caller in a Directory Node.	Mail-Box Name + Number Mail-Box Name Only*

\* = default settings

### 9.3.16 Recording auto attendant messages and greetings

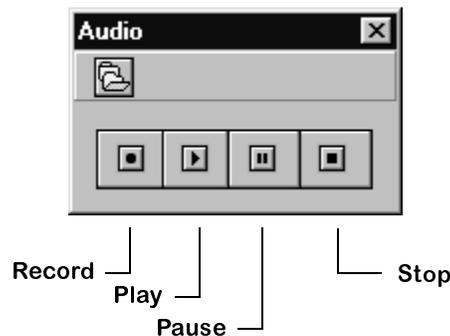
Several node types require an audio recording (e.g., the greeting in a Menu Node). Prerecorded .wav files may be incorporated into the node properties and utilized by the voice mail system. Alternately, recordings may be made using the Plexus Administrator audio utility.

In order to use the integrated audio utility, the PC must have the following components properly configured for use within Windows:

- sound card
- speakers
- microphone

To make a recording using the integrated audio utility, proceed as follows:

- 1 Click on  in the Node Properties dialog window to launch the audio utility.
- 2 The following window will open.



- 3 Click on the **Record** button.
- 4 Speak into the microphone.
- 5 Click again on **Record** or click on **Stop** when complete.
- 6 The sound recording will be automatically saved and indexed as part of the auto-attendant configuration file.

The integrated audio utility produces **PCM 8KHz 16 Bit Mono** .wav files. Prerecorded .wav files must be converted to this format in order to be utilized in the voice mail system.

To incorporate a previously recorded .wav file, proceed as follows:

- 1 Click on  in the Audio dialog window.
- 2 Select the desired .wav file.
- 3 Click on OK.

### 9.3.17 Saving the node structure

To save an auto-attendant tree developed using the Plexus Administrator **VPS Node Editor**:

9.3.17.1 For first time saves or to rename the file:

- 1 From the **File** menu, select **Save As**.
- 2 Name the file.

9.3.17.2 To save changes to a previously saved file:

- 1 From the **File** menu, select **Save**.



**Note**

Auto-attendant trees are saved as auto-attendant configuration files. Plexus Administrator auto-attendant configuration files have an extension of **.ndb**.

### 9.3.18 Formatting nodes

Before a completed auto-attendant tree can be uploaded to the Plexus system, the auto-attendant configuration file must be converted to .vps file format. This is accomplished via the **Format** menu option.



**Note**

The Node Editor and the Mail-Box editor both format files using .vps file format. If you format your auto attendant structure and your mailbox structure with the same name, one file will overwrite the other. Be sure to give unique names to each .vps file.

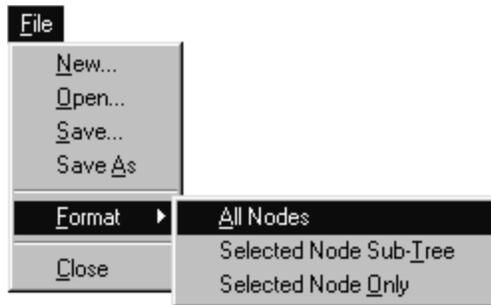
The **Format** menu option may be used to format either an entire auto-attendant tree or only certain portions of an auto-attendant tree. For example, it may be used to format a sub-tree or a node. This feature enables quick changes to be made to an already established auto-attendant tree.

**Note**

Formatting a single node or a node sub tree will only affect those formatted nodes. Other nodes already uploaded to the Plexus system will not be affected.

To format either an entire auto-attendant tree or a portion thereof, proceed as follows:

- 1 Save the auto-attendant tree or open an existing auto-attendant configuration file.
- 2 If only a sub-tree or a node will be formatted, select the desired portion by clicking once on the sub-tree folder or node.
- 3 The selected portion will become highlighted.
- 4 From the **File** menu, select **Format**.
- 5 The following pull-down menu will be displayed.



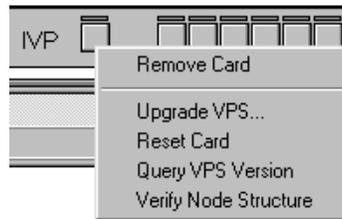
- 6 Point to **All Nodes**, **Selected Node Sub-Tree**, or **Selected Node Only** and click once.
- 7 Enter a name for the new .vps file and click on **OK**.

### 9.3.19 Uploading nodes

#### 9.3.19.1 Upload the file

- 1 Launch the Plexus Administrator Windows application.

- 2 Open the system's configuration file (.zdb file)
- 3 From the **Link** menu, select **Open**.
- 4 The link indicator at the bottom of the screen should indicate **Link: Opened** and the LED image should appear green. (See "Establishing a link" - section 6.27 for more information).
- 5 Right click on the IVP card.
- 6 From the pop-up menu, select "Upgrade VPS".



- 7 Locate the auto attendant .vps file.
- 8 Click on **OK**.
- 9 It may take several minutes for the upload to complete. A status indicator at the bottom of the screen will display the progress of the upload. When completed, a window will popup with **VPS Upgrade Complete**. Click on **OK**.

## 9.4 Voice Mailboxes

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### 9.4.1 Description

Plexus voice mailboxes serve as repositories for voice messages and other recordings and perform such advanced features as notifying pagers and remote telephone numbers when new messages have arrived. The Plexus voice mail system supports up to 511 voice mailboxes. Mailboxes are typically assigned to users, user groups, and off-site employees.

Each mailbox can store up to 128 messages and each message may be up to 6.5 minutes in length. Standard IVP peripheral cards provide over 40 hours of voice mail system storage capacity.

The mailbox number is the logical ID for the mailbox. It can be 2-4 digits in length, but it must correspond to the width of the established system Dial-Number Range (see chapter 6, “Software Configuration” for more information). The mailbox number is determined at the time the mailbox is created and it may not be subsequently modified. Typically, mailbox numbers are set to the same value as the user’s User ID or the user group’s User Group ID. Refer to “Importing Mailbox Users” - section 9.4.5 for more information.



**Note**

If the width of the mailbox numbers is changed from the default of 3 to either 2 or 4, the Plexus system must be shut down and turned back on (i.e., power-cycled) with the IVP card inserted.

### 9.4.2 Mailbox types

#### 9.4.2.1 Ordinary

An ordinary mailbox is the standard single user mailbox (as opposed to a group delivery mailbox). The user has full access to the features allowed for this mailbox in the set-up. Ordinary mailboxes are generally used for users, virtual users, or play message mailboxes that do not allow for the recording of messages.



### 9.4.2.2 Dispatch

There are two types of group delivery mailboxes. The first type of group delivery mailbox is a dispatch mailbox and performs a “dispatch” function. A message left in a single mailbox is copied into a group of mailboxes, but only the first mailbox owner that listens to the message retains it. Other copies of the message are then removed from the other mailboxes.

Mailboxes associated with a dispatch mailbox can be notified in groups with a time delay between delivery to each group. The configuration of these dispatch groups may be accomplished in two ways:

- To configure through Plexus Administrator VPS Mailbox Editor, refer to “Create a new mailbox” - section 9.4.8.
- To configure by logging into the user side of the dispatch mailbox and going to Group Settings refer to the **Voice Mail User’s Guide**.

Dispatch group 0 is notified immediately. Dispatch groups 1 through 9 are then notified according to the specified time delay.

### 9.4.2.3 Broadcast

The second type of group delivery mailbox is a broadcast mailbox and copies a message left in a single mailbox into a group of other mailboxes. All mailboxes then have their own personal copy of the message and can treat the message as an ordinary message.

### 9.4.2.4 Simple

Simple mailboxes are limited feature, individual mailboxes. Users only have access to listen to, save, and delete voice messages. Users have no access to any other mailbox features. Simple mailboxes are ideal for use with Hotel & Motel applications (see chapter 18, “Hotel / Motel Package”).

### 9.4.2.5 Overflow

Overflow mailboxes are ordinary or group delivery mailboxes that provide a backup system to record messages if a user’s mailbox becomes full. The overflow mailboxes can be ordinary or group delivery mailboxes. The overflow mailbox must be mailbox number 999. Additional overflow mailboxes may be created in case the first mailbox becomes full. These additional overflow mailboxes must be descending sequential from 999 (998, 997, 996, ...).

If any or several mailbox(es) become full of messages (i.e., reach maximum capacity), the voice mail system will check to see if mailbox 999 exists. If it does exist, any new messages to full mailboxes will be stored in mailbox 999. If mailbox 999 does not exist, messages for full mailboxes will not be recorded.

**Note**

Overflow mailboxes must be created by the Voice Mail System Manager before any overflow messages will be recorded.

**Note**

No notification will be given of messages in the overflow mailboxes unless the mailbox is set as a group delivery mailbox. If the mailbox is to be an ordinary mailbox, it is recommended that a user be tasked to check for new messages on a regular basis.

### 9.4.3 Mailbox features

#### 9.4.3.1 Associated Extension

This parameter specifies whether an extension (i.e., user) is associated with a mailbox. An extension is associated with a mailbox by default.

**Note**

Mailboxes which belong to off-site employees will not have an associated extension if the employee does not have a User ID.

All mailboxes assigned to users or user groups on the system should have an associated extension (i.e., user or user group). Associating an extension with a mailbox assures that the voice mail system can correctly dial the user or user group (e.g., from a Dial Node).

If a Dial Node attempts to dial '100' in a case where both a user #100 and a mailbox #100 exist, but are not associated, the call will go directly to mailbox #100.

#### 9.4.3.2 Private Mailbox

If a mailbox is configured to be private, information about the mailbox will not be presented in a Directory Node.

Mailboxes are not private by default.

#### 9.4.3.3 Summary of New Messages

This feature enables a mailbox to play a summary of all the new messages left in all the existing mailboxes on the system. Note that the message content remains confidential; the summary only indicates which mailboxes have new messages and how many.

The summary of new messages feature is disabled by default.

#### 9.4.3.4 Digital Pager Notification

This feature enables a mailbox to notify a digital pager each time a new message is received. The mailbox owner specifies the pager number to be dialed. Refer to the **Voice Mail User's Guide** for more information.

The digital pager notification feature is disabled by default.

**Note**

A mailbox may only have Digital Pager Notification **or** Remote Telephone Notification active at the same time. If both features are active at the same time, they will cancel each other out and no notification will be sent.

#### 9.4.3.5 Remote Telephone Notification

This feature enables a mailbox to notify a user at a remote telephone number each time a new message is received. Upon reaching the user, the voice mail system indicates that the user has messages and allows them to log into their mailbox to retrieve the messages. The mailbox owner specifies the remote telephone number to be dialed. Refer to the **Voice Mail User's Guide** for more information.

The remote telephone notification feature is disabled by default.

**Note**

A mailbox may only have Digital Pager Notification **or** Remote Telephone Notification active at the same time. If both features are active at the same time, they will cancel each other out and no notification will be sent.

#### 9.4.3.6 User's Name

When configuring a mailbox, the Voice Mail System Manager can record the mailbox owner's name. This recording may be utilized by both Directory and Play Message Nodes. The mailbox owner can change this recording through user settings when they log into their mailbox [Refer to the **Voice Mail User's Guide**].

