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PART 1. INTRODUCTION TO PROGRAMMING

1.1 PROGRAMMING OVERVIEW

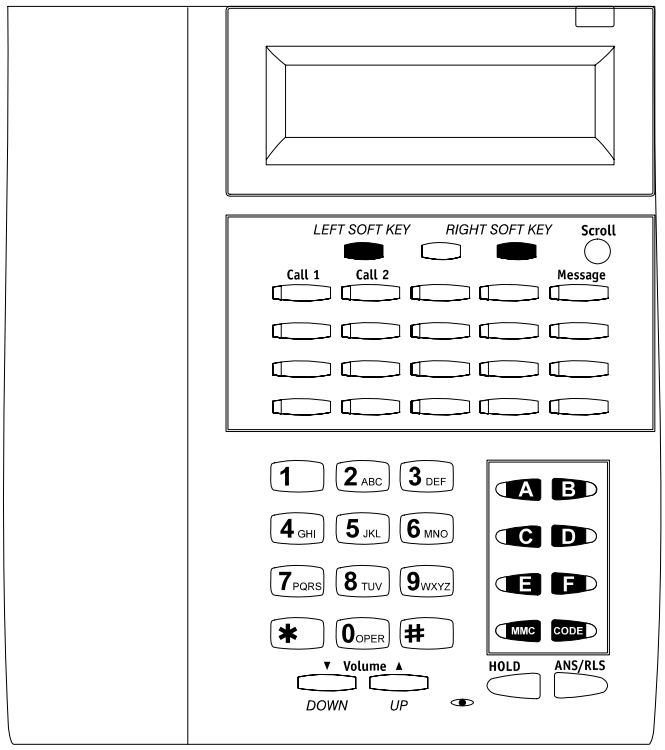
The OfficeServ 7100 system arrives from the factory with default data. Connect it to trunks, stations and power, turn the system on and it is fully operational. The only thing left to do is customize the data to fit the customer's needs. This is called programming the system.

MMC stands for Man Machine Code and each program is assigned a different three digit code. These MMC codes are used to view, create or change customer data. Programming is simply deciding what needs to be done and knowing which MMC is used to do it. For example, use MMC 601 to create a station group. System speed dial numbers are entered in MMC 705 and soft keys are assigned to individual keysets using MMC 722.

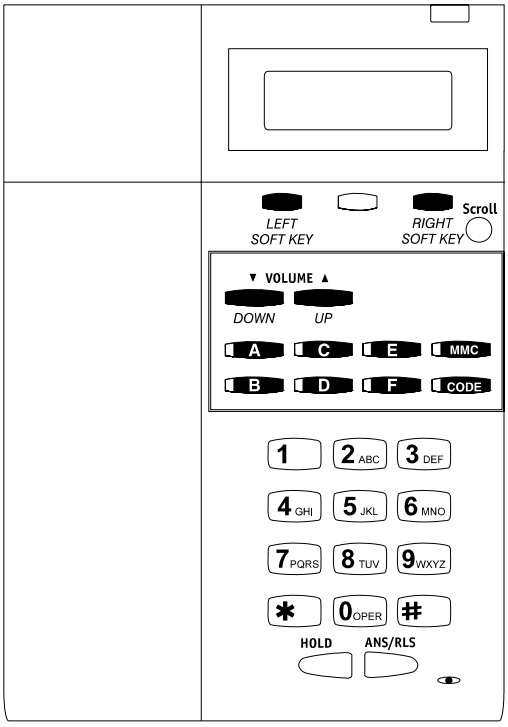
System programming may be done from any two line display keyset. The first thing you must do is open system programming. As a security measure, a passcode must be known to do this.

- **iDCS KEYSETS**

This diagram illustrates the keys on **a iDCS 28 BUTTON and a iDCS 18 BUTTON keyset** that have special functions during programming. When required, these keys will be referred to by the names described in the diagram.

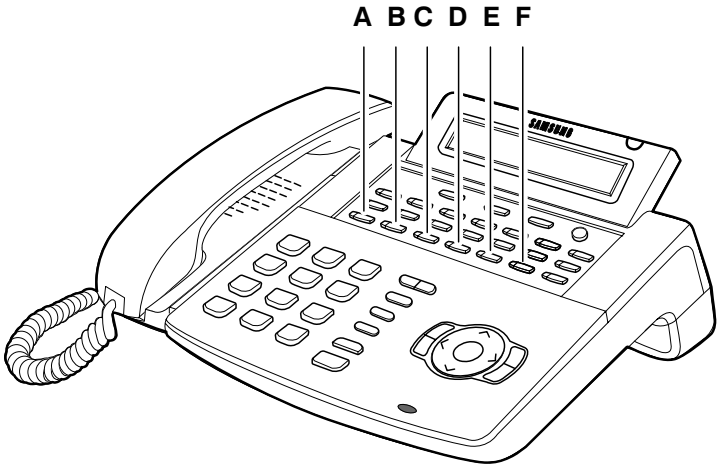


This diagram illustrates the keys on a **iDCS 8 BUTTON keyset** that have special functions during programming. When required, these keys will be referred to by the names described in the diagram.



• ITP-5121D KEYSETS and DS 5000 Series KEYSETS

This diagram illustrates the keys on **ITP 5121-D, DS 5021D, DS 5014D and DS 5007S keysets** that have special functions during programming. When required, these keys will be referred to by the names described in the diagram.



1.2 PROGRAMMING LEVELS

There are three levels of programming: SYSTEM, CUSTOMER and STATION. System and customer levels are under passcode protection while station programming does not require a passcode.

To prevent conflicting data from being entered, only one person at a time can enter programming with the technician or customer passcode. While programming is in progress, normal system operation is not affected. For your convenience, the system displays [xxx IN PGM MODE] when another keyset is in the program mode.

A. System level

This level is entered via MMC 800 and requires the technician level passcode. It allows access to all system programs, station programs and maintenance programs.

B. Customer level

This level is entered via MMC 200 and requires the customer passcode. It allows access to station programs and system programs allowed by the technician in MMC 802. When using the customer passcode to access station programs, data for all stations can be viewed or changed.
NOTE: When the system is programmed for multiple tenant use, each tenant has an individual customer passcode enabled in MMC 201. The access for tenant passcode is limited to only certain MMCs. See MMC 201 for more details.

After opening programming with the customer passcode, you must press TRSF to exit. Now press TRSF and the MMC number you wish to access.

C. Station level

All keysets can access station programs 102–117 without using a passcode. Each user can only change station data for his/her own keyset.

When the LCD 24B keyset is in programming, the display shows instructions, prompts and choices. Existing data is always displayed before it can be changed. The keystroke sequence for each MMC is detailed in the following pages.

Before you begin entering customer data, follow this important reminder.

D. Remote Programming

The OfficeServ 7100 also provides a proprietary application called Installation Tool (IS Tool). This application can be loaded onto any high performance PC (that meets the minimum requirements) and it is used only to program the telephone system from anywhere in the world, provided there is a LAN/WAN or modem connection.

This permits technicians to program the phone system, modify the customer database or download (save) the entire customer database to a file. This file can be saved as a back up and can be uploaded when required to restore the database. The IS Tool can also be used to view the customer database offline, and to send new loads of software upgrades to the MMC+ of a live system.

1.3 SYSTEM MEMORY MANAGEMENT

In **previous** OfficeServ Systems such as the OfficeServ 100, 500, and 7200, SRAM memory stored the active system database and Smart Media was where the Database was saved on a more permanent basis. The SRAM was battery-backed on the MCP card by a super-capacitor with a battery backup switch which could clear the memory and default the system. However, the memory architecture of the OfficeServ 7100 is different.

The OS7100 has 4 types of memory:

1) **SRAM (2MB):** Holds information such as Call Logs, Alarms, UCD call stats, program logs and traffic reports. SRAM is backed by the Super Capacitor on the MP10. If the switch is ON, data can last up to 1 day without main system power.

2) **DRAM**: This is where active system Database resides. During IS Tool or KMMC programming, the data being programmed is written to DRAM.

   DRAM IS CLEARED WHEN SYSTEM BOOTS. During system boot up, the latest SRAM contents are reloaded into DRAM.

3) **MMC+ (256MB):** When you use MMC 815 and save the Database to MMC+, it copies the active Database from DRAM and saves it to MMC+ Card. This way the most up-to-date database is saved to MMC+ Card.

   WHAT THIS MEANS TO YOU?
   From the information described above, you can see that if you made a programming change in KMMC and pressed the right soft key to save, the change is made immediately to DRAM and the change takes effect immediately. Likewise, if you make a programming change using IS Tool and click the SAVE button, the change is effective immediately and is saved to DRAM active system database.

1.4 DEFAULTING THE SYSTEM

You can default the system by turning the MP10 battery backup switch OFF for at least 30 seconds and then ON again. Turning the battery backup switch OF then ON again will simply clear the SRAM. You can also default the OS 7100 by going to MMC 811 MEMORY CLEAR (however mmc 830 IP address information will be retained).

IMPORTANT REMINDER
When first installing this system, always use MMC 811 to reset and clear memory. This will ensure that you begin with clean default data.

Now begin entering customer data

1.5 PROGRAM LIST IN NUMERICAL ORDER

100 STATION LOCK
101 CHANGE USER PASSCODE
102 CALL FORWARD
103 SET ANSWER MODE
104 STATION NAME
105 STATION SPEED DIAL
106 STATION SPEED DIAL NAME
107 KEY EXTENDER
108 STATION STATUS
109 DATE/TIME DISPLAY
110 STATION ON/OFF
111 KEYSET RING TONE
112 ALARM CLOCK
114 STATION VOLUME
115 SET PROGRAMMED MESSAGE
116 ALARM REMINDER
117 TEXT MESSAGE
118 CONFERENCE GROUP
119 CALLER ID / ANI DISPLAY
120 LARGE LCD OPTION
121 STATION LANGUAGE ASSIGNMENT
122 SPOT INFO SPD
125 EXECUTIVE PRESENT STATE
200 OPEN CUSTOMER PROGRAMMING
201 CHANGE CUSTOMER PASSCODE
202 CHANGE FEATURE PASSCODE
203 ASSIGN UA DEVICE
204 COMMON BELL CONTROL
205 ASSIGN LOUD BELL
206 BARGE-IN TYPE
208 ASSIGN RING TYPE
209 ASSIGN ADD-ON MODULE
210 CUSTOMER ON/OFF PER TENANT
211 DOOR RING ASSIGNMENT
214 DISA ALARM RINGING STATION
217 STATION PAIR
218 RELAY TYPE
219 TRAFFIC REPORT PRINTOUT
223 ISDN SERVICE TYPE
224 AUDIO PROMPT
300 CUSTOMER ON/OFF PER STATION
301 ASSIGN STATION COS
302 PICKUP GROUPS
303 ASSIGN EXECUTIVE/SECRETARY
304 ASSIGN EXTENSION/TRUNK USE
305 ASSIGN FORCED CODE
306 HOT LINE
308 ASSIGN BACKGROUND MUSIC SOURCE
309 ASSIGN STATION MUSIC ON HOLD
310 LCR CLASS OF SERVICE
312 ALLOW CID / ANI
313 COPY STATION/TRUNK USE
314 ASSIGN STATION/STATION USE
315 CUSTOMER SET RELOCATION
316 PRESET FORWARD NO ANSWER
317 TIME/COST DISPLAY OPTION
320 BRANCH GROUP
321 SEND CLI NUMBER
400 CUSTOMER ON/OFF PER TRUNK
401 C.O./PBX LINE
402 TRUNK DIAL TYPE
403 TRUNK TOLL CLASS
404 TRUNK NAME
405 TRUNK TELEPHONE NUMBER
406 TRUNK RING ASSIGNMENT
407 FORCED TRUNK RELEASE
408 ASSIGN TRUNK MOH SOURCE
409 TRUNK STATUS READ
410 ASSIGN DISA TRUNK
412 ASSIGN TRUNK SIGNAL
414 ASSIGN CALLER ID / ANI TRUNKS
415 REPORT TRUNK ABANDON DATA
417 TRK TMC GAIN
418 TRUNK GAIN CONTROL
419 DISTINCTIVE RINGING
420 ANI / DNIS OPTIONS
421 TRUNK COS
422 COST RATE
424 CARD RESTART
430 PRI CONTROL
432 CONNECTION STATUS
438 16TRUNK GAIN
500 SYSTEM-WIDE COUNTERS
501 SYSTEM TIMERS
502 STATION-WIDE TIMERS
503 TRUNK-WIDE TIMER
504 PULSE MAKE/BREAK RATIO
505 ASSIGN DATE AND TIME
506 TONE CADENCE
507 ASSIGN RING PLAN TIME
510 SLI RING CADENCE
511 MESSAGE WAITING LAMP CADENCE
512 HOLIDAY ASSIGNMENT
515 ASSIGN DAYLIGHT SAVINGS DATE
600 ASSIGN OPERATOR GROUP
601 ASSIGN STATION GROUP
602 STATION GROUP NAME
603 ASSIGN TRUNK GROUP
604 ASSIGN INTERNAL PAGE ZONES
605 ASSIGN EXTERNAL PAGE ZONE
606 ASSIGN SPEED BLOCK

607 UCD OPTIONS
608 ASSIGN REVIEW BLOCK
609 CALL LOG BLOCK
611 ALLOW TEXT MESSAGING
612 GROUP CONFERENCE ALLOW
614 SET A STATION / C.O. LINE CALL GROUP
615 MGI GROUP
616 MGI USER
700 COPY COS CONTENTS
701 ASSIGN COS CONTENTS
702 TOLL DENY TABLE
703 TOLL ALLOWANCE TABLE
704 ASSIGN WILD CHARACTER
705 ASSIGN SYSTEM SPEED DIAL
706 SYSTEM SPEED DIAL BY NAME
707 AUTHORIZATION CODE
708 ACCOUNT CODE
709 TOLL PASS CODE/SPECIAL CODE TABLE
710 LCR DIGIT TABLE
711 LCR TIME TABLE
712 LCR ROUTE TABLE
713 LCR MODIFY DIGIT TABLE
714 DID NUMBER AND NAME TRANSLATION
715 PROGRAMMED STATION MESSAGE
717 MY AREA CODE
718 UCD AGENT ID
719 IDLE DISPLAY
720 COPY KEY PROGRAMMING
721 SAVE STATION KEY PROGRAMMING
722 STATION KEY PROGRAMMING
723 SYSTEM KEY PROGRAMMING
724 DIAL NUMBERING PLAN
725 SMDR OPTIONS
726 VM/AA OPTIONS
727 SYSTEM VERSION DISPLAY
728 CID / ANI TRANSLATION TABLE
729 RATE CALCULATION TABLE
730 COSTING DIAL PLAN
740 VM CARD RESTART
741 USER MAILBOX
743 AUTO RECORD
744 VM DAY / NIGHT
745 WARNING DESTINATION
747 VM ALARM
748 ASSIGN VM MOH
749 VM IN/OUT
759 CLI RINGING
800 ENABLE TECHNICIAN PROGRAM
801 CHANGE TECHNICIAN PASSCODE
802 CUSTOMER ACCESS MMC NUMBER
804 SYSTEM I/O PARAMETER
805 LEVEL & GAIN
806 CARD PRE-INSTALL
807 ADJUST DIGITAL PHONE TONE QUALITY
810 HALT PROCESSING
811 RESET SYSTEM
812 SET COUNTRY
815 CUSTOMER DATABASE COPY
816 CONFERENCE GAIN
818 PROGRAM DOWNLOAD
819 FILE CONTROL
820 ASSIGN SYSTEM LINK ID
821 Q-SIG TRUNK
822 VIRTUAL STATION TYPE
823 NETWORK COS
824 NETWORK DIAL PLAN
825 NETWORK OPTIONS
826 CLOCK SOURCE
829 LAN PRINTER PARAMETER
830 ETHERNET PARAMETERS
831 MGI PARAMETERS
832 VOIP OUTBOUND DIGITS
833 VOIP IP ADDRESS
834 H.323 OPTION
835 MGI DSP OPTION
836 H.323 GK OPTION
837 SIP OPTIONS
838 PRIVATE IP ADDRESS
839 SIP USER
840 IP SET INFO
841 SYSTEM IP OPTION
845 WLAN PARAMETERS
846 WIP INFO
848 WLAN IP/MAC
849 WLAN CONFIG
850 SHOW SYSTEM RESOURCES
851 ALARM REPORTING
852 SYSTEM ALARM ASSIGNMENTS
853 MAINTENANCE BUSY
854 DIAGNOSTIC TIME
855 SYSTEM HARDWARE OPTIONS
856 TECH PROGRAMMING LOGS
857 VIRTUAL CABINETS
859 HARDWARE VERSION
861 SYSTEM OPTION
865 FAN POWER CONTROL
889 DISPLAY SERVER STATUS
890 PORT CLEAR

1.6 PROGRAM LIST IN ALPHABETICAL ORDER

438 16TRUNK GAIN
708 ACCOUNT CODE
209 ADD-ON MODULE ASSIGNMENT
807 ADJUST DIGITAL PHONE TONE QUALITY
112 ALARM CLOCK
116 ALARM REMINDER
851 ALARM REPORTING
312 ALLOW CID / ANI
611 ALLOW TEXT MESSAGING
420 ANI / DNIS OPTIONS
103 ANSWER MODE
224 AUDIO PROMPT
707 AUTHORIZATION CODE
743 AUTO RECORD
308 BACKGROUND MUSIC SOURCE
206 BARGE-IN TYPE
320 BRANCH GROUP
401 C.O./PBX LINE
102 CALL FORWARD
609 CALL LOG BLOCK
119 CALLER ID / ANI DISPLAY
414 CALLER ID / ANI TRUNKS ASSIGNMENT
806 CARD PRE-INSTALL
424 CARD RESTART
728 CID / ANI TRANSLATION TABLE
759 CLI RINGING
826 CLOCK SOURCE
204 COMMON BELL CONTROL
816 CONFERENCE GAIN
118 CONFERENCE GROUP
432 CONNECTION STATUS
700 COPY COS CONTENTS
720 COPY KEY PROGRAMMING
313 COPY STATION/TRUNK USE
701 COS CONTENTS ASSIGNMENT
422 COST RATE
730 COSTING DIAL PLAN
812 COUNTRY
802 CUSTOMER ACCESS MMC NUMBER
815 CUSTOMER DATABASE COPY
300 CUSTOMER ON/OFF PER STATION
210 CUSTOMER ON/OFF PER TENANT
400 CUSTOMER ON/OFF PER TRUNK
201 CUSTOMER PASSCODE
315 CUSTOMER SET RELOCATION
505 DATE AND TIME ASSIGNMENT
109 DATE/TIME DISPLAY
515 DAYLIGHT SAVINGS DATE ASSIGNMENT
854 DIAGNOSTIC TIME
724 DIAL NUMBERING PLAN
714 DID NUMBER AND NAME TRANSLATION
214 DISA ALARM RINGING STATION
410 DISA TRUNK ASSIGNMENT
889 DISPLAY SERVER STATUS
419 DISTINCTIVE RINGING
211 DOOR RING ASSIGNMENT
800 ENABLE TECHNICIAN PROGRAM
830 ETHERNET PARAMETERS
125 EXECUTIVE PRESENT STATE
303 EXECUTIVE/SECRETARY ASSIGNMENT
304 EXTENSION/TRUNK USE
605 EXTERNAL PAGE ZONE
865 FAN POWER CONTROL
202 FEATURE PASSCODE
819 FILE CONTROL
305 FORCED CODE
407 FORCED TRUNK RELEASE
612 GROUP CONFERENCE ALLOW
836 H.323 GK OPTION
834 H.323 OPTION
810 HALT PROCESSING
859 HARDWARE VERSION
512 HOLIDAY ASSIGNMENT
306 HOT LINE
719 IDLE DISPLAY
604 INTERNAL PAGE ZONES
840 IP SET INFO
223 ISDN SERVICE TYPE
107 KEY EXTENDER
111 KEYSET RING TONE
829 LAN PRINTER PARAMETER
120 LARGE LCD OPTION
310 LCR CLASS OF SERVICE
710 LCR DIGIT TABLE
713 LCR MODIFY DIGIT TABLE
712 LCR ROUTE TABLE
711 LCR TIME TABLE
805 LEVEL & GAIN
205 LOUD BELL
853 MAINTENANCE BUSY
511 MESSAGE WAITING LAMP CADENCE
835 MGI DSP OPTION
615 MGI GROUP
831 MGI PARAMETERS
616 MGI USER
717 MY AREA CODE
823 NETWORK COS
824 NETWORK DIAL PLAN
825 NETWORK OPTIONS
200 OPEN CUSTOMER PROGRAMMING
600 OPERATOR GROUP
302 PICKUP GROUPS

302 PICKUP GROUPS
890 PORT CLEAR
316 PRESET FORWARD NO ANSWER
430 PRI CONTROL
838 PRIVATE IP ADDRESS
818 PROGRAM DOWNLOAD
115 PROGRAMMED MESSAGE
715 PROGRAMMED STATION MESSAGE
504 PULSE MAKE/BREAK RATIO
821 Q-SIG TRUNK
729 RATE CALCULATION TABLE
218 RELAY TYPE
415 REPORT TRUNK ABANDON DATA
811 RESET SYSTEM
608 REVIEW BLOCK
507 RING PLAN TIME
208 RING TYPE
721 SAVE STATION KEY PROGRAMMING
321 SEND CLI NUMBER
614 SET A STATION / C.O. LINE CALL GROUP
837 SIP OPTIONS
839 SIP USER
510 SLI RING CADENCE
725 SMDR OPTIONS
606 SPEED BLOCK
122 SPOT INFO SPD
301 STATION COS
601 STATION GROUP
602 STATION GROUP NAME
722 STATION KEY PROGRAMMING
121 STATION LANGUAGE ASSIGNMENT
100 STATION LOCK
309 STATION MUSIC ON HOLD
104 STATION NAME
110 STATION ON/OFF
217 STATION PAIR
105 STATION SPEED DIAL
106 STATION SPEED DIAL NAME
108 STATION STATUS
114 STATION VOLUME
314 STATION/STATION USE
502 STATION-WIDE TIMERS
852 SYSTEM ALARM ASSIGNMENTS
855 SYSTEM HARDWARE OPTIONS
804 SYSTEM I/O PARAMETER
841 SYSTEM IP OPTION
723 SYSTEM KEY PROGRAMMING
820 SYSTEM LINK ID
861 SYSTEM OPTION
850 SYSTEM RESOURCES
705 SYSTEM SPEED DIAL
706 SYSTEM SPEED DIAL BY NAME
501 SYSTEM TIMERS
727 SYSTEM VERSION DISPLAY
500 SYSTEM-WIDE COUNTERS
856 TECH PROGRAMMING LOGS
801 TECHNICIAN PASSCODE
117 TEXT MESSAGE
317 TIME/COST DISPLAY OPTION
703 TOLL ALLOWANCE TABLE
702 TOLL DENY TABLE
709 TOLL PASS CODE/SPECIAL CODE TABLE
506 TONE CADENCE
219 TRAFFIC REPORT PRINTOUT
417 TRK TMC GAIN
421 TRUNK COS
402 TRUNK DIAL TYPE
418 TRUNK GAIN CONTROL
603 TRUNK GROUP
408 TRUNK MOH SOURCE
404 TRUNK NAME
406 TRUNK RING ASSIGNMENT
412 TRUNK SIGNAL
409 TRUNK STATUS READ
405 TRUNK TELEPHONE NUMBER
403 TRUNK TOLL CLASS
503 TRUNK-WIDE TIMER
203 UA DEVICE
718 UCD AGENT ID
607 UCD OPTIONS
741 USER MAILBOX
101 USER PASSCODE
857 VIRTUAL CABINETS
822 VIRTUAL STATION TYPE
747 VM ALARM
740 VM CARD RESTART
744 VM DAY / NIGHT
749 VM IN/OUT
748 VM MOH
726 VM/AA OPTIONS
833 VOIP IP ADDRESS
832 VOIP OUTBOUND DIGITS
745 WARNING DESTINATION
704 WILD CHARACTER
846 WIP INFO
849 WLAN CONFIG
848 WLAN IP/MAC
845 WLAN PARAMETERS

1.7 MMC'S ASSOCIATED BY CATEGORY

KEYSET USER OPTIONS

ALARM CLOCK 112
ALARM REMINDER 116
CALL FORWARD 102
CALLER ID / ANI DISPLAY 119
CHANGE USER PASSCODE 101
CONFERENCE GROUP 118
DATE / TIME DISPLAY 109
EXECUTIVE PRESENT STATE 125
KEY EXTENDER 107
KEYSET RING TONE 111
LARGE LCD OPTION 120
SPOT INFO SPD 122
STATION ON/OFF 110
SET ANSWER MODE 103
SET PROGRAMMED MESSAGE 115
STATION LANGUAGE ASSIGNMENT 121
STATION LOCK 100
STATION NAME 104
STATION SPEED DIAL 105
STATION SPEED DIAL NAME 106
STATION STATUS 108
STATION VOLUME 114
TEXT MESSAGE 117

SYSTEM LEVEL PROGRAMS

ADD-ON MODULE ASSIGNMENT 209
BARGE-IN TYPE 206
CALLER ID / ANI TRANSLATION TABLE 728
CHANGE CUSTOMER PASSCODE 201
CHANGE FEATURE PASSCODES 202
CLOCK SOURCE 826
COMMON BELL CONTROL 204
CONFERENCE GAIN 816
CONNECTION STATUS 432
CUSTOMER ON/OFF PER TENANT 210
DISA ALARM RINGING STATION 214
DOOR RING ASSIGNMENT 211
ETHERNET PARAMETER 830
HARDWARE VERSION 859
HOLIDAY ASSIGNMENT 512
LOUD BELL ASSIGNMENT 205
OPEN CUSTOMER PROGRAMMING 200
PROGRAM DOWNLOAD 818
RELAY TYPE 218
RING TYPE ASSIGNMENTS 208
SMDR OPTIONS 725
SYSTEM HARDWARE OPTIONS 855
SYSTEM I/O PARAMETER 804
SYSTEM OPTION 861
SYSTEM RESOURCE 850
SYSTEM VERSION DISPLAY 727
TRAFFIC REPORT PRINTOUT 219
UA DEVICE ASSIGNMENTS 203
VIRTUAL CABINETS 857

STATION LEVEL PROGRAMS

ALLOW CALLER ID / ANI 312
BACKGROUND MUSIC SOURCE 308
BRANCH GROUP 320
COPY KEY PROGRAMMING 720
COPY STATION / TRUNK USE 313
CUSTOMER ON/OFF PER STATION 300
CUSTOMER SET RELOCATION 315
DIGITAL PHONE TONE QUALITY ADJUST 807
DISTINCTIVE RINGING 419
EXECUTIVE/SECRETARY ASSIGNMENT 303
EXTENSION/TRUNK USE ASSIGNMENT 304
FORCED CODE ASSIGNMENT 305
GROUP CONFERENCE 612
HOT LINE 306
IDLE DISPLAY 719
ISDN SERVICE TYPE 223
LAN PRINTER PARAMETER 829
LCR CLASS OF SERVICE 310
PORT CLEAR 890
PRESET FORWARD NO ANSWER 316
PROGRAMMED STATION MESSAGE 715
SAVE STATION KEY PROGRAMMING 721
SEND CLI NUMBER 321
SET COUNTRY 812
FILE CONTROL 819
STATION COS ASSIGNMENTS 301
STATION KEY PROGRAMMING 722
STATION MUSIC ON HOLD 309
STATION TO STATION USE 314
STATION PAIR ASSIGNMENT 217
SYSTEM KEY PROGRAMMING 723
TIME COST DISPLAY OPTIONS 317
VIRTUAL STATION TYPE 822
WAKE-UP AA 224

TRUNK LEVEL PROGRAMS

16TRUNK GAIN 438
ANI / DNIS OPTIONS 420
C.O./PBX LINE 401
CALLER ID / ANI TRUNKS ASSIGNMENT 414
CLI RINGING 759
CONNECTION STATUS 432
CUSTOMER ON/OFF PER TRUNK 400
DISA TRUNK ASSIGNMENT 410
FORCED TRUNK RELEASE 407
PRI CARD RESTART 424
PRI CONTROL 430
REPORT TRUNK ABANDON DATA 415
TRUNK COS ASSIGNMENT 421
TRUNK COST RATE TABLE 422
TRUNK DIAL TYPE 402
TRUNK GAIN CONTROL ASSIGNMENT 418
TRUNK MUSIC ON HOLD SOURCE 408
TRUNK NAME 404
TRUNK RING ASSIGNMENT 406
TRUNK TELEPHONE NUMBER 405
E&M/DID RING 412
TRUNK STATUS READ 409
TRUNK TMC GAIN 417
TRUNK TOLL CLASS 403
TRUNK NAME 404

TIMER OPTIONS

DATE AND TIME ASSIGNMENT 505
DAYLIGHT SAVINGS DATE 515
MESSAGE WAITING LAMP CADENCE 511
PULSE MAKE/BREAK RATIO 504
RING PLAN TIME ASSIGNMENT 507
SINGLE LINE RING CADENCE 510
STATION-WIDE TIMERS 502
SYSTEM TIMERS 501
SYSTEM-WIDE COUNTERS 500
TONE CADENCE 506
TRUNK-WIDE TIMER 503

GROUP / BLOCK / ZONE PROGRAMMING

CID / ANI REVIEW BLOCK 608
EXTERNAL PAGE ZONE ASSIGNMENT 605
MGI GROUP 615
MGI USER 616
OPERATOR GROUP ASSIGNMENT 600
PICKUP GROUPS 302
SET A STATION / C.O. LINE CALL GROUP 614
SPEED BLOCK ASSIGNMENT 606
STATION GROUP NAME 602
STATION GROUP PROGRAMMING 601
ASSIGN INTERNAL PAGE ZONES 604
TEXT MESSAGING ALLOW 611
TRUNK GROUP PROGRAMMING 603
UCD OPTIONS 607

SYSTEM TABLES

ACCOUNT CODE 708
AUTHORIZATION CODE 707
CALL COSTING DIAL PLAN 730
CALL LOG BLOCK 609
COPY COS CONTENTS 700
COS CONTENTS PROGRAMMING 701
DIAL NUMBERING PLAN 724
DID NUMBER AND NAME TRANSLATION 714
MY AREA CODE 717
RATE CALCULATION TABLE 729
SYSTEM SPEED DIAL BY NAME 706
SYSTEM SPEED DIAL PROGRAMMING 705
TOLL ALLOWANCE TABLE 703
TOLL DENY TABLE 702
TOLL PASS/SPECIAL CODE TABLE 709
UCD AGENT ID 718
VM/AA OPTIONS 726
WILD CHARACTER 704

TECHNICIAN ONLY PROGRAMS

CARD PRE-INSTALL	806	LEVEL & GAIN	805
CHANGE TECHNICIAN PASSCODE	801	MAINTENANCE BUSY ASSIGNMENT	853
CUSTOMER ACCESS MMC NUMBER	802	PROGRAM DOWNLOAD	818
CUSTOMER DATABASE COPY	815	SYSTEM ALARM ASSIGNMENT	852
DIAGNOSTIC TIME	854	SYSTEM ALARM REPORTING	851
DISPLAY SERVER STATUS	889	SYSTEM RESTART	811
ENABLE TECHNICIAN PROGRAM	800	TECH PROGRAMMING LOGS	856
FAN POWER CONTROL	865		
HALT PROCESSING	810		

NETWORKING

NETWORK COS	823	Q-SIG TRUNK	821
NETWORK DIAL PLAN	824	SYSTEM LINK ID ASSIGNMENT	820
NETWORK OPTIONS	825		

VOIP

ETHERNET OPTIONS	830	MGI USER	616
H.323 GK OPTION	836	PRIVATE IP ADDRESS	838
H.323 OPTION	834	SIP USER	839
IP SET INFO	840	SIP OPTIONS	837
MGI DSP OPTION	835	SYSTEM IP OPTION	841
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PART 2. PROGRAM PROCEDURES

2.1 OVERVIEW

THE FOLLOWING INSTRUCTIONS FOR EACH MMC ASSUME THAT YOU HAVE ALREADY OPENED PROGRAMMING.

HELPFUL HINT:

When you are finished programming in MMC codes 100–855 and have other programming to do, press SPEAKER to exit the MMC but stay in the programming mode and use one of the following methods.

1. Dial another MMC code directly and continue programming.

2. Press VOLUME UP and DOWN keys to scroll through all MMC codes. When the desired MMC code is reached, press SPEAKER and continue programming.

Pressing TRANSFER will always save changes and exit the programming mode.

MMC: 100 STATION LOCK

DESCRIPTION:

Allows the system administrator or technician to lock or unlock an individual station or all stations simultaneously. The three options are as follows:

0	UNLOCKED	Unlocks a locked station.
1	LOCKED OUTGOING	The keyset cannot make calls outside the system. It can however make and receive intercom calls and receive incoming C.O. calls. When in this mode the HOLD key of an iDCS, DS or ITP keyset will flash slow RED.
2	LOCKED ALL CALLS	The keyset cannot make or receive any calls. When in this mode the HOLD key of an iDCS, DS or ITP keyset will light steady RED.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 100 Display shows	`[201] STN LOCK` `UNLOCKED`
2. Dial station number (e.g., 205) OR Press UP or DOWN to select station and use RIGHT soft key to move cursor	`[205] STN LOCK` `UNLOCKED`
OR Press ANS/RLS to select all stations.	`[ALL] STN LOCK` `??`
3. Enter 0 to unlock or 1 to lock (e.g. 1) OR	`[205] STN LOCK` `LOCKED OUT`

MMC: 100

Press UP or DOWN key to make selection and press RIGHT soft key to return to step 2.

4. Press TRANSFER to save and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: ALL STATIONS UNLOCKED

RELATED ITEMS: STATION USER PROGRAMMING

MMC: 101 CHANGE USER PASSCODE

DESCRIPTION:

Allows the system administrator or technician to reset any keyset's passcode to its default value of "1234." This MMC cannot display station passcodes; it can only reset them to default.

Keyset users can set or change their individual passcodes. The passcode is used to lock or unlock the keyset for toll restriction (call barring) override and to access the DISA feature.

NOTE: Default passcodes cannot be used for toll restriction override or for DISA access.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 101 Display shows	`[201]  PASSCODE` `PASSCODE: ****`
2. Dial keyset number (e.g., 205) OR Use UP or DOWN to scroll through keyset numbers and press RIGHT soft key to move the cursor right.	`[205] PASSCODE` `PASSCODE: ****`
3. Press HOLD to reset passcode.	`[205] PASSCODE` `PASSCODE : 1234`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **ALL STATION PASSCODES = 1234**

RELATED ITEMS: MMC 100 STATION LOCK

MMC: 102 CALL FORWARD

DESCRIPTION:

Allows the system administrator to program the call forward destinations for other station users. This MMC also allows call forward to be set after the destination has been entered.

The OfficeServ 7100 system allows five types of call forwarding: FORWARD ALL, FORWARD NO ANSWER, FORWARD BUSY, FORWARD FOLLOW ME and FORWARD DND. There is an additional option, FORWARD BUSY/NO ANSWER, that allows both of these options to be activated at the same time, provided that destinations have been entered for both. Destinations for forward types 1, 2, 3 and 5 can be internal or external numbers.

0 = FORWARD CANCEL
1 = ALL CALL
2 = BUSY
3 = NO ANSWER
4 = BUSY/NO ANSWER
5 = FORWARD DND

0 = FORWARD CANCEL	This option will cancel any call forwarding set in MMC 102. It will not remove the programmed destination and will not override any preset forward settings in MMC 316.
1 = FORWARD ALL	This option, when set, will forward all calls to the programmed destination. If the programmed destination is a station then that station can call the forwarded station to put calls through.
2 = BUSY	This option, when set, will forward calls to the programmed destination when the forwarded keyset is busy.
3 = NO ANSWER	This option, when set, will forward calls to the programmed destination if the forwarded station does not answer a call before the forward no answer timer in MMC 502 expires.
4 = BUSY/NO ANSWER	This option will activate both the BUSY option and the NO ANSWER option at the same time.
5 = FWD DND	This option will forward all calls to the programmed destination whenever the forwarded station goes into DND.

MMC: 102

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 102 Display shows	`[201] FORWARD` `0:FORWARD CANCEL`
2. Dial station number (e.g., 205) OR Press UP or DOWN to select station and press RIGHT soft key to move cursor.	`[205] FORWARD` `0:FORWARD CANCEL`
3. Dial 0 – ✱ to select forward type OR Press UP or DOWN to select forward type and press RIGHT soft key to move cursor.	`[205] FORWARD` `1:ALL CALL:NONE`
4. Dial destination number (e.g., 201) OR Press UP or DOWN to select destination and press RIGHT soft key to move cursor.	`[205] FORWARD` `1:ALL CALL:201`
5. Dial 1 for YES, 0 for NO OR Press UP or DOWN to select YES or NO and press RIGHT soft key to return to step 2.	`[205] FORWARD` `CURENTLY SET :YES`
6. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 102

DEFAULT DATA: **NONE**

RELATED ITEMS:
MMC 301 ASSIGN STATION COS
MMC 501 SYSTEM TIMERS
MMC 502 FORWARD NO ANSWER TIMER
MMC 701 ASSIGN COS CONTENTS
MMC 722 STATION KEY PROGRAMMING
MMC 723 SYSTEM KEY PROGRAMMING

MMC: 103 SET ANSWER MODE

DESCRIPTION:

Allows the system administrator to change the answer mode of any keyset. Each keyset can have its answer mode set to one of the following options:

0. RING: The keyset will ring in one of eight custom ring patterns. Calls are answered by pressing the ANS/RLS key or by lifting the handset.

1. AUTO: After giving a short attention tone, the keyset will automatically answer calls on the speakerphone. When a C.O. line is transferred to a keyset in Auto Answer, the screened portion of the call will be Auto Answer, but the keyset will ring when the transfer is complete if the user has not pressed the ANS/RLS key or lifted the handset.

2. VOICE: The keyset will not ring. After a short attention tone, callers can make an announcement but the ANS/RLS key or handset must be used to answer calls.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 103 Display shows	[201] ANS MODE RING MODE
2. Dial keyset number (e.g., 205) OR Press UP or DOWN to select keyset and press RIGHT soft key to move cursor	[205] ANS MODE RING MODE
OR Press ANS/RLS to select All.	[ALL] ANS MODE ?

MMC: 103

3. Dial 0, 1 or 2 to change ring mode
   OR
   Press UP or DOWN to select ring mode and Press RIGHT soft key to return to step 2 above.

```
[205] ANS MODE
VOICE ANNOUNCE
```

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **ALL KEYSETS RING**
RING FREQUENCY DEFAULT IS 5

RELATED ITEMS: **MMC 111 KEYSET RING TONE**

MMC: 104 STATION NAME

DESCRIPTION:

Allows the system administrator or technician to enter an 11-character name to identify an individual station.

Messages are written using the keypad. Each press of a key will select a character. Pressing the dial pad key will move the cursor to the next position. For example, if the directory name is “SAM SMITH” press the number “7” three times to get the letter “S”. Now press the number “2” once to get the letter “A”. Continue selecting characters from the table below to complete message. Pressing the “A” key will change the letter from upper case to lower case.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the UP key to move the cursor to the right.

- **iDCS, DS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right

MMC: 104

SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
A	Key 19; acts as toggle between upper case and lower case

ACTION	DISPLAY
1. Press TRANSFER 104 Display shows	`[201] STN NAME`
2. Dial station number (e.g., 205) OR Press UP or DOWN to select station and press RIGHT soft key to move cursor.	`[205] STN NAME` `_`
3. Enter the station name using the procedure described above and press RIGHT soft key to return to step 2.	`[205] STN NAME` `SAM SMITH`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 105 STATION SPEED DIAL

DESCRIPTION:

Allows the system administrator or technician to program the personal speed dial locations assigned to a station. This must be done for single line telephones because these stations cannot access programming. Each station may have up to 50 locations or bins assigned to it in MMC 606 Assign Speed Block. The speed dial bins are numbered 00~49 (or 000~049 if the SYSTEM SPEED BIN MAX = 950 in MMC 861). Each speed dial number consists of a trunk or trunk group access code followed by a separator and up to 24 digits to be dialed. These dialed digits may consist of 0~9, ✱ and #. If the system recognizes a valid trunk or trunk group access number, it will automatically insert the separator.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
B	Used to insert a flash code “F”
C	Used to insert a pause code “P”
D	Used to insert a pulse/tone conversion code “C”
E	Used to mask/unmask following digits (shows as “[“ or “]”)
F	Used to enter name for speed dial bin (see MMC 106)

ACTION	DISPLAY
1. Press TRANSFER 105. Display shows.	`[201] SPEED DIAL` `00 :`
2. Dial station number (e.g. 205) OR Press UP or DOWN to select station and press RIGHT soft key to move cursor.	`[205] SPEED DIAL` `00 :`
If selected station has no speed dial bins, the display will be as shown and a new station may be selected.	`[205] SPEED DIAL` `SPDBLK NOT EXIST`

MMC: 105

3. Dial location number (e.g., 05)
   OR
   Press UP or DOWN to select location and press RIGHT soft key to move cursor.

```
[205] SPEED DIAL
05: _
```

4. Enter trunk access code (e.g., 9) followed by the number to be dialed (e.g., 4264100)
   OR
   Press the RIGHT soft key to return to step 2
   OR
   Press the LEFT soft key to return to step 3
   Press HOLD button to clear an entry
   If an error is made, use DOWN arrow to step back.

```
[205] SPEED DIAL
05 : 9-4264100_
```

5. Press “F” button to access MMC 106 Station Speed Dial Name
   OR
   Press TRANSFER to save and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 106 STATION SPEED DIAL NAME
MMC 606 ASSIGN SPEED BLOCK
MMC 861 SYSTEM OPTIONS

MMC: 106 STATION SPEED DIAL NAME

DESCRIPTION:

Allows an 11-character name to be entered for each personal speed dial location. This name enables the speed dial number to be located when the directory dial feature is used. The directory dial feature allows the display keyset user to select a speed dial location by viewing its name.

Messages are written using the keypad. Each press of a key will select a character. Pressing the dial pad key will move the cursor to the next position. For example, if the directory name is “SAM SMITH” press the number “7” three times to get the letter “S”. Now press the number “2” once to get the letter “A”. Continue selecting characters from the table below to complete message. Pressing the “A” key will change the letter from upper case to lower case.

NOTE: When the character you want appears on the same dial keypad as the previous character, press the UP key to move the cursor to the right.

- **iDCS, DS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

MMC: 106

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
A	Acts as toggle between upper case and lower case
F	Used to enter name for speed dial bin (see MMC 105)

ACTION	DISPLAY
1. Press TRANSFER 106 Display shows	[201] SPEED NAME 00:
2. Dial station number (e.g., 205) OR Press UP or DOWN to select station and press RIGHT soft key to move cursor.	[205] SPEED NAME 00:
If selected station has no speed dial bins, the display will be as shown and a new station may be selected.	[305] SPEED NAME SPDBLK NOT EXIST
3. Dial speed dial location (e.g., 01) OR Press UP or DOWN to scroll through location numbers and press RIGHT soft key to move cursor.	[205] SPEED NAME 01:_
4. Enter the location name using the procedure described above and press RIGHT soft key to return to step 2.	[205] SPEED NAME 01:SAM SMITH
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 105 STATION SPEED DIAL
MMC 606 ASSIGN SPEED BLOCK

MMC: 107 KEY EXTENDER

DESCRIPTION:

Use this program to view the programmable keys assigned to keyset station. In addition, it allows the system administrator to assign key extenders to some keys that will make a general access feature key more specific. The feature keys that can have extenders are listed below.

FEATURE KEY	EXTENDER
ACC	Account code bin (000–999)
BOSS	Boss and Secretary (1–4)
CC	Call Coverage
CR	Voice Mail Call Record (Mailbox)
CS	UCD Call Status (UCD group number)
DIR	Directory dial by name type (1–3)
DP	Direct Pickup (extension or station group number)
DS	Direct Station Select (station number)
DT	Direct Trunk
EP	Establish Call Pickup
FWRD	Call Forward (0–5)
GCONF	Group Conference (1–5)
GPIK	Group Pickup (01–20)
IG	IN/Out of Group (Station Group Number)
MMPG	Meet Me Page (0–9, ✱)
MS	Manual Signaling
MW	Message Waiting (extension or station group #)
NPG	Network Page
NS	Network Station
PAGE	Page (0–9, ✱)
PARK	Park Orbits (0–9)
PMSG	Programmed Station Text Messaging (00-20)
RP	Ring Plan (1–6)
RSV	Room Status View (0–4)—(NOT USED IN USA)
SG	Station Group (500–519)
SP	UCD Supervisor (UCD group number)
SPD	Speed Dial (00–49, 500–999)
TG	Trunk Group
VM	Voice Mail Memo (extension or station group #)
VT	Voice Transfer (VM Station Group Number)

MMC: 107

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 107 Display shows first station	`[201] EXTD:KTS` `01:CALL1`
2. Dial station number (e.g., 205) OR Use UP or DOWN to scroll through station numbers and press RIGHT soft key to move the cursor.	`[205] EXTD:KTS` `01:CALL1`

3. Press the RIGHT soft key to program the keyset
OR
Use UP and DOWN to scroll through the keyset and AOM's and use the right soft key to move the cursor.
	`[201] EXTD:KTS`
	`01:CALL1`
	`[201] EXTD:AOM1`
	`01:DS`

4. Enter key number (e.g., 18)
OR
Use UP and DOWN to scroll through keys and use RIGHT soft key to move the cursor
OR
Press the key to be programmed
Dial extender according to above table.
System will return to this step
If no more entries, press LEFT soft key to return to step 2.
	`[205] EXTD:KTS`
	`18:DS`
	`[205] EXTD:KTS`
	`18:DS 207`

5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 107

DEFAULT DATA: NONE

RELATED ITEMS: MMC 720 COPY KEY PROGRAMMING
MMC 721 SAVE STATION KEY PROGRAMMING
MMC 722 STATION KEY PROGRAMMING
MMC 723 SYSTEM KEY PROGRAMMING
MMC 724 DIAL NUMBERING PLAN

NOTE: When the RIGHT soft key will not move the cursor to the right, you are attempting to add an extender to a key that cannot have one.

MMC: 108 STATION STATUS

DESCRIPTION:

Displays the following attributes of a station port. This is a **READ-ONLY** MMC:

0	PORT #	Cabinet (1~5)/Slot (1~3)/Port (1~12)
1	TYPE	Device Type
2	PICKUP GROUP	None, 01~20
3	SGR	Station Group Number
4	BOSS-SECR	None, 1–4
5	PAGE	None, Page Zone (0 ~9, ✱)
6	COS NO	COS (1–30) per Ring Plan (01–06)

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to advance to next MMC

ACTION **DISPLAY**

1. Press TRANSFER 108
   Display shows first station

```
[201] STN STATUS
PORT# : C1-MP-V01
```

2. Dial station number (e.g., 205)
   OR
   Press UP or DOWN to select station and press RIGHT soft key to move cursor.

```
[205] STN STATUS
PORT# : C1-S1-P09
```

3. Dial 0~6 to select station status type
   OR
   Press UP or DOWN to select status and press RIGHT soft key to return to step 2.

```
[205] STN STATUS
TYPE: 28B SET
```

4. Press TRANSFER to exit
   OR
   Press SPEAKER to advance to next MMC.

MMC: 108

DEFAULT DATA:	**PORT #:**	**FOLLOWS HARDWARE POSITION**
	TYPE:	**DEPENDENT ON CONNECTED DEVICE**
	PICKUP GROUP:	**NONE**
	SGR:	**NONE**
	BOSS-SECR:	**NONE**
	PAGE ZONE:	**NONE**
	COS NUMBER:	**01 IN ALL RING PLANS**

RELATED ITEMS:

MMC 301 ASSIGN STATION COS
MMC 302 PICKUP GROUPS
MMC 303 ASSIGN BOSS/SECRETARY
MMC 601 ASSIGN STATION GROUP
MMC 604 ASSIGN STATION TO PAGE ZONE

MMC: 109 DATE / TIME DISPLAY

DESCRIPTION:

Allows the system administrator or technician to select the date and time display mode on a per-station basis or system-wide.

0 COUNTRY Sets overall display format and has two options:

0 = ORIENTAL	MM/DD	DAY	HH:MM
1 = WESTERN	DAY DD	MON	HH:MM

1 CLOCK Sets format of clock display and has two options:

0 = 12 HOUR	Displays 1 P.M. as 01:00
1 = 24 HOUR	Displays 1 P.M. as 13:00

2 DISPLAY Sets format of DAY and MON display and has two options:

0 = UPPER CASE	Displays Friday as FRI and March as MAR
1 = LOWER CASE	Displays Friday as Fri and March as Mar

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

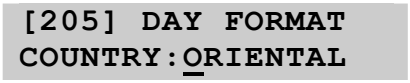
ACTION	DISPLAY
1. Press TRANSFER 109 Display shows	[201] DAY FORMAT COUNTRY:WESTERN
2. Dial station number (e.g., 205) OR Press UP or DOWN to select station and press RIGHT soft key to move cursor	[205] DAY FORMAT COUNTRY:WESTERN
OR Press ANS/RLS for all keysets.	[ALL]DAY FORMAT COUNTRY:?

MMC: 109

3. Dial 0~2 to select mode
   OR
   Press UP or DOWN to scroll through modes and press RIGHT soft key to move cursor.

4. Press UP or DOWN to scroll through formats and press RIGHT soft key to return to step 2.

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.



DEFAULT DATA: **COUNTRY: WESTERN**
CLOCK: 12 HOUR
DISPLAY: LOWER CASE

RELATED ITEMS: **MMC 505 ASSIGN DATE AND TIME**

MMC: 110 STATION ON/OFF

DESCRIPTION:

Allows the system administrator to set any of the keyset features listed below.

	FEATURES	DESCRIPTION
00	AUTO HOLD	Automatically places an existing C.O. call on hold if a CALL button, trunk key or trunk route key is pressed during that call.
01	AUTO TIMER	Automatically starts the stopwatch timer during a C.O. call.
02	HEADSET USE	When ON, this feature disables the hookswitch allowing a headset user to answer all calls by pressing the ANS/RLS button.
03	HOT KEYPAD	When ON, this feature allows the user to dial directory numbers without having to first lift the handset or press the SPEAKER button.
04	KEY TONE	Allows the user to hear a slight tone when pressing buttons on keyset.
05	PAGE REJOIN	Allows the user to hear the latter part of page announcements if keyset becomes free during a page.
06	RING PREF.	When OFF, requires the user to press the fast flashing button to answer a ringing call after lifting the handset.
07	NOT FOR USA	This field is reserved and can not be used for U.S. software.
08	AUTO CAMP-ON	Keyset users can allow intercom calls to camp-on to other keysets without having to press a CAMP-ON key.
09	NOT FOR USA	
10	AME PASSCODE	If this option is set to YES, station users who have AME set must enter their station password to listen to messages being left.
11	DISP SPD NAME	If this option is set to ON the user will have the name associated with the speed dial number shown in the display after the number has been dialed.

MMC: 110

	FEATURES	DESCRIPTION
12	CID REVIEW ALL	If this setting is set to OFF the CID review list will only store CID information for calls that were not answered at the station and reject the information for calls that were answered. When set to ON all calls will be stored in the list.
13	SECURE OHVA	When set to OFF an OHVA will be heard through the keyset speaker rather than the handset.
14	NOT FOR USA	
15	AUTO ANS CO	When set to ON CO lines programmed to ring that keyset directly will auto answer if the keyset is programmed for auto answer in MMC 103.
16	ENBLOCK 2LCD	*For ITP Phones with 2 Line Display* Set to ON will require user to press SEND button to make a call, it works like a cell phone. Enblock dialing must be enabled in MMC 861.
17	STN NO RING	When ON all incoming calls will not ring at stations.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION

1. Press TRANSFER 110
   Display shows

   DISPLAY
   ```
   [201]  STN ON/OFF
   AUTO HOLD   :OFF
   ```

2. Dial the option number from above list (e.g., 4)
   OR
   Press UP or DOWN to select the option and
   Press the RIGHT soft key to move the cursor.

   ```
   [201]  STN ON/OFF
   HOT KEYPAD :OFF
   ```

3. Press UP or DOWN to select ON or OFF
   Press the left or right soft key to return to step 2

   ```
   [201]  STN ON/OFF
   HOT KEYPAD :ON
   ```

MMC: 110

OR

Dial 1 for ON or 0 for OFF.

If option 00 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
AUTO HOLD    :OFF
```

If option 01 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
AUTO TIMER   :OFF
```

If option 02 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
HEADSET USE  :ON
```

If option 03 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
HOT KEYPAD   :ON
```

If option 04 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
KEY TONE     :ON
```

If option 06 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
RING PREF    :ON
```

If option 08 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
AUTO CAMPON  :ON
```

If option 10 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
AME PASSCODE :ON
```

4. Press UP or DOWN to select ON or OFF Press the LEFT or RIGHT soft key to return to Step 2.

```
[201]  STN ON/OFF
HOT KEYPAD :ON
```

5. Press TRANSFER to store and exit.

DEFAULT DATA:

AUTO HOLD: ON
SECURE OHVA: ON
DISP SPDNAME: OFF
AUTO CAMPON: OFF
PAGE REJOIN: ON
HOT KEYPAD: ON
AUTO TIMER: ON
STN NO RING: OFF
AUTO ANS CO: OFF
CID REVW ALL: ON
AME PASSCODE: OFF
RING PREF.: ON
KEY TONE: ON
HEADSET USE: OFF
ENBLOCK 2LCD: OFF

RELATED ITEMS: MMC 301 ASSIGN STATION COS
MMC 701 ASSIGN COS CONTENTS

MMC: 111 KEYSET RING TONE

DESCRIPTION:

Allows the system administrator or technician to select the ring tone heard at each keyset. There are eight ring tones available at each keyset. A short tone burst of the selection will be heard when the dial keypad is pressed.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 111 Display shows	`[201] RING TONE` `SELECTION 5`

2. Dial keyset number (e.g., 205)
OR
Press UP or DOWN to select station and press RIGHT soft key to move cursor
OR
Press ANS/RLS to select ALL.
	`[205] RING TONE`
	`SELECTION 5`
	
	`[ALL] RING TONE`
	`SELECTION ?`

3. Dial 1~8 to select ring tone OR Press UP or DOWN to select ring tone and press RIGHT soft key to move cursor.	`[205] RING TONE` `SELECTION 5`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **FREQUENCY 5**

RELATED ITEMS: MMC 114 KEYSET VOLUME

MMC: 112 ALARM CLOCK

DESCRIPTION:

Allows the system administrator or technician to set or change the alarm clock/appointment reminder feature for any analog station. This must be done for single line telephones, as they cannot access programming. Three alarms may be set for each station and each alarm may be defined as a one-time or TODAY alarm or as a DAILY alarm, as described below. The TODAY alarm is automatically cancelled after it rings, while the DAILY alarm rings every day at the same time. Alarm numbers are 1, 2 and 3. In the case of Secondary Pair assignments (MMC 217) the alarm only rings the station that is programmed and does not ring the paired station.

Entry	Alarm Type
Dial 0	NOTSET
Dial 1	TODAY
Dial 2	DAILY

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION **DISPLAY**

1. Press TRANSFER 112
   Display shows

```
[201] ALM CLK(1)
HHMM:      →NOTSET
```

2. Dial station number (e.g., 205)
   OR
   Press UP or DOWN to select station and press RIGHT soft key.

```
[205] ALM CLK(1)
HHMM:      →NOTSET
```

3. Dial 1~3 to select alarm (e.g., 1)
   OR
   Press UP or DOWN to select alarm and press RIGHT soft key.

```
[205] ALM CLK(1)
HHMM:      →NOTSET
```

MMC: 112

4. Enter alarm time in 24-hour clock format (e.g., 1300 for 1pm).

```
[205]  ALM CLK(2)
HHMM:1300➔NOTSET
```

5. Dial entry from above list for alarm type (e.g. 2)
   OR
   Press UP or DOWN to select alarm type and press RIGHT soft key to move cursor and return to step 2.

```
[205]  ALM CLK(2)
HHMM:1300➔DAILY
```

6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: ALARMS ARE NOTSET

RELATED ITEMS: NONE

MMC: 114 STATION VOLUME

DESCRIPTION:

Allows the station user or system administrator to set the ring volume, off hook ring volume, handset receiver volume, speaker volume, background music volume and page volume for any or all keysets.

0	RING VOLUME	This is the volume setting for the keyset ringer. There are eight volume levels: level 1 is the lowest and level 8 the highest.
1	OFF-RING VOL	This is the volume of the alert tone that tells you there is a call camped on to your keyset. There are eight volume levels: level 1 is the lowest and level 8 the highest.
2	HANDSET VOL	This is the volume setting for conversations on the handset receiver. There are eight volume levels: level 1 is the lowest and level 8 the highest.
3	SPEAKER VOL	This is the receive volume setting for conversations on the speaker phone of a keyset. There are 16 volume levels: level 1 is the lowest and level 16 the highest.
4	BGM VOLUME	This is the volume you will hear background music over the keyset speaker at when your keyset is idle and BGM is turned on. There are 16 volume levels: level 1 is the lowest and level 16 the highest.
5	PAGE VOLUME	This is the volume you will hear internal page over the keyset speaker when your keyset is idle and BGM is turned on. There are 16 volume levels: level 1 is the lowest and level 16 the highest.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

MMC: 114

ACTION	DISPLAY
1. Press TRANSFER 114 Display shows	`[201] STN VOLUME` `RING VOLUME : 4`
2. Dial keyset number (e.g. 205).	`[205] STN VOLUME` `RING VOLUME : 4`
3a. Press UP or DOWN to select next volume.	`[205] STN VOLUME` `OFF-RING VOL: 4`
3b. Press UP or DOWN to select next volume.	`[205] STN VOLUME` `HANDSET VOL : 4`
3c. Press UP or DOWN to select next volume.	`[205]  STN VOLUME` `SPEAKER VOL :13`
3d. Press UP or DOWN to select next volume.	`[205] STN VOLUME` `BGM VOLUME  : 3`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA:
RING VOLUME: 4
OFF-HOOK RING VOLUME: 4
HANDSET VOLUME: 4
SPEAKER VOLUME: 13
BGM VOLUME: 13
PAGE VOLUME: 13

RELATED ITEMS: MMC 111 KEYSET RING TONE

MMC: 115 SET PROGRAMMED MESSAGE

DESCRIPTION:

Allows a display keyset user to program and set a Programmed Message at their station. Message 00~10, ✱ 19-20, are pre-programmed. Each display keyset user can create their own individual programmed messages, 11~18.

Note: The System Administrator can program and set messages for any or all keysets by selecting the extension number first, then the message number 00~20.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 115 Display shows	`[201] PGMMSG(00)` `CANCEL PGM MSG`

2. Dial station number (e.g., 205)
OR
Press UP or DOWN to select station and press RIGHT soft key to move cursor
OR
Press ANS/RLS to select ALL.
	`[205] PGMMSG(00)`
	`CANCEL PGM MSG`
	`[ALL] PGMMSG(??)`

3. Dial an entry number to select message number, e.g., 05 OR Press UP or DOWN to select message Press RIGHT soft key to return to step 2.	`[205] PGMMSG(05)` `PAGE ME`

MMC: 115

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NO MESSAGES SELECTED**
MESSAGES 11~18 ARE "BLANK" FOR EACH STATION

RELATED ITEMS: **MMC 715 PROGRAMMED MESSAGE**
MMC 722 STATION KEY PROGRAMMING
MMC 723 SYSTEM KEY PROGRAMMING

MMC: 116 ALARM REMINDER

DESCRIPTION:

Allows the system administrator or technician to set or change the alarm clock/appointment reminder feature for any digital station. This must be done for single line telephones because they cannot access programming. Three alarms may be set for each station and each alarm may be defined as a one-time or TODAY alarm or as a DAILY alarm, as described below. The TODAY alarm is automatically cancelled after it rings, while the DAILY alarm rings every day at the same time. It is also possible to set a message to display when the alarm is sounded.

ENTRY	ALARM TYPE
DIAL 0	NOTSET
DIAL 1	TODAY
DIAL 2	DAILY

Messages are written using the keypad. Each press of a key will select a character. Pressing the dial pad key will move the cursor to the next position. For example, if the directory name is “SAM SMITH” press the number “7” three times to get the letter “S”. Now press the number “2” once to get the letter “A”. Continue selecting characters from the table below to complete message. Pressing the “A” key will change the letter from upper case to lower case.

- **iDCS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

MMC: 116

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
A	Key 19, acts as toggle between upper case and lower case

ACTION	DISPLAY
1. Press TRANSFER 116 Display shows	`[201]  ALM REM(1)` `HHMM: →NOTSET`

2. Dial station number (e.g., 205)
OR
Press UP or DOWN to select station and press RIGHT soft key to move cursor
OR
Press ANS/RLS to select all stations.
	`[205]  ALM REM(1)`
	`HHMM: →NOTSET`
	
	`[ALL]  ALM REM(1)`
	`HHMM: →NOTSET`

3. Dial 1~3 to select alarm (e.g., 2) OR Press UP or DOWN to select alarm and press RIGHT soft key to move cursor.	`[205]  ALM REM(2)` `HHMM: →NOTSET`
4. Enter alarm time in 24-hour clock format (e.g., 1300 for 1pm). Display will automatically advance to step 5.	`[205]  ALM REM(2)` `HHMM:1300→NOTSET`
5. Dial valid entry from above list for alarm type (e.g. 2) OR Press UP or DOWN to select alarm type and press RIGHT soft key to move cursor.	`[205]  ALM REM` `HHMM:1300→DAILY`
6. Enter messages using above table and press RIGHT soft key to return to step 2.	`[205]  ALM REM` `Sam SMITH`

7. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: ALARMS ARE NOTSET

RELATED ITEMS: NONE

MMC: 117 TEXT MESSAGE

DESCRIPTION:

This program allows the user to create or modify 16 character text messages for their personal use in response to an off-hook voice announcement (OHVA). Only the stations set to use text messaging in MMC 611 can create and use text messages. Each station can have up to 10 text messages.

Messages are written using the keypad. Each press of a key will select a character. Pressing the dial pad key will move the cursor to the next position. For example, if the directory name is “SAM SMITH” press the number “7” three times to get the letter “S”. Now press the number “2” once to get the letter “A”. Continue selecting characters from the table below to complete message. Pressing the “A” key will change the letter from upper case to lower case.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the UP key to move the cursor to the right.

- **iDCS, DS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	✱	8
DIAL 9	W	X	Y	Z	9
DIAL ✱	:	=	[	]	✱

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

MMC: 117

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPK	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
A	Acts as toggle between upper case and lower case

ACTION	DISPLAY
1. Press TRANSFER 117 Display shows	`[201] TXTMSG (01)` `Blank Message`
2. Press a station number (e.g. 205) OR Press VOLUME to select a station and Press the RIGHT soft button to move a cursor.	`[205] TXTMSG (01)` `Blank Message`
3. Press the message number ([01]~[10]) (e.g. 03) OR Press VOLUME to select a message and Press the RIGHT soft button to move a cursor.	`[205] TXTMSG (03)` `Blank Message`
4. Enter a message using the table above (maximum of 16 characters). Press the RIGHT soft button to save data. Display will automatically advance to step 5.	`[205] TXTMSG (03)` `GIVE ME THE CALL`
5. Press TRANSFER to exit the program OR Press SPEAKER to move on to the next program.	

DEFAULT DATA: BLANK MESSAGE

RELATED ITEMS: MMC 611 ALLOW TEXT MESSAGING

MMC: 118 CONFERENCE GROUP

DESCRIPTION:

This program defines the conference groups. Only 5012 ITP keysets and OfficeServ Softphone users that are set to use conference groups in Program 612 can access this MMC. One station can have up to 5 conference groups. The maximum number of members for one conference group will be 4, excluding the station itself.

In this MMC you assign each conference group a name, and then enter up to four members in each group. You can build up to 5 groups.

Conference group names are written using the keypad. Each press of a key will select a character. Pressing the dial pad key will move the cursor to the next position. For example, if the directory name is “SAM SMITH” press the number “7” three times to get the letter “S”. Now press the number “2” once to get the letter “A”. Continue selecting characters from the table below to complete message. Pressing the “A” key will change the letter from upper case to lower case.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the UP key to move the cursor to the right.

- **ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	✱	8
DIAL 9	W	X	Y	Z	9
DIAL ✱	:	=	[	]	✱

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

MMC: 118

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPK	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
A	Key 19, acts as toggle between upper case and lower case

ACTION	DISPLAY
1. Press TRANSFER 118 Display shows your station number and the first group selection.	`[201] GRP (1) NAME`
2. Press the conference group ([1]~[5]). (e.g. 2) OR Press VOLUME to select a group number then press the RIGHT soft button to move the cursor.	`[205] GRP (2) NAME`
3. Press [0] to select a conference group name OR Press [1]~[4] to enter the conference group number OR Press VOLUME to select the desired sub menu and press the RIGHT soft button to move a cursor.	`[205] GRP (2) NAME` `_`
4. Enter a conference group name. Press the RIGHT soft button to save data.	`[205] GRP (2) NAME` `A CONF GRP`
5. Enter the number of conference group number and press the RIGHT soft button to save data.	`[205] GRP (2) MBR2` `9-2134455`
6. Enter members as either a station number or outside telephone preceded by either a trunk access code or specific trunk number (e.g. 9+telephone)	`[205] GRP (2) MBR2` `9-2134455`

7. Arrow down to the next member.

```
[205] GRP (2) MBR3
NONE
```

8. Press RIGHT soft key to enter member.

```
[205] GRP (2) MBR3
NONE
```

9. After all members have been added press TRANSFER to exit the program or SPEAKER to move to the next program.

DEFAULT DATA: **NONE**

RELATED ITEMS: **MMC 612: ALLOW GROUP CONFERENCE**
OfficeServ EasySet—Conference Button

NOTES:

1. Any keyset not assigned in MMC 612 will receive the following display:

```
[XXXX] CONF GROUP
NOT PERMITTED
```

2. EasySet can be used to program Conference Groups for any 5112L or OfficeServ phone. Users will find it more intuitive.

MMC: 119 CALLER ID / ANI DISPLAY

DESCRIPTION:

Allows the technician to set the individual station display preference on a per station basis. Caller ID, ANI and ISDN CLI can be selected to either show the name, number first, or no display depending on the type of call. Caller ID, ANI and ISDN CLI displays have the following options:

0.	NO DISPLAY	No Caller ID, ANI or CLI data will be displayed.
1.	NUMBER FIRST	The Caller ID, ANI or CLI number received from the Central Office will be displayed first.
2.	NAME FIRST	The Caller ID name received will be displayed first. In the case of ANI or CLI the number must be programmed in the CID/ANI translation table (MMC 728). ANI does not provide names.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 119 Display shows first station	`[201] CID DISP` `NUMBER FIRST`
2. Enter station number (e.g., 205) OR Press UP or DOWN to scroll through stations and press the RIGHT soft key to select a station OR Press ANS/RLS to select ALL and press the RIGHT soft key.	`[205] CID DISP` `NUMBER FIRST`

MMC: 119

3. Dial 0 for CID or 1 for ANI
   OR
   Press UP or DOWN to select option and press RIGHT soft key to continue or LEFT soft key to return to step 2.

```
[205] ANI DISP
NAME FIRST
```

4. Dial display option 0, 1 or 2 (e.g. 2)
   OR
   Press UP or DOWN to select option and press RIGHT or LEFT soft key to return to step 2.

```
[205] ANI DISP
NAME FIRST
```

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: **NUMBER FIRST**

RELATED ITEMS:
MMC 312 ALLOW CID / ANI
MMC 414 ASSIGN CID / ANI TRUNKS
MMC 420 ANI / DNIS OPTIONS
MMC 608 ASSIGN REVIEW BLOCKS
MMC 728 CID / ANI TRANSLATION TABLE

MMC: 120 LARGE LCD OPTION

DESCRIPTION:

This program sets the options needed for a phone having a large LCD.

0.	IDLE DISPLAY	Sets whether to display 'CALENDAR' or 'INFORMATION' on LCD in an idle state.
1.	DS KEY DISPLAY	Sets whether to display 'phone number' or 'station name' for DS key on LCD.
2.	DIAL MODE	Sets dial mode of phone (ENBLOCK/OVERLAP).
3.	CONV DISP	Sets whether to display soft menu first or AOM menu first in a conversation state.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 120	[201] IDLE DISP CALENDAR
2. Enter a station number (e.g. 205) OR Press VOLUME to select a station and Press the RIGHT soft button to move the cursor.	[205] IDLE DISP CALENDAR
3. Press [0]~[2] to select the desired item. OR Use VOLUME to select the desired item and press the RIGHT soft button to move the cursor.	[205] IDLE DISP CALENDAR
4. Select the desired option. OR	[205] IDLE DISP INFORMATION

MMC: 120

Use VOLUME to select the desired option and press the RIGHT soft button to move the cursor.

5. Press TRANSFER to exit the program.
   OR
   Press SPEAKER to move on to the next program.

DEFAULT DATA:
0. IDLE DISPLAY: CALENDAR
1. DS KEY DISPLAY: TEL NUMBER
2. DIAL MODE: ENBLOCK
3. CONV DISP: SOFT MENU FIRST

RELATED ITEMS: **MMC 719 SCREEN GUIDE DATA**

MMC: 121 ASSIGN STATION LANGUAGE

DESCRIPTION:

This MMC is used to assign the station display language. All station related displays will be in the language assigned to that station in this MMC. This MMC is assigned on a per station basis.

Available languages are:

00. ENGLISH
01. GERMAN
02. PORTUGAL
03. NORSK
04. DANISH
05. DUTCH
06. ITALY
07. SPANISH
08. SWEDISH
09. SPANISH/USA
10. FRENCH/CANADA
11. FINNISH

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 121 Display shows	[201] LANGUAGE ENGLISH

MMC: 121

2. Enter station number (eg 205)
   OR
   Press UP or DOWN to scroll through stations numbers and press RIGHT soft key to move cursor.

```
[205]  LANGUAGE
ENGLISH
```

3. Dial 0 or 1 to change option
   OR
   Press UP or DOWN key to select option
   Press RIGHT soft key to return to step 2.

```
[205]  LANGUAGE
SPANISH
```

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: ALL STATIONS ENGLISH

RELATED ITEMS: NONE

MMC: 122 SPOT INFO SPD

Reserved for Future Use

MMC: 125 EXECUTIVE PRESENT STATE

DESCRIPTION:

When inter-working with EASYSET, the state of executive stations can be displayed. This program sets the present state of executive that the user wants to show. Also, this program allows the executive/secretary function so the user can set the answer mode for when an executive calls up.

Allows the system administrator or technician to change the status of an executive station.

Note: You must assign BOSS/SECRETARY stations using MMC 303 before programming this MMC.

1. EXEC STATE: The text message programmed here is displayed when inter networking with Easyset.
2. STATE (IN): Easyset displays the message programmed here if EXEC STATE is set to “OTHERS (IN)” in item 1 above.
3. STATE (OUT): Easyset displays the message programmed here if EXEC STATE is set to “OTHERS (OUT)” in item 1 above.
4. ANS MODE: When a secretary calls executive station using the BOSS key; the executive station according to the settings for this option.

Status messages are written using the keypad. Each press of a key will select a character. Pressing the dial pad key will move the cursor to the next position. For example, if the directory name is “SAM SMITH” press the number “7” three times to get the letter “S”. Now press the number “2” once to get the letter “A”. Continue selecting characters from the table below to complete message. Pressing the “A” key will change the letter from upper case to lower case.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the UP key to move the cursor to the right.

- **iDCS, DS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3

MMC: 125

COUNT	1	2	3	4	5
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 125	[201] EXEC STATE IN THE ROOM
2. Enter a station number (e.g. 205) OR Use VOLUME to select a station and press the RIGHT soft button to move the cursor.	[205] EXEC STATE IN THE ROOM
3. Press [0]~[3] to select the desired sub menu OR Press VOLUME to select the desired sub menu and press the RIGHT soft button to move the cursor.	[205] EXEC STATE IN THE ROOM

MMC: 125

4. Select the desired executive state from [0]~[9]
   OR
   Press VOLUME to select the desired executive state and press the RIGHT soft button to move the cursor.

```
[205] EXEC STATE
IN A MEETING
```

5. If there is more information to show, enter the contents in STATE (IN) and STATE (OUT) and press the RIGHT soft button to move the cursor.

```
[205] STATE (IN)
WEEKLY MEETING
```

6. If the executive's answer mode needs changed, set the desired answer mode at ANS MODE.

```
[205] ANS MODE
AUTO ANSWER MODE
```

7. Press TRANSFER to exit the program.
   OR
   Press SPEAKER to move on to the next program.

DEFAULT DATA: **NONE**

RELATED ITEMS: **MMC 303 BOSS/SECRETARY**

MMC: 200 OPEN CUSTOMER PROGRAMMING

DESCRIPTION:

Used to open (enable) and close (disable) customer-level programming. If programming is not opened and an attempt is made to access a system MMC, the error message [NOT PERMIT] will be displayed. A four digit passcode is required to access this MMC. Each digit can be 0-9. When opened, this MMC enables access to all MMCs allowed in MMC 802 Customer Access MMC Number.

PROGRAM KEYS

UP & DOWN	Select open or closed
KEYPAD	Used to enter passcode
SPEAKER	Save data and advance to next MMC
TRANSFER	Exit Programming

ACTION	DISPLAY
1. Press TRANSFER 200 Display shows	ENABLE CUS.PROG. PASSCODE:
2. Enter passcode.	ENABLE CUS.PROG. PASSCODE:
Correct code shows.	ENABLE CUS.PROG. DISABLE
Incorrect code shows.	ENABLE CUS.PROG. PASSWORD ERROR
3. Press UP or DOWN arrow key to select ENABLE or DISABLE and press RIGHT soft key OR Dial 1 for ENABLE or 0 for DISABLE.	ENABLE CUS.PROG. ENABLE

MMC: 200

4. Press SPEAKER to advance to MMC entry level and press UP or DOWN key to select MMC
   OR
   Enter MMC number and press RIGHT soft key to enter MMC.

```
212:ALARM RING
SELECT PROG. ID
```

5. Press TRANSFER key to exit.

DEFAULT DATA: **DISABLE**

RELATED ITEMS: MMC 201 CHANGE CUSTOMER PASSCODE
MMC 501 SYSTEM-WIDE TIMERS
MMC 802 CUSTOMER ACCESS MMC NUMBER

MMC: 201 CHANGE CUSTOMER PASSCODE

DESCRIPTION:

Used to change the passcode allowing access to MMC 200 Open Customer Programming from its current value.

NOTE: The passcode is four digits long. Each digit can be 0-9. The current (old) passcode is required for this MMC.

PROGRAM KEYS

KEYPAD	Used to enter passcodes
SPEAKER	Save data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 201 Display shows	`CUST. PASSCODE` `NEW CODE:_`
2. Enter new passcode via dial keypad (maximum four digits).	`CUST. PASSCODE` `NEW CODE: ****`
3. Verify new passcode via dial keypad.	`CUST. PASSCODE` `VERIFY : ****`

Passcode verified (go to step 4)
OR
Passcode failure.
Return to step 2.
	`CUST. PASSCODE`
	`VERIFY :SUCCESS`
	
	`CUST. PASSCODE`
	`VERIFY :FAILURE`

4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **PASSCODE = 1234**

RELATED ITEMS: MMC 200 OPEN CUSTOMER PROGRAMMING

MMC: 202 CHANGE FEATURE PASSCODE

DESCRIPTION:

Used to change the passcodes for the following features: RING PLAN, DISA ALARM, ALARM CLR, AA RECORD, DELETE, and WLI REGIST.

DIAL	OPTION	DESCRIPTION
0	RING PLAN	This is the passcode required to place the system in different ring plans (RP) or change the ring time override (RTO).
1	DISA ALARM	This is the passcode required to clear a DISA ALARM generated when the number of DISA attempts are exceeded.
2	ALARM CLR	This is the passcode required to clear an alarm sensor.
3	AA RECORD	NOT USED. This item will be removed in the future from the OfficeServ 7100 software.
4	DELETE	Hotel / Motel feature passcode, required to delete entries from a guest or meeting room bill (NOT USED IN THE USA).
5	WLAN	This is the passcode to allow mobile stations to register to the WLI card.

NOTE: The passcode is four digits long. Each digit can be 0-9.

PROGRAM KEYS

KEYPAD	Used to enter passcodes
SPEAKER	Save data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 202 Display shows	CHANGE PASSCODE RING PLAN :0000

MMC: 202

2. Press UP or DOWN key to make selection
Press RIGHT soft key to move cursor to passcode entry.

```
CHANGE PASSCODE
DISA ALARM : 5678
```

3. Enter new passcode via digits from dial keypad.
Press RIGHT soft key to return to step 2
Continue to change other passcodes.

```
CHANGE PASSCODE
DISA ALARM : 2516
```

4. Press TRANSFER to store and exit
OR
Press SPEAKER to store and advance to next MMC.

DEFAULT DATA:

RING PLAN	**0000**
DISA ALARM	**5678**
ALARM CLR	**8765**
DELETE	**9999 (NOT FOR USA MARKET)**
WLI REGIST	**0000**
AA RECORD	**4321 (NOT FOR USA MARKET)**

RELATED ITEMS: MMC 410 ASSIGN DISA TRUNK
MMC 507 ASSIGN AUTO NIGHT TIME

MMC: 203 ASSIGN UA DEVICE

DESCRIPTION:

Assigns ringing device to be accessed when a Universal Answer (UA) key is pressed or the UA pickup code is dialed. UA assignment is made in MMC 601 Assign Station Group for a group and then the group is entered here. The device type is automatically determined by the directory number (DN) entered.

NOTE: Only one of the above options can be selected. If the ability to ring more than one item (e.g., all four external page zones) is required, a station group containing all four zone codes must be created.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter DN of selected device
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 203 Display shows current assignment	`ASSIGN UA PORT` `NONE-NO UA`
2. Dial DN of UA device (e.g., 205) OR Use UP and DOWN keys to scroll through available devices.	`ASSIGN UA PORT` `205 -STATION`
3. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 204 COMMON/LOUD BELL CONTROL
MMC 601 ASSIGN STATION GROUP
MMC 605 ASSIGN EXTERNAL PAGE ZONE

MMC: 204 COMMON BELL CONTROL

DESCRIPTION:

Determines whether the common bell relay contact has an interrupted or continuous closure when activated. If interrupted is chosen, the relay follows an internal C.O. ring pattern of one second closed followed by three seconds open. By default the common bell relay pair is assigned.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 204 Display shows current setting	[204] COM. BELL CONTINUOUS
2. Dial common bell number	[363] COM. BELL CONTINUOUS
3. Dial 0 for continuous or 1 for interrupted operation OR Use UP or DOWN to scroll through options Press RIGHT soft key to return to step 2.	[363] COM. BELL INTERRUPTED
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **CONTINUOUS**

RELATED ITEMS:
MMC 203 ASSIGN UA DEVICE
MMC 218 RELAY TYPE
MMC 601 ASSIGN STATION GROUP
MMC 724 MISC NUM PLAN

MMC: 205 ASSIGN LOUD BELL

DESCRIPTION:

This MMC is used to pair a station with an audible tone output from the MISC PORT. The MISC PORT loud bell output may be assigned to one station. The default directory number is not assigned for Loud Bell.

Only a station directory number can be assigned. Station groups are not permitted. The audio ring tone is fixed and can not be changed.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Clears previous entry

ACTION	DISPLAY
1. Press TRANSFER 205 Display shows current setting	`[205] LOUD BELL` `NO LOUD BELL`
2. Dial loud bell number (e.g., 362)	`[362] LOUD BELL` `RING PAIR : NONE`
3. Enter station number (e.g., 201) OR Press UP or DOWN key to make selection and press RIGHT soft key to return to step 2.	`[362] LOUD BELL` `RING PAIR :201`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: UNASSIGNED

RELATED ITEMS: MMC 218 RELAY TYPE
MMC 724 DIAL NUMBERING PLAN

MMC: 206 BARGE-IN TYPE

DESCRIPTION:

Sets the type of barge-in that is permitted.

OPTION	TYPE OF BARGE-IN	DESCRIPTION
0	NO BARGE-IN	Barge-in feature is unavailable regardless of a station's barge-in status.
1	WITH TONE	Barge-in will have an intrusion tone and display at the barged-in on station.
2	WITHOUT TONE	Barge-in is allowed. There is no barge-in tone or display at the barged-in on station and the barging-in station will be muted.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION **DISPLAY**

1. Press TRANSFER 206
   Display shows

   ```
   BARGE IN TYPE
   NO BARGE IN
   ```

2. Dial 0–2 to select barge-in type (e.g., 2)
   OR
   Press UP or DOWN to select barge-in type and press RIGHT soft key.

   ```
   BARGE IN TYPE
   WITHOUT TONE
   ```

3. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NO BARGE-IN**

RELATED ITEMS: MMC 301 ASSIGN STATION COS
MMC 701 ASSIGN COS CONTENTS

MMC: 208 ASSIGN RING TYPE

DESCRIPTION:

Provides the flexibility to program single lines to have ICM ringing, C.O. ringing and data secure. With the many types of external ringing devices, all configurations can be met. All devices will also have a positive disconnect signal. Do not make VM/AA ports data; this will return them to a single line port and stop voice mail integration.

0 ICM RING
1 CO RING
2 DATA RING

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 208 Display shows	`[ 209 ] RING TYPE` `ICM RING`
2. Dial station number (e.g., 205) OR Press UP or DOWN to select station and press RIGHT soft key to move cursor.	`[ 205 ] RING TYPE` `ICM RING`
3. Dial 1,2 or 0 to select port type (e.g. 2) OR Press UP or DOWN to select option and press LEFT or RIGHT soft key to return to step 2 above.	`[ 205 ] RING TYPE` `DATA RING`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 208

DEFAULT DATA: ICM RING

RELATED ITEMS: NONE

MMC: 209 ASSIGN ADD-ON MODULE

DESCRIPTION:

Designates to which keyset a 64 button module is assigned to. An OfficeServ 7100 system will support up to 2 (two) 64 button modules per station.

NOTE: The 64 button modules do not have a speaker or microphone so they will not have the off-hook voice announce option.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
RELEASE	Used to store data and advance to next MMC
HOLD	Clears previous entry

ACTION	DISPLAY
1. Press TRANSFER 209 Display shows first AOM	`[301] 64B MASTER` `MASTER:NONE`
2. Dial AOM number OR Use UP or DOWN to scroll through AOM numbers and use soft keys to move cursor.	`[301] 64B MASTER` `MASTER:NONE`
3a. Enter station number, e.g., 301 OR Use UP or DOWN for selection of stations OR Dial the number using the dial pad.	`[301] 64B MASTER` `MASTER:201`
4. Press TRANSFER to store and exit OR Press SPEAKER to save and advance to next MMC.	

DEFAULT DATA: NONE FOR MASTER

RELATED ITEMS: NONE

MMC: 210 CUSTOMER ON/OFF PER TENANT

DESCRIPTION:

Allows the system administrator to set in system features on a per-tenant basis. Each system option has a corresponding dialing number, as listed below. All options toggle ON/OFF.

00 DISA PSWD :ON	When this option is set to ON a caller must enter a 7 digit DISA password when they call a DISA trunk. When it is set to OFF a passcode is not required and the caller has full access to all features allowed on this trunk.
01 LCR ENABLE :OFF	This option determines whether the system will or will not route outgoing calls based on the information in the LCR routing tables contained in MMC's 710, 711, 712 and 713. LCR access code must be assigned in Dial Numbering Plan (MMC 724). System default is NO.
03 PERI UCD RPT :OFF	When this option is turned ON a UCD report for each UCD group is printed periodically for an external display panel. The format of the print out is ASCII format. The format is as follows: ~0=1=2=3=4=5=6=7=8=9\n\d ~: smdi header =: delimiter 0: UCD group number (1-4 digits) 1: total answered call count (0=99999) 2: unanswered call count (0-99999) 3: all agents busy count (0-99999) 4: average ring time (0-99999 in seconds) 5: average call time (0-99999 in seconds) 6: total all busy (0-99999 in seconds) 7: current queue count (0-99999) 8: longest queue time (0-99999 in seconds) 9: average queue time (0-99999 in seconds) \n: new line \d: carriage return
04 CID CODE INSERT:ON	When this option is ON the system will insert the digit “1” when receiving CID information. When OFF the digit “1” will not be inserted in the CID information. This option is tenant wide. In certain areas the central offices are using a 10 digit numbering plan for calls. This feature can reduce the number of LCR digit table inputs in those areas that use the CID display callback feature. System default is ON.

MMC: 210

05 DISA MOH :OFF	When this option is turned ON outside parties will hear trunk MOH instead of dial tone from the time the system answers a DISA trunk until the caller dials a digit. System default is OFF.
06 TRANSFER MOH :OFF	When this option is turned ON outside parties will hear trunk MOH instead of ring back tone from the time a transfer is completed until the call is answered by an internal party. System default is OFF.
08 DID BSY ROUT :OFF	When this option is turned on a DID call directed to a busy station will reroute to the operator if camp on is set to OFF in MMC 714. If the option is set to ON the call will re route to the destination in MMC 406 for that trunk.
09 ALARM MOH: OFF	When ON allows stations to hear MOH after answering an alarm reminder call.
13 RECALL PICKUP :ON	When this option is turned on a call recalling to a station can be picked up using Direct Call Pickup, Pickup Group and My Group features. This applies to held calls recalling and transferred calls recalling to a station.
14: ICM EXT FWD :OFF	When this option is on call forward external is allowed when intercom calls are placed to a station that has Call Forward External programmed and set.
16: DID ERR TONE :OFF	This option was added to provide error tone when an invalid DID number is received. The OfficeServ 7100 error tone should not be sent to the public network in the USA.
24 TRSF CANCEL :OFF	When turned OFF a single line phone will be able to handle 2 calls simultaneously. Using the hook-flash to toggle between them. When turned ON a single line telephone will be able to connect to the 2nd call, but pressing the h/f will not toggle between the two calls it will disconnect the 2nd call and reconnect the single line telephone to the first call.
32 ISDN PROGCON:OFF	This option, when ON, determines if the system will wait for an answer signal before allowing DTMF to be sent on an ISDN circuit.
36 DSS KEY DPU :OFF	When set to ON, the station can make a directed call pickup, by pressing the flashing DSS key of the ringing station.
37 BEGN DGT DSP :ON	When ON and an outside call is made via speed dial or LNR where more than 11 digits are dialed, then only the first 11 digits dialed are shown on the keyphone display. When OFF, the last 11 digits are displayed.