#### 9.4.3.7 First Three Letters of the Mailbox Owner's Last Name

When using telephone configuration to configure a mailbox, the Voice Mail System Manager will need to enter the three numeric digits associated with the first three letters of the mailbox owner's name. This entry is used to identify the user in a Directory Node.

Software configuration automatically assigns these digits based on the name entered or imported into the Mail-Box Name field. Refer to "Modifying system level mailbox settings" - section 9.4.9.

#### 9.4.3.8 Maximum Message Age

This parameter determines the number of days that a message may remain in a mailbox before it is automatically deleted.

**Note**

There is also a system-wide value for message age that may be configured through the telephone configuration system parameters option (option '3' under the System Manager Main Menu). The system value serves only as the initial value for mailboxes. Modifications made at the mailbox level override the system value.

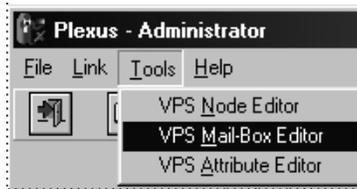
#### 9.4.3.9 Password

Each mailbox has a password of up to four digits in length, that must be used by the owner in order to retrieve messages. The default password for every mailbox is no password. The mailbox password may be modified by the mailbox owner through user settings (refer to the **User's Guide**). The Voice Mail System Manager can reset the password to the default (e.g., in cases where a user changed the password from the default and then forgot his/her password).

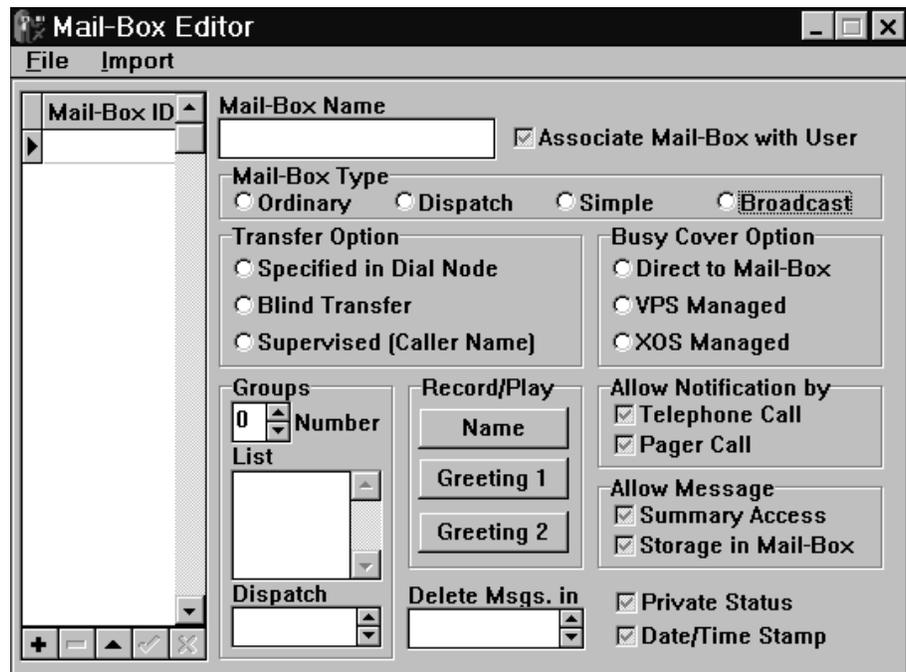
### 9.4.4 Creating a New Mailbox Configuration

To use the VPS Mailbox Editor:

- 1 Launch Plexus Administrator. Refer to chapter 6, "Software Configuration" for instructions on launching Plexus Administrator.
- 2 From the **Tools** menu, select **VPS Mail-Box Editor**.



- 3 The Mail-Box Editor dialog window will be displayed with default settings and no listed Mail-Box IDs.



#### 9.4.5 Importing Mailbox Users

The quickest way to develop mailboxes for all users on a Plexus system is to import the user information from a Plexus configuration file (.zdb). When the import option is utilized, all users on the system are imported into the mailbox configuration and a mailbox is set up with the default parameters for each user.

To import mailbox users from a Plexus configuration file:

- 1 Open the VPS Mail Editor (see above for assistance).
- 2 From the **Import** menu, select **Mail-Box Users**

- 3 Select the desired Plexus configuration file. Plexus configuration files have an extension of **.zdb**.

#### 9.4.6 Editing an Existing Mailbox Configuration

To edit an existing mailbox configuration:

- 1 Open the VPS Mail Editor (see above for assistance).
- 2 From the **File** menu, select **Open**.

Select the desired mailbox configuration file. **Plexus Administrator** mailbox configuration files have an extension of **.xdb**.



**Note**

To modify a mailbox configuration created by the Configuration Wizard, open the file **wiz-mail.xdb** under the folder created for the system you are modifying.



### 9.4.7 Navigating the Mailbox Configuration Window

The 5 buttons at the bottom of the Mail-Box Editor dialog window enable the creation, deletion, and editing of mailbox records. The Edit record button must be selected prior to making any changes to a mailbox. The buttons and their function are as follows:



**Insert record-** Inserts a new Voice ID.



**Delete record-** Deletes an existing Voice ID.



**Edit record-** Enables the parameters of a Voice ID to be edited.



**Post Edit-** Posts changes made to the Voice ID parameters.



**Cancel Edit-** Cancels changes made to the Voice ID parameters.

### 9.4.8 Create a new mailbox

To create a mailbox, proceed as follows.

- 1 Place the cursor in the Mail-Box ID list.



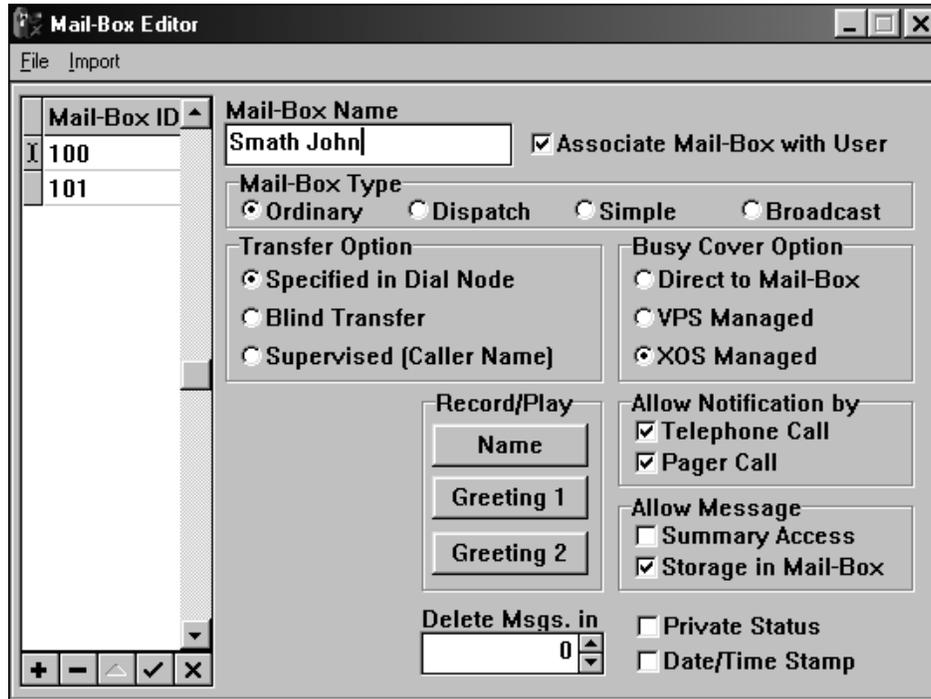
- 2 Click on  .

- 3 Enter a mailbox ID (i.e., mailbox number).

- 4 The '}' in the Mail-Box ID list will change to a '\*' to indicate that a new ID may be inserted.

- 5 Click on  .

### 9.4.9 Modifying system level mailbox settings



To configure the parameters of a mailbox, proceed as follows:

- 1 Click on  .
- 2 Make the desired changes to the various default parameters. Each parameter is listed in the table below.
- 3 Click on  .



#### Note

To alleviate the repetitive tasks associated with configuring multiple mailboxes, right-click on a setting and select **Replicate All** or **Replicate Selected** [Replicate Selected is only available if mailboxes have been selected]. The Replicate options automatically assign a setting to all or selected mailboxes.



**Note**

<Ctrl> and <Shift> may be used to select multiple mailboxes. Click on the first mailbox so that it becomes highlighted. Hold down <Ctrl> and select additional mailboxes. Hold down <Shift> and use <↑> and <↓> to select a consecutive list of mailboxes.

**Table 9 - 10 Modifying system level mailbox settings**

Mail-Box Name	
Mailbox owner's name. Note: If the mailbox users are imported [See Import Mailbox Users], the information from the Name field on the General tab under User will automatically be entered here. <b>NOTE:</b> Numbers corresponding to the first 3 letters in this field will be used to identify this mailbox in a Directory Node. e.g., ABC=2, DEF=3, etc.	Alphanumeric Up to 20 characters
Associate Mail-Box with User	
Associates this mailbox with a user or user group (i.e., extension) on the Plexus system. <b>Note:</b> In order to associate a mailbox with a user or user group, the Mailbox ID (i.e., mailbox number) and the User or User Group ID must be the same value.	Yes*/No
Mail-Box Type	
Determines the mailbox type for the mailbox. Each mailbox type performs different functions. Note: Dispatch and Broadcast are the two different types of Group Delivery mailbox.	Ordinary* Dispatch Broadcast Simple
Transfer Option <sup>+</sup>	
Accepts or modifies the transfer method defined by the Voice Mail System Manager in the auto-attendant tree (e.g., Dial Nodes). Dial Node Specified: Accept the transfer method defined in the Dial Node. Blind Transfer: Always utilize blind transfers when transferring calls to the user. Supervised (Caller Name): Instructs the system to always ask for and record the caller's name. The caller's name will then be played for the user and the user will have the option to accept the call, send the call to his/her mailbox, or place the call on hold.	Dial Node Specified* Blind Transfer Supervised (Caller Name)

**Table 9 - 10 Modifying system level mailbox settings**

<b>Busy Cover Option<sup>+</sup></b>	
Determines how a call is handled when the user or user group is busy. Direct to Mail-Box: Immediately forces callers into the mailbox owner's mailbox when the user or user group is busy. VPS Managed: Allows custom messages to be played to a caller while the call is on hold. XOS Managed: Gives control of the held call to the Plexus system and follows the established call coverage options [Refer to the Coverage tab under User and User Group].	Direct to Mail-Box VPS Managed XOS Managed*
<b>Groups<sup>+</sup></b>	
Up to ten groups (0-9) may be set up for purposes of Group Delivery if this mailbox is a Dispatch mailbox.	
<b>List<sup>+</sup></b>	
The members of a Group Delivery group may be defined by entering the Mailbox IDs here. Scroll to the desired group number (See Groups above) by clicking on 5 and 6. Enter the Mailbox ID (i.e., mailbox number) in the List box. Press <Enter>. Note: Repeat steps 2 and 3 to add additional Mailbox IDs.	
<b>Dispatch<sup>+</sup></b>	
In the case of Dispatch Group Delivery mailboxes, there is a time delay between delivery to each defined group. Group 0 is sent the message immediately. The remaining groups are sent the message according to a defined schedule. Scroll to group 1 by clicking on 5 and 6. Enter the desired time delay (in seconds). <b>Note:</b> Scroll to each subsequent group and repeat steps 1 and 2. No delay time is necessary for group 0. E.g., If group 1 is set up for a 10-second time delay and group 2 is set up for a 20-second time delay, group 1 will get dispatch messages 10 seconds after group 0 and group 2 will get dispatch messages 30 seconds after group 0. <b>Note:</b> Placing a user in more than one dispatch group will cause the user to receive multiple notifications of a new message and receive inaccurate notification of the number of new messages. Once a dispatch group has received notification of a new message, the members of the group will retain the message notification even if additional dispatch groups are notified.	
<b>Record/Play<sup>+</sup></b>	

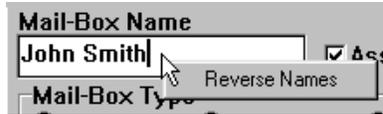


**Table 9 - 10 Modifying system level mailbox settings**

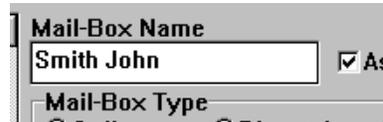
<p>The mailbox owner's name and the two available greetings are recorded by clicking on the corresponding buttons [See Recording Mailbox Greetings].  <b>Note:</b> The mailbox owner may change such default recordings. However, mailbox owner changes will be overwritten with subsequent mailbox configuration uploads [See Formatting a Mailbox Configuration File].</p>	
<b>Enable Notification by Telephone Call</b>	
Enables the mailbox to notify a user at a remote telephone number each time a new message is received.	Enable/Disable*
<b>Enable Notification by Pager Call</b>	
Enables the mailbox to notify a digital pager each time a new message is received.	Enable/Disable*
<b>Enable Message Summary</b>	
Enables the mailbox to play a summary of <u>all</u> the new messages left in <u>all</u> the existing mailboxes on the system.	Enable/Disable*
<b>Enable Message Storage<sup>+</sup></b>	
Enables callers to leave messages in the mailbox.	Enable*/Disable
<b>Private Status</b>	
Designates the mailbox as a private mailbox for purposes of directory nodes.	Select/Deselect*
<b>Date/Time Stamp<sup>+</sup></b>	
Instructs the mailbox to play the date and time stamp when playing messages. <b>Note:</b> The date and time stamp indicates the date and time that a message was received.	Select/Deselect*
<b>Delete Messages In</b>	
Designates the number of days a message may be saved in the mailbox before it is deleted. <b>Note:</b> 0 days = never	# days 0*

<sup>+</sup> = May be modified by the mailbox owner.  
\* = default settings

If a directory node is going to be created with a custom message asking for the first three letters of the persons first name, the names in the Mail-box Name field can be reversed by



All mailboxes will have the names reversed.



### 9.4.10 Modifying user level mailbox settings

Several setting can only be modified from the user level or can be overridden by the user. These setting are accessed by logging into a mailbox and pressing **3** to "to make changes to your mailbox settings".

To make changes to user level mailbox settings:

- 1 Press **MSG** key
- 2 Enter \* + Mailbox ID to make changes to
- 3 Enter the mailbox password (if applicable, default is no password)
- 4 Press **3**
- 5 Press **8** the number of times indicated below to access each menu item listed.

**Table 9 - 11 Modifying user level mailbox settings**

Press '8" X times to skip to this option	Option	Parameters
0	Language Selection	English Spanish Korean French Portuguese



**Table 9 - 11 Modifying user level mailbox settings**

Press '8" X times to skip to this option	Option	Parameters
1	Change Password	Enter new password or Press the * key for no password
2	Select Greeting to use	Greeting #1 (default) Greeting #2
3	Record Greeting #1	Record greeting and press # when finished
4	Record Greeting #2	Record greeting and press # when finished
5	Record your name	Record your name and press # when finished (this is the recording played by a directory in the Auto Attendant)
6	Date And Time Stamp On/Off	On Off (default)
7	Set whether callers can leave a message	1 Allow messages to be left (default) 2 Disallow messages to be left
8	Modify Distribution Group Settings	Select group number to modify: 1 Add user to group 2 Hear list of users in group 3 Remove all users from group
9	Select Transfer Type	1 Defined by Auto Attendant (default) 2 Blind Transfer 3 Screen Caller
10	Set Busy Options, <i>Intercept MSG</i>	1 Sends caller directly to mailbox 2 Play custom message 3 Play default intercept message (default)
11	Set options for remote Call Forwarding	1 Immediate 2 If no answer 3 Disabled (default)
12	Select the phone number for Remote Call Forwarding	Select a phone number to be used. Enter a Number from 1 - 4. This number will be from the Remote Call Forwarding and Remote Call Notification phone number list. 1 (default)
13	Set Options for Remote Call Notification	1 Notify phone of new messages 2 Disable (default)
14	Select the Phone Number for Remote Call Notification	Select a phone number to be used. Enter a Number from 1 - 4. This number will be from the Remote Call Forwarding and Remote Call Notification phone number list. 1 (default)
15	Set Options for Digital Pager Notification	1 Notify page of new messages 2 Disable (default)
16	Enter the Remote Call Forwarding and Remote Call Notification Phone Number	Remote Call Forwarding and Remote Call Notification List 1 - 4 Four separate telephone numbers may be entered to be used with Remote Call Forwarding and Remote Call Notification. Only one number may be used at a time.
17	Enter Digital Pager Phone Number	To Send a 2 Second Pause Press *1 To Send a * Press ** To Send a number Press * followed by the number
18	Specify the number of times the system will attempt to call a Digital Pager or Remote Call Notification Phone Number	1 - 9 attempts or select 0 for infinite number of attempts 5 attempts (default)
19	Specify the number of minutes between retry attempts for Digital Pager or Remote Call Notification	1 - 99 minutes 15 minutes (default)

### 9.4.11 Recording mailbox greetings

Prerecorded .wav files may be incorporated into the mailbox parameters or recordings may be made using the Plexus Administrator audio utility. In order to use the integrated audio utility the PC must have the following components properly configured for use within Windows:

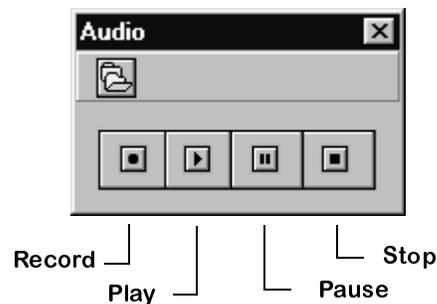
- sound card
- speakers
- microphone

To make a recording using the integrated audio utility, proceed as follows:

- 1 Click on one of the following buttons on the Mail-Box Editor dialog window to launch the audio utility:

- 
- 
- 

9. The audio utility will launch, as seen below.



- 2 Click on the Record button.
- 3 Speak into the microphone.
- 4 Click again on Record (or click on Stop) when complete.
- 5 The sound recording will be automatically saved and indexed as part of the mailbox configuration file.

**Note**

The integrated audio utility produces **PCM 8KHz 16 Bit Mono** .wav files. Prerecorded .wav files must be converted to the above format in order to be utilized in the voice mail system.

To incorporate a previously recorded .wav file, proceed as follows:

- 1 Click on  in the Audio dialog window.
- 2 Select the desired .wav file.
- 3 Click on OK.

#### 9.4.12 Saving mailboxes

To save a mailbox configuration developed using the Plexus Administrator **VPS Mail Editor**, select **Save As** from the **File** menu and name the file.

**Note**

Plexus Administrator mailbox configuration files have an extension of **.xdb**. E.g., The Configuration Wizard creates the mailbox configuration file **wiz-mail.xdb**

The mailbox configuration file need only be given a name the first time it is saved. Subsequent saves may be accomplished simply by selecting **Save** under the **File** menu.

#### 9.4.13 Formatting mailboxes

Before a completed mailbox configuration can be uploaded to the Plexus system, the mailbox configuration must be converted to .vps file format. This is accomplished via the **Format** menu option.

The **Format** menu option may be used to format either an entire mailbox configuration or selected mailboxes only. This feature enables quick and easy mailbox additions and modifications.

To format either an entire mailbox configuration or selected mailboxes, proceed as follows:

- 1 Save the mailbox configuration or open an existing mailbox configuration file.
- 2 If only selected mailboxes will be formatted, select the desired mailboxes by clicking once on the corresponding Mail-Box ID.

3 The selected mailboxes will become highlighted.

**Note**

Formatting a single mailbox or selected mailboxes will only affect those formatted mailboxes. Other mailboxes already uploaded to the Plexus system will not be affected.

**Note**

<Ctrl> and <Shift> may be used to select multiple mailboxes. Click on the first mailbox so that it becomes highlighted. Hold down <Ctrl> and select additional mailboxes. Hold down <Shift> and use <↑> and <↓> to select a consecutive list of mailboxes.

4 From the **File** menu, select **Format**.

5 The following pull-down menu will be displayed.



6 Point to **All Items** or **Selected Item(s) Only** and click once.

7 Enter a name for the new .vps file.

8 Click on **OK**.

**Note**

The Node Editor and the Mail-Box editor both format files using .vps file format. If you format your auto attendant structure and your mailbox structure with the same name, one file will overwrite the other. Be sure to give unique names to each .vps file.

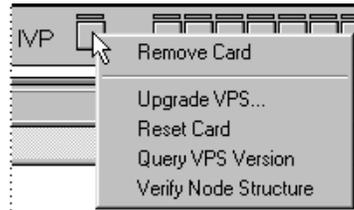
#### 9.4.14 Uploading

1 Launch the Plexus Administrator Windows application.

2 Open the system's configuration file (.zdb file)

3 From the **Link** menu, select **Open**.

- 4 The link indicator at the bottom of the screen should indicate **Link: Opened** and the LED image should appear green. (See Software Configuration - "Setting up a link" for more information).
- 5 Right click on the IVP card.
- 6 From the pop-up menu, select "Upgrade VPS".



- 7 Locate the voice mailbox .vps file.
- 8 Click on **OK**.
- 9 It may take several minutes for the upload to complete. A status indicator at the bottom of the screen will display the progress of the upload. When completed, a window will popup with **VPS Upgrade Complete**. Click on **OK**.

## 9.5 System Parameters

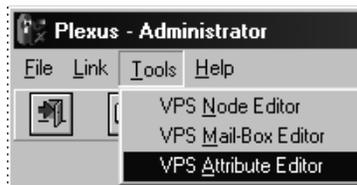
### 9.5.1 Description

System Parameters are IVP settings that affect the system. They include the Voice Mail System Manager password, the Silence Detect Threshold among others. These two settings can be set by the VPS Attribute Editor. The others must be modified through the Voice Mail System Manager (see “Change system parameters” - section 9.6.7).