MMC: 210

38 ONE TCH FACC: ON	When ON, then a station may enter an account code using a one touch account code (ACC) key. When OFF, then a station must enter an account code by dialing via dial-pad before making an outside call.
39 SGR ALL OUT :ON	This option, when on, allows all members to log out of a station group.
40 CHAIN FWD :ON	When ON and a call is directed to a station that may be forwarded to another station that is call forwarded to a VMAA, then the caller will be directed to the last station's mailbox it reached. When OFF, then the caller will be directed to the first station's mailbox instead of the last.
41 TRK MONITER :ON	When set to ON, a barging party maintains the trunk connection, when the barged station goes on hook. When set to OFF, and the barged station goes on hook, all parties are disconnected.
42 VoIP MFRALOC :OFF	When set to ON, a DTMF receiver is assigned for VoIP tandem calling when a VoIP incoming trunk is connected to a VoIP outgoing trunk. Note: Except when H.245 signal mode is being used.
43 NTWK AUTOTMR:OFF	This option controls whether an intercom call across the network link will have the auto timer come on when the call is received.
46 PERI UCD SIO:OFF	When this option is set to ON the PERI UCD date is sent to the UCD port type of SIO port service, instead of the PERI UCD port type.
48 REDIAL REVW:OFF	When set to ON, this option will allow the user to review the last number dialed before dialing.
53 PRE FWD BUSY:OFF	When set to ON this option makes the preset forward no answer setting in MMC 316 act as forward on BUSY/NO ANSWER.
54 ORG DIAL LOG:ON	When this option is set to ON all digits dialed from a phone will be saved in the log.
56 VOIP REALRBT:OFF	If this option is set to ON the MGI channels will provide the ringback tones.
57 CO-CO TM ALL:OFF	NOT USED IN USA.
SMDR LOG ALL: OFF	NOT USED IN USA
NO ITEM COST: OFF	NOT USED IN USA

MMC: 210

58 SMDR AUT2 ACC:OFF	When using authorization codes over 4 digits (maximum 10) set this option to ON and the authorization code will print in the Account Code field of SMDR. When set to OFF only the first four digits of any authorization code will appear in the AUTH field of SMDR.
59 IPNW REAL RB:OFF	When set to OFF the Ring Back tone on network calls will be generated from the originating MCP card. When set to ON, the distant MCP card provides both Ring Back tone on network calls.
60 TRK AUTO MOH:OFF	Turn this option ON to have the system immediately answer an incoming call and play the AA (Auto Answer) source set in MMC 408.
61 TRSF VT KEY:ON	Turn this ON to make the TRANSFER key act like a VT key. It will buffer digits dialed then send to Voice Mail after hanging up. Example: While on a call press TRANSFER, dial the Voice Mail Group number, then mailbox number, then hang up. OFF = normal TRANSFER key operation.
62 PAIR NO RING:OFF	When set to OFF a call to a busy station paired with another will ring at the paired station. Turn this ON and a call to a busy station paired with another will not ring at the paired station.
63 DISA NO ACT:OFF	Turn this ON to disconnect a caller to the DISA line when they take no action before the DISA NO ACTION TIME in MMC 501.
64 ICM AUTO HOLD:OFF	Set this option to ON to have intercom calls follow AUTO HOLD ON/OFF option in MMC 110.
65 DTMF to SO: OFF	NOT USED IN THE USA
66 STN HOLD PICK: OFF	If ON intercom calls that are on HOLD can be picked up by other stations.
67 AREA DELETE	NOT USED IN THE USA.
68 ELCR DIAL TONE: OFF	NOT USED IN THE USA.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

MMC: 210

ACTION	DISPLAY
1. Press TRANFER 210 Display shows	TEN. ON AND OFF DISA PSWD :OFF
2. Dial option number (e.g. 0) Press RIGHT soft key to move cursor.	TEN. ON AND OFF DISA PSWD :OFF
3. Dial 1 for ON or 0 for OFF OR Press UP or DOWN to make selection and press RIGHT soft key.	TEN. ON AND OFF DISA PSWD :ON
4. Repeat steps 2-3 for other options OR Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

RELATED ITEMS:

LCR PROGRAMMING
MOH PROGRAMMING
CID PROGRAMMING
MMC 714 DID TRANSLATION TABLES
VMAA PROGRAMMING
MMC 303 ASSIGN BOSS/SECRETARY
MMC 410 ASSIGN DISA TRUNK

MMC: 211 DOOR RING ASSIGNMENT

DESCRIPTION:

Designates which station or group of stations will ring when a door box button is pressed. If the ring plan destinations are not input the default ring plan 1 is used. Available Ring Plan inputs are 1 through 6.

DEVICE	DEFAULT DN
3 Digit Station	201–2xx, 301–3xx
3 Digit Station group	500–5xx
4 Digit Station	2001–20xx
4 Digit Station group	5001–50xx

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Clears previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 211 Display shows first door phone	`[229] DOOR RING` `1:500 2:500`
2. Dial door phone number (e.g., 230) OR Press UP or DOWN to scroll through door phone numbers and use the RIGHT soft key to move cursor	`[230] DOOR RING` `1:500 2:500`
OR Press ANS/RLS to select ALL door ring.	`ALL] DOOR RING` `1:500 2:500`

MMC: 211

3. Enter new ring plan number selection via dial keypad
   OR
   Press UP or DOWN key to make selection and press RIGHT soft key.

```
[250]  DOOR RING
1:301     2:500
```

4. Press RIGHT soft key to return to step 2
   OR
   Press LEFT soft key to return to step 3
   OR
   Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: STATION GROUP 500

RELATED ITEMS: NONE

MMC: 214 DISA ALARM RINGING STATION

DESCRIPTION:

Assigns the DISA alarm to ring at a specific phone. It is recommended that the person who can clear the alarm also receives the notification. There can be two distinct stations for notification. A valid destination can be either a station group or an individual station. The alarm ringing station or group will follow the ring plan time destination.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 214 Display shows	DISA ALARM RING 1:500 2:500
2. Enter in valid destination number for ring plan (e.g., 217) OR Press UP or DOWN key to make selection and press RIGHT soft key to advance cursor.	DISA ALARM RING 1:217 2:500
3. Enter in valid destination number for another ring plan (e.g., 249) OR Press UP or DOWN key to make selection.	DISA ALARM RING 1:217 2:249
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **ALL RING PLAN: 500**

RELATED ITEMS: MMC 202 CHANGE FEATURE PASSCODES
MMC 410 ASSIGN DISA TRUNK

MMC: 217 STATION PAIR

DESCRIPTION:

Assigns a secondary station to a keyset. This secondary station can be a keyset. a single line port or an ITP phone. It is recommended that the extension number for the secondary station should be blocked from receiving direct intercom calls in MMC 314 to prevent the secondary station being accidentally called. The secondary station assumes the COS (Class of Service), LCR COS, and DND attributes of the primary station.

Note:
1. If the COS is changed for either station in MMC 301 the change affects both stations.
2. Secondary stations when dialed will also ring the primary extension.
3. Message from secondary extension will display that (secondary) extension numbers. Callback to extension (secondary) as well.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 217 Display shows	`[201] PRIMARY` `SECONDARY:NONE`
2. Enter the primary station number via dial keypad (e.g. 201) OR Press UP or DOWN to select and press RIGHT soft key.	`[201] PRIMARY` `SECONDARY:NONE`
3. Enter the secondary station number via dial keypad (e.g. 205) OR Press UP or DOWN to select and press RIGHT soft key.	`[201] PRIMARY` `SECONDARY:205`

MMC: 217

4. Press TRANSFER button to store and exit
   OR
   Press SPEAKER button to store and advance to next MMC.

DEFAULT DATA: NONE

RELATED ITEMS: MMC 102 STATION FORWARDING
MMC 301 STATION COS
MMC 310 LCR CLASS OF SERVICE

MMC: 218 RELAY TYPE

DESCRIPTION:

This MMC defines the uses of the 2 relays on the MP10 card. These relays may be defined as EXTERNAL PAGE, COMMON BELL, LOUD BELL or NOT USED.

DIAL	OPTION	DESCRIPTION
0	EXTERNAL PAGE	This relay type will operate when assigned to an external page zone in MMC 605.
1	COMMON BELL	This relay type can be assigned as a member of a station group in MMC 601.
2	LOUD BELL	This relay type can be associated or paired to a station (MMC 205) with an audible tone output to an external Amplifier.
3	NOT USED	Relays programmed as NOT USED have no defined function.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
RELEASE	Used to store data and advance to next MMC
HOLD	Clears previous entry

ACTION	DISPLAY
1. Press TRSF 218 Display shows first relay	[362] RELAY TYPE EXTERNAL PAGE
2. Dial relay number OR Use UP or DOWN to scroll through relay numbers and use soft keys to move cursor	[363] RELAY TYPE EXTERNAL PAGE
3. Dial relay type, e.g., 2 OR Use UP or DOWN to scroll through relay types and use soft keys to move cursor	[363] RELAY TYPE COMMON BELL

MMC: 218

4. Press TRSF to store and exit
   OR
   Press SPK to save and advance to next MMC

DEFAULT DATA: EXTERNAL PAGE

RELATED ITEMS: MMC 204 COMMON BELL
MMC 601 STATION GROUP
MMC 605 EXTERNAL PAGE ZONE

MMC: 219 TRAFFIC REPORT PRINTOUT

DESCRIPTION:

This MMC is used to print a traffic report and select options. The traffic report can be printed upon demand, every hour, at a programmed time of each day, or up to three separate timed shifts. Automatic printing will always clear the totals.

When MANUAL PRINTOUT is selected, the options are:

- PRINT AND CLEAR: A report is printed and all totals are reset to 0.
- PRINTOUT ONLY: A report is printed and all the totals are saved.
- CANCEL PRINTOUT: The program can be exited here if no report is needed.

When AUTO PRINT OPTN is selected, the options are:

- AUTO PRINT OFF: Reports are not automatically printed.
- DAILY HHMM:2359 A report is printed at this programmable time every day and all the totals are reset to "0."
- EVERY HOUR MM:00 A Traffic report will be printed every hour at this time
- THREE TIME SHIFT: Up to three separate Start and End times may be programmed to report traffic within certain times of a day. A report is printed at the end of each End time and all totals are reset to "0."

When a report is printed, the totals represent call statistics accumulated from the date of the last report stated as BEGINNING: D & T up to the date of this printout stated as ENDING D & T. See the sample report at the end of this MMC.

If there are no trunks in a group, the trunk group report for that group will not print.

PROGRAM KEYS

This MMC programming sequence is designed to be used by the end user and does not require the usual programming key strokes.

ACTION	DISPLAY
1. Press TRANSFER 219 Display shows	TRAFFIC REPORT MANUAL PRINTOUT

MMC: 219

2. Use the volume keys to select the printout method and use the RIGHT soft key to access.

```
TRAFFIC REPORT
AUTO PRINT OPTN
```

3. Use the volume keys to select the printout type and use the RIGHT soft key to access.

```
TRAFFIC REPORT
AUTO PRINT OFF
```

```
TRAFFIC REPORT
THREE TIME SHIFT
```

4. Enter the data for your selection. In this case the start and end times.

```
TRAFFIC REPORT
1S: S:     E:
```

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NO REPORT**

RELATED ITEMS: **MMC 829 LAN PRINTER OPTIONS**

MMC: 223 ISDN SERVICE TYPE

DESCRIPTION:

Assign the ISDN service type of SLT port. Service consist of BC (Bearer Capability) and HLC (High Layer Capability).

	TYPE	DESCRIPTION	BC	HLC
0	VOICE	Voice service	Speech	Telephony
1	FAX 3	G3 FAX service	3.1kHz Audio	FAX G2/G3
2	AUDIO 3.1	3.1kHz Audio service	3.1kHz Audio	None
3	MODEM	MODEM service	3.1kHz Audio	Telephony

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 223. Display shows.	`[209] ISDN SVC` `VOICE`
2. Enter the station number (e.g. 210) OR Press UP or DOWN to select station and press RIGHT soft key.	`[210] ISDN SVC` `VOICE`
3. Select service type (0-3) OR Press UP or DOWN to select option and press RIGHT soft key.	`[210] ISDN SVC` `AUDIO 3.1`
4. Press TRANSFER button to store and exit OR Press SPEAKER button to store and advance to next MMC.	

MMC: 223

DEFAULT DATA: VOICE

RELATED ITEMS: NONE

MMC: 224 AUDIO PROMPT

DESCRIPTION:

This MMC is designed to enhance the Wake Up feature. The system will play a recorded Prompt when a Wake Up call is answered by the user. The Wake Up Announcement feature will require that the embedded voicemail access the customized Wake Up Prompt (001-9999) that has been recorded on the embedded voicemail as a Prompt. The end user will record this Prompt and have the ability to change it when desired using the TUI System Administrator or GUI Voice Studio. The Wake Up PMT will have no default Prompt assigned to it.

This feature offers a busy overflow destination. In the event that the AA group is busy, the guest would receive MOH upon answering the wake up call.

This MMC has three options:

Option	Description
AA GROUP (STATION GROUP)	Determines which station group will be connected when a Wake Up call is answered. **This destination must be any station group assigned as "VMSUCD".**
MESSAGE NO (PROMPT NO.)	Determines which message will be played when a Wake Up call is answered. This destination can be a custom recorded message. (Message #1000~9999)*
GROUP BUSY	Determines which tone source will be connected when AA group members are all busy. This destination can be a NONE, TONE or extern music on hold. If NONE is set then dial tone is connected, if TONE is set then hold tone is connected.
RBT SOURCE	NOT USED IN USA.

* Message #5049~5064 have pre-recorded Auto Attendant (AA) default messages programmed and can be over-written. Do not use this range of messages for Wake-Up messages if you want to preserve the AA messages.

MMC: 224

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 224 Display shows	AUDIO PROMPT STN GROUP :NONE
2. Press RIGHT soft key to move cursor.	AUDIO PROMPT STN GROUP :NONE
3. Enter AA group number via keypad OR Press UP or DOWN to make selection.	AUDIO PROMPT PROMPT NO :NONE
4. Press RIGHT soft key to enter selection and return to step 1.	AUDIO PROMPT GROUP BUSY :NONE
5. Press 0, 1 or 2 on keypad to select option (e.g. 1).	AUDIO PROMPT RBT SOURCE :NONE
6. Enter message number via keypad (e.g. 301) OR Press UP or DOWN to select message number and press RIGHT soft key to enter selection and return to step 5.	AUDIO PROMPT RBT SOURCE :301
7. Press 0, 1, or 2 on keypad to select option OR Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	AUDIO PROMPT RBT SOURCE :301

MMC: 224

DEFAULT DATA:	**STN GROUP**	**NONE**
	PROMPT NO.	**NONE**
	GROUP BUSY	**NONE**
	RBT SOURCE	**NONE**

RELATED ITEMS: **MMC 601 STATION GROUPS**

MMC: 300 CUSTOMER ON/OFF PER STATION

DESCRIPTION:

Allows the following features to be enabled on a per-station basis.

ACCESS DIAL	Determines whether a user can select a trunk or trunk group by dialling its directory number (DN). This selection should be turned to off when using LCR.
MICROPHONE	This option allows or denies the use of a keyset's microphone if equipped.
OFF-HOOK RING	Will allow a short burst of ring tone to indicate another call.
SMDR PRINT	When the station is set for no C.O. calls to and from this station, the station will not print on SMDR. This includes transferred calls or calls picked up from hold or park.
TGR ADV.TONE	When this feature is set to ON, a warning tone will be heard each time LCR advances to the next route.
VMAA FORWARD	This feature selects whether C.O. calls can be forwarded to voice mail. ON = Permits forward to voice mail. OFF = No forward to voice mail.
INTRCOM SMDR	When the station is set to OFF, the station will not print intercom calls on SMDR.
FWD OVRD	When set to OFF intercom calls from this station will not follow the call forwarding of the called station.
RECL TO OPER	This option determines if a transferred call will recall to the transferring station (OFF) or to the operator (ON).
SLT LP OPEN	This option only applies to single line ports. When this option is set to ON the SLT port will receive a Loop Open Disconnect if the calling or called party hangs up before the SLT. This option does not affect ports set as DATA or VMAA in MMC 207/208, these ports will always receive a disconnect regardless of this setting.

MMC: 300

CID TO SLT: System provides Caller ID to SLT.

NO RCL FLASH: If ON and an SLT hook flashes and does not dial and hangs up, then the call will disconnect. If OFF the call will recall. The same applies if a keyset transfers and hangs up without dialling a station. Typically not used in the US market.

RBK STN NAME: If ON, the called station's name is displayed while ringing (Intercom calls only).

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 300 Display shows	[201] CUS.ON/OFF ACCESS DIAL :ON
2. Dial station number (e.g., 205) OR Press UP or DOWN to select station	[205] CUS.ON/OFF ACCESS DIAL :ON
OR Press ANS/RLS for all and press RIGHT soft key to move cursor.	[ALL] CUS.ON/OFF ACCESS DIAL :ON
3. Press UP or DOWN to select feature and press RIGHT soft key to move cursor.	[ALL] CUS.ON/OFF ACCESS DIAL :ON
4. Dial 1 for ON or 0 for OFF OR Press UP or DOWN to select and press RIGHT soft key.	[ALL] CUS.ON/OFF ACCESS DIAL :OFF

MMC: 300

5. Press LEFT soft key to return to step 2
   Press RIGHT soft key to return to step 1
   OR
   Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NO RCL FLASH: OFF**
CID TO SLT: OFF
INTRCOM SMDR: OFF
SLT PWR DISC: OFF
ALL OTHER FEATURES SET TO ON

RELATED ITEMS: **LCR PROGRAMMING**
MMC 710 LCR DIGIT TABLE
MMC 711 LCR TIME TABLE
MMC 712 LCR ROUTE TABLE
MMC 713 LCR MODIFY DIGIT TABLE

MMC: 301 ASSIGN STATION COS

DESCRIPTION:

Used to assign class of service to each keyset. There are 30 different classes of service that are defined in MMC 701, Assign COS Contents. There are 6 ring plans based on the Ring Plan Time in MMC 507 that can apply to the COS. Classes of service are numbered 01–30. Default COS is COS 01.

Note: Check if Secondary Stations are in use MMC 217. Caution should be taken when changing COS for these stations. If either Primary station or Secondary station COS is changed then the "mated" station is also changed.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 301 Display shows first station	`[201] STN COS` `1:01 2:01 3:01`

2. Dial station number (e.g., 205)
OR
Use UP and DOWN to scroll through stations
Press RIGHT soft key to advance to step 3
OR
Use UP and DOWN to scroll through stations and press LEFT soft key to advance to step 4
OR
Press ANS/RLS to select all stations.
	`[205] STN COS`
	`1:01 2:01 3:01`
	
	`[ALL] STN COS`
	`1:01 2:01 3:01`

3. Enter new ring plan selection via dial keypad
OR
Press UP or DOWN key to make selection OR press RIGHT soft key to move cursor.
	`[205] STN COS`
	`1:01 2:01 3:01`
	
	`[205] STN COS`
	`1:01 2:01 3:01`

MMC: 301

4. Enter ring plan class of service (e.g., 05)
   OR
   Use UP and DOWN to scroll through classes of service and press RIGHT soft key to advance to the next ring plan
   OR
   Use UP and DOWN to scroll through classes of service and press LEFT soft key to return to step 2.

```
[205] STN COS
1:05  2:01  3:01
```

5. Enter the next ring plan class of service (e.g., 05)
   OR
   Use UP and DOWN to scroll through classes of service and press RIGHT soft key to move cursor to the next ring plan
   OR
   Use UP and DOWN to scroll through classes of service and press LEFT soft key to return to previous step.

```
[205] STN COS
1:05  2:01  3:01
```

6. Press TRANSFER to save and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: **RING PLANS 1-6 = 01**

RELATED ITEMS: MMC 701 ASSIGN COS CONTENTS
MMC 507 ASSIGN RING PLAN TIME
MMC 217 SECONDARY STATION

MMC: 302 PICKUP GROUPS

DESCRIPTION:

Allows the assignment of stations into call pickup groups. There are 20 pickup groups in the system. An unlimited number of members can belong to each group. Stations can only be in one pickup group at any given time.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 302 Display shows	`[201] PICKUP GRP` `PICKUP GRP :NONE`
2. Dial station number (e.g., 205) OR Use UP or DOWN to select station number and press RIGHT soft key	`[205] PICKUP GRP` `PICKUP GRP :NONE`
OR Press ANS/RLS key to select ALL.	`[ALL] PICKUP GRP` `PICKUP GRP :??`
3. Dial pickup group number (e.g. 05) OR Press UP or DOWN to select group number.	`[205] PICKUP GRP` `PICKUP GRP :05`

MMC 302

4. Press RIGHT soft key to return to step 2 to enter more stations
   OR
   Press LEFT soft key to return to step 3
   OR
   Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NO PICKUP GROUPS ASSIGNED**

RELATED ITEMS: MMC 107 KEY EXTENDER
MMC 722 STATION KEY PROGRAMMING
MMC 723 SYSTEM KEY PROGRAMMING

MMC: 303 ASSIGN EXECUTIVE/SECRETARY

DESCRIPTION:

Assigns BOSS keysets to SECRETARY keysets. One BOSS station can have up to and including four SECRETARY stations and one SECRETARY station can have up to and including four BOSS stations. A dedicated BOSS button must be programmed on the SECRETARY keyset(s). A dedicated BOSS button must also be programmed on the BOSS keyset.

Note: A station designated as BOSS may not be assigned as a Secretary of another Boss.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL
F BUTTON	Used to toggle BOSS/SECRETARY field

ACTION	DISPLAY
1. Press TRANSFER 303 Display shows	BOSS STN:NONE SECR 1:NONE
2. Dial BOSS station number (e.g., 205) OR Press UP or DOWN to select station and press RIGHT soft key.	BOSS STN:NONE SECR 1:NONE BOSS STN :205 SECR 1:NONE
3. Dial SECRETARY station number (e.g., 201) OR Press UP or DOWN to select station. Press RIGHT soft key to return to step 3 to enter more SECR numbers.	BOSS STN:205 SECR 1:201 BOSS STN:205 SECR 2:202

MMC: 303

4. Press LEFT soft key to return to step 2 and continue entries
   OR
   Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: NONE

RELATED ITEMS: MMC 722 STATION KEY PROGRAMMING

MMC: 304 STATION/TRUNK USE

DESCRIPTION:

This MMC defines which station use groups (defined in MMC 614) can access or answer which trunk use groups. If a station use group is set to NO Dial, members of that station use group will not have the ability to place a call. If the station use group is set to NO Answer, members of that station use group cannot answer an incoming call.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 304 Display shows	`[001] USE [301]` `DIAL:YES ANS:YES`
2. Dial the station use group number (e.g., 005) OR Press UP or DOWN key to select station use group and press RIGHT soft key.	`[005] USE [301]` `DIAL:YES ANS:YES`
3. Dial the trunk use group number (e.g., 304) OR Press UP or DOWN key to select trunk and press RIGHT soft key.	`[005] USE [304]` `DIAL:YES ANS:YES`
4. Press UP or DOWN key to select YES/NO option OR Dial 1 for YES or 0 for NO and press RIGHT soft key to move cursor to ANS option.	`[005] USE [304]` `DIAL:NO ANS:YES`

MMC: 304

Press UP or DOWN key to select YES/NO Option

OR

Dial 1 for YES or 0 for NO and press RIGHT soft key to return to step 2.

```
[205] USE [704]
DIAL:NO ANS:NO
```

5. Press TRANSFER to store and exit

   OR

   Press SPK to store and advance to next MMC.

DEFAULT DATA: **DIAL = YES**
ANS = YES

RELATED ITEMS: **MMC 722 STATION KEY PROGRAMMING**
MMC 723 SYSTEM KEY PROGRAMMING
MMC 614 ASSIGN USE GROUPS

MMC: 305 ASSIGN FORCED CODE

DESCRIPTION:

This MMC allows only one of the four options to be selected; the assignment of account code with verification, account code without verification, authorization codes, or none on a per-station basis or on an all-station basis. The system supports 500 authorization codes and 999 account codes that are verified when account codes verified is selected. If account codes without verification are selected, then there will be no table used.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

FEATURE KEYS

0	NONE	No Account or Authorization code required (NOT forced strictly voluntary).
1	AUTHORIZE CODE	Forces user to enter a valid four digit Authorization code listed in AUTHORIZATION CODE. Table (MMC 707).
2	ACCT VERIFIED	Forces user to enter a valid account code listed in ACCOUNT CODE Table (MMC 708).
3	ACCT NO VERIFIED	Forces user to enter an account code but this code is **NOT** verified. User can make up any code (any account code up to 12 digits including * and #).

ACTION	DISPLAY
1. Press TRANSFER 305 Display shows	`[201] FORCD CODE` `NONE`
2. Dial station number (e.g., 205) OR Press UP or DOWN key to select station and press RIGHT soft key to move cursor.	`[205] FORCD CODE` `NONE`

MMC: 305

3. Dial a feature option 0-3 (e.g., 2)
   OR
   Press UP or DOWN key to select option and press RIGHT soft key to return step 2.

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

```
[205] FORCD CODE
ACCT VERIFIED
```

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 707 AUTHORIZATION CODE
MMC 708 ACCOUNT CODE

MMC: 306 HOT LINE

DESCRIPTION:

Allows a station the ability to make a predetermined call similar to a ringdown circuit, upon the expiration of a timer (see MMC 502 STN TIMERS, Off-Hook Selection Timer). The hotline destination can be a station, a station group, a trunk, a trunk group or an external number. There can be a maximum of 18 digits in the dial string for the external number. The access code for the trunk or trunk group access code is not counted as part of the 18.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
B	Used to insert a flash code “F”
C	Used to insert a pause code “P”
D	Used to insert a pulse/tone conversion code “C”
E	Used to mask/unmask following digits—shows as “[” or “]”
F	Used to enter name for speed dial bin (see MMC 106)

ACTION	DISPLAY
1. Press TRANSFER 306 Display shows	`[201] HOT LINE` `NONE`
2. Dial station number OR Use UP or DOWN to scroll through stations Press RIGHT soft key to move the cursor.	`[205] HOT LINE` `NONE`
3. Enter the hot line destination ie a station or trunk ID (e.g., 9 or 701) with a maximum of 24 outgoing digits after the access code for the CO call (see above list of options if needed). Bottom row of program keys are options B–E.	`[205] HOT LINE` `9-1305P4264100_`

MMC: 306

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: NONE

RELATED ITEMS: MMC 502 STN TIMERS, OFF-HOOK SELECTION TIMER

MMC: 308 ASSIGN BACKGROUND MUSIC SOURCE

DESCRIPTION:

Assigns a background music source to the keysets. There is one external music source selection on the MISC port of the MP10 card.

This external source is defined in the MISC Numbering Plan in MMC 724 (MISC 01=371).

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 308 Display shows current setting	[201] BGM SOURCE BGM SOURCE:NONE
2. Dial keyset number (e.g., 205) OR Use UP or DOWN to scroll through keyset numbers and press RIGHT soft key to move the cursor	[205] BGM SOURCE BGM SOURCE:NONE
OR Press ANS/RLS to select all stations.	[ALL] BGM SOURCE BGM SOURCE:NONE
3. Enter source number (e.g., 371) OR Press UP or DOWN key to make selection and press RIGHT soft key to return to step 2.	[205] BGM SOURCE BGM SOURCE:371
4. Press TRANFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 308

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 309 ASSIGN STATION MUSIC ON HOLD
MMC 408 ASSIGN TRUNK MUSIC ON HOLD SOURCE
MMC 724 NUMBER PLAN
MMC 748 ASSIGN VMMOH

MMC: 309 ASSIGN STATION MUSIC ON HOLD

DESCRIPTION:

Assigns a Music on Hold source to any station. This selection will determine the MOH source you will hear when another station puts you on hold.

If you have the embedded Voice Mail application you may also select recording as a music source. The recording must already been defined in MMC 748 and will show up here as the SVM port assigned with the recording.

The following MOH sources are available:

1. NONE
2. TONE
3. 371 (EXT. MOH SOURCE)

†: These have the default MISC NUM PLANS in MMC 724.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 309 Display shows current setting	`[201] STN MOH` `MOH SOURCE:TONE`

2. Dial keyset number (e.g., 205)
OR
Use UP or DOWN to scroll through keyset numbers and press RIGHT soft key to move the cursor
OR
Press ANS/RLS to select all stations.
	`[205] STN MOH`
	`MOH SOURCE:NONE`
	
	`[ALL] STN MOH`
	`MOH SOURCE:?`

MMC: 309

3. Enter source number (e.g., 371)
   OR
   Press UP or DOWN key to make selection and press RIGHT soft key to return to step 2.

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **TONE**

RELATED ITEMS: **MMC 308 ASSIGN BACKGROUND MUSIC SOURCE**
MISC 724 MISC NUM PLAN
MMC 748 ASSIGN VM MOH

MMC: 310 LCR CLASS OF SERVICE

DESCRIPTION:

Assigns the LCR class of service allowed on a per-station, per-trunk basis. There are eight classes which may be assigned. LCR class of service allows specific users to trunk advance up to a matching LCR class of service programmed in MMC 712.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPK	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 310 Display shows	`[201] LCR CLASS` `LCR CLASS 1`
2. Dial station number (e.g., 205) OR Press UP or DOWN to select station and press RIGHT soft key to move cursor	`[205] LCR CLASS` `LCR CLASS 1`
OR Press ANS/RLS to select ALL stations.	`[ALL] LCR CLASS` `LCR CLASS ?`
3. Dial 1–8 to select class type (e.g. 3) OR Press UP or DOWN to select class type and press RIGHT soft key to return to step 2.	`[205] LCR CLASS` `LCR CLASS 3`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 310

DEFAULT DATA: **LEAST COST ROUTING COS 1**

RELATED ITEMS: **LCR PROGRAMMING**

MMC 710 LCR DIGIT TABLE
MMC 711 LCR TIME TABLE
MMC 712 LCR ROUTE TABLE
MMC 713 LCR MODIFY DIGIT TABLE

MMC: 312 ALLOW CID / ANI

DESCRIPTION:

Allows the system administrator or technician to allow or deny Caller Identification (CID) and or Automatic Number Identification (ANI) data to be seen at display keysets. CID and ANI information is essentially the same to the end user and is not separated. ANI does not provide date and time stamps and is not available for review. Each keyset can have the following options:

0	CID / ANI NOT ALLOWED	CID / ANI data will not be displayed.
1	CID / ANI ALLOWED	CID / ANI data will be displayed.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 312 Display shows	`[201] CID/ANI` `NOT ALLOW`
2. Dial station number (e.g., 205) OR Press UP or DOWN to select station and press right soft key to move cursor	`[205] CID/ANI` `NOT ALLOW`
OR Press ANS/RLS to select ALL.	`[ALL] CID/ANI` `?`
3. Dial 0 or 1 to select option OR Press UP or DOWN to select option	`[ALL] CID/ANI` `ALLOW`
and press right soft key to return to step 2.	`[201] CID/ANI` `ALLOW`
4. Press TRANSFER to store and exit OR Press SPEAKER to save and advance to next MMC.	

MMC: 312

DEFAULT DATA: **ALLOWED**

RELATED ITEMS: MMC 119 CID / ANI DISPLAY
MMC 414 ASSIGN CID / ANI TRUNKS

MMC: 313 COPY STATION/TRUNK USE

DESCRIPTION:

This program allows a technician to copy the contents of a station use group or a trunk use group to a new use group without having to enter all the data again.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 313. Display shows.	`[001] COPY USABLE` `FROM:`
2. Enter group number (e.g., 005) OR Press UP or DOWN keys to make selection and press RIGHT soft key to move cursor.	`[005] COPY USABLE` `FROM:`
3. Enter group number to copy from cursor is returned to step 2 OR Press UP or DOWN key to make selection.	`[005] COPY USABLE` `FROM:003`
4. Press RIGHT soft key to return to step 2 OR Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 304 STATION TRUNK USE
MMC 614 USE GROUP

MMC: 314 STATION/STATION USE

DESCRIPTION:

This MMC is used to allow or restrict Station Use Groups defined in MMC 614 from making intercom calls to one or more Station Use Groups within the same tenant.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 314. Display shows.	`[001] USE [001]` `DIAL:YES`
2. Dial the station use group number (e.g., 005) OR Press UP or DOWN key to select station and press RIGHT soft key OR Press ANS/RLS to select all groups.	`[005] USE [001]` `DIAL:YES`
3. Dial the station use group number (e.g., 004) OR Press UP or DOWN key to select station and press RIGHT soft key.	`[005] USE [004]` `DIAL:YES`
4. Dial 1 for YES or 0 for NO OR Press UP or DOWN key to select YES/NO and press RIGHT soft key to move cursor.	`[005] USE [004]` `DIAL:NO`
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 314

DEFAULT DATA: **DIAL = ALL STATION USE GROUPS CAN CALL OTHER STATION USE GROUPS = YES**

RELATED ITEMS: **MMC 304 ASSIGN EXTENSION/TRUNK USE**
MMC 614 SET STATION/TRUNK USE GROUPS

MMC: 315 CUSTOMER SET RELOCATION

DESCRIPTION:

Customer Set Relocation allows System Administration level or Technician level access to relocate or exchange similar stations in the OfficeServ 500 without wiring changes (see Allow Table bellow). This program is a one for one exchange with like stations. All individual station assignments such as trunk ring, station group, station COS, station speed dial, button appearances, etc. will follow the Customer Set Relocation program. iDCS 18 button keysets and iDCS 28 button keysets can be exchanged. Add On Modules and 64 button modules can also be exchanged. If incompatible set types are selected the system will provide an ERROR: NO MATCH message. If AOM or 64 button module units are to be exchanged the Master assignment must be removed prior to using Customer Set relocation. If the AOM or 64 button module Master station is not removed the error code ERROR: NOT ALONE will appear on the LCD display. A station must be in the idle state (on hook) to perform Customer Set Relocation. If a wired location has a station port connected but no telephone instrument the Customer Set Relocation program will allow set relocation as long as the station types are similar.

iDCS 18 button and iDCS 28 button key assignments should be taken in consideration when relocating these types of sets due to the button configurations of the instruments. If a 18 button set and a 28 button set are exchanged using the Customer Set Relocation program the first 18 buttons on the 24 button set will have the button programming of the 18 button set. In other words, when exchanging 18 and 28 button set only the first 18 buttons will swapped.

NOTE: Customer access to this feature is default OFF in MMC 802.

MMC: 315

CUSTOMER SET RELOCATION ALLOW TABLE

	Single Line	DS & iDCS 64 AOM	iDCS 8B	iDCS 18B	iDCS 28B	ITP-5107S	ITP-5121D	ITP-5112L	DS5021D	DS5014D	DS5007S
Single Line	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
DS & iDCS 64 AOM	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO
iDCS 8B	NO	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO
iDCS 18B	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO
iDCS 28B	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO
ITP-5107S	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO	NO
ITP-5121D	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO
ITP-5112L	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO
DS5021D	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO
DS5014D	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO
DS5007S	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 315 Display shows	`SET RELOCATION` `EXT _ EXT`
2. Enter first station number (e.g.,202) press RIGHT soft key to move cursor.	`SET RELOCATION` `EXT 202 EXT _`
3. Enter second station number (e.g.,210) Press RIGHT softkey to enter data.	`SET RELOCATE` `EXT 202 EXT 210`

MMC: 315

4. Display will return to step 1.
   Go to step 2
   OR
5. Press SPEAKER to advance to next MMC.

```
SET RELOCATION
EXT _   EXT
```

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 722 STATION KEY PROGRAMMING
MMC 723 SYSTEM KEY PROGRAMMING

MMC: 316 PRESET FWD NO ANSWER

DESCRIPTION:

Allows a technician to assign a default destination for FNA to each station on the system. These destinations may be different for each station or they may be the same. The preset destination will be temporarily overwritten if the station user enters a different FNA destination. If the user cancels the new destination, the preset destination will once more be in effect. If a station user has a FNA key, the LED will not indicate Preset Forward No Answer. Preset Forward No Answer time follows the station forward no answer timer. There is also an option (OPT) to select whether the forward applies to internal calls (I), outside calls (O) or both (BOTH).

Notes: This destination must be internal to the system. External numbers cannot be programmed. You must set PRE FWD BUSY to ON in MMC 210 for this feature to work.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 316 Display shows	[201] PRESET FNA NONE OPT:BOTH
Press RIGHT soft key to advance cursor OR Press ANS/RLS to select ALL.	[ALL] PRESET FNA NONE OPT:BOTH
2. Dial valid number via keypad OR Press UP or DOWN to make selection Press RIGHT soft key to return to step 1.	[201] PRESET FNA 202 OPT:BOTH

MMC: 316

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 102 FORWARDING
MMC 210 CUSTOMER ON/OFF PER TENANT
MMC 502 STATION FWD NO ANS TIMER

MMC: 317 TIME/COST DISPLAY OPTION

DESCRIPTION:

This MMC determines if a display keyset will show the duration of the call in progress or the cost of the call in progress. Each station can set this option for either TIMER or COST.

TIMER: The duration of the call in progress will show in the upper right corner of the keyset display. The duration is in minutes and seconds. The cost of the call will not be shown.

COST: The cost of the call in progress will show in the upper right corner of the keyset display. The cost of the call is in dollars and cents. The duration of the call will not be shown.

This MMC cannot be selected by the station user. It must be set by using either the technician or customer passcode.

EXAMPLES OF KETSET DISPLAY

TIMER [701: 12:31]
[NEW RETRY SAVE]

COST [701: $14.82]
[NEW RETRY SAVE]

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select all

ACTION	DISPLAY
1. Press TRANSFER 317 Display shows	[201] TIME / COST DISPLAY : TIME

MMC: 317

2. Dial keyset number (e.g., 205)
   OR
   Press UP or DOWN to select keyset
   and press right soft key to move cursor
   OR
   Press ANS/RLS for ALL.

```
[205] TIME / COST
DISPLAY : TIME
```

3. Press UP or DOWN to select display type.

```
[205] TIME / COST
DISPLAY : COST
```

4. Press TRANSFER to store and exit.

DEFAULT DATA: **ALL STATIONS TIME**

RELATED ITEMS: MMC 422 ASSIGN TRUNK COST RATE
MMC 730 CALL COSTING DIAL PLAN

MMC: 320 SET BRANCH GROUP

DESCRIPTION:

This program allows the technician to program branch group for each station. Each station can be in only one branch group. Branch groups enable the user to pick up the incoming call of another station in the same branch group just by lifting the handset. There are a maximum of 20 branch groups.

PROGRAM KEYS

UP & DOWN	Used to scroll through options/move cursor left or right
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 320 Display shows	`[201] BRANCH GRP` `BRANCH GRP:NONE`

2. Press the station number (e.g. 205)
OR
Press VOLUME to select the station, and press the RIGHT soft button to move the cursor
OR
Press MESSAGE to set the entire stations.
	`[205] BRANCH GRP`
	`BRANCH GRP:NONE`
	
	`[ALL] BRANCH GRP`
	`BRANCH GRP:??`

3. Enter the branch group number ([01]-[20]) OR Press VOLUME to select pick-up group number, and press the RIGHT soft button to repeat this procedure from step 2.	`[205] BRANCH GRP` `BRANCH GRP:10`
4. Press TRANSFER to exit the program OR Press SPEAKER to move on to the next program.	

DEFAULT DATA: BRANCH GRP: NONE

RELATED ITEMS: NONE

MMC: 321 SEND CLI NUMBER

DESCRIPTION:

Allows a ten digit number to be entered and associated with a station or trunk number on a per PRI basis. When this station makes an outgoing call on this PRI, the ten digit number entered will be the Calling Party Number sent on this outgoing PRI call. There are 4 tables in the system.

PROGRAM KEYS

UP & DOWN	Used to scroll through options/move cursor left or right
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 321. Display shows.	`[201] CLI PER STN` `1:`
2. Dial extension (e.g., 230) OR Press UP or DOWN to select extension and press RIGHT soft key to move the cursor.	`[230] CLI PER STN` `1:`
3. Dial table number 1 ~ 4. OR Press UP or DOWN to select table number and press RIGHT soft key to move the cursor.	`[230] CLI PER STN` `2:`
4. Enter the Calling Party Number.	`[230] CLI PER STN` `2:3055922900`
5. Repeat Step 3 & 4 to enter other tables and Calling Party Numbers OR Repeat Steps 2, 3, & 4 to enter other station and Calling Party Numbers.	

MMC: 321

6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: NO PRI SPAN OR STATION NUMBERS ENTERED

RELATED ITEMS: MMC 430 PRI CONTROL

MMC: 400 CUSTOMER ON/OFF PER TRUNK

DESCRIPTION:

Assigns several options (listed below) on a per-trunk basis.

OPTIONS

0	1A2 EMULATE	When this option is set to ON up to 4 internal stations can participate in a conversation on this trunk by pressing the trunk key.
1	TRK INC. DND	When this option is set to ON a trunk that is programmed to ring a specific station (a private line or DIL) will ring at that station if the station is in DND.
2	TRK FORWARD	When this option is set to OFF this trunk will not follow a ringing stations call forwarding.
3	EFWD EXT CLI	Uses station CID when forwarding external C.O. lines.
4	REPEAT CLI	When set to ON the CLI information sent out of this system on a tandem trunk call will be the CLI information received on the incoming segment of the tandem call. When OFF the CLI sent out of this system on a tandem trunk call will be generated by this system.
5	TONECHK DISC	When this is set to ON, loop trunks can be disconnected by detecting busy tone (LP TRK TONE DISC must be ENABLE in MMC 861 for this feature to work).
6	AUTO ANSWER	When ON, auto answer mode can be assigned on a per-trunk basis.
7	COLORRING AS	NOT USED IN USA.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

MMC: 400

HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 400 Display show	`[701] TRK ON/OFF` `1A2 EMULATE:OFF`

2. Dial trunk number (e.g. 704)
OR
Press UP or DOWN key to select trunk
OR
Press ANS/RLS for all trunks and press RIGHT soft key to move cursor to options.
	`[704] TRK ON/OFF`
	`1A2 EMULATE:OFF`
	`[ALL] TRK ON/OFF`
	`1A2 EMULATE :?`

3. Dial option number from above list (0–3) OR Press UP or DOWN key to select option and press RIGHT soft key to move cursor.	`[704] TRK ON/OFF` `TRK FORWARD :ON`
4. Dial 1 for ON or 0 for OFF OR Press UP or DOWN key to select ON/OFF and press RIGHT soft key to return to step 2.	`[704] TRK ON/OFF` `TRK FORWARD: OFF`
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA:

1A2 EMULATE	**OFF**
TRUNK INC DND	**ON**
TRUNK FORWARD	**ON**
EXT FWD CLI	**ON**
REPEAT CLI	**OFF**
TONECHK DISC	**OFF**
AUTO ANSWER	**OFF**

RELATED ITEMS: **AUTO ANSWER:** MMC 210 TRUNK AUTO MOH OPTION
MMC 501 TRK AUTO MOH DISC TIMER

MMC: 401 C.O./PBX LINE

DESCRIPTION:

Used to select the mode of the C.O. line. If the PBX mode is chosen, this allows PBX access codes to be recognized, thus allowing more complete toll restriction (call barring). This mode is assigned on a per-trunk basis.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 401 Display shows	`[701] PBX LINE` `CO LINE`

2. Dial trunk number (e.g., 704)
OR
Use UP or DOWN to scroll through trunk numbers and press RIGHT soft key to move
OR
Press ANS/RLS to select ALL.
	`[704] PBX LINE`
	`CO LINE`
	`[ALL] PBX LINE`
	`?`

3. Dial 1 for PBX or 0 for C.O. OR Use UP or DOWN to scroll through options Press RIGHT soft key to return to step 2.	`[704] PBX LINE` `PBX LINE`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: ALL TRUNKS C.O. LINE

RELATED ITEMS: NONE

MMC: 402 TRUNK DIAL TYPE

DESCRIPTION:

Used to determine the dialling type of each C.O. line. There are two options: DIAL PULSE (rotary dial) and Dual Tone Multi Frequency (DTMF).

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 402 Display shows	[701] DIAL TYPE DTMF TYPE
2. Dial trunk number (e.g., 704) OR Use UP or DOWN to scroll through trunk numbers and press RIGHT soft key to move the cursor	[704] DIAL TYPE DTMF TYPE
OR Press ANS/RLS to select ALL.	[ALL] DIAL TYPE ?
3. Dial 1 for PULSE or 0 for DTMF OR Use UP or DOWN to scroll through options Press RIGHT soft keys to return to step 2.	[704] DIAL TYPE DIAL PULSE TYPE
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **ALL TRUNKS DTMF**

RELATED ITEMS: MMC 501 SYSTEM TIMERS
MMC 503 TRUNK-WIDE TIMERS

MMC: 403 TRUNK TOLL CLASS

DESCRIPTION:

Assigns toll class level assignments on a per-trunk or all-trunk basis on a time based ring plan time assignment defined in MMC 507 Assign Ring Plan Time. The options for toll level will follow the either station class or the class of service defined in MMCs 702 Toll Deny Table and 703 Toll Allowance Table. The toll classes that are available are listed below with their entry numbers.

ENTRY NUMBER	CLASS TYPE	DESCRIPTION
0	F-STN	Follow station toll restriction
1	CLS-A	Class A Unrestricted
2	CLS-B	Follow toll class B
3	CLS-C	Follow toll class C
4	CLS-D	Follow toll class D
5	CLS-E	Follow toll class E
6	CLS-F	Follow toll class F
7	CLS-G	Follow toll class G
8	CLS-H	Class H Restricted

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 403 Display shows	`[701] TOLL CLASS` `1:F-STN 2:F-STN`
2. Dial trunk number OR Use UP or DOWN to scroll through trunk numbers and press RIGHT soft key to move the cursor	`[704] TOLL CLASS` `1:F-STN 2:F-STN`
OR Press ANS/RLS to select ALL.	`[ALL] TOLL CLASS` `1:F-STN 2:F-STN`

MMC: 403

3. Press RIGHT soft key to advance to the first ring plan
   OR
   Press LEFT soft key to advance to first toll class and enter toll class (e.g., 2)
   OR
   Use UP or DOWN to scroll through toll classes and use RIGHT soft key to move the cursor right.

```
[704] TOLL CLASS
1:F-STN 2:F-STN
```

```
[704] TOLL CLASS
1:CLS-B 2:F-STN
```

4. Press RIGHT soft key to return to step 2
   OR
   Enter night toll class (e.g., 2)
   OR
   Use UP or DOWN to scroll through toll classes and use RIGHT soft key to step to the next ring plan
   OR
   Press the LEFT soft key to return to the previous step.

```
[704] TOLL CLASS
1:CLS-B 2:CLS-B
```

5. Press TRANSFER to store data and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: **ALL TRUNKS F-STN ALL RING PLANS**

RELATED ITEMS: **MMC 202 CHANGE FEATURE PASSCODES**
MMC 301 ASSIGN STATION COS
MMC 507 ASSIGN RING PLAN TIME
MMC 701 ASSIGN COS CONTENTS
TOLL RESTRICTION MMCs

MMC: 404 TRUNK NAME

DESCRIPTION:

Allows an 11-character name to be entered to identify an individual trunk.

Names are written using the keypad. Each press of a key selects a character. Press the desired key to move the cursor to the next position. For example, if the directory name is SAM SMITH, press the number 7 three times to get the letter S. Now press the number 2 once to get the letter A. Continue selecting characters from the table below to complete your message. Pressing the A key changes the letter from upper case to lower case.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the UP key to move the cursor to the right or the DOWN key to move the cursor left. A space can be entered by using these keys.

- **iDCS, DS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

MMC: 404

PROGRAM KEYS

UP & DOWN	Used to scroll through options/move cursor left or right
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
A	Acts as toggle between upper case and lower case

ACTION	DISPLAY
1. Press TRANSFER 404. Display shows.	`[701] TRUNK NAME`
2. Dial trunk (e.g., 704) OR Press UP or DOWN to select trunk and press RIGHT soft key to move the cursor.	`[704] TRUNK NAME`
3. Enter trunk name using the procedure described above. Press RIGHT soft key to return to step 2.	`[704] TRUNK NAME` `TELECOMS`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **NO NAMES ENTERED**

RELATED ITEMS: MMC 104 STATION NAME
MMC 405 C.O. TRUNK NUMBER

MMC: 405 TRUNK TELEPHONE NUMBER

DESCRIPTION:

Allows an 11-digit number to be entered to identify an individual trunk.

Numbers are written using the keypad. Each press of a key selects a digit. Pressing the desired key moves the cursor to the next position. For example, if the directory number is 426-4100, press the number 4 once to get the number 4. Now press the number 2 once for number 2. Continue selecting characters from the table below to complete your number.

NOTE: When the number you want appears on the same dial pad key as the previous number, press the UP key to move the cursor to the right or the DOWN key to move the cursor left. A space can be entered by using these keys.

- **DCS KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	space	?	.	)	0
DIAL 1	Q	Z	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	R	S	&	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	(	9
DIAL *	:	=	[	]	*

The # key can be used for the following special characters: #, space, &, !, :, ?, ., %, $, -, <, >, /, =, [,], @, ^, (,), _, +, {, }, |, ;, \, " and ~.

MMC: 405

• iDCS, DS and ITP KEYSETS

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

PROGRAM KEYS

UP & DOWN	Used to scroll through options/move cursor left or right
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
A	Acts as toggle between upper case and lower case

ACTION	DISPLAY
1. Press TRANSFER 405 Display shows	`[701] CO TEL NO.`
2. Dial trunk (e.g., 704) OR Press UP or DOWN to select trunk and press RIGHT soft key to move the cursor.	`[704] CO TEL NO.`
3. Enter trunk number using the procedure described above.	`[704] CO TEL NO.` `3054264100`

MMC: 405

4. Press RIGHT soft key to return to step 2
   OR
   Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: NO NUMBERS ENTERED

RELATED ITEMS: MMC 404 TRUNK NAME

MMC: 406 TRUNK RING ASSIGNMENT

DESCRIPTION:

Enables ringing to a specific station or to a group of stations when incoming calls are received. This MMC controls ring plan destinations for ring down trunks. If the ring plan destinations are not input the default ring plan is ring plan 1. Station group 500 is default in Ring Plan 1. (In a networked system this MMC can be used to assign ringing to any station or station group in the entire network).

DEVICE	DEFAULT DN
3 Digit Station	201–2xx, 301–3xx
3 Digit Station group	500–5xx
4 Digit Station	2001–20xx
4 Digit Station group	5000–5xxx

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL (trunks only)

ACTION	DISPLAY
1. Press TRANSFER 406 Display shows	[701] TRK RING 1:500 2:500
2. Use UP or DOWN to scroll through trunk numbers and press the RIGHT soft key to move the cursor OR press ANS/RLS for ALL	[All] TRK RING 1:500 2:500
OR	
3. Dial trunk number (e.g., 704).	[704] TRK RING 1:500 2:500
4. Dial ring plan number or press the RIGHT softkey to move to the next step.	[704] TRK RING 1:500 2:500

MMC: 406

5. Dial station number or station group number (e.g., 205)
   OR
   Press UP or DOWN key to select station number or station group number and press RIGHT soft key to move cursor to the next ring plan destination and repeat step 5
   OR
   Press LEFT soft key to return to step 5
   OR
6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

```
[704] TRK RING
1:205   2:500
```

```
[704] TRK RING
1:205   2:501
```

DEFAULT DATA: **ALL TRUNKS RING DEFAULT OPERATOR GROUP (500, 5000)**

RELATED ITEMS: MMC 202 CHANGE FEATURE PASSCODES
MMC 507 ASSIGN RING PLAN TIME
MMC 601 ASSIGN STATION GROUP

MMC: 407 FORCED TRUNK RELEASE

DESCRIPTION:

Provides a positive forced trunk release to a specific trunk or all trunks in the event of a trunk lock-up.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 407 Display shows	`[701] TRK RELS.` `RELEASE?_Y:1,N:0`
2. Dial in trunk number (e.g., 704) OR Press UP or DOWN key selected trunk and press right soft key	`[704] TRK RELS.` `RELEASE?_Y:1,N:0`
OR Press ANS/RLS to select all trunks.	`[ALL] TRK RELS.` `RELEASE?_Y:1,N:0`
3. Dial 1 for YES OR Dial 0 for NO (Pressing 1 or 0 will return to step 2).	`[704] TRK RELS.` `RELEASE?1Y:1,N:0`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 603 ASSIGN TRUNK GROUP

MMC: 408 ASSIGN TRUNK MOH SOURCE

DESCRIPTION:

Allows the system administrator to set MOH tone for each trunk in the system.

Option 1: MOH—this selects the Music On Hold source will be heard on each trunk when it is put on hold.

Option 2: AA—this selects which Music On Hold or tone source will be heard when the trunk is automatically answered by the system. See MMC 210-Trunk Auto MOH, ON/OFF. This feature must be set to ON before the AA option will take effect.

For the three types of selection for Options 1 and 2 see below.

OPTIONS

1. TONE: An intermittent tone is played to the caller.
2. NONE: No Music on Hold selection.
3. 371: MOH is played from External Source connected to MISC port.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION

1. Press TRANSFER 408
   Display shows current setting

2. Dial trunk number (e.g., 704)
   OR
   Use UP or DOWN to scroll through trunk numbers and press RIGHT soft key to move cursor

DISPLAY

```
[701 ] TRK MOH
MOH:TONE AA:NONE
```

```
[704 ] TRK MOH
MOH:TONE AA:NONE
```

MMC: 408

OR
Press ANS/RLS to select ALL.

```
[ALL] TRK MOH
MOH:TONE AA:NONE
```

3. Enter source number (e.g., 371)
   OR
   Press UP or DOWN key to select option
   Press RIGHT soft key to return to step 2 above.

```
[705 ] TRK MOH
MOH:371 AA:NONE
```

4. Press RIGHT soft key to move cursor to AA setting.

```
[705 ] TRK MOH
MOH:371 AA:NONE
```

5. Use UP and DOWN keys to select AA source (e.g. 371)

```
[705 ] TRK MOH
MOH:371 AA:371
```

6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **MOH: TONE**
AA:NONE

RELATED ITEMS: **MMC 210 CUSTOMER ON/OFF PER TENANT**
MMC 308 ASSIGN BACKGROUND MUSIC SOURCE
MMC 724 MISC NUM PLAN
MMC 748 ASSIGN VM MOH

MMC: 409 TRUNK STATUS READ

DESCRIPTION:

Allows the status of trunks to be read in a format that will enable the servicing personnel to quickly identify the ownership and position of a trunk. This is a **read-only** MMC.

OPTION TABLE

00	Port Number (Cabinet/Slot/Port)
01	Type
02	1A2 Emulate On/Off
03	Trunk Forward
04	Line (CO/PBX)
05	Dial Type
06	Toll Type RP 1
07	Toll Type RP 2
08	Toll Type RP 3
09	Toll Type RP 4
10	Toll Type RP 5
11	Toll Type RP 6
12	Ring Plan 1
13	Ring Plan 2
14	Ring Plan 3
15	Ring Plan 4
16	Ring Plan 5
17	Ring Plan 6
18	MOH Source
19	DISA LINE (shows Ring Plan Assigned)

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

MMC: 409

ACTION	DISPLAY
1. Press TRANSFER 409 Display shows	`[701] TRK STATUS` `PORT #:C1-S5-P01`
2. Enter trunk number via dial keypad (e.g.,704) OR Press UP or DOWN key to make selection and press RIGHT soft key to advance cursor.	`[704] TRK STATUS` `PORT #:C1-S5-P04`
3. Enter in desired option 00-12 (e.g. 02) OR Press UP or DOWN key to make selection.	`[704] TRK STATUS` `TYPE:LOOP TRUNK`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **SEE RELATED MMCs**

RELATED ITEMS:

MMC 400 CUSTOMER ON/OFF PER TRUNK
MMC 401 C.O./PBX LINE
MMC 402 TRUNK DIAL TYPE
MMC 403 TRUNK TOLL CLASS
MMC 404 TRUNK NAME
MMC 406 TRUNK RINGING ASSIGNMENT
MMC 408 ASSIGN TRUNK MUSIC ON HOLD SOURCE
MMC 410 ASSIGN DISA TRUNK

MMC: 410 ASSIGN DISA TRUNK

DESCRIPTION:

Allows the system the ability to have Direct Inward System Access (DISA). Because there is a possibility that unauthorized calls will be made via this feature, several safeguards have been added. The end user must be informed of these to prevent unnecessary service calls. DISA can lockout when a predetermined number of invalid consecutive calls are attempted. Callers will then receive error tone until the programmable timer has expired. The ✱ key may be used to initiate new dial tone while in a station to station call. The # key may be used to terminate the DISA call and disconnect the central office line. DISA lines must be assigned to the Ring Plan(s).

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL (trunks)

ACTION	DISPLAY
1. Press TRANSFER 410 Display shows	[701] 123456 DISA LINE: 000000
2. Dial trunk number (e.g., 704) OR Press UP or DOWN key to select trunk and press RIGHT soft key	[704] 123456 DISA LINE: 000000
OR Press ANS/RLS key to select all trunks	[ALL] 123456 DISA LINE: 000000
OR 3. Press VOLUME key UP or DOWN key to select a Ring Plan (e.g. ring plan 3). Using the dial pad press 1 to apply and 0 not to apply to a particular Ring Plan and press RIGHT soft key to return to step 2.	[704] 123456 DISA LINE: 001000

MMC: 410

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **ALL TRUNKS NORMAL**

RELATED ITEMS: **MMC 500 SYSTEM-WIDE COUNTERS**
MMC 507 ASSIGN RING PLANS

MMC: 412 ASSIGN TRUNK SIGNAL

THIS MMC IS NOT USED FOR THE OFFICESERV 7100.

MMC: 414 ASSIGN CALLER ID / ANI TRUNKS

DESCRIPTION:

Allows the system administrator or technician to activate Caller ID or ANI on a per-trunk basis. Activating Caller ID or ANI will delay the incoming ring indication at the operator by two ring cycles to allow for the collection of the calling party data.

Each trunk has the following options:

0	NORMAL	This is not a Caller ID trunk.
1	CID TRUNK	This is a Caller ID trunk.
2	ANI TRUNK	This is an ANI trunk.

NOTE: ANI information can be received only on digital trunks. [T1 not supported on the 7100]
ANI is programmed for use on a trunk group basis.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 414 Display shows	`[701]CID TRUNKS` `CID TRUNK`
2. Dial trunk number (e.g. 705) OR Press UP or DOWN to select trunk and press RIGHT soft key to move cursor	`[705]CID TRUNKS` `CID TRUNK`
OR Press ANS/RLS to select ALL.	`[ALL]CID TRUNKS` `?`
3. Dial 0, 1 or 2 to change options OR Press UP or DOWN to select an option	`[705]CID TRUNKS` `NORMAL TRUNK`
Press RIGHT soft key to enter and return to step 1.	`[705]CID TRUNKS` `ANI TRUNK`

MMC: 414

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: **ALL TRUNKS ARE NORMAL**

RELATED ITEMS:
- MMC 119 CALLER ID / ANI DISPLAY
- MMC 312 ALLOW CALLER ID / ANI
- MMC 420 ANI / DNIS OPTIONS
- MMC 501 SYSTEM TIMERS
- MMC 503 TRUNK WIDE TIMERS
- MMC 608 ASSIGN REVIEW BLOCK
- MMC 722 STATION KEY PROGRAMMING
- MMC 723 SYSTEM KEY PROGRAMMING
- MMC 725 SMDR OPTIONS
- MMC 728 CALLER ID / ANI TRANSLATION TABLE

MMC: 415 REPORT TRUNK ABANDON DATA

DESCRIPTION:

Allows the system administrator or technician to enable or disable the reporting of abandoned C.O. calls for which CID, CLI or ANI information has been collected on a per-trunk basis. There are two options for this MMC as follows:

0	REPORT: NO	Abandoned call records for incoming calls with CID or ANI information will not be printed on SMDR or stored in the system call abandon list. These records will continue to be stored in the station review list.
1	REPORT: YES	Abandoned call records for incoming calls with CID or ANI information will be printed on SMDR and stored in the system call abandon list. These records will also be stored in the station review list.

NOTE: In order for these abandoned call records to print on SMDR, MMC 725 SMDR OPTIONS Option 11 Print Abandoned Call Records must be set to YES.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 415 Display shows	`[701] TRK ABNDN` `REPORT : YES`
2. Dial trunk number (e.g., 705) OR Use UP and DOWN to select trunk and use left or right soft key to move cursor.	`[705] TRK ABNDN` `REPORT : YES`

MMC: 415

3. Dial 1 for YES or 0 for NO
   OR
   Use UP and DOWN to scroll through options and use left or right soft key to return to step 2.

```
[705] TRK ABNDN
REPORT : NO
```

4. Press TRANSFER to save and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: **ALL TRUNKS WILL REPORT DATA**

RELATED ITEMS: **MMC 725 SMDR OPTIONS**
MMC 414 ASSIGN CALLER ID TRUNKS

MMC: 417 TRK TMC GAIN

Not For Use In The United States.

DESCRIPTION:

Allows loss levels for digital trunks to be adjusted on a per trunk basis. There are two adjustments available in this MMC. ”TX” is the transmit level adjustment of the trunk to the station. “RX” is the receive level adjustment of the station to the trunk.

Caution!! This MMC is not to correct low volume. To be used with the support of STA Technical Support Department.

Note: This MMC does not work with US trunk cards changing values will not have any effect.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 417 Display shows	[701] TRK GAIN RX:+0.0 TX:+0.0
2. Enter desired trunk number (e.g., 705) via the dial pad	[705] TRK GAIN RX:+0.0 TX:+0.0
OR Press UP or DOWN key to make selection Press RIGHT soft key to move cursor.	[705] TRK GAIN RX:+0.0 TX:+0.0
Press UP or DOWN key to make selection Press RIGHT soft key to move cursor.	[705] TRK GAIN RX:+0.0 TX:+0.0
3. Press UP or DOWN key to make selection Press RIGHT soft key to move cursor.	[701] TRK GAIN RX:+0.0 TX:-2.5

MMC: 417

Press RIGHT soft key to move cursor and return to Step 1.

4. Press ANS/RLS key to select ALL.

```
[ALL] TRK GAIN
RX:+0.0  TX:+0.0
```

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **TX : +0.0**
RX : +0.0

RELATED ITEMS: **NONE**

MMC: 418 TRUNK GAIN CONTROL

DESCRIPTION:

Allows loss levels for digital trunks to be adjusted on a per trunk basis. There are two adjustments available in this MMC. ”TX” is the transmit level adjustment of the trunk to the station. “RX” is the receive level adjustment of the station to the trunk.

Caution!! This MMC is not to correct low volume. To be used with the support of STA Technical Support Department.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPK	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 418 Display shows	`[701] TRK GAIN` `RX:+0.0 TX:+0.0`

2. Enter desired trunk number (e.g., 705) via the dial pad
OR
Press UP or DOWN key to make selection
Press RIGHT soft key to move cursor.
	`[705] TRK GAIN`
	`RX:+0.0 TX:+0.0`
	`[705] TRK GAIN`
	`RX:+0.0 TX:+0.0`

Press UP or DOWN key to make selection Press RIGHT soft key to move cursor.	`[705] TRK GAIN` `RX:+0.0 TX:+0.0`
3. Press UP or DOWN key to make selection. Press RIGHT soft key to move cursor. Press RIGHT soft key to move cursor and return to Step 1.	`[701] TRK GAIN` `RX:+0.0 TX:-2.5`
4. Press ANS/RLS key to select ALL.	`[ALL] TRK GAIN` `RX:+0.0 TX:+0.0`

MMC: 418

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **TX : +0.0**
RX : +0.0

RELATED ITEMS: **NONE**

MMC: 419 DISTINCTIVE RINGING

DESCRIPTION:

Allows the technician to assign the ring tone be sent by the calling station or trunk to the called (receiving) station. There is also a cadence control option to perform a similar function for single line sets. There are eight ring tones available for the phones. There are 5 cadences for SLT's.

It also allows the technician to assign the call priority for a group call when called by a specific station or when a specific trunk rings that phone. When calls into station group come and group members are all busy, the system will assign a priority to a specific station or a specific station or a specific trunk so that calls from a high priority call will be placed at the front of the group queue. If this option is set to NO, the longest call that placed at the group queue has the highest priority. There are 9 priority levels: priority 1 is the highest and priority 9 is the lowest.

TONE OPTION	DESCRIPTION
NO	Calls will ring with the digital phone users choice of ring frequency.
1~8	Calls from the programmed station or trunk will ring phones with this ring frequency.

CADENCE OPTION	DESCRIPTION
NO	Calls will ring with the normal SLT ring cadences.
1	Calls from the programmed station or trunk will ring SLT's with the intercom ring cadence.
2	Calls from the programmed station or trunk will ring SLT's with the CO ring cadence.
3	Calls from the programmed station or trunk will ring SLT's with the DOOR ring cadence.
4	Calls from the programmed station or trunk will ring SLT's with the ALARM ring cadence.
5	Calls from the programmed station or trunk will ring SLT's with the CALLBACK ring cadence.

MMC: 419

PROIRITY OPTION

NO	No priority on incoming ringing call.
(1 -9)	Priority levels with 1 being the highest and 9 the lowest.

VM RBACK OPTION

YES/NO	(Not used in US)

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 419 Display shows first station	`[201] DIST RING` `DGP TONE :NONE`
2. Dial trunk or station number (e.g., 705) OR Press UP or DOWN to select trunk or station and press RIGHT soft key to move cursor.	`[705] DIST RING` `DGP TONE :NONE`
Press UP or Down to select tone type	`[201] DIST RING` `SLT RING :NONE`
Press RIGHT soft key to move cursor	`[705] DIST RING` `SLT RING :NONE`
3. Dial 1–8 to select ring tone OR Press UP or DOWN to select ring tone and press RIGHT soft key to enter.	`[705] DIST RING` `SLT RING :NONE`
4. Dial 1–5 to select ring cadence OR Press UP or DOWN to select ring cadence and press RIGHT soft key to move cursor.	`[705] DIST RING` `SLT RING :1`

MMC: 419

6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: **DGP TONE ;NONE (1- 8)**
SLT RING :NONE (1 - 5)
PRIORITY :NONE (1- 9)
VM RBACK :NO (YES/NO)

RELATED ITEMS: **MMC 111 KEYSET RING TONE**

MMC: 420 ANI / DNIS OPTIONS

DESCRIPTION:

Provides a flexible means of setting in band digits to allow ANI (Automatic Number Identification) and DNIS (Dialed Number Identification Service) when used in conjunction with each other. These settings are defined on a per trunk group basis. The inband signaling string is as follows: Separator 1 (if used), DN1, Separator 2 (if used), DN2 and Separator 3 (if used). DN1 and DN2 fields must be flagged for either DNIS or ANI and the number of digits to be expected. ANI service is supported by digital T1 E&M tie line service only [T1 NOT SUPPORTED ON OS7100]. The two digit call ID can be set as any two digits by selecting “AA” in the separator field. If additional wink signaling is to be received the separator "CC" should be used. "CC" allows for a wink that is not more than 400ms. Call digit strings and separators depend on the service provider. If "NONE" is set as a separator a 700ms delay or pause is allowed between the ANI fields. ANI is assigned on a trunk group basis.

Note: AA = Don’t care
CC = Wink 400 ms max.
NONE = 700ms pause max. (expect no digits)

The following options may be selected for ANI / DNIS operation:

1. Separator 1 — This indicates the start of an ANI type call. Valid inputs include 0 to 9, *, # 2 digit call I.D. (0 to 9, *,#, AA) or NONE.
2. DN1 — Select ANI or DNIS use.
3. Number of digits — Select the number of digits to received. DNIS= 1-7, ANI= 1-10
4. Separator 2 — This is the separator between the ANI or DNIS digits. Valid inputs include 0 to 9, *, #, 2 digit call I.D. (0 to 9, *,# AA) CC or NONE.
5. DN2 — Select ANI or DNIS use.
6. Number of digits — Select the number of digits to be received.

MMC: 420

7. Separator 3 — This separator indicates the close of digits being sent on an ANI / DNIS call. Valid inputs include 0 to 9, *, #, CC or NONE.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used in some fields where a value is entered or deleted
A	Used to input alpha character "A"
B	Used to insert alpha character "B"
C	Used to insert alpha character "C"

ACTION	DISPLAY
1. Press TRANSFER 420. Display shows.	ANI DNIS SET UP TRK GROUP:
2. Press UP or DOWN key to make selection. Press RIGHT soft key to move cursor.	ANI DNIS SET UP TRK GROUP:_
3. Enter trunk group number via dial keypad Press RIGHT soft key to ENTER and proceed to the next step.	ANI DNIS SET UP TRK GROUP:80
4. Press UP or DOWN key to make selection. Press RIGHT soft key to move cursor.	ANI DNIS SET UP SEPARATOR 1:NONE
5. Enter data via dial keypad or press HOLD for NONE. Press RIGHT soft key to ENTER and proceed to next step.	ANI DNIS SET UP SEPARATOR 1:NONE
6. Press UP or DOWN key to make selection.	ANI DNIS SET UP DN 1: ANI NND:
7. Press RIGHT soft key to move cursor.	ANI DNIS SET UP DN 1: ANI NND:
8. Press UP or DOWN key for selection. Press RIGHT soft key to enter and move cursor.	ANI DNIS SET UP DN 1: ANI NND:

MMC: 420

9. Enter the necessary number of digits via the dial keypad
Press RIGHT soft key to ENTER and proceed to next step.

```
ANI DNIS SET UP
DN 1: ANI NND:10
```

10. Press UP or DOWN key to make selection.
Press RIGHT soft key to move cursor.

```
ANI DNIS SET UP
SEPARATOR 2:NONE
```

11. Enter data via dial keypad or press HOLD for NONE.
Press RIGHT soft key to ENTER and proceed to next step.

```
ANI DNIS SET UP
SEPARATOR 2:*
```

12. Press UP or DOWN key to make selection.
Press RIGHT soft key to move cursor.

```
ANI DNIS SET UP
DN 2: DNIS NND:
```

13. Enter data via dial keypad
OR press HOLD for NONE.

```
ANI DNIS SET UP
DN 2: DNIS NND:7
```

14. Press RIGHT soft key to ENTER and return to step 1.

DEFAULT DATA: **NONE**

RELATED ITEMS: **TRUNK PROGRAMMING**
MMC 414 ASSIGN CALLER ID/ANI TRUNK
MMC 714 DID TRANSLATION TABLE

ANI / DNIS Construction Method

COLLECT	COLLECT	COLLECT	COLLECT	COLLECT	COLLECT	COLLECT
Separator 1	DN1 ANI or DNIS	Number of digits to expect	Separator 2	DN2 ANI or DNIS	Number of digits to expect	Separator 3

MMC: 421 TRUNK COS

DESCRIPTION:

Used to assign a class of service to each trunk during one of the 6 different ring plans available. There are 30 different classes of service that are defined in MMC 701 Assign COS Contents. Classes of service are numbered 01–30. Trunk COS also applies on Tandem connections.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 421 Display shows first trunk	`[701] TRK COS` `1:01 2:01 3:01`
2. Dial trunk number (e.g., 705) OR Use UP and DOWN to scroll through trunks Press RIGHT soft key to advance to step 3 OR Use UP and DOWN to scroll through trunks and press LEFT soft key to advance to step 4	`[705] TRK COS` `1:01 2:01 3:01`
OR Press ANS/RLS to select all trunks.	`[ALL] TRK COS` `1:01 2:01 3:01`
3. Enter day class of service (e.g. 05) OR Use UP and DOWN to scroll through classes of service and press RIGHT soft key to advance to step 4 OR Use UP and DOWN to scroll through classes of service and press LEFT soft key to return to step 2.	`[705] TRK COS` `4:01 5:01 6:01`

MMC: 421

4. Enter the next ring plan class of service (e.g., 05)
   OR
   Use UP and DOWN to scroll through classes of service and press RIGHT soft key to return to step 2
   OR
   Use UP and DOWN to scroll through classes of service and press LEFT soft key to return to the previous step.

```
[705] TRK COS
1:05  2:05 3:01
```

5. Press TRANSFER to save and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: **ALL RING PLANS COS 01**

RELATED ITEMS: MMC 701 ASSIGN COS CONTENTS
MMC 507 ASSIGN RING PLANS

MMC: 422 COST RATE

DESCRIPTION:

In this MMC, the TRUNK COST RATE flags are entered for each trunk. The per trunk cost rates are defined in MMC 729 Rate Calculation Table. The dialed digits Costing Plans are defined in MMC 730. Each trunk may be defined with up to eight cost rates. Enter one or more of the eight COST RATES per trunk. If an entry is left blank, no call costing will be calculated for that particular DIAL PLAN.

Call type 8 is fixed for incoming. Apply a cost rate under type 8 only to a trunk if you want incoming call costing.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select all

ACTION	DISPLAY
1. Press TRANSFER 422 Display shows trunk number and Cost Rate table numbers	[701] :12345678 CR :00000000
2. Dial trunk number (e.g., 705) OR Press UP or DOWN to select trunk OR Press ANS/RLS for all. Press RIGHT soft key to move cursor.	[705] :12345678 CR :00000000
3. Press UP or DOWN key to move cursor along the line until the cursor is under the Cost Rate mark (e.g., 2). Enter 1 for YES or O for NO and press RIGHT soft key to return to step 1 OR	[701] :12345678 CR :01000000
4. Press TRANSFER to store and exit.	

MMC: 422

DEFAULT DATA: **ALL TRUNKS/ALL DIAL PLANS NO COST RATE ASSIGNED**

RELATED ITEMS: **MMC 317 CALL COST DISPLAY OPTION**
MMC 729 RATE CALCULATION TABLE
MMC 730 COSTING DIAL PLAN

MMC: 424 CARD RESTART

DESCRIPTION:

This MMC is used to restart a PRI card at the card level. This action is required to update the processor on the PRI card to any changes in the card setup MMC's and to put these changes into effect.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 424 Display shows first PRI circuit	`[7025] RESTART` `CARD RESTART?NO`
2. Dial first trunk on PRI card (e.g., 7133) OR Press UP or DOWN key to select the first trunk and press RIGHT soft key to move the cursor.	`[7133] RESTART` `CARD RESTART?NO`
3. Dial 1 for YES OR Dial 0 for NO. Pressing 1 or 0 will advance to step 4.	`[7133] RESTART` `CARD RESTART?YES`
4. Dial 1 for YES OR Dial 0 for NO. Pressing 1 or 0 will return to step 2.	`[7133] RESTART` `ARE YOU SURE?YES`
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 424

DEFAULT DATA: NONE

RELATED ITEMS: MMC 430 PRI CONTROL

MMC: 430 PRI CONTROL

DESCRIPTION:

This MMC allows the technician to program a TEPRI or TEPRIa trunk card, which has been designated as a PRI. The normal mode of operation for a PRI facility in the US is DID (i.e., shown as DDI in this MMC) service for incoming calls and senderized operation (i.e., the switch provides dial tone, collects the called number digits, and then places the call) for outgoing calls. The only useful mode of operation for a U.S. PRI is the DDI (i.e., DID) mode. Further, the default Timer settings are appropriate for the U.S. and should not be changed unless you are instructed to do so by the Samsung Product and/or Technical Support Departments.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

OPTION TABLE

ANY CHANNEL:
YES = Preferred channel selection (i.e., another idle channel may be used for this call if this channel is initially selected);
NO = Exclusive channel selection (i.e., only this channel may be used)
for this call if this channel is initially selected)

PRI MODE: DDI = the only valid U.S. selection (U.S. DID mode); NORMAL = don't use in the U.S.A.

CH. SELECT:
HIGH = hunt for a channel from the highest numbered channel to the lowest when making an outgoing call;
LOW = hunt for a channel from the lowest numbered channel to the highest when making an outgoing call

SWH:
The ISDN protocol you wish to run (e.g., NI_2, 5ESS10, DMS100, NI_1, Bellcore 5ESS5, 5ESS9)

MMC: 430

USE CHANNEL: the number of provisioned ISDN "B" channels on the PRI (range: 1-23)

TIMER: ISDN T200 and T300 series timer values (note: do not change these since defaults are correct for U.S. operation

CLI TABLE: This refers to the table 1-4 in MMC 321 that will be used for Calling party number (the CLI that is sent).

ACTION	DISPLAY
1. Press TRANSFER 430. Display shows.	[7001] PRI OPTION ANY CHANNEL:YES
2. Dial first PRI trunk number in PRI card (e.g.,7030) OR Press UP or DOWN key to make selection and press RIGHT soft key.	[7030] PRI OPTION ANY CHANNEL:YES
3. Press RIGHT soft key and press UP or DOWN key to make selection.	[7030] PRI OPTION ANY CHANNEL:NO
4. Press RIGHT soft key twice. Press UP or DOWN key to make selection (PRI MODE, CH. SELECT, SWH, USE CHANNEL, or TIMER) and press RIGHT soft key. Do not change this setting to NORMAL since DDI (i.e., DID) is the only valid setting for the U.S.	[7030] PRI OPTION PRI MODE:DDI
5. Press RIGHT soft key three times and press UP key.	[7030] PRI OPTION CH. SELECT:HIGH
6. Press RIGHT soft key and press UP key to make selection.	[7030] PRI OPTION CH. SELECT:LOW
7. Press RIGHT soft key twice and press UP key.	[7030] PRI OPTION SWH:NI_2

MMC: 430

8. Press RIGHT soft key and press UP or DOWN key to make selection.

```
[7030] PRI OPTION
SWH:5ESS10
```

9. Press RIGHT soft key twice and press UP key.

```
[7030] PRI OPTION
USE CHANNEL:23
```

10. Press RIGHT soft key and press UP or DOWN key to make selection. Then press RIGHT soft key
    OR
    Press RIGHT soft key and dial the number of channels in use.

```
[7030] PRI OPTION
USE CHANNEL:10
```

11. Press RIGHT soft key and press UP key.

```
[7030] PRI OPTION
TIMER:
```

    Press UP key and press RIGHT soft key twice.

```
[7030] PRI OPTION
CLI TABLE :
```

    Press UP or DOWN key, key in trunk number
    OR
    Press TRANSFER to store and exit
    OR
    Press SPEAKER to store and advance to next MMC.

DEFAULT DATA:
ANY CHANNEL: YES
PRI MODE: DDI
CH. SELECT: HIGH
SWH: NI_2
USE CHANNEL: 23
TIMER: NONE
CLI TABLE: NONE

RELATED ITEMS:
MMC 321 CLI TABLE
MMC 424 CARD RESTART
MMC 714 DID NAME AND NUMBER TRANSLATION

MMC: 432 CONNECTION STATUS

DESCRIPTION:

This read only MMC will confirm the connection status of stations or trunks. Display status actually displays the status of a station or trunk at the time requested. If a conference is in progress with the selected trunk or station the display will show one of the conference parties and an arrow (→). The technician or system administrator can then display the next parties in the conference. If a station or trunk is in an idle state the display will show "NONE". If the station or trunk selected is not a valid selection the display will show "INVALID DATA". If the station or trunk is made busy by the CPU the display will show “MADE BUSY”. If the station is in busy state with no other connection, the display will show “BUSY” only.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to advance to next MMC
TRANSFER	Exit

ACTION	DISPLAY
Display trunk connection status	
1. Press TRANSFER 432.	DISPLAY STATUS 201 : IDLE
2. Enter station or trunk number. Display show connection status.	DISPLAY STATUS 702 : 227
3. Enter another station or trunk OR press TRANSFER to exit.	DISPLAY STATUS 702 : 227
Display station connection status	
1. Press TRANSFER 432.	DISPLAY STATUS 701 : IDLE
2. Enter station or trunk number. Display show connection status.	DISPLAY STATUS 235 : 715

3.	Enter another station or trunk OR press TRANSFER to exit.	DISPLAY STATUS 235 : 715

Display trunk status in conference.
Example: Trunk 702, stations 227, 215, and 216 in conference.

1.	Press TRANSFER 432.	DISPLAY STATUS 201 : IDLE
2.	Enter station or trunk number. Display shows connection status.	DISPLAY STATUS 702 : 227 215 →
3.	Press RIGHT softkey to display the next station or trunks involved.	DISPLAY STATUS 702 : 216
4.	Enter another station or trunk OR press TRANSFER to exit.	DISPLAY STATUS 225: NONE
5.	Enter another station or trunk OR press TRANSFER to exit.	DISPLAY STATUS 216 : 702 227 →

Display status no connection.

1.	Press TRANSFER 432.	DISPLAY STATUS 201 : IDLE
2.	Enter station or trunk number. Display show connection status.	DISPLAY STATUS 702 : NONE
3.	Enter another station or trunk OR press TRANSFER to exit.	DISPLAY STATUS 702 : NONE

Display connection status with invalid trunk or station number.

1.	Press TRANSFER 432.	DISPLAY STATUS 201 : IDLE
2.	Enter invalid station or trunk number. Display show INVALID DATA.	DISPLAY STATUS INVALID DATA
3.	Enter another station or trunk OR press TRANSFER to exit.	DISPLAY STATUS 201 : IDLE

MMC: 432

Display connection status with trunk or station number in maintenance busy.

1. Press TRANSFER 432.

```
DISPLAY STATUS
201 : IDLE
```

2. Enter station or trunk number.
   Display show connection status.

```
DISPLAY STATUS
725 : MADE BUSY
```

3. Enter another station or trunk OR
   press TRANSFER to exit.

```
DISPLAY STATUS
725 : MADE BUSY
```

DEFAULT DATA: NONE

RELATED ITEMS: MMC 409 TRUNK STATUS

MMC: 438 16TRUNK GAIN

NOT USED IN THE USA

MMC: 500 SYSTEM-WIDE COUNTERS

DESCRIPTION:

Used to set the values of the system counters. The counters are listed below with a brief description of each.

0 ALARM REM. CNTER	The number of times that an alarm reminder will ring a station before cancelling. RANGE = 1-99. (Also used for wake up calls).
1 AUTO RDL COUNTER	The number of times the system will redial an outside number after the auto redial feature has been activated. RANGE = 1-99.
2 DISA CALL CNTER	Sets the maximum number of intercom calls that can be made after accessing a DISA line. RANGE = 1-99.
3 DISA LOCK CNTER	Number of attempts the system will allow to incorrectly access a DISA line before locking out the DISA line. RANGE =1-99
4 NEW CALL COUNTER	Number of times the system will allow a user to signal New Call on a C.O. line during one call. RANGE = 1-99.
5 UCDS VISUAL ALARM	Used to set the Visual alarm threshold. It is triggered when the number of calls waiting to be answered in the UCD group reaches this value. The SP key will flash when this number of calls is queued to the UCD group. RANGE = 0-25.
6 UCDS AUDIO ALARM	Used to set the Audio alarm threshold. It is triggered when the number of calls waiting to be answered in the UCD group reaches this value. The SP key will flash and the phone will ring when this number of calls is queued to the UCD group. RANGE = 0-25.
7 UCD CS LEVEL 1	Provides call wait indication level 1 if number of calls waiting to be answered in UCD group reaches this value. CS keys will flash amber when this number of calls is queued to the UCD group. RANGE = 0-25.

MMC: 500

8	UCD CS LEVEL 2	Provides call wait indication level 2 if number of calls waiting to be answered in UCD group reaches this value. CS keys will flash amber when this number of calls is queued to the UCD group. RANGE = 0-25.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 500. Display shows.	ALARM REM.CNTER 05→
2. Enter number from above list (e.g., 6) OR Press UP or DOWN key to make selection and press RIGHT soft key to move cursor.	UCDS VISUAL ALARM 00→
3. Enter in new value via dial keypad. If entry is valid, system will return to step 2.	UCDS VISUAL ALARM 00→02
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA:

ALARM REM. CNTER	**05**
AUTO RDL COUNTER	**05**
DISA CALL CNTER	**99**
DISA LOCK CNTER	**03**
NEW CALL COUNTER	**32**
UCDS VISUAL ALARM	**00**
UCDS AUDIO ALARM	**00**
UCD CS LEVEL 1	**00**
UCD CS LEVEL 2	**00**

RELATED ITEMS: MMC 501 SYSTEM-WIDE TIMERS

MMC: 501 SYSTEM TIMERS

DESCRIPTION:

Allows the technician to adjust individual timers as necessary.

NOTE: Certain timers are disabled when the value is “000”.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 501. Display shows first timer value.	AA INT DGT TIME 05 SEC
2. Press UP or DOWN key to select timer and press RIGHT soft key to move cursor.	KMMC LOCK OUT TM 30 SEC _
3. Enter new value using keypad; if valid, system returns to step 2 with new value.	KMMC LOCK OUT TM 30 SEC 250
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: SEE TABLE OF TIMERS AND VALUES

RELATED ITEMS: NONE

MMC: 501

TIMER TABLE

TIMER NAME	DEFAULT	RANGE
ALARM TIMER	0100 MIN	0000-2500 MIN
ALERT TONE TIMER	500 MS	100–2500 MS
ALM REM.INTERVAL*	25 SEC	1–250 SEC
ALM REM.RING OFF*	20 SEC	1–25 SEC
ATT.RECALL TIME	30 SEC	0–250 SEC
AUTO REDIAL INT.	30 SEC	1–250 SEC
AUTO REDIAL RLS.	45 SEC	1–250 SEC
CALLBACK NO ANS	30 SEC	1–250 SEC
CAMP ON RECALL	30 SEC	000–250 SEC
CID MSG RECEIVE	06 SEC	1–25 SEC
CID DISPLAY TIME	05 SEC	1–25 SEC
CO–CO DISCONNECT	20 MIN	001–250 MIN
CONFIRM TONE TM	1000 MS	100–2500 MS
CRD TONE INT TM	30 SEC	000–250
DIAL PASS TIME	03 SEC	0–25 SEC
DISA DISCONNECT	30 MIN	1–250 MIN
DISA DTMF DETECT	000 SEC	0-250 SEC
DISA LOCK OUT/TM	30 MIN	1–250 MIN
DISA NOANS DISC	30 SEC	000–250 SEC
DISA PASS CHECK	30 MIN	1–250 MIN
DISA NO ACTION	10 SEC	
DISPLAY DELAY TM	03 SEC	1–250 SEC
DOOR LOCK RELES.	500 MS	100–2500 MS
DOOR RING DETECT	50 MS	10–250 MS
DOOR RING OFF TM	30 SEC	1–250 SEC
E-HOLD RECALL TM	45 SEC	0–250 SEC
FIRST DIGIT TIME	10 SEC	1–250 SEC
HOK FLASH MAX TM	800 MS	0020–2500MS
HOK FLASH MIN TM	350 MS	0020–2500MS
HOOK OFF TIME	100 MS	20–2500 MS
HOOK ON TIME	1000 MS	20–2500 MS
INQUIRY RELEASE	30 SEC	1–250 SEC
INTER DIGIT TIME	10 SEC	001–250 SEC
ISDN INTER DIGIT TIMER	03 SEC	01-15 SEC
KMMC LOCK OUT TM	30 SEC	10–250 SEC
LCR ADVANCE TIME	05 SEC	1–250 SEC
LCR INTER DIGIT	05 SEC	1–250 SEC
LONG KEY DETECT	600 MS	1-2500 MS
LONG KEY REPEAT	300 MS	1-2500 MS
MS LED ON TIME	5 SEC	1-10 SEC
OFF HOK RING INT	15 SEC	1–250 SEC
OHVA ANSWER TIME	10 SEC	1–250 SEC
PAGE TIME OUT	20 SEC	1–250 SEC
PAGE TONE TIME	500 MS	100–2500
PARK RCALL TIME	45 SEC	0–250 SEC

MMC: 501

TIMER NAME	DEFAULT	RANGE
PC-MMC LOCK OUT	5 MIN	01–60 MIN
PERI UCD REPORT	05 SEC	03-99 SEC
POWER DOWN TIME	2000 MS	1000–9000 MS
RECALL DISCONECT	002 MIN	1–250 SEC
RECALL WAIT TIME	15 SEC	000–250 SEC
ROUTE OPTIMIZE	5 SEC	0–250 SEC
SMDR START/DP	30 SEC	1–250 SEC
SMDR START/DTMF	15 SEC	1–250 SEC
SYS HOLD RECALL	45 SEC	0–250 SEC
TRANSFER RECALL	20 SEC	0–250 SEC
TRK AUTOMOH DISC	60 SEC	
TSW CONN. DEL	00 SEC	00–10 SEC
UCDS AUDIO ALARM	0 SEC	0–990 SEC
UCDS VISUAL ALAM	0 SEC	0–990 SEC
VOIP RE-ROUTE TM	15 SEC	2–25 SEC

*Also used for wake-up calls.

TIMER DESCRIPTIONS

ALARM TIMER This is the time the system alarm key will start ringing after the alarm key has been silenced.

ALERT TONE TIME This timer sets the duration of the attention tone preceding a call to a keyset in the Voice Announce or Auto Answer mode. This tone will also precede a forced Auto Answer call.

ALM REM INTERVAL This timer controls the time length between ring attempts at a station when alarm reminder is set. (Also used for wake-up calls).

ALM REM RING OFF This timer controls the length of the ring cycle duration when alarm reminder is set at a station. (Also used for wake-up calls).

ATT RECALL TIME This is the length of time a transfer recall (hold or transfer) will ring at an idle station before recalling the operator.

AUTO REDIAL INT This timer controls the time between attempts after RETRY dialing is set on a station.

AUTO REDIAL RLS This timer controls the duration of a Ring No Answer condition on a retry number dialed before the auto redial is automatically canceled.

MMC: 501

CALLBACK NO ANS This timer controls the time before the callback is automatically canceled when a callback detects Ring No Answer.

CAMP ON RECALL This timer controls the duration of time a camped-on call will stay at a destination before recalling to the transferring station.

CID MSG RECEIVE The amount of time that the system will allow a valid message from the C.O.

CID DISPLAY TIME The amount of time that the Caller ID information remains on the keyset's display.

C.O.-C.O. DISCONNECT This timer monitors the duration of an unsupervised conference; when it expires, both trunks are disconnected.

CONFIRM TONE TIME The tone heard when a feature is activated or deactivated.

CRD TONE INT TM This is the call record tone interval time. An entry other than zero will cause a tone to be heard by all the parties in a recorded conversation. The range for the tone is 001 (every second) to 255 (every 255 seconds). A value of 000 means no tone.

DIAL PASS TIME This timer monitors the duration of time before connecting the transmit of the keyset to the trunk side of an outgoing call.

DISA DISCONNECT This timer controls the maximum duration of a DISA call.

DISA DTMF DETECT This timer sets the time duration that DTMF can be received on a DISA line.

DISA LOCK OUT TIMER This timer controls the duration of time a DISA call is not allowed to be made after the DISA error counter has expired (MMC 500).

DISA NOANS DISC. (NOT USED IN THE USA)

DISA PASS CHECK This timer defines the time period before the system clears the incorrect passcode counter.

DISA NO ACTION (NOT USED IN THE USA)

MMC: 501

DISPLAY DELAY TIMER This timer controls the duration a display is shown in the LCD display. This timer also controls the duration of time that error tone is heard.

DOOR LOCK RELEASE This timer controls the duration of time the door lock relay will be activated.

DOOR RING DETECT This timer controls the duration of time before a call is answered by the door phone.

DOOR RING OFF TM This timer controls the duration of ringing at the door ring destination before automatically canceling.

E-HOLD RECALL TM This timer controls the duration of time a call is held exclusively at a station before recalling.

FIRST DIGIT TIME This timer controls how long the system will wait for dialing to begin before dropping the dial tone and returning the user to error tone.

HOK FLASH MAX TM This timer monitors the duration of a hookswitch flash to ensure that the flash is valid and not a line noise or an accidental hookswitch bounce (LONGEST DURATION).

HOK FLASH MIN TM This timer monitors the duration of a hookswitch flash to ensure that the flash is valid and not a line noise or an accidental hookswitch bounce (SHORTEST DURATION).

HOOK OFF TIME This timer controls the time before dial tone is sent to a single line station.

HOOK ON TIME This timer sets the minimum amount of time that the system will recognize as an SLT hang up.

INQUIRY RELEASE This timer monitors the duration of the interaction of the soft key to determine when to return the LCD back to a normal status. This timer affects only display phones.

INTER DIGIT TIME This timer controls the grace period between dialing valid digits before dropping the call and returning the user back to error tone.

ISDN INTERDIGIT TIMER This timer controls the grace period between dialing valid digits and the end of the dialing string on an ISDN call.

MMC: 501

KMMC LOCKOUT TIMER This timer controls the grace period between programming actions while in a programming session. The timer automatically returns the system to secure programming status.

LCR ADVANCE TIME This timer controls the duration of time before selecting the next allowable route when a station is allowed to route advance.

LCR INTER DIGIT This timer controls the grace period between dialing valid digits before accessing a trunk.

LONG KEY DETECT This timer controls the time a key must be held down before the key press is repeated.

LONG KEY REPEAT This timer controls the time between repeated digits on a long key press.

MS LED ON TIME This timer controls the duration a Manual Signalling key will remain on after use.

OFF HOOK RING INTERVAL This timer controls the duration of time between ring bursts to a user who has a camped-on call.

OHVA ANSWER TIME This timer controls the time duration of an OHVA call before automatic rejection.

PAGE TIME OUT This timer controls the duration of a page announcement.

PAGE TONE TIME This timer controls the duration of tone burst heard over the page prior to the page announcement.

PARK RECALL TIME This timer controls the duration of time a call is parked before recalling to the call park originator.

AC-MMC LOCK OUT This timer monitors the Web Management activity, drops the link if no action is created by Web Management and returns the system back to secure program status.

PERI-UCD REPORT This timer is the interval that a periodic UCD report is output.

POWER DOWN TIME This timer monitors the power to the ROM pack to begin shutdown status.

RECALL DISCONNECT This is the time an attendant recall will ring before being disconnected.

MMC: 501

RECALL WAIT TIME This is the time any recall (hold or transfer) to a busy station continues to wait at the station before recalling to the operator.

ROUTE OPTIMIZE (NOT USED IN THE USA)

SMDR START/DIAL PULSE (ROTARY) This grace period timer starts SMDR recording for rotary dialing. This timer also controls the LCD duration timer on the keysets. The duration time displayed and the SMDR time duration will be the same.

SMDR START/DTMF This grace period timer starts SMDR recording for touchtone dialing. This timer also controls the LCD duration timer on the keysets. The duration time displayed and the SMDR time duration will be the same.

SYS HOLD RECALL This timer determines the time calls can be left on hold before recalling back to the holding station. This is a system-wide timer. Setting timer to 000 will defeat this feature and no recalling will take place.

TRANSFER RECALL This timer determines the time transferred calls ring before recalling. This is a system-wide timer.

TRK AUTOMOH DISC (NOT USED IN THE USA)

TSW CONN. DELAY This timer determines the length of time before the audio path is connected to a CO line after seizure via LCR.

UCDS AUDIO ALARM When the Auto Attendant function is used and the digital UCD package enabled, this counter determines the maximum number of seconds a call has been waiting at the UCD group before the UCD group's SUPV key begins to flash along with an audio alarm. For more UCD alarm conditions, see MMC 500.

UCDS VISUAL ALARM When the Auto Attendant function is used, the digital UCD package enabled, this counter determines the maximum number of seconds a call at the UCD group before the UCD group's SUPV key begins to flash as an alarm. For more UCD alarm conditions, see MMC 500.

VOIP RE-ROUTE TM When the outgoing call is made via VOIP trunk and does not receive a message from the called party within this time, the call is disconnected.

MMC: 502 STATION-WIDE TIMERS

DESCRIPTION:

Allows certain station timer values to be changed on a per-station basis or for all stations.

1 NO ANS FWD — This timer controls how long the station will ring before Forward on No Answer takes place. (Range: 001- 250 sec.)

2 DTMF DUR. — This timer governs the duration of DTMF digits which are transmitted to an external VM system port. This can be used when a VMS system fails to recognize the default DTMF digit duration being transmitted from the DCS SLT port. (Range: 100- 9900 m sec.)

3 F - DGT DELY — This timer will be valuable for the system administrator to insert a suitable delay before generating DTMF digits for In Band Integration. (Range: 00- 9900 m sec)

4. OFFHK SEL — This timer controls the grace period before placing an internal/external call as programmed in MMC 306. (Range: 000- 250 sec.)

5. EFWD DELAY — This timer controls how long a station will ring before the call is forwarded to an external number. (Range: 000 – 250 sec.)

6. CC RNG DLY — When the station does not answer incoming call within this time, other stations with the CC key of that station will ring together. This feature only applies to the station call and station group call does not serviced (Range: 10 sec)

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

MMC: 502

ACTION	DISPLAY
1. Press TRANSFER 502. Display shows.	`[201] NO ANS FWD` `010 SEC →`

2. Dial station number (e.g., 205)
OR
Press UP or DOWN key to select station and press RIGHT soft key
OR
Press ANS/RLS to select all stations and press RIGHT soft key.
	`[205] NO ANS FWD`
	`010 SEC →_`
	
	`[ALL] NO ANS FWD`
	`010 SEC →_`

3. Enter new value (must be three digits) via dial keypad (e.g., 020). System will return to step 2.	`[205] NO ANS FWD` `010 SEC →020`
4. Dial timer number from above list (e.g. 2) OR Press UP or DOWN key to select and press RIGHT soft key to move cursor.	`[205] DTMP DUR.` `0100 MS →_`
5. Enter new timer value (must be four digits, e.g. 0200). System returns back to step 2.	`[205] DTMP DUR.` `0100 MS →0200`
6. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA:

NO ANS FWD	**015 SEC**
DTMF DURATION	**0100 MSEC**
FIRST DGT DELAY	**0600 MSEC**
OFFHK SEL	**008 SEC**
EFWD DELAY	**010 SEC**
CC RNG DLY	**010 SEC**

RELATED ITEMS: MMC 102 CALL FORWARD
MMC 726 VM/AA OPTIONS

MMC: 503 TRUNK-WIDE TIMER

DESCRIPTION:

Allows certain trunk timer values to be changed on a per-trunk basis or for all trunks. It is not advisable to change these values, with the exception of trunk Flash Time, without assistance from Technical Support.

TIMER	DESCRIPTION
ANS.BAK TM	ANSwer BAcK TiMe. This timer is used for certain types of E&M signaling and does not affect normal CO lines.
CLEARING	This timer ensures that a call is fully disconnected at the CO by preventing CO access outgoing or receiving incoming ring between a disconnect and the expiration of this timer.
CO SUPV TM	CO SUPerVision TiMe this is the minimum length of loop open disconnect received from the CO that will be seen as a valid hang up on the system.
DTMF DUR.	DTMF DURation This is the length of the DTMF digits that will be sent to the CO on this line.
F-DGT DELY	First DiGiT DELaY This is the length of time the system will wait for CO line conditions to stabilize after seizure before sending DTMF digits.
FLASH TIME	This is the duration of the momentary open sent on a circuit flagged as PBX in MMC 401.
NO RING TM	This is the length of time the system will wait after detecting a ring burst on a line before deciding the call has disconnected.
PAUSE TIME	This is the length of time the system will wait before sending the next digit for a pause in a speed dial bin.
RNG DET TM	RiNG DETect TiMe This is the minimum length of ring signal the system will regard as a valid ring.
WINK TIME	This is the duration of the acknowledgment signal that the system will send on an E&M circuit (NOT USED IN THE USA).
MF/DP INT	This is the interval time between each sending digit. In the case of DTMF, if this time is set for 500 ms or more, then the time interval will be 100ms.

MMC: 503

MFR DLY TIME — This is a delay time before a receiver will listen for DTMF for incoming call. This timer should not be changed from its default value of 0 seconds.

DISA ANSR — This is a delay time to answer the DISA trunk call or to answer the trunk when TRK AUTO ANSWER is set to ON (MMC 400).

CONN DELAY — This is a delay time to connect voice path when the users make outgoing call via loop trunk. This is to prevent the user from hearing noise when loop trunk is seizured.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 503. Display shows.	`[701] ANS.BAK TM` `0600 MS ®`
2. Dial trunk number (e.g., 704) OR Press UP or DOWN key to select trunk and press RIGHT soft key to move cursor	`[704] ANS.BAK TM` `0600 MS ®`
OR Press ANS/RLS to select all trunks and press RIGHT soft key to move cursor.	`[ALL] ANS.BAK TM` `0600 MS ®`
3. Dial timer number from the list OR Press UP or DOWN key to select timer and press RIGHT soft key to move cursor.	`[704] DTMF DUR.` `0600 MS ®_`
4. Enter new timer value (must be four digits, e.g., 0700). System returns to step 2.	`[704] DTMF DUR.` `0600 MS ®0700`

MMC: 503

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: SEE BELOW

TIMER NUMBER	TIMER NAME	VALUE	RANGE
0	ANS.BAK TM	600 MSEC	0000–2500 MSEC
1	CLEARING	2000 MSEC	0100–9900 MSEC
2	CO SUPV TM	400 MSEC	0010–2500 MSEC
3	DTMF DUR.	100 MSEC	0100–9900 MSEC
4	F-DGT DELY	600 MSEC	0100–9900 MSEC
5	FLASH TIME	600 MSEC	0020–2500 MS
6	NO RING TM	07 SEC	01–25 SEC
7	PAUSE TIME	03 SEC	01–25 SEC
8	RNG DET TM	0256 MSEC	0010–2500 MS
~~9~~	~~WINK TIME~~ (NOT USED IN THE USA)	~~200 MSEC~~	~~0100-300 MSEC~~
10	MF/DP INT	0800 MSEC	0100–9900 MSEC
11	MFR DLY TIME	00 SEC	00–25 SEC
12	DISA ANSWR	01 SEC	00–60 SEC
13	CONN DELAY	0000 MSEC	0000–2500 MSEC

RELATED ITEMS: NONE

MMC: 504 PULSE MAKE/BREAK RATIO

DESCRIPTION:

Allows the ability to change the value of pulses per second and the duration of the make/break time. This will only affect rotary dial trunks.

FEATURE KEYS

Dial 0	Make/Break Ratio (01–99)
Dial 1	Pulse Per Second (10 or 20)

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 504. Display shows.	MAKE/BREAK RATIO 33 MAKE→
2. Dial 0 or 1 for option OR Press UP or DOWN key for selection and press RIGHT soft key to move cursor.	PULSE PER SECOND 10 PPS →_
3. Dial new value. System returns to step 2.	PULSE PER SECOND 10 PPS →20
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **MAKE/BREAK = 33**
PULSES PER SECOND = 10

RELATED ITEMS: MMC 402 TRUNK DIAL TYPE

MMC: 505 ASSIGN DATE AND TIME

DESCRIPTION:

Allows the system date and time to be set. This will set the system-wide clock.

FEATURE KEYS

W	Day of Week	0–6 (0:SUN, 1:MON, 2:TUE, 3:WED, 4:THU, 5:FRI, 6:SAT)
MM	Month	01–12
DD	Date	01–31
YY	Year	00–99
HH	Hour	00–23
MM	Minute	00–59

PROGRAM KEYS

KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 505. Display shows.	OLD:6010184:0047 NEW:WMMDDYY:HHMM
2. Enter new time and date using above table. System returns to step 2.	OLD:6010184:0047 NEW:3020994:1445
3. Verify time and date. Reenter if necessary.	OLD:3020994:1445 NEW:WMMDDYY:HHMM
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: FOLLOW SOFTWARE DATE 12:00

RELATED ITEMS: NONE

MMC: 506 TONE CADENCE

DESCRIPTION:

Provides the ability to customize the tone cadence on a system-wide basis. There are ten tone cadences available. Please call Technical Support before changing any cadences as some systems may require default settings.

TONE NAME	DESCRIPTION
BUSY TONE	The called station is busy.
CONFM/BARGE	A feature has been successfully activated/cleared or a Barge In with Tone has been performed.
DIAL TONE	The system is ready to interpret key presses/dialed digits.
DND/NO MORE	The called station is in DND or has no free CALL buttons.
ERROR TONE	An error has been made.
HOLD/CAMPON	This is the system generated hold tone.
MSGWAT TONE	This is the dial tone heard at an SLT with a message waiting.
RGBACK TONE	The called station is ringing.
RING TONE	This is the CO ring cadence.
TRSFER TONE	This is the dial tone heard when the transfer key is pressed or an SLT hook flashes.
DID RGBACK	This is the ringback tone heard by the outside party when they dial a DID number.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 506. Display shows.	BUSY TONE CONTINUOUS TONE

MMC: 506

2. Dial tone number from above list (0–9, e.g., 9)
   OR
   Press UP or DOWN key to select tone, press LEFT soft key and advance to step 3.

```
TRSFER TONE
INTERRUPT TONE
```

3. Dial tone option 0 for CONTINUOUS or 1 for INTERRUPT
   OR
   Press UP or DOWN key to select tone control and press RIGHT soft key to advance to step 4
   OR
   Press LEFT soft key to return to step 2.

```
TRSFER TONE
INTERRUPT TONE
```

4. Dial new value for interrupt times (must be four digits).
   Press RIGHT soft key advances cursor.
   Press LEFT soft key retreats cursor.
   If valid entry, system returns to step 2.

```
TRSFER TONE:0100
9900 0100 9900
```

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: SEE BELOW FOR CADENCES. BY DEFAULT DIAL TONE AND MESSAGE WAIT TONE ARE CONTINUOUS.

	TONE	ON	OFF	ON	OFF	TONE
0	BUSY TONE	500	500	500	500	Interrupt
1	CONFIRM/BARGE-IN TONE	50	50	50	50	Interrupt
2	DIAL TONE					Continuous
3	DND/NO MORE TONE	250	250	250	250	Interrupt
4	ERROR TONE	250	250	250	250	Interrupt
5	HOLD/CAMP-ON TONE	500	3500	500	3500	Interrupt
6	MESSAGE WAIT TONE					Continuous
7	RING BACK TONE	1000	3000	1000	3000	Interrupt
8	RING TONE	1000	3000	1000	3000	Interrupt
9	TRANSFER TONE	100	100	100	100	Interrupt
10	DID RINGBACK TONE	2000	4000	2000	4000	Interrupt

NOTE: All times are in milliseconds.

RELATED ITEMS: NONE

MMC: 507 ASSIGN RING PLAN TIME

DESCRIPTION:

Use this MMC to program Ring Plans time settings. Ring Plans provide six separate ringing destinations based on day of the week and time of day. The start time within a plan is the time the system will switch from one ringing destination to the next. The end time is the time the system will switch from that plan to the previous plan. A RPO (Ring Plan Override) key is not needed as the system will switch automatically; however, it is helpful to have a dedicated button so the status can be manually changed if needed. If a ring plan has no time entry the ring plan defaults to ring plan 1. The ring plans correlate with all MMC's that program ring or termination destinations and station and trunk COS.

Use the following example of assigning Ring Plans:

RING PLAN	START TIME	END TIME
(MON: 1)	ST: 0000	END: 23:59
(MON: 2)	ST: 0800	END: 2200
(MON: 3)	ST: 1000	END: 2000
(MON: 4)	ST: 1200	END: 1800
(MON: 5)	ST: 1300	END: 1600
(MON: 6)	ST: 1400	END: 1500

Using a 24 hour clock in the example above notice that the END time is within the same 24 hour period. The system will stay in the last active Ring Plan from the previous day until the end time which is 23:59. Monday starts the Ring Plan 1 at 00:00. The system will stay Ring Plan 1 until 08:00 and will stay in Ring Plan 2 until Ring Plan 3 starts. As each ring Plan start it will override the previous Ring Plan. If a Ring Plan ends and there are no additional Ring Plans the system will default to the Ring Plan with time that extends past the expired ring plan time.

Note 1: Ring Plans must be programmed in sequence. IE. RP 1,2,3,4 etc.
A Ring Plan cannot be omitted. IE. RP 1,2,5 etc.
A higher numbered Ring Plan cannot have a START time before a lower numbered Ring Plan.

Note 2: Ring Plan 1 is the default Ring Plan of each day. If no Ring Plan destination is input the operator group (500/5000) is the default destination.

MMC: 507

FEATURE KEYS

0	SUN	4	THU
1	MON	5	FRI
2	TUE	6	SAT
3	WED		

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 507. Display shows.	`RING PLAN (SUN:1)` `ST:0000 END:0000`
2. Dial day number (0–6, e.g., 3) OR Press UP or DOWN key to select day Press RIGHT soft key to advance cursor to step 3.	`RING PLAN (WED:1)` `ST:0000 END:0000`
3. Dial start time for night, e.g., 1730. If valid, cursor moves to end time. Enter end time. If valid, system returns to step 2 begin again.	`RING PLAN (WED:1)` `ST:1730 END:0800`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **START: NONE** **END: NONE**

RELATED ITEMS:

MMC 211 DOOR PHONE
MMC 406 TRUNK RING
MMC 421 TRUNK COS
MMC 701 STATION COS
MMC 722 STATION KEY PROGRAMMING
MMC 723 SYSTEM KEY PROGRAMMING
MMC 512 HOLIDAY ASSIGNMENTS

MMC: 510 SLI RING CADENCE

DESCRIPTION:

Provides the ability to customize the receiving ring cadence for single line ports on a system-wide basis. There are 5 cadences available. Please call Technical Support before changing any cadences as some peripheral systems may require default settings.

CADENCE NAME	DESCRIPTION
1:STN RING	This is the cadence incoming intercom calls will ring at.
2:TRK RING	This is the cadence incoming trunk calls will ring at.
3:DOOR RING	This is the cadence incoming doorphone calls will ring at.
4:ALM RING	This is the cadence incoming alarm reminder calls will ring at.
5:CBK RING	This is the cadence callbacks will ring at.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 510. Display shows.	`1:STN RING :0400` `0200 0400 3000`
2. Dial cadence number from above list (e.g., 3) OR Press UP or DOWN key to select , press LEFT soft key and advance to step 3.	`3:DOOR RING:0400` `0100 0400 2000`

MMC: 510

3. Dial new value for interrupt times (must be four digits).
   Press RIGHT soft key advances cursor.
   Press LEFT soft key retreats cursor.
   If valid entry, system returns to step 2.

```
3:DOOR RING:0100
9900 0100 9900
```

4. Press TRANSFERF to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: SEE BELOW

	CADENCE	ON	OFF	ON	OFF
1	STN RING	0400	0200	0400	3000
2	TRK RING	1000	3000	1000	3000
3	DOOR RING	0400	0100	0400	2000
4	ALM RING	0200	0200	0200	2000
5	CBK RING	0200	0200	0200	4000

NOTE: All times are in milliseconds.

RELATED ITEMS: NONE

MMC: 511 MSG WAITING LAMP CADENCE

DESCRIPTION:

This MMC defines the cadence (flash rate) of single line telephone message waiting lamps on phones connected to a 16MWSLI. There are two main choices for the MW lamp cadence available, these being continuous and interrupted as described below. This 4SLM card supports message waiting however SLT phones connected to the 4SLM card(s) are not affected by this setting. Only 16MWSLI ports are affected on the OS 7100.

OPTION KEYS

0 INTERRUPTED	The MW lamp will flash at a rate determined by the timer settings. The shortest on time is 100ms and the longest on time is 3000ms. The shortest off time is 100ms and the longest off time is 3000ms. The timer is adjusted in 100ms increments.
1 CONTINUOUS	When a 16MWSLI port has a message, the lamp will be lit steady.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 511. Display shows.	`MW LAMP CADENCE` `CONTINUOUS LED`
2. Press 0 or 1 to select CADENCE OR Press UP or DOWN key to make selection Press RIGHT soft key to advance to step 3.	`MW LAMP CADENCE` `INTERRUPT LED`
3. Dial new values for interrupt times (four digits).	`MW LAMP CADENCE` `2000 2000`

MMC: 511

Press RIGHT soft key to move cursor back.
If valid entry, system returns to step 2.

Press LEFT soft key to move cursor back.
If valid entry, system returns to step 2.

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: INTERRUPT LED (1000 MS 1000 MS)

RELATED ITEMS: 16MWSLI or 4SLM

MMC: 512 HOLIDAY ASSIGNMENT

DESCRIPTION:

This MMC defines up to 20 holiday dates throughout the year. The system will override the normal ring plan for these days and remain in the ring plan associated with the holiday. Dates are entered in a month day format. For example July 4th would be 0704. One ring plan applies to all holidays.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 512. Display shows the Ring Plan.	RING PLAN FOLLOW 1
2. Press RIGHT soft key advance cursor. Press UP or DOWN key to select a Ring Plan OR Use the dial pad to select a Ring Plan (eg. 2).	RING PLAN FOLLOW 2
3. Press the RIGHT softkey to enter and advance cursor.	RING PLAN FOLLOW 2
4. Press UP or DOWN key to scroll to assign Holiday and press RIGHT soft key to advance cursor.	ASSIGN HOLIDAY 01:
5. Press UP or DOWN key to select entry and press RIGHT soft key enter and advance cursor.	ASSIGN HOLIDAY 05:
6. Dial date using the dial pad for holiday (eg. 0704).	HOLIDAY : MMDD 05:0704

MMC: 512

7. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NO HOLIDAY ASSIGNED**
FOLLOW RING PLAN 1

RELATED ITEMS: **MMC 507 ASSIGN RING PLAN TIME**
MMC 406 TRUNK RING

MMC: 515 ASSIGN DAYLIGHT SAVINGS DATES

DESCRIPTION:

Allows the Technician to program the start dates and end dates of daylight saving time on a system for the current year and the next 9 years. System will automatically add 1 hour to the system clock at 02.00 (2.00 am) on the Start date and subtract 1 hour from the system clock at 02.00 (2.00 am) on the End date.

The US starts daylight savings time on the first Sunday in April and ends on the last Sunday in October.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
TRANSFER	Used to store and exit programming

ACTION	DISPLAY
1. Press TRANSFER 515. Display shows.	NO:YY:START:END 01:13:0407 :1027
2. Press UP or DOWN key to select entry 01 to 10, eg. 05.	NO:YY:START:END 05:17:0407 :1027
3. Press RIGHT soft key to enter the year in a 2 digit format eg: 08 for 2008. The cursor moves to the START field.	NO:YY:START:END 05:08:0407 :1027
4. Using the keypad, enter the start date in format MMDD. The cursor moves to the END field eg. 0428 (April 28).	NO:YY:START:END 05:08:0428 :1027
5. Using the keypad enter the END date in format MMDD, e.g. 1027, (October 27).	NO:YY:START:END 05:08:0428 :1027
6. Repeat steps 2 to 5 for each year in sequence.	
7. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 515

DEFAULT DATA: NONE

RELATED ITEMS: MMC 505 DATE & TIME

MMC: 600 ASSIGN OPERATOR GROUP

DESCRIPTION:

Used to assign an operator group for each ring plan.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION **DISPLAY**

1. Press TRANSFER 600.
   Display shows.

```
 OPERATOR GROUP
1:500      2:500
```

2. Dial the ring plan number (1~6)
   OR
   Press the RIGHT soft key to advance the cursor.

```
 OPERATOR GROUP
1:501      2:500
```

3. Dial the group number
   OR
   Press UP and DOWN key to select group and press RIGHT soft key.

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **1~6 : 500**

RELATED ITEMS: MMC 211 DOOR RING ASSIGNMENT
MMC 406 TRUNK RINGING ASSIGNMENT
MMC 601 ASSIGN STATION GROUP
MMC 602 STATION GROUP NAME

MMC: 601 ASSIGN STATION GROUP

DESCRIPTION:

This MMC is used to build all station groups. There are 20 programmable groups available in a OfficeServ 7100 system.

The options for setting up these groups are as follows: A through F.

A. TYPE: This is the type of group you are creating and can be one of the following:

1. **NORMAL:** Used to assign stations in a ring group. The members can be stations, common bell contacts or Ring over Page relays.

2. **VMAA:** Used to group a number of voice mail port extensions. These must have been defined in MMC 207 as VMAA ports or they cannot be entered here. Check all programming in MMC 726 to ensure that the In band DTMF codes are properly set.

3. **UCD:** Used to build a UCD group. The OfficeServ 7100 will support two methods of UCD:

   - **TYPE 1 UCD**
     The group OVERFLOW/N-ANS destination (see below) is defined as an SLT port to which you must connect some type of announcement device to play to callers while they are on hold.

     Please note that this type of UCD group has the following limitations.

     a) The announcement device must be able to terminate the announcement with a hook flash and a transfer back to the UCD group.

     b) Only one caller at a time can hear the announcement.

     c) Each caller connected to the announcement must hear the announcement in its entirety.

     d) It is possible that a new caller may “jump ahead” in the queue if a previous caller is currently connected to the announcement device.

- **TYPE 2 UCD**
  The group OVERFLOW/N-ANS destination (see below) is defined as an VMSUCD group.

  The voicemail/AA will supply two recorded announcements to callers in queue. The first announcement is played only once, the second announcement will repeat for as long as the caller is in queue.

  This type of UCD group has the following advantages:

  a) No external device need be installed to provide an announcement.

  b) Multiple callers can hear the announcement(s) simultaneously.

  c) Callers hearing the announcement will be transferred to a free UCD group member (agent) as soon as the agent becomes available.

  d) The callers place in queue is always maintained.

  Additional programming for this type of UCD group is in MMC 607. There is a maximum of 19 UCD groups available on the system.

3. **VMSUCD:** This is used to group a number voicemail/AA ports to provide the UCD announcements.

4. **BI-VMS:** This is the voice mail group for the built in Samsung Voice Mail Card. When a Voice Mail Card is installed, group 519 must be programmed as a BI-VMS group on an OfficeServ 7100 system. Group 519 is fixed for the embedded voice mail.

5. **MESSAGE:** Used to group a number of extensions to serve as a message desk or message group. When one of the stations in this type of group leaves a message to another station the messaged station will return the message to the message group so any member can answer the call. If a station is a member of more than one message group, then any message indications made by that station would be for the first numerical message group they are a member of. It is not recommended to program stations in to multiple station groups.

6. **SO STN GRP:** This is used to group a number of S0 stations for video conference.

B. RING MODE: Each group can have one of the following ring modes. This will decide how calls are placed to the group.

1. **SEQUENTIAL:** The stations listed as “members” (see below) will be called on a first available basis. Calls will first go to the first member, if the first member is busy, calls will go to the second member, if the second member

is busy, calls will go to the third member etc. This type of group is useful for placing the bulk of the incoming calls to a selected individual, with other members only getting the calls when the first member is busy. The number of members allowed for a sequential group is 32.

2. **DISTRIBUTED:** The first call will go to the first member, the second call will go to the second member, the third call will go to the third member. This type of group is useful for evenly distributing the call among all group members. The number of members allowed for a distributed group is 32.

3. **UNCONDITIONAL:** Calls are placed to all group members simultaneously. This reduces the number of members of the groups to 32. If a group member is busy, they can receive off hook ring if defined in MMC 300. This ring mode option is not available for VMSUCD or VMAA groups.

C. OVERFLOW: This is the timer value that will cause unanswered calls to a group to begin also ringing the NEXT PORT (see below) after this timer has elapsed. If set to 000, no overflow will take place.

D. GRP TRANSFER: This is a timer that will determine how long C.O. calls transferred to the group will ring at the group before recalling. If set to 000, no recall will take place.

E. NEXT PORT: This is the station or group number that callers will also ring at if the OVERFLOW feature has been programmed. The OVERFLOW DESTINATION can be defined as:

1. **COMMON BELL** There are 2 relays available in the OfficeServ 7100 system that are defined as Common Bell.
2. **RING OVER PAGE** This is defined by using the number of a page audio output.
3. **STATION OR STATION GROUP.** Any station or station group can be defined as the NEXT port.

F. MEMBER: List all members that are to be in the group. Up to 32 members are allowed in each group, but stations can be assigned to multiple station groups.

G. NXT HUNT: The length of time a call will ring at a station before it hunts to the next group member.

H. GROUP BUSY: OFF When this option is set to ON an intercom caller will receive a busy signal when calling the group and all members of the group are busy. When this occurs then the overflow timer is bypassed as the group is not ringing.

NOTES: Calls to a group do not follow the call forwarding instructions of any stations in the group.

I. **GRP AUTOANS: OFF** When this option is set to ON, intercom calls to the group will Auto Answer/Voice Announce if the station is programmed for Auto Answer/Voice Announce in MMC 103. CO calls will follow the AUTO ANS CO setting in MMC 110 for a group member in addition to the group members setting in MMC 103.

FEATURE KEYS

0	TYPE	Group type (Normal, VM/AA, UCD, VMUCD, BI-VMS GRP, MSG GROUP, SO STN GRP, VMS UCD GRP, AA ONLY VM)
1	RING	Ring mode (Sequential, Distributed or Unconditional)
2	OVERFLOW	Overflow time (000 - 250 secs.)
3	GRP TRSF	Group transfer time (000 - 250 secs.)
4	NEXT PORT	Group or station number (e.g. group 502, station 221, 244)
5	MEMBER	Group members (e.g., station 202, 225, 231)
6	NXT HUNT	Hunt time (000 – 250 secs)

RING MODES

0	SEQUENTIAL	The first idle station listed in the group will ring. If the first is busy, the next idle station will ring.
1	DISTRIBUTED	The first call will ring the first station listed in the group. The next call will ring the next station listed in the group.
2	UNCONDITIONAL	All the stations listed in the group will ring. Busy stations will receive off-hook ring. MAXIMUM 32 STATIONS RINGING.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

MMC: 601

ACTION	DISPLAY
1. Press TRANSFER 601. Display shows.	[501] STN.GROUP TYPE:NORMAL GRP
2. Dial group number (e.g., 505) OR Press UP or DOWN key to select group Press LEFT soft key to move cursor to type of group and DIAL group type (0–2, e.g., 1) OR Press UP or DOWN key to make selection. Press LEFT soft key to move cursor to TYPE.	[505] STN.GROUP TYPE:NORMAL GRP [505] STN GROUP TYPE:VMAA
3. Dial feature option number (0–6, e.g., 0) OR Press UP or DOWN key to scroll options and press RIGHT soft key to move cursor.	[505] STN GROUP RING:SEQENTIAL
4. Dial ring option (0–2, e.g., 1) OR Press UP or DOWN key to make selection. Press LEFT soft key to move cursor back to RING or press RIGHT soft key to return to step 2.	[505] STN GROUP RING:DISTRIBUTE
5. Dial next feature option and continue OR Press UP or DOWN key to select option and press RIGHT soft key OR Press LEFT soft key to return to step 2.	[505] STN GROUP RING:DISTRIBUTE
6. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **GROUP 500 (STN 201~208) NORMAL**
GROUP 519 (STN 301~304) BI-VMS

RELATED ITEMS: **MMC 103 SET ANSWER MODE**
MMC 110 STATION ON/OFF
MMC 203 ASSIGN UA DEVICE
MMC 204 COMMON/LOUD BELL CONTROL

MMC: 602 STATION GROUP NAME

DESCRIPTION:

Allows the system administrator or technician to enter an 11-character name to identify an individual station group.

Names are written using the keypad. Each press of a key selects a character. Pressing the next key moves the cursor to the next position. For example, if the directory name is SAMSUNG, press the number 7 three times to get the letter S. Now press the number 2 once to get the letter A. Continue selecting characters from the table below to complete your message. Pressing the bottom left programmable key changes the letter from upper case to lower case.

NOTE: When the character that you want appears on the same dial pad key as the previous character, press the UP key to move the cursor to the right or the DOWN key to move cursor left. A space can be entered by using these keys.

- **iDCS, DS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections

MMC: 602

SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 602. Display shows.	[500] SGR NAME
2. Dial group number (e.g., 505) OR Press UP or DOWN key to make selection and press LEFT or RIGHT soft key to move cursor.	[505] SGR NAME
3. Enter in name using above method and table.	[505] SGR NAME TELECOMS
4. Press LEFT or RIGHT soft key to return to step 2 OR Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **NONE**

RELATED ITEMS:
- MMC 104 STATION NAME
- MMC 404 TRUNK NAME
- MMC 600 ASSIGN OPERATOR GROUP
- MMC 601 ASSIGN STATION GROUP

MMC: 603 ASSIGN TRUNK GROUP

DESCRIPTION:

Allows the assignment of trunks to a specific trunk group or to several trunk groups. This is very useful in the programming of LCR when more than one trunk is to be in several dialing plans. There are two different modes of operation: (1) sequential and (2) distribute. There are 11 programmable trunk groups in a system with up to 60 members per group.

WARNING: One trunk can appear in more than one trunk group. If necessary, delete the trunk member from other groups to prevent accidental access.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 603. Display shows.	`[9] TRK GROUP` `MODE:SEQUENTIAL`
2. Enter in valid trunk group (e.g., 9, 800-809) OR Press UP or DOWN key to make selection and press RIGHT soft key to advance cursor.	`[801] TRK GROUP` `MODE:SEQUENTIAL`
3. Press RIGHT soft key to change mode OR Press UP or DOWN key to change mode to member.	`[801] TRK GROUP` `MEMBER 01:NONE`

MMC: 603

4. Press RIGHT soft key to move cursor to number of member and enter valid member number (1-60, e.g., 05) via dial keypad
   OR
   Press UP or DOWN key to make selection and press RIGHT soft key to move cursor.

```
[801]   TRK GROUP
MEMBER 05:NONE
```

5. Enter valid trunk number (e.g., 729)
   OR
   Press UP or DOWN key to make selection and press RIGHT soft key to return to step 2.

```
[801]   TRK GROUP
MEMBER 01:729
```

6. Repeat steps 1-5 to remove trunk from group 9 if necessary.

7. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: ALL TRUNKS ARE IN TRUNK GROUP 9

RELATED ITEMS: LCR PROGRAMMING

MMC: 604 ASSIGN INTERNAL PAGE ZONES

DESCRIPTION:

Allows the technician to assign a keyset to any of the five internal paging zones. Each page zone can have up to 32 members. A keyset may be assigned to more than one zone. Page zone (✱) will page all external page zones as well as all keysets that are members of page zone **0**.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear entry

ACTION	DISPLAY
1. Press TRANSFER 604. Display shows.	`INT.PAGE ZONE(1)` `MEMBER 01:NONE`
2. Enter the page zone number (0-4, ✱, e.g., 3) OR Press UP or DOWN key to make selection and press RIGHT soft key to move cursor.	`INT.PAGE ZONE(3)` `MEMBER 01:NONE`
3. Enter index number (01–32, e.g., 05) via dial keypad OR Press UP or DOWN key to make selection and press RIGHT soft key to move cursor.	`INT.PAGE ZONE(3)` `MEMBER 05:NONE`
4. Enter station number (e.g., 205) via dial keypad OR Press UP or DOWN key to make selection and press RIGHT soft key to move cursor.	`INT.PAGE ZONE(3)` `MEMBER 05:205`

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: NO STATIONS ASSIGNED

RELATED ITEMS: NONE

MMC: 605 ASSIGN EXTERNAL PAGE ZONE

DESCRIPTION:

Determines which relays will close when one of the four external page zones is accessed.

NOTE: Even though there are 4 external paging zones available (zone 5 ~ 8) only two can be used at one time.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPK	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 605. Display shows first page zone.	EXT. PAGE ZONE:(5) MEMBER 1:NONE
2. Dial page zone number (e.g., 6) OR Use UP or DOWN to select desired page zone numbers and press RIGHT soft key to move the cursor.	EXT. PAGE ZONE:(6) MEMBER 1:NONE
3. Dial member number (e.g., 3) OR Use UP or DOWN to select member numbers and press RIGHT soft key to move the cursor OR Press LEFT soft key to return to step 2 above.	EXT. PAGE ZONE:(6) MEMBER 3:
4. Dial relay number via dial keypad (e.g., 3602)	EXT. PAGE ZONE:(6) MEMBER 3:361

and press RIGHT soft key to return to step 2
OR
Press LEFT soft key to return to step 3 above.

5. Press TRANSFER to store and exit
OR
Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 606 ASSIGN SPEED BLOCK

DESCRIPTION:

Provides a means of adding or deleting speed dial blocks to the system or an individual keyset. With the ability to delete a block or blocks or speed dial, it will not be necessary to waste these on such items as voice mail, DPIMs or stations that do not require the ability to use speed dial. The Free List will show how many bins are left to be assigned. All entries refer to blocks of 10 numbers or bins.

A library of up to 2000 speed dial numbers may be allocated as needed on a OfficeServ 7100 system. These total library of numbers is split between the System Speed Dial list with the balance being shared between stations. The system list can be set for either 500 or 950 numbers using MMC 861. Each station can have up to 50 numbers. Speed dial numbers are assigned in blocks of ten. Each speed number may contain up to 24 digits.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear entry
TRANSFER	Used to exit programming

ACTION	DISPLAY
1. Press TRANSFER 606. Display shows. This indicates 20 blocks of 10 (200 numbers) are available in the free list and 20 blocks of 10 (200 numbers) are assigned to the system speed dial list.	FREE LIST:20 SYSTEM:20
2. Press RIGHT soft key to advance to next line.	FREE LIST:20 SYSTEM:20
3. Make a selection of SYSTEM or EXT using UP or DOWN key. Press RIGHT soft key to advance cursor.	FREE LIST:20 EXT201:1

MMC: 606

4. Enter desired extension number via dial keypad (e.g., 205)
   OR
   Press UP or DOWN key to make selection and press RIGHT soft key to advance cursor.

```
FREE LIST:20
EXT205:1
```

5. Enter valid number for bins (e.g., 0–5 for EXT or 00–50 for SYSTEM)
   OR
   Press UP or DOWN key to make selection
   OR
   Press HOLD key to delete bin(s).

```
BUSY LIST:60
EXT205:5
```

6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **SYSTEM: 50 BINS (500 NUMBERS)**
STATIONS: 5 BINS (50 NUMBERS)

RELATED ITEMS:
MMC 105 STATION SPEED DIAL
MMC 106 STATION SPD NAME
MMC 705 ASSIGN SYSTEM SPEED DIAL
MMC 706 SYSTEM SPEED DIAL BY NAME
MMC 861 SYSTEM OPTION

MMC: 607 UCD OPTIONS

DESCRIPTION:

Sets up UCD options in the Samsung Embedded Voicemail. MMC 601 must have already been used to define a UCD group with an overflow destination of VMSUCD port or group. (A group is preferred over a port because a group allows multiple paths into the voicemail and therefore has greater traffic handling capabilities.) When a group overflow timer in MMC 601 expires, the caller will be routed to the voicemail. It is here that the caller is played the UCD "FIRST MESSAGE" and "SECOND MESSAGE" while in queue. This will continue until an agent becomes free or the caller is transferred to a final destination.

This MMC includes options to select messages to play to a caller. These messages can be as follows:

MESSAGES 1000–9999

These messages can be recorded on the embedded voicemail.
These are the default pre-programmed messages:

5061: "I'm sorry, all stations are presently busy"
5062: "I'm sorry, all stations are still busy"

The following program options apply:

FIRST MESSAGE

After the caller has overflowed from the UCD group, the first message will immediately play. For instructions on how to make these recordings. The default message is #5061 "I'm sorry, all stations are presently busy."

This message will only be played once for the caller.

SECOND MESSAGE

If no agent has become free after the UCD recall time (see UCD Recall), the caller will be played the second message. For instructions on how to make these recordings. The default message is #5062 "I'm sorry, all stations are still busy."

This message will be repeated for as long as the caller is in queue, at an interval specified in the UCD Recall Timer below.

EXIT CODE

While the caller is hearing a message (but not during MOH), the caller may dial the DTMF digit specified here and be transferred immediately to the final destination (see Final Destination). The exit code is optional and does not need to be used. If used, the first and second messages may be modified to provide instructions on its use.

RETRY COUNT

The UCD program is designed to route a caller to a "final destination" after a programmable number of "loops" through the UCD message. The range of this counter is 0 to 99. 00 means that there is no retry counter and the caller will remain in the UCD queue until answered. Any non zero value will route a caller through the UCD loop that many times before going to the final destination. The UCD will route calls to the final destination immediately if all members of the group are either out of group or in DND.

Example: If this counter is set to 02, callers reaching a busy group will hear the first UCD message, be placed on hold, hear the second UCD message, be placed on hold, and finally hear the second message again before being transferred to the final destination. The default is 99.

FINAL DESTINATION

This is the final destination for the caller if not answered by a UCD agent. This destination is only reached if (a) the caller dials an exit digit during a message or (b) the retry count has expired. The final destination can be any station number (in a network), any group number (within a network) or a disconnect. A disconnect is entered as a destination of NONE (HOLD key).

1. If the final destination is a voice mail port, the port will receive a FWD from UCD group integration message.
2. The final destination will forward or overflow, if the forward to destination is a voice mail port the port will receive FWD from UCD group integration message.
3. If the final destination is not forwarded, the call will ring or camp on to the final destination indefinitely.
4. The default final destination is 500.

To ensure that you do not get a situation where all the call buttons are busy on the final destination it is advisable to make the final destination a group (even if the group has only one station in it.)

MMC: 607

RING NEXT

This timer must be shorter than the overflow timer in MMC 601. If a higher value is entered, the display will show invalid entry. In the case where a UCD group has the ring next timer set at 000, an unanswered call will rotate evenly among all agents until it is answered. The UCD greetings will be heard during this routing process, but can be removed by defining the UCD messages in MMC 607 as unrecorded message numbers. This will simulate a circular hunt group. The default is 010.

UCD RECALL

After a caller has heard a UCD announcement, he/she will be placed on hold until an agent becomes available or the UCD recall timer expires. When the UCD recall timer expires, the caller will again hear the UCD announcement. The range is 000–250. The default is 010.

MUSIC ON HOLD SOURCE

This option determines what Music on Hold source the callers will be connected to between messages. The choice is either an external source, tone, none or a message site in SVM.

WRAP UP

This option will make a UCD agent unavailable to receive additional UCD calls after hanging up from the last one. This is to allow agents to complete work associated with the previous call before the next call begins ringing. The range is 000-250. The default is 010.

AUTO LOG OUT

This ON/OFF option determines if a station will automatically log out of the UCD group when the RING NEXT timer expires. This setting will be ignored if the RING NEXT timer is set to 000. This option is set to ON by default.

ALLOUT→FINAL

This ON/OFF option determines if calls forward to the UCD final destination when all stations are logged out of the UCD group. If no UCD final destination is assigned then the call will disconnect. This option is set to ON by default.

AGENT PIN NO

If an agent wants to enter a UCD group, specifies whether an agent code for UCD will be pressed.

MMC: 607

GBUSY NEXT

This ON/OFF option specifies if all agents are busy, specifies whether the next port is called immediately during overflow time.

ACTION	DISPLAY
1. Press TRANSFER 607. Display shows.	[530] UCD GROUP FIRST MSG :61
2. Press UP or DOWN to select UCD group or dial group number OR Press LEFT soft key to position cursor under message number and enter new message OR Press RIGHT soft key and advance to next option using the UP and DOWN keys to select an option.	[542] SALES FIRST MSG :61 [530] UCD GROUP FIRST MSG :25 [530] UCD GROUP UCD RECALL:010 SEC
3. Press RIGHT soft key and advance to next option Use the UP and DOWN keys to make a selection or make a selection using the dial pad.	[530] UCD GROUP UCD RECALL:010 SEC
4. Press the LEFT soft key to ENTER the selection and to return to step 1 OR Press the RIGHT soft key to return to step 3. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	[530] UCD GROUP EXIT CODE :NONE

DEFAULT DATA: SEE ABOVE

RELATED ITEMS: MMC 601 ASSIGN STATION GROUP

MMC: 608 ASSIGN REVIEW BLOCK

DESCRIPTION:

Provides means of adding or deleting CID / ANI review blocks to an individual keyset. With the ability to delete a block or blocks or speed dial, it will not be necessary to waste these on such items as voice mail, DPIMs or for keysets that do not have displays. The free list will show how many bins are left to be assigned. A system has 2500 total bins. Each keyset may be assigned a maximum of 50 bins.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear entry
TRANSFER	To exit programming

ACTION **DISPLAY**

1. Press TRANSFER 608.
   Display shows first station.

```
[201] REVW BLOCK
NONE: 1500 FREE
```

2. Enter desired EXT number (e.g. 205)
   OR
   Press UP or DOWN key to make selection and press RIGHT soft key to advance cursor.

```
[205] REVW BLOCK
NONE: 1500 FREE
```

3. Enter valid number for bins (e.g. 5)
   OR
   Press UP or DOWN key to make selection
   OR
   Press HOLD key to delete bin(s).

```
[205] REVW BLOCK
 50 : 1450 FREE
```

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: STATIONS: 50 BINS

RELATED ITEMS: NONE

MMC: 609 CALL LOG BLOCK

DESCRIPTION:

Provides means of adding or deleting Call LOG blocks to an individual keyset. With the ability to delete a block or blocks, it will not be necessary to waste these on such items as voice mail, DPIMs or for keysets that do not have displays. The free list will show how many bins are left that be assigned. A system has 2500 bins.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear entry
TRANSFER	To exit programming

ACTION	DISPLAY
1. Press TRANSFER 609. Display shows first station.	[201] LOG BLOCK NONE: 2500 FREE
2. Enter desired EXT number (e.g. 205) OR Press UP or DOWN key to make selection and press RIGHT soft key to advance cursor.	[205] LOG BLOCK NONE: 2500 FREE
3. Enter valid number for bins (e.g. 5) OR Press UP or DOWN key to make selection OR Press HOLD key to delete bin(s).	[205] LOG BLOCK 50 : 1450 FREE
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: STATIONS: 50 BINS

RELATED ITEMS: NONE

MMC: 611 ALLOW TEXT MESSAGING

DESCRIPTION:

This program allows the user to send a text message to a busy station or during an OHVA. Up to 24 stations can be set to use this feature. Each user is assigned a block of ten messages to program individually.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear entry
TRSF	To exit programming

ACTION	DISPLAY
1. Press TRANSFER 611. Display shows.	`[201] TMSG STN` `NOT USED:100 FREE`
2. Enter the number of a station OR Press VOLUME to select the number of a station. Press RIGHT soft button to move the cursor.	`[202] TMSG STN` `NOT USED:100 FREE`
3. Specify whether text message will be used or not. A message, “NOT USED: CAN’T” will be displayed on LCD if the Maximum number of stations is exceeded.	`[202] TMSG STN` `USED`
4. Press TRANSFER to exit the program. OR Press SPEAKER to move on to the next program.	

DEFAULT DATA: **ITP-5112L sets are automatically set to USED**

RELATED ITEMS: MMC 117 TEXT MESSAGE

MMC: 612 ALLOW GROUP CONFERENCE

DESCRIPTION:

This program allows an ITP5112L keyset or OfficeServ Softphone user to use the Group conference call feature. Up to 24 stations can be allowed in the system. Each user can have up to 5 pre-programmed conferences of up to four other members plus their own station.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear entry
TRANSFER	To exit programming

ACTION	DISPLAY
1. Press TRANSFER 612. Display shows.	`[201] CONF STN` `NOT USED:100 FREE`
2. Enter the number of a station OR Press VOLUME to select the number of a station. Press RIGHT soft button to move the cursor.	`[202] CONF STN` `NOT USED :100 FREE`
3. Specify whether a group conference can be used or not. A message, “NOT USED” ”will be displayed on LCD if the maximum number of the station used for a simultaneous conference call is exceeded.	`[205] CONF STN` `USED`
4. Press TRANSFER to exit the program OR Press SPEAKER to move on to the next program.	

DEFAULT DATA: **ITP5112L sets are automatically set for USED**

RELATED ITEMS: MMC 118 CONFERENCE GROUP

MMC: 614 SET A STATION/C.O. LINE CALL GROUP

DESCRIPTION:

This program is used to define on build “USE” groups to restrict calling. You can assign stations to a specific STATION USE GROUP and trunks to a specific TRUNK USE GROUP.

Definable USE GROUPS:

STATION USE GROUPS = 001 to 100
TRUNK USE GROUPS = 101 to 200

Example of how to use: Initially all stations can call all other stations because they are all in Station Use Group 001. Put stations 225 to 250 in Station Use Group 002 then go to MMC 314 and restrict 001 from using or calling 002.

Now put trunks 711 to 720 in Trunk Use Group 302 then go to MMC 304 and set ANS:NO and DIAL:NO for Station Use Group 001.

You have now restricted station 201-224 (001) from using trunks 711-720 (301). Stations 201-224 (001) can not call station 225-250 (002).

Note: Station Use Groups and Trunk Use Groups must be in the same Tenant Group, either 1 or 2.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear entry
TRANSFER	To exit programming

ACTION	DISPLAY
1. Press TRANSFER 614. Display shows first station.	`STATION GROUP` `2001:001`

MMC: 614

2. Enter [0] if the user wants to set a call group to a station. Enter [1] if the user wants to set a call group to a C.O. line.
   OR
   Press VOLUME to select a desired item.
   Press the RIGHT soft button to move the cursor.

```
TRUNK GROUP
7001:301
```

3. Enter a number the user wants
   OR
   Press VOLUME to select a number.
   Press the RIGHT soft button to save the data.

```
TRUNK GROUP
7002:301
```

4. Enter the number of the call group the user wants to set.
   OR
   Press VOLUME to select the number of the call group the user wants to set.
   Press the RIGHT soft button to save the data.

```
TRUNK GROUP
7002:302
```

5. Press TRANSFER to exit the program
   OR
   Press SPEAKER to move on to the next program.

DEFAULT DATA: **ALL STATIONS ARE IN STATION USE GROUP 001**
ALL TRUNKS ARE IN TRUNK USE GROUP 301

RELATED ITEMS: **MMC 304 STATION TRUNK USE**
MMC 314 STATION – STATION USE

MMC: 615 MGI GROUP

DESCRIPTION:

This optional program sets designated MGI channels for specific services. This allows "grading" of MGI card(s) for traffic conditions. The MGI channels can be segregated into groups. Keep in mind that any entries made here can be ineffective, if conflicting entries exist in MMC616.

- **LOCAL ITP:** This determines what MGI channels can be used with ITP keyphones across a private IP network
- **PUB IP ITP:** This determines what MGI channels can be used with ITP keyphones on a public IP network.
- **VOIP NTWK:** This determines what MGI channels can be used for enhanced proprietary Samsung VoIP networking (SPNet) between OfficeServ 7400, OfficeServ 7100, OfficeServ 7200, OfficeServ 500 and the OfficeServ 100 systems across a private IP network.
- **PUB IP NTWK:** This determines what MGI channels can be used for enhanced proprietary Samsung VoIP networking (SPNet) between OfficeServ 7400, OfficeServ 7100, OfficeServ 7200, OfficeServ 500 and OfficeServ 100 systems on a public IP network
- **VOIP TRUNK:** This determines what MGI channels can be used as industry-standard H.323 or SIP VoIP trunks for communications across a private network
- **PUB IP TRK:** This determines what MGI channels can be used as industry-standard H.323 or SIP VoIP trunks for communications on a public network
- **ITP PAGED:** This determines which MGI channels can be used for ITP internal station page.

The MGI channels can be regarded as trunks and allow two selection modes: Sequential or Distributed.

The members of each selection are the actual channels on the MGI card(s)

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

MMC: 615

ACTION	DISPLAY
1. Press TRANSFER 615. Display shows the first available option. Press UP or DOWN key to select an option OR Press the RIGHT softkey to move cursor.	USER: LOCAL ITP MODE:SEQUENTIAL
2. Press UP or DOWN key to select an option OR press RIGHT soft key to move cursor.	USER: LOCAL ITP MODE:SEQUENTIAL
3. Press UP or DOWN key to select an option and press RIGHT soft key to enter data and move cursor.	USER: LOCAL ITP MODE:DISTRIBUTED
Press UP or DOWN key to select an option and press RIGHT soft key to store entry and move cursor to return to Step 1. OR 5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	USER: PUB IP ITP MODE:SEQUENTIAL

DEFAULT DATA: **ALL PORT ALLOWED**

RELATED ITEMS:

MMC 615: MGI GROUP
MMC 616: MGI USER
MMC 831: MGI PARAMETERS
MMC 832: VOIP OUTBOUND DIGITS
MMC 833: VOIP ADDRESS TABLE
MMC 834: H.323 OPTIONS
MMC 835: MGI DSP OPTIONS
MMC 836: H.323 GATEKEEPER OPTIONS
MMC 837: SIP OPTIONS
MMC 838: PRIVATE IP ADDRESSES
MMC 840: IP SET INFO
MMC 841: SYSTEM IP OPTIONS

MMC: 616 MGI USER

DESCRIPTION:

This optional program selects which specific MGI channels will be dedicated on a per-port basis for IP station/trunk devices. If this MMC is not utilized, allocation of MGI channels will be controlled by MMC 615. By defining dedicated MGI port usage, the IP station/trunk selected will always use the port programmed. MGI channels can be assigned private and public ITP stations (32XX), VoIP Networking trunks (83XX), H.323 trunks (84XX) and SIP trunks (85XX). Only one assignment per MGI port is permitted. Any entries made here will override entries made in MMC 615.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 616. Display shows the first available option. Press UP or DOWN key to select an MGI port OR Press the RIGHT soft key to move cursor.	(3801) MGI USER NONE
2. Press UP or DOWN key to select an option OR Press RIGHT soft key to move cursor	(3801) MGI USER NONE
3. Press UP or DOWN key to select an option or use the dial pad to input a station or IP trunk number and press RIGHT soft key to enter data and move cursor to the Step 1 position.	(3801) MGI USER 278
4. Press UP or DOWN key to select a different MGI port OR press RIGHT soft key to move cursor.	(3802) MGI USER NONE
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 616

DEFAULT DATA: **NONE**

RELATED ITEMS:

- MMC 615: MGI GROUP
- MMC 831: MGI PARAMETERS
- MMC 832: VOIP OUTBOUND DIGITS
- MMC 833: VOIP ADDRESS TABLE
- MMC 834: H.323 OPTIONS
- MMC 835: MGI DSP OPTIONS
- MMC 836: H.323 GATEKEEPER OPTIONS
- MMC 837: SIP OPTIONS
- MMC 838: PRIVATE IP ADDRESSES
- MMC 840: IP SET INFO
- MMC 841: SYSTEM IP OPTIONS

MMC: 700 COPY COS CONTENTS

DESCRIPTION:

This MMC allows the technician to duplicate a class of service to make it easier to have multiple similar classes of service.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
"F" KEY	Used to advance to MMC 701

ACTION	DISPLAY
1. Press TRANSFER 700. Display shows.	COPY COS ITEMS COS 01→COS 01
2. Dial selected COS to copy (e.g., 05) OR Press UP or DOWN key to select COS and press RIGHT soft key to move cursor and advance to next step.	COPY COS ITEMS COS 05→COS 01
3. Dial target COS (e.g., 06) OR Press UP or DOWN key to select COS and press RIGHT soft key to move cursor back to step 2.	COPY COS ITEMS COS 05→COS 06
4. Press F key to advance to MMC 701 and press RIGHT soft to advance cursor.	COS CONTENTS(06) TOLL LEVEL:A
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: NONE

RELATED ITEMS: MMC 701 ASSIGN COS CONTENTS

MMC: 701 ASSIGN COS CONTENTS

DESCRIPTION:

Similar to MMC 700 but does not allow a copy command. This MMC is primarily used for creating a new class of service. There are 30 classes of service available.

NOTE: This MMC is divided into 4 categories. The categories are USABLE FEATURES, CALL STATION GROUPS, CALL TRUNK GROUPS, CALL TO BIVMS STN (SVM).

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

TOLL LEVEL OPTIONS

DIAL DIGIT	TOLL LEVEL	DIAL DIGIT	TOLL LEVEL
0	A	4	E
1	B	5	F
2	C	6	G
3	D	7	H

ACTION	DISPLAY
1. Press TRANSFER 701. Display shows.	`COS CONTENTS(01)` `TOLL LEVEL:A`
2. Dial COS (e.g., 06) OR Press UP or DOWN key to select COS. Press RIGHT soft key to move cursor to toll level.	`COS CONTENTS(06)` `TOLL LEVEL:A`
3. Dial toll level (e.g., 2—see above list) OR Press UP or DOWN to select new TOLL level OR Press RIGHT soft key to advance to COS options.	`COS CONTENTS(06)` `TOLL LEVEL:C`

4. Dial COS option (e.g., 09—DALM CLR)
   OR
   Press UP or DOWN key to select option.
   Press RIGHT soft key to move cursor.

```
COS CONTENTS(06)
09:DND       :YES
```

5. Dial 0 for NO or 1 for YES
   OR
   Press UP or DOWN key to select option.
   Press LEFT soft key to return to step 4.
   Press RIGHT soft key to return to step 2.

```
COS CONTENTS(06)
09:DND       : NO
```

6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

Table A. COS Feature List by Option Number

USABLE FEATURE

Item #	LCD Display	COS Option
00	AA CALER	Auto answer control by caller*
02	ALM CLR	Alarm Clear
03	AUTO RDL	Retry on busy
04	CALLBACK	Callback
05	CID ABND	Caller ID Abandon*
06	CID INQR	Caller ID Inquire*
07	CID INVT	Caller ID Investigate*
08	CONFER	Conference
09	DALM CLR	DISA alarm ring clear
10	DIRECT	Directory dial
11	DISA	Allow DISA use
12	DND	Do Not Disturb
13	DND FWRD	Forward Do Not Disturb
14	DND OVRD	Do Not Disturb override
15	DOOR	Door ring answer
16	DSS	Direct station select
17	DTS	Direct trunk select
18	NOT USED	
19	EXT FWD	External call forward
20	FEATURE	Feature key
21	FLASH	Trunk flash
22	FOLLOW-ME	Call forward-follow me
23	FORWARD	Call forwarding

Table A. COS Feature List by Option Number

USABLE FEATURE

Item #	LCD Display	COS Option
24	NOT USED	
25	GRP/IO	Group in/out
26	HOLD	Hold
27	HOTLINE	Hot line
28	INTERCOM	Intercom call
30	MESSAGE	Message
31	MM PAGE	Meet me page
32	NEW CALL	New call
33	OHVAED	Ohvaed
34	OHVAING	Ohvaing
35	ONEA2	1A2 emulation
36	OPERATOR	Operator
37	OUT TRSF	Outgoing transfer
38	OVERRIDE	Override
39	PAGE 0	Page zone 0 PAGING
40	PAGE 1	Page zone 1 PAGING
41	PAGE 2	Page zone 2 PAGING
42	PAGE 3	Page zone 3 PAGING
43	PAGE 4	Page zone 4 PAGING
44	PAGE 5	Page zone 5 PAGING
45	PAGE 6	Page zone 6 PAGING
46	PAGE 7	Page zone 7 PAGING
47	PAGE 8	Page zone 8 PAGING
48	PAGE 9	Page zone 9 PAGING
49	PAGE ✱	Page zone ✱ PAGING
50	NOT USED	
51	PICKUP	Call Pickup
52	PRB	Privacy Release Bridge
53	REM . HOLD	Remote Hold
54	RNG PLAN	Ring Plan
55	SECURE	Override Secure
56	SET RLOC	Set Relocation
57	SSPD TOL	System Speed Dial Toll Check
58	STN LOCK	Station Locking
59	SYS SPD	System Speed Dial
60	NOT USED	
61	TRK EHLD	Trunk Exclusive Hold
62	TRSF RCV.	
63	UNCO CNF	Conference
64	VM AREC	Auto Record
65	VM AME	Answer Machine Emulator

MMC: 701

Table A. COS Feature List by Option Number

USABLE FEATURE

Item #	LCD Display	COS Option
66	VM REC	Call Record

CALL STN GROUP

LCD Display	COS Option
STNGRP 01	Station group 01 calling
STNGRP 02	Station group 02 calling
STNGRP 03	Station group 03 calling
STNGRP 04	Station group 04 calling
STNGRP 05	Station group 05 calling
STNGRP 06	Station group 06 calling
STNGRP 07	Station group 07 calling
STNGRP 08	Station group 08 calling
STNGRP 09	Station group 09 calling
STNGRP 10	Station group 10 calling
STNGRP 11	Station group 11 calling
STNGRP 12	Station group 12 calling
STNGRP 13	Station group 13 calling
STNGRP 14	Station group 14 calling
STNGRP 15	Station group 15 calling
STNGRP 16	Station group 16 calling
STNGRP 17	Station group 17 calling
STNGRP 18	Station group 18 calling
STNGRP 19	Station group 19 calling
STNGRP 20	Station group 20 calling

CALL TRK GROUP

LCD Display	COS Option
TRKGRP01	Trunk group 01 calling
TRKGRP02	Trunk group 02 calling
TRKGRP03	Trunk group 03 calling
TRKGRP04	Trunk group 04 calling
TRKGRP05	Trunk group 05 calling
TRKGRP06	Trunk group 06 calling
TRKGRP07	Trunk group 07 calling
TRKGRP08	Trunk group 08 calling
TRKGRP09	Trunk group 09 calling
TRKGRP10	Trunk group 10 calling
TRKGRP11	Trunk group 11 calling

MMC: 701

CALL BIVMS GROUP

LCD Display	COS Option
BIVMSSTN01	SVM Port 01 calling
BIVMSSTN02	SVM Port 02 calling
BIVMSSTN03	SVM Port 03 calling
BIVMSSTN04	SVM Port 04 calling

DEFAULT DATA: **ALL VALUES YES, EXCEPT USEABLE FEATURES 14, 38, 56, 63, 64, 65**

RELATED ITEMS: **MMC 700 COPY COS CONTENTS**
MMC 702 TOLL DENY TABLE
MMC 703 TOLL ALLOWANCE TABLE

MMC: 702 TOLL DENY TABLE

DESCRIPTION:

Provides a way to make toll restriction (call barring) very easy and flexible. There are 500 entries in the deny table and each entry index can be assigned to a class of service. Each index can have up to 12 digits. With the use of wild cards (MMC 704 Assign Wild Character), more flexibility can be built into toll restriction. Wild cards can be used repeatedly in the dial string, limited only to what is allowed or denied in MMC 704. There are six toll levels, B to G, that are programmable. Toll level A is set as unrestricted by default and toll level H is set as in-house only by default.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

WILD CARD KEY

DIAL	WILD CARD
A	X
B	Y
C	Z

ACTION	DISPLAY
1. Press TRANSFER 702. Display shows.	DENY(001):BCDEFG :000000
2. Dial index number 001-500 (e.g., 005) OR Press UP or DOWN key to select index and press RIGHT soft key to move cursor and enter toll pattern via dial pad (e.g., 212) OR Enter wild card (e.g., 21X) from above list and press RIGHT soft key to move cursor to COS options.	DENY(005):BCDEFG :000000 DENY(005):BCDEFG 212 :000000 DENY(005):BCDEFG 21X :000000

MMC: 702

3. Press UP or DOWN key to move cursor along line until under toll class mark (e.g., E).
   Enter a 1 for YES or 0 for NO and press RIGHT soft key to return to step 1
   OR
   Press LEFT soft key to return to step 2.

```
DENY(001):BCDEFG
212       :000100
```

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: ALL ENTRIES ARE SET TO 0

RELATED ITEMS: MMC 301 ASSIGN STATION COS
MMC 701 ASSIGN COS CONTENTS
MMC 703 TOLL ALLOWANCE TABLE
MMC 704 ASSIGN WILD CHARACTER

MMC: 703 TOLL ALLOWANCE TABLE

DESCRIPTION:

Provides a way to make toll restriction very easy and flexible. There are 500 entries in the allow table and each entry index can be assigned to a class of service. Each index can have up to 12 digits. With the use of wild cards (MMC 704 Assign Wild Character), more flexibility can be built into toll restriction. There are six toll levels, B to G, that are programmable. Toll level A is set as unrestricted by default, and toll level H is set as in-house only by default.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

WILD CARD KEY

DIAL	WILD CARD
A	X
B	Y
C	Z

ACTION **DISPLAY**

1. Press TRANSFER 703.
   Display shows.

```
ALOW(001):BCDEFG
         :000000
```

2. Dial in index number 001-500 (e.g., 005)
   OR
   Press UP or DOWN key to select index and press RIGHT soft key to move cursor and enter toll pattern via dial pad (e.g., 212)
   OR
   Enter wild card (e.g., 21X) from above list and press RIGHT soft key to move cursor to COS options.

```
ALOW(005):BCDEFG
_        :000000
```

```
ALOW(005):BCDEFG
212      :000000
```

```
ALOW(005):BCDEFG
21X      :000000
```

MMC: 703

3. Press UP or DOWN key to move cursor along line until under toll class mark (e.g., E).
   Enter a 1 for YES or 0 for NO and press RIGHT soft key to return to step 1
   OR
   Press LEFT soft key to return to step 2.

```
ALOW(001):BCDEFG
212        :000100
```

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: ALL ENTRIES ARE SET TO 0

RELATED ITEMS:
- MMC 301 ASSIGN STATION COS
- MMC 701 ASSIGN COS CONTENTS
- MMC 702 TOLL DENY TABLE
- MMC 704 ASSIGN WILD CHARACTER

MMC: 704 ASSIGN WILD CHARACTER

DESCRIPTION:

Provides flexibility to toll restriction (call barring) when a specific numbering plan is so desired. There are only three entry tables but more than one digit can be assigned per table if needed.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 704. Display shows.	:0123456789*# X:000000000000
2. Press UP or DOWN key to select X, Y, or Z (e.g., Z) and press RIGHT soft key to advance cursor to option line.	:0123456789*# Z:000000000000
3. Press UP or DOWN key to move cursor to option digit desired (e.g., 5) and enter 1 (put under other digits as required). Press LEFT soft key to return to step 2 OR Press RIGHT soft key to return to step 1.	:0123456789*# Z:000001000000
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **ALL ENTRIES SET TO 0**

RELATED ITEMS: MMC 702 TOLL DENY TABLE
MMC 703 TOLL ALLOWANCE TABLE

MMC: 705 ASSIGN SYSTEM SPEED DIAL

DESCRIPTION:

Enables the assignment of system speed dialing numbers. There are up to 200 entries available for programming (see MMC 606) if SYSTEM SPEED DIAL MAX = 500 in MMC 861 or 950 available if SYSTEM SPEED DIAL MAX = 950 in MMC 861. Each speed dial number consists of a trunk or trunk group access code followed by a separator and up to 24 digits to be dialled. These dialed digits may consist of 0-9, ✱ and #. If the system recognises a valid trunk or trunk group access number, it will automatically insert the separator.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
B	Used to insert a flash code "F"
C	Used to insert a pause code "P"
D	Used to insert a pulse/tone conversion code "C"
E	Used to mask/unmask following digits - shows as "[" or "]"
F	Used to enter name for speed dial bin (see MMC 706)

ACTION	DISPLAY
1. Press TRANSFER 705. Display shows.	SYS SPEED DIAL 500:
2. Dial speed index desired (e.g., 505) OR Press UP or DOWN key to make selection and press RIGHT soft key to move cursor.	SYS SPEED DIAL 505:
3. Enter access code (e.g., 9/701) plus the phone number up to 24 digits (digits will scroll under) and press RIGHT soft key to return to step 2.	SYS SPEED DIAL 505:9-121223456789
4. Press F key to toggle to MMC 706 step 3 to enter name.	SYS SPEED NAME 505:

MMC: 705

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **500**

RELATED ITEMS: **MMC 606 ASSIGN SPEED BLOCK**
MMC 706 SYSTEM SPEED DIAL BY NAME
MMC 861 SYSTEM OPTIONS

MMC: 706 SYSTEM SPEED DIAL BY NAME

DESCRIPTION:

Allows an 11-character name to be entered for each system speed dial location. This name enables the speed dial number to be located when using the directory dial feature. The directory dial feature allows the display keyset user to select a speed dial location by scanning its name.

Names are written using the keypad. Each press of a key selects a character. Pressing a different key moves the cursor to the next position. For example, if the directory name is SAM SMITH, press the number 7 three times to get the letter S. Now press the number 2 once to get the letter A. Continue selecting characters from the table below to complete your message. Pressing the A key changes the letter from upper case to lower case.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the UP key to move the cursor to the right.

- **iDCS, DS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. The # button can be used for the following special characters: #, space, &, !, : , ?, ., ,, %, $, -, <, >, /, = , [,], @, ^ , (,), _, +, {, }, |, ; , ”, →, ’, \.

MMC: 706

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
TRANSFER	Used to store and exit MMC

ACTION	DISPLAY
1. Press TRANSFER 706. Display shows.	SYS SPEED NAME 500:
2. Dial system speed entry number (e.g., 505) OR Press UP or DOWN to select entry number and press RIGHT soft key to move cursor.	SYS SPEED NAME 505:
3. Enter name using dial keypad and above table and press RIGHT soft key to return to step 2 OR Press the F key to toggle to speed dial number to return to MMC 705, step 5.	SYS SPEED NAME 505:TELECOMS SYS SPEED DIAL 505:
4. Press RIGHT soft key to return to step 2 above OR Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **NO NAMES**

RELATED ITEMS: MMC 606 ASSIGN SPEED BLOCK
MMC 705 ASSIGN SYSTEM SPEED DIAL

MMC: 707 AUTHORIZATION CODE

DESCRIPTION:

Enables the authorization feature on a per-class of service selection. There are 500 available entries. Authorization codes can be 4 to 10 digits. Authorization codes are also used as Staff ID Codes in Hotel/Motel applications.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 707. Display shows.	AUTHOR.CODE (001) C:01
2. Dial code index number 1-500 (e.g., 005) OR Press UP or DOWN key to selected index number and press RIGHT soft key to move cursor.	AUTHOR.CODE (005) C:01
3. Enter authorization code (minimum of four digits and a maximum of 10 digits) via dial keypad (e.g., 1234567890) and press RIGHT soft key to move cursor.	AUTHOR.CODE (005) 1234567890
4. Enter class of service number 01-30 (e.g., 05) OR Press UP or DOWN key to select COS and press RIGHT soft key to select and return to step 2.	AUTHOR.CODE (005) C:05

MMC: 707

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: NONE

RELATED ITEMS: MMC 305 ASSIGN FORCED CODE

MMC: 708 ACCOUNT CODE

DESCRIPTION:

Enables the account code entry feature. There are 999 available entries for a system. Account codes can be 1 to 12 digits.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 708. Display shows.	ACCOUNT CODE 001:
2. Dial code index number 1-999 (e.g., 005) OR Press UP or DOWN key to selected index number and press RIGHT soft key to move cursor.	ACCOUNT CODE 005:
3. Enter account code (maximum 12 digits) via dial keypad (e.g., 1234) and press RIGHT soft key to move cursor back to step 2.	ACCOUNT CODE 005:123456789012
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 305 ASSIGN FORCED CODE

MMC: 709 TOLL PASS CODE / SPECIAL CODE TABLE

DESCRIPTION:

This MMC provides a means to program three trunk code tables as described below.

PBX ACCESS CODE: This table contains up to five entries and is used to identify the trunk access codes needed for toll restriction to be properly applied when the system is used either behind a PBX or with CENTREX-supplied dial tone. Toll restriction will only be applied on trunks flagged as PBX in MMC 401 if a trunk access code entered in this table is dialed. Toll restriction will be applied to the digits following the trunk access code.

SPECIAL CODE: This table identifies to the system dialling rules the special feature codes used to activate central office custom calling features such as CID Block and call waiting disable. The special feature codes can be used on a per call basis without affecting LCR or toll restriction programming. There is a maximum of ten (10) entries available each of which may be up to four digits long. The four dialing rules that apply to the Special Code Table are as follows:

Rule 1. Toll restriction is only applied to digits following the entries in the Special Code Table. This eliminates toll restriction bypass with second dial tone central office features such as CID block (✱67).

Rule 2. LCR will only route calls based on the digits following the entries in the Special Code Table. This rule allows end user per call special code activation.

Rule 3. LCR modify digits tables will only delete digits following the Special Code Table entries. This allows central office features such as CID block to be used when LCR deletes digits. Can be used in Foreign Exchange (FX) routing by removing the 1+ area code..

Rule 4. LCR modify digits tables will only insert digits after the Special Code Table entries (MMC 718). This allows for central office features such as call waiting block to be activated but route the call with a specific PIC code such as 10288 (AT&T).

Example of Rule 4: User dials ✱67 1 305 529 2900, the system will seize a C.O. line and dial ✱67 10288 1 305 529 2900.

MMC: 709

TOLL OVERRIDE: This table of eight entries is used to identify to the system numbers that will bypass all dialing restrictions. This bypass includes Toll restriction, Trunk access and forced authorization or account codes. Each entry in the table can be up to 14 digits long.

OVRD USE TRK GRP: This entry designates the trunk group that override calls will access.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 709. Display shows.	PBX ACCESS CODE 1:
2. Select PBX , SPECIAL CODE or TOLL OVERRIDE) OR Press UP or DOWN key to make selection and press RIGHT soft key to move cursor.	TOLL OVERRIDE. 1:
2. Enter index number (e.g., 3) OR Press UP or DOWN key to make selection and press RIGHT soft key to move cursor.	TOLL OVERRIDE. 3:_
3. Enter via dial keypad the desired access/feature code (e.g., 911). Press RIGHT soft key to enter and return to step 2 and enter more entries.	TOLL OVERRIDE. 3:911
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 709

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 401 PBX TRUNK
MMC 702 TOLL DENY TABLE
MMC 703 TOLL ALLOWANCE TABLE
MMC 305 FORCED CODES

MMC: 710 LCR DIGIT TABLE

DESCRIPTION:

The LCR DIGIT TABLE contains all numerical digits for the completion of outgoing call placement. This table works in conjunction with LCR ROUTE TABLE, LCR TIME TABLE and LCR MODIFY DIGITS TABLE. There is a maximum of 2000 entries for a system with a digit string length of 10 numerical digits. This system automatically maintains entered digit strings in numerical order. The characters ✱ and # are also accepted for use with feature codes.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 710. Display shows.	LCR DIGIT (0001) DIGIT:
2. Dial LCR entry (e.g., 0005) OR Press UP or DOWN to select entry and press RIGHT soft key to move cursor.	LCR DIGIT (0005) DIGIT: _
3. Enter LCR digit string via the dial keypad and press RIGHT soft key OR Press LEFT soft key to return to step 1.	LCR DIGIT (0005) DIGIT:305426
4. Enter digit length (01-31). Cursor will move to RT (route selection). Enter RT (1-32) OR Press LEFT soft key to return to length value. Valid entry will return you to step 1.	LCR DIGIT (0005) LENGTH:10 RT:01

MMC: 710

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: NONE

RELATED ITEMS: MMC 712 LCR ROUTE TABLE

MMC: 711 LCR TIME TABLE

DESCRIPTION:

This table gives the flexibility to the system, through the LCR ROUTES, to allow calls placed at any given time of day to use the least cost trunk route that is available. When LCR ROUTE ADVANCE is allowed, it is possible for calls to be placed on more expensive trunks on any given time of day. There are four possible time entries per day; the start time of the next time period is the end time of the previous time period.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

FEATURE KEYS

DAY	VALUE
SUN	0
MON	1
TUE	2
WED	3
THU	4
FRI	5
SAT	6

TIME	BAND
A	0
B	1
C	2
D	3

LCRT	
LCRRT	1
LCRRT	2
LCRRT	3
LCRRT	4

ACTION

1. Press TRANSFER 711.
   Display shows.

2. Dial day of week (SUN-SAT, e.g., WED)
   OR
   Press UP or DOWN to make day selection and press RIGHT soft key.

DISPLAY

```
LCR TIME (SUN:A)
HHMM:     LCRT:-
```

```
LCR TIME (WED:A)
HHMM:     LCRT:-
```

MMC: 711

3. Dial time band (A-D, e.g., B)
   OR
   Press UP or DOWN to make selection and press RIGHT soft key.

```
LCR TIME (WED:B)
HHMM:     TIME:-
```

4. Dial time via keypad (24-hour format, e.g. 0800).
   Cursor moves to LCRT (reference MMC 712)
   Dial entry 1-4
   OR
   Press UP or DOWN to select entry and press RIGHT soft key to make entry and return to step 1
   OR
   If entry is dialled, return to step 2.

```
LCR TIME (WED:B)
HHMM:0800 LCRT:-
```

```
LCR TIME (WED:B)
HHMM:0800 LCRT:1
```

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **HH:MM:0000 LCRT:1 for all 7 days**

RELATED ITEMS: **MMC 712 LCR ROUTE TABLE**

MMC: 712 LCR ROUTE TABLE

DESCRIPTION:

The LCR ROUTE TABLE is responsible for selecting a specific trunk group in the completion of an outward bound call. This table works in conjunction with LCR DIGIT TABLE, LCR TIME TABLE, LCR COS TABLE and LCR MODIFIED DIGITS TABLE. After the user dials a valid digit string, the system uses the LCR ROUTE TABLE to select a specific predetermined trunk group. There is a maximum number of 99 routes available. If more than one trunk group is available for call completion, the system uses the first designated trunk group and then starts to utilise succeeding trunk groups. If all trunk groups are busy in a selected route, call queue becomes active and allocates trunks as they become available.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 712. Display shows.	LCR ROUTE (01:1) C:1 G:NONE M:---
2. Dial LCR ROUTE index number 1-32 (e.g., 05) OR Press UP or DOWN to selected index and press RIGHT soft key to move cursor.	LCR ROUTE (05:1) C:1 G:NONE M:---
3. Dial TIME BAND index number 1-4 (e.g., 2) OR Press UP or DOWN to selected index and press RIGHT soft key to move cursor.	LCR ROUTE (05:2) C:1 G:NONE M:---
4. Dial LCR COS number 1-8 (e.g., 4) OR Press UP or DOWN to selected COS and press RIGHT soft key to move cursor.	LCR ROUTE (05:2) C:4 G:NONE M:---

MMC: 712

5. Dial TRUNK GROUP access code 800-828 (e.g., 801)
   OR
   Press UP or DOWN to selected access code and press RIGHT soft key to move cursor.

```
LCR ROUTE (05:2)
C:4 G:801  M:---
```

6. Dial MODIFY DIGITS index number (e.g., 050)
   OR
   Press UP or DOWN to selected index number and press RIGHT soft key to move cursor
   OR
   Press RIGHT soft key to enter NO index number.

```
LCR ROUTE (05:2)
C:4 G:801  M:050
```

```
LCR ROUTE (05:2)
C:4 G:801  M:---
```

7. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 310 LCR CLASS OF SERVICE
MMC 710 LCR DIGIT TABLE
MMC 711 LCR TIME TABLE
MMC 713 LCR MODIFY DIGIT TABLE

MMC: 713 LCR MODIFY DIGIT TABLE

DESCRIPTION:

This program entry is also referred to as Outdial Rules. This will give the system the ability to add or delete a digit string or singular digit if needed to complete a call. A perfect example is the adding of a digit "1." An advantage is to insert a common carrier network access code of 1010288 (ATT®). With these digits inserted, a long distance call will be placed over a local line utilizing the common carrier network. The characters ✱ and # can also be entered. There are 200 modify digit entries available.

OPTION	MAXIMUM NUMBER OF DIGIT ENTRIES
Number of digits to delete	15
Insert (before dialing string)	14
Append (after dialing string)	14

DIGIT STRING KEY
Insert String + Digit String (delete) + Append String

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 713. Display shows.	LCR MODIFY (001) NOF DEL DGT:00
2. Enter index number (e.g., 005) OR Press UP or DOWN keys to make selection and press RIGHT soft key to move cursor.	LCR MODIFY (005) NOF DEL DGT:00
3. Enter number of digits to delete OR Press RIGHT soft key to skip step and move cursor to next step.	LCR MODIFY (005) I:_

MMC: 713

4. Enter digits to be inserted (e.g., 1010288)
   OR
   Press RIGHT soft key to skip step or to store information and advance to next step.

```
LCR MODIFY (005)
I:1010288_
```

5. Enter digits to be appended (e.g., 45678)
   OR
   Press RIGHT soft key to skip step or to store information and return to step 2.

```
LCR MODIFY (005)
A:45678_
```

6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: NONE

RELATED ITEMS: MMC 710 LCR DIGIT TABLE

MMC: 714 DID NUMBER AND NAME TRANSLATION

DESCRIPTION:

Assigns an incoming DID call to a specific ring plan destination. It also provides a call waiting option, if needed, so that a second incoming DID call can be received. The table is also used to define which MOH source a caller to that DID number will hear when placed on hold. An 11 character name can be added to the number. There are a maximum of 999 entries. If there is no matching number on DID service the call is routed to the operator group for that ring plan.

Definitions of option are as follows:

1. DGT: Digits to be received from CO. Up to 16 digits may be entered.
2. MOH SOURCE: Allows the technician to select what the calling party will hear in regards to that DID/DNIS number if the call is placed on hold. There are a total of 6 possible music selections (see below).

   With the embedded voicemail, you may also select a voicemail recording as a music source. The recording must already been defined in MMC 748 and will show up here as the SVM port associated with the recording.

   OPTIONS

   2.1 **NONE:** No Music on Hold. Follows the setting in MMC 408 for the trunk the call comes in on.

   2.2 **TONE:** A repeated tone is played to the outside party.

   2.3 **INTERNAL CHIME:** This is entered as the directory number of the music source on the MCP (3761).

   2.4 **EXTERNAL DEVICE:** Music Source or Digital announcer. This is entered as the directory number of an external music source.

   2.5 **VOICE MAIL SOUND FILE:** If the OfficeServ 7100 system has an embedded voicemail, up to 100 custom recorded sound files from the embedded voicemail can be used for MOH sources. Select the voicemail port assigned in MMC 748. If you select this option be advised that each VMMOH source requires a dedicated voicemail port/channel.

3. PRI = DID priority option. There are 9 priority levels: priority 1 is the highest and priority 9 is the lowest.

   When calls arrives into a station group and group members are all busy the call is queued. The system will assign a priority to the DID number so that calls from a high priority DID number will be placed at the front of the group queue.

4. 1: XXX, 2: XXX, 3: XXX, 4: XXX, 5: XXX, 6:XXX = ring plan and destination during each ring plan. The destination can be a station, station group, trunk or trunk group. If trunk or trunk group is selected the trunks must be programmed as E&M trunks to allow the received digits to be re-sent on the facility(s). This is referred to as DID Repeat digits over tie line.

   NOTE: An entry of the character “B” means to repeat the received digits.

5. CW: Call waiting Yes/No . Allow a second DID call to be received

6. MC: This is the maximum number of simultaneous calls to this DID the system will allow. If more call attempts are made the system will return a busy signal to the caller.

7. DC: The number of digits to delete. This is useful with Tandem switching, mixed numbering plans and DID Repeat digits over tie line. Maximum number of digits that can be deleted is 16.

8. NAME: Input up to 11 characters to identify call.

   Names are written using the keypad. Each press of a key selects a character. Pressing the dial pad key moves the cursor to the next position. For example, if the directory name is “SAM SMITH,” press “7” three times to get the letter “S.” Press “2” once to get “A.” Continue selecting characters from the table below to complete your message. Pressing the bottom left programmable key changes the letter from upper case to lower case.

   NOTE: When the character you want appears on the same dial pad key as the previous character, press the UP key to move the cursor to the right.

9. TONE: Ring tone options for a specific DID number (No. 1~8).

10. CAD: Ring cadence options for a specific DID number at SLT’s (No. 1~5).

MMC: 714

- **iDCS, DS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 714. Display shows.	DID DIGIT (001) DGT:
2. Enter valid index number, e.g. 005, via dial keypad OR Press UP or DOWN key to make selection. Press RIGHT soft key to move cursor.	DID DIGIT (005) DGT:
3. Enter digits to be translated (e.g. 5065) via dial keypad and press RIGHT soft key to move cursor.	DID DIGIT (005) DGT:5065

MMC: 714

4. Enter the MOH source for this entry.
   OR
   Press UP or DOWN key to select option.
   Press RIGHT soft key to return to step 3 above.

```
DID DIGIT  (005)
MOH SOURCE:F-TRK
```

5. Enter station or group number for each Ring Plan destination via dial keypad (e.g. 530)
   OR
   Press UP or DOWN key to make selection.
   Press RIGHT soft key to advance to next Ring Plan. Press RIGHT soft key to ENTER and move cursor.

```
DID DIGIT  (005)
1:530     2:
```

6. Press UP or DOWN key to make selection or select via dial pad 1 for YES, 0 for NO.

   Press RIGHT soft key to advance to the next step.

```
DID DIGIT  (005)
CW:NO    DELETE:0
```

7. Enter the number of digits to be deleted and press RIGHT soft key to return to step 1,
   OR
   Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

```
DID DIGIT  (005)
CW:YES    DELETE:0
```

DEFAULT DATA: NO ENTRIES

RELATED ITEMS: TRUNK PROGRAMMING

MMC: 715 PROGRAMMED STATION MESSAGE

DESCRIPTION:

Allows custom messages to be programmed or default messages to be changed.

Messages are written via the keypad. Each press of a key will select a character. Pressing a different key will move the cursor to the next position. For example, if the message is “Sunbathing,” press the number “7” three times to get the letter “S.” Now press the number “8” twice to get the letter “U.” Continue selecting characters from the table below to complete your message. Pressing the “A” key will change the letter from upper case to lower case.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the UP key to move the cursor to the right or the DOWN key to move the cursor to the left. A space can be entered by using these keys.

- **iDCS, DS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

There are 15 messages in a OfficeServ 7100. They fall in the following categories:

MESSAGES 01-10 (16 character default messages): These are preprogrammed default messages. Any of them can be changed.

MMC: 715

MESSAGES 11-15 on the system are 16 character blank messages that can be created.

NOTE: Each display keyset user can create 3 additional personal programmed messages, 16~18 using MMC 115.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPK	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
"A" KEY	Toggles from upper case to lower case

ACTION	DISPLAY
1. Press TRANSFER 715. Display shows.	`PGM.MESSAGE (01)` `IN A MEETING`
2. Enter index number (e.g., 11) OR Press UP or DOWN arrow to make selection. Press RIGHT soft key to move cursor.	`PGM.MESSAGE (11)` `_`
3. Enter message via dial keypad using the above table (maximum 16 characters). Use "A" key to toggle upper case/lower case. Press RIGHT soft key to return to step 2.	`PGM.MESSAGE (11)` `SunBathing`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: TEN PROGRAMMED MESSAGES AS DETAILED BELOW

01. IN A MEETING
02. OUT ON A CALL
03. OUT TO LUNCH

MMC: 715

04. LEAVE A MESSAGE
05. PAGE ME
06. OUT OF TOWN
07. IN TOMORROW
08. RETURN AFTERNOON
09. ON VACATION
10. GONE HOME
11. BLANK MESSAGE
12. BLANK MESSAGE
13. BLANK MESSAGE
14. BLANK MESSAGE
15. BLANK MESSAGE

RELATED ITEMS: MMC 115 SET PROGRAMMED MESSAGE

MMC: 717 MY AREA CODE

DESCRIPTION:

This MMC defines the home area code and country code for the OfficeServ 7100 system. This information is used for caller ID, ANI and ISDN calls in defining the area code on incoming calls. This MMC removes the local area code to allow callback without digit modifications in LCR.