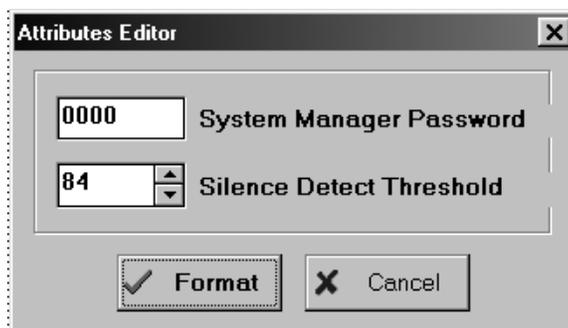
### 9.5.2 Modifying the system parameters with the VPS Attribute Editor

To use the VPS Attribute Editor:

- 1 Launch Plexus Administrator. Refer to the **Software Configuration** section of the Plexus Product Manual for instructions on launching Plexus Administrator.
- 2 From the **Tools** menu, select **VPS Attribute Editor**.



- 3 The Attribute Editor dialog window will be displayed with default settings.



- 4 After modifying the settings, press **Format**. A file named **system.vps** will be automatically created in the Plexus\saved\ folder.

### 9.5.2.1 System Manager Passwords

Modifying the system manager password will only change the password to mailbox 001.

**Note**

Only the Voice Mail System Manager logged into Voice Mail System Manager Mailbox #001 can change the passwords for all five of the System Manager Mailboxes.

The default password for all System Manager Mailboxes is 0000.

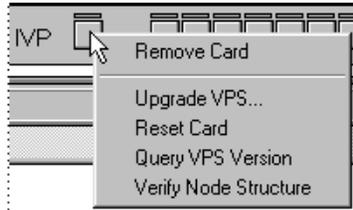
Be sure to keep a record of any changes made to the System Manager Mailbox passwords. Without the proper password, access to the mailboxes is prohibited.

### 9.5.2.2 Silence Threshold

While recording a message, the voice mail system will detect when the caller has been silent for a certain period of time. This parameter sets the voice level which is presumed to be silence. A lower number means that the incoming caller must be quieter for silence to be detected. A higher number may be used when there is a greater amount of background noise on the incoming lines and silence is never detected. This parameter will accept values between 1 to 999. The default value is 84.

### 9.5.3 Uploading System Parameter changes

- 1 Launch the Plexus Administrator Windows application.
- 2 Open the system's configuration file (.zdb file)
- 3 From the **Link** menu, select **Open**.
- 4 The link indicator at the bottom of the screen should indicate **Link: Opened** and the LED image should appear green. (See Software Configuration - "Setting up a link" for more information).
- 5 Right click on the IVP card.
- 6 From the pop-up menu, select "Upgrade VPS".



**7** Locate the **system.vps** file. It will be in the saved folder in the folder which the Plexus Administrator was installed in.

**8** Click on **OK**.

A status indicator at the bottom of the screen will display the progress of the upload. When completed, a window will popup with **VPS Upgrade Complete**. Click on **OK**.



## 9.6 Voice Mail System Manager

### 9.6.1 Description

It is likely that a dealer will initially configure each **Plexus** voice mail system. However, trained customer personnel can handle much of the day-to-day maintenance issues. Such individuals serve as Voice Mail System Managers and perform several tasks including:

“Make changes to the auto attendant system” - section 9.6.5

“Make changes to the voice mailboxes” - section 9.6.6

“Change system parameters” - section 9.6.7

“Hear the amount of space left on the hard drive” - section 9.6.8

“Hear the version numbers of the voice mail system” - section 9.6.9

### 9.6.2 Authorization levels

Before an individual can configure any part of the voice mail system via a DTMF-capable telephone, they must log in to one of the System Manager Mailboxes. There are five System Manager Mailboxes, each with its own unique password and privileges. The different mailboxes allow the Voice Mail System Manager to give restricted administrative privileges to other personnel. The System Manager Mailboxes and the associated privileges are as follows:

Mailbox #	Administrative Privileges
005	Configuration of auto-attendant nodes, including the addition, deletion, and modification of nodes.
004	All the privileges of 005, plus add and modify mailboxes.
003	All the privileges of 004, plus delete mailboxes.
002	All the privileges of 003, plus modify user-side mailbox parameters without requiring entry of a password, listen to messages left in any mailbox, and hear the summary of new messages at all mailboxes.
001	All the privileges of 002, plus change passwords for all system manager mailboxes, delete <u>all</u> auto-attendant nodes, delete <u>all</u> mailboxes, and rerecord system messages.

**Note**

The default password for all System Manager Mailboxes is 0000. If trained customer personnel will be given access to these mailboxes, it is strongly suggested that the personnel receive only the mailbox # access needed to complete the required tasks and that all System manager mailboxes receive new passwords. See "System Parameters" - section 9.5.

### 9.6.3 Accessing the system

Access to the Voice Mail System Manager can be done locally (on a phone attached to the system) or remotely (calling into the system from an external location).

#### 9.6.3.1 Accessing the Voice Mail System Manager locally:

##### A. Accessing From a Plexus Key Telephone

To access the voicemail system from a Plexus Key Telephone, proceed as follows.

- 1 From a Key Telephone, press **MSG**.
- 2 The voice mail system will prompt you to log into a mailbox or enter your mailbox password.
- 3 Press '\*' followed by the appropriate mailbox (001-005).
- 4 When prompted for a password, enter the appropriate password.
- 5 After completing these steps, the extension (i.e., user) is logged into a System Manager Mailbox.

##### B. Accessing From an Ordinary Telephone

Alternately, you may access the voicemail system from an ordinary telephone.

- 1 At system dial tone, enter <**F52**>.
- 2 The voice mail system will prompt you to log into a mailbox or enter your mailbox password.
- 3 Press '\*' followed by the appropriate mailbox (001-005).
- 4 When prompted for a password, enter the appropriate password.
- 5 After completing these steps, the extension (i.e., user) is logged into a System Manager Mailbox.

9.6.3.2 Accessing the Voice Mail System Manager remotely:

- 1 Dial into the system as a regular caller.
- 2 If a user answers, request to be connected to an Auto Attendant or to be transferred into somebody's mailbox.
- 3 When the Auto Attendant answers or you receive a mailbox greeting, press '\*' followed by the appropriate mailbox (001-005).
- 4 When prompted for a password, enter the appropriate password.
- 5 After completing these steps the caller is logged into a System Manager Mailbox.

### 9.6.4 System Manager Main Menu

Once you have logged into a System Manager Mailbox, you will receive the System Manager Main Menu. Complete access to this menu and sub menus is only available when logged into System Manager Mailbox #001. If you try to access a menu choice not available in your mailbox privileges, a message will be played advising that this access is not permitted.

**1**

“Make changes to the auto attendant system” - section 9.6.5.

**2**

“Make changes to the voice mailboxes” - section 9.6.6.

**3**

“Change system parameters” - section 9.6.7.

**4**

“Hear the amount of space left on the hard drive” - section 9.6.8.

**5**

“Hear the version numbers of the voice mail system” - section 9.6.9.

**0**

To hear this menu again.

**\***

To enter another mailbox.

### 9.6.5 Make changes to the auto attendant system

Upon reaching the System Manager Main Menu, select '1' to hear the Auto Attendant Main Menu

#### 9.6.5.1 Auto-Attendant Main Menu

<b>1</b>	To create a node.
<b>2</b>	To listen to a description of an existing node.
<b>3</b>	To delete a node.
<b>4</b>	To delete all nodes.
<b>5</b>	To make a copy of an existing node.
<b>6</b>	To set the node starting points.
<b>7</b>	To listen to information about how to program the auto attendant system.
<b>8</b>	To enter the auto attendant system as an incoming caller.
<b>9</b>	To record a node message (hidden option)
<b>*</b>	To enter another mailbox.
<b>#</b>	To go back to the previous menu.

### 9.6.5.2 Create a Node

This feature is accessible to All System Manager Mailboxes.

To create a node, proceed as follows:

- 1 Select '1' from the Auto-Attendant Main Menu.
- 2 Enter a node number. If the node number is less than eight digits, press the '#' key to end the entry.
- 3 Press the digit corresponding to the desired type of node.

**1**

To create a Menu Node.

**2**

To create a Dial Node.

**3**

To create a Play Message Node.

**4**

To create a Get Extension Node.

**5**

To create a Mailbox-Access Node.

**6**

To create an Interrogate Node.

**7**

To create a Directory Node.

**Note**

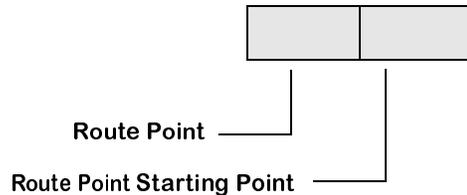
For information on setting up the parameters for each node type created, see "Node Templates" - section 9.6.5.10

### 9.6.5.3 Listen to a Description of an Existing Node

This feature is accessible from *all* System Manager Mailboxes.

To hear a description of any existing node, proceed as follows:

- 1 Select '2' from the Auto-Attendant Main Menu.
- 2 Enter a node number. If the node number is less than eight digits, press the '#' key to end the entry.
- 3 To hear a listing of all nodes press '\*'.  
Route Point Starting Point
- 4 While reviewing the list of all nodes, press '1' to skip to the next node in the list.
- 5 To hear a listing of all nodes beginning at a certain starting point, enter the two digit starting point followed by '\*'.  
Route Point



- 6 To exit this menu, press '#'.  
Route Point

### 9.6.5.4 Delete a Node

This feature is accessible from *all* System Manager Mailboxes.

To delete a node, proceed as follows:

- 1 Select '3' from the Auto-Attendant Main Menu.
- 2 Enter a node number. If the node number is less than eight digits, press the '#' key to end the entry.
- 3 To confirm deletion of this node, press '1'. To return to the Auto-Attendant Main Menu, press any other key.

#### Delete All Nodes

This feature is accessible from **System Manager Mailbox 001**.

To delete all nodes, proceed as follows:

- 1 Select **'4'** from the Auto-Attendant Main Menu.
- 2 The voice mail system will announce "This will cause all nodes in the auto-attendant system to be deleted."
- 3 If you want to proceed with this operation, press **'1'**. To return to the main menu, press any other key.

#### 9.6.5.5 Make a Copy of an Existing Node

This feature is accessible from *all* System Manager Mailboxes.

To make a copy of an existing node, proceed as follows:

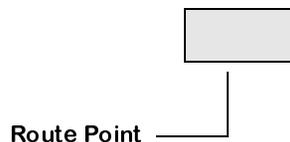
- 1 Select **'5'** from the Auto-Attendant Main Menu.
- 2 Enter the node number of the existing node which you would like to copy.
- 3 If the node number is less than eight digits, press the **'#'** key to end the entry. **Or**, to return to the main menu, press the **'\*'** key.
- 4 Enter the node number of the node you want to create.
- 5 If the node number is less than eight digits, press the **'#'** key to end the entry. **Or**, to return to the main menu, press the **'\*'** key.

#### 9.6.5.6 Set the Node Starting Points (Route Point Starting Point)

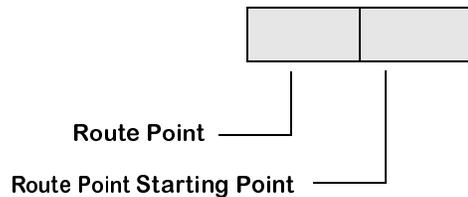
This feature is accessible from *all* System Manager Mailboxes.

To set the node starting points (i.e., Voice Mail Starting Point), proceed as follows. To exit at any time, press the **'#'** key.

- 1 Select **'6'** from the Auto-Attendant Main Menu.
- 2 Enter the PBX designated starting point (i.e., Route Point) for which you wish to set the Voice Mail Starting Point.



- 3 The voice mail system will announce “The current setting for PBX starting point \_\_\_ (i.e., Route point) is \_\_\_ (i.e., Voice Mail Starting Point). This means that an incoming call with this PBX starting point will start at node \_\_\_.”
- 4 Enter the new Voice Mail Starting Point to be used with this PBX starting point (route point). Or, to cancel this command, press the ‘#’ key.



#### 9.6.5.7 Listen to Information About how to Program the Auto Attendant System

This feature is accessible from *all* System Manager Mailboxes.

To access this feature, proceed as follows:

- 1 Select ‘7’ from the Auto-Attendant Main Menu.
- 2 Listen to prompts for general information about programming the auto attendant system.

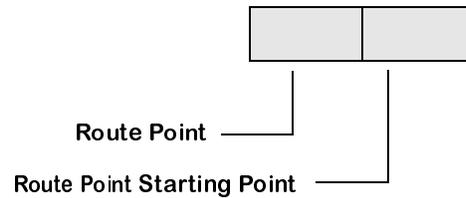
#### 9.6.5.8 Enter the Auto-Attendant as an Incoming Caller

This feature is accessible from *all* System Manager Mailboxes.

To enter the auto-attendant system as an incoming caller, proceed as follows:

- 1 Select ‘8’ from the Auto-Attendant Main Menu.
- 2 The voice mail system will announce “This option allows you to listen to a programmed auto-attendant sequence before it is enabled for public use.”
- 3 Enter the two digit starting node.

- 4 Once the two digit starting node is entered, the auto-attendant system is launched as it would be for an incoming caller. All keys apply as they would for the defined nodes. Or, to return to the Auto-Attendant Main Menu, press the '#' key.



#### 9.6.5.9 To record a node message (hidden option)

This feature is accessible from *all* System Manager Mailboxes.

To access this feature, proceed as follows:

- 1 Select '9' from the Auto-Attendant Main Menu.
- 2 Enter the node number for which you wish to make a recording. Only Menu Nodes, Play Message Nodes, Directory Nodes (with custom message), and Interrogate Nodes have message recordings. If the node number is less than eight digits, press the '#' key to end the entry.
- 3 Record the message. Speak clearly in a normal to soft voice. A loud recording or a recording with shrill, high notes can interfere with the Plexus system's DTMF recognition.
- 4 Press '#' when finished recording.
- 5 To rerecord the message, repeat these steps.

9.6.5.10 Node Templates

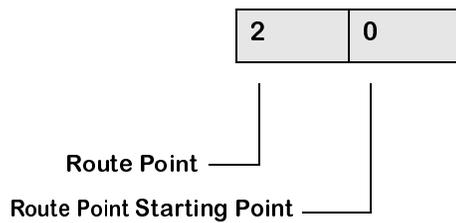
**A. Menu Node Template**

This section provides a template for creating and configuring the Menu Node from a Plexus key telephone. Each of the steps is described more fully below.

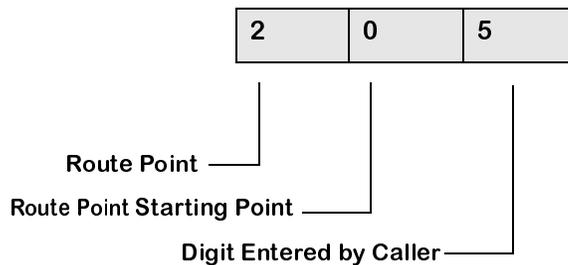
- 1 Enter the Node Number.
- 2 Select the action to be taken when the incoming caller presses the '\*' key.\*
- 3 Define the action to be taken when the incoming caller presses the '#' key.
- 4 Record your message after the following tone. Press the '#' key when finished recording.

**Node Number**

The voice mail system will route a call from a Menu Node to a subsequent node based on the digit entered by the caller. For example, the node number for a Menu Node with a Route Point of '2' and a Voice Mail Starting Point of '0' is '20'.



If the caller presses '5' after listening to the menu greeting, the call will be routed to node '205'. If node '205' exists, the voice mail system will perform the function associated with this node.



**Note**

If node '205' does not exist a short error message (i.e., "The digit you dialed is not a valid choice") is played, and the Menu Node is restarted.

### Select Action for \* Key

For the Menu Node, you can select the action to be taken when the incoming caller presses the '\*' key.

**Note**

Options 4, 5, and 6 are only available if the voicemail has been equipped with the Multiple Languages feature.

**1**

To allow the incoming caller to press the '\*' key followed by a mailbox number to log into that mailbox.

**2**

To take no action and repeat the menu message.

**3**

To restart the auto-attendant at the initial node.

**4**

To allow the incoming caller to press the \* key followed by a mailbox number to log into that mailbox. This also enables the caller to select from any available language nodes.

**5**

To take no action and repeat the menu message. This also enables the caller to select from any available language nodes.

**6**

To restart the auto-attendant at the initial node. This also enables the caller to select from any available language nodes.

### Select Action for # Key

You can define the action to be taken when the incoming caller presses the '#' key.

**1**

To allow the incoming caller to press the '#' key followed by an extension number to leave a message for that extension.

**2**

To take no action and repeat the menu message.

**3**

To restart the auto-attendant at the initial node.

### Record Message

Record your message after the following tone. Press the '#' key when finished recording.

After recording your message, press one of the following keys:

**1**

To confirm the recording.

**2**

To listen to the recording.

**3**

To re-record the message.

**Any  
Key**

Press any other key to return to the main menu.

### B. Dial Node Template

This section provides a template for creating and configuring the Dial Node from a Plexus key telephone. Each of the steps is described more fully below.

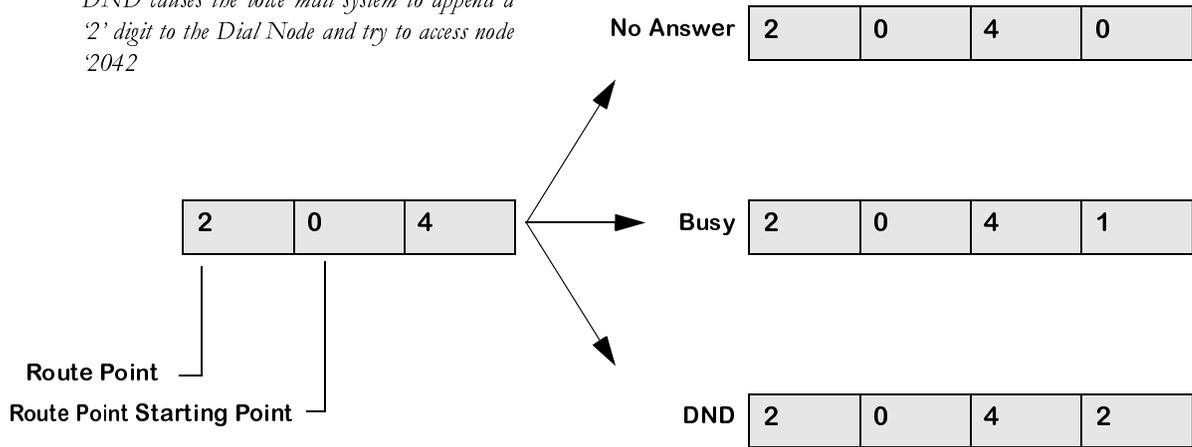
- 1 Enter the Node Number.
- 2 For the Dial Node, you can specify the extension number or the PBX group number to which you want the call to be transferred.
- 3 Define the transfer type.
- 4 If transfer type 4 is selected, enter the node number that will be accessed after this node. If the node number is less than eight digits, press the '#' key after entry.

### Node Number

When a Dial Node attempts a supervised transfer to an unavailable user, or attempts a blind transfer with voicemail as the coverage, the voice mail system will route the call to a subsequent node based on the unavailable state (no answer, busy, DND) of the user.

#### Example

- If Dial Node, '204', receives no answer when attempting to transfer a call to a user, the voice mail system will try to access node '2040'.
- An attempt to transfer a call to a busy user, will cause the voice mail system to append a '1' digit to the Dial Node and try to access node '2041'.
- Finally, an attempt to transfer a call to a user in DND causes the voice mail system to append a '2' digit to the Dial Node and try to access node '2042'.



### Specify Extension Number of PBX Group

For the Dial Node, you can specify the extension number or the PBX group number to which you want the call to be transferred.



User ID or User Group ID.



If you want to use an extension number which will be entered by the incoming caller as part of a previous Get Extension or Directory Node.

### Transfer Type

- 1** To dial the extension in the blind transfer mode.
- 2** To ask the incoming caller their name and announce this to the called extension (i.e., user).
- 4** To end this node and start the next node when the called extension (i.e., user) answers. (For future release.)

### C. Play Message Node Template

This section provides a template for creating and configuring the Play Message Node from a Plexus key telephone. Each of the steps is described more fully below.

- 1** Enter the Node Number.
- 2** Enter the node number that will be accessed after this node. If the node number is less than eight digits, press the '#' key to end the entry.
- 3** Set the Play Message Node parameters.
- 4** Record your message.
- 5** Enter the number of seconds for this operation.
- 6** Complete the message recording.

### Node Number

Enter the Node Number

### Enter Subsequent Node Number

Enter the node number that will be accessed after this node. If the node number is less than eight digits, press the '#' key to end the entry.

Route Point

Route Point Starting Point



If you want the auto-attendant system to end the call after accessing this Play Message Node.



If you want the auto-attendant system to start from its initial node after accessing this Play Message Node.

### Play Message Node Parameters



To record your own message for this node.



To cause the auto-attendant to say the digits of the extension entered in a previous Get Extension or Directory Node.



To not say any message and advance immediately to the next node.



To play the name of the last incoming caller.  
(This feature will be fully implemented in a future release.)



To give silence for a specified amount of time.

**6**

To play the Music-On-Hold for a specified amount of time.

**7**

To cause the auto-attendant to say the name of the mailbox owner of the extension entered in a previous Get Extension or Directory Node.

### Record Message

- 1 If 1 is selected above, record your message after the following tone.
- 2 If 5 is selected above, enter the number of seconds for this operation. You may enter any number from '1' to '999', followed by the '#' key. To exit, press the '\*' key.
- 3 Press the '#' key when finished recording.
- 4 After recording your message, press one of the following options, or press any key to go to the main menu.

**1**

To confirm the recording.

**2**

To listen to the recording

**3**

To re-record the greeting

### D. Get Extension Node Template

This section provides a template for creating and configuring the Get Extension Node from a Plexus key telephone. Each of the steps is described more fully below.

- 1 Enter the Node Number.
- 2 Enter the node number that will be accessed after this node. If the node number is less than eight digits, press the '#' key to end the entry.
- 3 Get Extension Node parameters. Enter the number of digits which are to be entered by the incoming caller as part of this node.