NOTE: If 10 digit local dialing is used My Area Code is not used. If 7 digit local dialing is used, then My Area Code is used and removes the area code.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Moves cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 717. Display shows.	MY AREA CODE AREA :
2. Enter area code (maximum 4 digits) via dial keypad (e.g., 2) and press RIGHT soft key to move cursor back to step 2.	MY AREA CODE AREA: 2
3. Press UP or DOWN to select country. Enter 1 for USA.	MY AREA CODE COUNTRY :1
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: NONE

RELATED ITEMS: TRUNK PROGRAMMING

MMC: 718 AGENT ID CODE

DESCRIPTION:

This MMC defines UCD agent ID numbers or PIN numbers. These numbers are used to log UCD agents into the UCD groups. There are 100 available entries. Each entry is tied to a specific UCD group or all groups. Agent ID codes can be up to 4 digits long.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Moves cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 718. Display shows.	AGENT PIN (001) ID: GRP:
2. Dial code entry number 001-100 (e.g., 005) OR Press UP or DOWN keys to select index number and press RIGHT soft key to move cursor.	AGENT PIN (005) ID: GRP:
3. Enter ID code via keypad (e.g. 1234) and press RIGHT soft key to move cursor.	AGENT PIN (005) ID:1234 :GRP:
4. Enter group number 501 to 519 (e.g., 505) OR Press UP or DOWN key to select group or press the ANS/RLS to select all UCD groups and press RIGHT soft key to select and return to step 2.	AGENT PIN (005) ID:1234 :GRP:505
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **NONE**

RELATED ITEMS: **MMC 607 UCD OPTIONS**

MMC: 719 IDLE DISPLAY

DESCRIPTION:

This program allows the technician or system administrator to create 10 sixteen character messages (pieces of information) that can be viewed by users with an ITP-5012L model IP keyset. All 10 messages can be displayed simultaneously. The individual user must use MMC 120 to select idle display option as “INFORMATION”. The default setting is ‘CALENDAR”.

Messages are written using the keypad. Each press of a key will select a character. Pressing the dial pad key will move the cursor to the next position. For example, if the directory name is “SAM SMITH” press the number “7” three times to get the letter “S”. Now press the number “2” once to get the letter “A”. Continue selecting characters from the table below to complete message. Pressing the “A” key will change the letter from upper case to lower case.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the UP key to move the cursor to the right.

- **iDCS, DS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

MMC: 719

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Moves cursor left and right
SPK	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 719. Display shows.	IDLE DISPLAY (01)
2. Press the location of the line of a large LCD phone (01~12) on which guidance data is to be displayed. OR Press VOLUME to select the desired location of the line. Press the RIGHT soft button to move the cursor.	IDLE DISPLAY (02) _
3. Use the above table to enter guidance data. Press the RIGHT soft button to save the data.	IDLE DISPLAY (02) WELCOME TO ABC
4. Press TRANSFER to exit the program. OR Press SPEAKER to move on to the next program.	

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 120 LARGE LCD OPTION

MMC: 720 COPY KEY PROGRAMMING

DESCRIPTION:

Provides a tool for duplicating key assignment from one keyset to another. This can be done on a per-station basis or on all stations, but not on a group of stations. One limitation is that the original and target keysets must be of the same type (i.e. same number of buttons).

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Moves cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 720. Display shows.	`[201] COPY KEY` `FROM:NONE`
2. Enter the station number to copy to (e.g., 205) OR Press UP or DOWN keys to make selection and press RIGHT soft key to move cursor.	`[205] COPY KEY` `FROM:NONE`
3. Enter station number to copy from (e.g., 203) and cursor returns to step 2 OR Press UP or DOWN keys to make selection.	`[205] COPY KEY` `FROM:203`
4. Press RIGHT soft key to return to step 2 OR Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 720

DEFAULT DATA: **NONE**

RELATED ITEMS:
MMC 107 KEY EXTENDER
MMC 721 SAVE STATION KEY PROGRAMMING
MMC 722 STATION KEY PROGRAMMING
MMC 723 SYSTEM KEY PROGRAMMING

MMC: 721 SAVE STATION KEY PROGRAMMING

DESCRIPTION:

Provides a service tool which will minimize the accidental loss of programmable keys on the OfficeServ 7100 electronic keysets. The method of operation is simple, first the data is saved and then the station can be replaced with another station type or the keys can be reprogrammed to other features. Once testing or replacement is completed, the data can be restored to the individual station, providing the same type is in place.

NOTE: This program is not to be confused with AUTO SET RELOCATE (MMC 315). This program is for saving and restoring the same electronic device type at that port.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 721. Display shows.	`[201] SAVE KEY` `RESTORE`
2. Enter desired station number (e.g., 205) OR Press UP or DOWN key to make selection and press RIGHT soft key.	`[205] SAVE KEY` `RESTORE`
3. Press UP or DOWN key to make function selection (e.g., SAVE).	`[205] SAVE KEY` `SAVE`
4. Press RIGHT soft key to enter and return to step 2 OR Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 721

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 107 KEY EXTENDER
MMC 722 STATION KEY PROGRAMMING
MMC 723 SYSTEM KEY PROGRAMMING

MMC: 722 STATION KEY PROGRAMMING

DESCRIPTION:

Allows the customizing of programmable keys on specific electronic keysets, or 64 button module on the OfficeServ 7100 system. For AOM's and 64 button DSS box's all buttons are set as DS keys by default. Features are entered via dial pad keys by pressing the dial pad number the required number of steps to select the feature. For example, for OHVA, the number 6 is pressed three times. If the BOSS key is required, press 2 for the first letter B and then use the UP or DOWN key to change the selection from BARGE to BOSS.

DIAL KEYPAD

COUNT	1	2	3
DIAL 2	ABAND	BARGE	CAD
DIAL 3	DGIALM	EP	FAUTO
DIAL 4	GPIK	HDSET	IG
DIAL 5	LANREQ	LCR	LISTN
DIAL 6	MMPA	NEW	OHVA
DIAL 7	PAGE	PAGE	RB
DIAL 8	TCLIP	UA	VM
DIAL 9	WAKEUP	XCHIN	WAKEUP

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION **DISPLAY**

1. Press TRANSFER 722.
   Display shows.

```
[201] KEY PROG.
01:CALL1 →
```

2. Enter selected station number (e.g., 205)
   OR
   Press UP or DOWN key to select station.
   Press RIGHT soft key to move cursor.

```
[205] KEY PROG.
01:CALL1 →
```

MMC: 722

3. Enter selected key number (e.g., 18)
   OR
   Press UP or DOWN key to select key number.
   Press RIGHT soft key to move cursor.

```
[201] KEY PROG.
18:NONE →_
```

4. Using above chart, press dial pad key number to make selection
   OR
   Press UP or DOWN key to make selection.
   Press RIGHT soft key to advance cursor to step 5 to enter extender if required or to return to step 2.

```
[201] KEY PROG.
18:NONE →GPIK_
```

5. If required, enter extender (e.g.,03)
   OR
   Press UP or DOWN key to make selection.
   Press RIGHT soft key to return to step 2.

```
[201] KEY PROG.
18:NONE →GPIK03
```

6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: SEE BELOW

RELATED ITEMS: MMC 107 KEY EXTENDER
MMC 720 COPY KEY PROGRAMMING
MMC 721 SAVE STATION KEY PROGTRAMMING

- **iDCS KEYSETS**

Default 28 Button Keyset

01:LINE1	02:LINE2	03:LINE3	04:LINE4	05:VMMSG
06:DS201	07:DS202	08:DS203	09:DS204	10:PAGE
11:DS205	12:DS206	13:DS207	14:DS208	15:DIR
16:SPD01	17:SPD02	18:SPD03	19:SPD04	20:SPD05

21:LOG	25:CALL
22:DND	26:LISTEN
23:SPD	27:REDIAL
24:TRANSFER	28:SPEAKER

MMC: 722

Default 18 Button Keyset

01:LINE1	02:LINE2	03:LINE3	04:LINE4	05:VMMSG
06:DS201	07:DS202	08:DS203	09:DS204	10:PAGE

21:LOG	25:CALL
22:DND	26:LISTEN
23:SPD	27:REDIAL
24:TRANSFER	28:SPEAKER

Default 8 Button Keyset

01:CALL1	02:CALL2	03:MESSAGE	04:TRANSFER
05:NONE	06:NONE	07:NONE	08:SPEAKER

- **DS KEYSETS**

Default 21 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE
08:NONE	09:NONE	10:NONE	11:NONE	12:NONE	13:NONE	14:NONE
15:NONE	16:NONE	17:NONE	18:NONE	19:NONE	20:NONE	21:NONE

Default 14 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE
08:NONE	09:NONE	10:NONE	11:NONE	12:NONE	13:NONE	14:NONE

Default 7 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE

- **ITP KEYSETS**

ITP-5107S

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE

ITP-5121D

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE
08:NONE	09:NONE	10:NONE	11:NONE	12:NONE	13:NONE	14:NONE
15:NONE	16:NONE	17:NONE	18:NONE	19:NONE	20:NONE	21:NONE

MMC: 722

ITP-5112L

01:CALL1	02:CALL2
03:NONE	04:NONE
05:NONE	06:NONE
07:MESSAGE	08:NONE
09:NONE	10:NONE
11:NONE	12:NONE
13:NONE	14:NONE
15:NONE	16:NONE
17:NONE	18:NONE
19:NONE	20:NONE
21:NONE	22:NONE
23:NONE	24:NONE
25:NONE	26:NONE
27:NONE	28:NONE
29:NONE	30:NONE
31:NONE	32:NONE
33:NONE	34:NONE
35:NONE	36:NONE
37:NONE	38:NONE
39:NONE	40:NONE
41:NONE	42:NONE
43:NONE	44:NONE
45:NONE	46:NONE
47:NONE	48:NONE
49:NONE	50:NONE
51:NONE	52:NONE
53:NONE	54:NONE
55:NONE	56:NONE
57:NONE	58:NONE
59:NONE	60:NONE
61:NONE	62:NONE
63:NONE	64:NONE
65:NONE	66:NONE
67:NONE	68:NONE
69:NONE	70:NONE
71:NONE	72:NONE
73:NONE	74:NONE
75:NONE	76:NONE

MMC: 722

77:NONE	78:NONE
79:NONE	80:NONE
81:NONE	82:NONE
83:NONE	84:NONE
85:NONE	86:NONE
87:NONE	88:NONE
89:NONE	90:NONE
91:NONE	92:NONE
93:NONE	94:NONE
95:NONE	96:NONE
97:NONE	98:NONE
99:NONE	

Programmable Key Assignments

ABAND: ABANDONED CALL
ABW: AGENT BUSY WRAPUP
ACC: ACCOUNT
ALARM: CONTACT ALARM CLEAR
AN/RLS: ANSWER/RELEASE
BARGE: BARGE-IN
BILL: HOTEL/MOTEL BILL FEATURE (NOT USED IN USA)
BLOCK: OHVA BLOCK
BOSS: BOSS/SECRETARY
CAD: CALL ACTIVITY DISPLAY
CALL: CALL BUTTON
CAMP: STATION CAMP-ON
CANMG: MESSAGE CANCEL
CBK: CALLBACK
CC: CALL COVERAGE
CHIN: CHECK IN (NOT USED IN USA)
CHOUT: CHECK OUT (NOT USED IN USA)
CHOICE: CHOICE (NOT USED IN USA)
CID: CALLER ID/ANI*
CONF: CONFERENCE
CONP: CONNECTED NAME ID PRESENTATION
CR: CALL RECORD**
CREDIT: HOTEL/MOTEL CREDIT FEATURE (NOT USED IN USA)
CS: CALL STATUS
CSNR: CALLER ID SAVE NUMBER REDIAL
DGPALM: EASYSET ALARM TO REMOTE STATION
DIR: DIRECTORY
DIVERT: EXECUTIVE CALL DIVERT TO SECRETARY

MMC: 722

DLOCK:	DOOR LOCK
DND:	DO NOT DISTURB
DNDO:	DO NOT DISTURB OVERRIDE
DP:	DIRECT PICKUP
DROP:	DROP
DS:	DSS KEY
DT:	DTS KEY
EP:	ESTABLISHED CALL PICKUP
EXTMIC:	EXTERNAL MICROPHONE
FAUTO:	FORCED AUTO ANSWER
FLASH:	FLASH
FWRD:	CALL FORWARD
GPIK:	GROUP PICKUP
HDSET:	HEADSET MODE
HLDPK:	HOLD PICKUP
HOLD:	HOLD
HOTEL:	HOTEL/MOTEL MULTI FUNCTION (NOT USED IN USA)
IG:	IN/OUT OF GROUP
INFDSP:	INFO DISPLAY
INQIRE:	INQUIRE (CID/ANI)*
ISPY:	CID/ANI SPY
LANREQ:	LAN REQUEST
LCR:	LEAST COST ROUTING
LISTN:	GROUP LISTENING
LNR:	LAST NUMBER REDIAL
LOG:	CALL LOGGING
MMPA:	MEET ME PAGE ANSWER
MMPG:	MEET ME PAGE
MS:	MANUAL SIGNALING
MSG:	MESSAGE
MUTE:	MUTE
MW:	MESSAGE WAITING
NEW:	NEW CALL
NND:	NAME NUMBER DATE (CID*/ANI)
NOCLIP:	CLI BLOCK
NPG:	NETWORK PAGE
NS:	NETWORK SELECTION
NXT:	NEXT (CID*/ANI)
OHVA:	OFF-HOOK VOICE ANNOUNCE
OPER:	OPERATOR
PAGE:	PAGE
PAGPK:	PICKUP PAGE HOLD
PARK:	CALL PARK ORBIT

MMC: 722

PAUSE:	PAUSE
PMSG:	PROGRAMMED STATION MESSAGE
PRB:	PRIVACY RELEASE BRIDGE
PROG:	LIMITED PROGRAM
PTHR:	PATH REPLACEMENT
RB:	HOTEL/MOTEL REMOTE BILLING (LOBBY PHONE SVC) (NOT USED IN USA)
REJECT:	OHVA REJECT
RETRY:	AUTO REDIAL ON BUSY
REVW:	REVIEW (CID*/ANI)
RP:	RING PLAN
RSV:	HOTEL/MOTEL ROOM STATUS VIEW (NOT USED IN USA)
RTO:	RING TIME OVERIDE
SETDND:	SET DO NOT DISTURB AT ANOTHER PHONE
SETMG:	SET MESSAGE W/O RING
SG:	STATION GROUP
SLOCAT:	HOTEL/MOTEL STAFF LOCATOR FEATURE (NOT USED IN USA)
SMDR:	STATION MESSAGE-DETAIL RECORDING
SNR:	SAVED NUMBER REDIAL
SP:	UCD SUPERVISOR
SPD:	SPEED DIAL
SPKR:	SPEAKER
STATE:	SET EXECUTIVE STATE
STORE:	STORE DISPLAYED NUMBER (CID*/ANI)
SYSALM:	SYSTEM ALARMS
TCLIP	CLIP TABLE SELECTOR (PER CALL)
TG:	TRUNK GROUP
TIMER:	TIMER
TRARPT:	TRAFFIC REPORT
TRSF:	TRANSFER
UA:	UNIVERSAL ANSWER
VM:	VOICE MAIL MEMO
VMADM:	VOICE MAIL ADMINISTRATION**
VMAME:	ANSWER MACHINE EMULATION**
VMMSG:	VOICE MAIL MESSAGE KEY**
VT:	VOICEMAIL TRANSFER
WAKE UP:	WAKE UP (NOT USED IN USA)
XCHIN:	HOTEL/MOTEL EXPRESS CHECK IN (NOT USED IN USA)

NOTE: Items marked with an asterisk require optional hardware. Items marked with a double asterisk require Samsung voicemail.

MMC: 723 SYSTEM KEY PROGRAMMING

DESCRIPTION:

This MMC is much like MMC 722, Station Key Programming. The main difference is that this MMC is system-wide rather than on a per-station basis. Features are entered via the dial keypad by pressing numbers as shown in the table. For example, for OHVA the number 6 is pressed three times. If the BOSS key is required, press 2 for the first letter B, and then use the UP or DOWN key to change selection from BARGE to BOSS.

DIAL KEYPAD

COUNT→	1	2	3
DIAL 2	ABAND	BARGE	CAD
DIAL 3	DGPALM	EP	FAUTO
DIAL 4	GPIK	HDSET	
DIAL 5	LANREQ	LANREQ	LANREQ
DIAL 6	MMPA	NEW	OHVA
DIAL 7	PAGE	PAGE	RB
DIAL 8	TCLIP	UA	VM

TYPE OF SET

24-BTN
12-BTN
7-BTN
64-BTN AOMs
28 BTN
18 BTN
BTN
99 BTN – NOT AVAILABLE IN US
38 BTN – NOT AVAILABLE IN US
21 BTN
14 BTN – NOT AVAILABLE IN US

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

MMC: 723

ACTION	DISPLAY
1. Press TRANSFER 723. Display shows.	TYPE:24 BTN SETS 01:CALL1 →
2. Enter type of set via dial keypad (e.g.,5) OR Press UP or DOWN key to make selection and press RIGHT soft key.	TYPE:24 BTN SETS 01:CALL1 →
3. Enter key number (e.g., 18) OR Press UP or DOWN key to make selection and press RIGHT soft key.	TYPE:24 BTN SETS 18:DS →
4. Using table above, press dial keypad number to make selection OR Press UP or DOWN key to make selection and press RIGHT soft key to advance cursor to step 5 to enter extender, if required OR Press LEFT soft key to return to step 3.	TYPE:24 BTN SETS 18:DS →GPIK
5. If required, enter extender (e.g.,03) OR Press UP or DOWN key to make selection and press RIGHT soft key to return to step 2.	TYPE:24 BTN SETS 18:DS →GPIK03
6. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 723

DEFAULT DATA:

- **iDCS KEYSETS**

Default 28 Button Keyset

01:LINE1	02:LINE2	03:LINE3	04:LINE4	05:VMMSG
06:DS201	07:DS202	08:DS203	09:DS204	10:PAGE
11:DS205	12:DS206	13:DS207	14:DS208	15:DIR
16:SPD01	17:SPD02	18:SPD03	19:SPD04	20:SPD05

21:LOG	25:CALL
22:DND	26:LISTEN
23:SPD	27:REDIAL
24:TRANSFER	28:SPEAKER

Default 18 Button Keyset

01:LINE1	02:LINE2	03:LINE3	04:LINE4	05:VMMSG
06:DS201	07:DS202	08:DS203	09:DS204	10:PAGE

21:LOG	25:CALL1
22:DND	26:LISTEN
23:SPD	27:REDIAL
24:TRANSFER	28:SPEAKER

Default 8 Button Keyset

01:CALL1	02:CALL2	03:MESSAGE	04:TRANSFER
05:NONE	06:NONE	07:NONE	08:SPEAKER

- **DS KEYSETS**

Default 21 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE
08:NONE	09:NONE	10:NONE	11:NONE	12:NONE	13:NONE	14:NONE
15:NONE	16:NONE	17:NONE	18:NONE	19:NONE	20:NONE	21:NONE

Default 14 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE
08:NONE	09:NONE	10:NONE	11:NONE	12:NONE	13:NONE	14:NONE

MMC: 723

Default 7 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE

- **ITP KEYSETS**

ITP-5107S

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE

ITP-5121D

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE
08:NONE	09:NONE	10:NONE	11:NONE	12:NONE	13:NONE	14:NONE
15:NONE	16:NONE	17:NONE	18:NONE	19:NONE	20:NONE	21:NONE

ITP-5112L

01:CALL1	02:CALL2
03:NONE	04:NONE
05:NONE	06:NONE
07:MESSAGE	08:NONE
09:NONE	10:NONE
11:NONE	12:NONE
13:NONE	14:NONE
15:NONE	16:NONE
17:NONE	18:NONE
19:NONE	20:NONE
21:NONE	22:NONE
23:NONE	24:NONE
25:NONE	26:NONE
27:NONE	28:NONE
29:NONE	30:NONE
31:NONE	32:NONE
33:NONE	34:NONE
35:NONE	36:NONE
37:NONE	38:NONE
39:NONE	40:NONE
41:NONE	42:NONE
43:NONE	44:NONE
45:NONE	46:NONE
47:NONE	48:NONE
49:NONE	50:NONE

MMC: 723

51:NONE	52:NONE
53:NONE	54:NONE
55:NONE	56:NONE
57:NONE	58:NONE
59:NONE	60:NONE
61:NONE	62:NONE
63:NONE	64:NONE
65:NONE	66:NONE
67:NONE	68:NONE
69:NONE	70:NONE
71:NONE	72:NONE
73:NONE	74:NONE
75:NONE	76:NONE
77:NONE	78:NONE
79:NONE	80:NONE
81:NONE	82:NONE
83:NONE	84:NONE
85:NONE	86:NONE
87:NONE	88:NONE
89:NONE	90:NONE
91:NONE	92:NONE
93:NONE	94:NONE
95:NONE	96:NONE
97:NONE	98:NONE
99:NONE	

Programmable Key Assignments

ABAND: ABANDONED CALL
ABW: AGENT BUSY WRAPUP
ACC: ACCOUNT
ALARM: CONTACT ALARM CLEAR
AN/RLS: ANSWER/RELEASE
BARGE: BARGE-IN
BILL: HOTEL/MOTEL BILL FEATURE (NOT USED IN USA)
BLOCK: OHVA BLOCK
BOSS: BOSS/SECRETARY
CAD: CALL ACTIVITY DISPLAY
CALL: CALL BUTTON
CAMP: STATION CAMP-ON

MMC: 723

CANMG:	MESSAGE CANCEL
CBK:	CALLBACK
CC:	CALL COVERAGE
CHIN:	CHECK IN (NOT USED IN USA)
CHOUT:	CHECK OUT (NOT USED IN USA)
CHOICE:	CHOICE (NOT USED IN USA)
CID:	CALLER ID/ANI*
CONF:	CONFERENCE
CONP:	CONNECTED NAME ID PRESENTATION
CR:	CALL RECORD**
CREDIT:	HOTEL/MOTEL CREDIT (NOT USED IN USA)
CS:	CALL STATUS
CSNR:	CALLER ID SAVE NUMBER REDIAL
DGPALM:	EASYSET ALARM TO REMOTE STATION
DIR:	DIRECTORY
DIVERT:	EXECUTIVE CALL DIVERT TO SECRETARY
DLOCK:	DOOR LOCK
DND:	DO NOT DISTURB
DNDO:	DO NOT DISTURB OVERRIDE
DP:	DIRECT PICKUP
DROP:	DROP
DS:	DSS KEY
DT:	DTS KEY
EP:	ESTABLISHED CALL PICKUP
EXTMIC:	EXTERNAL MICROPHONE
FAUTO:	FORCED AUTO ANSWER
FLASH:	FLASH
FWRD:	CALL FORWARD
GPIK:	GROUP PICKUP
HDSET:	HEADSET MODE
HLDPK:	HOLD PICKUP
HOLD:	HOLD
HOTEL:	HOTEL/MOTEL MULTI FUNCTION (NOT USED IN USA)
IG:	IN/OUT OF GROUP
INFDSP:	INFO DISPLAY
INQIRE:	INQUIRE (CID/ANI)*
ISPY:	CID/ANI SPY
LANREQ:	LAN REQUEST
LCR:	LEAST COST ROUTING
LISTN:	GROUP LISTENING
LNR:	LAST NUMBER REDIAL
LOG:	CALL LOGGING
MMPA:	MEET ME PAGE ANSWER

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MMPG:	MEET ME PAGE
MS:	MANUAL SIGNALING
MSG:	MESSAGE
MUTE:	MUTE
MW:	MESSAGE WAITING
NEW:	NEW CALL
NND:	NAME NUMBER DATE (CID*/ANI)
NOCLIP:	CLI BLOCK
NPG:	NETWORK PAGE
NS:	NETWORK SELECTION
NXT:	NEXT (CID*/ANI)
OHVA:	OFF-HOOK VOICE ANNOUNCE
OPER:	OPERATOR
PAGE:	PAGE
PAGPK:	PICKUP PAGE HOLD
PARK:	CALL PARK ORBIT
PAUSE:	PAUSE
PMSG:	PROGRAMMED STATION MESSAGE
PRB:	PRIVACY RELEASE BRIDGE
PROG:	LIMITED PROGRAM
PTHR:	PATH REPLACEMENT
RB:	HOTEL/MOTEL REMOTE BILLING (LOBBY PHONE SVC) (NOT USED IN USA)
REJECT:	OHVA REJECT
RETRY:	AUTO REDIAL ON BUSY
REVW:	REVIEW (CID*/ANI)
RP:	RING PLAN
RSV:	HOTEL/MOTEL ROOM STATUS VIEW (NOT USED IN USA)
RTO:	RING TIME OVERIDE
SETDND:	SET DO NOT DISTURB AT ANOTHER PHONE
SETMG:	SET MESSAGE W/O RING
SG:	STATION GROUP
SLOCAT:	HOTEL/MOTEL STAFF LOCATOR FEATURE
SMDR:	STATION MESSAGE DETAIL RECORDING
SNR:	SAVED NUMBER REDIAL
SP:	UCD SUPERVISOR
SPD:	SPEED DIAL
STATE:	SET EXECUTIVE STATE
SPKR:	SPEAKER
STORE:	STORE DISPLAYED NUMBER (CID*/ANI)
SYSALM:	SYSTEM ALARMS
TCLIP:	CLIP TABLE SELECTOR (PER CALL)

MMC: 723

TG:	TRUNK GROUP
TIMER:	TIMER
TRARPT:	TRAFFIC REPORT
TRSF:	TRANSFER
UA:	UNIVERSAL ANSWER
VM:	VOICE MAIL MEMO
VMADM:	VOICE MAIL ADMINISTRATION**
VMAME:	ANSWER MACHINE EMULATION**
VMMSG:	VOICE MAIL MESSAGE KEY**
VT:	VOICEMAIL TRANSFER
WAKE UP:	WAKE UP (NOT USED IN USA)
XCHIN:	HOTEL/MOTEL EXPRESS CHECK IN FEATURE (NOT USED IN USA)

NOTE: Items marked with an asterisk require optional hardware. Items marked with a double asterisk require Samsung voicemail.

MMC: 724 DIAL NUMBERING PLAN

DESCRIPTION:

This MMC allows the technician to change directory numbers for stations, trunks, station groups, trunk groups and feature access codes. The system can be preprogrammed with a default three or four digit numbering for station, station groups and trunk numbers depending on the position of the DIP switches on the MCP card. Default numbering plan is only assigned once the system is powered up for the first time OR once the system memory has been manually cleared. There is an error message provided to prevent the accidental duplication of a directory number or feature access code.

DIAL	OPTION	DESCRIPTION
00	STN NUM PLAN	This is where station directory numbers are changed or assigned
01	TRK NUM PLAN	This is where trunk directory numbers are changed or assigned
03	MISC NUM PLAN	This is where directory numbers for relays, MOH ports, and the Internal Modem are changed or assigned
04	STNG NUMBER PLAN	This is where station group numbers are changed or assigned
05	TRKG NUMBER PLAN	This is where trunk group numbers are changed or assigned
06	FEAT NUMBER PLAN	This is where feature access codes are changed or assigned. Dialing codes are entered via the dial pad key by pressing the dial pad number, the required steps to select this feature. For example, for OHVA, the number 6 would be pressed three times. NOTE: Please remember that this program is system-wide.
07	SO-STN NUM PLAN	NOT USED IN USA.
09	NTWK LCR NUMPLAN	This is where additional LCR access codes are entered in the case where two or more systems are networked together.
10	VIRT EXT NUMPLAN*	This is where virtual station directory numbers are changed or assigned.

11	MGI NUM PLAN	This is where the MGI port directory numbers are changed or assigned.
12	ITP NUM PLAN*	This is where IP-based station directory numbers are changed or assigned
13	WLAN NUM PLAN	This is where wireless handsets directory numbers are assigned or changed.
14	SPNET NUM PLAN*	This is where Samsung proprietary switch-to-switch enhanced IP networking port directory numbers are changed or assigned
15	H323T NUMPLAN*	This is where VOIP H.323 trunk port directory numbers are changed or assigned
17	SIP-T NUM PLAN*	This is where VOIP SIP trunk port directory numbers are changed or assigned
18	IP-UMS NUM PLAN	This is where IP UMS directory numbers are changed or assigned (FOR FUTURE USE)
19	SIP-S NUM PLAN	This is where SIP-based station directory numbers are changed or assigned (FOR FUTURE USE)

IMPORTANT:
***The num plans that are marked with "*" are affected by the virtual cabinet configurations in MMX 857. See MMC 857 for details.**

FEATURE NUMBERING DIAL KEY PAD

COUNT→	1	2	3
DIAL 2	ABAND	BARGE	CAMP
DIAL 3	DGPALM	E-LCR1	FAUTO
DIAL 4	GPPK	HDSET	IG
DIAL 5	LCR	LCR	LCR
DIAL 6	MMPA	NEW	OHVA
DIAL 7	PAGE	PAGE	RB
DIAL 8	TCLIP	UA	VMADM
DIAL 9	WAKEUP	WAKEUP	WAKEUP

MMC: 724

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 724. Display shows.	STN NUM PLAN :C1 S2-P01:201 →
2. Press UP or DOWN key to make selection and press RIGHT soft key to advance cursor.	FEAT NUMBER PLAN ABAND :64 →
3. Press UP or DOWN key to make selection OR Dial letters of feature name (e. g., 71).	FEAT NUMBER PLAN ABAND :64 →
4. Then press RIGHT soft key to advance cursor.	FEAT NUMBER PLAN PAGE :NONE→_
Enter desired directory number digits (e.g., 55) via the dial keypad.	FEAT NUMBER PLAN PAGE :NONE→55_
5. Press LEFT soft key to enter change and continue to make changes.	FEAT NUMBER PLAN PAGE :NONE →55
6. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: SEE BELOW

STN NUM PLAN:	**201 ~ 2xx OR 2001 ~ 2xxx**	
TRK NUM PLAN:	**701 ~ 7xx OR 7001 ~ 7xxx**	
STNG NUMBER PLAN:	**500 ~ 5xx OR 5000 ~ 5xxx**	
TRKG NUMBER PLAN:	**9, 800 ~ 8xx**	
MISC NUMB PLAN:		
MISC NUM PLAN:		**Purpose**
	MISC01: 371	**BGM/MOH**
	MISC02: 361	**External Page**

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	MISC03: 362	Relay Type 1: Common Bell/Loud Bell
	MISC04: 363	Relay Type 2: Common Bell/Loud Bell
	MISC05: 3999	Internal Modem
FEAT NUMBER PLAN:	ABAND	64
	ABW	NONE
	ACCT	47
	ALLCLR	NONE
	ALMCLR	57
	AUTH	*
	BARGE	NONE
	BILL	NONE (NOT USED IN USA)
	BLOCK	NONE
	BOSS	NONE
	CAMP	45
	CANMG	42
	CBK	44
	CHIN	NONE (NOT USED IN USA)
	CHOUT*	NONE (NOT USED IN USA)
	CHOICE	NONE
	CONF	46
	CONP	NONE
	CR	NONE
	CREDIT	NONE (NOT USED IN USA)
	DGPALM	NONE
	DIR	NONE
	DIRPK	65
	DISALM	58
	DIVERT	NONE
	DLOCK	13
	DND	40
	DND0	NONE
	E-LCR1	NONE
	E-LCR2	NONE
	E-LCR3	NONE
	E-LCR4	NONE
	FAUTO	14
	FLASH	49
	FWD	60
	GRPK	66
	HDSET	NONE
	HLDPK	12
	HOLD	11
	HOTEL	NONE (NOT USED IN USA)
	IG	53
	INFDSP	NONE
	LCR	NONE
	LISTN	NONE
	LNR	19

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	LOG	NONE
	MMPA	56
	MMPG	54
	MSG	43
	MYGRPK	NONE
	NEW	18
	NOCLIP	NONE
	NPAGE	NONE
	OHVA	NONE
	OPER	0
	PAGE	55
	PAGPK	10
	PARK	NONE
	PMSG	48
	PTHR	NONE
	RB	NONE
	REJECT	NONE
	RP	NONE
	RSV	NONE
	RTO	NONE
	SETMG	41
	SLOCAT	NONE
	SLTALM	NONE
	SLTMMC	15
	SNR	17
	SPEED	16
	S RELOC	NONE [NOT USED IN USA]
	STATE	NONE
	TCLIP	NONE
	UA	67
	VMADM	NONE
	VMAME	NONE
	VMMEMO	#
	VMMSG	NONE
	WAKEUP	NONE
	WCOS	59
NTWK LCR NUM PLAN:	NONE	
VIRT EXT NUM PLAN:	3501~3522 & 3401~3440	
MGI NUM PLAN:	3801~	
ITP NUM PLAN:	3201 ~	
WLAN NUM PLAN:	3301 ~	
SPNET NUM PLAN:	8301 ~	
H323 TRK NUM PLAN:	8401 ~	
SIP TRK NUM PLAN:	8501 ~	
IP UMS NUM PLAN:	8665 ~	
SIP STN DIAL NO:	8601 ~	

MMC: 725 SMDR OPTIONS

DESCRIPTION:

Allows the system administrator to select the information printed on the SMDR report. The following options may be selected to print on SMDR:

00. PAGE HEADER	This option determines whether a page header will print at the top of each page. This would normally be turned off if SMDR is being sent to a Call Accounting machine.
01. LINE PER PAGE	This option selects the length of each page to determine when to print the SMDR header. The number of lines may be in the range 01–99.
02. INCOMING CALL	This option determines whether incoming calls will print on SMDR.
03. OUTGOING CALL	This option determines whether outgoing calls will print on SMDR.
04. AUTHORIZE CODE	This option determines whether authorization codes will print on SMDR.
05. SMDR START TIME	This option determines whether valid calls will include the minimum call time in total call duration.
06. IN/OUT GROUP	This option allows a message, IN GROUP or OUT GROUP, to be printed in the digits dialed column each time a station enters or leaves a group.
07. DND CALL	This option allows a message, IN DND or OUT DND, to be printed in the digits dialed column each time a station enters or leaves DND.
08. WAKE-UP CALL	This option determines whether stations receiving an alarm reminder call will print on SMDR.
09. DIRECTORY NAME	This option allows the system administrator to enter a 16 character name which will appear on the SMDR header.

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10. CALLER ID† DATA — This option can be selected to print Caller ID data received from the Central Office on incoming calls. This option requires the use of a 132 column (wide carriage) printer or an 80 column printer set for condensed print.

11. ABANDON CALL† — If this option is set to YES, unanswered calls for which CID information was received will print on SMDR.

12. NO. OF DIAL MASK — If this option is set to a numeric value, the selected last digits of the number dialed field will be masked as asterisks (*) on the SMDR print out. Maximum masked digits is 18.

13. INCOMING ANSWER — If this option is set to YES, the duration of calls ringing before answered will print on SMDR.

14. INTERCOM CALL — If set to YES intercom calls will print on SMDR.

15. KEY MMC IN/OUT — If set to YES then the SMDR record will show programming being opened and closed in MMC 200 and MMC 800.

16. HOTEL CALL COST — This option determines if the cost of the Hotel Room will be presented on the SMDR printout (NOT USED IN USA).

17. HOTEL PAGE FEED — This option determines at which point, the printer will perform the page feed function (NOT USED IN USA).

18. HOTEL START LINE — This option determines the point at which the system will begin counting, to determine which line to begin printing reports (NOT USED IN USA).

19. ITP REGISTRATION: — When set to YES, whenever an ITP set registers with the system the SMDR record will show the station number in the EXT field and the IP address and signalling port in the ACCOUNT field.

19. SET RELOCATION: — When set to YES the SMDR record will print set relocation activity. One station number will print in the EXT field and the other station number will print in the ACCOUNT field.

The DIRECTORY NAME that appears on the SMDR header is programmed as follows:

Names are written using the keypad. Each press of a key selects a character. Pressing the next key moves the cursor to the next position. For example, if the directory name is SAM SMITH, press the number 7 three times to get the letter S. Now press the number 2 once to get the letter A. Continue selecting characters from the table below to complete your message. Pressing the bottom left programmable key changes the letter from upper case to lower case.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the right soft key to move the cursor to the right.

• iDCS, DS and ITP KEYSETS

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

MMC: 725

ACTION	DISPLAY
1. Press TRANSFER 725. Display shows.	PAGE HEADER PRINT : YES
2. Dial the option number (e.g. 1) OR Use the UP and DOWN keys to scroll through the options and press the RIGHT soft key to select an option.	LINE PER PAGE 66 LINE / PAGE
3. Enter the number of lines per page in the range 01-99 (e.g., 50) OR Use the UP and DOWN keys to change the number of lines and press the RIGHT soft key to save the data and return to step 2.	LINE PER PAGE 50 LINE / PAGE OR LINE PER PAGE 50 LINE / PAGE THEN LINE PER PAGE 50 LINE / PAGE
4. If option 0 is selected at step 2.	PAGE HEADER PRINT : YES
5. If option 2 is selected at step 2.	INCOMING CALL PRINT : NO
6. If option 3 is selected at step 2.	OUTGOING CALL PRINT : YES
7. If option 4 is selected at step 2.	AUTHORIZE CODE PRINT : NO
8. If option 5 is selected at step 2.	SMDR START TIME PRINT : YES
9. If option 6 is selected at step 2.	IN/OUT GROUP PRINT : NO
10. If option 7 is selected at step 2.	DND CALL PRINT : NO
11. If option 8 is selected at step 2.	WAKE-UP CALL PRINT : YES

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12. If option 9 is selected at step 2.

```
DIRECTORY NAME
_
```

12a. Enter the 16-character name as described above.

```
DIRECTORY NAME
TELECOMS DCS
```

12b. Press RIGHT soft key to save name and return to step 2.

```
DIRECTORY NAME
TELECOMS DCS
```

13. If option 10 is selected at step 2.

```
CALLER ID DATA
PRINT : YES
```

14. If option 11 is selected at step 2.

```
ABANDON CALL
PRINT : YES
```

15. If option 13 is selected at step 2.

```
NO OF DIAL MASK
00
```

17. After all desired options have been selected, press TRANSFER to exit
    OR
    Press SPEAKER to exit and advance to next MMC.

DEFAULT DATA:

PAGE HEADER:	**YES**	**ABANDON CALL:**	**NO**
INCOMING CALL:	**NO**	**NO. OF DIAL MASK:**	**00**
OUTGOING CALL:	**YES**	**AUTHORIZE CODE:**	**NO**
SMDR START TIME:	**YES**	**INCOMING ANSWER:**	**NO**
IN/OUT GROUP:	**NO**	**INTERCOM CALL:**	**NO**
DND CALL	**NO**	**KEY MMC IN/OUT:**	**NO**
WAKE-UP CALL:	**YES**	**HOTEL CALL COST:**	**YES**
LINE PER PAGE:	**50**	**HOTEL PAGE FEED:**	**END**
CALLER ID DATA:	**NO**	**HOTEL START LINE:**	**0**
DIRECTORY NAME:	**NONE**	**ITP REGISTRATION:**	**NO**
		SET RELOCATION:	**NO**

RELATED ITEMS: MMC 300 CUSTOMER ON/OFF PER STATION

MMC: 726 VM/AA OPTIONS

DESCRIPTION: (NOT USED IN USA)

This MMC is used to define all the in band DTMF codes sent to SLT voice mail ports for an external VM system. These in band codes can be 0-9, A, B or C, and performed two functions. Note that this MMC is not used for Samsung in-skin VM systems.

1. **CALL AND TYPE INFORMATION**

   This is a DTMF signaling string sent to a voice mail port when the voice mail port answers a call. This DTMF information tells the voice mail port what type of call it is receiving and where the call is coming from. e.g. call has forwarded from extension 225

2. **CALL PROGRESS TONES**

   These are sent to the voice mail system to provide information about the progress of the call. e.g. ringback, busy or disconnect.

   Most Voice Mail systems can utilize DTMF in band signaling for more efficient call processing. This MMC has many parameters that can be programmed according to the type of automated attendant and/or voice mail system connected.

CALL and TYPE INFORMATION

The format of the DTMF data sent to a VM/AA port is as follows:

[CALL TYPE] + [DN1] + [SEPARATOR] + [DN2]

an example of this would be

[FORWARD ALL] from [225] on trunk [703]

Each field can be programmed individually as follows:

EXTENSION FOR DN1: If set to yes, when the voice mail auto attendant system answers a call the OfficeServ 7100 will send data in the DN1 field indicating that a station is ringing the VMAA port.

If set to no, when the voice mail auto attendant system answers a call the OfficeServ 7100 system will not send station data in the DN1 field.

TRUNK FOR DN1: If set to yes, when the voice mail auto attendant system answers a call the OfficeServ 7100 system will send data in the DN1 field indicating that a trunk is ringing the VMAA port.

If set to no, when the voice mail auto attendant system answers a call the OfficeServ 7100 system will not send trunk data in the DN1 field.

EXTENSION FOR DN2: If set to yes, when the voice mail auto attendant system answers a call the OfficeServ 7100 system will send data in the DN2 field indicating the originating station of the call ringing the VMAA port.

If set to no, when the voice mail auto attendant system answers a call the OfficeServ 7100 system will not send station data in the DN2 field.

TRUNK FOR DN2: If set to yes, when the voice mail auto attendant system answers a call the OfficeServ 7100 system will send data in the DN2 field indicating the originating trunk of the call ringing the VMAA port.

If set to no, when the voice mail auto attendant system answers a call the OfficeServ 7100 system will not send trunk data in the DN2 field.

SEPARATOR: When both DN1 and DN2 are used, a digit defined here is sent between DN1 and DN2 so the VMAA system can determine where DN 1 stops and where DN 2 starts. The separator can be DTMF 0 through 9, A, B or C

DISCONNECT: This is the call progress digit sent to the VMAA port in place of a disconnect open. The digit defined here is sent three times.

CALLER ID NUMBER: If set to yes, when the voice mail auto attendant system answers a call the OfficeServ 7100 will send Caller ID data as DTMF tones to the VMAA port.

CALL TYPE ID: This is the DTMF digit that is sent first in the in band digit string and can identify any of the following call types:

0. DIRECT CALL	A call originating directly from another station in the system.
1. ALL FWD CALL	This indicates that a call was forwarded to the VM/AA port from a station with CALL FORWARD ALL set.

2. BSY FWD CALL	This indicates that a call was forwarded to the VM/AA port from a station with CALL FORWARD BUSY set.
3. NOA FWD CALL	This indicates that a call was forwarded to the VM/AA port from a station with CALL FORWARD NO ANSWER set.
4. RECALL	A call is recalling the VM/AA port after being transferred and not answered.
5. DIR TRK CALL	A C.O. call has gone directly to VM/AA (e.g., trunk 717 DIL to VM/AA).
6. OVERFLOW	A call has OVERFLOWED to the VM/AA port from a station group.
7. DID CALL	A DID call has called the VM/AA port.
8. MESSAGE CALL	A message button or message reply feature code has been used to call the VM/AA port.

PROGRESS TONES

These are the DTMF codes that is sent to the VMAA port in place of regular progress tones. For example, when a VMAA port goes off hook to originate or transfer a call, instead of hearing normal dial tone, it will hear DTMF " BA " . Progress tones can greatly increase the efficiency of a VMAA system because it is easier and quicker to detect DTMF than a busy, ringback or DND tone.

Progress tones can identify any of the following.

TONES	VALUE
0. DIAL TONE	BA
1. BUSY TONE	4
2. RNGBACK TONE	5
3. DND NO MORE	6
4. HDSET ANSWER	3
5. SPKER ANSWER	2

GENERAL RULES

1. 201 is talking to a trunk and presses TRANSFER plus the station number, but the station is forwarded to VM/AA and VM/AA answers. When this happens, if 201 presses TRANSFER again to return to the trunk, the VM/AA port is not on hold. It is disconnected.

2. A VM/AA port leaves a message indication for a station. When the station returns the message, any available port in the VM/AA group should ring, not only the one that left the message.

3. A VM/AA port leaves a message for a station. When the station returns the message, the MESSAGE LED is not automatically turned off. If a VM/AA system turns on the MESSAGE LED, the VM/AA system must turn it off.

4. If DTMF call progress tones are not enabled, the system sends regular call progress tones (see Item # 3).

5. When a VM/AA port calls a station that is in the AUTO ANSWER or VOICE ANNOUNCE mode, the keyset will be forced to ring.

6. All calls to a VM/AA port or group ring with C.O. line ringing cadence, not intercom ring cadence.

EXAMPLES OF VM/AA OPERATION (IN BAND DTMF DIGIT STRING)

In the following example, all call and type data is turned on unless otherwise stated. x is the separator digit, all-default values are used in these examples and [ ] is not used.

A DIL 701 calls a VM/AA port or group:
[*]+[701]+[ ]+[ ]

In the above example, if C.O. information is not used:
[ ]+[ ]+[ ]+[ ] (Nothing is used)

DIL 701 calls a call-forwarded station (205):
[#]+[205]+[X]+[701]

In the above example, if forward information is not used:
[ ]+[205] +[X]+[701]

In the above example, if forward and DN2/C.O. information is not used:

[ ]+[205]+[ ]+[ ]

DIL 701 calls group 501 that overflows to VM/AA:
[#]+[501]+[x]+[701]
In the above example, if overflow information is turned off:
[ ]+[ ]+[ ]+[ ] (Nothing is sent)

A DID call rings the VM/AA directly:
[B]+[9999]+[ ]+[ ]
9999 are the DID digits from C.O.

In the above example, if did information is turned off:
[ ]+[9999]+[ ]+[ ]

A station transfers (blind or screened) a call (C.O., DID or intercom) to VM/AA group or port. When the transferring station hangs up (blind transfer):
[ ]+[ ]+[ ]+[ ] (Nothing is sent)

A station (202) transfers a C.O. call (702) to a station (225) that is Call Forward All to a VM/AA group or port. When the transferring station hangs up (blind transfer) and the VM/AA group or port answers:
[#]+[225]+[x]+[702]

A station (202) transfers a C.O. call (702) to a group (501) that overflows to a VM/AA group or port:
[#]+[501]+[X]+[702]

In the above example, if overflow information is turned off:
[ ]+[ ]+[ ]+[ ] (Nothing is sent)

A station (205) calls a VM/AA port or group :
[✱]+[205]+[ ]+[ ]

In the above example, if direct information is turned off:
[ ]+[ ]+[ ]+[ ] (Nothing is sent)

A station (205) calls using MESSAGE key:
[✱]+[205]+[ ]+[ ]

In the above example, if message information is turned off:
[ ]+[ ]+[ ]+[ ] (Nothing is sent)

A call (702) recalls back from station 225 to the VM/AA group:

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[#]+[225]+[x]+[702]
In the above example, if recall and DN2/CO information are turned off:
[ ]+[ ]+[ ]+[ ] (Nothing is sent)

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used in some fields where a value is entered or deleted.
A	Used to input alpha character "A"
B	Used to insert alpha character "B"
C	Used to insert alpha character "C"

ACTION	DISPLAY
1. Press TRANSFER 726. Display shows.	**EXT FOR DN1** **YES**
2. Enter the OPTION number from the above list (e.g., 4) OR Press UP or DOWN key to make selection. Press LEFT soft key to move cursor.	**SEPERATOR** **NO**
3. Enter 1 for YES or 0 for NO OR Press UP or DOWN key for selection. Press RIGHT soft key to return to step 2.	**SEPERATOR** **YES**
4. If option 0 is selected at step 2.	**EXT FOR DN1** **YES**
5. If option 1 is selected at step 2.	**TRK FOR DN1** **YES**
6. If option 2 is selected at step 2.	**EXT FOR DN2** **NO**
7. If option 3 is selected at step 2.	**TRK FOR DN2** **NO**

8. If option 4 is selected at step 2
(A valid entry consists of digits 0–9 or alpha characters A–C).

```
SEPERATOR
NO
```

9. If option 5 is selected at step 2
(A valid entry consists of digits 0–9 or alpha characters A–C).

```
DISCONECT SIGNAL
C
```

10. If option 6 is selected at step 2
(A valid entry consists of digits 0–9 or alpha characters A–C).
See above list under the CALL TYPE ID options list.

```
CALL TYPE ID
DIRECT CALL : NO
```

11. If option 7 is selected at step 2
(A valid entry consists of digits 0–9 or alpha characters A–C).
See above list under the PROGRESS TONE ID.

```
PROGRESS TONE ID
DIAL TONE     :B
```

DEFAULT DATA: **EXT FOR DN1 = YES**
TRK FOR DN1 = YES
EXT FOR DN2 = NO
TRK FOR DN2 = NO
SEPARATOR = NO
DISCONNECT SIGNAL = C
CALL TYPE ID = (ALL SUB-OPTIONS ✱ OR #)
PROGRESS TONE ID = BA
CALLER ID NUMBER = NO

RELATED ITEMS: NONE

MMC: 727 SYSTEM VERSION DISPLAY

DESCRIPTION:

This MMC is only used for system version display. This is a READ ONLY MMC.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 727. Display shows.	MCP VERSION 2005.07.15 V2.46
	LCP VERSION 2005.07.15.V2.46
Press UP or DOWN key to select other card versions.	
DLI CARD Cabinet and Slot shown	C1-S1:DLI NO VERSION DATA
TEPRI CARD T1 MODE Cabinet and Slot shown	C1-S2/TEPRI/T1 2002.08.20.V1.05
TEPRI CARD PRI MODE Cabinet and Slot shown	C2S1:TEPRI/TP 2002.08.20.V1.05

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 728 CID / ANI TRANSLATION TABLE

DESCRIPTION:

Allows the system administrator or technician to associate a CID or ANI number received from the central office with a name programmed in this translation table. If there is no match between a received number and a name in this table, “no CID name” will be displayed.

The translation table consists of 1000 entries for a OfficeServ 7100 system. Each entry is comprised of a ten-digit (14 digits allowed) telephone number and a 16-digit name.

Names are written using the keypad. Each press of a key will select a character. Pressing the next key will move the cursor to the next position. For example, if the directory name is “SAM SMITH,” press the number “7” three times to get the letter “S.” Now press the number “2” once to get the letter “A.” Continue selecting characters from the table below to complete your message.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the VOL UP key to move the cursor to the right.

- **iDCS, DS and ITP KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

MMC: 728

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPK	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 728. Display shows first entry.	`TRANSLATION(001)` `DIGIT:`
2. Dial entry number (e.g. 005) OR Use UP and DOWN to scroll through entries. Press RIGHT soft key to select entry.	`TRANSLATION(005)` `DIGIT:`
3. Enter telephone number and press RIGHT soft key to advance to name entry OR Enter telephone number and press LEFT soft key to return to step 2.	`TRANSLATION(005)` `DIGIT:3054264100`
4. Enter associated name as described above and press RIGHT or LEFT soft key to return to step 2 OR Press SPK to save and advance to next MMC OR Press TRANSFER to save and exit programming.	`TRANSLATION(005)` `SAMSUNG TELECOM`

DEFAULT DATA: **NONE**

RELATED ITEMS:
- MMC 312 ALLOW CID / ANI
- MMC 414 ASSIGN CID / ANI TRUNKS
- MMC 420 ANI / DNIS OPTIONS
- MMC 608 ASSIGN REVIEW BLOCKS
- MMC 728 CID / ANI TRANSLATION TABLE

MMC: 729 RATE CALCULATION TABLE

DESCRIPTION:

The RATE CALCULATION TABLE is used to define the billing charges for each COST RATE. These rate tables correlate with the Trunk Cost Rate and the Costing Dial Plan. There are eight call costing rates. Each rate has the following data fields.

FIRST INTERVAL DURATION: This is the amount of time at the beginning of each call to which a fixed cost is applied. The range is from 0 to 999 seconds, for example, 180 seconds (three minutes).

FIRST INTERVAL COST: This is the dollar cost for the first interval duration. The range is from 0 to 999, for example, 345 ($3.45).

SECOND INTERVAL DURATION: This is the amount of time for the duration of each billing increment after the first interval has expired. The range is from 0 to 999 seconds, for example, 006 seconds (six seconds).

SECOND INTERVAL COST: This is the dollar cost for each billing increment. The range is from 0 to 999, for example 100 ($1.00).

SURCHARGE: This is a one-time charge that is applied to the call over and above the time charges. The range is from 0 to 999, for example 150 ($1.50).

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select all

ACTION	DISPLAY
1. Press TRANSFER 729. Display shows COST RATE and FIRST INTERVAL DURATION.	COST RATE [1] 1ST DUR:000

MMC: 729

2. Dial COST RATE number (e.g., 03)
   OR
   Press UP or DOWN to select COST RATE.
   Press right soft key to move cursor
   OR
   Press ANS/RLS for ALL.

```
COST RATE [3]
1ST DUR:000
```

3. Enter FIRST INTERVAL DURATION in seconds, e.g., 060 (one minute) using the keypad and press UP to advance.

```
COST RATE [03]
1ST DUR:060
```

4. Enter FIRST INTERVAL COST in cents, e.g., 125 ($1.25) using the keypad and press UP to advance.

```
COST RATE [03]
1ST COST :125
```

5. Enter SECOND INTERVAL DURATION in seconds, e.g., 006 (six seconds) using the keypad and press UP to advance.

```
COST RATE [03]
2ND DUR:006
```

6. Enter SECOND INTERVAL COST in cents, e.g., 030 ($0.30) using the keypad and press UP to advance.

```
COST RATE [03]
2ND COST:030
```

7. Enter SURCHARGE in cents, e.g., 100 ($1.00).

```
COST RATE [03]
SURCHARGE: 100
```

8. Press TRANSFER to store and exit.

DEFAULT DATA: ALL COST RATES NO DATA

RELATED ITEMS: MMC 317 CALL COST DISPLAY OPTION
MMC 422 TRUNK COST RATE
MMC 730 COSTING DIAL PLAN

MMC: 730 COSTING DIAL PLAN

DESCRIPTION:

The COSTING DIAL PLAN is used to analyze the leading dialed digits of a dialed number and determine what DIAL PLAN it is to follow. Data entry for this program is in three fields: ENTRY, DIGITS and COST RATE table reference.

DIGITS: Up to 500 entries may be made. Each entry can be up to ten digits. These are the entries that will be searched to find a match with the digits dialed by the station making the call. This is a leading digits table and the system will look for the exact leading digits in the table that match the number dialed. For example, if a user dials 1305 and the COSTING DIAL PLAN contains 1, 1308 and 1312, the dialed digits will be matched to 1 because 1308 and 1312 do not form a complete match. When this table is created by the technician or when any new entries are added, the system automatically places all entries in numerical order.

Wild cards (*) can be used to represent any digit. The Toll Restriction Wild Character assignment (MMC 704) is common with Call Costing and Toll Restriction. When all entries are used, [LAST ENTRY] is displayed.

DIAL PLAN

This shows in the programming display as DP and represents a pattern (1–7, 8). This pattern is used by MMC 422 TRUNK COST RATE, to determine the correct billing according to MMC 729 RATE CALCULATION TABLE

When the system finds a DIAL PLAN match for the digits dialed, the system checks MMC 729 to see what RATE CALCULATION to use for costing the call.

EXAMPLES

When a station user dials a number, the system will search the COSTING DIAL PLAN to find a match. If 13056 is dialed and this MMC contains entries 1, 13, 1305 and 1401, 1305 is the closest match and this entry will be selected. If 1305 is dialed and this MMC contains entries 1, 13, 13056 and 1401, no action will be taken until the station user dials another digit. If the next digit is 6, the 13056 entry is the closest match and this entry will be selected, but if the next digit is anything other than 6, the 13 entry is the closest match.

Whenever a new entry is added, the system will sort all entries in numerical order because this is the logical order in which the system analyzes digits. Wild cards are

MMC: 730

checked after exact digits. If 1813 and 18** are entered, the system will check 1813 first. If no match is found, it will check 18**.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select all

ACTION	DISPLAY
1. Press TRANSFER 730. Display shows.	COST DP (001) DIGIT:
2. Dial CALL COST entry (e.g., 005) OR Press UP or DOWN to select entry and press RIGHT soft key to move cursor.	COST DP (005) DIGIT:
3. Enter digit string via the dial keypad and press RIGHT soft key.	COST DP (005) DIGIT:1305
4. Enter DIAL PLAN (0–8). Press LEFT soft key to return to step 3 or RIGHT soft key to go to step 2.	COST DP (005) CALL RATE: 3
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: NONE

RELATED ITEMS: MMC 317 CALL COST DISPLAY OPTION
MMC 422 COST RATE
MMC 729 RATE CALCULATION TABLE

MMC: 740 VM CARD RESTART

DESCRIPTION:

This MMC is only used for the Samsung embedded Voice Mail.

There are two options available in this MMC:

DOWNLOAD

When the system starts, part of the power up procedure will download data from the system to determine time, date, what mailboxes to create, and system numbering plan. This must be done at least once, but once done this download feature can be turned OFF to save boot up time.

CARD RESTART

If this option is set to YES the voicemail application will immediately restart according to the download OPTION specified above.

VIRTUAL NUM DOWN

When the voicemail application restarts, if this option is set to YES for any of the categories under this heading, it will create the additional mailboxes. This must be done at least once, but once done this download feature can be turned OFF to save boot up time. The categories are:

TYPE	DESCRIPTION
VIRTUAL EXT	Virtual extension numbers.
DESKTOP ITP	DESKTOP IP-based phone number
MOBILE ITP	Wireless IP-based mobile phone number
BRI STATION	ISDN terminal numbers-NOT USED IN THE USA
VoIP NET TRK	VoIP networking trunk numbers
VoIP 323 TRK	VoIP H.323 trunk numbers
VoIP SIP TRK	VoIP SIP trunk numbers
REMOTE STN	Stations in remote nodes when networking. (Used for Centralized Voice Mail Applications)
SIP STN	SIP-based phone number

MMC: 740

PROGRAM KEYS

UP & DOWN	Changes MMC data between YES and NO
KEYPAD	0 and 1 will change data and advance to other option
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 740. Display shows.	`VM CARD RESTART` `DOWNLOAD ? YES`
2. Dial 0 or 1 to set option and advance.	
3. Display shows.	`VM CARD RESTART` `CARD RESTART?NO`
4. Dial 0 or 1 to set option and advance.	
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	
6. Enter 0 for non urgent or 1 for urgent.	

DEFAULT DATA:
CARD RESTART: NO
DOWNLOAD: NO
VIRTUAL EXT: NO
IP PHONE: NO
WIP WITH WLI: NO
BRI STATION: NO
VOIP NET TRK: NO
VOIP 323 TRK: NO
VOIP SIP TRK: NO
REMOTE STN: NO
SIP STN: NO

RELATED ITEMS: NONE

MMC: 741 USER MAILBOX

DESCRIPTION:

This MMC is only used for the Samsung embedded Voice Mail. It assigns each station or group as having a mailbox (yes or no). When stations or groups are flagged as YES, during Voice Mail card power up mailboxes will be created for each directory number with a "YES" entry.

Once the Voice Mail database has been created new boxes can be added.

a) Through Voice Mail administration,
b) By adding a new mailbox in this system and cycling system power.

If a mailbox is to be removed it must be done through Voice Mail administration.

If a station that does not have an associated voice mailbox, calls the Voice Mail system they will be answered by the Voice Mail system main greeting.

NOTE: Groups 514/5019 cannot be assigned mailboxes as these are the VM groups. Mailboxes that are needed for people that do not have an extension must be added through Voice Mail programming.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 741. Display shows.	`ASSIGN MAIL BOX` `[201]: YES`
2. Dial station number OR Press UP or DOWN to scroll the number.	`ASSIGN MAIL BOX` `225 : YES`
3. Press RIGHT soft key to move cursor.	`ASSIGN MAIL BOX` `225 : YES`

MMC: 741

4. Change status using UP and DOWN
   OR
   Dial 0 for NO or 1 for YES.

5. Press TRANSFER button to store and exit
   OR
   Press SPEAKER button to store and advance to next MMC.

```
ASSIGN MAIL BOX
225 : NO
```

DEFAULT DATA: **ALL STATIONS = YES**
ALL GROUPS = NO

RELATED ITEMS: **NONE**

MMC: 743 AUTO RECORD

DESCRIPTION:

This MMC is only used for the Samsung embedded Voice Mail.

Some specific stations in the phone system can be assigned to automatically record conversations. When this option is set, all incoming, all outgoing, or all calls (incoming or outgoing) can be recorded.

When this option is selected a specific port should be assigned for each station set to automatic conversation recording or the effectiveness of this feature cannot be guaranteed.

In this MMC you can assign:

1. Which stations use this feature. – Station number
2. What mailbox the conversation is recorded in. – Mailbox number
3. What type of conversations are recorded, in, out or both. – I, O or B
4. What port is dedicated to the station. – Voice mail port number

The maximum number of stations assigned the AUTO RECORD feature is limited to the maximum number of voicemail ports. Each station using AUTO RECORD depletes Voice Mail/Auto Attendant ports by one.

The same port cannot be assigned to more than one station. Attempts to do this will result in an error message.

When a Voice Mail port is assigned here, it is automatically removed from the Voice Mail group (519) defined in MMC 601.

WARNING: Before using this feature make sure that you are not violating any state or federal laws. Some states require that the recorded party be notified. SAMSUNG is not responsible for any illegal use of this feature.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to delete an entry

MMC: 743

ACTION	DISPLAY
1. Press TRANSFER 743. Display shows.	AUTO RECORD STN:201 MB:NONE
2. Dial station number OR Press UP or DOWN to scroll the number. Press RIGHT soft key to move cursor.	AUTO RECORD STN:201 MB:NONE
3. Enter mailbox number using number keys (e.g., 201). Press RIGHT soft key to move cursor.	AUTO RECORD STN:201 MB:201
4. Enter VM port number using keypad or UP or DOWN. Press RIGHT soft key to move cursor.	AUTO RECORD PORT:NONE CALL:I
5. Enter call type, I, O or B.	AUTO RECORD PORT:209 CALL:B
6. Press TRANSFER button to store and exit OR Press SPEAKER button to store and advance to next MMC.	

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 744 VM DAY / NIGHT

DESCRIPTION:

This MMC is only used for the Samsung embedded Voice Mail.

SVM can operate in either a DAY or NIGHT operating mode. This mode will determine what main menu greetings and options are played to the callers.

This operating mode can change automatically (if enabled in Samsung Voicemail) according to the setting in this MMC. This MMC containes either a DAY or NIGHT instruction for each OfficeServ 7100 Ring Plan.

PROGRAM KEY

UP & DOWN	Selects YES or NO
KEYPAD	Selects YES or NO
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 744. Display shows.	VM DAY/NIGHT RING 1 : DAY
2. Press UP or DOWN to select a ring plan.	VM DAY/NIGHT RING 3 : DAY
3. Press RIGHT soft key to move cursor.	VM DAY/NIGHT RING 3 : DAY
4. Press UP or DOWN to select a DAY/NIGHT.	VM DAY/NIGHT RING 3 : NIGHT
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: ALL RING PLANS = DAY

RELATED ITEMS: NONE

MMC: 745 WARNING DESTINATION

DESCRIPTION:

This MMC is used to set alarm notification destinations for the Samsung embedded Voicemail.

1. Samsung Embedded Voicemail

This MMC provides an emergency destination for calls destined for the Voicemail card, if the Voicemail card is removed or is offline. In addition any calls that are forwarded to the Voice Mail will not forward, they will remain ringing at the “fwd from” station until answered. This destination can be a station number or a group number.

2. Hotel/Motel Transaction Record Buffer Alarm (NOT USED IN USA)

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to delete an entry

ACTION	DISPLAY
1. Press TRANSFER 745. Display shows.	WARNING DEST. DEST:500
2. Dial station number or group number OR Press UP or DOWN to scroll the number.	WARNING DEST. DEST:501
3. Press TRANSFER button to store and exit OR press SPEAKER button to store and advance to next MMC.	

DEFAULT DATA: DEST = 500

RELATED ITEMS: NONE

MMC: 747 VM ALARM

DESCRIPTION:

This MMC is only used for the Samsung embedded Voicemail.

This MMC will generate an alarm message in the mailbox defined in MMC 745 whenever the Voicemail disk drive reaches this threshold.

The threshold is measured in % full. This means that if the MMC is set for 80, the alarm will be generated when the disk exceeds 80% of the available drive space. The end user should be instructed to delete old messages to recover disk space.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 747. Display shows.	VM ALARM THRESHOLD:80
2. Enter new threshold level.	VM ALARM THRESHOLD:75
3. Press TRANSFER button to store and exit OR Press SPEAKER button to store and advance to next MMC.	

DEFAULT DATA: 80%

RELATED ITEMS: NONE

MMC: 748 ASSIGN VM MOH

DESCRIPTION:

This MMC is used to assign each port a Music on Hold source for the OS 7100.

The 100 available sound files are defined as numbers 5000 to 5099. If you want to use default voicemail support music, select one of these numbers. Otherwise, make sure you record the sound file first. The next step is to assign the sound file to a port. For example, if you record sound file 5025 you would associate 25 with a specific voicemail port, e.g. 225. This will dedicate the port for use only as MOH and remove it from group 529 or 549. Now 225 will show up as a valid music source in MMC 308, 309 and 408.

Each Music on Hold source assigned here requires one voicemail port. Voicemail port is used for VMMOH, it must be disabled before boot up since SVM and the phone system use port 1 during boot up to exchange critical information. For this reason we suggest you use the last port as VMMOH ports.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to delete an entry

ACTION	DISPLAY
1. Press TRANSFER 748. Display shows.	SET VMMOH 209: NOT USED
2. Press UP or DOWN to select SVM port.	SET VMMOH 215: NOT USED
3. Move cursor to next field. Press UP or DOWN to select sound file.	SET VMMOH 215: 25
4. Press TRANSFER button to store and exit OR Press SPEAKER button to store and advance to next MMC.	

DEFAULT DATA: NOT USED

RELATED ITEMS: NONE

MMC: 749 VM IN/OUT

DESCRIPTION:

This MMC is only used for the Samsung embedded Voice Mail.

This MMC is used to assign each Voice Mail Port as used for incoming, outgoing or both way calls. Note that this MMC must support outgoing calls if off premises notification (beeper, outbound follow me of outbound notification) is used.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 749. Display shows.	VM IN/OUT 209: IN/OUT
2. Enter the Voice Mail port number. OR Press UP or DOWN to select SVM port.	VM IN/OUT 215: IN/OUT
3. Enter the selections. OR Press UP or DOWN to scroll options.	VM IN/OUT 215: MOH
4. Press TRANSFER button to store and exit OR Press SPEAKER button to store and advance to next MMC.	

DEFAULT DATA: IN/OUT

RELATED ITEMS: NONE

MMC: 759 CLI RINGING

DESCRIPTION:

This MMC is for Central Office lines using Caller ID services. It uses a table of 500 entries containing telephone numbers that are to be acted upon in one or more of the following ways:

1. **REJECT OPTION:** Matches the Caller ID number received on the incoming call to an entry in this table and assigns it to be rejected. The phone system will hang up on this call before it is answered. NOT FOR USE IN THE USA.

2. **PRIORITY QUEUEING:** Matches the Caller ID number received on this incoming call to an entry in this table assigns it a priority of 1~9 when it rings any station group. When the group is busy a PRI-1 will be placed ahead of the other caller waiting to be answered.

3. **DISTINCTIVE RINGING:** Matches the Caller ID number received on the incoming call to an entry in this table and assigns it to ring with a specific TONE for keysets or CADENCE for SLTs.

The CID Ringing table consists of 500 entries.

CLI: CID number to be received from the central office. Up to 16 digits may be entered.

REJ: CID call reject option. When this is set to YES, an incoming call with a CID number that matches the CLI field will be rejected (hang up) by the system. (NOT FOR USE IN USA).

PRI: CID priority option. There are 9 priority levels: priority 1 is the highest and priority 9 is the lowest. When calls into station group come in and group members are all busy, the system will assign a priority to the CID number so that calls from a high priority CID number will be placed at the front of the group queue. If this option is set to NO, the longest call that is placed at the group queue has the highest priority.

R1:XXX,R2:XXX, R3:XXX, R4:XXX, R5:XXX, R6:XXX

Ring plan and destination during each ring plan. The destination can be a station or a station group.

MMC: 759

TONE: Ring Tone options for a specific CID Number (NO, 1~8)

TONE OPTION

NO	Calls will ring with the phone users choice of ring frequency.
1~8	Calls from the programmed CID number will ring phones with this ring frequency

CAD: Ring Cadence options for a specific CID Number at SLT's (NO, 1~5)

CADENCE OPTION

NO	Calls will ring with the normal SLT's ring cadences.
1	Calls from the programmed CID number will ring SLT's with the intercom ring cadence.
2	Calls from the programmed CID number will ring SLT's with the CO ring cadence.
3	Calls from the programmed CID number will ring SLT's with the DOOR ring cadence.
4	Calls from the programmed CID number will ring SLT's with the ALARM ring cadence.
5	Calls from the programmed CID number will ring SLT's with the CALLBACK ring cadence.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 759. Display shows.	`CLI RINGING(001)` `CLI:`
2. Dial entry number (e.g. 005) OR	`CLI RINGING(005)` `CLI:_`

MMC: 759

Use the VOLUME key to scroll through entries and press the RIGHT SOFT key to select an entry.

3. Enter the CID number and press the RIGHT SOFT key to advance to the next entry
   OR
   Enter the CID number and press LEFT SOFT key to return to step 2.

```
CLI RINGING(005)
CLI:1234567
```

4. Enter the reject option via the dial keypad (1 for YES, 0 for NO)
   OR
   Press the VOLUME key to make a selection and press the RIGHT SOFT key to advance to the next step.

```
CLI RINGING(005)
REJ:NO   PRI:NO
```

5. Enter the priority level via dial keypad. (1—9 or NO)
   OR
   Press the VOLUME keyto make selection and press the RIGHT SOFT key to advance to the next step.

```
CLI RINGING(005)
REJ:NO   PRI:NO
```

6. Enter the station or group number for each Ring Plan destination via the dial keypad (e.g. 501) OR press the VOLUME key to make a selection and press the RIGHT SOFT key to advance to the next step.

```
CLI RINGING(005)
R1:501    R2:NONE
```

7. Dial 1-8 (or NO) to select the ring tone (e.g. 2)
   OR
   Press the VOLUME key to select the ring tone and press the RIGHT SOFT key to movethe cursor.

```
CLI RINGING(005)
TONE:2    CAD:NO
```

8. Dial 1-5 (or NO) to select the ring cadence
   OR
   Press the VOLUME key to select the ring cadence and press the RIGHT SOFT key to move the cursor.

```
CLI RINGING(005)
TONE:2    CAD:NO
```

MMC: 759

9. Press TRANSFER to exit
   OR
   Press the SPEAKER key to exit and advance to the next MMC.

DEFAULT DATA: **NONE**

RELATED ITEMS: **MMC 312 ALLOW CID**
MMC 419 DISTINCTIVE RING PER STATION/TRUNK
MMC 714 DID TRANSLATION

MMC: 800 ENABLE TECHNICIAN PROGRAM

DESCRIPTION:

Used to open and close technician-level programming. If programming is not opened and an attempt is made to access a system MMC, the error message ACCESS DENIED will be displayed.

A four digit passcode is required to access this MMC. Each character can be digits 0-9. When opened, this MMC enables access to all MMCs.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 800. Display shows.	ENABLE TECH.PROG PASSCODE:
2. Enter passcode.	ENABLE TECH.PROG PASSCODE: ****
Correct code shows.	ENABLE TECH.PROG DISABLE TENANT : 1
Incorrect code shows.	ENABLE TECH. PROG PASSCODE ERROR
3. Enter 1 to enable or 0 to disable OR Press UP or DOWN to select. Press RIGHT soft key to move to tenant number and enter tenant number (1-2).	ENABLE TECH.PROG ENABLE TENANT : 1
4. Press SPEAKER to advance to MMC entry level.	801:TEC.PASSCODE SELECT PROG.ID

MMC: 800

5. Enter the MMC desired (e.g., 209).

```
209:AOM MASTER
AOM NOT EXIST
```

6. To log out and return to MMC 800, press UP or DOWN key to select DISABLE
   OR
   Press SPEAKER then TRANSFER to return to normal display.
   Programming option will time out.

DEFAULT DATA: DISABLE

RELATED ITEMS: MMC 801 CHANGE TECHNICIAN PASSCODE

MMC: 801 CHANGE TECHNICIAN PASSCODE

DESCRIPTION:

Used to change the passcode which allows access to MMC 800 Enable Technician Program from its current value.

NOTE: The passcode is four characters long. Each character can be digits 0-9. The current or old passcode is required for this MMC.

PROGRAM KEYS

KEYPAD	Used to enter passcodes
SPEAKER	Save data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 801.	TECH. PASSCODE NEW CODE:_
2. Enter new passcode.	TECH. PASSCODE NEW CODE: ****
3. Enter new passcode again.	TECH. PASSCODE VERIFY : : ****
4. If passcode is correct, press RIGHT soft key to continue and enter desired MMC.	TECH. PASSCODE VERIFY :SUCCESS
If passcode is incorrect.	TECH. PASSCODE PASSCODE :FAILURE
System returns to step 2.	TECH. PASSCODE NEW CODE: : ****
5. Press TRANSFER to store and exit OR Press SPEAKER to advance to MMC.	

DEFAULT DATA: **DEFAULT PASSCODE = 4321**

RELATED ITEMS: MMC 800 ENABLE TECHNICIAN PROGRAM

MMC: 802 CUSTOMER ACCESS MMC NUMBER

DESCRIPTION:

Allows the System Administrator to have access to certain MMCs. For example, it is required that the System Administrator customer have access to MMC 102 Call Forward for call forwarding but it is not required that the System Administrator have access to MMC 710 LCR Digit Table for LCR dial plans. This MMC is for both tenants.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 802. Display shows.	CUST.USE MMC: 1 100:STN LOCK:YES
2. Enter desired tenant number (1–2) via dial keypad OR Press UP or DOWN key to make selection and press RIGHT soft key to move cursor.	CUST.USE MMC: 1 100:STN LOCK:YES
3. Enter desired MMC number via dial keypad OR Press UP or DOWN key to make selection and press RIGHT soft key to move cursor.	CUST.USE MMC: 1 102:CALL FWD:YES
4. Enter 1 for YES or 0 for NO via dial keypad OR Press UP or DOWN key to make selection and press LEFT soft key to return to step 3 to make additional entries.	CUST.USE MMC: 1 102:CALL FWD:NO
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 804 SYSTEM I/O PARAMETER

DESCRIPTION:

This MMC defines the operational characteristics for the SIO ports on the OfficeServ 7100 system. A system has one SIO port defined as an optional modem port. In order for remote programming to work correctly the modem port must be assigned as PCMMC.

PARAMETER OPTIONS

Dial 0	Service	Type of Service
Dial 1	Baud Rate	Speed
Dial 2	Char Length	Character Length
Dial 3	Parity	Parity Bit
Dial 4	Retry Count	Number of Retries
Dial 5	Stop Bit	Stop Bit
Dial 6	Wait Time	Message Wait Time
Dial 7	DSR Check	Data Set Ready Check

SERVICE TYPE	PORT 2 and 3
Dial 00	NOT USED
Dial 01	PCMMC

BAUD (SPEED)

Dial 0	4800 bps
Dial 1	9600 bps
Dial 2	19200 bps
Dial 3	38400 bps

CHARACTER LENGTH

Dial 7	7 bits
Dial 8	8 bits

PARITY

Dial 0	None
Dial 1	Odd
Dial 2	Even

RETRY COUNT: 03 (01-99)

MMC: 804

STOP BIT

Dial 1	1 bit
Dial 2	2 bit

WAIT: 0030 sec (0000-99900)
DSR CHECK: OFF
Dial 0: OFF
Dial 1: ON

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear entry (when valid)

ACTION

1. Press TRANSFER 804.
   Display shows.

   DISPLAY
   ```
   SYS I/O PORT :1
   SERVICE:NOT USE
   ```

2. Enter parameter desired via dial keypad (e.g., 1) from the above option list
   OR
   Press UP or DOWN key to make selection.
   Press RIGHT soft key to move cursor.

   ```
   SYS I/O PORT :1
   SERVICE:PCMMC
   ```

3. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA:		
SERVICE	**PORT 1**	**NOT USE**
BAUD RATE	**19200 BPS**	
CHAR LENGTH	**8 BITS**	
PARITY	**NONE**	
RETRY COUNT	**03**	
STOP BIT	**1 BIT**	
WAIT TIME	**0030 MSEC**	
DSR CHK	**OFF**	

RELATED ITEMS: MMC 725 SMDR OPTIONS

MMC: 805 LEVEL & GAIN

DESCRIPTION:

Allows the system administrator to set the base level of the TX volume on keysets system wide. There are eight (8) levels those are able to be controled by the VOL UP and DOWN key on keyset. And maximum controllable levels in the system are ten (10). Keyset station users can vary eight levels. So this MMC gives the most flexibility to the system administrator so he can classify any desired eight(8) levels within eleven (11).

NOTE: This MMC should not be changed from the default levels without the assistance of the STA technical support department

0	TX LEVEL CONTROL	Adjusts the transmitting sensitivity (Max. : 9) INDEX : 0 1 2 3 4 5 6 7 LEVEL : 0 1 2 3 4 5 6 7
1	MISC TSW GAIN	Adjusts the level of the internal music source of the MCP card or the external music source of the MISC card.(0~7, higher numbers mean lower levels)
2	TSW GAIN CONTROL	Adjusts the tone sensitivity (As shown below, there are 25 types of connections of the T-Switch that adjusts the tone sensitivity. Connection between C.O. lines are only applicable when set as 0 in **Program 418**.)

0	0	DGP	DGP	Adjusts sensitivity from digital phone Tx to digital phone Rx
	1	DGP	SLT	Adjusts sensitivity from digital phone Tx to normal station Rx
	2	DGP	ATRK	Adjusts sensitivity from digital phone Tx to analog C.O. Rx
	3	DGP	DTRK	Adjusts sensitivity from digital phone Tx to digital C.O. Rx
	4	DGP	ITP	Adjusts sensitivity from digital phone Tx to ITP Rx
	5	DGP	VOIP	Adjusts sensitivity from digital phone Tx to VOIP C.O. Rx
	6	DGP	SVMi	Adjusts sensitivity from digital phone Tx to SVM Rx
	7	DGP	WLAN	Adjusts sensitivity from digital phone Tx to WLAN Rx
1	0	SLT	DGP	Adjusts sensitivity from normal station Tx to digital phone Rx
	1	SLT	SLT	Adjusts sensitivity from normal station Tx to normal station Rx
	2	SLT	ATRK	Adjusts sensitivity from normal station Tx to analog C.O. Rx
	3	SLT	DTRK	Adjusts sensitivity from normal station Tx to digital C.O. Rx
	4	SLT	ITP	Adjusts sensitivity from normal station Tx to ITP Rx

MMC: 805

	5	SLT VOIP	Adjusts sensitivity from normal station Tx to VOIP C.O. Rx
	6	SLT SVM	Adjusts sensitivity from normal station Tx to SVM Rx
	7	SLT WLAN	Adjust sensitivity from normal station Tx to WLAN Rx
2	0	ATRK DGP	Adjusts sensitivity from analog C.O. Tx to digital phone Rx
	1	ATRK SLT	Adjusts sensitivity from analog C.O. Tx to normal station Rx
	2	ATRK ATRK	Adjusts sensitivity from analog C.O. Tx to analog C.O. Rx
	3	ATRK DTRK	Adjusts sensitivity from analog C.O. Tx to digital C.O. Rx
	4	ATRK ITP	Adjusts sensitivity from analog C.O. Tx to ITP Rx
	5	ATRK VOIP	Adjusts sensitivity from analog C.O. Tx to VOIP C.O. Rx
	6	ATRK SVM	Adjusts sensitivity from analog C.O. Tx to SVM Rx
	7	ATRK WLAN	Adjust sensitivity from analog C.O. Tx to WLAN Rx
3	0	DTRK DGP	Adjusts sensitivity from digital C.O. Tx to digital phone Rx
	1	DTRK SLT	Adjusts sensitivity from digital C.O. Tx to normal station Rx
	2	DTRK ATRK	Adjusts sensitivity from digital C.O. Tx to analog C.O. Rx
	3	DTRK DTRK	Adjusts sensitivity from digital C.O. Tx to digital C.O. Rx
	4	DTRK ITP	Adjusts sensitivity from digital C.O. Tx to ITP Rx
	5	DTRK VOIP	Adjusts sensitivity from digital C.O. Tx to VOIP C.O. Rx
	6	DTRK SVM	Adjusts sensitivity from digital C.O. Tx to SVM Rx
	7	DTRK WLAN	Adjusts sensitivity from digital C.O. Tx to WLAN Rx
4	0	ITP DGP	Adjusts sensitivity from ITP Tx to digital phone Rx
	1	ITP SLT	Adjusts sensitivity from ITP Tx to normal station Rx
	2	ITP ATRK	Adjusts sensitivity from ITP Tx to analog C.O. Rx
	3	ITP DTRK	Adjusts sensitivity from ITP Tx to digital C.O. Rx
	4	ITP ITP	Adjusts sensitivity from ITP Tx to ITP Rx
	5	ITP VOIP	Adjusts sensitivity from ITP Tx to VOIP C.O. Rx
	6	ITP SVM	Adjusts sensitivity from ITP Tx to SVM Rx
	7	ITP WLAN	Adjusts sensitivity from ITP Tx to WLAN Rx
5	0	VOIP DGP	Adjusts sensitivity from VOIP C.O. Tx to digital phone Rx
	1	VOIP SLT	Adjusts sensitivity from VOIP C.O. Tx to normal station Rx
	2	VOIP ATRK	Adjusts sensitivity from VOIP C.O. Tx to analog C.O. Rx
	3	VOIP DTRK	Adjusts sensitivity from VOIP C.O. Tx to digital C.O. Rx
	4	VOIP ITP	Adjusts sensitivity from VOIP C.O. Tx to ITP Rx
	5	VOIP VOIP	Adjusts sensitivity from VOIP C.O. Tx to VOIP C.O. Rx
	6	VOIP SVM	Adjusts sensitivity from VOIP C.O. Tx to SVM Rx

	7	VOIP	WLAN	Adjusts sensitivity from VOIP C.O. Tx to WLAN Rx
6	0	SVM	DGP	Adjusts sensitivity from SVM Tx to digital phone Rx
	1	SVM	SLT	Adjusts sensitivity from SVM Tx to normal station Rx
	2	SVM	ATRK	Adjusts sensitivity from SVM Tx to analog C.O. Rx
	3	SVM	DTRK	Adjusts sensitivity from SVM Tx to digital C.O. Rx
	4	SVM	ITP	Adjusts sensitivity from SVM Tx to ITP Rx
	5	SVM	VOIP	Adjusts sensitivity from SVM Tx to VOIP C.O. Rx
	6	SVM	SVM	Adjusts sensitivity from SVM Tx to SVM Rx
	7	SVM	WLAN	Adjusts sensitivity from SVM Tx to WLAN Rx
7	0	WLAN	DGP	Adjusts sensitivity from WLAN Tx to digital phone Rx
	1	WLAN	SLT	Adjusts sensitivity from WLAN Tx to normal station Rx
	2	WLAN	ATRK	Adjusts sensitivity from WLAN Tx to analog C.O. Rx
	3	WLAN	DTRK	Adjusts sensitivity from WLAN Tx to digital C.O. Rx
	4	WLAN	ITP	Adjusts sensitivity from WLAN Tx to ITP Rx
	5	WLAN	VOIP	Adjusts sensitivity from WLAN Tx to VOIP C.O. Rx
	6	WLAN	SVM	Adjusts sensitivity from WLAN Tx to SVM Rx
	7	WLAN	WLAN	Adjusts sensitivity from WLAN Tx to WLAN Rx

There are four types of tone sensitivity adjustment as shown below:

0	+0. 0	No adjustment.
1	+1. 9	Up 1. 9 dB
2	- 6. 0	Down 6. 0 dB
3	- 2. 5	Down 2. 5 dB

3. R2 LEVEL CONTROL : Adjust R2MFC signal detection
0. THRESHOLD
1. TX LEVEL
2. RX LEVEL

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

MMC: 805

ACTION	DISPLAY
1. Press TRANSFER 805. Display shows.	TX LEVEL CONTROL LEVEL 0 → 0
2. Press UP or DOWN key to make selection (TX LEVEL CONTROL, MISC TSW GAIN or TSW GAIN CONTROL). After selection is made, press RIGHT soft key to move cursor to volume level or tsw connect type option.	TX LEVEL CONTROL LEVEL 0 → 1
3.a. Press RIGHT soft key to go to the volume level OR Use UP or DOWN key to go to the next volume level.	TX LEVEL CONTROL LEVEL 1 → 2
3.b. Press RIGHT soft key to go to the tsw connect type OR Use UP or DOWN key to go to the next tsw connect type.	TSW GAIN CONTROL SLT→ATRK:0 dB
4.a. Enter desired volume data via dial pad OR Use UP or DOWN key to scroll data (0-9).	TX LEVEL CONTROL LEVEL 1 → 3
4.b. Press UP or DOWN key to make selection tsw gain control data and press RIGHT soft key to go to 3.b.	TSW GAIN CONTROL SLT→ATRK:+2dB
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA:

TX LEVEL CONTROL

INDEX	0	1	2	3	4	5	6	7
LEVEL	0	1	2	4	3	5	6	7

MISC TSW GAIN

MMC: 805

BGM/MOH : 0

TSW GAIN CONTROL

TX \ RX	DGP	SLT	ATRK	DTRK	ITP	VoIP	SVM	WLAN
DGP→	0.0	0.0	0.0	0.0	0.0	0.0	-6.0	0.0
SLT→	0.0	0.0	0.0	0.0	0.0	0.0	-6.0	0.0
ATRK→	0.0	0.0	-6.0	-6.0	0.0	0.0	-6.0	0.0
DTRK→	0.0	+1.9	+1.9	0.0	0.0	0.0	-6.0	0.0
ITP→	0.0	0.0	0.0	0.0	0.0	0.0	-6.0	0.0
VoIP→	0.0	0.0	0.0	0.0	0.0	0.0	-6.0	+1.9
SVM→	-6.0	-6.0	-6.0	-6.0	0.0	0.0	-6.0	0.0
WLAN→	0.0	0.0	-6.0	0.0	0.0	+1.9	0.0	0.0

RELATED ITEMS: NONE

MMC: 806 CARD PRE-INSTALL

DESCRIPTION:

Allows the preprogramming of a card slot for a specific board type. A board inserted into a OfficeServ 7100 system will not be recognized by the system until it is ENABLED using this MMC. Cards installed using MMC 806 will NOT be assigned in the system numbering plan. You must then use MMC 724 to assign the desired directory numbers to extensions or trunks ports.

NOTE: If a card is removed and a different type card is inserted and this MMC is performed, the memory associated with that card (i.e. key programming, etc.) will be erased.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 806. Display shows.	C:1 – S:1 UNI-DDN->UNI-DST
2. Press the right soft key to move cursor to the "S" or slot position. Press the UP or DOWN key to advance the slot position, or use dial pad to make selection (eg. Change from DDN to DST) N=none, D=DLM, S=SLM, T=TRM)	C:1 – S:1 UNI-DDN->UNI-DST
3. Use the RIGHT softkey to make selection.	
4. Use the dial pad (1=YES, 0=NO) to make selection.	C:1 – S:1 ARE YOU SURE?
5. Press the UP or DOWN key to advance the SLOT position. Now the display will show the daughter slot of the MP10 card. D=DLM, W=SWM, N=NONE	C:1 – :SMP MP10-D->MP10-D

MMC: 806

6. Press RIGHT soft key to return to step 1.
   Continue to add cards as shown in step 2
   OR
   Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

```
C:1 - SMP
MP10-D->MP10-D
```

DEFAULT DATA: NONE

RELATED ITEMS: MMC 724 DIAL NUMBERING PLAN

MMC: 807 ADJUST DIGITAL PHONE TONE QUALITY

WARNING: Do not change any settings unless directed by Technical Support.

MMC: 810 HALT PROCESSING

DESCRIPTION:

Used only in the event that all data processing needs to be stopped either in a single cabinet, slot or in the entire system.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 810. Display shows.	HALT/PROCESSING C:ALL S:ALL→ PROC
2. Enter cabinet selection via dial keypad OR Press UP or DOWN key to make selection. Press RIGHT soft key to advance cursor.	HALT/PROCESSING C:1 S:ALL→ PROC
Press ANS/RLS to select all cabinets and slots.	HALT/PROCESSING C:ALL S:ALL →PROC
3. Enter slot number via dial keypad OR Press UP or DOWN key to make selection. Press RIGHT soft key to advance cursor.	HALT/PROCESSING C:ALL S:ALL →HALT
4. Enter 1 for HALT or 0 to PROC OR Press UP or DOWN key to make selection. Press RIGHT soft key to enter and return to step 2.	

5. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 811 RESET SYSTEM

DESCRIPTION:

Provides three methods of restarting the system. The first method restarts the system and clears all memory. The second method (fast restart) restarts the system only. The third method restarts the system but does not reload the software from the MMC+ card. If clear all memory is selected, only the default data will return. Extreme care should be taken when using this MMC. If the system is restarted, all voice/data connections are dropped. If memory is cleared, all customer data is deleted and the system returns to defaulted status. When memory is cleared, MMC 830 IP address information is still retained. IMPORTANT: See Section 1.4 DEFAULTING THE SYSTEM.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right

ACTION	DISPLAY
1. Press TRANSFER 811. Display shows.	SYSTEM RESTART RESET SYSTEM?NO
2. Press UP or DOWN key to make selection. After selection is made, press RIGHT soft key to move cursor to YES/NO option.	SYSTEM RESTART CLEAR MEMORY?NO
3. Press UP or DOWN key to make selection and press RIGHT soft key.	SYSTEM RESTART CLEAR MEMORY?YES
4. Press UP or DOWN key to make selection and press RIGHT soft key. *This erases all data in the system*	SYSTEM RESTART ARE YOU SURE?YES
5. System will return with default time and date and default extension number OR If system just restarted, it will return to normal programmed status.	

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 812 SET COUNTRY

DESCRIPTION: (NOT USED IN USA)

This program allows the user to change the country version of the system software.

Programming is possible without setting ENABLE in Program 800 Set Technician Program Mode. In this case, the user must enter the technician program passcode.

Note: System restarts when the current country version is changed, and all data is initialized according to the new country version.

Caution: Version is designed to conform to the country's standards. Therefore, contact your Customer Support Center for specialized assistance when using "Program 812 Change Program Country Version."

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 812. Display shows.	SELECT COUNTRY KOREA
2. Press VOLUME to select the country version and press RIGHT soft button.	DEFAULTING SYSTEM ARE YOU SURE?NO
3. Enter [1] (YES) or [0] (NO) OR Press VOLUME to select whether to restart and press RIGHT soft button.	DEFAULTING SYSTEM ARE YOU SURE?YES

DEFAULT DATA: KOREA

RELATED ITEMS: MMC 811 RESTART SYSTEM

MMC: 815 CUSTOMER DATABASE COPY

DESCRIPTION:

Provides a means to copy the customer database to the media card (MCDB). This enables the on board database DRAM (SYSDB) to be copied to the MMC+ media card (MCDB) and also allows the MMC+ media database to be copied to the on board DRAM. A daily save can be programmed to automatically save the on board data base DRAM to the media card. This ensures that an up to date database is always available in the case of a catastrophic failure. A daily save time of 00:00 means there is no save performed. It is recommended to CLEAR the media card before the DRAM (SYSDB) is copied to it. When the DRAM is copied to the media card there is no interruption in service. If the media card is copied to the DRAM (SYSDB) the system will reset to accept the new data. IMPORTANT: See Section 1.3 SYSTEM MEMORY MANAGEMENT for details.

DATABASE IDENTIFICATION

MCDB	OfficeServ 7100 MMC+ card database
SYSDB (DRAM)	OfficeServ 7100 MCP On-Board database
S:mm/dd/yy hh:mm	Indicates the time the database was saved to the media card or the time the On-Board Database was last saved.
DAILY SAVE hh:mm	The time the On-Board Database (DRAM) will be saved to the media card (MCDB)

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 815. Display shows.	CUST DBASE:MCDB S:03/12/99 00:00
2. Press RIGHT soft key to move cursor.	CUST DBASE:MCDB S:03/12/99 00:00
3. Press UP or DOWN key to make selection. Press RIGHT soft key to move cursor.	CUST DBASE:MCDB CLEAR SMDB: NO

MMC: 815

4. Press RIGHT softkey to move cursor.
   Press UP or DOWN key to make selection.
   Press RIGHT softkey to change prompt.

```
CUST DBASE:MCDB
CLEAR SMDB: YES
```

5. Press UP or DOWN key to make selection.
   Press RIGHT soft key to make change and return to step 3.

```
CUST DBASE:MCDB
CLEAR SMDB: NO
```

6. Press UP or DOWN key to make selection.
   Press RIGHT softkey to move cursor.

```
CUST DBASE:SYSDB
DAILY SAVE : 00:00
```

7. Press UP or DOWN key to make selection

```
CUST DBASE:SYSDB
DAILY SAVE : 00:00
```

   OR

8. Press RIGHT softkey to move cursor and input save time.
   Press RIGHT softkey to move cursor.

```
CUST DBASE:SYSDB
DAILY SAVE : 23:30
```

9. Press UP or DOWN key to make selection.
   Press RIGHT softkey to move cursor.

```
CUST DBASE:SYSDB
COPY TO SMDB:NO
```

10. Press UP or DOWN key to make selection.
    Press RIGHT soft key to make change and return to the next step 9

```
CUST DBASE:SYSDB
ARE YOU SURE?:YES
```

    OR

11. Press TRANSFER to store and exit

    OR

    Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **DAILY SAVE 00:00 (no daily save)**

RELATED ITEMS: **MMC 819 DISPLAY MMC+ DATA**

MMC: 816 CONFERENCE GAIN

DESCRIPTION:

Provides a tool to adjust the gain or loss of stations and trunks in the conference bridge. This is made available to allow for the adjustment of the conference bridge due to permanant unsatisfactory C.O. conditions that may inhibit a satisfactory conference bridge. Programming adjusments can be made on individual conference analog trunk members.

Caution!! This MMC is not to correct low volume. To be used with the support of STA Technical Support Department.

IDENTIFICATION

MEMBER:	This identifies which size of conference the adjustment will be made for. ie. 3,4 or 5 party conference.
A-TRK:	This identifies which analog trunk member that is being addressed.
CNF:	This is the gain or loss adjustment in the conference bridge.
SW:	This is the gain or loss adjustment in the time division switch.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 816. Display shows.	CONFERENCE GAIN USE DEFAULT :YES
2. Press UP or DOWN key to make selection. Press RIGHT soft key to make change and to move cursor.	CONFERENCE GAIN USE DEFAULT :NO
3. Press UP or DOWN key to make selection OR use the DIAL pad to make a selection.	MEMBER:3 A-TRK:0 CNF:-2.5 SW:+0.0
4. Press UP or DOWN key to make selection eg. 4 part conference bridge. Press RIGHT soft key to move cursor.	MEMBER:4 A-TRK:0 CNF:-2.5 SW:+0.0

MMC: 816

5. Press UP or DOWN key to make selection
   Press RIGHT soft key to make change and move cursor
   OR

```
MEMBER:4 A-TRK:0
CNF:-2.5  SW:+0.0
```

6. Use the DIAL pad to make a selection
   Eg. Analog trunk number 2.
   Press RIGHT soft key to make change and move cursor.

```
MEMBER:4 A-TRK:2
CNF:-2.5  SW:+0.0
```

7. Press UP or DOWN key to make selection.
   Press RIGHT soft key to make change and move cursor.

```
MEMBER:4 A-TRK:2
CNF:-2.5  SW:+0.0
```

8. Press UP or DOWN key to make selection.
   Press RIGHT softkey to move cursor and Retun to Step 3
   OR
   Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

```
MEMBER:4 A-TRK:2
CNF:-2.5  SW:+0.0
```

DEFAULT DATA:

3 party conference:
MEMBER: 3 A-TRK: 0
CNF: -2.5 SW:- 0.0
MEMBER: 3 A-TRK: 1
CNF: -2.5 SW: -0.0
MEMBER: 3 A-TRK: 2
CNF: -2.5 SW:- 2.5

4 party conference:
MEMBER: 4 A-TRK: 0
CNF: -6.0 SW: -0.0
MEMBER: 4 A-TRK: 1
CNF: -6.0 SW: -0.0
MEMBER: 4 A-TRK: 2
CNF: -6.0 SW: -2.5
MEMBER: 4 A-TRK: 3
CNF: -6.0 SW:- 6.0

5 party conference:
MEMBER: 5 A-TRK: 0
CNF: -6.0 SW: -0.0
MEMBER: 4 A-TRK: 1

MMC: 816

5 party conference:

CNF: -6.0 SW: -0.0
MEMBER: 4 A-TRK: 2
CNF: -6.0 SW: -2.5
MEMBER: 4 A-TRK: 3
CNF: -6.0 SW:- 6.0
MEMBER: 4 A-TRK: 4
CNF: -6.0 SW:- 6.0

CAUTION: This is not to correct low volume. This is to be used only with the support of the STA Technical Support Department. Do not change default values.

MMC: 818 PROGRAM DOWNLOAD

DESCRIPTION:

Provides a means to upgrade system hardware from the MMC+ Card. In this way hardware can be upgraded with a minimum of system interruption. The upgraded software is loaded into the various system PCB's, directly from the SmartMedia card.

NOTE: Updating the MP card will cause the system to reset.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 818. Display shows.	PGM DOWNLOAD PLEASE WAIT…
	PGM DOWNLOAD MCP: MPE04131.PGM
2. Press UP or DOWN key to select card to download.	PGM DOWNLOAD PRI:PRI_V107.PGM
3. Press RIGHT softkey to move cursor. Press UP or DOWN key to select software version to be downloaded.	
4. Press RIGHT soft key to make change prompt.	PRI PGM DOWNLOAD NOW? NO
5. Press UP or DOWN key to make selection.	PRI PGM DOWNLOAD NOW? YES
6. Press RIGHT soft key to make change and return to step 2.	PGM DOWNLOAD SMART IS BUSY

MMC: 818

11. Press TRANSFER to store and exit
    OR
    Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: CONTENTS OF SMARTMEDIA CARD

RELATED ITEMS: MMC 727 SYSTEM VERSION

MMC: 819 FILE CONTROL

DESCRIPTION:

This program displays the name and size of the files saved on the MMC+ card. Use this to verify files and their size. Files that are no longer necessary can be deleted to make space for new files.

apXXXXX.pkg	Application files on MP (main processor), VM (voicemail)
csXXXXX.pkg	CSP drivers
drXXXXX.pkg	Drivers and firmware: for SP (sub processor), MGI (media gateway)
msXXXXX.pkg	MSP (main signal processor) drivers
rdXXXXX.pkg	Ramdisk base
Vm_l_uk.tar	Voicemail (United Kingdom) language prompts.
Vm_ l _use.tar	Voicemail (English) language prompts
Vm_ l _usf.tar	Voicemail (French) language prompts
Vm_ l _uss.tar	Voicemail (Spanish) language prompts
wsXXXXX.pkg	Web server for Web Management user interface

ACTION

1. Press TRANSFER 819.
   Display shows.

2. Press VOLUME to scroll the data of the files saved in MMC+.

3. Press TRANSFER to exit the program
   OR
   Press SPEAKER to move on to the next program.

DISPLAY

```
ap10v101.pkg
sz:3117628 byte
```

```
cs10v101.pkg
DELETE FILE? NO
```

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 820 ASSIGN SYSTEM LINK ID

DESCRIPTION:

This MMC is used to assign the system link ID for Q-sig and VoIP networking. In addition each Link ID is also associated with the IP address of the MCP card for that system for use when IP networking is used to connect to that system.

OPTION	DESCRIPTION
LINK ID	System ID used for networking. Unique ID is assigned for each node in the network. Note: “Node” refers to the OfficeServ 7000 Series in the network.
SIGNAL G/W	IP address for each node in the network. The IP address assigned to the MCP in MMC 830 is used.
IP TYPE	Public or private type is assigned to each node for ‘SELF’. The IP TYPE assigned in MMC 830 is applied.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to delete an entry

ACTION	DISPLAY
1. Press TRANSFER 820. Display shows.	SELF: LINK ID
2. Press UP or DOWN to select system.	SYS05: LINK ID
3. Press RIGHT soft key twice to move cursor to entry field. Enter SYS LINK ID for each networked system.	SYS05: LINK ID 006
4. Press RIGHT soft key twice to move cursor to option field. Press UP to select SIGNAL G/W networked system.	SYS05:SIGNAL G/W

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5. Press RIGHT soft key to move cursor to entry field. Enter MCP IP address for each IP networked system.

```
SYS05:
192.168.0.XXX
```

6. Press TRANSFER button to store and exit
   OR
   Press SPEAKER button to store and advance to next MMC.

DEFAULT DATA: NOT USED

RELATED ITEMS: MMC 830: ETHERNET PARAMETERS

MMC: 821 Q-SIG TRUNK

DESCRIPTION:

Provides a means of programming a PRI for normal C.O. operation or networking. This option will only prompt for the first trunk in the span, but will affect the entire span.

OPTIONS	DESCRIPTION
NORMAL	For CO operation.
Q-SIGNALLING	For Q-Sig/PRI networking.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to delete an entry

ACTION	DISPLAY
1. Press TRANSFER 821. Display shows.	[701] Q-SIG TRK NORMAL
2. Press UP or DOWN key to select PRI.	[725] Q-SIG TRK NORMAL
3. Press RIGHT soft key to move cursor.	[725] Q-SIG TRK NORMAL
4. Press UP or DOWN key to make selection Press RIGHT soft key to make change and return to step 1.	[725] Q-SIG TRK Q-SIGNALLING
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **ALL SPANS NORMAL OPERATION**

RELATED ITEMS: MMC 823 NETWORK COS
MMC 824 NETWORK DIALING
MMC 825 NETWORK OPTIONS

MMC: 822 VIRTUAL STATION TYPE

DESCRIPTION:

This MMC determines the type of telephone, SLT or keyset model, that a virtual port will emulate. The virtual ports can be set to emulate SLT ports, DCS sets, iDCS sets, DS sets or ITP sets. The ports cannot be made to emulate AOMs or 64 button modules.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 822. Display shows.	`[ 3401 ] PORT TYPE 28 BTN SET`
2. Dial station number (e.g., 3505) OR Press UP or DOWN to select station and press RIGHT soft key to move cursor.	`[ 3402 ] PORT TYPE 28 BTN SET`
3. Press LEFT or RIGHT soft key to return to select telephone type. Press UP or DOWN soft key to change telephone type. Press LEFT or RIGHT soft key to return to Step 2.	`[ 3505 ] PORT TYPE 28 BTN`
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: 3401 to 3416 Default to 28 Button Keyset

Note: References to 6B, 38B, 14B and Large Set are for Korean Domestic market only.

RELATED ITEMS: MMC 857 VIRTUAL CABINETS

MMC: 823 NETWORK COS

DESCRIPTION:

This MMC is used to create new networking COS or change the default values of an existing COS. This allows for multiple, different COS to be used. There are 30 network classes of service available. These classes of service follow the COS assignments in MMC 301.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to delete an entry

ACTION	DISPLAY
1. Press TRANSFER 823. Display shows.	NETWORK COS (01) 01: CALL OFFER: Y
2. Press UP or DOWN key to select COS and press RIGHT soft key to move cursor.	NETWORK COS (05) 01: CALL OFFER: Y
3. Press UP or DOWN key to select option. Press RIGHT soft key to move cursor.	NETWORK COS (05) 03:CC PATH RSV: Y
4. Press UP or DOWN key to select YES or NO. Press RIGHT soft key to make change and return to Step 2.	NETWORK COS (05) 03:CC PATH RSV: N
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

These are the selectable options:

01 – CALL OFFER: Enables a call to be offered to a busy called user and to wait for that called user to accept the call, after the necessary resources have become available. The busy called user is given an indication of the offered call. During the time that the call is offered, the called user may ignore the offered call or may attempt to make the necessary resources available (e.g. by releasing or placing on hold another call). When and if the necessary resources become available, the call shall be completed as a normal incoming call.

04 – CC SIG CONN: There are two ways in which Callback features controls signaling connections:

YES = connection retention method – the signaling connection is maintained until completion or cancellation.
N) = connection release method – the signaling connection is cleared after each phase of call independent signaling and a new signaling connection is established for each subsequent phase of call independent signaling.

05 – CC SVC RETN: There are two possible behaviors when User B is found to be busy again after User A responds to callback recall:

YES = service retention method – the CC Request remains in force at the Originating and Terminating nodes and the Terminating node commences the monitoring of User B again;
NO - service cancellation method – the Callback Request is cancelled at the Originating and Terminating nodes.

06 – CCBS: Completion of Calls to Busy Subscribers. This enables the Call Back feature over the network. YES – Callback enabled and NO = Callback disables. *Not available on QSIG over PRI networking.*

07 – CCNR: Completion of Calls on No Reply is a supplementary service which is offered to a calling User A. On encountering a called User B which does not answer, it allows User A to request that the PISN monitors User B and notifies User A when User B becomes free after a subsequent period of activity. On response by User A to that notification the PISN shall attempt to complete the call to User B.

08 – CFB: Call Forward Busy (CFB) enables a served user to have the node redirect to another user calls which are addressed to the served user's PISN number and meet busy. SS-CFB may operate on all calls or just those associated with specified basic services. The served user's ability to originate calls is unaffected by SS-CFB.

09 – CFNR: Call Forward No Reply (CFNR) enables a served user to have the PISN redirect to another user calls which are addressed to the served user's PISN number and for which the connection is not established within a predefined period of time. The served user's ability to originate calls is unaffected by CFNR.

10 – CFU: Call Forward Unconditional (CFU) enables a served user to have the node redirect to another user calls which are addressed to the served user's node number. CFU may operate on all calls or just those associated with specified basic services. The served user's ability to originate calls is unaffected by CFU. After CFU has been activated calls are forwarded independently of the status of the served user.

11 – CI: Call Intrusion (CI) is a supplementary service which, on request from the served user, enables the served user to establish communication with a busy called user (user B) by breaking into an established call between user B and a third user (user C). On successful intrusion, user C is either connected in a conference type connection with the served user and user B or disconnected from user B (isolated).

12 - CI CAPABIL: Intrusion Capability Level (1 ~ 3): An intrusion request is only accepted if the served user has a higher Call Intrusion Capability Level (CICL) than the Call Intrusion Protection Level (CIPL) of both user B and user C.

14 – CI PROTECT: Intrusion Protection Level (0 ~ 3) Refer to the above 12.

23 – CONP LEVEL: The calling user can be provided with the name identification information according to the CONP level, CONP Level (0 ~ 3).

26 – CT RE-ROUTE: Transfer By Rerouting (CT) is a supplementary service which enables a served user (User A) to transform two of that users calls into a new call between the other two users of the two calls (User B and User C). Each call can either be an incoming call to User A or an outgoing call from User A. After successful invocation of CT, User B and User C will no longer be able to communicate with User A.

27 – DND TONE: DND Announcement. As an implementation option, it may be possible for the served user to select a tone or announcement to be given to the calling user on invocation of DND.

28 – DNDO: Do Not Disturb Override (DNDO) is a supplementary service which enables a calling user to override DND at a called user, allowing the call to proceed as if the called user had not activated DND.

29 – DNDO CAPABL: DNDO Capability Level (0 ~ 3) The subscription parameter "DNDO Capability Level" (DNDOCL) shall be provided. The DNDOCL has a value in the range 1 (lowest capability) to 3 (highest capability). At least one of the DNDOCL values shall be offered.

30 – DNDO PROTEC: If DNDO Protection Level (1 ~ 3) is implemented then the subscription parameter "DND protection level" (DNDPL) shall be provided. The DNDPL has a value in the range 0 to 3 where 0 means no protection against DNDO and 3 means total protection against DNDO. The values 0 and 3 shall be offered. The values 1 and 2 may, as an implementation option, be offered.

31 - PAGE.: This feature allows station users in one node to initiate network pages to other page zones to different nodes in the network.

32 - PATH REPL.: Path Replacement (PR) is invoked by an ANF-PR user for an established call, allowing that call's connection through the network to be replaced by a new connection. The direction of the new connection may be decided by the PR user. If the new connection is required to satisfy certain criteria, PR should be used in conjunction with other supplementary services.

33 - PATH RETEN: Path Retention -the retention of the network connection between the Originating and Terminating nodes so that a supplementary service (such as DNDO) can be invoked without establishing a new connection.

DEFAULT DATA:

01:	**CALLER OFFER:**	**Y**
03:	**NOT USED**	
04:	**CC SIG CONN:**	**Y**
05:	**CC SVC RETN:**	**Y**
06:	**CCBS:**	**N**
07:	**CCNR:**	**N**
08:	**CFB:**	**Y**
09:	**CFNR:**	**Y**
10:	**CFU:**	**Y**
11:	**CI:**	**N**
12:	**CI CAPABIL:**	**2**
14:	**CI PROTECT:**	**2**
15:	**NOT USED**	
16:	**NOT USED**	
17:	**NOT USED**	
18:	**NOT USED**	
19:	**NOT USED**	
20:	**NOT USED**	
21:	**NOT USED**	

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22: NOT USED
23: CONP LEVEL: 3
24: NOT USED
25: NOT USED
26: CT RE-ROUTE: N
27: DND TONE: N
28: DNDO: Y
29: DNDO CAPABL: 2
30: DNDO PROTEC: 2
31: PAGE: Y
32: PATH REPL.: Y
33: PATH RETN: N

RELATED ITEMS: MMC 821 Q-SIG TRUNK
MMC 824 NETWORK DIALING
MMC 825 NETWORK OPTIONS

MMC: 824 NETWORK DIAL PLAN

DESCRIPTION:

This MMC is the translation table that defines the extension dialing plan for the networked systems.

PROGRAMMED FIELD DESCRIPTIONS: PP:NONE → DDDD
SZ:X MAX:XX MB:XX

PP	Dial Plan Number (01-99).
DDDD	Link ID and leading digits for the extension numbers in that switch (8 characters maximum).
SZ	Number of digts in extension number (0-9).
MAX	Number of digits total (1-20) for ID number and extension number.
MB	Create mailbox for this extension range in this switch (Y/N).

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right

ACTION	DISPLAY
1. Press TRANSFER 824. Display shows.	01: NONE→ SZ:0 MAX:00 MB:N
2. Press UP or DOWN key to select plan number and press RIGHT soft key to move cursor.	10: NONE→___ SZ:0 MAX:00 MB:N
3. Enter LINK ID and FIRST DIGIT of extension number using the keypad and press RIGHT soft key to move cursor.	10: NONE→ 0033 SZ:0 MAX:04 MB:N
4. Enter number of digits in the extension number. Cursor advances to next field.	10: NONE→ 0033 SZ:3 MAX:04 MB:N
5. Dial maximum number of digits. Cursor advances to next field.	10: NONE→ 0033 SZ:3 MAX:06 MB:N

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6. Press UP or DOWN key to select YES or NO for mailbox information.
   Press RIGHT soft key to make change and return to step 1.

```
10: NONE→ 0033
SZ:3 MAX:06 MB:Y
```

7. Press TRANSFER to store and EXIT
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NONE**
SZ: 0
MAX: 00
MB: N

RELATED ITEMS: **MMC 710 LCR DIGIT TABLE**
MMC 724 DIAL NUMBERING PLAN
MMC 820 ASSIGN SYSTEM LINK ID
MMC 825 NETWORK OPTIONS

Note: You must have an entry in MMC 724 under Network LCR Num Plan for it to appear in this MMC.

MMC: 825 NETWORK OPTIONS

DESCRIPTION:

When you have networked switches, this MMC is used to set the network related options for Caller ID and Voice Mail.

These are the options:

0	ADD NUMBER TO NAME	Assign to include the extension number in the name field of Q-SIG standard message.
1	USE REMOTE VM	Assign to use SVM on remote system.
2	REMOTE VM NUMBER	Assign to access number of remote SVMi when Remote VM is used.
3	REMOTE CID NUMB	Assign to use delete node number when CID number send to SVMi.
4	USE REMOTE ATTN	Assign to use Attendant on remote system.
5	REMOTE ATTN NUMB	Assign to access number of remote attendant when the remote attendant is used (one access number per ring plan).
6	SPNET SEND DIGITS	When IP networking systems, this option determines the method used for sending digits between nodes. • MGI Signalling: follows the “DTMF TYPE” setting in MMC 835 (inband or out of band) for signaling between nodes. • MCP Signalling: MCP sends IPC messages to MCPs in other network nodes over IP with digit information. MGI is not involved. This does <u>not</u> apply to analog devices sending digits across the network (i.e. SLT)

PROGRAM KEYS

VOLUME	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to advance to the next MMC
HOLD	Used to clear previous entry

MMC: 825

ACTION	DISPLAY
1. Press TRANSFER 825. Display shows.	NAME: NUMB APPEND YES
2. Press RIGHT soft key to move cursor. Press UP or DOWN key to select YES or NO.	NAME: NUMB APPEND NO
3. Press UP or DOWN key to select option and then follow step 2.	USE REMOTE VM NO
4. Press TRANSFER to store and EXIT or Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA:
ADD NUMB TO NAME: YES
USE REMOTE VM: NO
REMOTE VM NUMBER: NONE
REMOTE CID NUMB: YES
REMOTE ATTN NUMB: NONE
SPNET DIGIT SEND: MGI SIGNALLING

RELATED ITEMS:
MMC 724 DIAL NUMBERING PLAN
MMC 821 Q-SIG TRUNK
MMC 823 NETWORK DIALING
MMC 824 NETWORK DIAL PLAN
MMC 835 MGI DSP OPTIONS

MMC: 826 CLOCK SOURCE

DESCRIPTION:

This MMC determines which span the system will take its clocking from. Priority 1 is the first choice. Assign this to the cabinet and slot you want to clock to first. Then if this span is down decide which other span will be the second priority and so on.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right

ACTION	DISPLAY
1. Press TRANSFER 826. Display shows.	`REFERENCE CLOCK` `PRIORITY 1: C1-S1`
2. Press UP or DOWN key to select priority (1-9) OR	`REFERENCE CLOCK` `PRIORITY 3: C1-S1`
3. Press RIGHT soft key to move cursor then press UP and DOWN key to select cabinet and slot.	`REFERENCE CLOCK` `PRIORITY 3: C2-S3`
4. Press TRANSFER to store and EXIT or Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: PRIORITY 1: C1-S1

RELATED ITEMS: CLK LED ON DTPRI CARDS

MMC: 829 LAN PRINTER PARAMETER

DESCRIPTION:

This program sets the various parameters required for printing to a LAN connected device (PC or printer).

The eight types of data listed below can be displayed using the LAN printer or PC.

REPORT	LAN TCP PORT (TCP port of MCP providing the service)
[01] SMDR	5100
[02] UCD REPORT	5101
[03] TRAFFIC REPORT	5102
[04] ALARM REPORT	5103
[06] PERIODIC UCD	5105

Ports 5100 ~ 5106 are fixed and are displayed in the “LAN TCP” field below.

The items that are set in this program are listed below.

00	DATA TYPE	Type of data to be displayed (01~06 above)
01	CURR STATUS	Current status of the LAN printer (READ ONLY FIELD) When “DESTINATION” is PC, this field will display “OFF” until PC is connected.
02	EMPTY BUFF	Prints all data left in the buffer
03	UPDATE LAN	Applies modified items When making any TCP/LAN related parameter, select “YES” to update LAN (and save) for changes to take effect.
04	DESTINATION	Select the device where your report prints.
05	PRINTER IP	Sets the IP address of the LAN printer
06	PRINTER TCP	Enter TCP port of printer (see printer manufacturer specifications)
07	LAN TCP	Displays LAN TCP port of the associated service shown in table above (READ ONLY)
08	RETRY COUNT	Retransfer attempt count (00~10)
09	RETRY WAIT	Wait time for retransfer(005~250 sec)
10	PJL ENABLE	Sets PJL (0. FALSE, 1. TRUE)
11	LANGUAGE	Printer language(0. RAW, 1. PCL, 2. PS)
12	PAPER SIZE	Paper size (0. A4, 1. LETTER)
13	FONT TYPE	Font type (0. COURIED, 1. TIMES NEW ROMAN)

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14	DUPLEX ENAB	Sets duplex (0. FALSE, 1. TRUE)
15	ORIENTATION	Sets orientation (0. PORTRAIT, 1. LANDSCAPE)
16	PRINT TRAY	Sets printer tray (0. DEFAULT, 1. TRAY 1, 2. TRAY, 3. MANUAL)
17	RESOLUTION	Resolution (0. 300, 1. 600)
18	LINE/PAGE	Line per page

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 829. Display shows.	[01] DATA TYPE SMDR
2. Enter type of data to be printed OR Press VOLUME to select the type and press the RIGHT soft button to move the cursor.	[02] DATA TYPE UCD REPORT
3. Enter the item number OR Press VOLUME to select the item and press the RIGHT soft button to move the cursor.	[02] PRINTER IP 200. 1. 1. 1
4. Select the data OR Press the VOLUME to select the data and press the RIGHT soft button to move the cursor.	[02] PRINTER IP 168.219. 83.101
5. Press TRANSFER to exit the program OR Press SPEAKER to move on to the next program.	

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DEFAULT DATA:

DATA TYPE	Display type of each numbered data
CURR STATUS	Display current status of the LAN printer
EMPTY BUFF	NO
UPDATE LAN	NO
DESTINATION	OFF
PRINTER IP	200. 1. 1. 1
PRINTER TCP	9100
LAN TCP	5100 ~ 5106 (depending on the “DATA TYPE”)
RETRY COUNT	03
RETRY WAIT	010 sec
PJL ENABLE	FALSE
LANGUAGE	RAW
PAPER SIZE	A4
FONT TYPE	COURIER
DUPLEX ENAB	FALSE
ORIENTATION	PORTRAIT
PRINT TRAY	DEFAULT
RESOLUTION	300
LINE/PAGE	60

RELATED ITEMS:

MMC 219 TRAFFIC REPORT PRINTOUT
MMC 607 UCD OPTIONS

MMC: 830 ETHERNET PARAMETERS

DESCRIPTION:

This MMC provides the means to configure the Internet Protocol (IP) addressing of the OfficeServ 7100 system MP10 card. This MMC must be utilized if there are ITP series phones and/or MGI cards used on the system. Even without any VoIP applications you still have to configure the MP10 IP for LAN based OfficeServ 7100 box connections.

- NOTE: When changing any IP address/value, listed below, three digits must be input for each (octet) field. Example 192.168.1.10 input must be: 192 168 001 010

- PLEASE ALSO NOTE: The first 3 parameters: *SYSTEM IP ADDR, SYSTEM GATEWAY, and SYSTEM NET MASK* are stored separate from the main system database, thus will not be defaulted when MMC811 "CLEAR MEMORY" is performed. Furthermore, any changes to these parameters **will not be applied** until the MP is reset.

- **SYSTEM IP ADDR:** Specifies the IP address for the MP10 card.

- **SYSTEM GATEWAY:** Specifies the designated LAN gateway IP address used for contacting IP devices beyond the local network subnet.

- **SYSTEM NET MASK:** Specifies the IP subnet mask. This parameter is used by the system to calculate the range of IP devices (subnet) that are within "direct reach" of the MP10 (without having to go through the designated network IP gateway).

- **SYSTEM RESET:** Prompt to restart system MP10 when system IP address is changed. This reset is similar to MMC 811. **You must use this reset for any changes in this MMC to take effect.**

- **SYSTEM IP TYPE:** Defines which IP addressing relationship is used for communications to and from the MP10 card.
  - PRIVATE IP ONLY – the system assumes all ITP/VOIP devices are on the same network. Traffic involving non-IP based devices (such as analog trunks, digital keysets, voicemail, etc.) are handled VIA the MGI card.
  - PRIVATE w PUBLIC – the system knows that there is a mixture of ITP/VOIP devices on the same network and on remote network(s), thus communicates accordingly based upon the entries in MMC 840 (for ITP phones) or MMC 838 (for other MP10).

- Public IP Only – use when MP10 IP address is exposed to the public network.

- **SYSTEM PUBLIC IP:** The MP10 will originate communications, to ITP/VOIP devices outside the local network, using this IP address. Communications to/from this IP will require involvement of the MGI resources. The system identifies communications to/from this address as "public". This allows devices, on remote networks/subnets, to establish communications with the system, without exposing your LAN. See "SYSTEM IP TYPE."

- **SYSTEM MAC ADDR:** For your reference, and cannot be changed. The unique hardware (MAC) address of the MP10 card.

- **PCMMC ADDRESS:** *No entry required. Reserved for future use.*

- **SM MANAGER IP:** *No entry required. Reserved for future use.*

- **NEWS ADDRESS:** *No entry required. Reserved for future use.*

- **CTI SERVER ADDRESS:** *No entry required. Reserved for future use.*

- **MMS SERVER IP:** *Reserved for future use.*

- **MMS WEB SERV IP:** *Reserved for future use.*

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 830. Display shows the system IP address.	SYSTEM IP ADDR 192.168.9.209
2. Press RIGHT soft key to move cursor on IP address line.	SYSTEM IP ADDR 192.168.9.209
3. Using the keypad enter three digit IP octet numbers IE 192 168 001 010 for 192.168.1.10	SYSTEM IP ADDR 192.168.001.010
4. Cursor will return to Step 1 upon completion of IP address entry.	SYSTEM IP ADDR 192.168. 1. 10

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5. Press UP or DOWN key to make selection. Press RIGHT soft key to move cursor.

```
SYSTEM GATEWAY
  192.168. 9. 2
```

6. Press RIGHT softkey to move cursor to IP gateway address line.

```
SYSTEM GATEWAY
  192.168. 9. 2
```

7. Using the keypad enter three digit IP octet numbers IE 192 168 001 001 for 192.168.1.1

```
SYSTEM GATEWAY
  192.168.001.001
```

8. Cursor will return to Step 5 upon completion of system gateway entry.

```
SYSTEM GATEWAY
  192.168.  1.  1
```

9. Press UP or DOWN key to make selection. Press RIGHT soft key to move cursor.

```
SYSTEM NET MASK
  255.255.255.  0
```

10. Press UP or DOWN key to make a selection
    OR
11. Press TRANSFER to store and exit OR
    Press SPEAKER to store and advance to next MMC.

```
SYSTEM RESTART
ARE YOU SURE ? NO
```

DEFAULT DATA:

SYSTEM IP ADDR:	**192.168.9.209**
SYSTEM GATEWAY:	**192.168.9.2**
SYSTEM NET MASK:	**255.255.255.0**
SYSTEM RESTART:	**NO**
SYSTEM IP TYPE:	**PRIVATE IP ONLY**
SYSTEM PUBLIC IP:	**1.1.1.1**
SYSTEM MAC ADDR:	**CARD DEPENDANT (always unique)**

RELATED ITEMS:

MMC 615: MGI GROUP
MMC 616: MGI USER
MMC 831: MGI PARAMETERS
MMC 832: VOIP OUTBOUND DIGITS
MMC 833: VOIP ADDRESS TABLE
MMC 834: H.323 OPTIONS
MMC 835: MGI DSP OPTIONS
MMC 836: H.323 GATEKEEPER OPTIONS
MMC 837: SIP OPTIONS
MMC 838: PRIVATE IP ADDRESSES
MMC 840: IP SET INFO
MMC 841: SYSTEM IP OPTIONS

MMC: 831 MGI PARAMETERS

DESCRIPTION:

This MMC only applies to MGI-16 cards installed in the system.

NOTE: If you only have the MP10 on-board MGI ports this becomes "READ ONLY" MMC since it has the same values as the MP10.

This MMC provides the means to configure the Internet Protocol (IP) addressing of the OfficeServ 7100 system MGI resources and hardware. This MMC must be utilized if there are ITP series phone(s) and/or MGI card(s) used on the system (or if the on-board MGI ports are enabled via licenses).

NOTE: This MMC cannot be accessed unless there is an MGI-16 card installed in the system or has MGI licenses enabled for the built-in MGI ports on the MP10.

- NOTE: When changing any IP address/value, listed below, three digits must be input for each (octet) field. Example 192.168.1.10 input must be: 192 168 001 010

- PLEASE ALSO NOTE: The first 3 parameters: *IP ADDRESS, GATEWAY, and SUB MASK* - changes to these parameters **will not be applied** until the MGI is reset, use the reset option below to reset the MGI.

- **IP ADDRESS:** Specifies the IP address for the MGI card. The MGI ports built-in to the MP10 will have the same IP address as the MP10.

- **GATEWAY:** Specifies the designated LAN gateway IP address used for contacting IP devices beyond the local subnet.

- **SUB MASK:** Specifies the IP subnet mask. This parameter is used by the system to calculate the range if IP devices (subnet) that are within "direct reach" of the MGI (without having to go through the designated network IP gateway).

- **IP TYPE:** Defines which IP addressing relationship is used for communications to and from the MGI card.

  - PRIVATE IP ONLY – the system assumes all ITP/VOIP devices are on the same network. Traffic involving non-IP based devices (such as analog trunks, digital keysets, voicemail, etc.) are handled VIA the MGI card.
  - PRIVATE w PUBLIC – the system knows that there is a mixture of ITP/VOIP devices on the same network and on remote network(s), thus communicates accordingly based upon the entries in MMC 840 (for ITP phones).

MMC: 831

- Public IP Only – use when MGI's IP address is exposed to the public network.

- **PUBLIC IP:** The MGI will originate communications, to ITP/VOIP devices outside the local network, using this IP address. The system identifies communications to/from this address as "public". This allows devices, on remote networks/subnets, to establish communications with the system, without exposing your LAN.

- **PUBLIC PORT:** This defines the UDP port range on the firewall forwarded to the MGI resources.

- **CARD RESET:** Use this option to reset the MGI. This option only applies to MGI cards installed on the system. It does not apply to the on-board MGI ports.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 831. Display shows the first trunk on selected MGI card.	[3801] IP ADDRESS 168.219. 76.101
2. Press RIGHT soft key to move cursor.	[3801] IP ADDRESS 168.219. 76.101
3. Press RIGHT soft key to move cursor to IP address line.	[3801] IP ADDRESS 168.219. 76.101
4. Using the keypad enter three digit IP octet numbers IE 192 168 001 050 for 192.168.1.50	[3801] IP ADDRESS 105.052.010.050
5. Cursor will return to Step 2 upon completion of IP address entry.	[3801] IP ADDRESS 105. 52. 10. 50
6. Press UP or DOWN key to make selection. Press RIGHT soft key to move cursor.	[3801] GATEWAY 168.219. 76. 1

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7. Press RIGHT softkey to move cursor to gateway address line.

```
[3801] GATEWAY
  168.219. 76.  1
```

8. Using the keypad enter three digit IP octet numbers IE 192 168 001 001 for 192.168.1.1

```
[3801] GATEWAY
  192.168.001.001
```

9. Cursor will return to Step 2 upon completion of gateway entry.

```
[3801] GATEWAY
  192.168.  1.  1
```

10. Press UP or DOWN key to make selection
Press RIGHT soft key to move cursor

```
[3801] SUB MASK
  255.255.255  0
```

11. Using the keypad enter three digit gateway address numbers.

```
[3801] SUB MASK
  255.255.255  0
```

12. Cursor will return to Step 2 upon completion of sub mask entry.

```
[3801] SUB MASK
  255.255.255  0
```

13. Press UP or DOWN key to make a selection
OR

```
[3801] PUBLIC IP
   1.  1.  1.  1
```

14. Press TRANSFER to store and exit
OR
Press SPEAKER to store and advance to next MMC.

DEFAULT DATA:
IP ADDRESS: 1.1.1.1
GATEWAY: 1.1.1.1
SUB MASK: 255.255.255
PUBLIC IP:1.1.1.1
IP TYPE: PRIVATE ONLY
PUBLIC PORT: 300000

RELATED ITEMS:
MMC 615: MGI GROUP
MMC 616: MGI USER
MMC 830: ETHERNET PARAMETERS
MMC 832: VOIP OUTBOUND DIGITS
MMC 833: VOIP ADDRESS TABLE
MMC 834: H.323 OPTIONS
MMC 835: MGI DSP OPTIONS
MMC 836: H.323 GATEKEEPER OPTIONS
MMC 837:SIP OPTIONS
MMC 838: PRIVATE IP ADDRESSES
MMC 840: IP SET INFO

MMC: 831

MMC 841: SYSTEM IP OPTIONS
MMC 714: DID TRANSLATIONS
MMC 321: CLIP TABLE

MMC: 832 VoIP OUTBOUND DIGITS

DESCRIPTION:

This MMC is only used for Gateway to Gateway IP Trunking applications. This MMC provides the means to set the MGI internal numbering plan for digit dialing and conversion when using IP trunking application.

- **ACCESS DGT:** This is the access code that is used once the MGI is accessed; this directs a call based on the routing tables used. An access code table then references an access code and correlates an IP address to the access code for routing. A maximum of 8 digits are available with 63 access code entries (00~62).

- **DGT LENGTH:** This field requests the number of digits that are expected to be received to make up the whole access code.

- **DEL.LENGTH:** This is the number of digits to delete after receiving the access code.

  NOTE: If no digits are deleted the access code will be sent as part of the call to the destination to continue routing at the far end destination.

- **INSERT DGT:** This is the digit(s) to insert for routing at the destination. This can be used when different numbering plans exist or if a dial 9 access is needed to be inserted in the dialed digits.

- **IP TABLE 1:** This is the first table referenced for routing the access code to an IP address The system has 63 IP tables (00~62) with 16 entries (00~15) in each table.

- **IP START:** This entry indicates where in a table to start looking for an IP code to associate with the access code.This can be used to manage where to start looking for an IP address in high traffic MGI applications. Example: If IP address routing to the desired destination is known to be in the last 7 entries of a table the IP START location would be 8. IP address searching would start at entry 8.

- **SERVER USE:** This parameter determines whether a H.323 Gatekeeper (MMC836) will be utilized to establish this connection (0:no, 1:yes).

MMC: 832

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 832. Display shows the first access code entry number and access code.	[0:00] ACCESS DGT 0
2. Press UP or DOWN key to select an entry OR Press RIGHT soft key to move cursor	[0:00] ACCESS DGT 0
3. Press RIGHT soft key to move cursor. Press UP or DOWN key to select an option OR Press RIGHT soft key to move cursor.	[0:00] ACCESS DGT 1 [0:00] ACCESS DGT 1
3. Using the keypad input an access code that will reference an IP address table.	[0:00] ACCESS DGT 80
4. Press RIGHT soft key to enter data and move cursor. Press UP or DOWN key to select an option entry.	[0:00] DGT LENGTH 80
5. Press RIGHT soft key to move cursor. Using the keypad enter the number of digits in the access code. Press RIGHT soft key to enter data and move cursor.	[0:00] DGT LENGTH 2
6. Press UP or DOWN key to select an entry Press RIGHT soft key to move cursor.	[0:00] DEL. LENGTH 1
7. Using the keypad enter the number of digits of the access code to delete. Press RIGHT soft key to enter data and to move cursor.	[0:00] DEL. LENGTH 2
8. Press UP or DOWN key to select an option. Press RIGHT soft key to move cursor.	[0:00] INSERT DGT

MMC: 832

9. Using the keypad enter the digits to insert. Press RIGHT soft key to enter data and move cursor.

```
[0:00] INSERT DGT
  9
```

10. Press UP or DOWN key to make selection. Press RIGHT soft key to move cursor.

```
[0:00] IP TABLE 1
 00
```

11. Using the keypad enter two digit IP table to translate dialed numbers to IP address.

```
[0:00] IP TABLE 1
 01
```

13. Press RIGHT soft key to move cursor. Using the keypad enter two digit IP translation start location to search for an IP address

```
[0:00] IP START
 00
```

OR

14. Press TRANSFER to store and exit

OR

Press SPEAKER to store and advance to next MMC.

DEFAULT DATA:
ACCESS DGT: 00~09 (digits 0~9) ,10~62 NONE
DGT LENGTH: 1 (digits 0~9), 10~62 NONE
DEL.LENGTH: 0
INSERT DGT: NONE
IP TABLE 1: 00
IP START: NONE
GK USE: NO

RELATED ITEMS:
MMC 615: MGI GROUP
MMC 616: MGI USER
MMC 830: ETHERNET PARAMETERS
MMC 831: MGI PARAMETERS
MMC 833: VOIP ADDRESS TABLE
MMC 834: H.323 OPTIONS
MMC 835: MGI DSP OPTIONS
MMC 836: H.323 GATEKEEPER OPTIONS
MMC 837: SIP OPTIONS
MMC 838: PRIVATE IP ADDRESSES
MMC 840: IP SET INFO
MMC 841: SYSTEM IP OPTIONS
MMC 714: DID TRANSLATIONS
MMC 321: CLIP TABLE

MMC: 833 VoIP IP ADDRESS

DESCRIPTION:

This MMC provides the IP addresses in tables pointed to by the VoIP code entry (MMC832). There are 63 tables with up to 16 entries each. The destination IP address is required to route dialed digits based on the access code and digits dialed. The IP entry field is divided into 4 sections allowing modification of separate IP address fields.

- NOTE: When changing any IP address/value, listed below, three digits must be input for each (octet) field. Example 192.168.1.10 input must be: 192 168 001 010

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 833. Display shows the first table number. Press UP or DOWN key to select a table OR press RIGHT soft key to move cursor.	TB(00) ENTRY (00) 165.213. 97.185
2. Press UP or DOWN key to select a table entry OR press RIGHT soft key to move cursor.	TB(00) ENTRY (00) 165.213. 97.185
3. Using the keypad input a 12 digit IP address OR	TB(00) ENTRY (00) 165.213. 97.185
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC entry.	

MMC: 833

DEFAULT DATA: **ALL TABLES: TB(00) ENTRY(00) = MMC 830 System IP ADDR**
All others = BLANK

RELATED ITEMS:

- MMC 615: MGI GROUP
- MMC 616: MGI USER
- MMC 830: ETHERNET PARAMETERS
- MMC 831: MGI PARAMETERS
- MMC 832: VOIP OUTBOUND DIGITS
- MMC 834: H.323 OPTIONS
- MMC 835: MGI DSP OPTIONS
- MMC 836: H.323 GATEKEEPER OPTIONS
- MMC 837: SIP OPTIONS
- MMC 838: PRIVATE IP ADDRESSES
- MMC 840: IP SET INFO
- MMC 841: SYSTEM IP OPTIONS
- MMC 714: DID TRANSLATIONS
- MMC 321: CLIP TABLE

MMC: 834 H.323 OPTION

DESCRIPTION:

This MMC is used for H.323 IP Trunking configuration. This MMC provides various VoIP support options. The options set in this MMC are set systemwide.

- **GATEWAY CALL ID:** This a 1 to 12 digit numeric entry that identifies this system.
- **H.323 FAST SETUP:** Enables or disables the H.323 Fast Start call setup method.
- **CALLER ID TYPE:** This option controls the calling party identification type. There are 3 possible selections: *ANI* which shows the calling station number when the call is an MGI to MGI, *IP* which shows the calling MGI IP address, and *GWID* which is a 1 to 12 digit preprogrammed ID.
- **TUNNELING:** Enables or disables the need for additional channels using H.245 signaling. Tunneling allows use of the H.245 signal channel with the Q.931 channel.
- **DEFAULT DIL NO.:** This allows programming of the default DIL number when digits are missing, or incorrect on an inbound call.
- **CODEC AUTO NEGO:** Enables or disables Auto CODEC Negotiation when the MGI is used as a trunking gateway. This parameter is set as ON or OFF.
- **SIGNAL PORT:** Indicate the port number for H.323 signaling and sets a range of numbers allowed by firewall equipment. The common/default IP path or port used is 10000. When using the MGI as a trunking gateway the formula for which ports to open depends on the number of VoIP channels. The formula is as follows: base signaling port (10000)+128+2*(# of VoIp ports –1)+1.
- **SEND CLIP TABLE:** Refers to SEND CLI NUMBER (MMC 321), which provides calling party identification when using the MGI as a trunking gateway. This provides station ID of the calling station. A single digit value corresponding with the desired table in MMC321 should be entered here. This is only used when MMC 405 value is null. Default 1.
- **INCOMING MODE:** This option selects how incoming calls are routed: FOLLOW DID TRANS [default] (MMC 714), FOLLOW TRUNK RING (MMC406),

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or FOLLOW INCOM DGT (MMC 724) when the MGI is used as a trunking gateway.

- **ALLOW GW CHECK:** When using a gatekeeper, this permits the MGI to check for gatekeeper presence. This parameter is set as ENABLE or DISABLE

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 834. Display shows the first option. Press UP or DOWN key to select an option OR	GATEWAY CALL ID 1234
2. Press RIGHT soft key to move cursor. Press UP or DOWN key to select an entry.	GATEWAY CALL ID 1234
3. Press RIGHT soft key to enter data and move cursor.	GATEWAY CALL ID 1234
4. Press UP or DOWN key to select an option OR Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	H.323 FAST SETUP ENABLE

DEFAULT DATA:

GATEWAY CALL ID: 1234
H.323 FAST SETUP: ENABLE
CALLER ID TYPE: ANI
TUNNELING: ENABLE
DEFAULT DIL NO.: 5000
CODEC AUTO NEGO: ON
SIGNAL PORT: 10000
SEND CLIP TABLE: 1
INCOMING MODE: FOLLOW DID TRANS
ALLOW GK CHECK: DISABLE

MMC: 834

RELATED ITEMS:

- MMC 405: CO LINE NO.
- MMC 615: MGI GROUP
- MMC 316: MGI USER
- MMC 830: ETHERNET PARAMETERS
- MMC 831: MGI PARAMETERS
- MMC 832: VOIP OUTBOUND DIGITS
- MMC 833: VOIP ADDRESS TABLE
- MMC 835: MGI DSP OPTIONS
- MMC 836: H.323 GATEKEEPER OPTIONS
- MMC 837: SIP OPTIONS
- MMC 838: PRIVATE IP ADDRESSES
- MMC 840: IP SET INFO
- MMC 841: SYSTEM IP OPTIONS

MMC: 835 MGI DSP OPTION

DESCRIPTION:

This MMC provides various MGI DSP options. These settings will apply to the 8 MGI channels on board plus any MGI-16 installed in the system.

- **AUDIO CODEC:** Selects which audio codec compression will be used and transmission interval time of VoIP packets generated from MGI card. Selections: G729A (8K), G.729 (8K), G.711 (64K), G.723.1 (5.3K~6.4K). Does not apply to ITP to ITP communications. Use settings in MMC 840/MMC 841 for ITP to ITP communications.

- **ECHO CANCEL:** Enables or disables echo cancellation (0: disable, 1: enable). This function removes echo that is generated by voice reflection and packet delay.

- **SILENCE SUP:** This parameter determines whether silence suppression is used (0: disable, 1: enable). This prevents transmission during the silence period of a call, and conserves bandwidth when enabled.

- **IN FILTER:** This option select input filtering of the DSP (0: disable, 1: enable). This should always be set as ENABLE.

- **OUT FILTER:** This option select output filtering of the DSP (0: disable, 1: enable). This should always be set as ENABLE.

- **INPUT GAIN:** PCM input gain value of DSP. The range is –31dB~31dB (0~63). This sets the quality of PCM voice from the VoIP DSP to the site.

- **VOICE VOL:** This value selects the voice volume. The range is –31dB~31dB (0~63).

- **JITTER OPT:** This is a scale value that introduces a intentional buffer (delay) of the transmission of VoIP packets generated by the MGI card. This value determines whether the focus is on packet loss or packet delay. The range is 00~12.

- **MIN JITTER:** Decides the minimum time to consider delay for jitter adjustment. The range is 010~300ms.

- **MAX JITTER:** Decides the maximum time to consider delay for jitter adjustment. The range is 010-300ms.

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- **FAX ECM:** This option enables or disables fax error-correction made (0: disable, 1: enable).
- **MAX FAX CNT:** This is maximum number of channels that can be *simultaneously utilized* for Fax-over-IP. The range is 00~08. Each MGI-16 can handle 2 simultaneously.
- **DTMF TYPE:** There are two types of DTMF transmission: INBAND, which is industry standard (H.245) type DTMF transport, and OUTBAND which is a Samsung proprietary method.
- **TOS/DIFFSERV:** An eight-bit binary value that will be utilized by external routers, switches, etc (*that optionally support TOS-bit/DiffServ prioritization*) – to identify the transport-priority value of data packets generated by the MGI card. This value can be left at default value (00000000) if your network infrastructure does not support this method of bandwidth management.
- **FAX RETRY:** The number of attempts to resend a failed fax transmission.
- **RTP CHECK TIME:** Interval between RTCP packets sent from MGI cards.
- **USE T.38 711:** Implements the T.38 fax over IP protocol when using G.711 codec.
- **802.1q:** Enables/disables VLAN tagging on the MGI resources.
- **802.1 PRIORITY:** Assigns a priority to the VLAN tag.
- **802.1 Q VLAN:** Assigns a VLAN ID to the MGI.

- **ECGAIN**
- **NLP**
- **EC TAIL LEN**
- **JIT PERIOD**
- **JIT DEL TM**

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Note: Does not apply to ITP to ITP calls (where both ITP's are in same public zone, or both in same private zone). For ITP to ITP calls, use settings in MMC 840/MMC 841.

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PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 835. Display shows the first option. Press UP or DOWN key to select MGI3 or MGI2 OR	AUDIO CODEC G.729A
2. Press RIGHT soft key to move cursor. Press UP or DOWN key to select an parameter.	AUDIO CODEC G.729A
3. Press RIGHT soft key to enter data and move cursor.	AUDIO CODEC G.729A
4. Press UP or DOWN key to select an option OR Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	MGI3:AUDIO CODEC G.729

DEFAULT DATA:

AUDIO CODEC: G.729A
ECHO CANCEL: ENABLE
SILENCE SUP: ENABLE
IN FILTER: ENABLE
OUT FILTER: ENABLE
INPUT GAIN: 31
VOICE VOL: 31
JITTER OPT: 04
MIN JITTER: 030ms
MAX JITTER: 150ms(MGI3)
FAX ECM: ENABLE
MAX FAX CNT: 02
DTMF TYPE: OUTBAND(MGI3)
TOS DATA: 00000
FAX RETRY: 0
RTP CHECK TIME: 5 seconds
USE T38711: ENABLE

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802.1 VLAN: 0000
802.1 PRIOR: 0
802.1Q: DISABLE
EC GAIN: 32
NLP: 0
EC TAIL LEN: 064MS
JIT PERIOD: 01
JIT DEL TM: 250

RELATED ITEMS:
MMC 615: MGI GROUP
MMC 616: MGI USER
MMC 830: ETHERNET PARAMETERS
MMC 831: MGI PARAMETERS
MMC 832: VOIP OUTBOUND DIGITS
MMC 833: VOIP ADDRESS TABLE
MMC 834: H.323 OPTIONS
MMC 836: H.323 GATEKEEPER OPTIONS
MMC 837: SIP OPTIONS
MMC 838: PRIVATE IP ADDRESSES
MMC 840: IP SET INFO
MMC 841: SYSTEM IP OPTIONS
MMC 714: DID TRANSLATIONS
MMC 321: CLIP TABLE

MMC: 836 H.323 GK OPTION

DESCRIPTION:

Provides a means to set the MGI parameters for an optional external industry-standard H.323 network gatekeeper, using Registration, Admissions, and Status signaling (RAS). The settings are system wide.

- NOTE: When changing any IP address/value, listed below, three digits must be input for each (octet) field. Example 192.168.1.10 input must be: 192 168 001 010

- **GK CONNECTION:** This determines if the MGI is to connect to a gatekeeper. The options are: ENABLE or DISABLE.
- **GK ROUTING:** This enables or disables routing of calls through a gatekeeper. The options are: ENABLE or DISABLE.
- **GK IP ADDRESS:** This is gatekeeper's IP address.
- **GK NAME:** This is alphanumeric name identifier of the gatekeeper. An entry of 9 characters with a space followed by an additional 6 alpha-numeric characters.
- **ALTER GK IP ADDR:** This provide for an alternate gatekeeper address.
- **H.323 GATEWAY ID:** This is the H.323 identifier used by the MGI when registering with the gatekeeper. This can be up to 16 characters in length.
- **E.164 GATEWAY NO:** This is the E.164 identifier used by the MGI when registering with the gatekeeper. This can be up to 16 digits in length.
- **GK KEEP ALIVE:** This is the timer that the MGI uses to acknowledge the presence of the gatekeeper. The range is 000~999 seconds.
- **GK DOWN ROUTE:** This provides an alternate route in case the primary gatekeeper is down. Selections are PSTN or ALTER GK.
- **GK RAS TYPE:** Select if AUTO or MANUAL, depending on your gatekeeper's capabilities.
- **URQ REASON MODE:** Select ON or OFF for usage of Unregister Request RAS (URQ) messages.

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- **RRQ FAIL TIME:** Programs the time frame to re-send Registration Request RAS (RRQ) messages to a gatekeeper. Default is 30 seconds. The range is 1~99.
- **GRQ SEND:** Select ON or OFF for usage of Gatekeeper RAS Request (GRQ) messages.
- **USE MULTI E.164:** When set to "Enable" the E.164 identifier can be assigned to multiple lists (32 max).
- **E.164 LISTS (1):** This is the E.164 identifier used by the H.323 trunk when registering with the gatekeeper (max 32 lists with 16 digit string length).
- **GK REGISTERED:** Displays GK registration status.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 836. Display shows the first available option. Press UP or DOWN key to select an option OR press the RIGHT soft key to move cursor	GK CONNECTION DISABLE
2. Press UP or DOWN key to select an option OR press RIGHT soft key to move cursor.	GK CONNECT DISABLE
3. Press UP or DOWN key to select an option and press RIGHT soft key to enter data and move cursor to the Step 1 position.	GK CONNECT DISABLE
4. Press UP or DOWN key to select an option and press RIGHT soft key to store entry and move cursor OR 5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	GK ROUTING DISABLE

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DEFAULT DATA:

GK CONNECTION: DISABLE
GK ROUTING: DISABLE
GK IP ADDRESS: 0.0.0.0
GK NAME: Gatekeeper
ALTER GK IP ADDR: 0.0.0.0
GW H.323 ID: OfficeServ
GW E.164 NUMBER: 1234
KEEP ALIVE: 000
GK DOWN ROUTE:PSTN
GK RAS TYPE: AUTO
URQ REASON MODE: ON
RRQ FAIL TIME: 30 SEC
GRQ SEND: OFF
USE MULTI E.164: DISABLE
E.164 LISTS: NONE
GK REGISTERED: NO

RELATED ITEMS:

MMC 615: MGI GROUP
MMC 830: ETHERNET PARAMETERS
MMC 831: MGI PARAMETERS
MMC 832: VOIP OUTBOUND DIGITS
MMC 833: VOIP ADDRESS TABLE
MMC 834: H.323 OPTIONS
MMC 835: MGI DSP OPTIONS
MMC 837: SIP OPTIONS
MMC 838: PRIVATE IP ADDRESSES

MMC: 837 SIP OPTIONS

DESCRIPTION:

This MMC permits the adjustments of optional Session Initiation Protocol (SIP) trunking parameters. The MGI supports SIP Trunking on a per call-per-port basis. The settings are systemwide.

- NOTE: When changing any IP address/value, listed below, three digits must be input for each (octet) field. Example 192.168.1.10 input must be: 192 168 001 010

- **GATEWAY CALL ID:** This a 1 to 12 digit numeric entry that identifies this system.

- **CALLER ID TYPE:** This option controls the calling party identification type. There are 3 possible selections: *ANI* which shows the calling station number when the call is MGI to MGI, *IP* which shows the calling MGI IP address, and *GWID* which is a 1 to 12 digit preprogrammed ID.

- **DEFAULT DIL NO.:** This allows programming of the default DIL number when digits are missing, or incorrect on an inbound call.

- **UDP PORT: TRUNK:** Sets the UDP port used on a trunk call.

- **UDP PORT: PHONE:** Sets the UDP port used on a SIP phone call.

- **RE-TRANS. T1 TIME:** The initial re-transmission time if no answer based on the RFC2543 specification. Default 500ms. The range is 0~9900.

- **RE-TRANS. T2 TIME:** The maximum re-transmission time if no answer based on the RFC2543 specification. Default 4000ms. The range is 0~9900.

- **RE-TRANS. T4 TIME:** The time the User Agent Server waits after receiving the ACK message. Based on the RFC2543 specification. Default 5000ms. The range is 0~9900.

- **GENERAL RING TM:** The server shall retransmit the response during this amount of time until the requested retransmission is received. For example, the wait time after sending 200 OK for INFO. The range is 0~99900.

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- **INVITE LING TM:** After the client sends ACK for the INVITE Final Response, the client cannot confirm if the server received the ACK message. The client waits for this amount of time after sending ACK for the Final Response. The range is 0~99900.
- **PROVISIONAL TIME:** After receiving the Provision Response, the User Agent shall wait for this amount of time until Timeout ends. The range is 0~999900.
- **INV.NO RESP TIME:** Before sending Cancel for the Invite Request, the User Agent shall wait for this amount of time. The range is 0~99900.
- **GEN.NO RESP TIME:** Before sending Cancel for General Request, the User Agent shall wait for this amount of time. The range is 0~99900.
- **REQ.RETRY TIME:** After sending General Request, the User Agent shall wait for the Final Response for this amount of time. The range is 0~99900.
- **SIP SERVER ENBLE:** *ENABLE* or *DISABLE* to use an optional external industry-standard SIP Server.
- **SIP SERVER IP:** Sets SIP server IP address.
- **SIP SERVER PORT:** Sets the port to use on the SIP Server.
- **SIGNAL PORT:** Indicate the port number for signaling and sets a range of numbers allowed by firewall equipment. The common/default IP path or port used is 10000
- **SEND CLIP TABLE:** Refers to SEND CLI NUMBER (MMC 321), which provides calling party identification when using the MGI as a trunking gateway. This provides station ID of the calling station. A single digit value corresponding with the desired table in MMC 321 should be entered here. This is only used when MMC 405 value is null.
- **INCOMING MODE:** This option selects how incoming calls are routed: FOLLOW DID TRANS [default] (MMC 714), FOLLOW TRUNK RING (MMC 406), or FOLLOW INCOM DGT (MMC 724) when the MGI is used as a trunking gateway.
- **REGISTER T-GW:** Trunk gateway number to register STP server.
- **ALLOW GW CHECK:** Enable the check for the presence of a gateway.
- **SIP REGISTERED:** Displays registration status to the SIP server. (READ ONLY)

MMC: 837

- **GW SERVICE (PER USER):** If enabled, uses separate user login per station to the SIP server. If enabled you must use MMC 839 to enter each user name/password.
- **GW DOMAIN NAME:** (Optional) domain name of SIP Server.
- **GW USER ID:** User ID for SIP account on SIP registrar.
- **REGISTER PSWD:** Password for SIP account on SIP registrar.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 837. Display shows the first available option. Press UP or DOWN key to select an ITM3 card OR press the RIGHT soft key to move cursor.	GATEWAY CALL ID 1234
2. Press UP or DOWN key to select an option OR press RIGHT soft key to move cursor.	CALLER ID TYPE IP
3. Press UP or DOWN key to select an option and press RIGHT soft key to enter data and move cursor to the Step 1 position.	CALLER ID TYPE IP
4. Press UP or DOWN key to select an ITM3 card OR press RIGHT soft key to move cursor.	CALLER ID TYPE GWID
Press UP or DOWN key to select an option and press RIGHT soft key to store entry and move cursor OR	DEFAULT DIL NO. 500
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 837

DEFAULT DATA:

GATEWAY CALL ID: 1234
CALLER ID TYPE: ANI
DEFAULT DIL NO.: 5000
UDP PORT:TRUNK: 05060
UDP PORT:PHONE: 05070
RE-TRANS.T1 TIME: 500ms
RE-TRANS.T2 TIME: 4000ms
RE-TRANS.T4 TIME: 5000ms
GENERAL RING TM: 5000ms
INVITE LING TIME: 5000ms
PROVISIONAL TIME: 180000ms
INV.NO RESP TIME: 5000ms
GEN.NO RESP TIME: 5000ms
REQ.RETRY TIME: 5000ms
SIP SERVER ENBLE: DISABLE
SIP SERVER IP: 0.0.0.0
SIP SERVER PORT: 05060
SIGNAL PORT: 10000
SEND CLIP TABLE: 1
INCOMING MODE: FOLLOW DID TRANS
REGISTER T-GW NUM:4100
ALLOW GW CHECK: DISABLE

RELATED ITEMS:

MMC 405: CO LINE NO.
MMC 615: MGI GROUP
MMC 830: ETHERNET PARAMETERS
MMC 831: MGI PARAMETERS
MMC 832: VOIP OUTBOUND DIGITS
MMC 833: VOIP ADDRESS TABLE
MMC 834: H.323 OPTIONS
MMC 835: MGI DSP OPTIONS
MMC 836: H.323 GATEKEEPER OPTIONS
MMC 837: SIP OPTIONS
MMC 838: PRIVATE IP ADDRESSES
MMC 714: DID TRANSLATIONS
MMC 321: CLIP TABLE
MMC 839: SIP AUTH/CON

MMC: 838 PRIVATE IP ADDRESS

DESCRIPTION:

This optional MMC provides a means for the MP10 to communicate with remote VoIP gateways on a network consisting of a mixture of private and public IP addresses. If your network consists of IP addressing that is *entirely* private OR *entirely* public, you do not need to utilize this MMC. There are 80 entries.

- NOTE: When changing any IP address/value, listed below, three digits must be input for each (octet) field. Example 192.168.1.10 input must be: 192 168 001 010

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 838. Display shows the first available option. Press UP or DOWN key to select an entry OR Press the RIGHT soft key to move cursor.	PRIVATE IP (01) 0. 0. 0. 0
2. Press UP or DOWN key to select an option OR Press RIGHT soft key to move cursor.	PRIVATE IP (01) _ 0. 0. 0. 0
3. Enter IP address in 3 digit entry format. IE 105.52.10.20 is input 105.052.010.020. Press RIGHT soft key to enter data and move cursor to the Step 1 position.	PRIVATE IP (01) 105. 052. 010.020
4. Press UP or DOWN key to select another entry OR Press RIGHT soft key to move cursor OR Press TRANSFER to store and exit OR press SPEAKER to store and advance to next MMC.	PRIVATE IP (01) 105. 052. 010.020 PRIVATE IP (01) 105. 052. 010.020

MMC: 838

DEFAULT DATA: **PRIVATE IP: BLANK**

RELATED ITEMS:
MMC 615: MGI GROUP
MMC 830: ETHERNET PARAMETERS
MMC 831: MGI PARAMETERS
MMC 832: VOIP OUTBOUND DIGITS
MMC 833: VOIP ADDRESS TABLE
MMC 834: H.323 OPTIONS
MMC 835: MGI DSP OPTIONS
MMC 836: H.323 GATEKEEPER OPTIONS
MMC 837: SIP OPTIONS

MMC: 839 SIP USER

DESCRIPTION:

This MMC is used for SIP Trunking applications where the SIP source requires registration on a “per-user” basis. This means that each station on the OfficeServ 7100 system that accesses SIP trunks (inbound or outbond calls) will require an unique user ID and password.

- NOTE: In order to use this MMC, you must set “GW SERVICE”=ENABLE in MMC 837.

If your SIP server does **not** authenticate on a per-user basis, then this MMC is **not** required.

Up to 100 (01～100) registrations can be entered.

1. Move cursor (using right soft key) to the registration number and use the volume up and down button to scroll through up to 100 users.

2. Press the right soft key to move the cursor to the “usernum” field and use volume up/down buttons to toggle between “usernum” and “password”. Enter the “usernum” (usually DID assigned to the station) and the corresponding password for each registration.

MMC: 840 IP SET INFO

DESCRIPTION:

This MMC provides a means to register the IP keyphones and softphone with the OfficeServ 7100 system. During registration, the IP and MAC addresses are also registered. The User ID and Password must match the table entry in this MMC for the IP keyphone to be registered. System default numbers start at 3201~3224. System default User ID's match the default station numbers. (3201~3224). The system default password is 1234. IP keyphones must be individually programmed with User ID and Password to register with the system.

- NOTE: When changing any IP address/value, listed below, three digits must be input for each (octet) field. Example 192.168.1.10 input must be: 192 168 001 010

- **USER ID:** This is the ID the IP keyphone must match to register with the OfficeServ 7100 system. This entry can be alphanumeric.
- **USER PSWD:** This is the Password the IP keyphone must also have to register with the OfficeServ 7100 system. This entry can be alphanumeric.
- **IP ADDR:** This is the IP address of the IP once registered with the OfficeServ 7100 system. View only.
- **MAC ADDR:** This is MAC address of the IP keyphone once registered with the OfficeServ 7100 system. View only.
- **SIG PORT:** Indicates the port number used for keyphone control signaling. This information will be needed when traversing NAT routers, firewalls, etc. View only.
- **VOICE PORT:** Indicates the port number used for transporting voice content. This information will be needed when traversing NAT routers, firewalls, etc. View only.
- **IP TYPE:** This is the type of IP network used where the ITP is located: PRIVATE or PUBLIC, or PUBLIC with FIREWALL. "PUBLIC with FIREWALL" option must be selected when there are firewalls/NAT routers between system and remote ITP's.
- **DSP TYPE:** This selects which CODEC this keyphone's DSP will use. G.729A (low bandwidth) or G.711 (high bandwidth). This applies to ITP to ITP communication only. ITP to TDM follows MMC 835.

MMC: 840

- **PHONE TYPE:** This the type of IP keyphone used. SAMSUNG or SIP (future). Please use SAMSUNG for the ITP series of keyphones.

- **REGIST CLR:** This is used to clear the registration of a particular IP keyphone. If a keyphone is relocated to a different physical subnet, it is very important that the keyphone registration is cleared and re-established with the proper IP information.

- **FRAME CNT*:** This is the sampling rate per frame. The lower the frame count the higer the bandwidth consumed per call. Range is 20 ms ~ 40 ms. Applies only to ITP calls.

- **JITTER BUFFER*:** This is the programmable time delay to buffer packets. Range 10 ms~90 ms. Applies only to ITP to ITP calls.

- **TOS/DIFFSERV*:** Allows the setting of Type of Service/Diffserv bits to allow precedence when using router that support this field. Applies only to ITP to ITP calls.

- **SW VERSION:** Software version of the particular ITP keyset. View only.

- **SW UPGRADE:** This is an IP phone software upgrade command. The TFTP server address must be programmed in MMC 841 for this to work. When selecting YES and pressing the right soft key, the selected ITP will be upgraded to software on TFTP server. MMC 841, "ITP version upgrade" must be set to MMC command.

- **TIME ZONE:** Sets the time off-set of IP phone from the system clock. This is used for IP phones on different time zones than the system. By adjusting this parameter the remote ITP phone's clock display will show local time of the time zone where it is located.

- **PUB TO PUB:** When set to "USE MGI" calls between two remote ITP phones located in the same private zone (or same public zone) will be forced to use an MGI channel. Select the "USE MGI" option if you encounter one-way audio or no audio between remote ITP phones.

- **PRIVATE IP:** Displays the private IP address (local IP) of the ITP phones (view only).

- **SIG TYPE:** Selects UDP or TCP protocol for ITP signaling.

Note: These settings are effective only if MMC 841, "ITP DSP PARA", DOWN=PHONE DATA.

MMC: 840

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 840. Display shows the first available option. Press UP or DOWN key to select a MGI PORT OR press the RIGHT soft key to move cursor.	(3201) USER ID 3201
2. Press UP or DOWN key to select an option OR press RIGHT soft key to move cursor.	(3201) USER ID 3201
3. Input ITP alphanumeric User ID and Press RIGHT soft key to enter data and move cursor to the Step 2 position.	(3201) USER ID 3201
4. Press UP or DOWN key to select Password option and press RIGHT soft key to move cursor.	(3201) USER PSWD 3201
Input ITP alphanumeric Password and Press RIGHT soft key to store entry and move cursor OR	(3201) USER PSWD 3201
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA:

USER ID: MATCHES DEFAULT NUMBERING
USER PSWD: 1234
IP ADDR: ITP DEFINES
MAC ADDR: ITP DEFINES
SIG PORT:
VOICE PORT:
IP TYPE: PRIVATE
DSP TYPE: G.729A

MMC: 840

PHONE TYPE: SAMSUNG
REGIST CLR: Y/N
TIME ZONE: 00:00
PUB TO PUB: NOT USE MGI
SIG TYPE: UDP

RELATED ITEMS:

MMC 615: MGI GROUP
MMC 616: MGI USER
MMC 830: ETHERNET PARAMETERS
MMC 831: MGI PARAMETERS
MMC 832: VOIP OUTBOUND DIGITS
MMC 833: VOIP ADDRESS TABLE
MMC 834: H.323 OPTIONS
MMC 835: MGI DSP OPTIONS
MMC 836: H.323 GATEKEEPER OPTIONS
MMC 837: SIP OPTIONS
MMC 838: PRIVATE IP ADDRESSES
MMC 841: SYSTEM IP OPTIONS

MMC: 841 SYSTEM IP OPTION

DESCRIPTION:

This MMC provides various proprietary Samsung VoIP/IP integration options. The options set in this MMC are system-wide.

No	Option	Description	Default
0	PHONE VERSION	Sets running IP-based phone and new phone software version with the system. For example if version is 2.05 enter 0205. The version must match the version of software loaded in TFTP server. LARGE DGP: Large LCD phone (not available in U.S.A.) LARGE ITP: Large LCD IP-based phone(ITP-5012L) 2LINE ITP: line LCD IP-based phone (ITP-5021D) WIPM APPL: Wireless IP-based mobile phone software. SOFT PC: Softphone Software SOFT PDA: Future ITP-5112L ITP-51xx (ITP-5107S, ITP-5121D) WIPM BOOT: Wireless IP-based mobile phone boot program. SOFT MENU: Soft menu version	0000
1	PHONE TFTP IP	Sets phone software upgrade TFTP server IP address.	0.0.0.0
2	ITP REGISTRATION	Defines the method that IP-based phones use to register themselves with the system.	-
		0 TYPE: Defines the method that IP-based phones use to registration themselves with the system. a) SYS PSWD: System will authenticate the IP-based phones with the value contained within parameter ITP REGISTRATION: PSWD within this same MMC. b) ITP PSWD: System will authenticate the IP-based phones according to entries made in MMC 840. c) DISABLE: System will not authenticate IP-based phones at all.	SYS PSWD
		1 PSWD: This is a system-wide password value used for registration of IP phones.	'1234'
3	EASYSET OPTION	Sets EasySet link via LAN option with the system.	-
		0 PSWD: This is a system-wide password value used for authentication of EasySet server.	'1234'

		1 ALIVE TIME: This is a EasySet link via LAN alive check timer.	0 SEC
4	CTI LINK OPTION	Sets CTI link via LAN option with the system.	-
		0 SMDR REPORT: Sets YES or NO for SMDR data to CTI link via LAN.	NO
		1 UCD REPORT: Sets YES or NO for UCD data to CTI link via LAN.	NO
		2 ALIVE TIME: This is a CTI link via LAN alive check timer. If this sets 0, the system will not check link alive.	300 SEC
5	ITP DSP PARA	Sets IP phone DSP parameters of system-wide.	-
		0 M-FRAME: This value determines the transmission interval time of VoIP packets generated by the IP phone. This data is effective only when DOWN = SYS DATA in this MMC. The range is 10~40 ms. Applies only to ITP to ITP calls (when both ITPs are in same zone).	10 ms
		1 JITTER: Decides the minimum time to consider delay for jitter adjustment. This data is effective only when DOWN = SYS DATA in this MMC. The range is 10~90 ms. Applies only to ITP to ITP calls (when both ITPs are in same zone).	20 ms
		2 TOS/DIFFSERV: An eight-bit binary value that will be utilized by external routers, switches, etc(that optionally support TOS/DIFFSERV-bit prioritization)-to identify the transport-priority value of data packets generated by the IP phone. This value can be left at default value(00000) if your network infrastructure does not support this method of bandwidth management. This data is effective only when DOWN = SYS DATA in this MMC. Applies only to ITP to ITP calls (when both ITPs are in same zone).	all bits 0
		3 CONTROL: Determines data uses system-wide data or each phone data for IP-based phone DSP control. a) SYS BASE: System-wide data will be used.(MMC 841 data) b) ITP BASE: Each phone data will be used.(MMC 840 data) CODE C: Choose codec priority MGI or ITP.	SYS BASE
6	ITP TX GAIN/HSET	Sets IP-based phone Handset TX gain value of each level.	-
7	ITP RX GAIN/HSET	Sets IP-based phone Handset RX gain value of each level.	-

MMC: 841

No	Option	Description	Default
8	ITP TX GAIN/MIC	Sets IP-based phone MIC gain value of each level.	-
9	ITP RX GAIN/SPKR	Sets IP-based phone SPKR gain value of each level.	-
10	ITP VERS UPGRADE (“PHONE TFTP IP” and “PHONE VERSION” must be set).	Sets IP-based phone software upgrade option with the system. Used for automatic software upgrades.	-
		0 TYPE: Sets IP-based phone software upgrade type.. a) MMC COMMAND: IP-based phone software upgraded manually in MMC 840. b) PHONE CON: IP-based phone software upgraded automatically at phone connection. c) AUTO TIME: IP-based phone software upgraded automatically at set time.	MMC COMMAND
		1 START TIME: IP-based phone software automatic upgrade start time.	0000. (Disable)
		2 INTERVAL: IP-based phone software automatic upgrade interval time.	10 seconds.
11	MGI ALIVE PERIOD	Time interval between heart beat check between MGI and MP10.	-
12	FEATURE LICENSE KEY	Soft phone license key	NONE
13	FEATURE LICENSE STATUS	SOFTP ALLOW	0
		SOFTP USED	0
		SOFTP CONN	0
		NEWS ALLOW (not supported in US)	NO
14	DATACARD IPC	MP10 to data module IPC communication	YES
15	MP MGI/VM KEY LICENSE KEY	MGI License Key Entry.(For on-board MGI channels and voicemail).	BLANK
16	MP MGI/VM STATUS	MGI & VMS License Key Status: NO LICENSE KEY, MGI ALLOW: VMS ALLOW. Shows number of MGI channels and voicemail ports enabled by the license above.	

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

MMC: 841

ACTION	DISPLAY
1. Press TRANSFER 841. Display shows the first available option.	ITP RESIGTRATION ENABLE /ITP PSWD
2. Press UP or DOWN key to select an option OR press RIGHT soft key to move cursor.	ITP REGIST PSWD 4321
3. Press UP or DOWN key to select an option and press RIGHT soft key to enter data and move cursor to the Step 1 position.	ITP REGIST PSWD 8228
4. Press UP or DOWN key to select an option OR press RIGHT soft key to move cursor.	ITP REGIST PSWD 8228
Press UP or DOWN key to select an option and press RIGHT soft key to store entry and move cursor OR	EASYSET PASSWORD 1234
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **SEE DESCRIPTIONS**

RELATED ITEMS:

MMC 615: MGI GROUP
MMC 616: MGI USER
MMC 830: ETHERNET PARAMETERS
MMC 831: MGI PARAMETERS
MMC 832: VOIP OUTBOUND DIGITS
MMC 833: VOIP ADDRESS TABLE
MMC 834: H.323 OPTIONS
MMC 835: MGI DSP OPTIONS
MMC 836: H.323 GATEKEEPER OPTIONS
MMC 837: SIP OPTIONS
MMC 838: PRIVATE IP ADDRESSES
MMC 840: IP SET INFO
MMC 841: SYSTEM IP OPTIONS

MMC: 845 WLAN PARAMETERS

DESCRIPTION:

This program provides detail parameters for WLAN settings.

<WLAN Parameter>

No.	Parameter	Description
01	CODEC LIST	CODEC used in a wireless VoIP call Currently it set to G.729
02	RF CHANNEL	RF Channels used in the system must match with APs.
03	VERSION	Indicates the WLAN module version
04	MAX AP CH	Maximum channel per AP
05	WLAN SWITCH	Enable or disable the use of WLAN switch

According to the AP type, CWBS is displayed if WBS24 is set to Combo, and BWBS if set to Basic on the LCD display. The AP type can be set in [AP TYPE] of [MMC 849].

<SIP Parameter>

Normally, use the default without change.

No.	Parameter	Description
1	GEN NO RESP	Waiting time before canceling the SIP Request.
2	INV NO RESP	Waiting time before canceling the SIP INVITE Request.
3	REQ RETRY	Waiting time before the final response to the SIP Request is received.
4	PROVISIONAL	When receiving the Provision Response, User Agent should wait during this time before Timeout expires.
5	RE-TRANS T1	When using Unreliable transmission protocol such as UDP, retransmission is performed if there is no response after transmission. RE-TRANS.T1 TIME is the Initial Retransmission Interval defined in RFC2543.
6	RE-TRANS T2	Maximum Retransmission Interval defined in RFC 2543.
7	RE-TRANS T4	Available for multiple purposes in RFC 2543. This parameter is used as time when User Agent Server(UAS) receives the ACK message and waits in the Unreliable transmission protocol.

No.	Parameter	Description
8	GEN RING TM	In the Unreliable transmission protocol, it is not sure that the client receives a response after the server sends the last response. At this time, the server should retransmit a response during this time until it receives the requested retransmission. For example, it is the time to send INFO 200 OK and wait.
9	INV RING TM	In the Unreliable transmission protocol, it is not sure that the server receives the ACK message after the client sends INVITE Final Response ACK. It is the waiting time after the client sends Final Response ACK.

PRECONDITION

None

DEFAULT

<WLAN Parameter>

No.	Parameter	Settings
1	CODEC LIST	CODEC 1: G.729A
2	RF CHANNEL	1, 6, 11
3	VERSION	-
4	MAX AP CH	00 (No Limitation)
5	WLAN SWITCH	Disable

<SIP Option>

Parameter	Settings
GEN NO RESP	005000 ms
INV NO RESP	006000 ms
REQ RETRY	005000 ms
PROVISIONAL	180000 ms
RE-TRANS T1	000500 ms
RE-TRANS T2	004000 ms
RE-TRANS T4	005000 ms
GEN LING TM	006000 ms
INV LING TM	001000 ms

MMC: 845

ACTION	DISPLAY
1. Select the MMC number [845].	845: WLAN PARA SELECT PROG ID
2. Select RF channels for APs.	WLAN: RF CHANNEL USE CH1:01
• Select a voice CODEC to be used while busy.	WLAN : CODEC LIST CODEC 1: G.729
• Assign RF channel for the system.	WLAN : RF CHANNEL USE CH 1: 01
• The version information of the WLAN.	WLAN : VERSION 2005.08.31 v2.00
• Concurrent voice conversation per AP. The quality of voice and data may suffer if more than 8 is used per AP.	WLAN : MAX AP CH. 08 (00:NO LIMIT)
• Enable or disable the use of WLAN switch.	WLAN : WLAN SWITCH DISABLE
3. Set the following items in the SIP menu:	
• Set GEN NO RESP to be used in SIP.	SIP : GEN NO RESP 005000 MS
• Set INV NO RESP to be used in SIP.	SIP : INV NO RESP 006000 MS
• Set REQ RETRY to be used in SIP.	SIP : REQ RETRY 005000 MS
• Set PROVISIONAL TIME to be used in SIP.	SIP : PROVISIONAL 180000MS
• Set RETRANS T1 to be used in SIP.	SIP : RE-TRANS T1 000500 MS

MMC: 845

- Set RETRANS T2 to be used in SIP.

```
SIP : RE-TRANS T2
004000 MS
```

- Set RETRANS T4 to be used in SIP.

```
SIP : RE-TRANS T4
05000 MS
```

- Set GEN LINGER TM to be used in SIP.

```
SIP : GEN LING TM
00600 MS
```

- Set INV LINGER TM to be used in SIP.

```
SIP : INV LING TM
001000 MS
```

RELATED PROGRAMS: MMC 846 WIP INFO
MMC 848 WLAN IP/MAC

MMC: 846 WIP INFO

DESCRIPTION:

[MMC846] is used to display the handset information and set some parameters.

You can change USER ID, PASSWORD, and INSERT DGT.

No.	Parameter	Description
0	REGISTERED	Indicates whether the corresponding handset is registered
1	LOCATED	Indicates whether the corresponding handset is currently connected to the system
2	PHONE TYPE	Indicates the type of the handset
5	IP OFFSET	Location of the IP pool where the IP assigned to handset is located
6	IP ADDRESS	IP address assigned to the registered handset
7	MAC ADDR	MAC address of the registered handset
8	USER ID	Sets ID by the handset user
9	PASSWORD	Sets password by the handset user
10	INSERT DGT	If the number of digits you pressed when originating a call in handset is more than 5, the set INSERT DGT is inserted before the number you pressed. However, the number you pressed should not be C.O. Line number, C.O. Line group number, LCR, network LCR, or number starting with the function code

ACTION	DISPLAY
1. Select the MMC number [846].	[3301] REGISTERED NO
2. Select a desired handset number. Or select a desired handset number using the [▼Volume▲] button, and press [RIGHT] soft button to move the cursor.	[3301] REGISTERED NO
3. Enter a desired item number. Or select a desired item using the [▼Volume▲] button, and press [RIGHT] soft button to move the cursor.	[3301] LOCATED DETACH

MMC: 846

4.	Display handset phone type.	`[3301] PHONE TYPE`
5.	Display handset IP offset from the first one.	`[3301] IP OFFSET`
6.	Display handset IP address.	`[3301] IP ADDRESS` `0. 0. 0. 0.`
7.	Display handset MAC address.	`[3301] MAC ADDRESS` `0000 0000 0000`
9.	Handset registration ID can be viewed and changed.	`[3301] USER ID` `1212`
10.	Handset registration password can be viewed and changed.	`[3301] PASSWORD` `0000`
11.	Insert digit before dialing out. Ex.: Insert 9 for outside line.	`[3301] INSERT DGT`
12.	Show current handset registration status.	`[3301] REGISTERED` `NO`

RELATED PROGRAMS

MMC 845 WLAN PARA
MMC 848 WLAN IP/MAC
MMC 849 WLAN CONFIG

MMC: 848 WLAN IP/MAC

DESCRIPTION:

This MMC is used to view a list of IP addresses that are to be used by the handsets.

	ACTION	DISPLAY
1.	Select the MMC number [848].	848: WLAN IP/MAC SELECT PROG ID
2.	If you select the IP address entry, select the index number of the mobile phone. Or select a desired index using the [▼Volume▲] button, and press [RIGHT] soft button to move the cursor.	IP:002 USED 0. 0. 0. 0
3.	Enter the IP address to be used in the wireless terminal.	IP:002 USED 165.213.145.002
4.	If an IP is entered in the wireless terminal and registered in the system, the station number is displayed.	IP:002 USED:3301 165.213.145.002
5.	Press the [TRSF] button to save date and exit the program, or press the [SPK] button to save data.	

RELATED PROGRAMS MMC 846 WIP INFO
MMC 849 WLAN CONFIG

MMC: 849 WLAN CONFIG

DESCRIPTION:

This MMC is used to select AP type and de-register handsets.

Parameter	Description
REGISTER VoWLAN	Sets whether to permit the new registration of handsets. If this parameter is disabled, the new handset registration can not be started.
WIP REGIST CLEAR	Clears the registration according to handset. The De-registration mode includes 'FORCED' and 'NORAML'. The FORCED mode is used to clear the system-related DB in order to register a new handset due to the damage of handset. The NORMAL mode is used to clear both the system DB and handset DB by exchanging messages between the system and handset.
STATIC WIP IP	Sets whether to use a static IP in handset. This value should be set in advance before registering handset.
SELECT AP TYPE	Selects the AP type to be used. Only one type of AP is simultaneously available in one system. When changing the AP type, restart the system (Mandatory option item). This value should be set first when setting WLAN.

	ACTION	DISPLAY
1.	Select the MMC number [849].	`849: WLAN CONFIG` `SELECT PROG ID`
2.	Press the [SPK] key to move to the Select menu.To activate registration, enter passcode first. Default is 0000.	`ENTER PASSWORD` `****`
3.	Select whether to enable or disable HANDSET registration.	`REGISTER VoWLAN` `ENABLE`
4.	Clear the registration of the handset.	`WIP REGIST CLEAR` `3301: FORCED`
5.	Select whether to use a Static WIP IP.	`STATIC WIP IP` `DISABLE`

MMC: 849

6. Select the type of AP to be installed. BASIC type is not available to North America.

```
SELECT AP TYPE
DUAL AP
```

RELATED PROGRAMS: MMC 846 WIP INFO
MMC 848 WLAN IP/MAC

MMC: 850 SHOW SYSTEM RESOURCES

DESCRIPTION:

This MMC is used to review available system resources. This is a READ ONLY MMC and will display the number of free and used system resources.