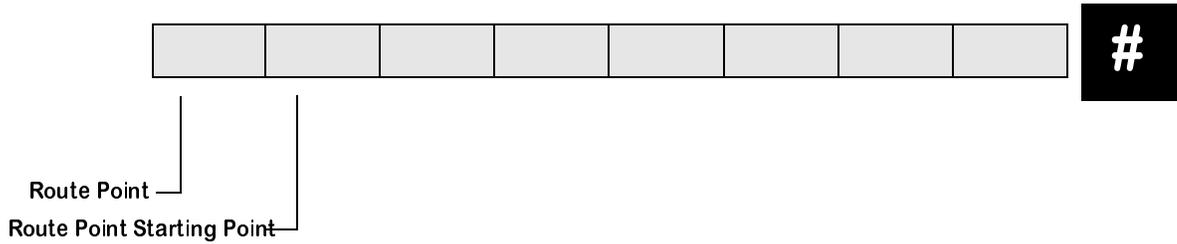


**Node Number**

Enter the node number

**Enter Subsequent Node Number**

Enter the node number that will be accessed after this node. If the node number is less than eight digits, press the '#' key to end the entry.



If you want the auto-attendant system to end the call after accessing this Get Extension Node.



If you want the auto-attendant system to start from its initial node after accessing this Get Extension Node.

**Get Extension Node Parameters**

Enter the number of digits which are to be entered by the incoming caller as part of this node.

**E. Mailbox Access Node Template**

This section provides a template for creating and configuring the Mailbox Access Node from a Plexus key telephone. Each of the steps is described more fully below.

- 1 Enter the Node Number.
- 2 Enter the node number that will be accessed after this node. If the node number is less than eight digits, press the '#' key to end the entry.

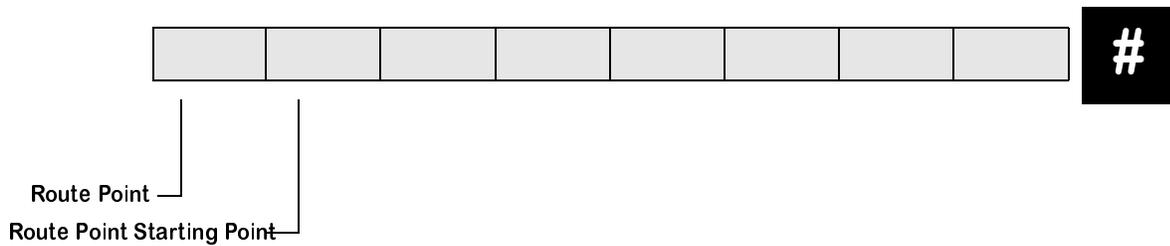
- 3 For the Mailbox Access Node, enter the mailbox number which is to be accessed by this node.
- 4 Allow a message to be left, or simply play a greeting.

**Node Number**

Enter the node number

**Enter Subsequent Node Number**

Enter the node number that will be accessed after this node. If the node number is less than eight digits, press the '#' key to end the entry.



If you want the auto-attendant system to end the call after accessing this Mailbox Access Node.



If you want the auto-attendant system to start from its initial node after accessing this Mailbox Access Node.

**Enter Mailbox Number**

For the Mailbox-Access Node, enter the mailbox number which is to be accessed by this node.



If you want the auto-attendant system to use the mailbox specified by the incoming caller in a previous Get Extension or Directory Node.



### Allow Message or Play Greeting



To allow the incoming caller to leave a message in the mailbox.



To just play the greeting and not allow a message to be recorded by the incoming caller.

### F. Interrogate Node Template

This section provides a template for creating and configuring the Interrogate Node from a Plexus key telephone. Each of the steps is described more fully below.

- 1 Enter the Node Number.
- 2 Enter the mailbox number where the Interrogate Node will leave the message
- 3 Enter the node number that will be accessed after this node. If the node number is less than eight digits, press the '#' key to end the entry
- 4 Record Message.

#### Node Number

Enter the node number.

#### Interrogate Node Parameters



If this is the last Interrogate Node in the series.



If there are more Interrogate Nodes which will be presented to the caller after this one.

#### Select Mailbox for Message

If 1 is selected above, enter the mailbox number where the Interrogate Node will leave the message.



**1**

To confirm the recording.

**2**

To listen to the recording.

**3**

To re-record the greeting.

### G. Directory Node Template

This section provides a template for creating and configuring the Directory Node from a Plexus key telephone. Each of the steps is described more fully below.

- 1 Enter the Node Number.
- 2 Set Directory Node parameters.
- 3 If you do not want to use the default message, record a new prompt for your Directory node.

#### Node Number

Enter the node number.

#### Directory Node Parameters

**1**

To cause the Directory Node to say each mailbox's name and number.

**2**

To cause the Directory Node to only say each mailbox's name.

#### Select Message Prompt for Incoming Calls

The Directory Node will prompt the incoming caller to enter the first three letters of the desired party's last name and the Directory Node will say only those mailboxes.

**1**

To prompt the incoming caller using the default system message.

**2**

To prompt the incoming caller using a message that you record.

### Record Prompt for Incoming Calls

- 1** If 2 is selected above, record your message after the following tone.
- 2** Press the '#' key when finished recording.
- 3** When you are finished recording, select from the following options, or press any other key to return to the main menu.

**1**

To confirm the recording.

**2**

To listen to the recording.

**3**

To re-record the greeting.

### 9.6.6 Make changes to the voice mailboxes

Upon reaching the System Manager Main Menu, select **'2'** to hear the System Manager Mailbox Menu.

#### 9.6.6.1 System Manager Mailbox Menu

- |          |                                     |
|----------|-------------------------------------|
| <b>1</b> | To create a new mailbox.            |
| <b>2</b> | To modify an existing mailbox.      |
| <b>3</b> | To delete a mailbox.                |
| <b>4</b> | To delete all mailboxes.            |
| <b>5</b> | To hear a listing of all mailboxes. |

#### 9.6.6.2 Create a New Mailbox

This feature may be performed by System Managers.

To create a new mailbox, proceed as follows:

- 1 Select **'1'** from the System Manager Mailbox Menu.
- 2 To create a single mailbox, enter the mailbox number. This number may be 2-4 digits depending on the configuration.
- 3 To create a range of mailboxes, press **'#'**.
- 4 To return to the main menu, press **'\*'**.
- 5 If **'#'** was selected above, enter the starting mailbox number. Or, to return to the main menu, press **'#'**.
- 6 Enter the ending mailbox number.

- 7 If there are mailboxes which already exist in this range, they will not be modified.

**Note**

For information on setting up the parameters for each mailbox created, see “Mailbox Templates” - section 9.6.6.7. If a range is created, each mailbox must be configured by selecting option ‘2’, modify an existing mailbox, under the System Manager Mailbox Menu.

#### 9.6.6.3 Modify an Existing Mailbox

This feature may be accessed by System Managers.

To modify an existing mailbox, proceed as follows:

- 1 Select ‘**2**’ from the System Manager Mailbox Menu.
- 2 Enter the mailbox number.
- 3 At this point the voice mail system will proceed with the configuration of the mailbox [Refer to the “Mailbox Templates” - section 9.6.6.7].

#### 9.6.6.4 Delete a Mailbox

This feature may be accessed by System Managers.

To delete a mailbox, proceed as follows:

- 1 Select ‘**3**’ from the System Manager Mailbox Menu.
- 2 Enter the mailbox number.
- 3 To delete this mailbox, press ‘1’. **Or**, to retain this mailbox, press any other key.

#### 9.6.6.5 Delete All Mailboxes

This feature may be accessed by System Managers.

To delete all mailboxes, proceed as follows:

- 1 Select ‘**4**’ from the System Manager Mailbox Menu.
- 2 The voice mail system will announce “This will cause all mailboxes to be deleted and all mailbox messages will be lost.”



- 3** If you want to proceed with this operation, press '1'. **Or**, to return to the main menu, press any other key.

### 9.6.6.6 Hear a Listing of All Mailboxes

To hear a listing of all mailboxes, proceed as follows:

- 1** Select '5' from the System Manager Mailbox Menu.
- 2** The voice mail system will announce the list of mailboxes as follows:  
"Mailbox number \_ \_ \_ \_ + name of owner (if recorded)"  
"Mailbox number \_ \_ \_ \_ + name of owner (if recorded)"  
etc.
- 3** While listening to the listing, press '1' to skip to the next mailbox in the list. **OR**, to return to the main menu, press any other key.

### 9.6.6.7 Mailbox Templates

The templates on the following pages were developed to assist with configuring mailboxes. Utilize the templates to identify the parameters that must be set up for each mailbox.

## Mailbox Type Template

- 1** To select whether this is to be an ordinary mailbox or a Group Delivery mailbox.
- 8** To skip to the next parameter.
- 9** To go to the previous parameter.
- #** To return to the main menu.
- 0** To hear this menu again.

After selecting option 1, you will be able to select whether this is to be an ordinary mailbox or a Group Delivery mailbox.

**1**

To configure this as an ordinary mailbox.

**2**

To configure this as a Group Broadcast mailbox which will send a copy of every new message to all members of its groups.

**3**

To configure this as a Group Delivery mailbox which will send a copy of a new message to the different groups in a delayed order until one mailbox hears the message.

**4**

To configure this as a simplified mailbox.

The current setting is \_\_\_\_\_ (1<sup>default</sup>).

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

### Associated Extension (User) Template

**1**

To select whether an extension (i.e., user) is associated with this mailbox.

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.



Associating an extension with the mailbox allows the Dial node to request a transfer to that extension.

**1**

If there is to be an extension associated with this mailbox.

**2**

If not.

The current setting is \_\_\_\_\_ (1<sup>default</sup>).

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

## Private Mailbox Template

**1**

To specify whether this is a private mailbox.

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.



A mailbox specified as private will not be announced to the incoming caller during a Directory node.

**1**

To configure this mailbox as private.

**2**

To allow this mailbox to be publicly visible.

The current setting is \_\_\_\_\_ (2<sup>default</sup>).

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

## Message Summary Template

- 1** To specify whether this mailbox can hear a summary of messages in all mailboxes.
- 8** To skip to the next parameter.
- 9** To go to the previous parameter.
- #** To return to the main menu.
- 0** To hear this menu again.



After selecting option 1 above, you will be able to select from the following options:

**1**

To allow this mailbox to hear a summary of new messages in all mailboxes.

**2**

To NOT allow this mailbox to have this capability.

The current setting is \_\_\_\_\_ (2<sup>default</sup>).

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

## Pager Notification Template

- 1** To specify whether this mailbox is allowed to have the system call a pager number after receiving a new message.
- 8** To skip to the next parameter.
- 9** To go to the previous parameter.
- #** To return to the main menu.
- 0** To hear this menu again.



After selecting option 1 above, you will be able to select from the following options:

**1**

To allow this extension to use the pager notification feature.

**2**

To NOT allow this extension to use the pager notification feature. The current setting is \_\_\_\_\_ (2<sup>default</sup>).

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

## Remote Telephone Notification Template

- 1** To specify whether this mailbox is allowed to have the system notify a remote telephone number after receiving a new message.
- 8** To skip to the next parameter.
- 9** To go to the previous parameter.
- #** To return to the main menu.
- 0** To hear this menu again.