SYSTEM RESOURCES

DTMFR DSP's	USE: XXX	FREE: XX8
CID (Caller ID) DSPs	USE: XXX	FREE: XX8
CONF GROUPS	USE: XXX	FREE: XX6

PROGRAM KEYS

UP & DOWN	Used to scroll through resource options
SPEAKER	Used to advance to next MMC.

ACTION

1. Press TRANSFER 850.
   Display shows.

2. Press UP or DOWN arrows to scroll through other resources.

   To exit press TRANSFER to exit
   OR
   Press SPEAKER to advance to next MMC.

DISPLAY

```
DTMFR DSP's
USE:000 FREE:004
```

```
CID DSP's
USE:000 FREE:000
```

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 851 ALARM REPORTING

DESCRIPTION:

This MMC is used to view, store, print or clear system alarms. There are two levels of faults displayed via alarm code, major alarms and minor alarms. Major alarms codes are usually service affecting and require a certified technician to determine the fault. A minor alarm indicates a fault that may or may not be service affecting and usually does not seriously degrade the systems operating capabilities. The alarm buffer will hold up to 100 alarms on a first in - first out (FIFO) basis. Alarms will provide a date and time stamp based on the system time. If applicable the hardware cabinet, port, and/or slot will be displayed.

ALARM REPORTING OPTIONS (Select one of the options)

0	VIEW ALARM	View alarm buffer
1	OVERFLOW CONTROL	OVERWRITTEN – When buffer is full, the oldest entry in buffer overwritten. STOP RECORDING – When buffer is full, stop recording alarms.
3	CLEAR ALARM BUF	Clears alarm buffer.
4	PRINT ALARM BUF	Prints contents of alarm buffer to the assigned alarm IO port.

ALARM CODE LOCATION DEFINITION (See Alarm Code Table)

C: Cabinet number
S: Slot number
P: Port number

Note: Cabinet, slot and port do not apply to all alarm codes

MMC: 851

PROGRAM KEYS

UP & DOWN	Used to scroll through system alarms.
KEYPAD	Used to enter selections
SOFT KEYS	Enter/leave option
SPEAKER	Used to store data and move to next MMC
TRANSFER	Enter/exit MMC

ACTION	DISPLAY
1. Press TRANSFER 851. Display shows.	SYS ALARM REPORT VIEW ALARMS
2. Enter desired option or press the up and down keys and press the RIGHT soft key to select the desired option.	SYS ALARM REPORT VIEW ALARMS
3. System displays the alarm count number, date and time stamp (uses station, configuration for display format, date, time will be 24 hour format). Alarm type and cause code will display.	[01] 02/18 14:30 MNF02 C1-S5
4. Press UP or DOWN arrows to scroll through other alarms.	[02] 02/18 14:36 MNE05 C1-S05-P16
5. To return to Alarm Options, press left soft key and choose new option OR Press TRANSFER to exit OR Press SPEAKER to advance to next MMC.	

DEFAULT DATA: ALARM BUFFER OVERWRITTEN

RELATED ITEMS: MMC 852 ALARM KEY ASSIGNMENTS

MMC: 852 SYSTEM ALARM ASSIGNMENTS

DESCRIPTION:

This MMC allows the assignment of system alarms to ring and display the alarms on stations that have the Alarm Key assigned. The System Alarm Key is programmed in Station Key Assignments (MMC 722). System Alarm key programming is tenant wide (tenant 1 and 2). Alarms not programmed to report to the System Alarm key will still be retained in the maintenance alarm buffer for Alarm Reporting (MMC 851). The alarm buffer will hold up to 100 alarms on a First In - First Out (FIFO) basis. Pressing the System Alarm key will silence the audible alarm until another alarm is generated by the system. The specific fault alarm data can be displayed via MMC 851 System Alarm Reporting.

NOTE: Alarm Notification Off/On (0/1) determines if the alarm provides a visual and audible notification to the System Alarm key station(s).
Pressing the System Alarm key and the release key will silence the audible alarm only at the station that pressed the System Alarm key and the release key. See alarm displays table for assignments.

PROGRAM KEYS

UP & DOWN	Used to scroll through system alarms.
KEYPAD	Used to enter selections
SOFT KEYS	Enter/leave option
SPEAKER	Used to store data and move to next MMC
TRANSFER	Enter/exit MMC

ACTION	DISPLAY
1. Press TRANSFER 852. Display shows.	SYSTEM ALARM KEY ALARM KEY/RING
2. Enter desired Alarm Display number (eg. 16) OR Press the up and down keys to select desired option and press the right soft key and to advance the cursor.	SYSTEM ALARM KEY NMS ALARM LEVEL
3. To select if the alarm is active press 1 for YES and 0 for NO. An entry will advance the cursor to return to step 2.	16:MJC05 AC:OFF AC Pwr Loss

MMC: 852

4. Press UP or DOWN to select desired option
   OR
   Press TRANSFER to return to normal display
   OR
   press SPEAKER to advance to next MMC.

```
16:MJC05 AC:OFF
AC Pwr Loss
```

DEFAULT DATA: **ALL OFF**

RELATED ITEMS

MMC 501 SYSTEM TIMERS (ALARM REMINDER INTERVAL, ALARM REMINDER RING OFF TIMERS)
MMC 722 STATION KEY ASSIGNMENT
MMC 723 SYSTEM WIDE KEY ASSIGNMENTS
MMC 851 SYSTEM ALARM REPORTING
MMC 853 MAINTENANCE BUSY

ALARM CODE DEFINITIONS

ALM NO.	ALM CODE	ALARM	DEFINITION
01	MJA01	POR Restart	MP restart process has been executed via power on restart (POR).
02	MJA02	Button Restart	MP restart process has been executed via button reset or MMC 811.
03	MJA03	Mem Reset	The system RAM has been cleared via manual programming Web Management resulting in a system reset.
04	MJA04	Watchdog Reset	The MP has reset (Watchdog Reset)
05	MJA05	LCP Reset	An LCP has reset
06	MJA06	PCM Switching	A fault has occurred in the Switching Control.
	MJA10	S/W Exception Err	Other kinds of System Restarts
08	MJB01	HDLC Com Error	Communications to Expansion Control Processor lost or faulty.
09	MJB02	Memory Alarm 1	A RAM diagnostic check error has occurred in the MP.
10	MJB03	Memory Alarm 2	
11	MJB04	Memory Alarm 3	
12	MJB05	Memory Alarm 4	
13	MJB06	IPC MSGQ Over	The IPC message queue is over 80% full
14	MJB07	Task MSGQ Over	The IPC message queue is now back under 80% full
15	MJC01	DTMF Fault	*An abnormal interrupt has occurred in the system DTMF resources*.

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ALM NO.	ALM CODE	ALARM	DEFINITION
16	MJC02	Tone Fault	*An abnormal interrupt has occurred in the system tone resources. IE busy, ringback, error, no more calls etc.*
17-23	NOT USED		
24	MJC10	AA-DTMF Fault	An abnormal fault reported in one of the systems AA card DTMF resources.
25	MJC11	AA-DTMF Rec	An abnormal fault reported in one of the systems AA card DTMF resources has recovered.
26	MJC12	E911 Restart	An E911 card has rebooted
27	MJC13	E911 Block	An E911 card could not be accessed
28-29	NOT USED		
30	MJC16	WLI Restart	The WLI card has restarted
31	MJC17	WLI Block	The WLI card could not be accessed
32	MJD01	Sync Failure	Clocking on PRI cards has become asynchronous.
33	MJD02	Sync Recovery	Clocking on PRI cards has become synchronous.
34	MJD03	Red Alarm	Locally detected loss of PCM carrier on PRI card for more than 250 ms. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
35	MJD04	Red Alarm Rec	PCM carrier detected locally on PRI cards. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
36	MJD05	Yellow Alarm	Remotely detected failure transmitted in frame on PRI card. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
37	MJD06	Yellow Alarm Rec	Remotely detected failure restored transmitted on PRI card. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
38	MJD07	Blue Alarm	All one's being transmitted on facility on PRI card. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
39	MJD08	Blue Alarm Rec	A blue alarm condition has been cleared. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*

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ALM NO.	ALM CODE	ALARM	DEFINITION
40	MJD09	Bit Error Alarm	Alarm is activated when the when error rate exceeds $1x10^{-6}$ errors. Note: $1x10^{-6}$ is threshold for minor alarm, 1×10^{-3} is threshold for major alarm errors on PRI or BRI.. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
41	MJD10	NTWRK Event	An Implausible event has occurred on the PRI or BRI Network digital line. Protocols do not match or subscriber ID mismatch. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
42	MJD11	SPID Init Err	The BRI received an error from the network *Alarm Data = Cabinet, Slot Channel (C1,2)* *(S1 through 10),Channel(1 through 16)*
43	MJD12	SPID Init Rec	The BRI has recovered from an error on the network *Alarm Data = Cabinet, Slot Channel C1,2* *(S1 through 10),C (1 through 16)*
44	MJD13	LPBK Error	Internal on demand loopback failed. *Alarm Data = Cabinet, Slot Channel (C1,2)* *(S1 through 10), (C1 through 24)*
45	MJD14	LPBK Recovery	Internal on demand loopback test passed. *Alarm Data = Cabinet, Slot Channel (C1,2)* *(S1 through 10), (C1 through 24)*
46	MJD15	BRI DL Unavail	A BRI data link is out of service. *Alarm Data = Cabinet, Slot Channel (C1,2)* *(S1 through 10), (C1 through 16)*
47	MJD16	BRI DL Recovered	A BRI data link is back in service. *Alarm Data = Cabinet, Slot Channel (C1,2)* *(S1 through 10), (C1 through 16)*
48	MJD17	RAM Error	An error has occurred in the T1/PRI or BRI card RAM. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
49	MJD18	T1 Restart	The T1 card has restarted *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*

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ALM NO.	ALM CODE	ALARM	DEFINITION
50	MJD19	PRI Restart	The PRI card has restarted *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
51	MJD20	BRI Restart	The BRI card has restarted *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
52	MJD21	PCM Loss	Loss of PCM coding on a digital facility. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
53	MJD22	PCM Recovery	Recovery of PCM coding on a digital facility. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
54	MJE01	MGI Restart	An MGI card has restarted.
55	MJE02	MGI Stop	An MGI card has stopped.
56	MJE03	MGI IP Duplicate	MGI IP address conflict.
57	MJE04	MGI Ntwk Error	
58	MJE05	MGI Ntwk Rec.	MGI Recovery.
59	MJE06	MGI DSP Error	
60	MJE07	MGI DSP Run	
	MJE10	SVM Card Restart	Card Restarted
	MJE11	SVM Card Halt	Card Halted
	MJE12	SVM Card Down	Card When Down
	MNF32	SVM Card Ready	Alarm Code when voicemail is ready.
61	MNF33 MNF01	SVM Card Request Card Out	Alarm Code when voicemail request the number to MCP after restarting. A circuit card mounted in a universal slot has been removed from service or is not recognized by the Common Control Processor *Alarm Data = Cabinet-Slot (C1,2)-(S 1 through 10)*
62	MNF02	Card In	A circuit card mounted in a universal slot has been returned to service. *Alarm Data = Cabinet-Slot (C1,2)-(S 1 through 10)*
63	MNF03	IPC Error	Inter processor communication error has occurred. *Alarm Data = Cabinet-Slot (C1,2)-(S 1 through 10)*

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ALM NO.	ALM CODE	ALARM	DEFINITION
64	MNF04	Trunk Fault	Out of service trunk detected via loop detect. Internal CODEC test. *Alarm Data = Cabinet-Slot Port (C1,2)-(S1 through 10), (P1 through 16)*
65	MNF05	Trunk Recovery	Out of service trunk detected via loop detected as out of service is now operational. *Alarm Data = Cabinet-Slot Port (C1,2)-(S1 through 10), (P1 through 16)*
66	MNF06	Trunk Disconnect	Out of service trunk detected via seizure of trunk. External seizure test. *Alarm Data = Cabinet, Slot Port (C1,2)-(S1 through 10), (P1 through 16)*
67	MNF07	Trunk Connect	Out of service trunk recovered via seizure of trunk External seizure test. *Alarm Data = Cabinet, Slot Port (C1,2)-(S1 through 10), (P1 through 16)*
68	MNF08	SIO TXQ Over	SMDR buffer above 80% capacity.
69	MNF09	SIO TXQ Under	SMDR buffer below 80% capacity.
70	MNF10	T1 Out of Service	A digital line is out of service
71	MNF11	T1 In Service	Digital line has been restored to normal service. *Alarm Data = Cabinet,Slot (C1-2,S1 through 10)*
72	MNF12	SIO Out	IO port has lost DTR *Alarm Data = SIO 1 through 6*
73	MNF13	SIO In	IO port has regained DTR. *Alarm Data = SIO 1 through 6*
74	MNF14	TODC Error	Time of Day Clock in the MCP has erred.
75	MNF15	TSW Over Alarm	TSW has been requested to exceed the capacity of available time slots. Maximum 192 per cabinet. *Alarm Data = Cabinet, Slot (C1,2) (S1 through 10)*
76	MNF 16	PSU Alarm	Indicates there are over 96 ports in a cabinet with a single DPCU and more power is required. (DLI,SLI ports) *Alarm Data = Cabinet (1,2)*
77	MNF 17	PSU Alarm Rec	A second DPCU has been recognized when added after alarm condition of *Alarm Data = Cabinet (1,2)*
78	MNF 18	SLI Fault	An SLI card has been detected as out of service via an internal CODEC test. *Alarm Data = Cabinet, Slot Port (C1,2) (S1 through 10) (P1 through 24)*

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ALM NO.	ALM CODE	ALARM	DEFINITION
79	MNF 19	SLI Recovery	An SLI card detected as out of service has been detected as recovered and is in service via internal CODEC test. *Alarm Data = Cabinet, Slot Port (C1,2) (S1 through 10) (P1 through24)*
80	MNF 20	PSU B Alarm	A second PSUB is required
81	MNF 21	DSS Alarm	The number of DSS units has been exceeded
82	MNF 26	SIO RxQ Over	The SIO receive buffer is over 80% full
83	MNF 27	SIO RxQ Under	The SIO receive buffer is back under 80% full
84	MNF 28	LAN Printer Err	A LAN printer has lost communication
85	MNF 29	LAN Printer Rec	A LAN printer has recovered communication
86	MNG 01	Phone Disconnect	
87	MNG 02	Phone Connect	
88	MNG 03	OFF Hook Alarm	
89	MNG 04	On Hook	
90	MNG 05	MGI Packet Loss	
91	MNG 06	MGI Packet Delay	

MMC: 853 MAINTENANCE BUSY

DESCRIPTION:

This MMC is used to place stations, trunks, and common resources equipment in a maintenance busy condition. This can be used to isolate suspected intermittent problem equipment. Stations placed in maintenance busy will behave like a station in DND when called. The calling stations display (if equipped) will show “MADE BUSY” when called. Stations receiving DID type calls will receive a DND/ No more calls tone. The station display will still function with station and date. When the busy station is accessed, it will function like a locked out station. Trunks made busy can not originate calls. Ring down type trunks will still ring the programmed destination.

MAINTENANCE BUSY OPTIONS

0. TRK	=	Trunks
1. STN	=	Stations
2. PAGE	=	Page Ports
4. DTMFR:DSP	=	DSP # 1-8
5. CID:DSP	=	CID DSP # 1-8
6. CONF:GRP	=	CONF:GRP #1-6
7. MGI	=	MGI # 0-8

NOTE: Selectable conditions 0 = idle state
1 = busy state

PROGRAM KEYS

UP & DOWN	Scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor or select option
SPEAKER	Used to advance to next MMC
TRANSFER	Exit

ACTION	DISPLAY
1. Press TRANSFER 853. Display shows busy functions.	MAINTENCE BUSY TRK :NONE ->
2. Press UP or DOWN to select function and press RIGHT soft key to move cursor.	MAINTENCE BUSY STN :NONE ->

MMC: 853

3. Enter station number
   OR
   Press UP or DOWN to select station and press RIGHT soft key to move cursor.

```
MAINTENCE BUSY
STN   :201->IDLE
```

4. Press 1 to make busy or 0 to make idle
   OR
   Press UP or DOWN to select condition and press RIGHT soft key enter and to move cursor.

```
MAINTENCE BUSY
STN   :201->BUSY
```

5. Press UP or DOWN to select another area
   OR
6. Press TRANSFER to exit
   Press SPEAKER to advance to the next MMC.

```
MAINTENCE BUSY
STN   :201->BUSY
```

DEFAULT DATA: **ALL IDLE**

RELATED ITEMS: MMC 851 ALARM REPORTING
MMC 852 ALARM KEY ASSIGNMENTS

MMC: 854 DIAGNOSTIC TIME

DESCRIPTION:

Provides a means to set the OfficeServ 7100 Diagnostic Time. The OfficeServ 7100 diagnostics tests include memory audits, internal loopback tests on digital trunks, DSP, CID DSP. Additional tests include CODEC tests on analog trunk and station cards and tone tests. If the diagnostics cannot complete the tests because of system traffic, the system will abort the test and retry during the next programmed diagnostic time. It is recommended to assign the diagnostic time during non-peak traffic periods.

DIAL PAD DAY SELECTION:

0= Sunday	2 = Tuesday	4 = Thursday
6 = Saturday	1= Monday	3 = Wednesday
5 = Friday		

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 854. Display shows.	DIAGNOSTIC TIME SUN: :
2. Press RIGHT soft key to move cursor.	DIAGNOSTIC TIME SUN: :
3. Enter military time hour via the dial pad. Cursor will advance to next entry.	DIAGNOSTIC TIME SUN:23:
4. Enter military time minutes via the dial pad. Cursor will advance to Step 1.	DIAGNOSTIC TIME SUN:23:30
5. Press UP or DOWN key to make selection. Press RIGHT soft key to make change and return to step 2 OR	DIAGNOSTIC TIME WED: :

MMC: 854

6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NO DIAGNOSTIC TIME SET**

RELATED ITEMS: **MMC 852 MAINTENANCE ALARMS**
MMC 853 ALARM KEY ASSIGNMENTS

MMC: 855 SYSTEM HARDWARE OPTIONS

DESCRIPTION:

This MMC provides a means to review the common use hardware that is mounted in the system. System Options show miscellaneous hardware and daughterboards. This enables the technician to review the availble hardware without having to dismantle or power down the system to confirm if the hardware is mounted. This is a READ ONLY MMC.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 855. Display shows.	SYSTEM OPTIONS C1-LP LOC 1:CRM
2. Press UP or DOWN key to view options.	SYSTEM OPTIONS C1-LP LOC 3:NONE
3. Press UP or DOWN key to view options OR	SYSTEM OPTIONS C1-LP LOC 2:RCM2
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 856 TECH PROGRAMMING LOGS

DESCRIPTION:

This MMC lists the date, time and entry location of the last 8 times that technician programming was accessed. This will allow a technician to determine if there was unauthorised access to system programming and where this access occurred. The information stored in this log will consist of 2 elements, the date and time it occurred at and the access location.

There are 4 types of access location information as described below:

NNNN This would be the extension number of a keyset that had accessed programming directly.

LAN This would indicate that programming was accessed by OfficeServ™ Web Management via the LAN connection.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 856. Display shows.	(1) 10/30 01:24 207:10/30 01:25
2. Enter index number (e.g., 3) OR Press UP or DOWN key to make selection. Press RIGHT soft key to move cursor.	
3. Press TRANSFER to exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 856

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 857 VIRTUAL CABINETS

DESCRIPTION:

Any device or resource on the OS7100 that does not have a physical port connection will now be found in the Virtual Cabinet Items found in the virtual cabinets are logical devices such as virtual extensions, logical resources such as VoIP trunks and SPnet trunks, or logical connections that connect to IP phones.

- Cabinets 2 thru 5 are “Virtual Cabinets”
- Each Virtual Cabinet has 3 slots with 8 logical ports per slot. The slots are numbered 2~ 5.

Use this MMC to modify and configure Virtual cabinets.

MMC 857 configuration directly affects the appearance in the numbering plan (MMC 724) for these devices.

The virtual assignments with the default settings highlighted are shown below:

Virtual Cab	Slot 1	Slot 2	Slot 3
5	BRI STN	SPNET TRK	SPNET TRK
	GCONF STN	SIP TRK	SIP TRK
	SPNET TRK	H323 TRK	H323 TRK
	SIP TRK		
	H323 TRK		
4	WLAN ITP	BRI STN (not in US)	BRI STN
	WIRED ITP	GCONF STN	GCONF STN
	SIP STN (future)	SPNET TRK	SPNET TRK
	SPNET TRK		
3	WIRED ITP	WIRED ITP	WIRED ITP
	WLAN	WLAN	WLAN
	SIP STN (future)	SIP STN (future)	SIP STN (future)
		SPNET TRK	SPNET TRK
2	SLT	SLT	SLT
	DGP	DGP	DGP

MMC: 857

VIRTUAL ASSIGNMENT TYPES:

SLT: Virtual extension (Single Line Telephone)
DGP: Virtual extension (Digital Telephone)
WIRED ITP: ITP Phone extensions
WLAN ITP: Wireless handset extensions
GCONF STN: Group Conference resource
SPNET TRK: SPNet IP trunk for system networking
SIP-T TRK: SIP IP Trunk numbers
H323: H.323 IP trunk numbers
BRI STN: Basic Rate Interface Stations (NOT USED IN USA)
SIP STN: SIP IP Stations (FUTURE USE)

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 857. Display shows.	C2-S1:SLT SLT
2. Enter number 2-5 for cabinet number And enter 1-3 for slot number. OR Press volume button to scroll	C2-S01:SLT SLT
3. Press volume button to scroll card type and Select card type by pressing RIGHT soft key.	C4-S1:SLT DGP
4. Press TRANSFER button to save and exit OR Press SPEAKER button to advance to the next MMC.	

DEFAULT DATA: NONE

RELATED ITEMS: MMC 724 NUMBER PLAN
MMC 822 VIRTUAL EXTENSION TYPE

MMC: 859 HARDWARE VERSION

DESCRIPTION:

This MMC displays the software version of the BIOS chip of each of the cards in the system.

PROGRAM KEYS

UP & DOWN	Used to scroll through system alarms.
KEYPAD	Used to enter selections
SOFT KEYS	Enter/leave option
SPEAKER	Used to store data and move to next MMC
TRANSFER	Enter/exit MMC

ACTION

1. Press TRANSFER 859.
   Display shows.

2. Press UP or DOWN key to view software version.

3. Press TRANSFER to store and EXIT
   OR
   Press SPEAKER to advance to next MMC.

DISPLAY

```
EPLD/PCB VERSION
MP CARD      :V21
```

DEFAULT DATA: NONE

RELATED ITEMS NONE

MMC: 861 SYSTEM OPTION

DESCRIPTION:

Assigns several options (listed below) on a system wide basis.

OPTIONS

0	AUTO UPDATE TIME	When this option is set to ENABLE The system will synchronize the system time and date setting to the data received on an ISDN call connect message. If a system has multiple PRI cards the PRIORITY 1 setting in MMC 826 will determine the card used.
1	SYSTEM SPEED BIN	When this option is set to 500. The system will have a maximum of 500 system speed dial bins numbered 500 to 999. When set to 950 the system will have a maximum of 950 system speed dial bins numbered 050 to 999. Station speed dial bins will be 000 to 049. Note: Personal speed dial number changes from 2 digits to 3 digits when 950 is selected.
2	IDLE WHEN ENBLOCK	When this option is enabled the ITP-5121D keyset will receive incoming calls when dialing out before the SEND button is pressed. When disabled an incoming call will appear as a call waiting call if idle CALL key is available. Note: This option has no effect if #3 below is disabled.
3	2 LINE ENBLOCK	When this option is enabled the ITP-5121D keyset can dial a telephone then press the SEND button to place the call. This operates like a cell phone. When disabled the ITP-5121D sends each digit as you dial it.
	LP TRK TONE DISC	NOT USED IN USA
	SPNET OVERLAP	NOT USED IN USA

	SPNET CLI TABLE	In the case of IP networking calls to another node, this setting will determine which CLI table in MMC 321) to use to send CLI information across to the other network node(s).
	E-LCR CLI TABLE	NOT USED IN USA
	EXTERNAL BGM/MOH	The option allows the user to choose to provide BGM/MOH from an external music source or to use the internal chime. When set to EXT, SOURCE, the external music source provides the music for internal and CO held calls, and station background music. When set to INT. CHIME, the embedded chime source (on MP10) will provide the sound for internal and CO held calls. The internal chime is not played for station background music.
4	LP TRK TONE DISC	When this is set to ON loop trunk can be disconnected by detecting busy tone.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 861. Display shows.	`AUTO UPDATE TIME DISABLE`
2. Dial option number from above list (0–3) OR Press UP or DOWN key to select option and press RIGHT soft key to move cursor.	
3. Press UP or DOWN key to select and press RIGHT soft key to return to step 2.	`SYSTEM SPEED BIN MAX 500`

MMC: 861

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA:
AUTO TIME UPDATE: DISABLE
SYSTEM SPEED BIN: MAX 500
IDLE WHEN ENBLOCK: DISABLE
2 LINE ENBLOCK: DISABLE
LP TRK TONE DISC: DISABLE (NOT USED IN USA)
SPNET OVERLAP: DISABLE (NOT USED IN USA)
SPNET CLI TABLE: NONE
E-LCR CLI TABLE: NONE (NOT USED IN USA)
EXTERNAL BGM/MOH: EXT. SOURCE

RELATED ITEMS:
MMC 110 STATION ON & OFF
MMC 606 ASSIGN SPEED BLOCK
MMC 705 ASSIGN SYSTEM SPEED DIAL

MMC: 865 FAN POWER CONTROL

DESCRIPTION:

This MMC is the program that can control power of FAN located in the cabinet.

CONDITIONS

NONE

DEFAULT DATA

NONE

ACTION

1) Press Transfer button and enter 865.
   Display shows:

   DISPLAY:
   ```
   FAN PWR CONTROL
   CABINET1 FAN:OFF
   ```

2) Select the cabinet number.(1~3)
   OR
   Press Volume button to select and press Right Soft button to move cursor.

   DISPLAY:
   ```
   FAN PWR CONTROL
   CABINET1 FAN:OFF
   ```

3) Enter OFF if power off fan or ON if power on.
   OR
   Press Volume button to select and press Right Soft button to store.

   DISPLAY:
   ```
   FAN PWR CONTROL
   CABINET1 FAN:ON
   ```

4) Press Transfer button to save and exit.
   OR
   Press Speaker button to advance to next MMC.

RELATED ITEMS

NONE

MMC: 889 DISPLAY SERVER STATUS

DESCRIPTION:

This MMC displays the history of connection and disconnection to the Data Server and Feature Server with the MCP card. Also allows you to clear the recorded history log.

DEFAULT DATA

NONE

ACTION	DISPLAY
1) Press Transfer button and enter 889. Display shows:	TOTAL LOG CNT : 00 CLR RECORDED? NO
2) Press Volume button to scroll displays.	(01) 11/11 11:10 CONN-FEAT SERVER
3) Press Transfer button to save and exit. OR Press Speaker button to advance to next MMC.	(02) 11/13 11:20 CONN-FEAT SERVER

RELATED ITEMS

NONE

MMC: 890 PORT CLEAR

DESCRIPTION:

This program allows the user to initialize items related to call process or DB for specific station or C.O. line. This will return the port to default condition.

PROGRAM KEYS

UP & DOWN	Used to scroll through system alarms.
KEYPAD	Used to enter selections
SOFT KEYS	Enter/leave option
SPEAKER	Used to store data and move to next MMC
TRANSFER	Enter/exit MMC

ACTION	DISPLAY
1. Press TRANSFER 890. Display shows.	[201] CALL CLEAR ARE YOU SURE?NO
2. Enter the station or C.O. line OR Press VOLUME to select the station or C.O. Line and press the RIGHT soft button to move the cursor.	[202] CALL CLEAR ARE YOU SURE?NO
3. Select [0] to initialize the call process part OR [1] to initialize DB.	[202] DB INITIAL ARE YOU SURE?NO
4. Press [1] to initialize, or [0] to cancel.	[202] DB INITIAL ARE YOU SURE?YES
5. Press TRANSFER to exit the program OR Press SPEAKER to move on to the next program.	

DEFAULT DATA: NONE

RELATED ITEMS NONE

PART 3. VOICEMAIL AND AUTOMATED ATTENDANT PROGRAMMING ARCHITECTURE

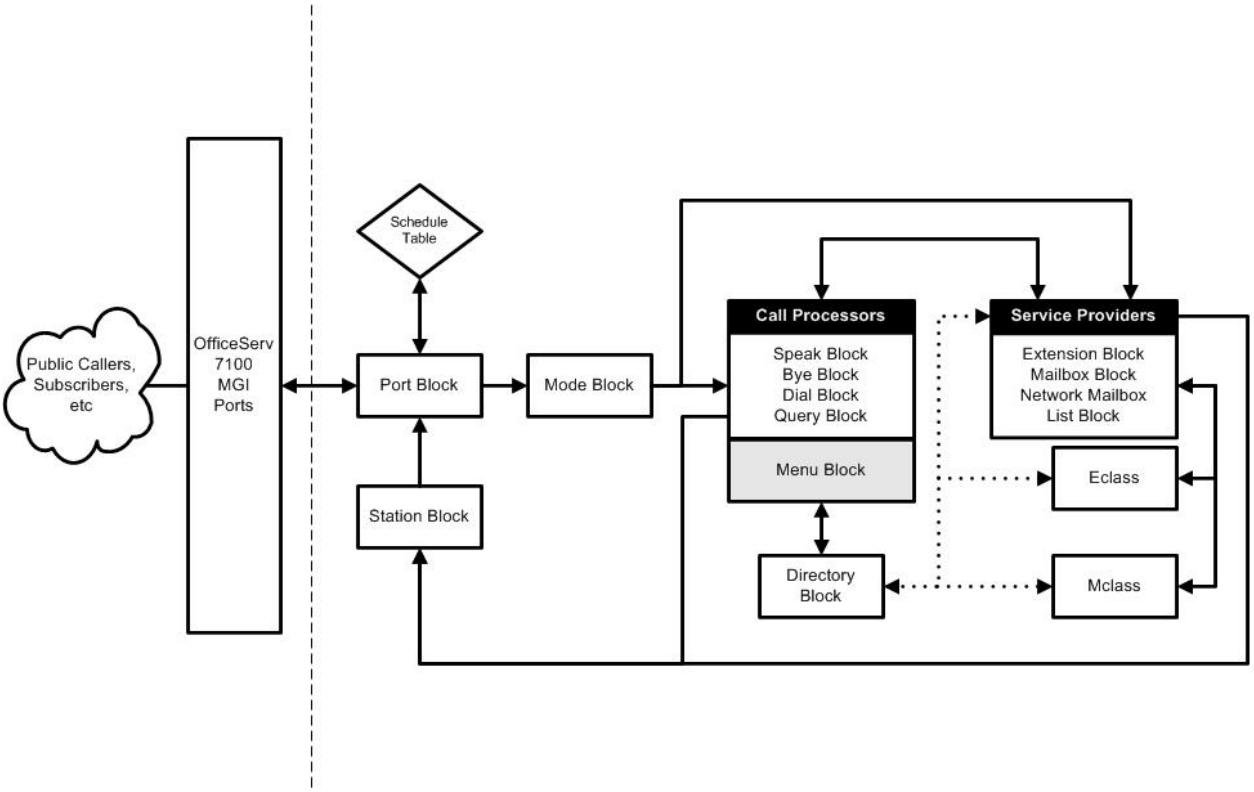
3.1 OVERVIEW

The OfficeServ 7100 voicemail and automated attendant application, much like the in-skin Samsung voicemail product (SVMi), is radically different than most other voicemail systems. This is due to the high level of flexibility and control the technician is given for setting up applications. As such a technician who is unfamiliar with the Samsung voicemail products may find some of the terminology and thought processes to be totally foreign. The purpose of this section of the manual is to simplify the learning process and equip the technician with the tools necessary to set up and maintain the system.

The major difference with the Samsung solution is that the voicemail and automated attendant functions are simply components of a larger call processing server. As such the two are very tightly integrated, often blurring the distinction between them. The programming section of this manual delineates which functions are primarily automated attendant related and which are voicemail related, but it is important to remember that there is no hard line separating the two.

Programming in the system is based off of programming objects called blocks. In all there are 15 types of blocks, each with a very specific purpose. For example, a Mailbox block's purpose is to store a message and initiate message notifications. Blocks can also be "tied" together, allowing a blending of functionality. For example a Menu block can pass a caller to a Directory block allowing a user to search for a subscriber. The following diagram shows the basic control architecture of the system and how the various blocks interact. Blocks are discussed in depth later in the manual.

OfficeServ 7100 Call Processor Architecture



Extension and Mailbox blocks are another major departure from typical voicemail systems. The Samsung solution treats the subscriber's phone and voicemail box as two separate objects. The Extension block is used to control the subscriber's call processing, and is responsible for answering the caller, providing single digit options, and call rerouting functions. The Mailbox block is responsible for recording and storing messages, and for initiating message delivery. In a typical call flow a caller will ring the subscriber's phone, forward to the voicemail system, be answered by the Extension block, and then be forwarded to the Mailbox block to leave a message. The Mailbox block then lights the subscriber's message waiting lamp and updates the display to show a new message.

Because of the tight integration with the voicemail the automated attendant gains some very useful features. It has access to all subscribers so it can easily provide directories, single digit dialing, group message distribution, and question and answer sessions. Since the automated attendant and voicemail systems are really one application all of these features can be programmed seamlessly and run much faster than traditional systems where the voicemail and automated attendant are separate entities.

The system supports up to 100 voicemail subscribers, meaning that the total number if mailbox, list, and network mailbox combined is capped at 100. The MMC+ card will allow storage of up to 62 hours of voicemail message storage space.

PART 4. AUTOMATED ATTENDANT PROGRAMMING OVERVIEW

4.1 PROGRAMMING OVERVIEW

The OfficeServ 7100 Automated Attendant program arrives from the factory loaded with many common applications pre-programmed. This includes the creation of several default menus to greet callers and allow them to dial an operator, a known extension number, or access a company directory. The only thing left for the technician to do is record system prompts and set up customized applications. This is called programming the Automated Attendant.

The Automated Attendant is embedded into the system Main Processor, or MP. Although it is tightly integrated to the phone system it is a separate application, and as such is programmed through a separate interface. Note that some Automated Attendant applications may require that Man Machine Code (MMC) programming changes be made in the phone system.

The Automated Attendant programming interface is a web based tool that is specifically coded to use the Internet Explorer 6.x web browser. As a security measure, the web application is user account based, meaning that users must log in with a username and password in order to access programming.

Programming can be accessed by opening the Internet Explorer 6.x browser and entering the following address: https://165.213.176.100

Note that the web server does require a secure connection and as such the address begins with https, not http. For port forwarding scenarios this is important because HTTP connections are formed on port 80, but secure HTTP connections are formed on port 443.
Also note that the IP address specified will depend on the IP address given to the main processor (MP) card in MMC 830.

Due to the highly integrated nature of the Automated Attendant and Voicemail applications the web application is used to program both seamlessly as one application, similar to the in-skin Samsung voicemail (SVMi) cards used in other OfficeServ systems.

In addition to the web programming tool, the system also includes a Telephone User Interface (TUI) that can be accessed via any DTMF capable telephone. The TUI interface is used to record or edit spoken system prompts or change the current Operating Mode.

4.2 PROGRAMMING LEVELS

In order to log in to the web programming interface, users must enter a login ID and password. These user accounts are created by the Site Administrator and are used to manage access to the application. There are four levels of administration: Site Administrator (0), System Administrator (1), Application Administrator (2), and Subscriber Administrator (3).

4.2.1 Site Administrator

This is the main administrator level for the system. Only the default OfficeServ 7100 account, "admin", may have this user level. It can be neither assigned to any other account, nor can it be revoked from the "admin" account. The Site Administrator has full access to every feature and function in the web programming interface.

4.2.2 System Administrator

This is the highest level of administration that can be assigned to a user account. A System Administrator has full access to all Automated Attendant programming. The sole difference between this level and the Site Administrator is that a System Administrator cannot create or modify user accounts.

4.2.3 Application Administrator

This level of administration is assigned to users who have a good understanding of Automated Attendant programming practices. It has access to almost all features in the Automated Attendant. The only screen an Application Administrator cannot access is the System Parameters screen.

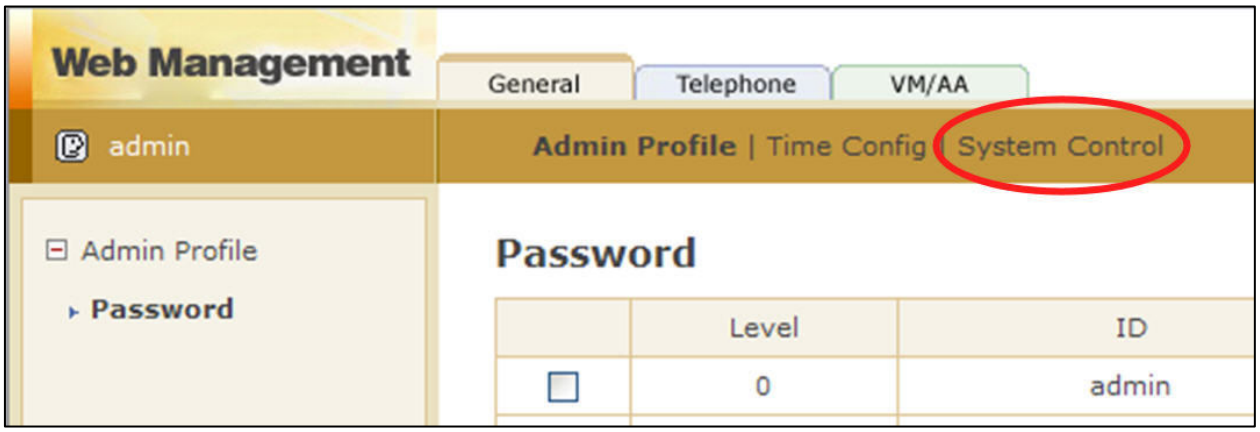
4.2.4 Subscriber Administrator

The Subscriber Administrator level deals primarily with the Voicemail and has no access to Automated Attendant programming.

4.3 DATABASE MANAGEMENT

The programming data for the Automated Attendant is stored locally on the 256 MB MMC+ card located in the main processor (MP) Media Card slot. This card stores the application itself, as well as the web interface, operating system, and customized database.

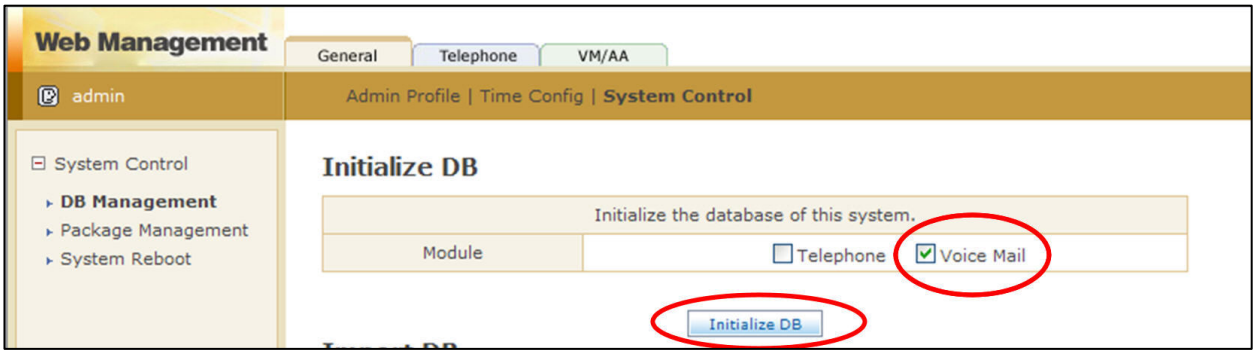
The web interface includes a facility that allows a Site, System, or Application administrator to backup or restore data. During the backup process a compressed archive (.TGZ) file will be generated that can be downloaded to the administrator's PC.



4.4 DEFAULTING THE AUTOMATED ATTENDANT

The Automated Attendant cannot be defaulted by turning off the main processor (MP) card's memory switch. The only way to default the Automated Attendant is through the web interface, and it can only be done through the Site Administrator account.

To default the Automated Attendant log in to the Site Administrator account. This will load the web interface to the General tab. Click the menu item called System Control.



Check the box that says "Voice Mail" and then click "Initialize DB". Click "OK" to confirm.

Note that the system will be rebooted when "OK" is clicked. Also note that due to the level of integration between the Voicemail and the Automated Attendant initializing the Automated Attendant will also default the Voicemail, and visa versa.

4.5 PROGRAM LIST IN ORDER OF APPEARANCE

STATUS SCREEN
SITE INFORMATION
CUSTOMER DATA
SYSTEM PROVIDER
LOCAL CO PROVIDER
LD PROVIDER
VIEW SYSTEM REPORT
BY APPLICATION
BY CALL CODE
BY HOUR
BY PORT NUMBER
BY DAY OF WEEK
OVERRIDE MODE
OPERATING UTILITIES
DISPLAY ERROR LOG
ACTIVITY LOG
SHUTDOWN VM
DB BACKUP
CLEAR REPORT COUNT
VOICE STUDIO
SYSTEM PARAMETERS
SCHEDULE TABLE
SAVE APPLICATION
OPEN BLOCK TABLE
BYE
DIAL
MENU
MODE
PORT
QUERY
SPEAK
STATION

4.6 PROGRAM LIST IN ALPHABETICAL ORDER

OPEN BLOCK TABLE
BYE
DIAL
MENU
MODE
PORT
QUERY
SPEAK
STATION
OPERATING UTILITIES
ACTIVITY LOG
CLEAR REPORT COUNT
DB BACKUP
DISPLAY ERROR LOG
SHUTDOWN VM
OVERRIDE MODE
SAVE APPLICATION
SCHEDULE TABLE
SITE INFORMATION
CUSTOMER DATA
LD PROVIDER
LOCAL CO PROVIDER
SYSTEM PROVIDER
STATUS SCREEN
SYSTEM PARAMETERS
VIEW SYSTEM REPORT
BY APPLICATION
BY CALL CODE
BY DAY OF WEEK
BY HOUR
BY PORT NUMBER
VOICE STUDIO

PART 5. AUTOMATED ATTENDANT PROGRAMMING PROCEDURES

5.1 ACCESSING TUI PROGRAMMING

To access the telephone user administration programming interface the technician must call in to the main system greeting. This will typically be the Day Main Menu. If the "enter your password" prompt is played when dialing the automated attendant, escape to the main menu by pressing "*"

While listening to the menu prompting, press "#" followed by 3 zeros. Note that if the "Maximum Caller Entry Digits" field of the MENU BLOCK has been changed, the number of zeros entered must correspond. For example, if "Maximum Caller Entry Digits" is set to 6, it will require that "#" and 6 zeros be entered.

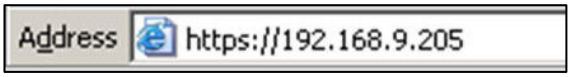
This will request access to the administration interface. When successful, an "enter your password" prompt will be played. This password is the "System Admin" password set on the SYSTEM PARAMETERS screen. The default is "0000". Once administration has been accessed, the system will play all of the available options.

To record or edit system prompts press 1 and follow the spoken instructions.

To change the current Operating Mode press 3 and follow the spoken instructions. Any available MODE BLOCK may be selected. This will override the SCHEDULE TABLE entirely until reset.

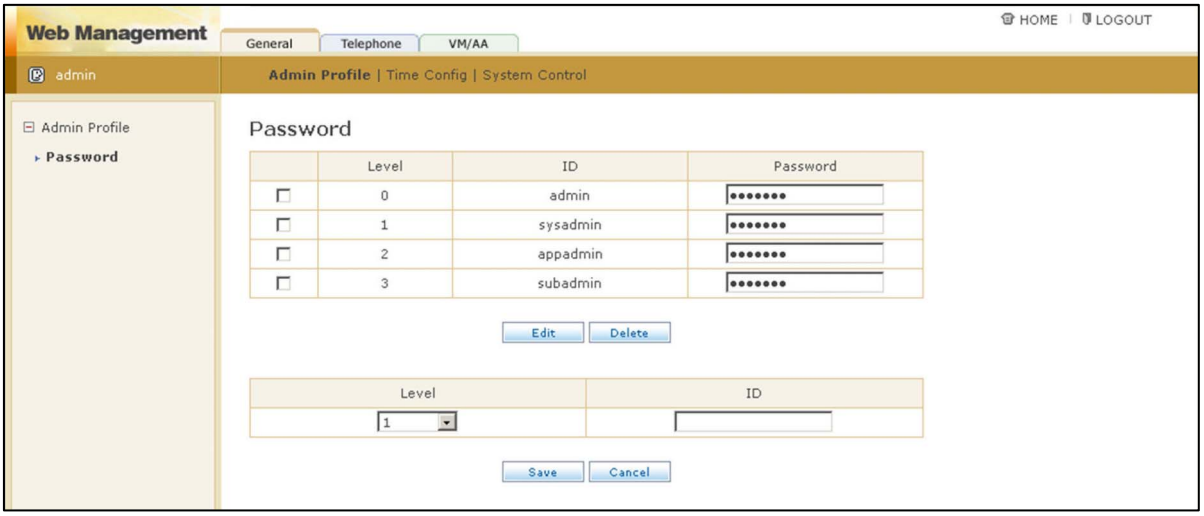
5.2 ACCESSING WEB PROGRAMMING

To access Automated Attendant programming, open Internet Explorer 6.x and in the address bar enter the prefix "https://" followed by the IP address assigned to the OfficeServ 7100 main processor (MP) in MMC 830. This will only work if the PC running Internet Explorer 6.x is on the same LAN as the OfficeServ 7100.

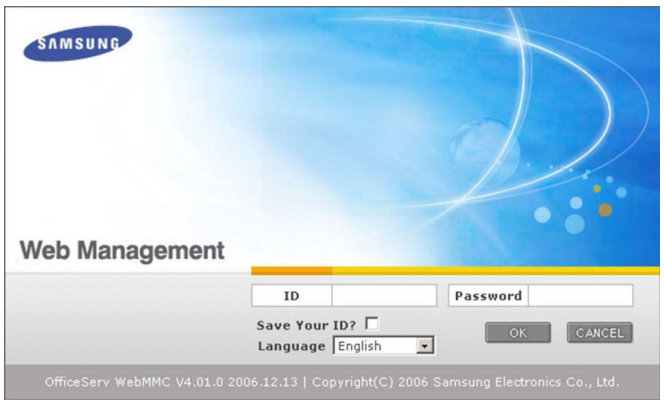


Because the connection is secure a warning will be displayed stating that there is no valid certificate.

This warning is displayed because the site certificate is not present. Simply click Yes to bypass the screen and load the login page.

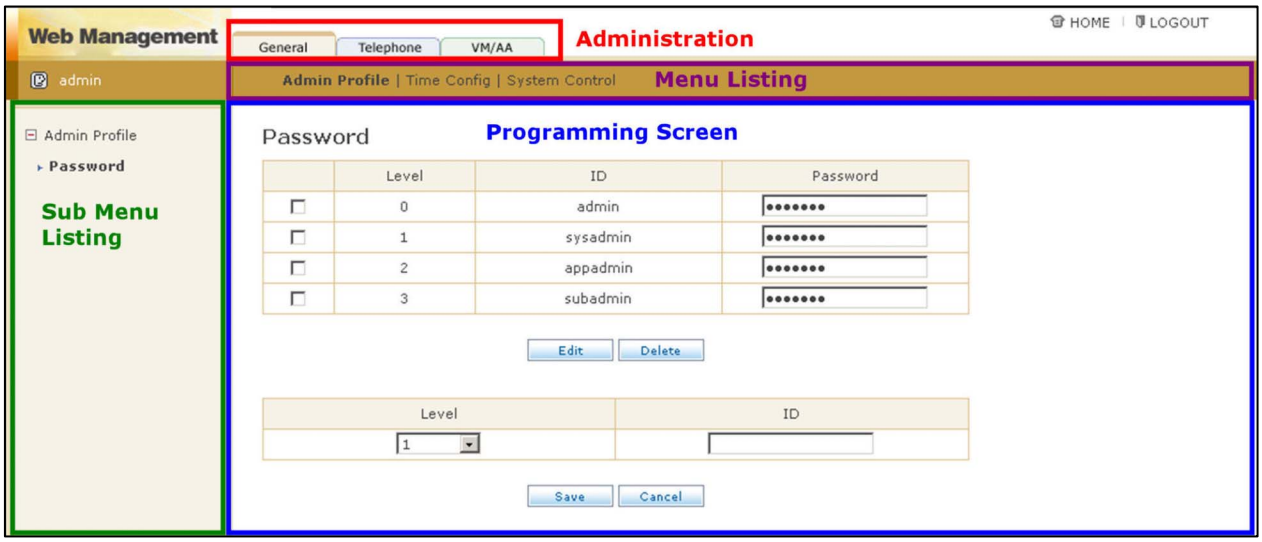


Access to the web interface is controlled by user accounts. The default user account is the Site Administrator. The username for this account is "admin" and the password is "samsung".



After logging in with the Site Administrator account it is possible to change this password. Alternate user accounts can also be created. To create a new user account choose an administration level (1 through 3, explained in Part 3.2 of this manual) and set a username (ID). The default password for new accounts is "samsung". To change a password for any account check the box to the left of that username, modify the Password field, and then click Edit.

The web interface is broken down into several pieces as shown below:



5.2.1 Administration Section

This area is used to switch between the various programming interface tabs. General is accessible only for the Site Administrator account and is used to manage administration accounts as well as system database management. VM/AA is used to program the Voicemail and Automated Attendant programs.

NOTE: The Telephone tab is NOT for use in the USA and is known to cause data corruption!

5.2.2 Menu Listing

This area displays the menu options for the selected programming interface.

5.2.3 Sub Menu Listing

This area lists all screens available for the selected menu option.

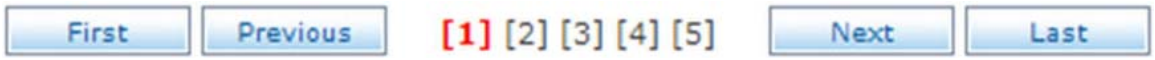
5.2.4 Programming Screen

The programming screen contains the actual data for the selected menu option or submenu selection.

5.3 PROGRAMMING SCREEN ELEMENTS

Though each programming screen is unique, there are certain common interface elements to be aware of.

5.3.1 Page Navigation Buttons



The page navigation buttons are used in the event that there is too much data to fit into one screen. The numeric list in the center defines the group of pages that is currently being viewed. Simply click one of the numbers to navigate to that page. The First button will jump directly to the first group of pages, namely page 1 through page 5. The Previous button will jump to the group of pages immediately preceding the current group. The Next button will jump to the group of pages immediately succeeding the current group. The Last button will jump directly to the last group of pages.

5.3.2 Block Search

The block search feature is used to quickly find a specific block by name or number when there are many pages of blocks available. The Menu block, for example, may have many pages. The block search allows a user to search for a specific Menu without having to manually look through all of those pages. Simply enter the name of the block and click Search. Certain types of blocks, such as Extension and Mailbox blocks, can also be searched by number instead.

5.3.3 Block List

	No.	Label Name
☐	1	Day Main
☐	2	Direct Station
☐	3	Direct Trunk
☐	4	Forward Station
☐	5	Forward Trunk
☐	6	Holiday Main
☐	7	Night Main
☐	8	Record Call
	9	TEMPLATE MNU
☐	10	Transfer to MBX

The block list is used to display all available blocks and also allow users to edit or remove blocks. To edit a block, simply click the Label Name. The checkboxes on the left are used for deleting one or more blocks.

5.3.4 Block Creation and Removal

The block creation and removal buttons are used to create new blocks or delete existing blocks. To delete a block or blocks check the box next to the appropriate blocks and then click Delete. To create a new block simply click Add.

5.3.5 Block Navigation

Sometimes it may be necessary to edit many of the same block type. For instance, after adding a new Mode block it may be necessary to update all Menu blocks to reflect some new setting. The block navigation buttons exist to eliminate the need for a user to constantly reload the block listing to move to another block. Instead the user can use the block navigation keys to directly load the previous block in the block list by clicking Prev, or to move to the next block on the block list by clicking Next.

5.3.6 Block Editing

The block editing buttons are used to perform a variety of actions. The Close button will cancel any changes and exit to the block list. Reload will refresh the current page. Save & Exit will save any changes to the page and exit to the block list. Save will save changes to the block and remain viewing the current page. Copy allows the user to copy the current block to a new block of a different name. Refer will display a list of all other blocks in the system that have pointers set to reference the current block. For example, every Menu block has a pointer that goes to the Bye block. So by selecting Refer in the Bye block, a list of all Menu blocks would be displayed.

Status Screen

DESCRIPTION:

The Status Screen is the default screen that is loaded when logging into the automated attendant. It is a read-only screen, displaying various real time statistics about the system.

MAIN SCREEN:

Status Screen

Port	Mode	Active Block	Status
1	Day	Day	Idle
2	Day	Day	Idle
3	Day	Day	Idle
4	Day	Day	Idle

Reporting	11/04/06~11/23/06 5:30PM

Call To-Date	903	Number of Subscribers	84
Average Calls per Week	329	Total Message Count	0
Directory Accesses	0	Avg Messages/Mailbox	0.0
Times All Ports Busy	0	Disk Space Available	64:23

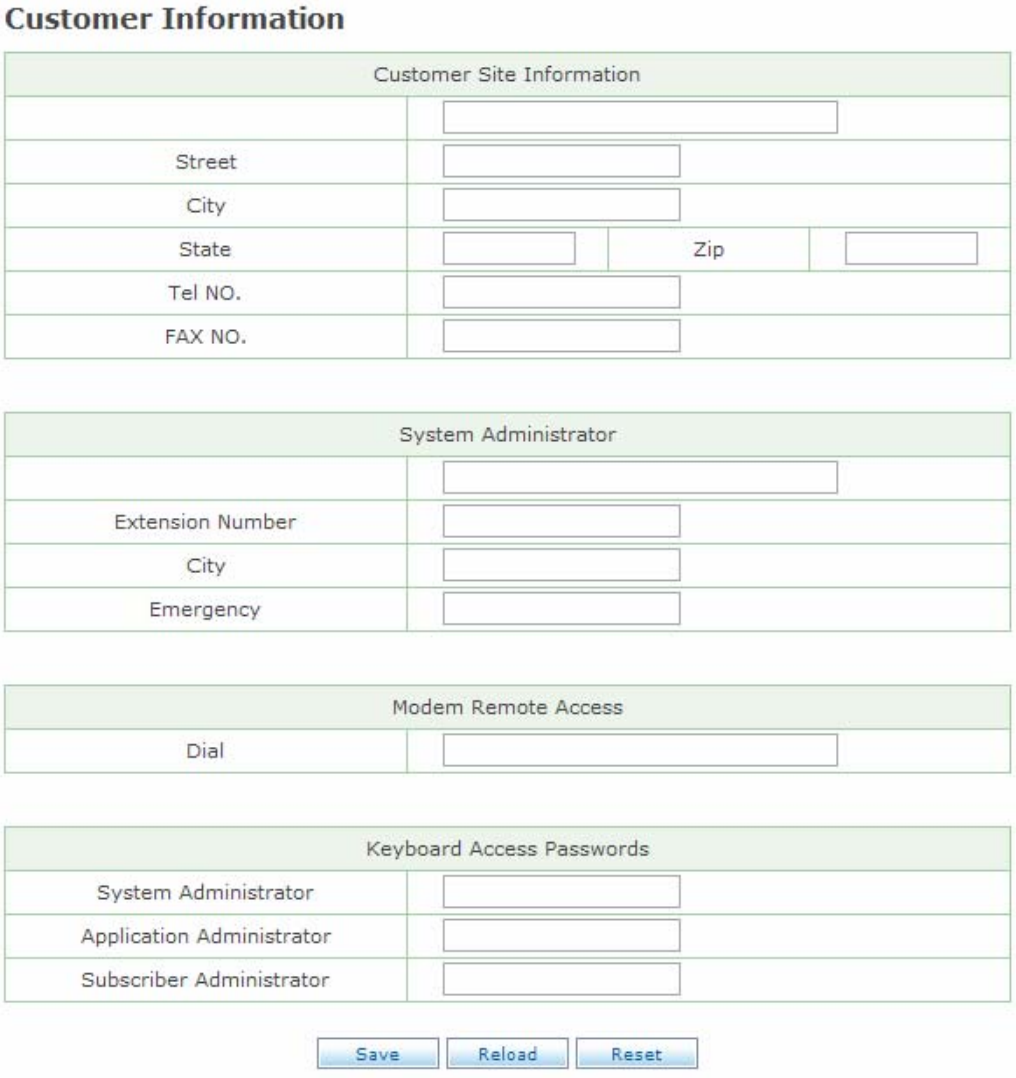
Field Name	Description
Port	The voicemail port number for the port.
Mode	The current scheduled mode of operation of the port.
Active Block	The current program block, if any, being processed by the port. (Day Main Menu, etc.)
Status	The current call status of each port. (Processing, Idle, etc.)
Reporting	The period of time the system has been recording statistics.
Call To-Date	The total number of calls processed by the system.
Average Calls Per Week	The average number of calls made to the voicemail per week.
Directory Accesses	Number of times the system directory has been consulted.
Times All Ports Busy	Total number of times all voicemail ports have been busy.
Number of Subscribers	Total number of voicemail boxes in the system.
Total Message Count	Total number of voicemail messages in the system.
Avg Messages/Mailbox	The average number of messages per mailbox.
Disk Space Available	The approximate amount of recording time left.

Site Information | Customer Data

DESCRIPTION:

The Customer Data screen is used for storing data about the particular customer site. It is not used by the OfficeServ 7100, but instead is used for administrator reference.

CUSTOMER INFORMATION SCREEN:



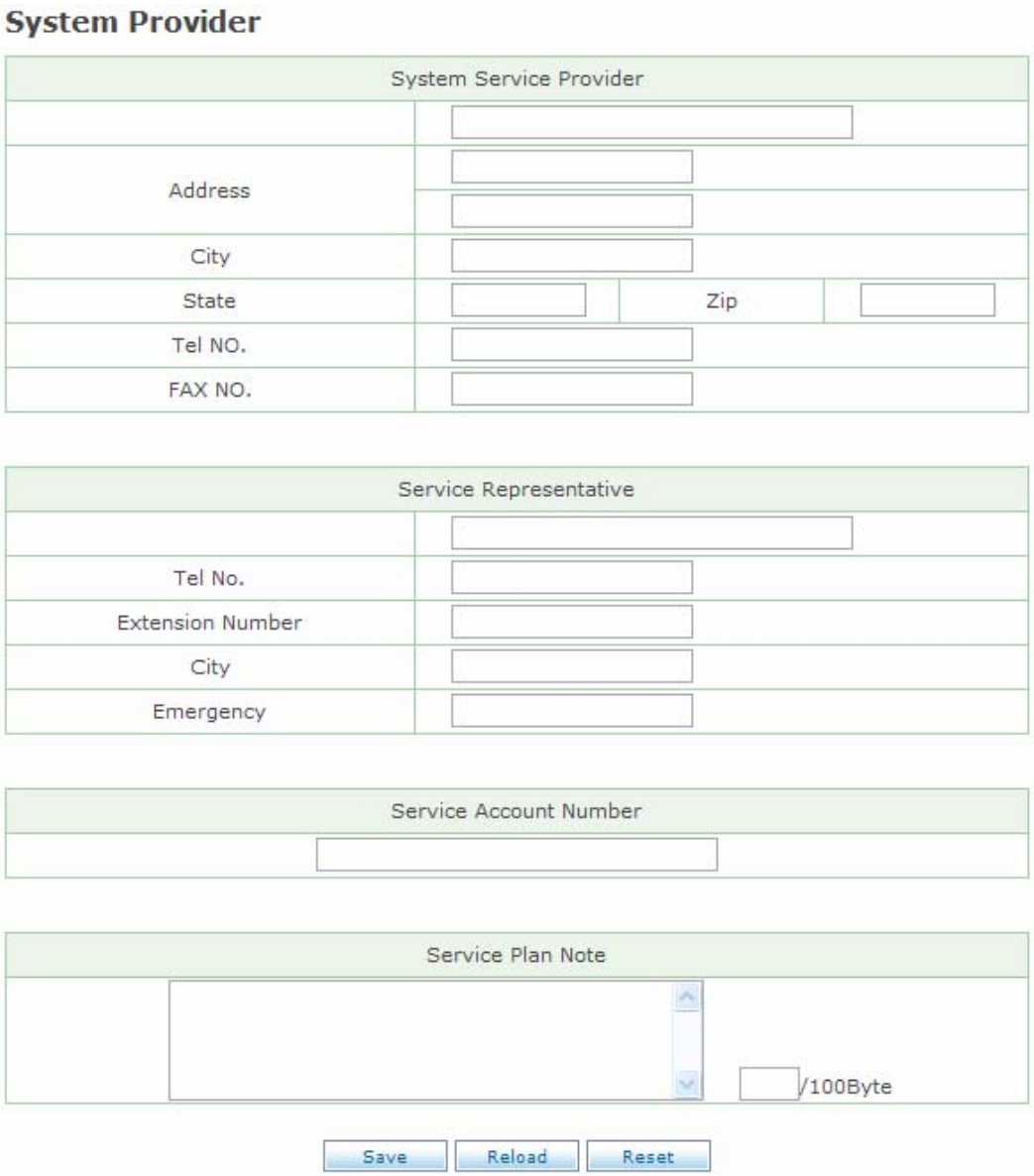
Field Name	Description
Customer Site Info.	The name of the customer site.
Street	The street address for the customer site.
City	The city the installation is located in.
State	The state the installation is located in.
Zip	The zip code the installation is located in.
Tel NO.	The main contact phone number for the site.
Fax NO.	The main fax number for the site.
System Administrator	The name of the site administrator.
Extension Number	The extension number of the site administrator.
City	The city the site administrator is located in.
Emergency	The emergency contact number for the site administrator
Dial	Phone number to dial for remote access to the system.
System Administrator	The password to log in to technician level administration.
Application Administrator	The password to log in to application level administration.
Subscriber Administrator	The password to log in to subscriber level administration.

Site Information | System Provider

DESCRIPTION:

The System Provider screen is used for storing data about the site's installation company. It is not used by the OfficeServ 7100, but instead is used for administrator reference.

SYSTEM PROVIDER SCREEN:



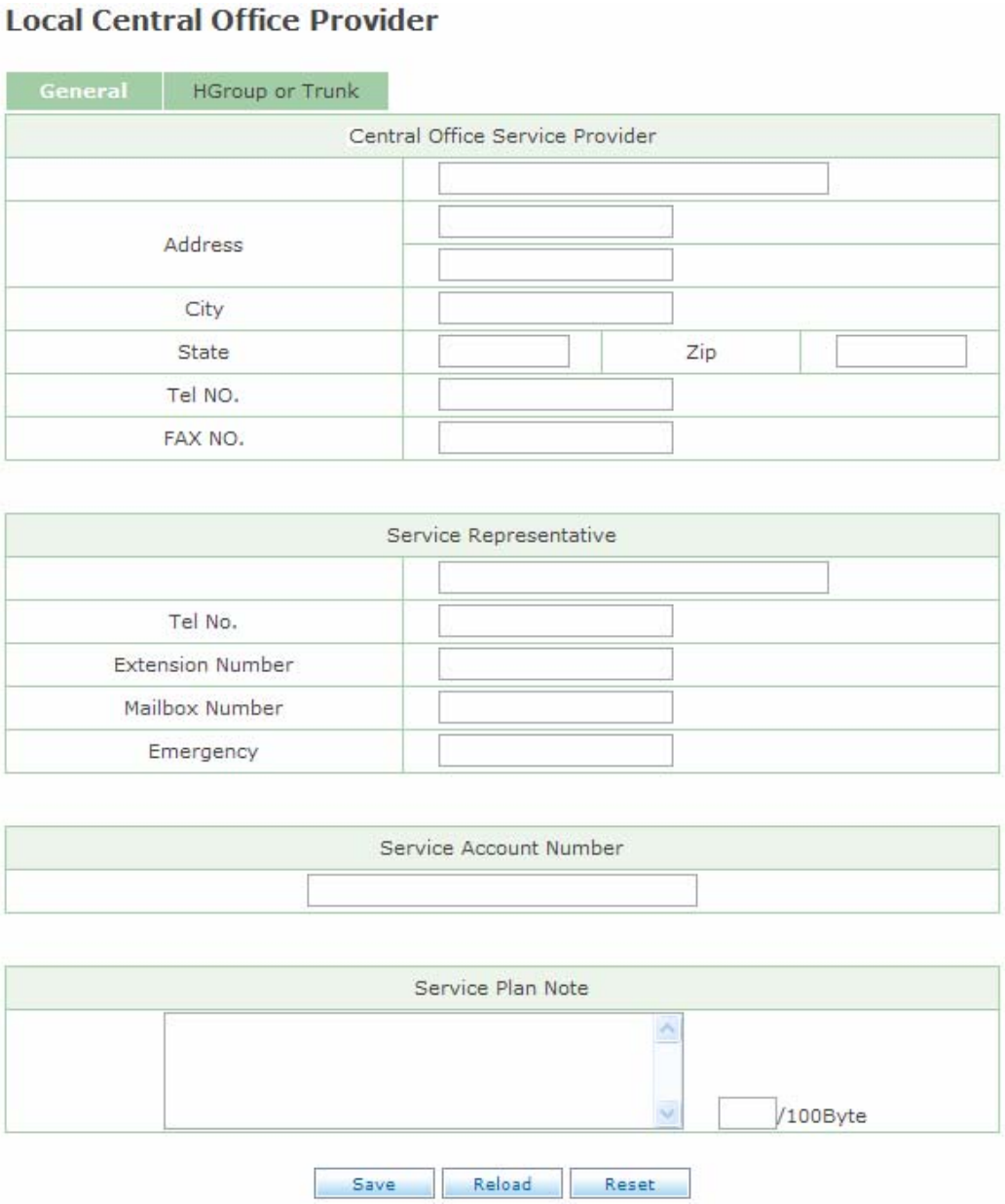
Field Name	Description
System Service Provider	The name of the system provider.
Address	The street address for the system provider.
City	The city the system provider is located in.
State	The state the system provider is located in.
Zip	The zip code the system provider is located in.
Tel NO.	The main contact phone number for the system provider.
Fax NO.	The main fax number for the system provider.
Service Representative	The name of the service representative.
Tel No.	The phone number of the service representative.
Extension Number	The extension number of the service representative.
City	The city the service representative is located in.
Emergency	The emergency contact number for the service representative
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

Site Information | Local CO Provider

DESCRIPTION:

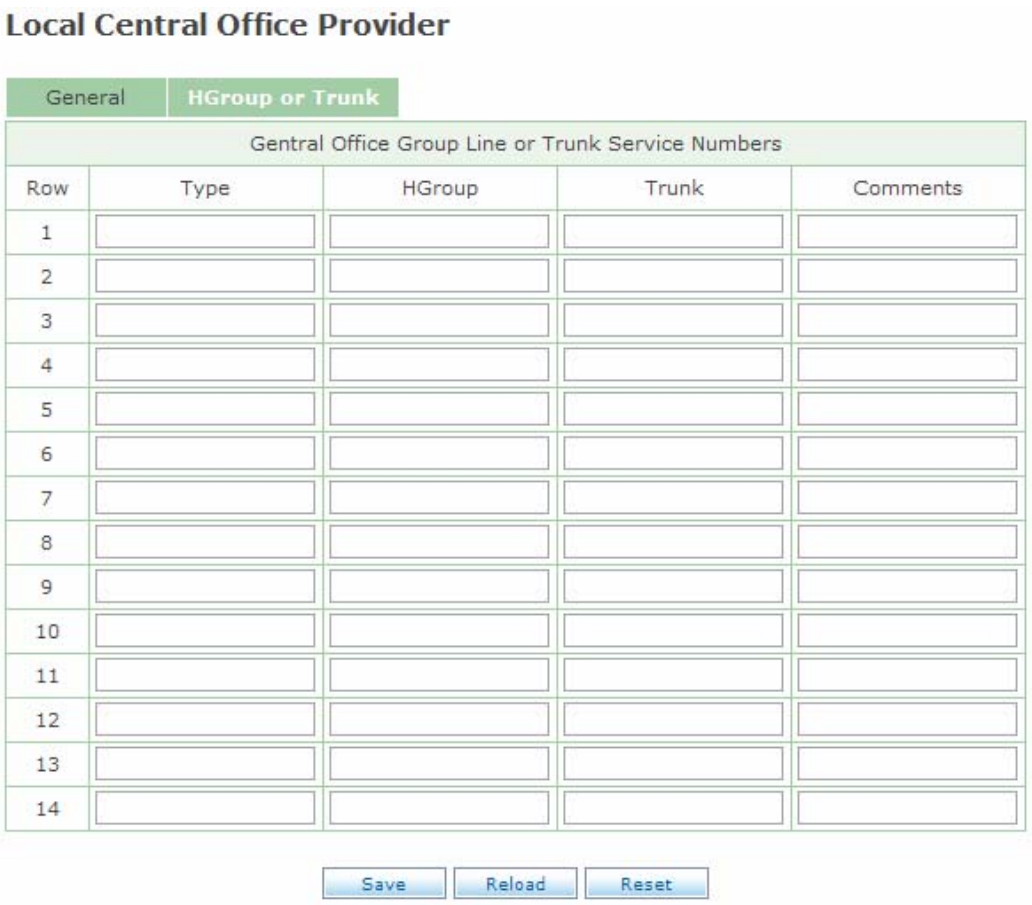
The Local CO Provider screen is used for storing data about the site's phone service provider. It is not used by the OfficeServ 7100, but instead is used for administrator reference.

GENERAL SCREEN:



Field Name	Description
CO Service Provider	The name of the CO service provider.
Address	The street address for the CO service provider.
City	The city the CO service provider is located in.
State	The state the CO service provider is located in.
Zip	The zip code the CO service provider is located in.
Tel NO.	The main contact phone number for the CO service provider.
Fax NO.	The main fax number for the CO service provider.
Service Representative	The name of the CO service representative.
Tel No.	The phone number of the CO service representative.
Extension Number	The extension number of the CO service representative.
Mailbox Number	The voicemail box number of the CO service representative.
Emergency	The emergency contact number for the CO service rep.
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

HGROUP OR TRUNK SCREEN:



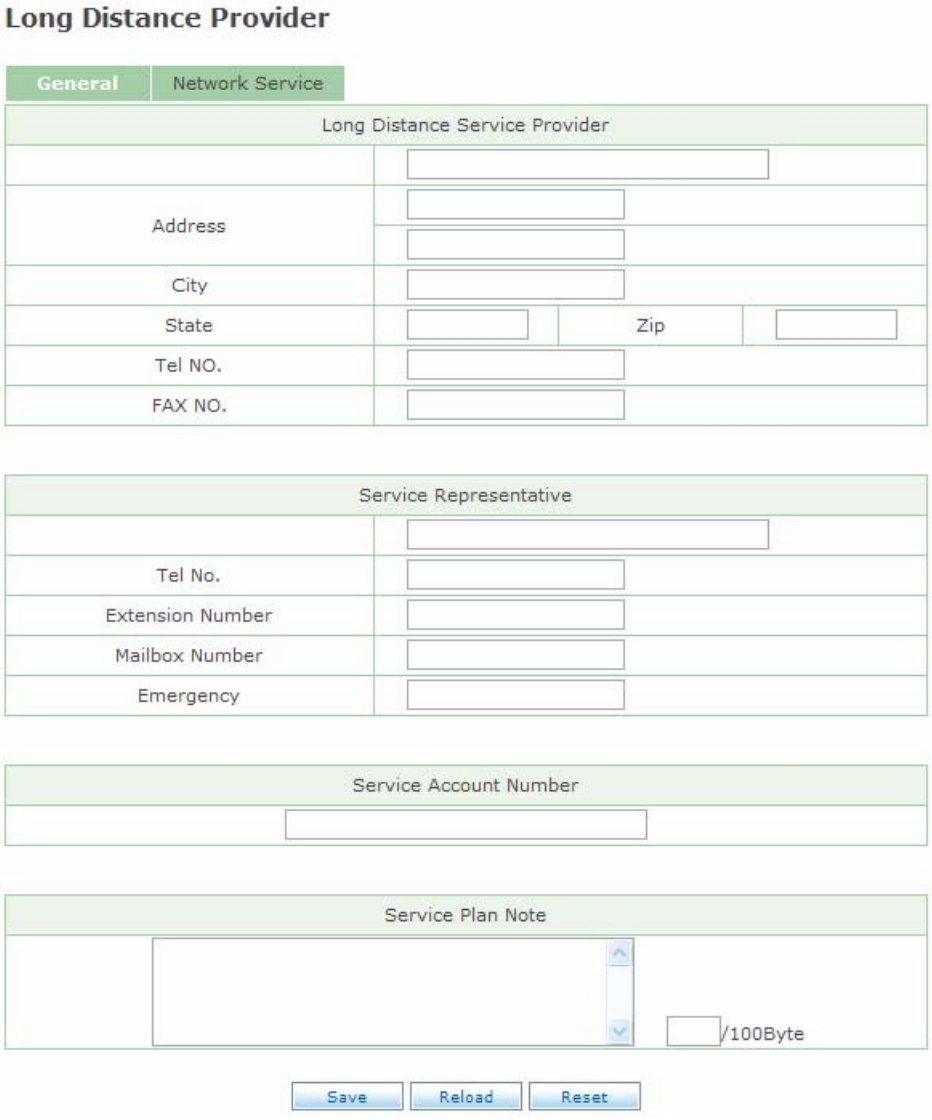
Field Name	Description
Type	Trunk line type (T1, E&M, PRI, etc.)
HGroup	The trunk group lead telephone number.
Trunk	The number of trunks in this group.
Comments	Additional reference notes.

Site Information | LD Provider

DESCRIPTION:

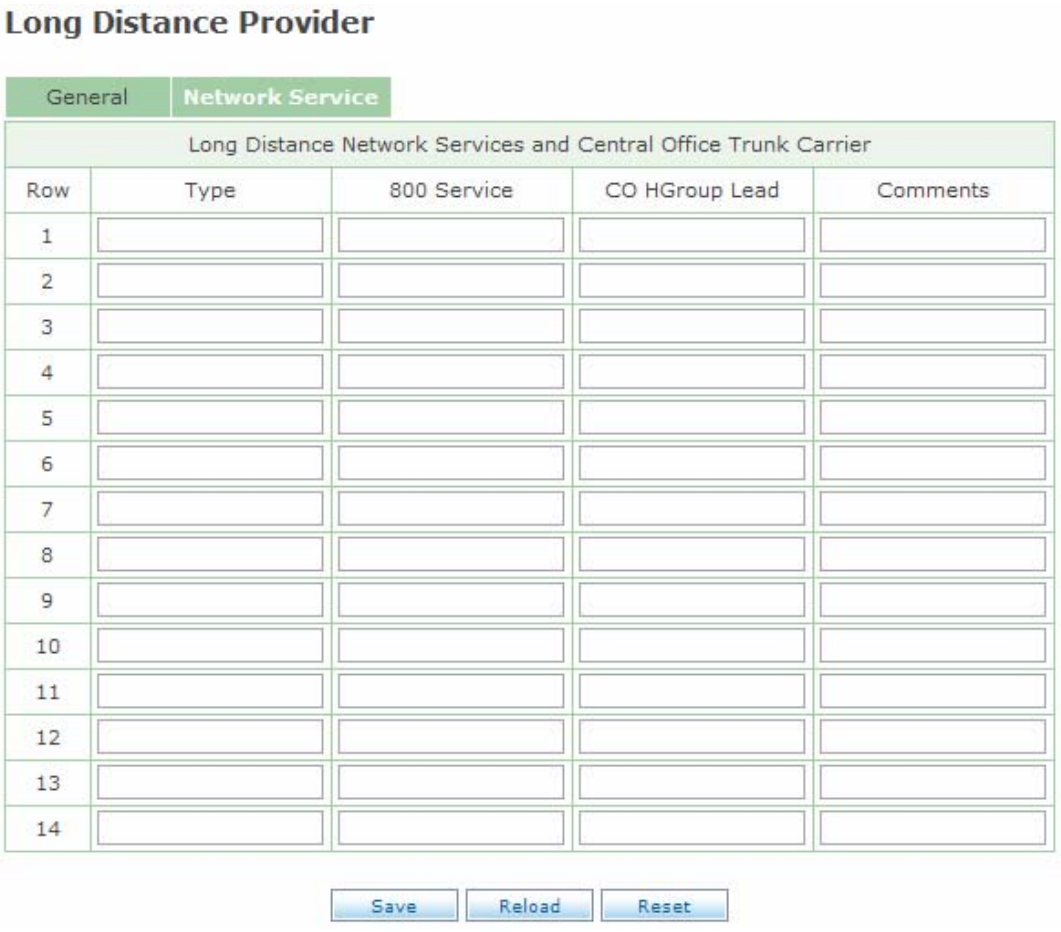
The Long Distance Provider screen is used for storing data about the site's long distance phone service provider. It is not used by the OfficeServ 7100, but instead is used for administrator reference.

GENERAL SCREEN:



Field Name	Description
CO Service Provider	The name of the CO service provider.
Address	The street address for the CO service provider.
City	The city the CO service provider is located in.
State	The state the CO service provider is located in.
Zip	The zip code the CO service provider is located in.
Tel NO.	The main contact phone number for the CO service provider.
Fax NO.	The main fax number for the CO service provider.
Service Representative	The name of the CO service representative.
Tel No.	The phone number of the CO service representative.
Extension Number	The extension number of the CO service representative.
Mailbox Number	The voicemail box number of the CO service representative.
Emergency	The emergency contact number for the CO service rep.
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

NETWORK SERVICE SCREEN:



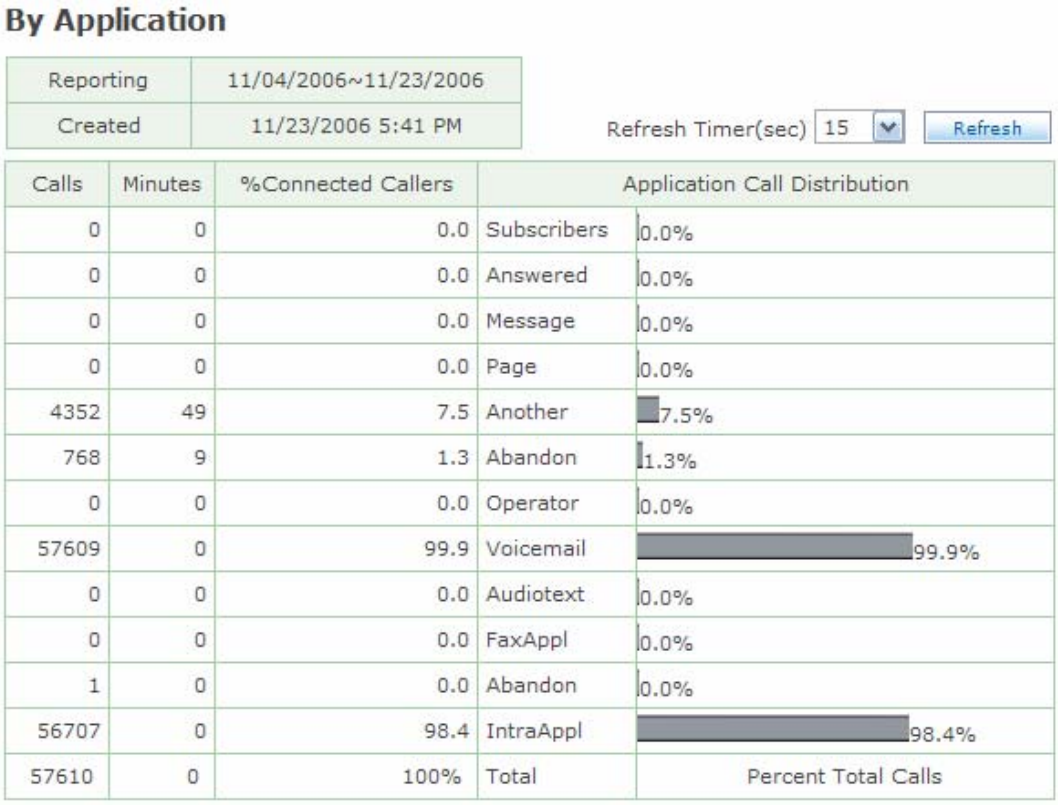
Field Name	Description
Type	Trunk line type (T1, E&M, PRI, etc.)
800 Service	The long distance number for this trunk group.
CO HGroup Lead	The trunk group lead telephone number.
Comments	Additional reference notes.

View System Report By Application

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Statistics By Application screen breaks down calls according to the application accessed and how the call was handled.

BY APPLICATION SCREEN:



By Application

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:41 PM

Refresh Timer(sec) 15 Refresh

Calls	Minutes	%Connected Callers	Application Call Distribution	
0	0	0.0	Subscribers	0.0%
0	0	0.0	Answered	0.0%
0	0	0.0	Message	0.0%
0	0	0.0	Page	0.0%
4352	49	7.5	Another	7.5%
768	9	1.3	Abandon	1.3%
0	0	0.0	Operator	0.0%
57609	0	99.9	Voicemail	99.9%
0	0	0.0	Audiotext	0.0%
0	0	0.0	FaxAppl	0.0%
1	0	0.0	Abandon	0.0%
56707	0	98.4	IntraAppl	98.4%
57610	0	100%	Total	Percent Total Calls

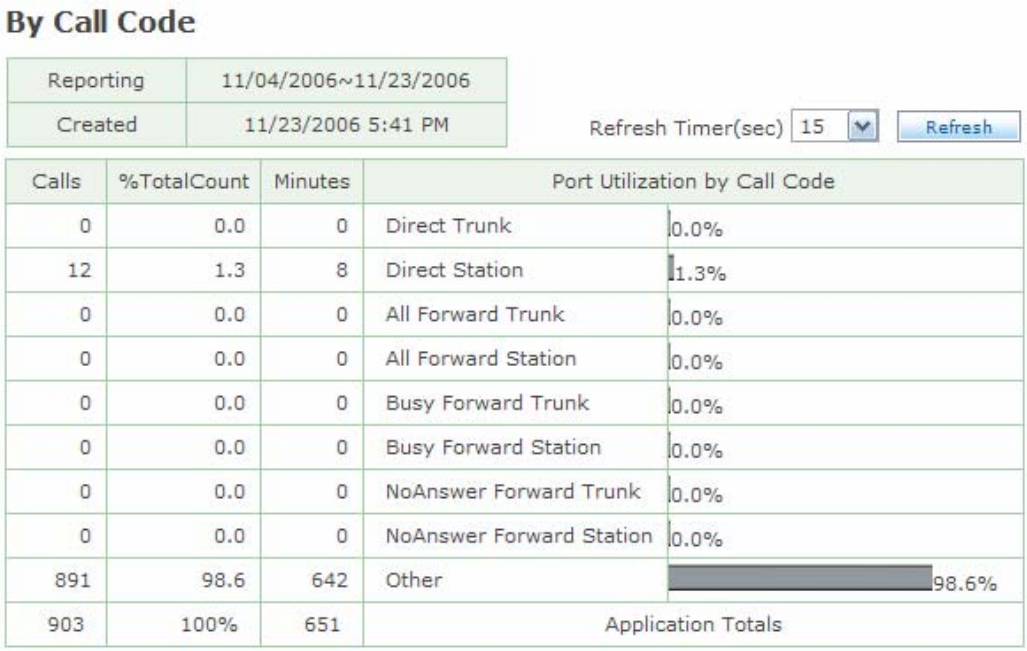
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this application.
Minutes	Total call time for this application.
%Connected Callers	Percentage of calls handled by this application.
Application Call Distribution	Percentage of total calls made to this application.

View System Report | By Call Code

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Statistics By Call Code screen breaks down calls according to the call code type.

BY CALL CODE SCREEN:



By Call Code

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:41 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
0	0.0	0	Direct Trunk	0.0%
12	1.3	8	Direct Station	1.3%
0	0.0	0	All Forward Trunk	0.0%
0	0.0	0	All Forward Station	0.0%
0	0.0	0	Busy Forward Trunk	0.0%
0	0.0	0	Busy Forward Station	0.0%
0	0.0	0	NoAnswer Forward Trunk	0.0%
0	0.0	0	NoAnswer Forward Station	0.0%
891	98.6	642	Other	98.6%
903	100%	651	Application Totals	

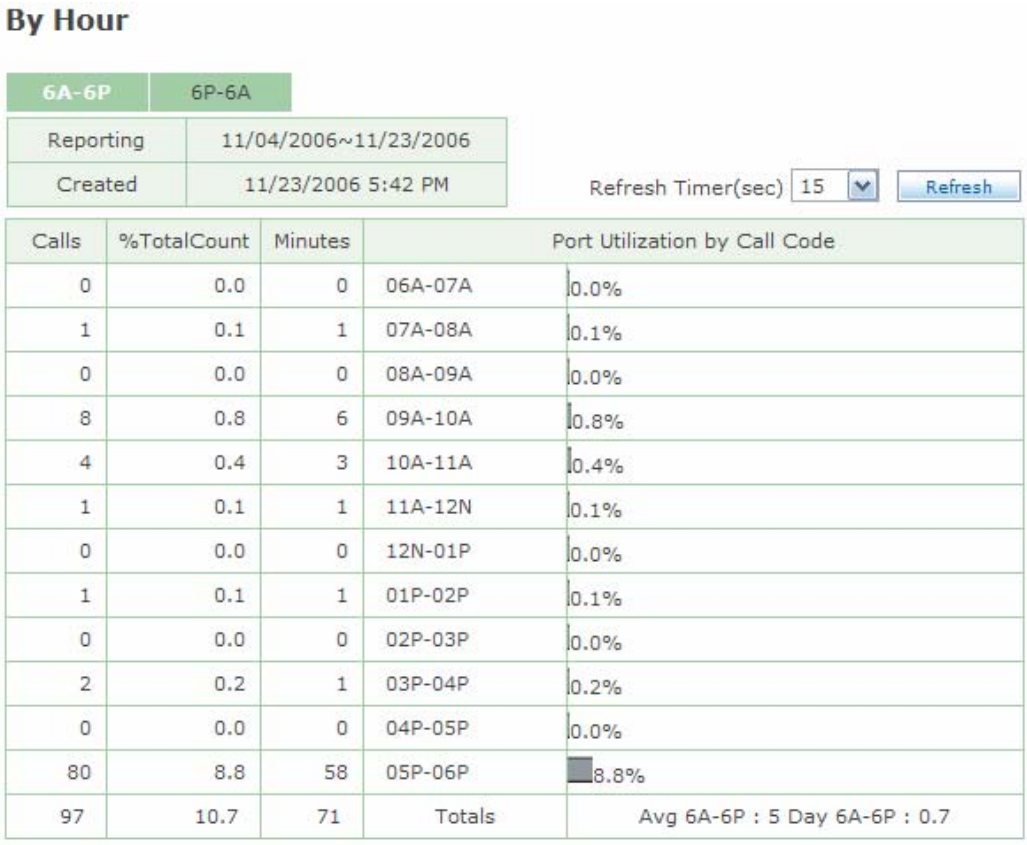
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this call code.
%TotalCount	Percentage of total calls that were of this call code.
Minutes	Total time of all calls of this call code.
Port Utilization By Call Code	The call code type being detailed.

View System Report | By Hour

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Statistics By Hour screen breaks down calls by the hour they were made.