After selecting option 1 above, you will be able to select from the following options:

- 1** To allow this extension to use the remote telephone number notification feature.
  - 2** To NOT allow this extension to use the remote telephone number notification feature.
- The current setting is \_\_\_\_\_ (2<sup>default</sup>).
- 8** To skip to the next parameter.
  - 9** To go to the previous parameter.
  - #** To return to the main menu.
  - 0** To hear this menu again.

### Mailbox Owner's Name Template

**1**

To record the name of the mailbox owner.

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

**After selecting option 1 above, you will hear the current recording. You may then select to change the recording, or return to the main menu.**

**1**

To change this recording. If option 1 is selected, you may record your message after the tone. Press the '#' key when finished recording.

**Any  
Key**

To return to the main menu.



### Mailbox Owner's Directory Listing Template

**1**

To enter the last three letters of the mailbox owner's last name.

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

After selecting option 1 above, you will hear the current settings. You may then select to change the settings, or return to the main menu.

Using the letters associated with the numbers on your telephone, enter 3 digits representing the first 3 digits of the person's last name. You must enter three digits. For example, the last name "Smith" would be entered by dialing 'S', 'M', 'I', or '7', '6', '4'. For last names having fewer than 3 letters, use the zero key at the end of the name to fill the entry. To enter the letter 'Q', use the 7 key. To enter the letter 'Z', use the 9 key.

**#**

To skip to the next parameter.

## Maximum Message Age Template

**1**

To set the number of days a message can remain in this mailbox until it is automatically deleted.

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

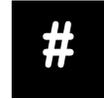
**0**

To hear this menu again.



After selecting option 1 above, you will hear the current setting. To change this setting, you may enter any number from 1 to 365 days followed by the '#' key.

--	--	--



If you do want any messages to be automatically deleted.



To return to the previous menu without modifying this setting.

## Password Template

**1**

To reset the mailbox password to be the same number as the extension and to erase the two mailbox greetings and use the default system greeting.

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

**Your entry has been saved. There are no more options to be programmed.**

### 9.6.7 Change system parameters

#### 9.6.7.1 Description

Upon reaching the System Manager Main Menu, select **'3'** to hear the System Parameter menu.

**Note**

The System Parameter menu can only be accessed from mailbox 001.

#### 9.6.7.2 System Parameter Templates

### System Manager Passwords Template

<b>1</b>	To change the System Manager Passwords
<b>8</b>	To skip to the next parameter.
<b>9</b>	To go to the previous parameter.
<b>#</b>	To return to the main menu.
<b>0</b>	To hear this menu again.

### Changing the System Manager Passwords

- 1 Enter the System Manager level password you would like to change. There are 5 levels, 1 being the highest and 5 being the lowest.

**1** or **2** or **3** or **4** or **5**

- 2 Enter your new four-digit password. Or, if you do not want to use a password, press the '#' key.
- 3 You have entered \_\_\_\_.
- 4 To accept this as your new password, press 1.
- 5 To return to the main menu, press any key.

## Silence Threshold Template

This feature is accessible through the System Manager Mailbox 001.

**1**

To set the silence detect threshold.

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

### To Change the Silence Threshold

- 1 Press 1. The system will announce the current setting:
- 2 The current setting is \_\_\_\_ (84<sup>default</sup>).
- 3 You may enter any number from '1' to '999', followed by the '#' key. A smaller number makes the system more sensitive and may delay the detection of silence. A larger number makes the system less sensitive and may end the recording prematurely if a caller is speaking too softly.
- 4 To return to the previous menu without changing this parameter, press the '\*' key.

The recommended value for this field is 84.



### Maximum Message Age Template

This feature is accessible through the System Manager Mailbox 001.

**1**

To set the default value for the number of days a message can remain on the system until it is automatically deleted.

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

### To Change the Maximum Message Age

- 1 After selecting '1' from the menu above, you will hear the current setting. By default, messages are not automatically deleted.
- 2 The current setting is \_\_\_\_\_.
- 3 You may enter any number from '1' to '365' days, followed by the '#' key.
- 4 Press '#' If you do not want any messages to be automatically deleted.
- 5 Press '\*' to return to the previous menu.

## System Messages Template

This feature is accessible through the System Manager Mailbox 001.

**1**

To record new system messages.

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

## To Play the Current Message

- 1 Select '1' from the menu above.
- 2 Enter the three digit message number.
- 3 The message will be played.
- 4 To return to the previous menu, press '#'.
- 5 If you record your own message over the existing message, you will **not** be able to restore the original system message.

**1**

To record a new message.

**2**

To listen to the next message.

**Any  
Key**

To enter a new message number.



### # of Digits in Mailbox Number Template

This feature is accessible through the System Manager Mailbox 001.

**1**

To set the number of digits needed to specify a mailbox.

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

### To Set the Number of Digits

- 1 After pressing '1' from the menu above, you will hear the following message: "The current setting is *x* digits per mailbox." (3<sup>default</sup>)
- 2 Enter the new value for this parameter. You may specify that 2, 3, or 4 digits are required to specify a mailbox number.
- 3 Then, select from the following options.

**8**

To skip to the next parameter.

**9**

To go to the previous parameter.

**#**

To return to the main menu.

**0**

To hear this menu again.

### 9.6.8 Hear the amount of space left on the hard drive

Upon reaching the System Manager Main Menu, select '4' to hear the amount of space available for message recording on the IVP hard drive. The following information will be played:

There is approximately \_\_\_\_\_ hour(s) and \_\_\_\_\_ minutes of storage space left on the hard disk.

The system reports the number of hours and minutes of recording time remaining on the hard disk. When the amount of space on the hard disk slips below 1 hour of recording time, a warning is presented to all users upon logging into their mailboxes. If the available recording time drops below 15 minutes, the system does not allow any recording to take place and instead plays an error message indicating that the disk is full.

Deleting messages from the hard drive may not immediately free up space. The system recalculates the hard disk status approximately every 6 hours. However, it is possible to force a recalculation of disk space by accessing the Maximum Message Age system parameter menu. When this menu is invoked, the system automatically recalculates the space on the hard disk. Refer to “Modify an Existing Mailbox” - section 9.6.6.3 for more information.

### 9.6.9 Hear the version numbers of the voice mail system

This feature is accessible through all System Manager Mailboxes. Upon reaching the System Manager Main Menu, select ‘5’.

A string of numbers indicating the voice mail system operating system and various serial numbers will be played. The number immediately following the first “The current setting is” prompt is the current voice mail operating system.



**Note**

This version number should periodically be compared to the latest available version and upgraded when necessary.

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## 9.7 Setting up Hold Queue Intercepts

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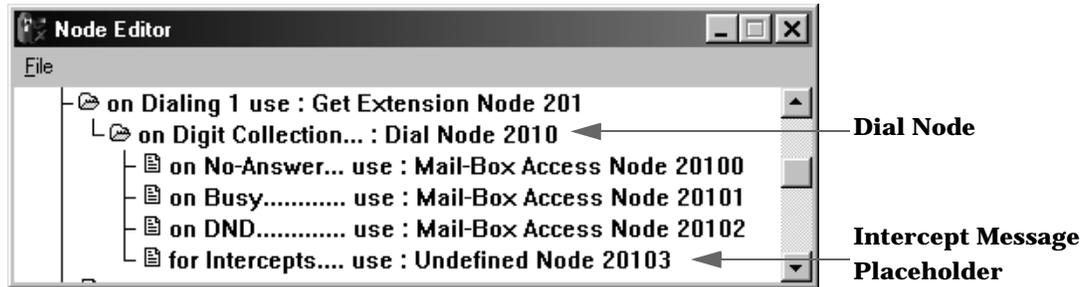
### 9.7.1 Description

Busy Queuing for a user or user group can be set up such that the queue is intercepted periodically with a default system message, a custom message, or a connection to another user on the system. The default system message provides a point-in-queue indication so that the caller knows how many calls are ahead of them. While custom messages cannot take advantage of the point-in-queue indication, they should provide reassurance to callers, letting them know that the system is aware that they are still holding. If the intercept is directed to another user on the system, that user can update the caller on the availability of the targeted user. Busy Queuing occurs when a call is Camped-On or Parked for the busy user; it is not available to calls placed on hold.

This section covers the configuration of intercepts that provide a default system message or a custom recorded message. Both these options use the IVP to play messages for the holding caller.

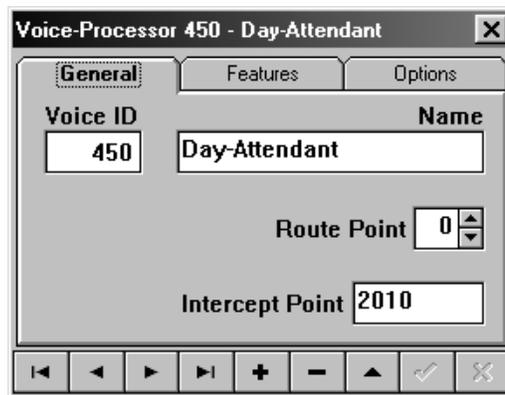
### 9.7.2 Setup Voice ID with Intercept Pilot

For Intercept Messages to work, Intercept Pilots for users and user groups must be defined as a voice ID. This voice ID must have a Intercept Point defined. This Intercept Point *must* be a **Dial Node**. When the system accesses this Intercept Point, it will access the placeholder for Intercept Messages under the Dial Node. This node can be an Undefined Node for system default messages or a Play Message Node or Menu Node for custom messages (see “Custom messages” - section 9.7.5 for information on additional parameters that must be defined). The placeholder is defined by adding a 3 to the defined Dial Node (e.g., dial node 2010 has a Intercept message placeholder of node 20103). For system default messages only, the Intercept Point Dial Node *must* be a Dial Node under a Get Extension Node for proper operation.



### 9.7.2.1 Voice ID configuration

Scroll to the desired Voice ID and make appropriate entries and selections on each of the tabs presented below.



**Table 9 - 12 General**

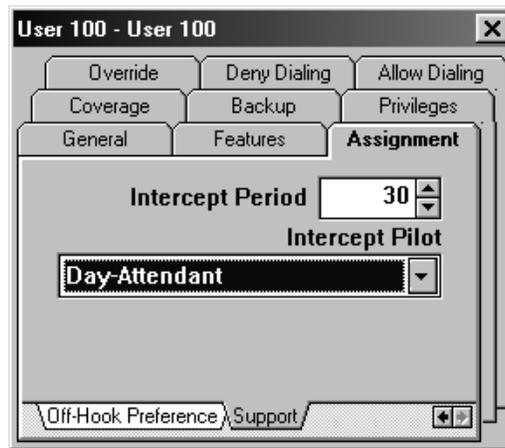
Voice ID	
Logical identifier for the voice mail resource. <b>Note:</b> The ID is automatically assigned based on the Voice ID Sequence entered when the first Voice ID was created.	Numeric 2 to 4 digits, (depending on the dial plan)
Intercept Point	
The main <b>dial node</b> over the intercept node.	Numeric

### 9.7.3 Setup user and user group Intercept Service

To set up intercept service for a user or user group, enable and assign an intercept pilot.

#### 9.7.3.1 User Intercept Pilot

The settings to set up intercept service for a user are found in User: Assignment, Support (see “User: Assignment, Support” - section 6.22.11).