6A-6P SCREEN:



By Hour

6A-6P | 6P-6A

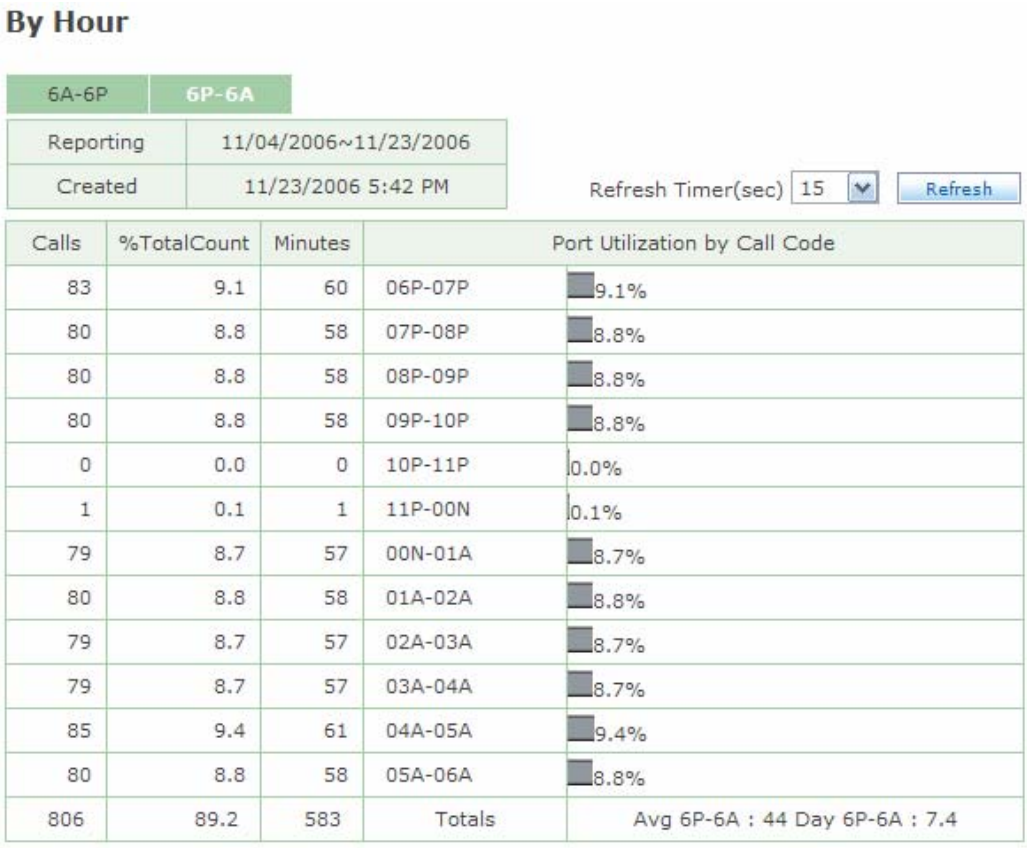
Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
0	0.0	0	06A-07A	0.0%
1	0.1	1	07A-08A	0.1%
0	0.0	0	08A-09A	0.0%
8	0.8	6	09A-10A	0.8%
4	0.4	3	10A-11A	0.4%
1	0.1	1	11A-12N	0.1%
0	0.0	0	12N-01P	0.0%
1	0.1	1	01P-02P	0.1%
0	0.0	0	02P-03P	0.0%
2	0.2	1	03P-04P	0.2%
0	0.0	0	04P-05P	0.0%
80	8.8	58	05P-06P	8.8%
97	10.7	71	Totals	Avg 6A-6P : 5 Day 6A-6P : 0.7

Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this hour.
%TotalCount	Percentage of total calls made in this hour.
Minutes	Total time of all calls in this hour.
Port Utilization By Call Code	The hour being detailed.

6P-6A SCREEN:



By Hour

6A-6P | 6P-6A

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
83	9.1	60	06P-07P	9.1%
80	8.8	58	07P-08P	8.8%
80	8.8	58	08P-09P	8.8%
80	8.8	58	09P-10P	8.8%
0	0.0	0	10P-11P	0.0%
1	0.1	1	11P-00N	0.1%
79	8.7	57	00N-01A	8.7%
80	8.8	58	01A-02A	8.8%
79	8.7	57	02A-03A	8.7%
79	8.7	57	03A-04A	8.7%
85	9.4	61	04A-05A	9.4%
80	8.8	58	05A-06A	8.8%
806	89.2	583	Totals	Avg 6P-6A : 44 Day 6P-6A : 7.4

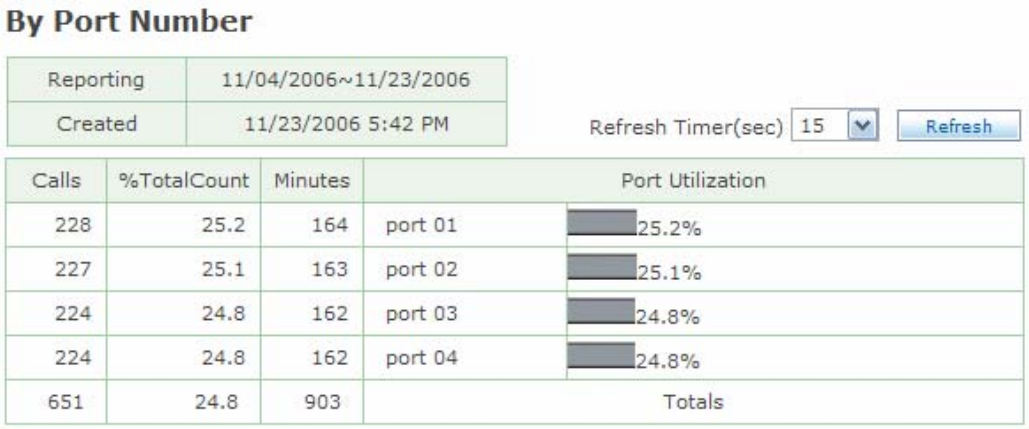
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this hour.
%TotalCount	Percentage of total calls made in this hour.
Minutes	Total time of all calls in this hour.
Port Utilization By Call Code	The hour being detailed.

View System Report | By Port Number

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Statistics By Port Number screen breaks down calls by the port number they were handled by.

BY PORT NUMBER SCREEN:



By Port Number

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization	
228	25.2	164	port 01	25.2%
227	25.1	163	port 02	25.1%
224	24.8	162	port 03	24.8%
224	24.8	162	port 04	24.8%
651	24.8	903	Totals	

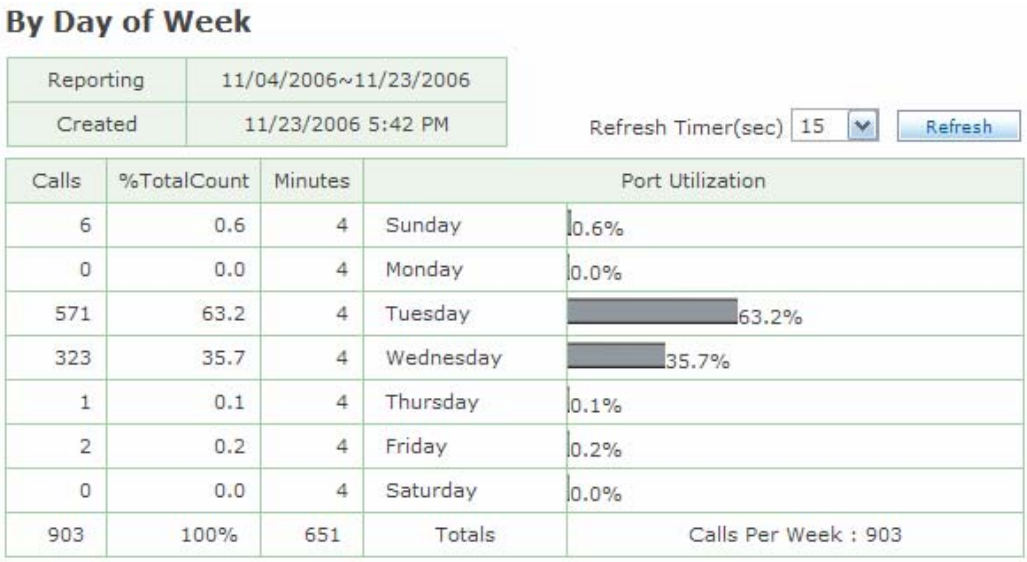
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls to this port.
%TotalCount	Percentage of total calls made to this port.
Minutes	Total time of all calls to this port.
Port Utilization	The port number being detailed.

View System Report | By Day of Week

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Statistics By Day of Week screen breaks down calls by the day of the week they were made on.

BY DAY OF WEEK SCREEN:



By Day of Week

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization	
6	0.6	4	Sunday	0.6%
0	0.0	4	Monday	0.0%
571	63.2	4	Tuesday	63.2%
323	35.7	4	Wednesday	35.7%
1	0.1	4	Thursday	0.1%
2	0.2	4	Friday	0.2%
0	0.0	4	Saturday	0.0%
903	100%	651	Totals	Calls Per Week : 903

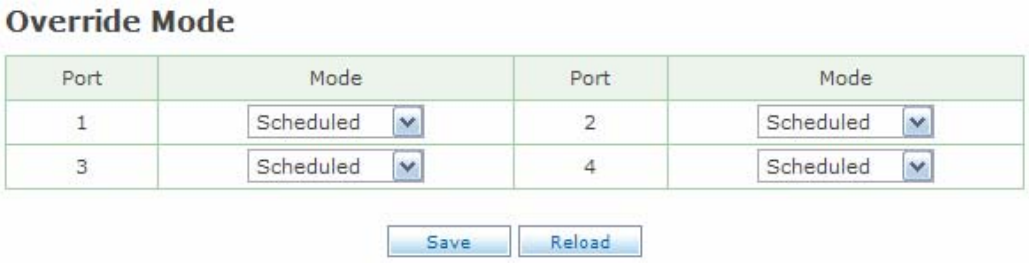
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this day.
%TotalCount	Percentage of total calls made on this day.
Minutes	Total time of all calls on this day.
Port Utilization	The week day being detailed.

Override Mode

DESCRIPTION:

The Override Mode screen is used to manually set the mode of operation for a particular automated attendant port or group of automated attendant ports.

OVERRIDE MODE SCREEN:



Field Name	Description	Valid Entry	Default Data
Port	Voicemail port being detailed.		
Mode	Operating Mode to be used.	Any Mode Block, or "Scheduled" which causes the port to follow the default schedule table.	Scheduled

RELATED ITEMS:

MODE BLOCK
SCHEDULE TABLE

Operating Utilities | Display Error Log

DESCRIPTION:

The OfficeServ 7100 provides several logs that can be useful for both debugging and application development. The Display Error Log screen shows error and warning information for the voicemail and automated attendant systems. Events are logged in an easily readable form, displaying the error type and time and date information on one line and the actual error listing on the next. The Error Log can be downloaded by clicking the Down button.

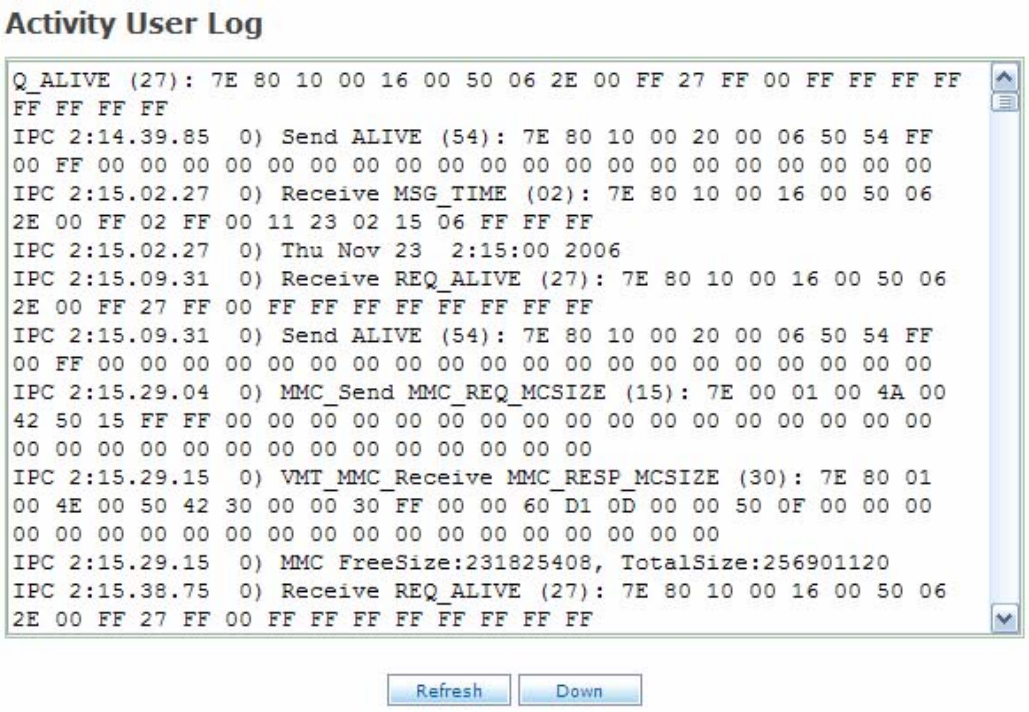
DISPLAY ERROR LOG SCREEN:

Operating Utilities | Activity Log

DESCRIPTION:

The OfficeServ 7100 provides several logs that can be useful for both debugging and application development. The Activity User Log screen shows all activity in the voicemail and automated attendant systems. Due to the extreme technical nature of the Activity Log records, this log is mainly aimed at advanced users. The Activity Log can be downloaded by clicking the Down button.

ACTIVITY USER LOG SCREEN:

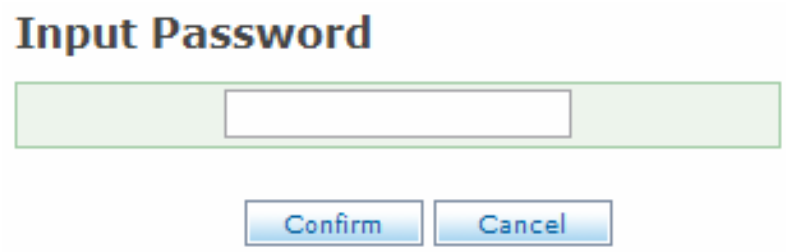


Operating Utilities | Shutdown VM

DESCRIPTION:

The Shutdown VM screen, as the name implies, is used to exit the voicemail and automated attendant application. This is an important step when shutting down the OfficeServ 7100. Failure to exit the system properly can lead to lost or corrupted messages or programming. To prevent accidental exit, the administrator password must be entered in order to shut down the system.

SHUTDOWN VM SCREEN:



RELATED ITEMS: SYSTEM PARAMETERS

Operating Utilities | DB Backup

DESCRIPTION:

The OfficeServ 7100 provides the ability to backup and restore voicemail and automated attendant programming via the DB Backup List screen. Users can choose to backup or restore mailboxes, prompts, programming data, or any combination of the three. Backups are stored to a standard .tar archive file.

DB BACKUP LIST SCREEN:

DB Backup List

		No	Data
Backup	☑	1	Subscriber
	☑	2	Prompt
	☑	3	Application Data
Restore	☑	1	Subscriber
	☑	2	Prompt
	☑	3	Application Data
		Browse...	

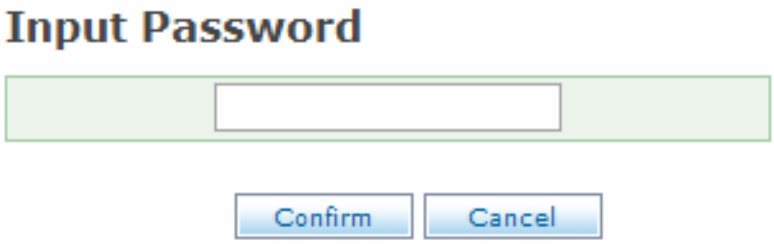
Backup Restore

Operating Utilities | Clear Report Count

DESCRIPTION:

Certain types of programming objects in the OfficeServ 7100 voicemail and automated attendant systems provide call activity reports detailing call volumes for various activities. The Clear Report Count screen is used to reset all of these counters system wide to 0.

CLEAR REPORT COUNT SCREEN:



RELATED ITEMS:

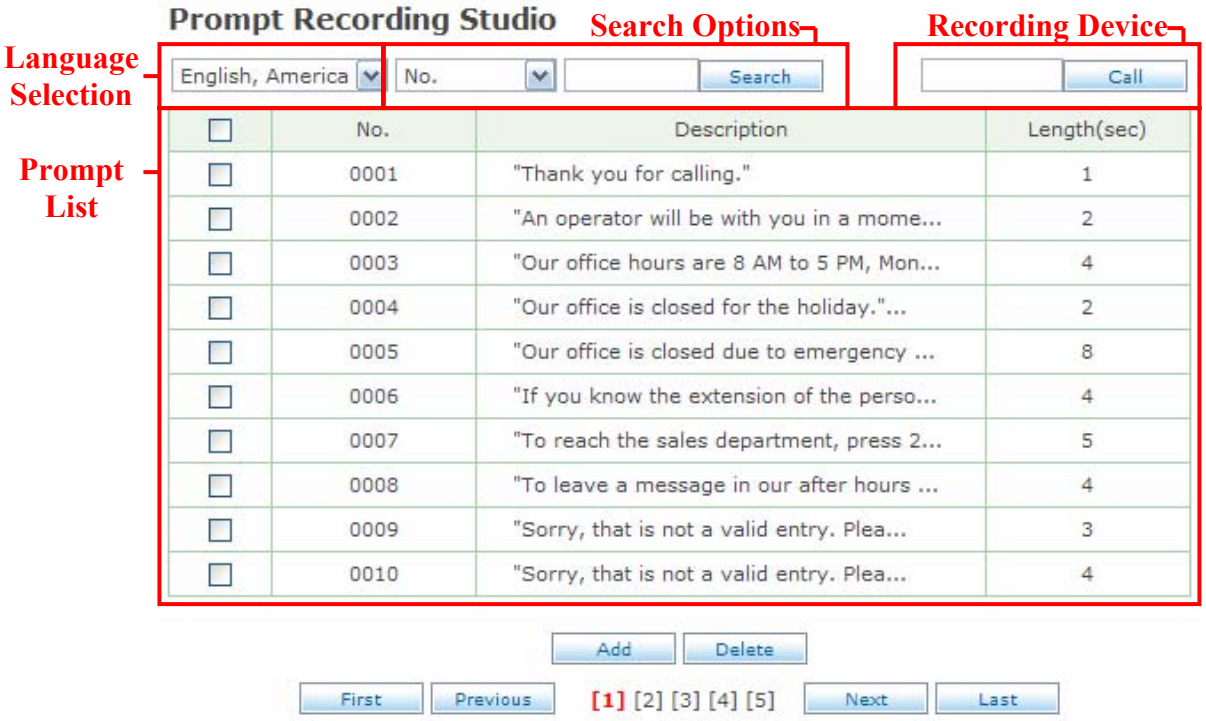
MENU BLOCK
QUERY BLOCK

Voice Studio

DESCRIPTION:

The Voice Studio is used to record custom system prompts for the OfficeServ 7100 voicemail and automated attendant systems. The Voice Studio also allows text descriptions (scripts) to be set for each prompt to ease in professional recording scenarios.

SELECTION SCREEN:



The main Voice Studio screen is separated into 4 main sections:

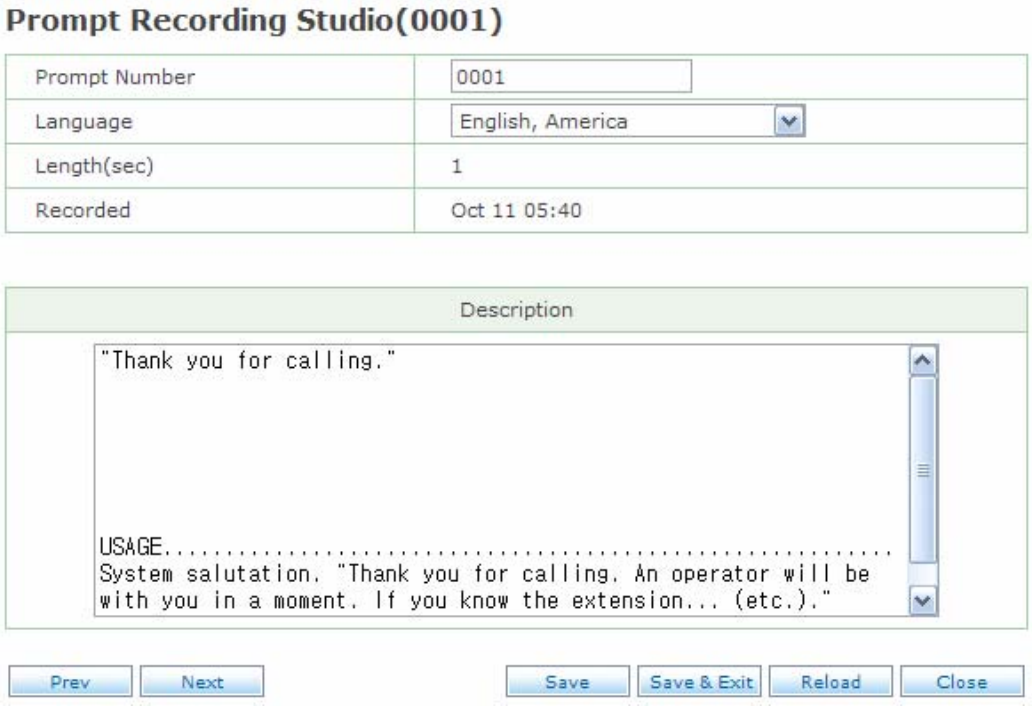
The Language Selection box in the upper left used to determine which prompt language listings to display.

Next to that are the prompt Search Options. Prompts can be searched for by prompt number or description (script).

In the upper right corner is the Recording Device selection. This is the phone that will be used to record prompts. Enter the phone number and click Call to start the recording session.

Below these options is the Prompt List. The prompt list displays prompt number, description (script), and recording length. To edit a prompt from this region simply click the prompt number to open the recording screen.

PROMPT RECORDING STUDIO SCREEN:



Field Name	Description
Prompt Number	The prompt number assigned to this recording.
Language	The language set this recording belongs to.
Length(sec)	The length, in seconds, of the current recording.
Recorded	The date this prompt was recorded on.
Description	Text description for the prompt. This area is commonly used to enter the script for the recording.

System Parameters

DESCRIPTION:

The System Wide Parameters screen is used to set options that affect the overall functionality of the voicemail and automated attendant systems. It includes items such as system administrator passwords, system language options, and voice codec adjustments.

GENERAL SCREEN:

Field Name	Description
Version Display	The software version of the VM/AA systems
Startup	The date/time of the last bootup
Mac Address	MAC address for the MP network interface
Voice Ports Installed	The number of VM/AA ports in the system
Maximum Subscribers	Max number of mailboxes that can be created.
Maximum E-Mail Gateway Subscribers	Max number of users who can have e-mail gateway functionality enabled.
Total Run Time	Total disk space on the system
Run Time Remaining	Maximum disk space that can be used
Default Volume Level	Volume adjustment for the VM/AA ports
Daily Maintenance	The time to run daily system maintenance
Session Timeout	The amount of time before the current web session will be invalidated
Daily	Choose whether or not to reboot daily at maintenance
Weekly	Choose whether or not to reboot weekly at maintenance
Weekly on every	Choose which day of the week to reboot on
Monthly	Choose whether or not to reboot monthly at maintenance
Monthly on day number	Choose which day of the month to reboot on
Subscriber Default Password	Set the default mailbox password
Subscriber PSWD Min Length	Minimum length of mailbox passwords
System Admin	Telephone interface administration password

MANAGEMENT SCREEN:

Field Name	Description
Min Recorded Length	Minimum time, in milliseconds, of a prompt, greeting, or voicemail message recording
Dialtone Timesize	Determines the amount of dial tone to allow at the end of a voicemail message
CODEC	Set the voice CODEC to be used by the system
Minimum DTMF duration	Set the smallest interval that can be considered a valid DTMF digit
DTMF cutout period	Time, in milliseconds, to pause playback if DTMF is detected
Outbound DTMF duration	Sets the duration of DTMF digits sent by the system
Outbound DTMF gap length	Set the time between outbound DTMF digits

LANGUAGE SCREEN:

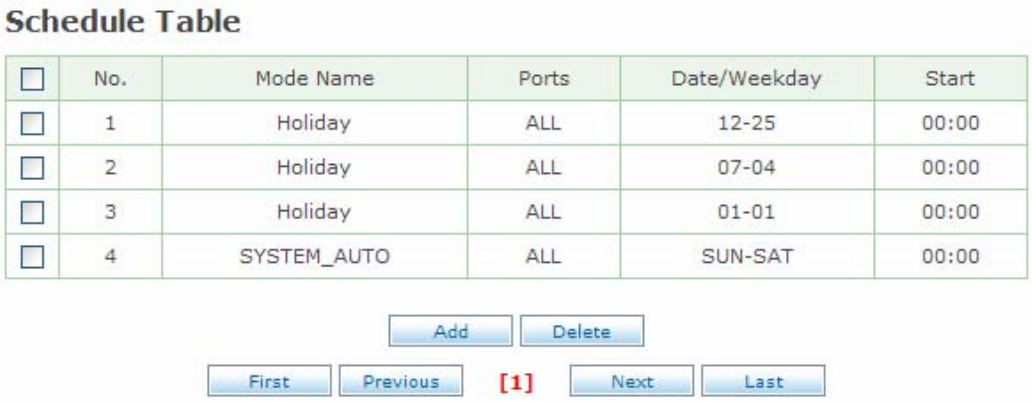
Field Name	Description
Language	Language being detailed
Locale	Regional dialect of the detailed language
Language Code	The "short code" for this language. Used for directory naming.
Key Code	The single digit value corresponding to this language
Default Language	Sets the default system language
Select First Language	Select the primary prompt language for the system
Select Second Language	Select the secondary prompt language for the system

Schedule Table

DESCRIPTION:

The OfficeServ 7100 automated attendant system works by a series of scheduled operating modes. The Schedule Table screen is used to view, edit, add, or delete scheduled items.

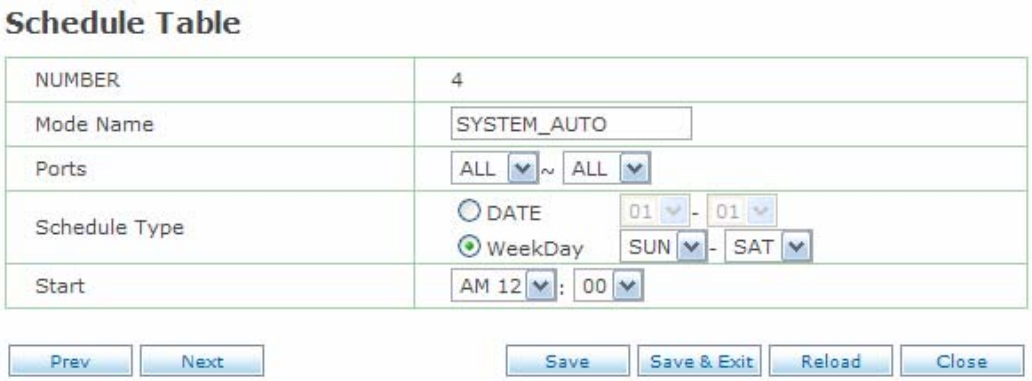
SELECTION SCREEN:



To edit a schedule item click the Mode Name.

NOTE: Do not remove the SYSTEM_AUTO item or the system will not function properly.

SCHEDULE TABLE SCREEN:



Field Name	Description
NUMBER	The item number for this schedule item
Mode Name	The name for this schedule item
Ports	Choose which port or ports will follow this schedule item
Schedule Type	Choose whether this item occurs on certain days of the month or days of the week
Start	Set the start time for this schedule item

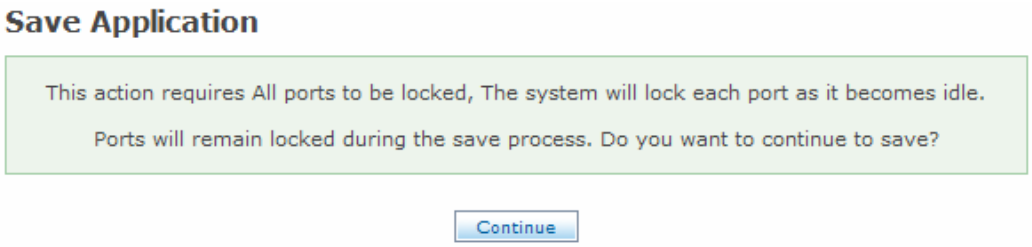
RELATED ITEMS: MODE BLOCK

Save Application

DESCRIPTION:

The Save Application screen is used to store any recent changes made to the automated attendant or voicemail programming. By default all changes are stored to disk at daily maintenance time, but the Save Application screen allows changes to be manually saved instantly.

SAVE APPLICATION SCREEN:



Open Block Table | Bye

DESCRIPTION:

The OfficeServ 7100 automated attendant is programmed with a series of programming object called blocks. The Bye block is used to speak an optional goodbye prompt then disconnect the caller and free the port.

SELECTION SCREEN:

To edit a block click the Label Name.

BYE BLOCK SCREEN:

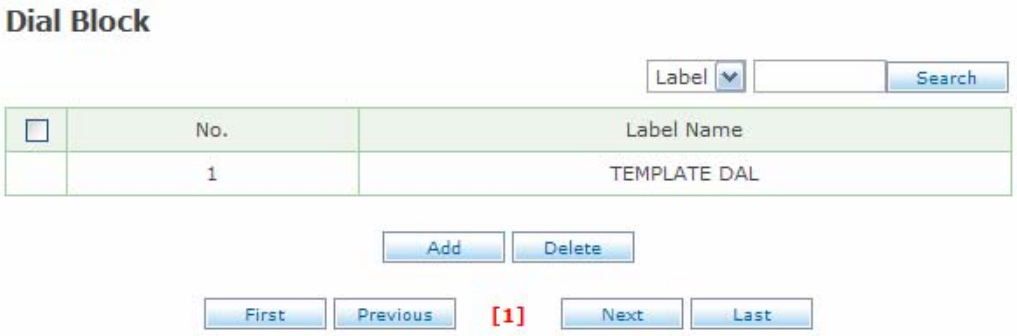
Field Name	Description
Label Name	The name of this BYE block
Disconnect Prompt	The prompt number to speak before disconnecting the call
From ~ To	Start and end dates for the activity report
Calls	The number of calls that accessed this block over the activity report period

Open Block Table | Dial

DESCRIPTION:

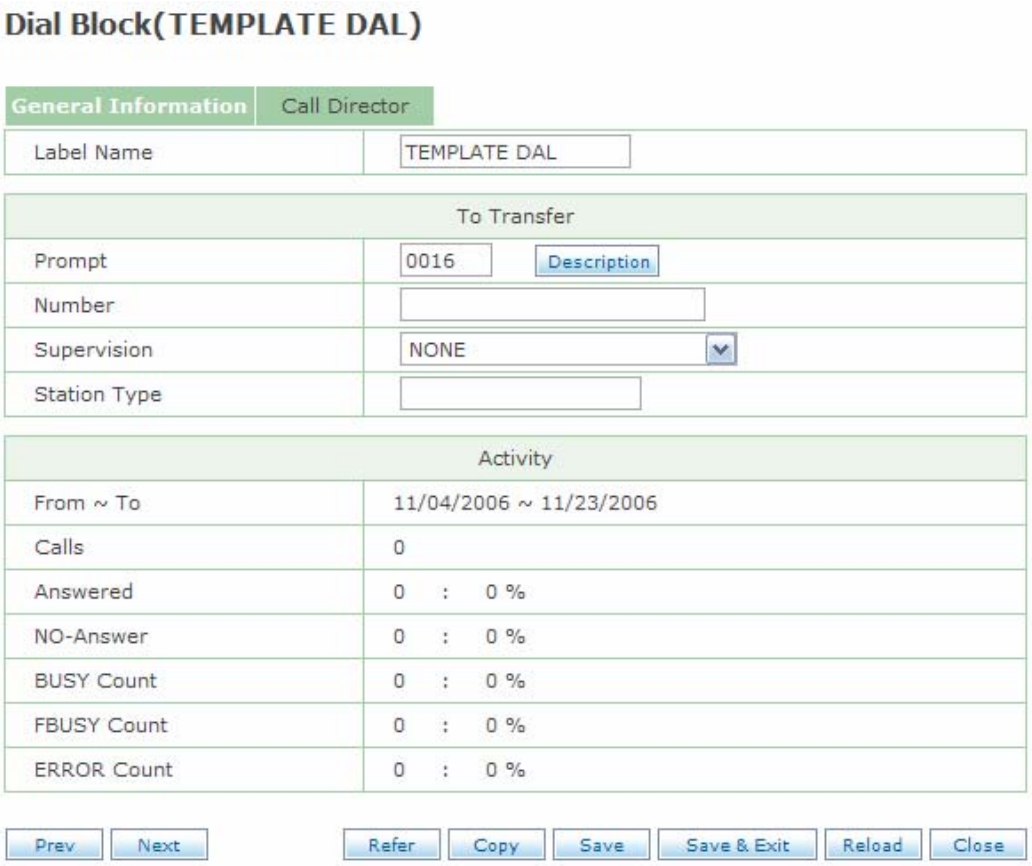
The OfficeServ 7100 automated attendant is programmed with a series of programming object called blocks. The Dial block is used to dial a number and then either release the call or branch to another programming block. The most common use for the Dial block is to transfer callers to an external destination, such as a cell phone or an 800 number. However, the Dial block can also be used in more advanced applications such as delayed paging or enabling DISA functionality.

SELECTION SCREEN:



To edit a block click the Label Name.

GENERAL INFORMATION SCREEN:



Field Name	Description
Label Name	The name for this DIAL block
Prompt	The prompt to speak before performing the dial action
Number	The number to dial
Supervision	Supervision level for the call (NONE | PARTIAL | FULL)
Station Type	The Station block to use for the dialing operation
From ~ To	Start and end dates for the activity report
Calls	The number of calls made by this block over the activity report period
Answered	The number of calls made that were answered
NO-Answer	The number of calls made that were not answered
BUSY Count	The number of calls that resulted in a busy signal
FBUSY Count	The number of calls that received a fast busy
ERROR Count	The number of calls that encountered an unspecified error condition

CALL DIRECTOR SCREEN:

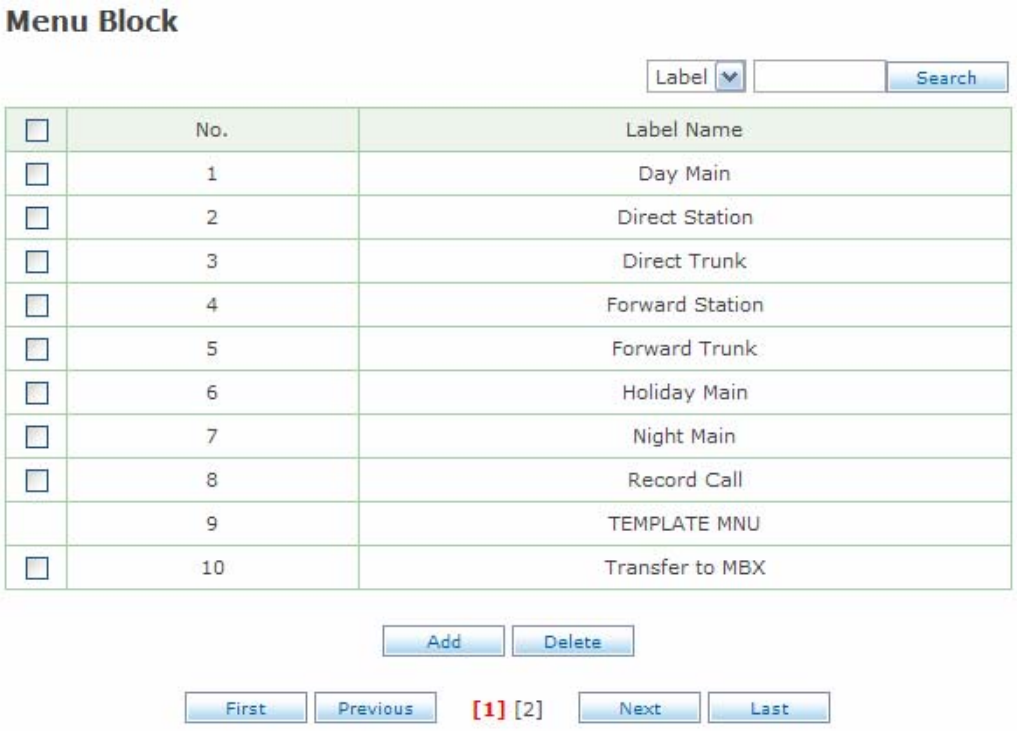
Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

Open Block Table | Menu

DESCRIPTION:

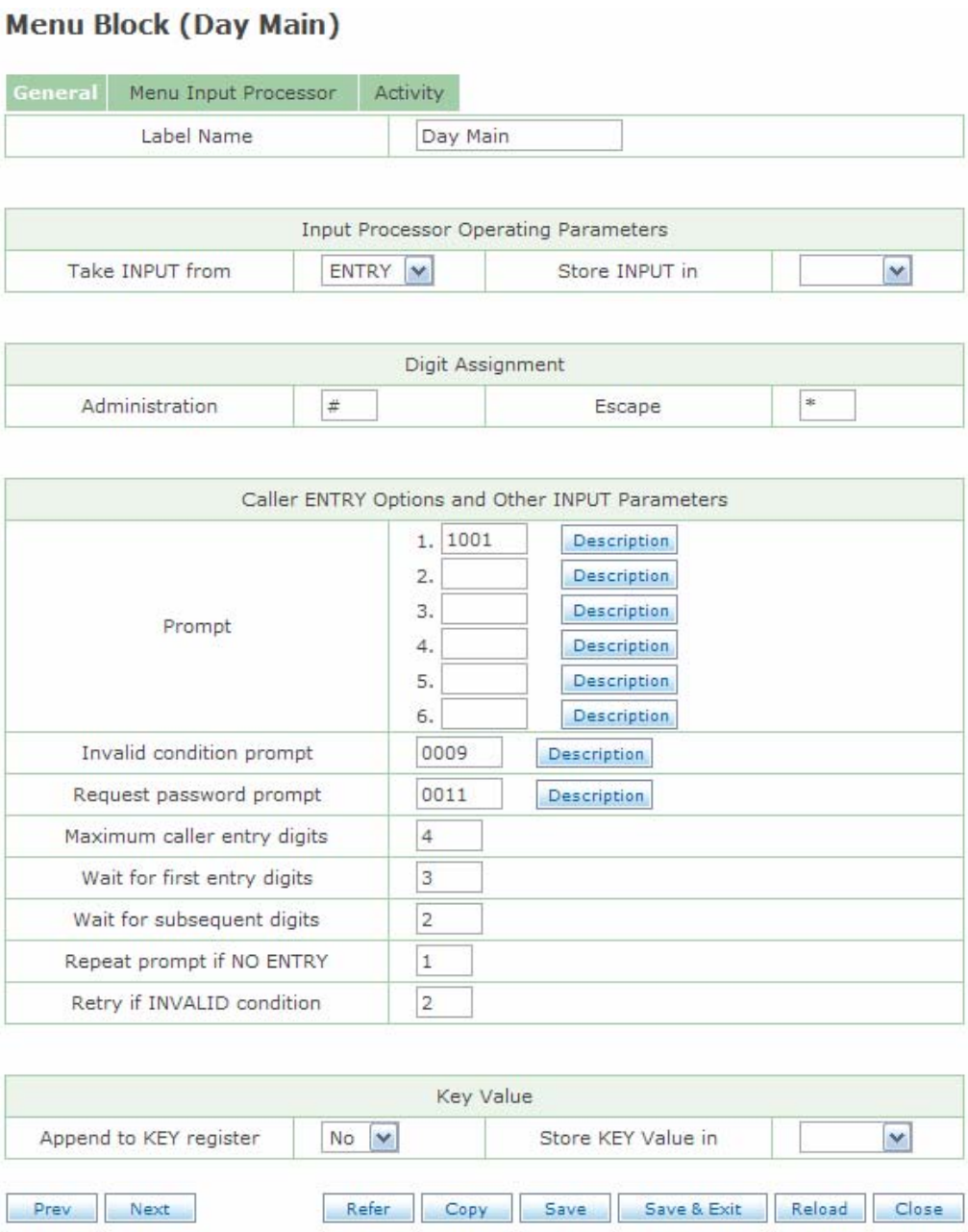
The OfficeServ 7100 automated attendant is programmed with a series of programming object called blocks. The Menu block is the most commonly used and powerful blocks. The Menu block is responsible for routing calls, and can do so based on a variety of criteria such as Caller ID, caller entry digits, or DID digits.

SELECTION SCREEN:



To edit a block click the Label Name.

GENERAL SCREEN:



Field Name	Description
Label Name	The name of this Menu block
Take INPUT from	Determines what Menu routing will be based on
Store INPUT in	The input value can optionally be stored in a key for use in later menus. With this method the input value is not validated.
Administration	The digit to press to log in as a subscriber
Escape	The digit to press to return to the previous block

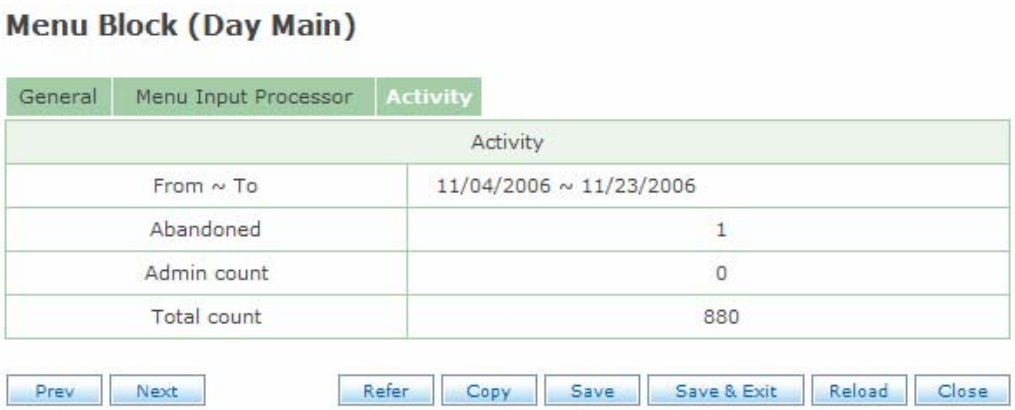
Field Name	Description
Prompt	Enter up to 6 prompts that will be spoken in sequence. These prompts will be played to the caller when the Menu first begins processing the call. They are typically used to speak company greetings and available menu options.
Invalid condition prompt	The prompt to play if the caller makes an invalid selection
Request password prompt	The prompt to play if the Administration digit is entered
Maximum caller entry digits	The number of digits to wait for from the caller. This field only applies if 'Take INPUT from' is set to ENTRY
Wait for first entry digits	The amount of time to wait for the first digit of the caller's selection to be entered
Wait for subsequent digits	The amount of time to wait between digits
Repeat prompt if NO ENTRY	The number of times to repeat the Menu prompts if no entry is made
Retry if INVALID condition	The number of retries allowed if the caller makes an invalid selection
Append to KEY register	If using the validated entry storage (below), this option decides whether to append or replace the existing key. Appending to the existing key is useful in scenarios where multiple Menu blocks are chained together.
Store KEY value in	The input value can optionally be stored in a key for use in later menus. With this method the input value is validated, meaning that it is only stored if a matching menu entry exists for the input value.

MENU INPUT PROCESSOR SCREEN:

Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action

Field Name	Description
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type
Count	The number if times this menu option was selected

ACTIVITY SCREEN:



Field Name	Description
From ~ To	Start and end dates for the activity report
Abandoned	The number of callers who disconnected without making a Menu selection
Admin count	The number of callers who pressed the administration digit
Total count	The total number of calls processed by this Menu

Open Block Table | Mode

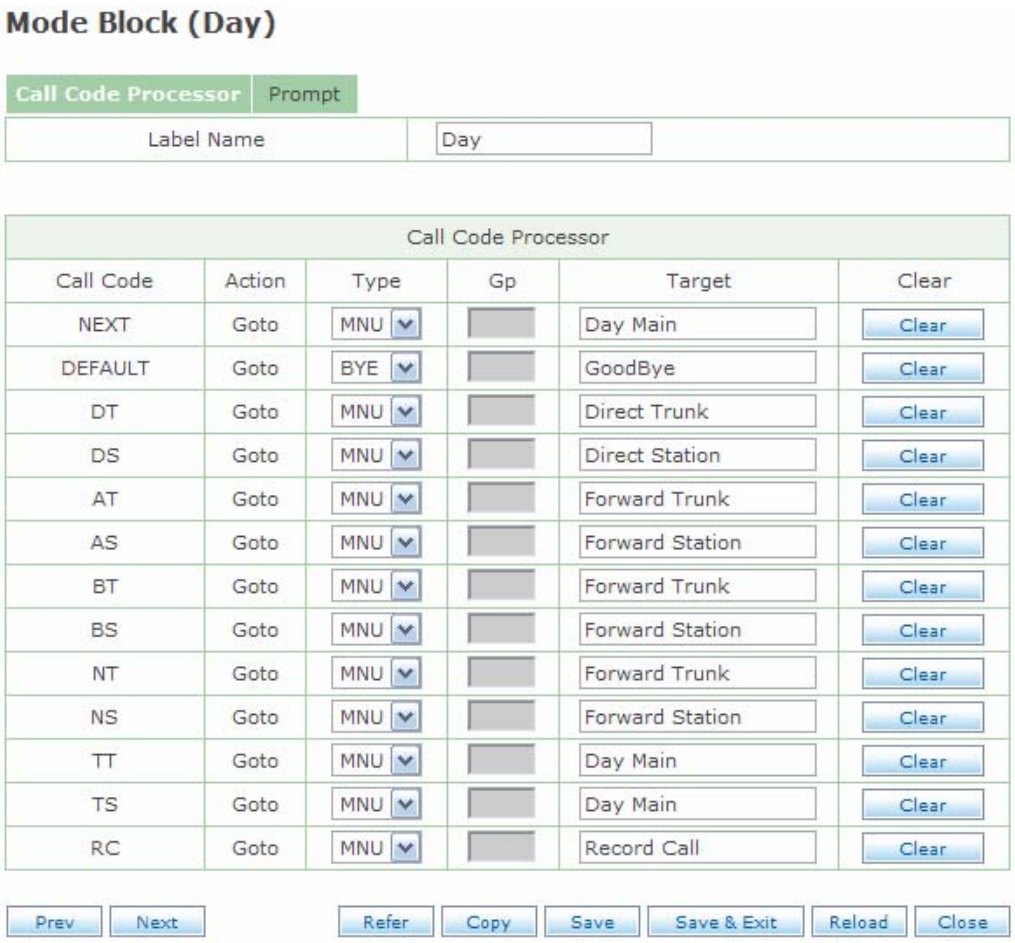
DESCRIPTION:

The OfficeServ 7100 automated attendant is programmed with a series of programming object called blocks. The Mode block is used to route calls to the proper Menu block based on the call code assigned to the call by the OfficeServ 7100.

SELECTION SCREEN:

To edit a block click the Label Name.

CALL CODE PROCESSOR SCREEN:



Field Name	Description
Label Name	The name of this Mode block
Call Code	The call code pointer being detailed
Action	The action to take for this call code
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

PROMPT SCREEN:

Field Name	Description
Salutation Prompts	This is a series of prompts that will be spoken sequentially from first to sixth. These prompts are typically used to provide a company greeting specific to this scheduled operating mode. And DTMF entered during these prompts will be stored in the KEY register for use in the subsequent Menu block.

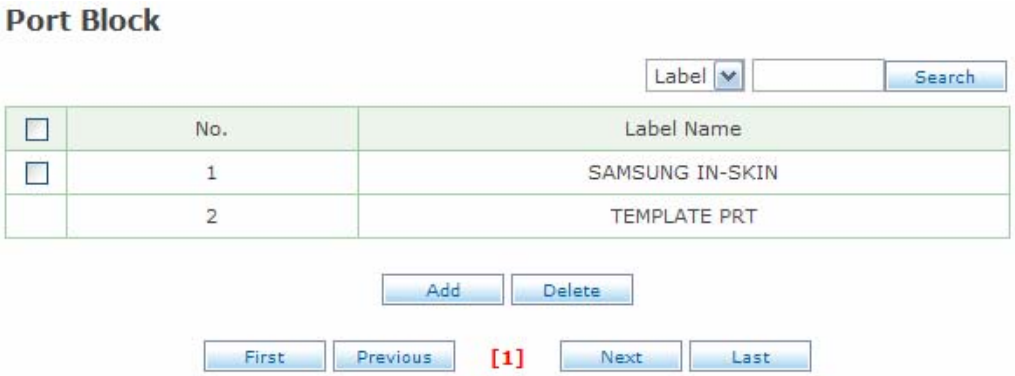
RELATED ITEMS: MENU BLOCK

Open Block Table | Port

DESCRIPTION:

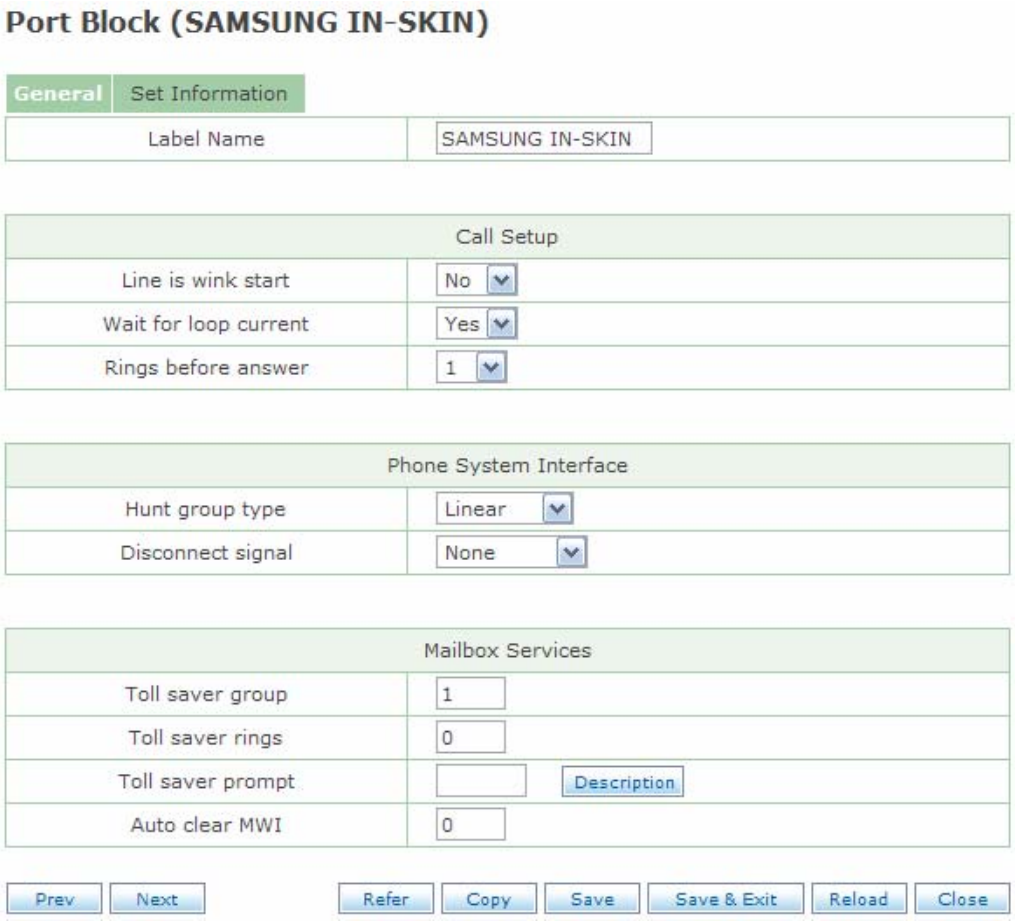
The OfficeServ 7100 automated attendant and voicemail are programmed with a series of programming object called blocks. The Port block represents a model of the physical automated attendant / voicemail port. It controls aspects such as system signaling and call setup settings. Most settings in the Port block have been defaulted for the OfficeServ 7100 to operate properly and should not be adjusted. Such fields are denoted with a description of (DO NOT ADJUST). Changing these fields will result in improper operation of the automated attendant and voicemail systems.

SELECTION SCREEN:



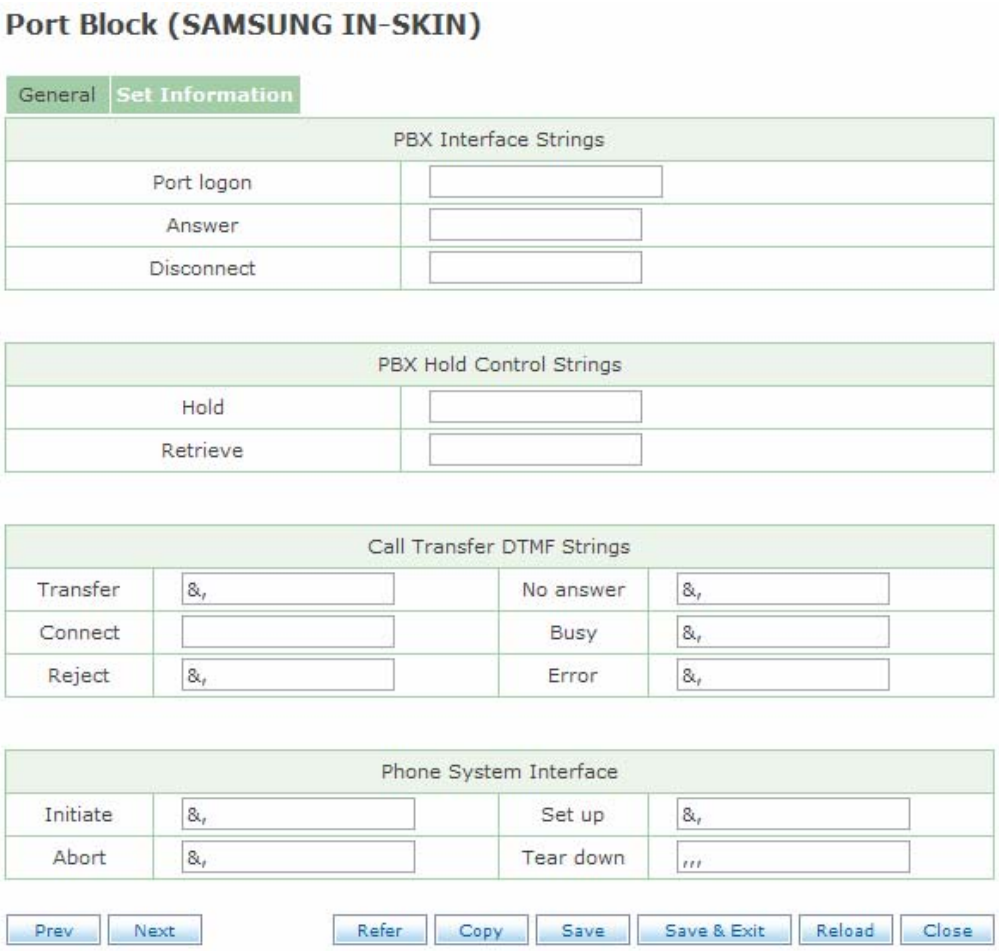
To edit a block click the Label Name.

GENERAL SCREEN:



Field Name	Description
Label Name	The name of this Port block
Line is wink start	(DO NOT ADJUST)
Wait for loop current	(DO NOT ADJUST)
Rings before answer	(DO NOT ADJUST)
Hunt group type	This should match the ring type setting in MMC 601. If MMC 601 is set to Sequential, this setting should be 'Linear'. If MMC 601 is set to Distributed, this setting should be 'Rotating'
Disconnect signal	This setting is mainly provided to overcome issues with CO disconnect signaling. In some cases, the CO does not send the OfficeServ 7100 a proper disconnect signal, which can result in the subscriber getting messages with dial tone or error tone at the end. This field allows the system to look for a different type of disconnect signal, such as dial tone or fast busy.
Toll saver group	(DO NOT ADJUST)
Toll saver rings	(DO NOT ADJUST)
Toll saver prompt	(DO NOT ADJUST)
Auto clear MWI	(DO NOT ADJUST)

SET INFORMATION SCREEN:



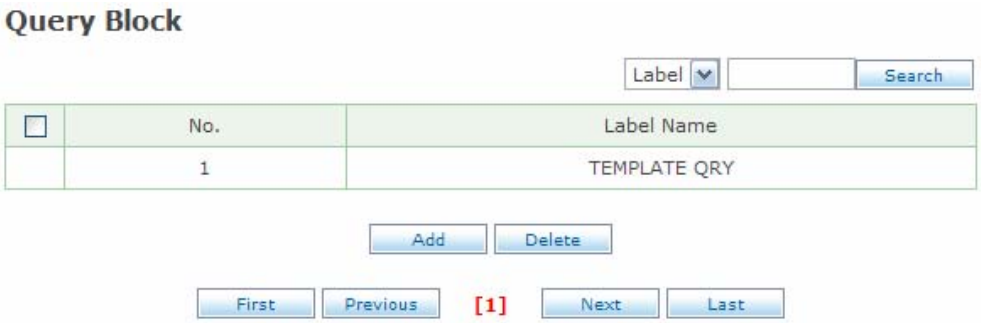
Field Name	Description
Port logon	(DO NOT ADJUST)
Answer	(DO NOT ADJUST)
Disconnect	(DO NOT ADJUST)
Hold	(DO NOT ADJUST)
Retrieve	(DO NOT ADJUST)
Transfer	(DO NOT ADJUST)
Connect	(DO NOT ADJUST)
Reject	(DO NOT ADJUST)
No answer	(DO NOT ADJUST)
Busy	(DO NOT ADJUST)
Error	(DO NOT ADJUST)
Initiate	(DO NOT ADJUST)
Abort	(DO NOT ADJUST)
Set up	(DO NOT ADJUST)
Tear down	(DO NOT ADJUST)

Open Block Table | Query

DESCRIPTION:

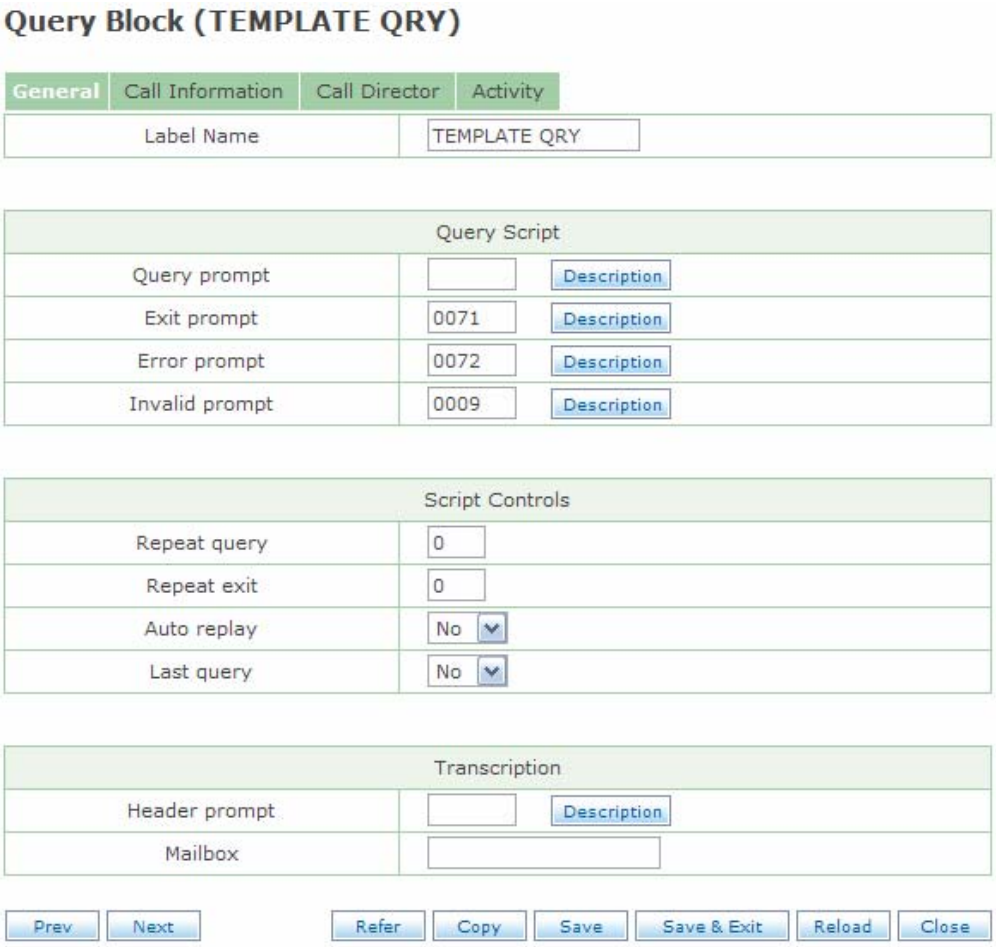
The OfficeServ 7100 automated attendant is programmed with a series of programming object called blocks. The Query block is a specialized block designed to take voice or DTMF input from the user and store it in a message that is then sent to a voicemail box. Multiple query blocks can be chained together to aggregate multiple questions into one message. This type of setup is commonly used for service call centers and survey centers.

SELECTION SCREEN:



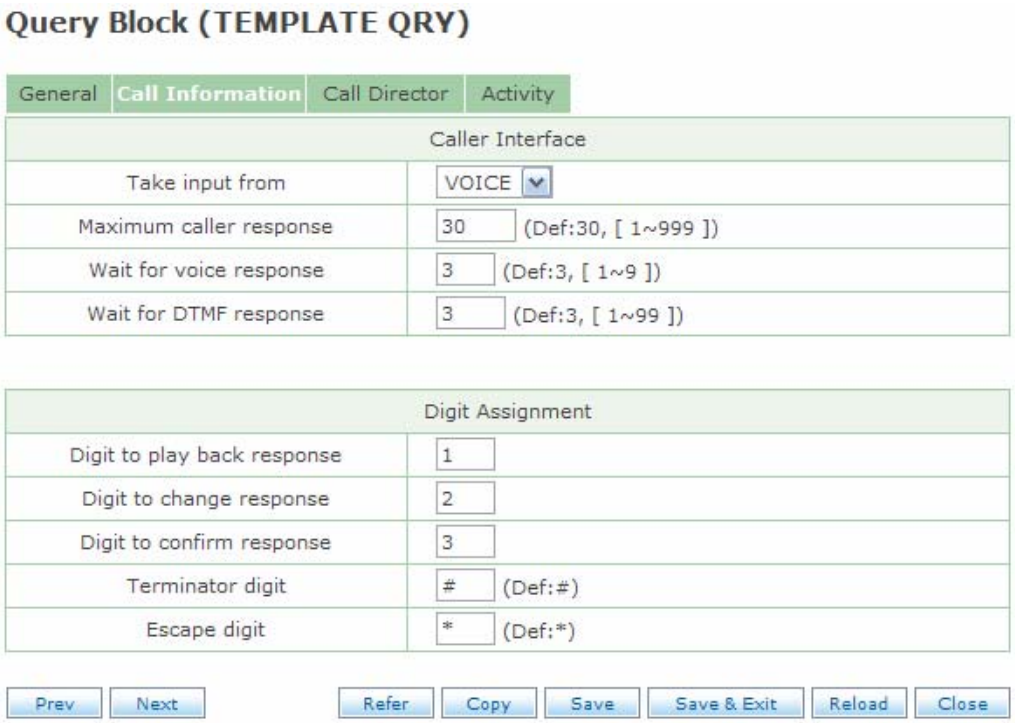
To edit a block click the Label Name.

GENERAL SCREEN:



Field Name	Description
Label Name	The name of this Query block
Query prompt	The prompt holding the actual question to ask the caller
Exit prompt	The prompt to speak to the caller before exiting this Query
Error prompt	The prompt to speak in the event of an error taking input from the caller
Invalid prompt	The prompt to speak if the caller makes an invalid entry
Repeat query	The number of times to repeat the question if the caller does not answer
Repeat exit	The number of times to repeat the exit prompt if the caller does not confirm the exit
Auto replay	Automatically repeats the caller's input back to the caller for verification
Last query	Determines if this Query is the last in the series. If set to 'No' the input from subsequent Queries will be appended to this message
Header prompt	The prompt to play to the subscriber before playing the customer's answer. This is used to assist the subscriber in keeping track of which Query each answer relates to
Mailbox	The subscriber mailbox to send the resulting Query message to

CALL INFORMATION SCREEN:



Field Name	Description
Take input from	The type of input to look for. In most cases this will be VOICE or DTMF
Maximum caller response	The maximum length of the voice response the caller can leave
Wait for voice response	The time to wait for the caller to begin speaking when using VOICE input
Wait for DTMF response	The time to wait for the caller to begin entering digits when using DTMF input
Digit to play back response	The digit for the caller to press to have their response played back to them
Digit to change response	The digit for the caller to press to re-record their answer
Digit to confirm response	The digit for the caller to press to confirm their answer
Terminator digit	The digit for the caller to press to signal the end of their DTMF input
Escape digit	The digit the caller presses to exit the Query and go to the block defined by the ESCAPE pointer on the Call Director screen

CALL DIRECTOR SCREEN:

Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

ACTIVITY SCREEN:

Field Name	Description
From ~ To	Start and end dates for the activity report

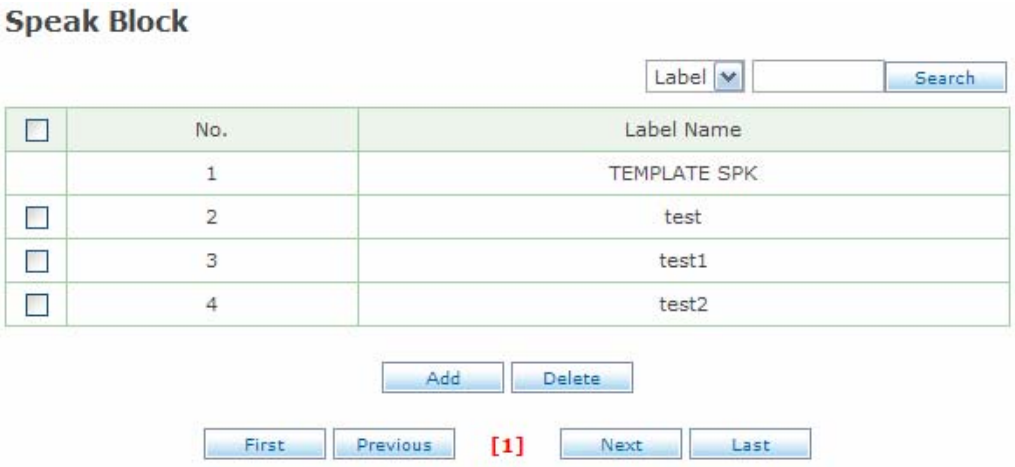
Field Name	Description
Calls	The total number of calls processed by this Query
Abandoned	The number of callers who disconnected
NO-Response	The number of callers who did not answer the Query
ESCAPE Count	The number of callers who pressed the Escape digit
ERROR Count	The number of calls that experienced an error
NEXT Count	The number of calls that successfully went on to the block designated by the NEXT pointer on the Call Director screen

Open Block Table | Speak

DESCRIPTION:

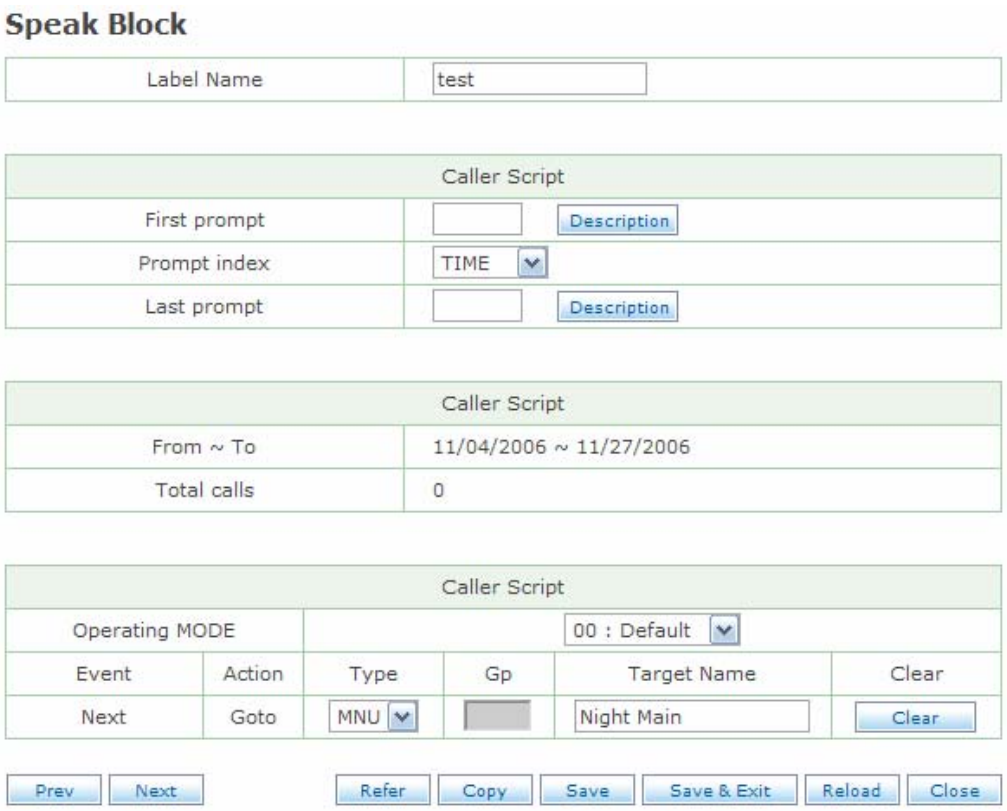
The OfficeServ 7100 automated attendant is programmed with a series of programming object called blocks. The Speak block is used to speak a prompt to a caller and then route them to another block. Speak blocks are typically used to make standard announcements, such as directions or operating hours.

SELECTION SCREEN:



To edit a block click the Label Name.

SPEAK BLOCK SCREEN:



Field Name	Description
Label Name	The name of this Speak block
First prompt	The first prompt to speak to the caller
Prompt index	Optionally speak the information stored in any one of the available memory registers, such as time or caller ID
Last prompt	The final prompt to speak to the caller before advancing to the block defined by the NEXT pointer
From ~ To	Start and end dates for the activity report
Total calls	The total number of calls processed by this Speak block
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

Open Block Table | Station

DESCRIPTION:

The OfficeServ 7100 automated attendant systems are programmed with a series of programming object called blocks. The Station block is used by both systems to control outbound dialing. It is basically a combination of LCR and toll restriction.

SELECTION SCREEN:

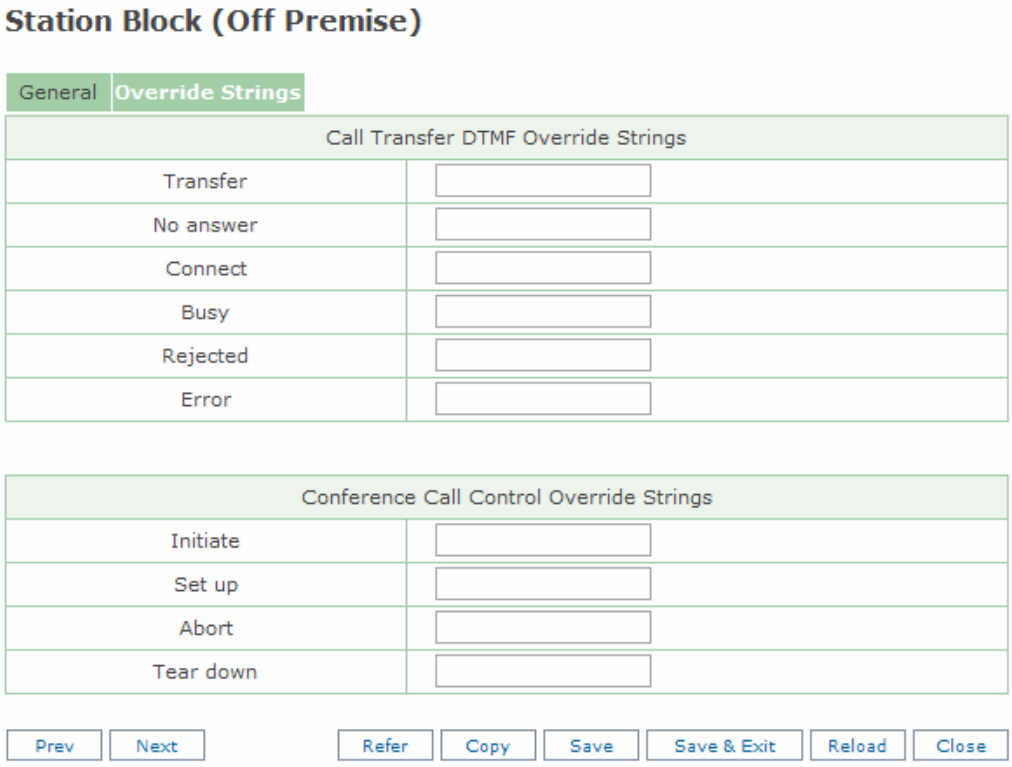
To edit a block click the Label Name.

GENERAL SCREEN:

Field Name	Description
Label Name	The name of this Station block
Matching Dial Strings	Enter up to six dial masks this Station can dial to. This field can contain specific numbers or the wildcard character '?'
Prefix	The DTMF digits to dial before dialing the actual phone number
Suffix	The DTMF digits to dial after the actual phone number (such as a termination digit when dialing a pager)
Simultaneous xfers	Allow multiple calls to be transferred by this Station at the same time
Conference calls	(DO NOT ADJUST)
Internal station	(DO NOT ADJUST)
Monitor transfer	(DO NOT ADJUST)
Ringback timer	Defines the length in seconds of a ringback cycle
Ringback count	The number of ringback cycles before assuming no answer

Field Name	Description
Busy timer	Defines the length in seconds of a busy cycle
Busy count	The number of busy cycles before assuming busy

OVERRIDE STRINGS SCREEN:



Field Name	Description
Transfer	The string to dial to place a caller on hold and get dial tone
No answer	The string to dial to abort a call transfer when a no answer condition is detected
Connect	The string to dial to complete a transfer
Busy	The string to dial to abort a call transfer when a busy condition is detected
Rejected	The string to dial to abort a call transfer when the call is rejected
Error	The string to dial to abort a call transfer when and error is detected
Initiate	The string to dial to initiate a conference call
Set up	The string to dial to establish the conference once the second party has answered
Abort	The string to dial to abort the conference if the second party does not answer
Tear down	The string to dial to terminate the conference once it has been established

PART 6. VOICEMAIL PROGRAMMING OVERVIEW

6.1 PROGRAMMING OVERVIEW

The OfficeServ 7100 Voicemail program arrives from the factory loaded with many common features pre-programmed, and will dynamically create subscriber mailboxes upon initial boot-up of the system. The only thing left for the technician to do is add or delete mailboxes as necessary, set up any customized features, and instruct users how to record voicemail greetings. This is called programming the Voicemail. Further instructions for educating users on voicemail features can be found in the Samsung Voicemail User Guide.

The Voicemail is embedded into the system Main Processor, or MP. Although it is tightly integrated to the phone system it is a separate application, and as such is programmed through a separate interface. Note that some Voicemail features may require that Man Machine Code (MMC) programming changes be made in the phone system.

The Voicemail programming interface is a web based tool that is specifically coded to use the Internet Explorer 6.x web browser. As a security measure, the web application is user account based, meaning that users must log in with a username and password in order to access programming.

Programming can be accessed by opening the Internet Explorer 6.x browser and entering the following address: https://165.213.176.100

Note that the web server does require a secure connection and as such the address begins with https, not http. For port forwarding scenarios this is important because HTTP connections are formed on port 80, but secure HTTP connections are formed on port 443.

Also note that the IP address specified will depend on the IP address given to the main processor (MP) card in MMC 830.

Due to the highly integrated nature of the Automated Attendant and Voicemail applications the web application is used to program both seamlessly as one application, similar to the in-skin Samsung voicemail (SVMi) cards used in other OfficeServ systems.

In addition to the web programming tool, the system also includes a Telephone User Interface (TUI) that can be accessed via any DTMF capable telephone. The TUI interface is used to create, delete, or edit voicemail subscribers.

6.2 PROGRAMMING LEVELS

In order to log in to the web programming interface, users must enter a login ID and password. These user accounts are created by the Site Administrator and are used to manage access to the application. There are four levels of administration: Site Administrator (0), System Administrator (1), Application Administrator (2), and Subscriber Administrator (3).

6.2.1 Site Administrator

This is the main administrator level for the system. Only the default OfficeServ 7100 account, "admin", may have this user level. It can be neither assigned to any other account, nor can it be revoked from the "admin" account. The Site Administrator has full access to every feature and function in the web programming interface.

6.2.2 System Administrator

This is the highest level of administration that can be assigned to a user account. A System Administrator has full access to all Automated Attendant programming. The sole difference between this level and the Site Administrator is that a System Administrator cannot create or modify user accounts.

6.2.3 Application Administrator

This level of administration is assigned to users who have a good understanding of Voicemail programming practices. It has access to almost all features in the Voicemail. The only screen an Application Administrator cannot access is the System Parameters screen.

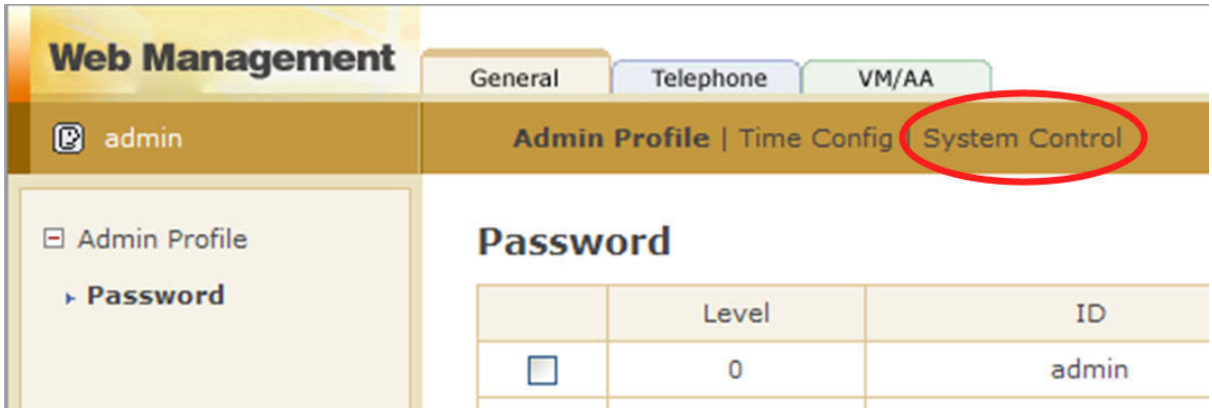
6.2.4 Subscriber Administrator

This is the lowest level of administration, and is typically assigned to staff such as personnel managers who are responsible for setting up or removing subscriber privileges. A Subscriber Administrator is only allowed to view system reports and add or delete voicemail subscribers.

6.3 DATABASE MANAGEMENT

The programming data for the Voicemail is stored locally on the 256 MB MMC+ card located in the main processor (MP) Media Card slot. This card stores the application itself, as well as the web interface, operating system, and customized database.

The web interface includes a facility that allows a Site, System, or Application administrator to backup or restore data. During the backup process a compressed archive (.TGZ) file will be generated that can be downloaded to the administrator's PC.

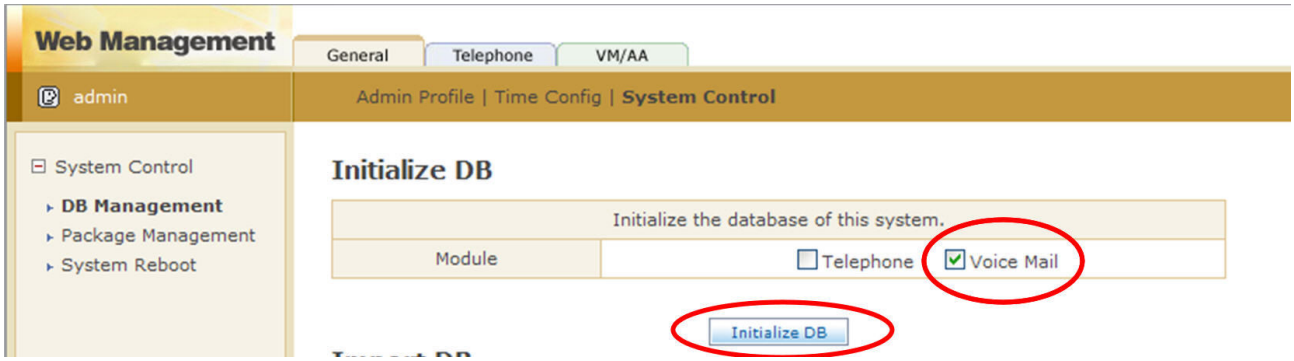


Note that Voicemail messages cannot be backed up, only subscriber and programming data.

6.4 DEFAULTING THE VOICEMAIL

The Voicemail cannot be defaulted by turning off the main processor (MP) card's memory switch. The only way to default the Voicemail is through the web interface, and it can only be done through the Site Administrator account.

To default the Voicemail log in to the Site Administrator account. This will load the web interface to the General tab. Click the menu item called System Control.



Check the box that says "Voice Mail" and then click "Initialize DB". Click "OK" to confirm.

Note that the system will be rebooted when "OK" is clicked. Also note that due to the level of integration between the Voicemail and the Automated Attendant initializing the Automated Attendant will also default the Voicemail, and visa versa.

6.5 PROGRAM LIST IN ORDER OF APPEARANCE

STATUS SCREEN
SITE INFORMATION
CUSTOMER DATA
SYSTEM PROVIDER
LOCAL CO PROVIDER
LD PROVIDER
VIEW SYSTEM REPORT
BY APPLICATION
TO SUBSCRIBERS
MESSAGING ACTIVITY
BY CALL CODE
BY HOUR
BY PORT NUMBER
BY DAY OF WEEK
OVERRIDE MODE
OPERATING UTILITIES
DISPLAY USER LOG
DISPLAY ERROR LOG
ACTIVITY LOG
SHUTDOWN VM
SUBSCRIBER IMPORT
DB BACKUP
CLEAR REPORT COUNT
VOICE STUDIO
SYSTEM PARAMETERS
SUBSCRIBER LIST
SAVE APPLICATION
OPEN BLOCK TABLE
DIRECTORY
ECLASS
EXTENSION
LIST
MAILBOX
MCLASS
NETWORK MAILBOX

6.6 PROGRAM LIST IN ALPHABETICAL ORDER

OPEN BLOCK TABLE
DIRECTORY
ECLASS
EXTENSION
LIST
MAILBOX
MCLASS
NETWORK MAILBOX
OPERATING UTILITIES
DISPLAY USER LOG
DISPLAY ERROR LOG
ACTIVITY LOG
SHUTDOWN VM
SUBSCRIBER IMPORT
DB BACKUP
CLEAR REPORT COUNT
OVERRIDE MODE
SAVE APPLICATION
SITE INFORMATION
CUSTOMER DATA
SYSTEM PROVIDER
LOCAL CO PROVIDER
LD PROVIDER
SUBSCRIBER LIST
STATUS SCREEN
SYSTEM PARAMETERS
VIEW SYSTEM REPORT
BY APPLICATION
TO SUBSCRIBERS
MESSAGING ACTIVITY
BY CALL CODE
BY HOUR
BY PORT NUMBER
BY DAY OF WEEK
VOICE STUDIO

PART 7. VOICEMAIL PROGRAMMING PROCEDURES

7.1 ACCESSING TUI PROGRAMMING

To access the telephone user administration programming interface the technician must call in to the main system greeting. This will typically be the Day Main Menu. If the "enter your password" prompt is played when dialing the voicemail, escape to the main menu by pressing "*"

While listening to the menu prompting, press "#" followed by 3 zeros. Note that if the "Maximum Caller Entry Digits" field of the MENU BLOCK has been changed, the number of zeros entered must correspond. For example, if "Maximum Caller Entry Digits" is set to 6, it will require that "#" and 6 zeros be entered.

This will request access to the administration interface. When successful, an "enter your password" prompt will be played. This password is the "System Admin" password set on the SYSTEM PARAMETERS screen. The default is "0000". Once administration has been accessed, the system will play all of the available options.

To access Subscriber administration press 2 and follow the spoken instructions to create, delete, or edit voicemail subscribers.

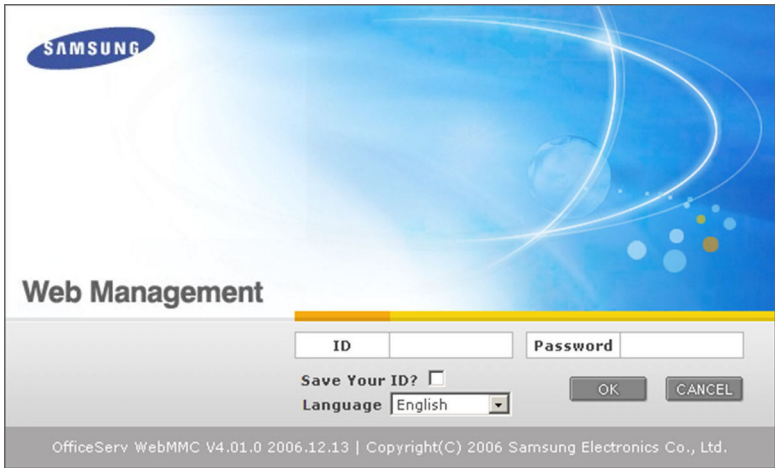
7.2 ACCESSING WEB PROGRAMMING

To access Voicemail programming, open Internet Explorer 6.x and in the address bar enter the prefix "https://" followed by the IP address assigned to the OfficeServ 7100 main processor (MP) in MMC 830. This will only work if the PC running Internet Explorer 6.x is on the same LAN as the OfficeServ 7100.

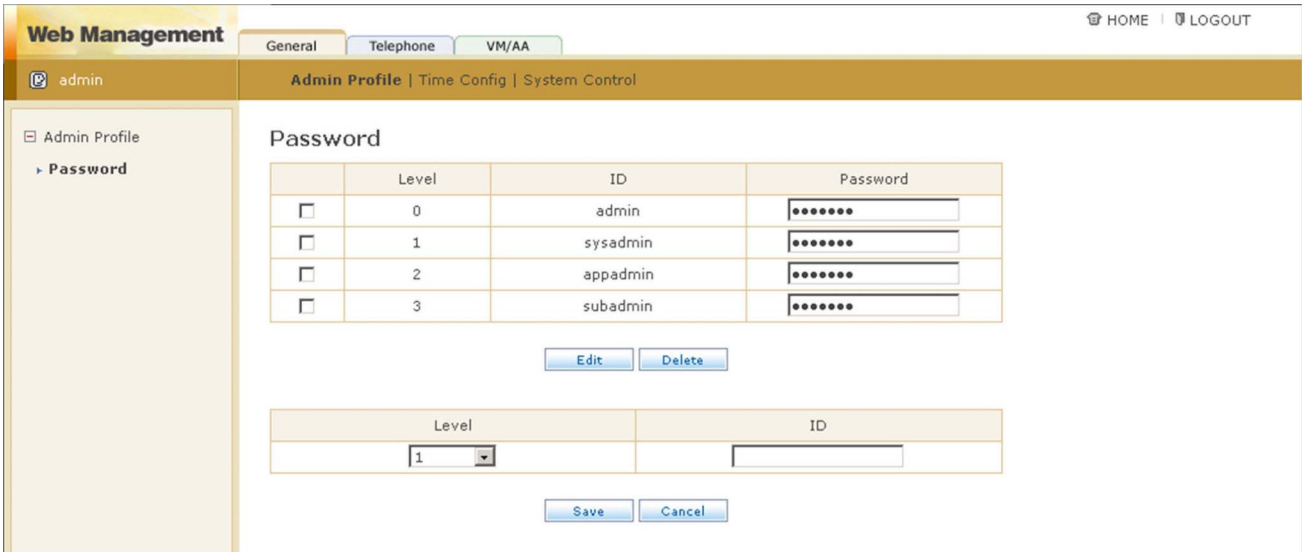
Because the connection is secure a warning will be displayed stating that there is no valid certificate.

This warning is displayed because the site certificate is not present. Simply click Yes to bypass the screen and load the login page.