**Table 9 - 13 User: Assignment, Support**

Intercept Period		
The period of time between connections to the intercept pilot while a caller is waiting in a user's exclusive hold queue. <b>Note:</b> See "Intercept Service" - section 8.84.	0-255 seconds	30 seconds*
Intercept Pilot		
Intercept <b>connect to</b> for calls in queue for the user.	None * User ID User Group ID Auto Attendant ID Voice ID	

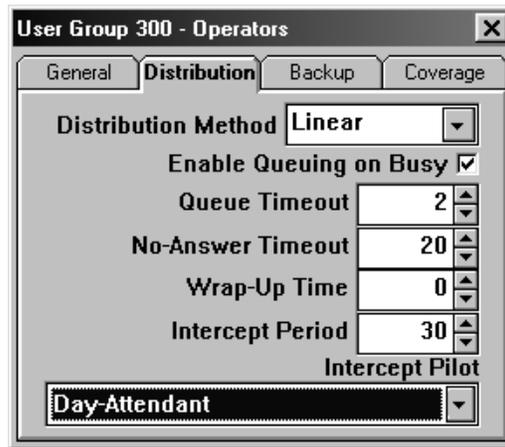
\* = default settings

The Intercept Pilot should be set to a voice ID of the IVP card. This voice ID will have an intercept point defined (see “Setup Voice ID with Intercept Pilot” - section 9.7.2).

Users enable Busy Queuing on an individual basis. See “Busy Queuing - User” - section 8.21 for detailed instructions for enabling the busy Busy Queuing with an Intercept Message.

9.7.3.2 User Group Intercept Pilot

The settings to set up intercept service for a user group are found in User Group: Distribution (see “User Group: Distribution” - section 6.23.2).



**Table 9 - 14 User Group: Distribution**

Enable Queuing on Busy		
Whether Busy Queuing is enabled for calls to this group. <b>Note:</b> See “Busy Queuing - User Group” - section 8.22.		Enable / disable*
Queue Timeout		
The period of time that a call may remain in queue waiting for an available user before routing to backup and/or coverage. <b>Note:</b> See “Busy Queuing - User Group” - section 8.22.	0-255 minutes	2 minutes*
Intercept Period		
Refers to the period of time between reassurance messages while a caller is waiting in the busy queue.	0-255 seconds	30 seconds*

**Table 9 - 14 User Group: Distribution**

Intercept Pilot ID	
System entity providing the audio prompts for calls holding in the queue.	None * User ID User Group ID AutoAttendant ID Voice ID

\* = default settings

The Intercept Pilot should be set to a voice ID of the IVP card. This voice ID will have an intercept point defined (see "Setup Voice ID with Intercept Pilot" - section 9.7.2).

#### 9.7.4 System default message

The system default message is a prerecorded system message for callers in the Hold Queue. The message played is, "All agents are currently busy. There are  $x$  calls ahead of you. To continue waiting, please stay on the line. To leave a message for this extension, press the 'pound' key." The  $x$  represents the caller's point in queue or the number of queued calls ahead of the caller.

Callers are able to stay on the line, hang up, or press # to leave a message. The message will repeat itself at the time interval defined in the user or user group Intercept Period.



#### Note

For system default messages only, the Intercept Point Dial Node **must** be a Dial Node under a Get Extension Node for proper operation of the "press #" feature.

#### 9.7.5 Custom messages

While custom messages cannot take advantage of the point-in-queue indication, they should provide reassurance to callers, letting them know that the system is aware that they are still holding.

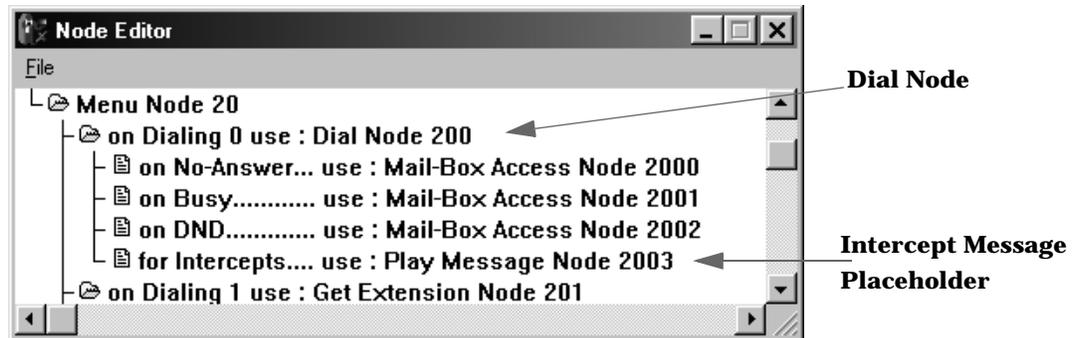
For a custom message to be played, the Intercept Message Placeholder must be redefined and the user or user groups mailbox must be configured to allow for custom messages to be played for queued calls to the user or user group.

### 9.7.5.1 Define the Intercept Message Placeholder

A Play Message Node or a Menu Node must be defined in the Intercept Message Placeholder under the Intercept Point's defined Dial Node.

#### A. Play Message Node

A Play Message Node will play the recording associated with the node for the caller. The Play Message Node will ignore any digits dialed by the caller and return the call to the held state once the message is through playing.

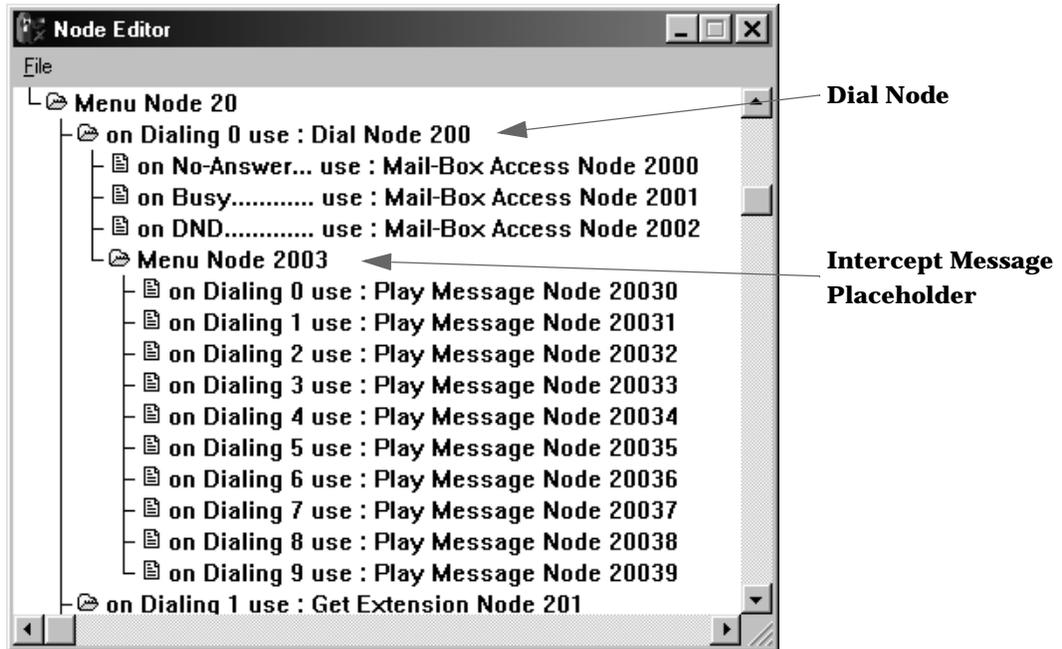


To properly configure the Play Message Node, the Play action for the node should be set to Play Recorded Message and a message should be recorded for the node. The node will ignore the setting Next Node and return the call to a held state after the message has played. For the steps to modify the Play Message Node properties, see “Modifying node properties” - section 9.3.14.



## B. Menu Node

A Menu Node will play the recording associated with the node for the caller. The caller will have the option to press digits that have been mapped under the Menu Node to hear prerecorded messages or stay on the line to continue holding for the user or user group. The nodes defined under a Menu Node can only be Play Message Nodes and More Menu Nodes. All other types of nodes will not operate in an Intercept. See "Adding a Menu Node" - section 9.3.10.1.



To properly configure the Menu Node, The choices for the caller entering a \* or # must be defined. Any menu choices under the Menu Node must also be defined. See “Adding a Menu Node” - section 9.3.10.1 and “Menu Node Properties” - section 9.3.15.1.



**Note**

All nodes defined under a Menu Node in an Intercept must be Play Message Nodes or Menu Nodes, other types of nodes will not operate properly in an Intercept.

**Node Properties**

Node Type: Menu      Node Number: 2003

Node Description: Menu Node 2003

Audio Recorder/Player

# Key Action

- Prompt for recipient's Mail-Box
- Restart Auto-Attendant
- None

\* Key Action

- Access specific Mail-Box
- Restart Auto-Attendant
- None

Enable Language Select Option

#### 9.7.5.2 Allow custom message playing.

For the system to play a custom messages, the user or user groups mailbox must be configured to allow for custom messages to be played for queued calls to the user or user group. To modify the mailbox for the user or user group that is being set up to have custom messages played for queued calls, follow the following steps:

- 1 Log in to the user or user group mailbox. This can be done by accessing any mailbox to leave a message and dialing \* and the desired mailbox to configure.
- 2 Enter the mailbox password (if applicable, default is no password).
- 3 Press '3' to modify mailbox parameters.
- 4 Press '8' ten times to forward to parameter "set busy options".
- 5 Press '1' to modify this parameter.
- 6 Press '2' to allow for custom intercept messages to be played.
- 7 When the system states "Your entry has been saved", hang up.



## IVP Configuration

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This setting can also be modified through the VPS Mail-Box Editor of the Plexus Administrator Software. See “Voice Mailboxes” - section 9.4 for information.

## 9.8 Multi-Language Option

### 9.8.1 Description

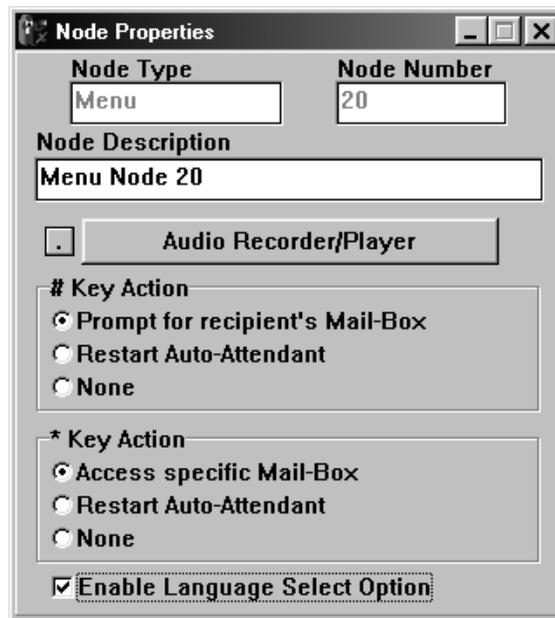
The Multi-Language Option allows incoming callers to select a language in which the menu options will be announced. Mailbox owners may select the language in which their mailbox options are read.



**Note**

You must have a multi-language enabled Integrated Voice Processor (IVP) Interface card for this option to be implemented.

### 9.8.2 Setup



Enable Language Selection Option	
Enables language selection option	Enable / disable*

\* = default setting