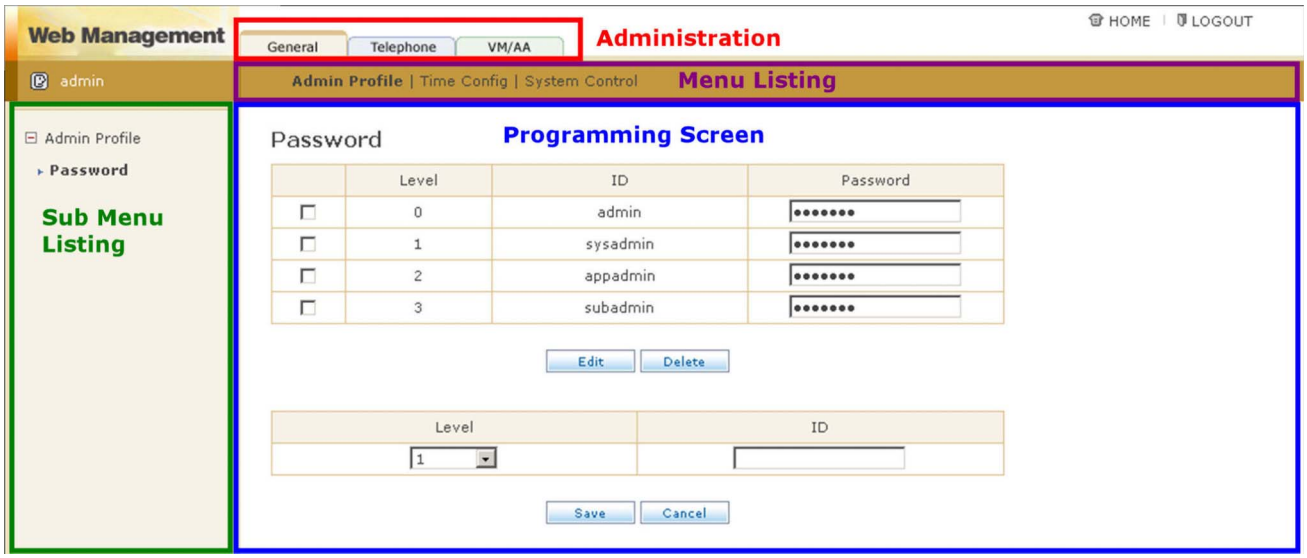
Access to the web interface is controlled by user accounts. The default user account is the Site Administrator. The username for this account is "admin" and the password is "samsung".



After logging in with the Site Administrator account it is possible to change this password. Alternate user accounts can also be created. To create a new user account choose an administration level (1 through 3, explained in Part 3.2 of this manual) and set a username (ID). The default password for new accounts is "samsung". To change a password for any account check the box to the left of that username, modify the Password field, and then click Edit.



The web interface is broken down into several pieces as shown below:



7.2.1 Administration Section

This area is used to switch between the various programming interface tabs. General is accessible only for the Site Administrator account and is used to manage administration accounts as well as system database management. VM/AA is used to program the Voicemail and Automated Attendant programs.

NOTE: The Telephone tab is NOT for use in the USA under any circumstances.

7.2.2 Menu Listing

This area displays the menu options for the selected programming interface.

7.2.3 Sub Menu Listing

This area lists all screens available for the selected menu option.

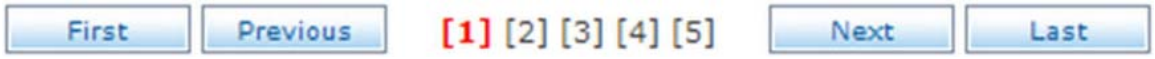
7.2.4 Programming Screen

The programming screen contains the actual data for the selected menu option or submenu selection.

7.3 PROGRAMMING SCREEN ELEMENTS

Though each programming screen is unique, there are certain common interface elements to be aware of.

7.3.1 Page Navigation Buttons



The page navigation buttons are used in the event that there is too much data to fit into one screen. The numeric list in the center defines the group of pages that is currently being viewed. Simply click one of the numbers to navigate to that page. The First button will jump directly to the first group of pages, namely page 1 through page 5. The Previous button will jump to the group of pages immediately preceding the current group. The Next button will jump to the group of pages immediately succeeding the current group. The Last button will jump directly to the last group of pages.

7.3.2 Voicemail Tenant Group Selection

The voicemail system can be programmed to support multiple tenants for advanced applications. Each tenant in the voicemail is notated by a numeric group number, referred to as the VMS number. The VMS group selection box is used to determine which tenant's block should be viewed for the selected block type.

7.3.3 Block Search

The block search feature is used to quickly find a specific block by name or number when there are many pages of blocks available. The Menu block, for example, may have many pages. The block search allows a user to search for a specific Menu without having to manually look through all of those pages. Simply enter the name of the block and click Search. Certain types of blocks, such as Extension and Mailbox blocks, can also be searched by number instead.

7.3.4 Block List

	No.	Label Name
☐	1	Day Main
☐	2	Direct Station
☐	3	Direct Trunk
☐	4	Forward Station
☐	5	Forward Trunk
☐	6	Holiday Main
☐	7	Night Main
☐	8	Record Call
	9	TEMPLATE MNU
☐	10	Transfer to MBX

The block list is used to display all available blocks and also allow users to edit or remove blocks. To edit a block, simply click the Label Name. The checkboxes on the left are used for deleting one or more blocks.

7.3.5 Block Creation and Removal

The block creation and removal buttons are used to create new blocks or delete existing blocks. To delete a block or blocks check the box next to the appropriate blocks and then click Delete. To create a new block simply click Add.

7.3.6 Block Navigation

Sometimes it may be necessary to edit many of the same block type. For instance, after adding a new Mode block it may be necessary to update all Menu blocks to reflect some new setting. The block navigation buttons exist to eliminate the need for a user to constantly reload the block listing to move to another block. Instead the user can use the block navigation keys to directly load the previous block in the block list by clicking Prev, or to move to the next block on the block list by clicking Next.

7.3.7 Block Editing

The block editing buttons are used to perform a variety of actions. The Close button will cancel any changes and exit to the block list. Reload will refresh the current page. Save & Exit will save any changes to the page and exit to the block list. Save will save changes to the block and remain viewing the current page. Copy allows the user to copy the current block to a new block of a different name. Refer will display a list of all other blocks in the system that have pointers set to reference the current block. For example, every Menu block has a pointer that goes to the Bye block. So by selecting Refer in the Bye block, a list of all Menu blocks would be displayed.

Status Screen

DESCRIPTION:

The Status Screen is the default screen that is loaded when logging into the voicemail. It is a read-only screen, displaying various real time statistics about the voicemail.

MAIN SCREEN:

Status Screen

Port	Mode	Active Block	Status
1	Day	Day	Idle
2	Day	Day	Idle
3	Day	Day	Idle
4	Day	Day	Idle

Reporting	11/04/06~11/23/06 5:30PM

Call To-Date	903	Number of Subscribers	84
Average Calls per Week	329	Total Message Count	0
Directory Accesses	0	Avg Messages/Mailbox	0.0
Times All Ports Busy	0	Disk Space Available	64:23

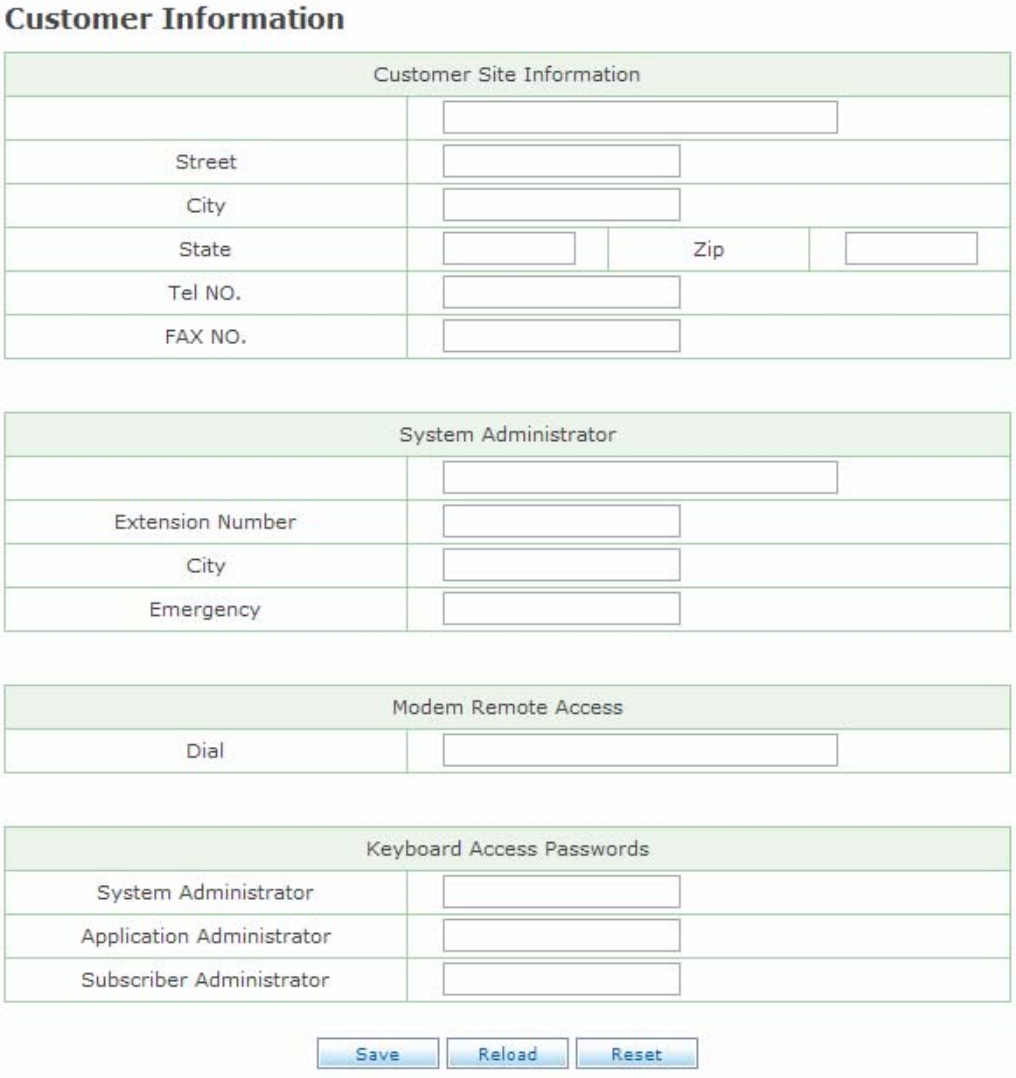
Field Name	Description
Port	The voicemail port number for the port.
Mode	The current scheduled mode of operation of the port.
Active Block	The current program block, if any, being processed by the port. (Day Main Menu, etc.)
Status	The current call status of each port. (Processing, Idle, etc.)
Reporting	The period of time the system has been recording statistics.
Call To-Date	The total number of calls processed by the system.
Average Calls Per Week	The average number of calls made to the voicemail per week.
Directory Accesses	Number of times the system directory has been consulted.
Times All Ports Busy	Total number of times all voicemail ports have been busy.
Number of Subscribers	Total number of voicemail boxes in the system.
Total Message Count	Total number of voicemail messages in the system.
Avg Messages/Mailbox	The average number of messages per mailbox.
Disk Space Available	The approximate amount of recording time left.

Site Information | Customer Data

DESCRIPTION:

The Customer Data screen is used for storing data about the particular customer site. It is not used by the OfficeServ 7100, but instead is used for administrator reference.

CUSTOMER INFORMATION SCREEN:



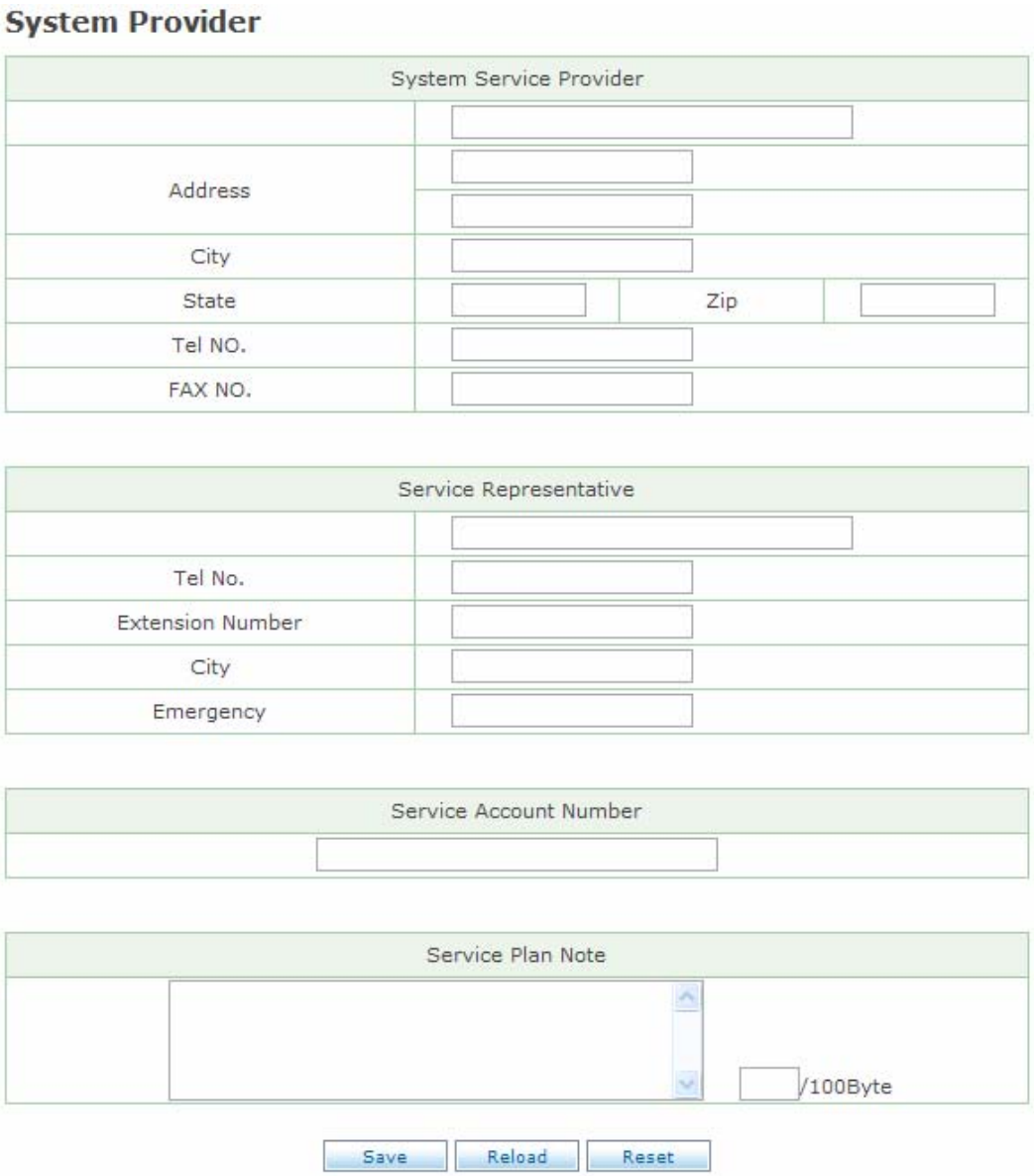
Field Name	Description
Customer Site Info.	The name of the customer site.
Street	The street address for the customer site.
City	The city the installation is located in.
State	The state the installation is located in.
Zip	The zip code the installation is located in.
Tel NO.	The main contact phone number for the site.
Fax NO.	The main fax number for the site.
System Administrator	The name of the site administrator.
Extension Number	The extension number of the site administrator.
City	The city the site administrator is located in.
Emergency	The emergency contact number for the site administrator
Dial	Phone number to dial for remote access to the system.
System Administrator	The password to log in to technician level administration.
Application Administrator	The password to log in to application level administration.
Subscriber Administrator	The password to log in to subscriber level administration.

Site Information | System Provider

DESCRIPTION:

The System Provider screen is used for storing data about the site's installation company. It is not used by the OfficeServ 7100, but instead is used for administrator reference.

SYSTEM PROVIDER SCREEN:



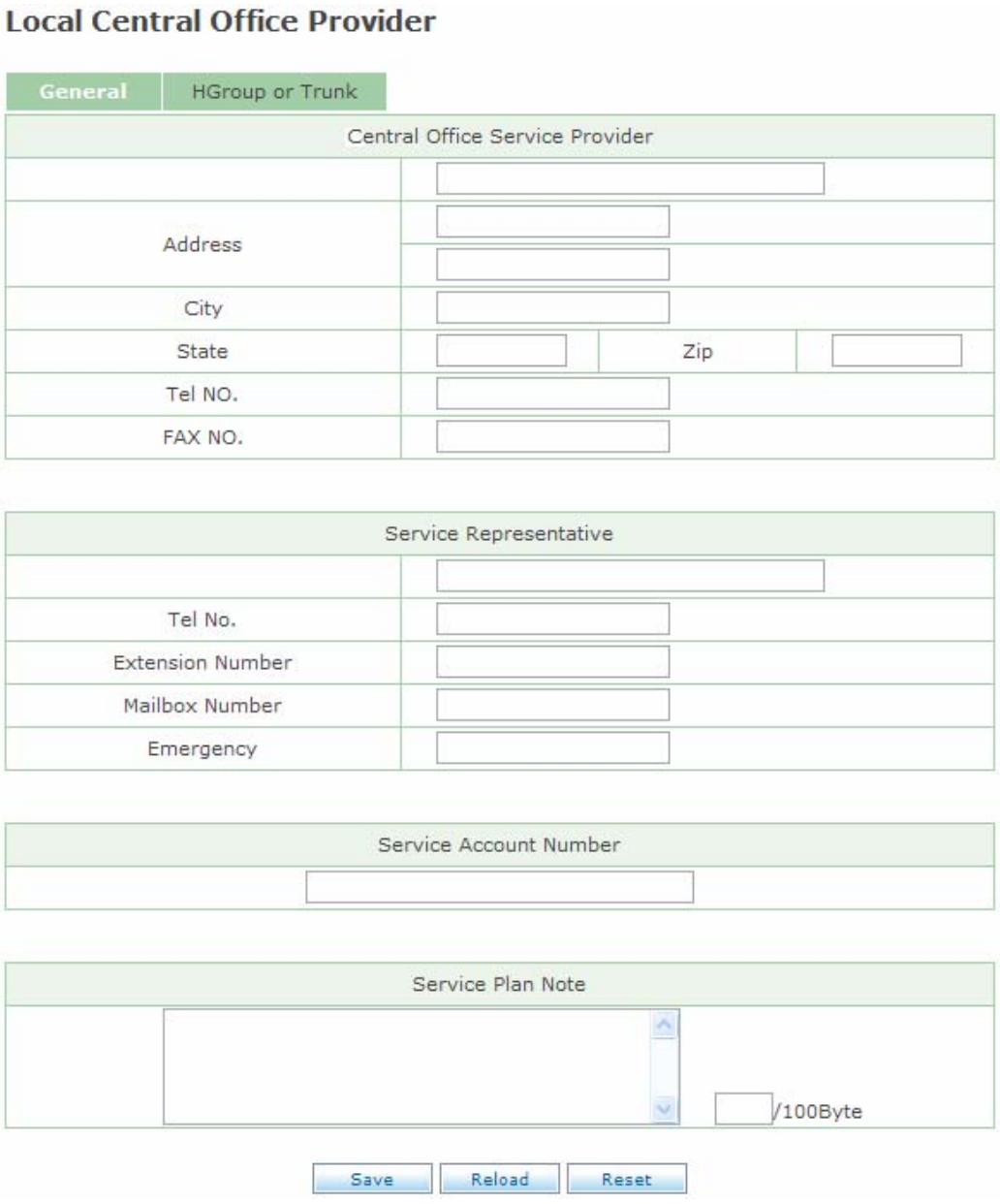
Field Name	Description
System Service Provider	The name of the system provider.
Address	The street address for the system provider.
City	The city the system provider is located in.
State	The state the system provider is located in.
Zip	The zip code the system provider is located in.
Tel NO.	The main contact phone number for the system provider.
Fax NO.	The main fax number for the system provider.
Service Representative	The name of the service representative.
Tel No.	The phone number of the service representative.
Extension Number	The extension number of the service representative.
City	The city the service representative is located in.
Emergency	The emergency contact number for the service representative
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

Site Information | Local CO Provider

DESCRIPTION:

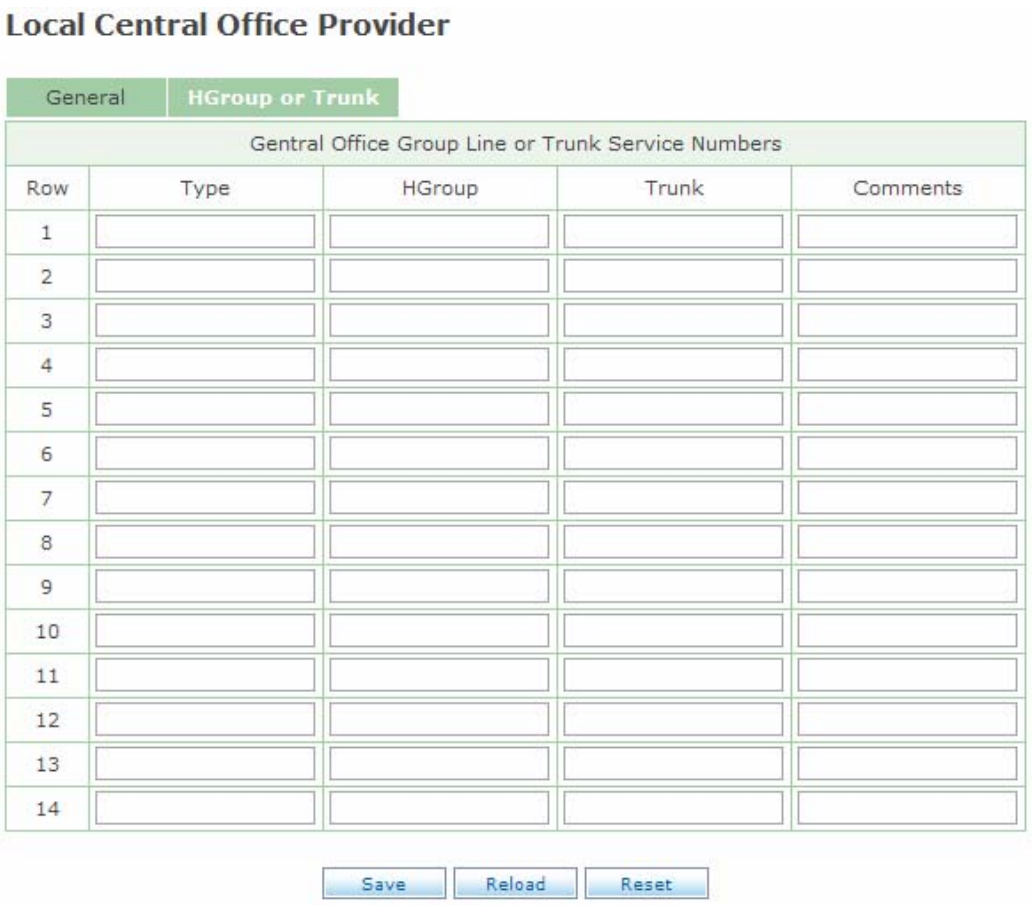
The Local CO Provider screen is used for storing data about the site's phone service provider. It is not used by the OfficeServ 7100, but instead is used for administrator reference.

GENERAL SCREEN:



Field Name	Description
CO Service Provider	The name of the CO service provider.
Address	The street address for the CO service provider.
City	The city the CO service provider is located in.
State	The state the CO service provider is located in.
Zip	The zip code the CO service provider is located in.
Tel NO.	The main contact phone number for the CO service provider.
Fax NO.	The main fax number for the CO service provider.
Service Representative	The name of the CO service representative.
Tel No.	The phone number of the CO service representative.
Extension Number	The extension number of the CO service representative.
Mailbox Number	The voicemail box number of the CO service representative.
Emergency	The emergency contact number for the CO service rep.
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

HGROUP OR TRUNK SCREEN:



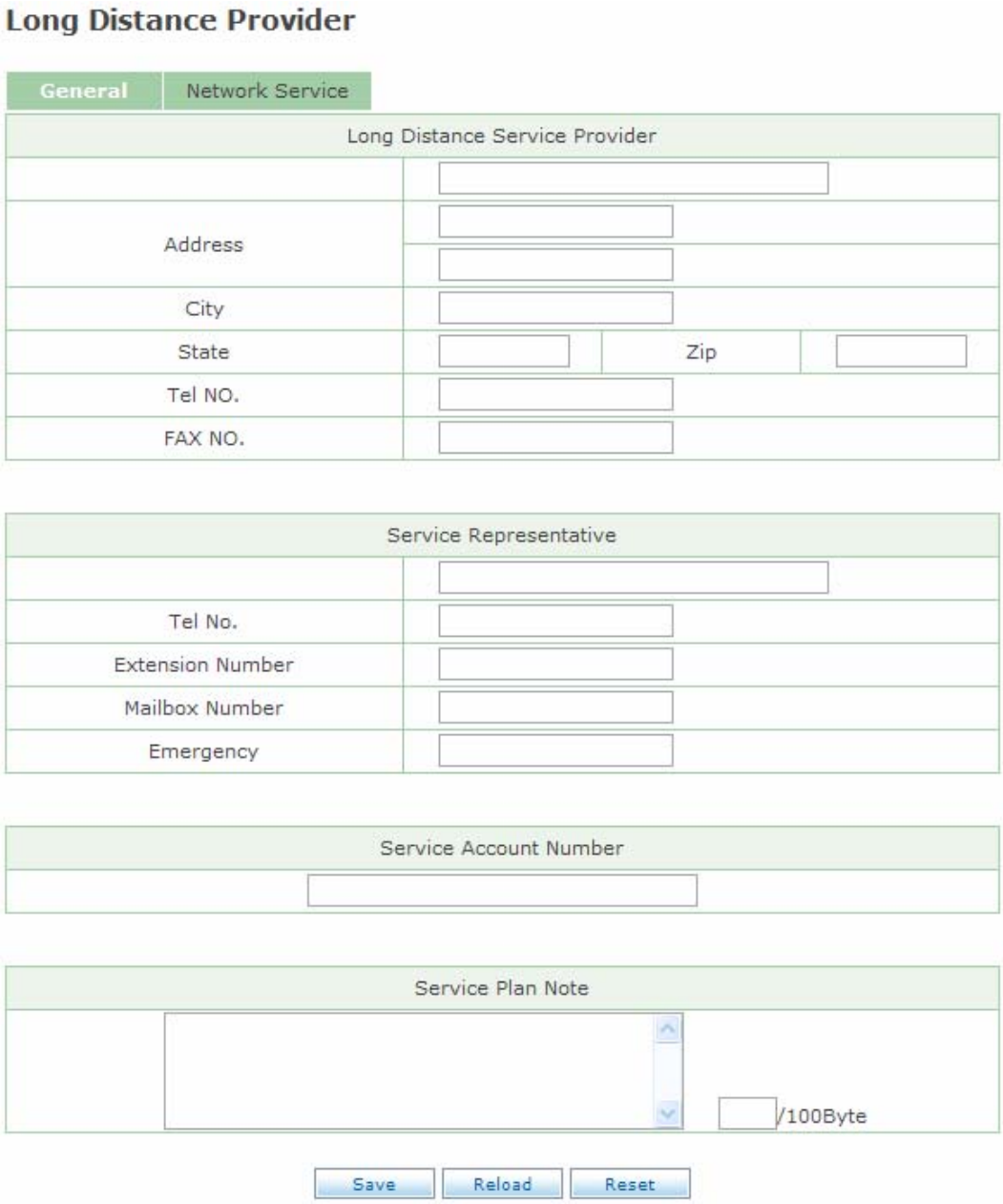
Field Name	Description
Type	Trunk line type (T1, E&M, PRI, etc.)
HGroup	The trunk group lead telephone number.
Trunk	The number of trunks in this group.
Comments	Additional reference notes.

Site Information | LD Provider

DESCRIPTION:

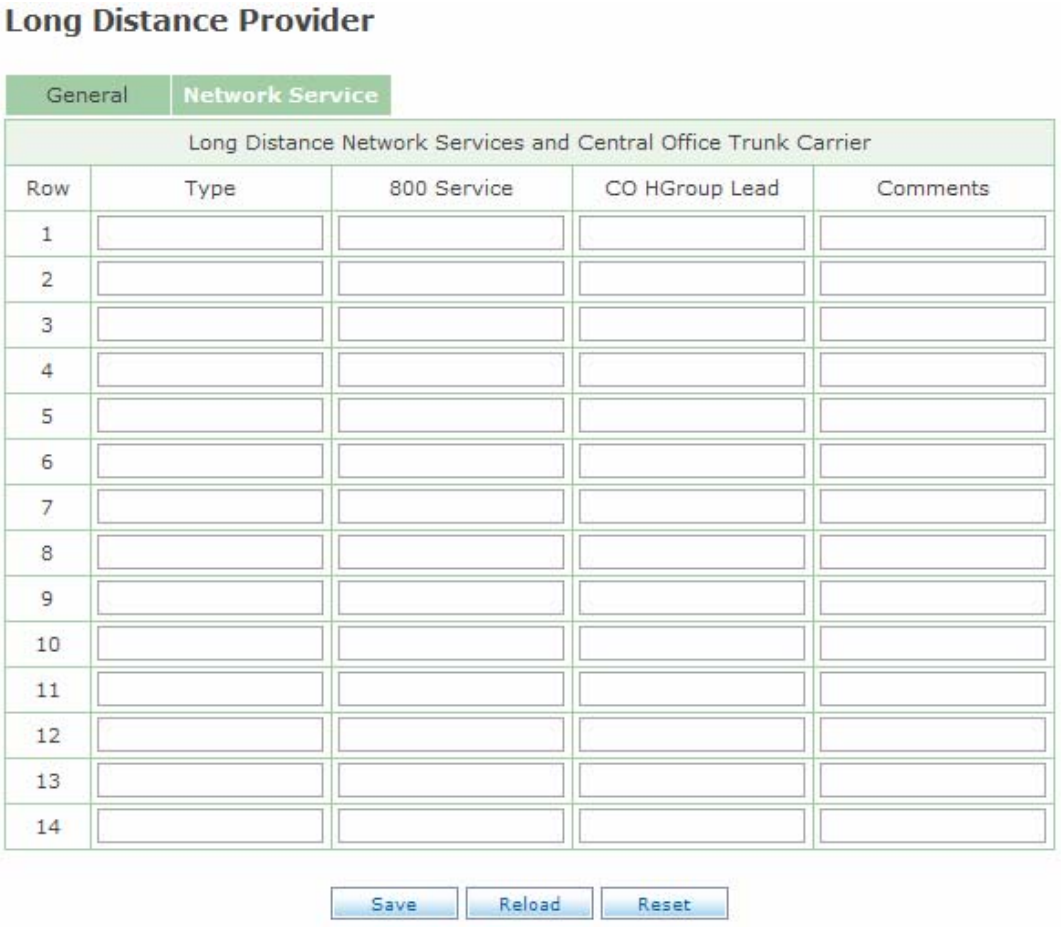
The Long Distance Provider screen is used for storing data about the site's long distance phone service provider. It is not used by the OfficeServ 7100, but instead is used for administrator reference.

GENERAL SCREEN:



Field Name	Description
CO Service Provider	The name of the CO service provider.
Address	The street address for the CO service provider.
City	The city the CO service provider is located in.
State	The state the CO service provider is located in.
Zip	The zip code the CO service provider is located in.
Tel NO.	The main contact phone number for the CO service provider.
Fax NO.	The main fax number for the CO service provider.
Service Representative	The name of the CO service representative.
Tel No.	The phone number of the CO service representative.
Extension Number	The extension number of the CO service representative.
Mailbox Number	The voicemail box number of the CO service representative.
Emergency	The emergency contact number for the CO service rep.
Service Account Number	The Service Account number for the site.
Service Plan Note	Any other notes about the service plan. Up to 100 characters.

NETWORK SERVICE SCREEN:



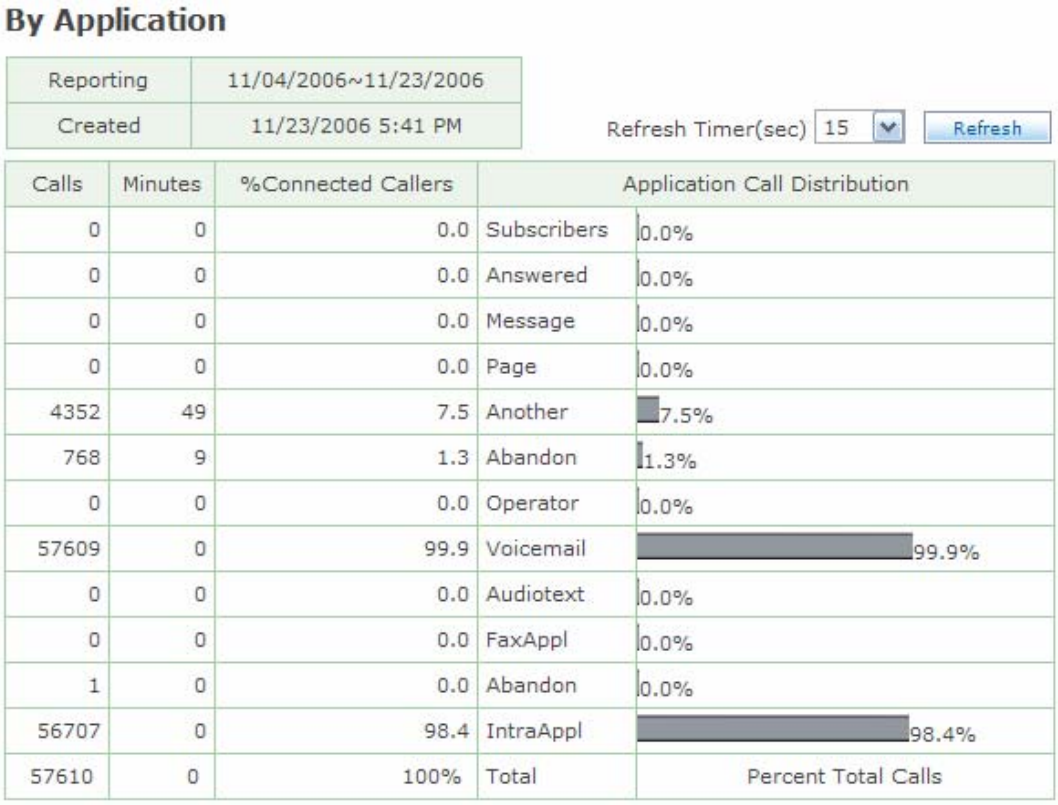
Field Name	Description
Type	Trunk line type (T1, E&M, PRI, etc.)
800 Service	The long distance number for this trunk group.
CO HGroup Lead	The trunk group lead telephone number.
Comments	Additional reference notes.

View System Report By Application

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Statistics By Application screen breaks down calls according to the application accessed and how the call was handled.

BY APPLICATION SCREEN:



By Application

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:41 PM

Refresh Timer(sec) 15 Refresh

Calls	Minutes	%Connected Callers	Application Call Distribution	
0	0	0.0	Subscribers	0.0%
0	0	0.0	Answered	0.0%
0	0	0.0	Message	0.0%
0	0	0.0	Page	0.0%
4352	49	7.5	Another	7.5%
768	9	1.3	Abandon	1.3%
0	0	0.0	Operator	0.0%
57609	0	99.9	Voicemail	99.9%
0	0	0.0	Audiotext	0.0%
0	0	0.0	FaxAppl	0.0%
1	0	0.0	Abandon	0.0%
56707	0	98.4	IntraAppl	98.4%
57610	0	100%	Total	Percent Total Calls

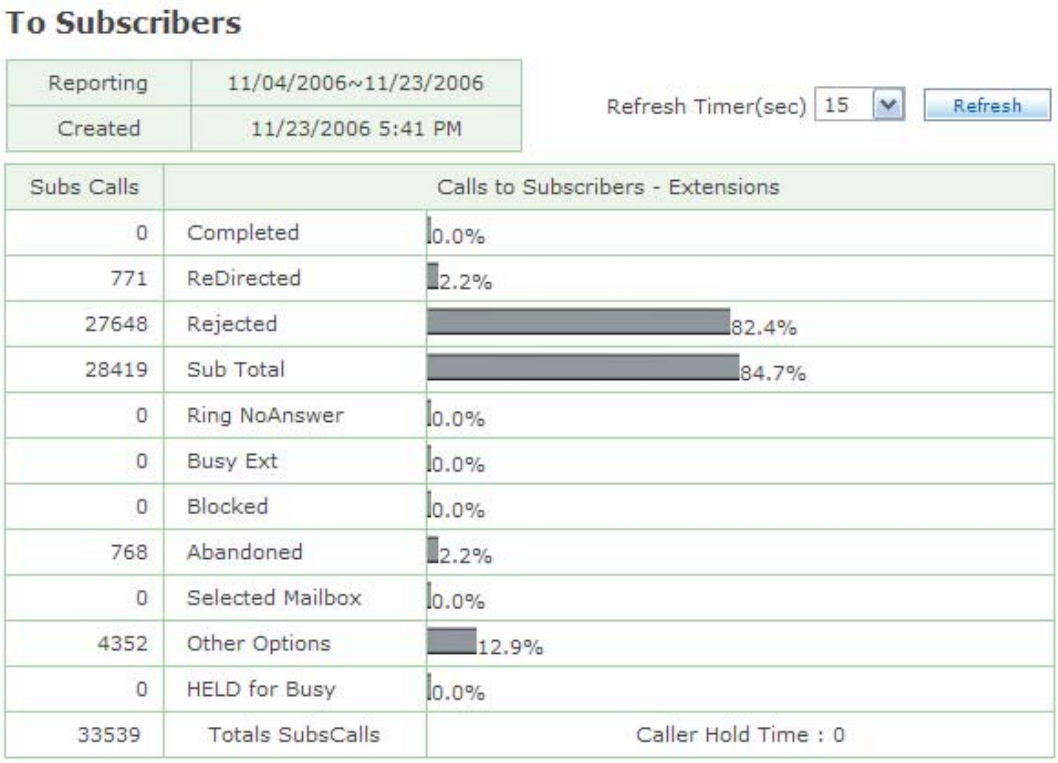
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this application.
Minutes	Total call time for this application.
%Connected Callers	Percentage of calls handled by this application.
Application Call Distribution	Percentage of total calls made to this application.

View System Report To Subscribers

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Calls To Subscribers screen breaks down calls made to subscribers according to how the call was handled.

TO SUBSCRIBERS SCREEN:



Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Subs Calls	Number of calls made to subscribers' extensions
Calls to Subscribers - Extensions	Breakdown of calls by how they were handled.
Caller Hold Time	Total time callers were on hold.

View System Report | Messaging Activity

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Messaging Activity screen breaks down voicemail message counts and times.

MESSAGE ACTIVITY SCREEN:

Message Activity

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:41 PM

Refresh Timer(sec) 15 Refresh

Activity	Public		Subscriber		Totals
Mailbox Access Count	57600	99.9	9	0.0	57609
Messages Received From	2816	91.6	257	8.3	3073
Messages Sent From Mbxs			3409		3409
No Messages Sent	54784				54784
Current Message Count	0	0.0	0	0.0	0
New Messages	0	0.0	0	0.0	0
Saved Messages	0	0.0	0	0.0	0
Average Messages/Mailbox	0.0	0.0	0.0	0.0	0.0
Total Connect Minutes	75749	240.0	0	1692.8	0
Disk Space Available : 4.4 MegaBytes					

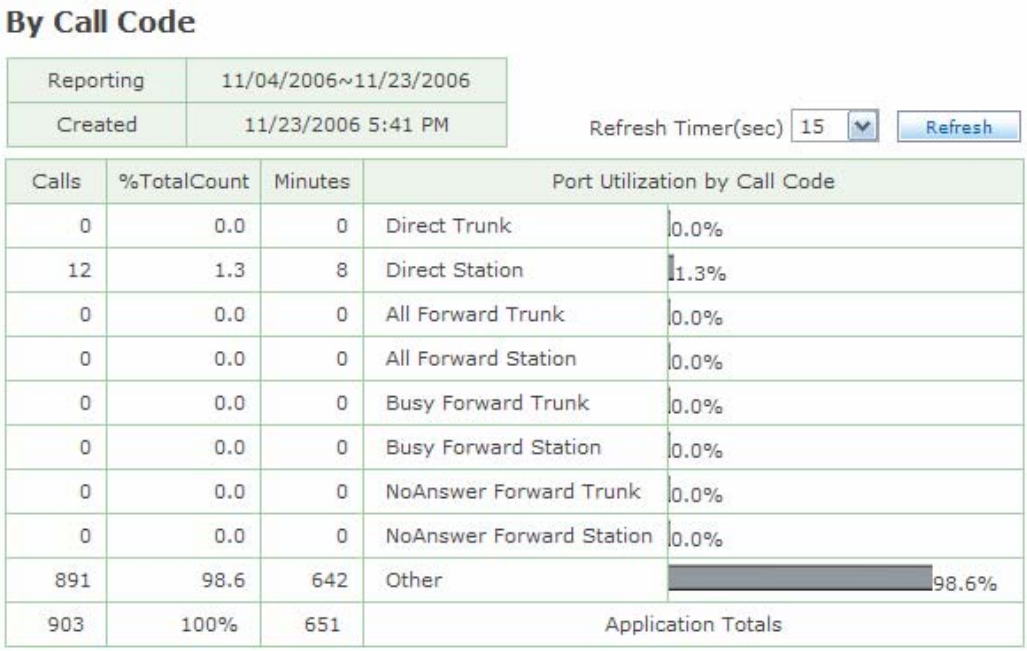
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Activity	The type of message activity being detailed.
Public	Number of callers (1st column) and percentage of total callers (2nd column) that were public callers.
Subscriber	Number of callers (1st column) and percentage of total callers (2nd column) that were subscribers.
Totals	Total callers that accessed the particular activity.
Disk Space Available	Total raw disk space available for recording messages.

View System Report | By Call Code

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Statistics By Call Code screen breaks down calls according to the call code type.

BY CALL CODE SCREEN:



By Call Code

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:41 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
0	0.0	0	Direct Trunk	0.0%
12	1.3	8	Direct Station	1.3%
0	0.0	0	All Forward Trunk	0.0%
0	0.0	0	All Forward Station	0.0%
0	0.0	0	Busy Forward Trunk	0.0%
0	0.0	0	Busy Forward Station	0.0%
0	0.0	0	NoAnswer Forward Trunk	0.0%
0	0.0	0	NoAnswer Forward Station	0.0%
891	98.6	642	Other	98.6%
903	100%	651	Application Totals	

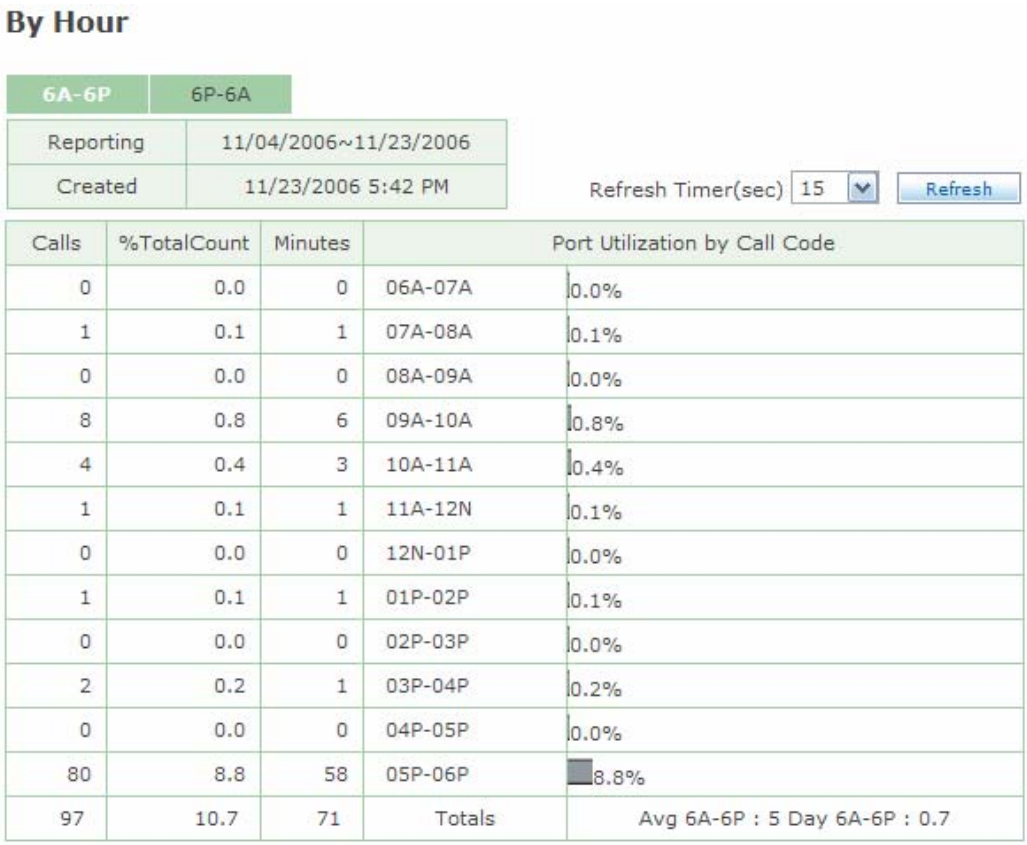
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this call code.
%TotalCount	Percentage of total calls that were of this call code.
Minutes	Total time of all calls of this call code.
Port Utilization By Call Code	The call code type being detailed.

View System Report | By Hour

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Statistics By Hour screen breaks down calls by the hour they were made.

6A-6P SCREEN:



By Hour

6A-6P | 6P-6A

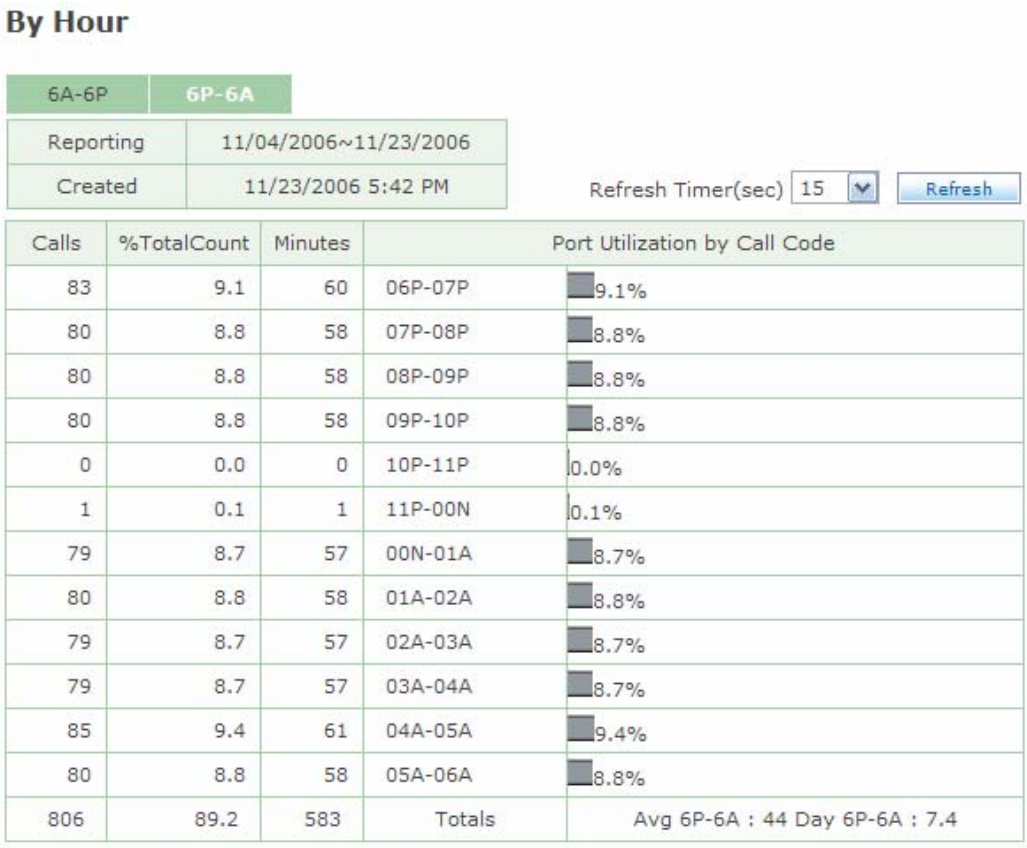
Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
0	0.0	0	06A-07A	0.0%
1	0.1	1	07A-08A	0.1%
0	0.0	0	08A-09A	0.0%
8	0.8	6	09A-10A	0.8%
4	0.4	3	10A-11A	0.4%
1	0.1	1	11A-12N	0.1%
0	0.0	0	12N-01P	0.0%
1	0.1	1	01P-02P	0.1%
0	0.0	0	02P-03P	0.0%
2	0.2	1	03P-04P	0.2%
0	0.0	0	04P-05P	0.0%
80	8.8	58	05P-06P	8.8%
97	10.7	71	Totals	Avg 6A-6P : 5 Day 6A-6P : 0.7

Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this hour.
%TotalCount	Percentage of total calls made in this hour.
Minutes	Total time of all calls in this hour.
Port Utilization By Call Code	The hour being detailed.

6P-6A SCREEN:



By Hour

6A-6P | 6P-6A

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization by Call Code	
83	9.1	60	06P-07P	9.1%
80	8.8	58	07P-08P	8.8%
80	8.8	58	08P-09P	8.8%
80	8.8	58	09P-10P	8.8%
0	0.0	0	10P-11P	0.0%
1	0.1	1	11P-00N	0.1%
79	8.7	57	00N-01A	8.7%
80	8.8	58	01A-02A	8.8%
79	8.7	57	02A-03A	8.7%
79	8.7	57	03A-04A	8.7%
85	9.4	61	04A-05A	9.4%
80	8.8	58	05A-06A	8.8%
806	89.2	583	Totals	Avg 6P-6A : 44 Day 6P-6A : 7.4

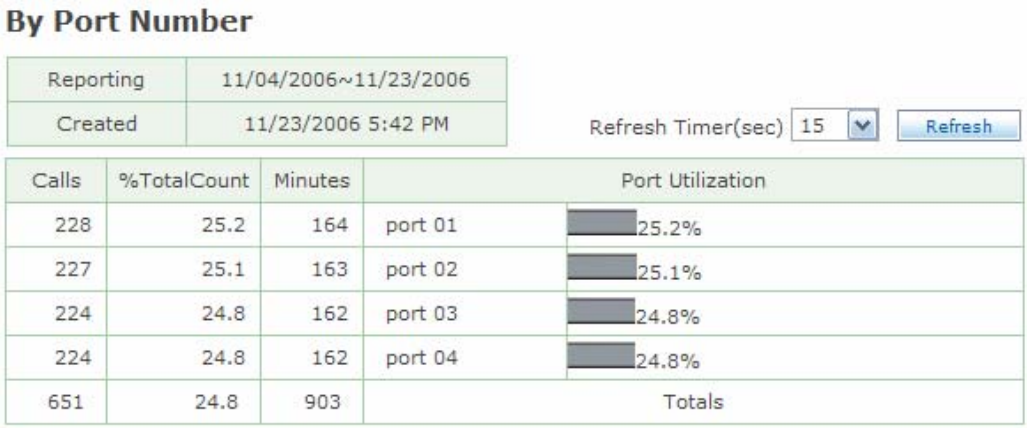
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this hour.
%TotalCount	Percentage of total calls made in this hour.
Minutes	Total time of all calls in this hour.
Port Utilization By Call Code	The hour being detailed.

View System Report | By Port Number

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Statistics By Port Number screen breaks down calls by the port number they were handled by.

BY PORT NUMBER SCREEN:



By Port Number

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization	
228	25.2	164	port 01	25.2%
227	25.1	163	port 02	25.1%
224	24.8	162	port 03	24.8%
224	24.8	162	port 04	24.8%
651	24.8	903	Totals	

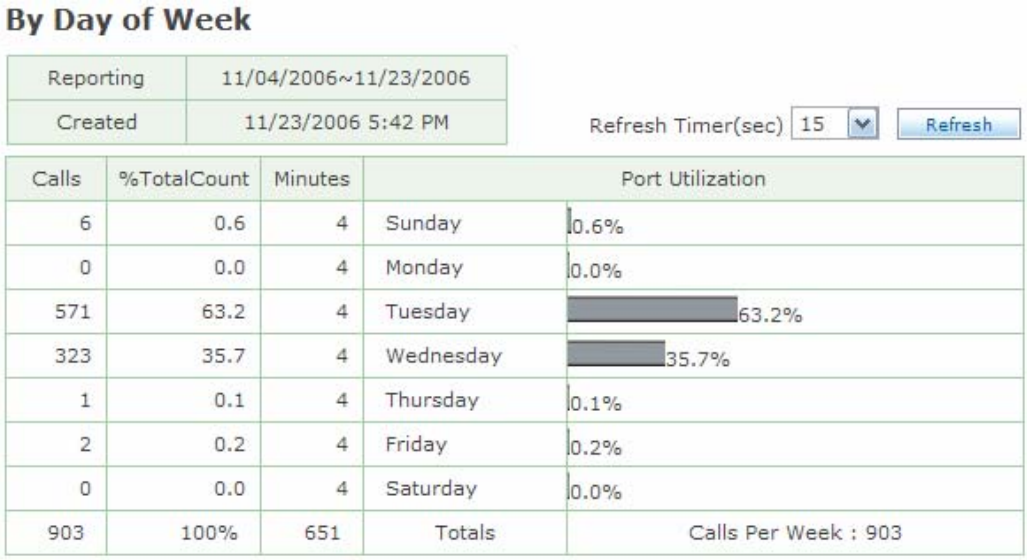
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls to this port.
%TotalCount	Percentage of total calls made to this port.
Minutes	Total time of all calls to this port.
Port Utilization	The port number being detailed.

View System Report | By Day of Week

DESCRIPTION:

The OfficeServ 7100 provides several reports to track automated attendant and voicemail call statistics. The Statistics By Day of Week screen breaks down calls by the day of the week they were made on.

BY DAY OF WEEK SCREEN:



By Day of Week

Reporting	11/04/2006~11/23/2006
Created	11/23/2006 5:42 PM

Refresh Timer(sec) 15 Refresh

Calls	%TotalCount	Minutes	Port Utilization	
6	0.6	4	Sunday	0.6%
0	0.0	4	Monday	0.0%
571	63.2	4	Tuesday	63.2%
323	35.7	4	Wednesday	35.7%
1	0.1	4	Thursday	0.1%
2	0.2	4	Friday	0.2%
0	0.0	4	Saturday	0.0%
903	100%	651	Totals	Calls Per Week : 903

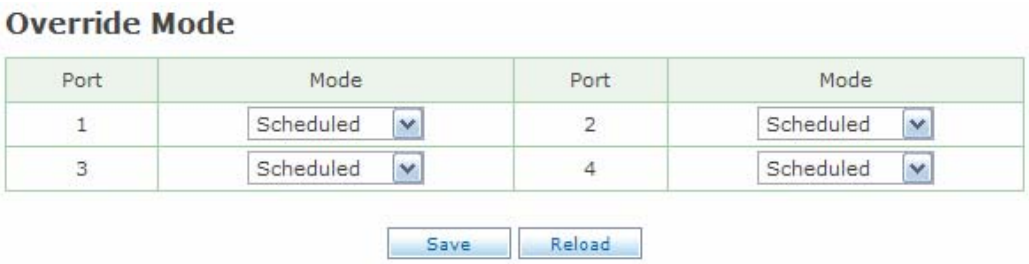
Field Name	Description
Reporting	Reporting period.
Created	Date this report was created.
Refresh Timer	Set the update interval for the page.
Calls	Total number of calls for this day.
%TotalCount	Percentage of total calls made on this day.
Minutes	Total time of all calls on this day.
Port Utilization	The week day being detailed.

Override Mode

DESCRIPTION:

The Override Mode screen is used to manually set the mode of operation for a particular voicemail port or group of voicemail ports.

OVERRIDE MODE SCREEN:



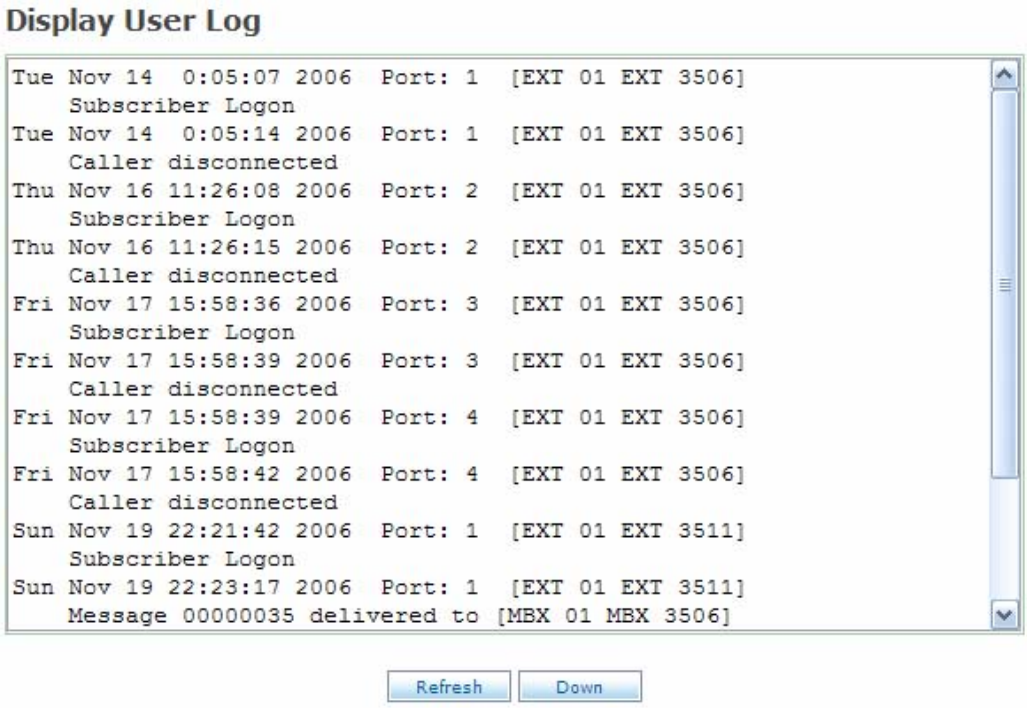
Field Name	Description	Valid Entry	Default Data
Port	Voicemail port being detailed.		
Mode	Operating Mode to be used.	Any Mode Block, or "Scheduled" which causes the port to follow the default schedule table.	Scheduled

Operating Utilities | Display User Log

DESCRIPTION:

The OfficeServ 7100 provides several logs that can be useful for both debugging and application development. The Display User Log screen shows subscriber events such as logons, messaging activities, and greeting modifications. Events are logged in an easily readable form, displaying time and date, port used, and subscriber name information on one line and activity information on the next. The User Log can be downloaded by clicking the Down button.

DISPLAY USER LOG SCREEN:



Operating Utilities | Display Error Log

DESCRIPTION:

The OfficeServ 7100 provides several logs that can be useful for both debugging and application development. The Display Error Log screen shows error and warning information for the voicemail and automated attendant systems. Events are logged in an easily readable form, displaying the error type and time and date information on one line and the actual error listing on the next. The Error Log can be downloaded by clicking the Down button.

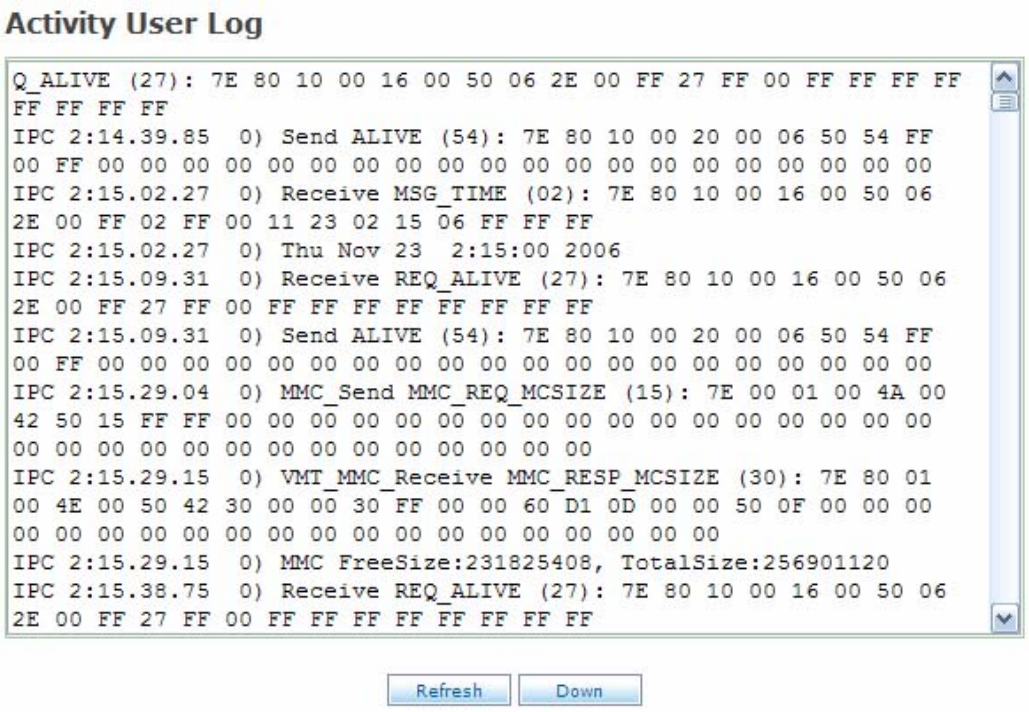
DISPLAY ERROR LOG SCREEN:

Operating Utilities | Activity Log

DESCRIPTION:

The OfficeServ 7100 provides several logs that can be useful for both debugging and application development. The Activity User Log screen shows all activity in the voicemail and automated attendant systems. Due to the extreme technical nature of the Activity Log records, this log is mainly aimed at advanced users. The Activity Log can be downloaded by clicking the Down button.

ACTIVITY USER LOG SCREEN:

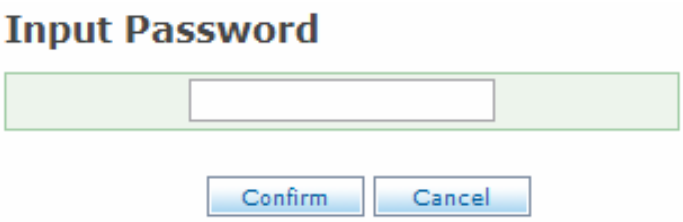


Operating Utilities | Shutdown VM

DESCRIPTION:

The Shutdown VM screen, as the name implies, is used to exit the voicemail and automated attendant application. This is an important step when shutting down the OfficeServ 7100. Failure to exit the system properly can lead to lost or corrupted messages or programming. To prevent accidental exit, the administrator password must be entered in order to shut down the system.

SHUTDOWN VM SCREEN:



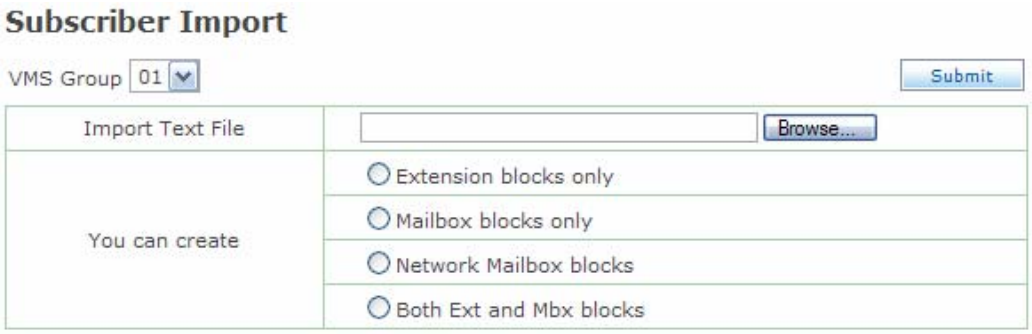
RELATED ITEMS: SYSTEM PARAMETERS

Operating Utilities | Subscriber Import

DESCRIPTION:

The Subscriber Import screen allows the technician to easily create large numbers of subscriber mailboxes. In the case of network installations the technician can export the subscriber list from each node and import it to the OfficeServ 7100 as Network Mailboxes.

SUBSCRIBER IMPORT SCREEN:



Field Name	Description
VMS Group	Choose the voicemail tenant group to import to
Import Text File	Choose the name of the file to import from
You can create	Choose the types of blocks to create

RELATED ITEMS:

SUBSCRIBER LIST

EXTENSION BLOCK

MAILBOX BLOCK

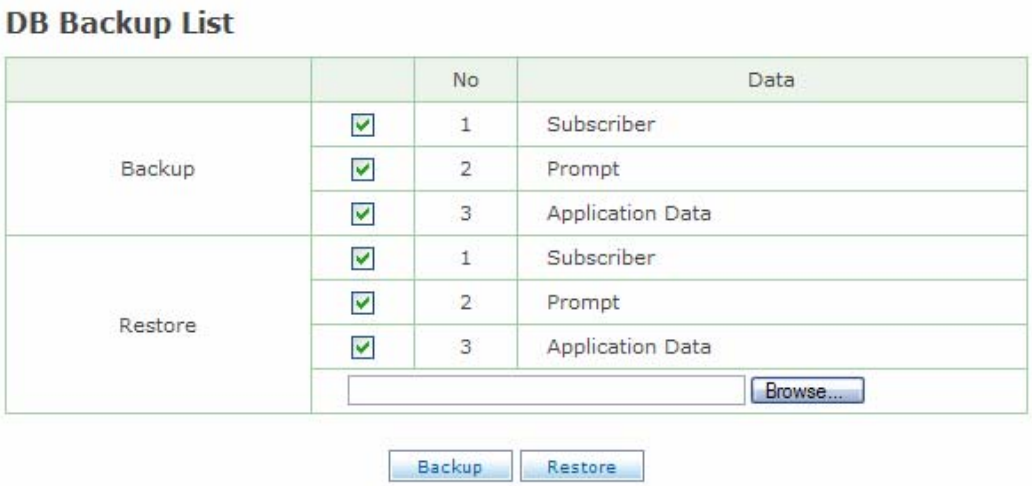
NETWORK MAILBOX BLOCK

Operating Utilities | DB Backup

DESCRIPTION:

The OfficeServ 7100 provides the ability to backup and restore voicemail and automated attendant programming via the DB Backup List screen. Users can choose to backup or restore mailboxes, prompts, programming data, or any combination of the three. Backups are stored to a standard .tar archive file.

DB BACKUP LIST SCREEN:

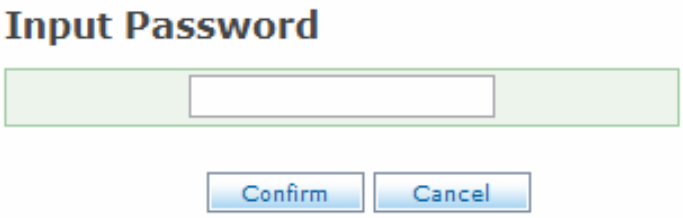


Operating Utilities | Clear Report Count

DESCRIPTION:

Certain types of programming objects in the OfficeServ 7100 voicemail and automated attendant systems provide call activity reports detailing call volumes for various activities. The Clear Report Count screen is used to reset all of these counters system wide to 0.

CLEAR REPORT COUNT SCREEN:



RELATED ITEMS:

EXTENSION BLOCK

MAILBOX BLOCK

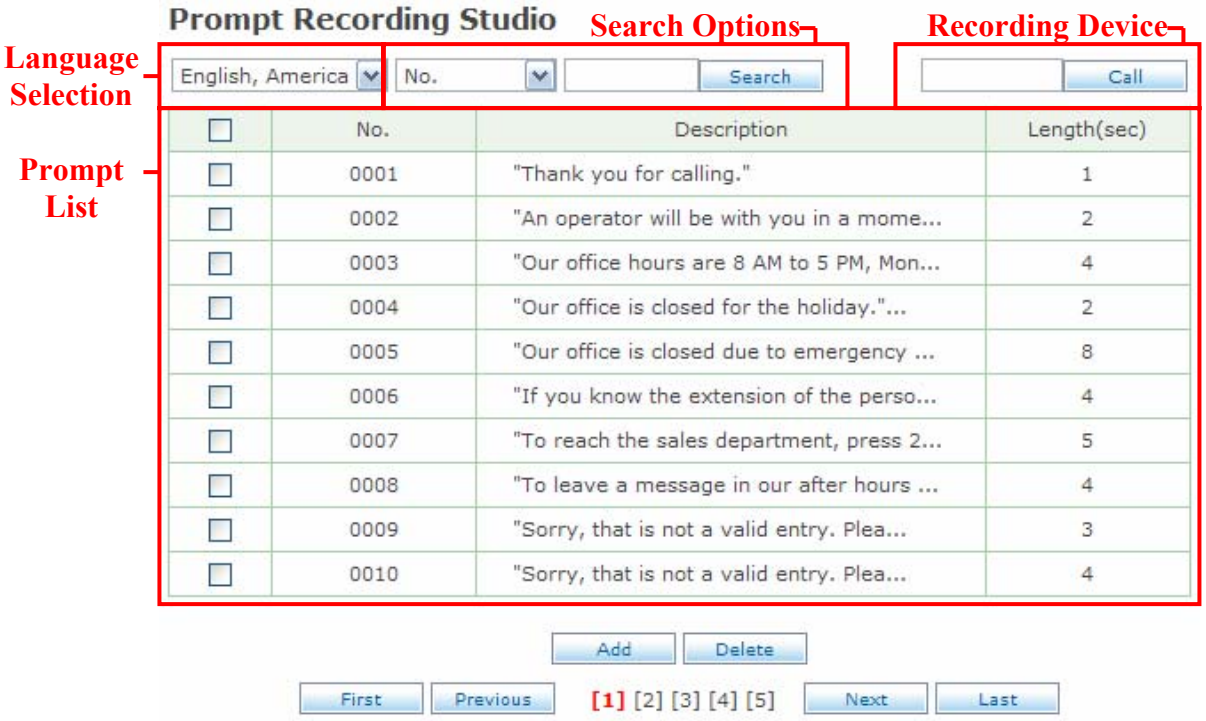
NETWORK MAILBOX BLOCK

Voice Studio

DESCRIPTION:

The Voice Studio is used to record custom system prompts for the OfficeServ 7100 voicemail and automated attendant systems. The Voice Studio also allows text descriptions (scripts) to be set for each prompt to ease in professional recording scenarios.

SELECTION SCREEN:



The main Voice Studio screen is separated into 4 main sections:

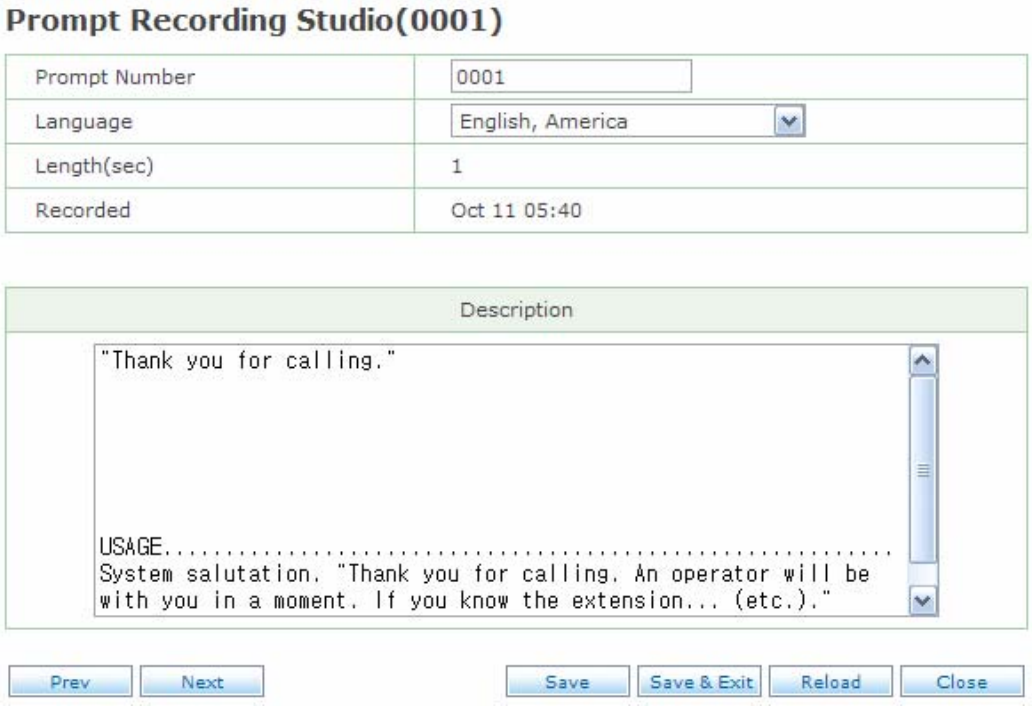
The Language Selection box in the upper left used to determine which prompt language listings to display.

Next to that are the prompt Search Options. Prompts can be searched for by prompt number or description (script).

In the upper right corner is the Recording Device selection. This is the phone that will be used to record prompts. Enter the phone number and click Call to start the recording session.

Below these options is the Prompt List. The prompt list displays prompt number, description (script), and recording length. To edit a prompt from this region simply click the prompt number to open the recording screen.

PROMPT RECORDING STUDIO SCREEN:



Field Name	Description
Prompt Number	The prompt number assigned to this recording.
Language	The language set this recording belongs to.
Length(sec)	The length, in seconds, of the current recording.
Recorded	The date this prompt was recorded on.
Description	Text description for the prompt. This area is commonly used to enter the script for the recording.

System Parameters

DESCRIPTION:

The System Wide Parameters screen is used to set options that affect the overall functionality of the voicemail and automated attendant systems. It includes items such as system administrator passwords, system language options, and voice codec adjustments.

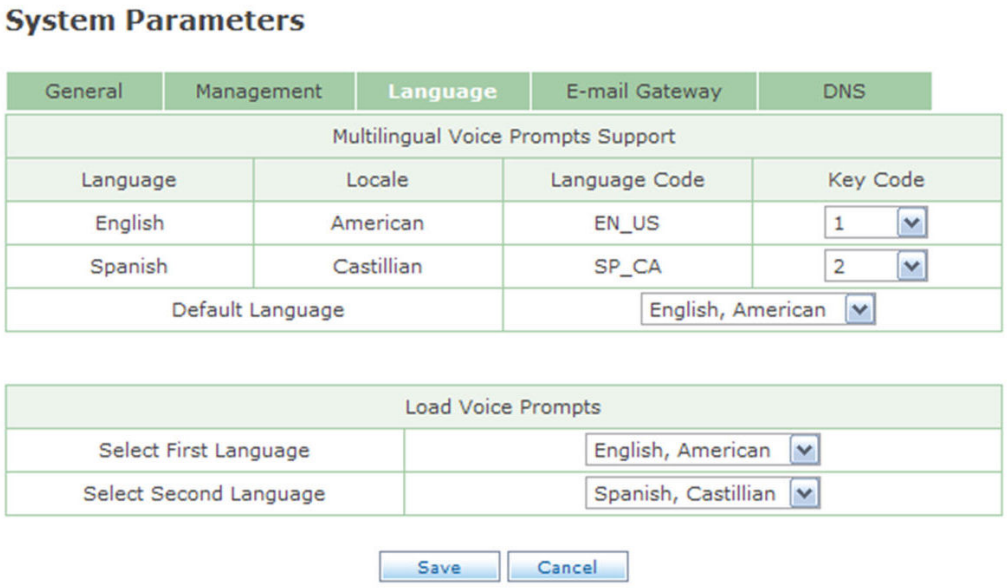
GENERAL SCREEN:

Field Name	Description
Version Display	The software version of the VM/AA systems
Startup	The date/time of the last bootup
Mac Address	MAC address for the MP network interface
Voice Ports Installed	The number of VM/AA ports in the system
Maximum Subscribers	Max number of mailboxes that can be created.
Maximum E-Mail Gateway Subscribers	Max number of users who can have e-mail gateway functionality enabled.
Total Run Time	Total disk space on the system
Run Time Remaining	Maximum disk space that can be used
Default Volume Level	Volume adjustment for the VM/AA ports
Daily Maintenance	The time to run daily system maintenance
Session Timeout	The amount of time before the current web session will be invalidated
Daily	Choose whether or not to reboot daily at maintenance
Weekly	Choose whether or not to reboot weekly at maintenance
Weekly on every	Choose which day of the week to reboot on
Monthly	Choose whether or not to reboot monthly at maintenance
Monthly on day number	Choose which day of the month to reboot on
Subscriber Default Password	Set the default mailbox password
Subscriber PSWD Min Length	Minimum length of mailbox passwords
System Admin	Telephone interface administration password

MANAGEMENT SCREEN:

Field Name	Description
Min Recorded Length	Minimum time, in milliseconds, of a prompt, greeting, or voicemail message recording
Dialtone Timesize	Determines the amount of dial tone to allow at the end of a voicemail message
CODEC	Set the voice CODEC to be used by the system
Minimum DTMF duration	Set the smallest interval that can be considered a valid DTMF digit
DTMF cutout period	Time, in milliseconds, to pause playback if DTMF is detected
Outbound DTMF duration	Sets the duration of DTMF digits sent by the system
Outbound DTMF gap length	Set the time between outbound DTMF digits

LANGUAGE SCREEN:

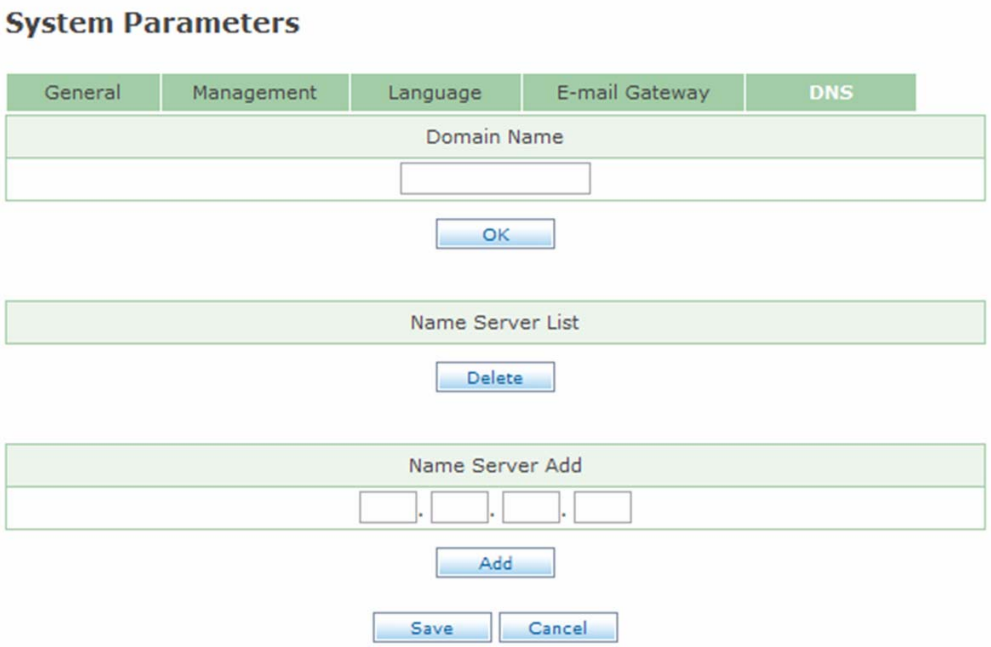


Field Name	Description
Language	Language being detailed
Locale	Regional dialect of the detailed language
Language Code	The "short code" for this language. Used for directory naming.
Key Code	The single digit value corresponding to this language
Default Language	Sets the default system language
Select First Language	Select the primary prompt language for the system
Select Second Language	Select the secondary prompt language for the system

E-MAIL GATEWAY SCREEN:

Field Name	Description
Host ID	The IP address or DNS name of the SMTP server to use for error messages
Port	Port to send SMTP data streams to
SMTP User ID	Login ID to use for logging in to the SMTP server
Password	Password to match the above login ID
Domain	The domain name of this SMTP server
Report	Email address to send error messages to
Reply To	Email address to use when replying to error messages
TimeZone	The current time zone the system is installed in
Daylight Savings	Determine if daylight savings time is in effect
License Key	The license key for the email gateway feature

DNS SCREEN:



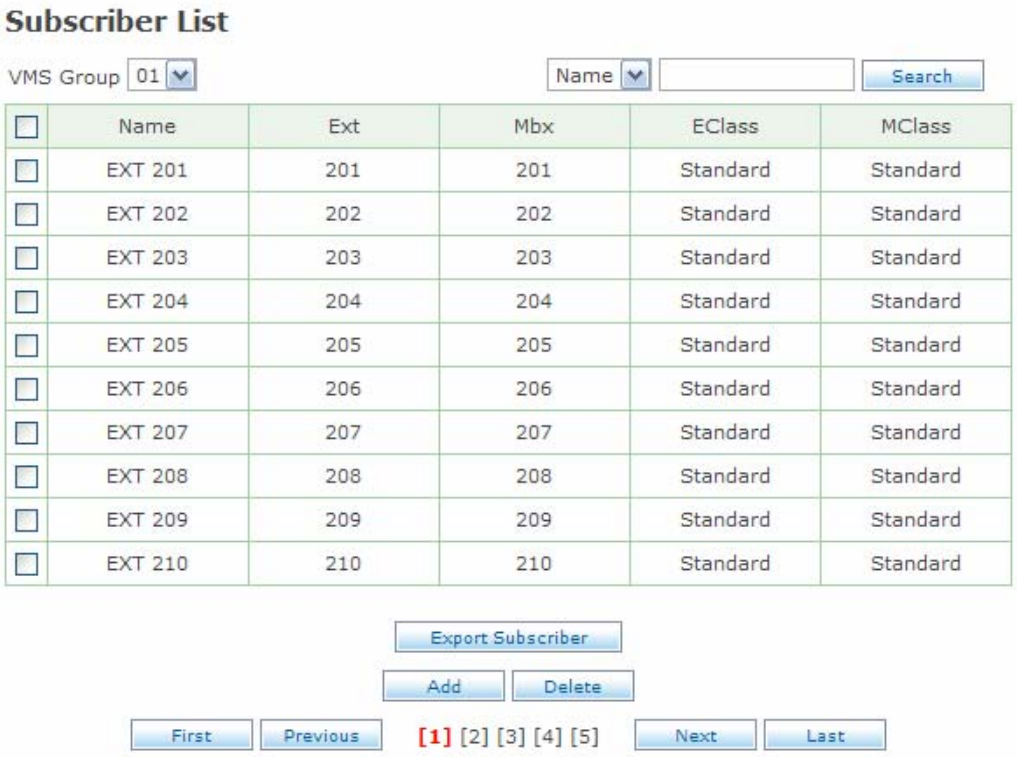
Field Name	Description
Domain Name	The domain name to use for the OfficeServ 7100
Name Server List	The list of name servers to use (read only)
Name Server Add	Enter the IP address of a name server to use and click Add

Subscriber List

DESCRIPTION:

The Subscriber List screen provides a quick way to view all voicemail subscribers' names, extensions, and mailboxes as well as EClass and MClass assignments for each subscriber. The system can accommodate up to 100 subscriber mailboxes.

SUBSCRIBER LIST SCREEN:



Field Name	Description
VMS Group	Choose which tenant group to view subscribers for
Name	The name of this subscriber
Ext	The extension number for this subscriber
Mbx	The mailbox number for this subscriber
EClass	The EClass assigned to this extension
MClass	The MClass assigned to this mailbox

RELATED ITEMS:

EXTENSION BLOCK

MAILBOX BLOCK

ECLASS BLOCK

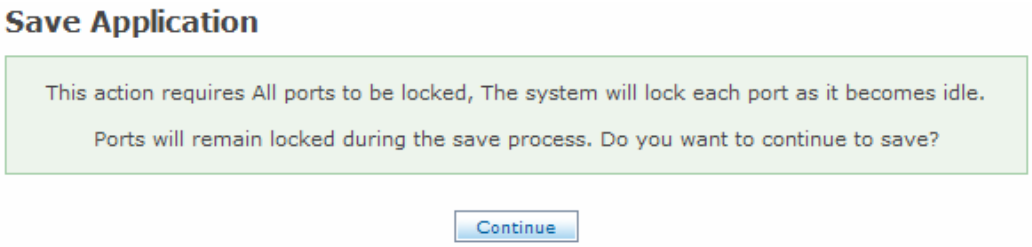
MCLASS BLOCK

Save Application

DESCRIPTION:

The Save Application screen is used to store any recent changes made to the automated attendant or voicemail programming. By default all changes are stored to disk at daily maintenance time, but the Save Application screen allows changes to be manually saved instantly.

SAVE APPLICATION SCREEN:



Open Block Table | Directory

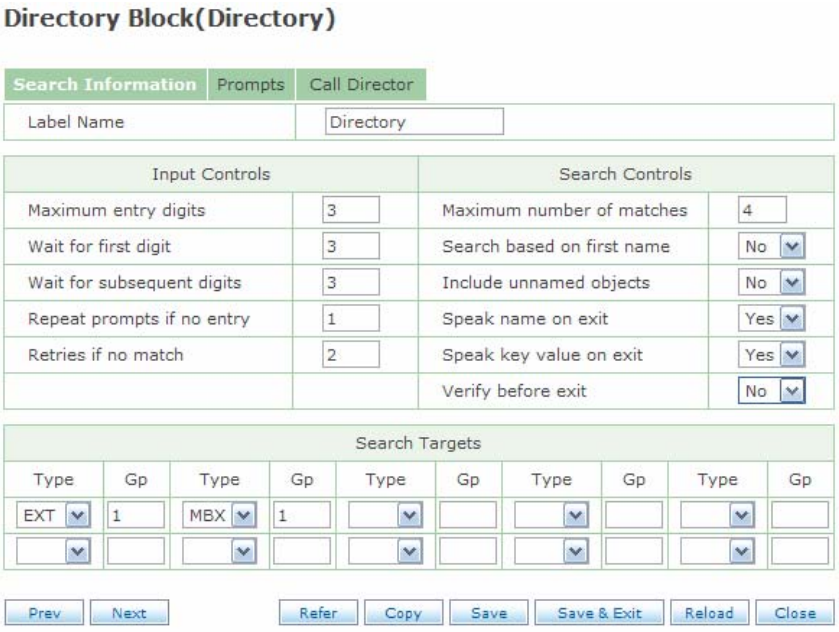
DESCRIPTION:

The OfficeServ 7100 voicemail is programmed with a series of programming object called blocks. The Directory block is used to route callers to a subscriber through a name search. Directories can be configured to search by first or last name. By default subscribers will not appear in the directory until they have recorded a name for their Extension block and entered a directory name.

SELECTION SCREEN:

To edit a block click the Label Name.

SEARCH INFORMATION SCREEN:



Field Name	Description
Label Name	The name of this DIRECTORY block
Maximum entry digits	The maximum number of letters to search for
Wait for first digit	Number of seconds to wait for the caller to enter a digit
Wait for subsequent digits	Number of seconds to wait between digits
Repeat prompts if no entry	Number of times to ask the caller to make an entry
Retries if no match	Number of times to allow the caller to reattempt a search
Maximum number of matches	The maximum number of subscriber matches to return
Search based on first name	Set whether the search is based on first or last name
Include unnamed objects	Include subscribers that do not have a recorded name
Speak name on exit	Allow the caller to hear the name of the subscriber
Speak key value on exit	Playback the subscriber phone number to the caller
Verify before exit	Allow the caller to verify the match before transferring
Search Targets Type	Block type to include in the search (extension or mailbox)
Search Targets Gp	The tenant group for the chosen block type

PROMPTS SCREEN:

Field Name	Description
Enter name	The prompt used to ask the caller to enter a name
Target name prefix	The prompt to play before the subscriber's name
No matches found	The prompt to play when no matching subscribers are found
Invalid entry	The prompt to play when the caller enters an invalid digit
Press '9' for more names	The prompt used to alert the caller to more names

Field Name	Description
Press'0' for a new name	The prompt used to let the caller know they can search again
Press '*' to exit	The prompt to let the caller know how to escape the directory
Press one	The prompt to tell the caller to press one
Press two	The prompt to tell the caller to press two
Press three	The prompt to tell the caller to press three
Press four	The prompt to tell the caller to press four
Press five	The prompt to tell the caller to press five
Press six	The prompt to tell the caller to press six
Press seven	The prompt to tell the caller to press seven
Press eight	The prompt to tell the caller to press eight
Accessed	The number of callers to access this directory
Target Found	The number of times a matching subscriber was found
Escape	The number of callers who pressed * to exit the directory
No response	The number of callers who did not enter a search
Disconnect	The number of callers who hung up while in the directory
None Found	The number of times a search returned no matches

CALL DIRECTOR SCREEN:

Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

RELATED ITEMS:

EXTENSION BLOCK

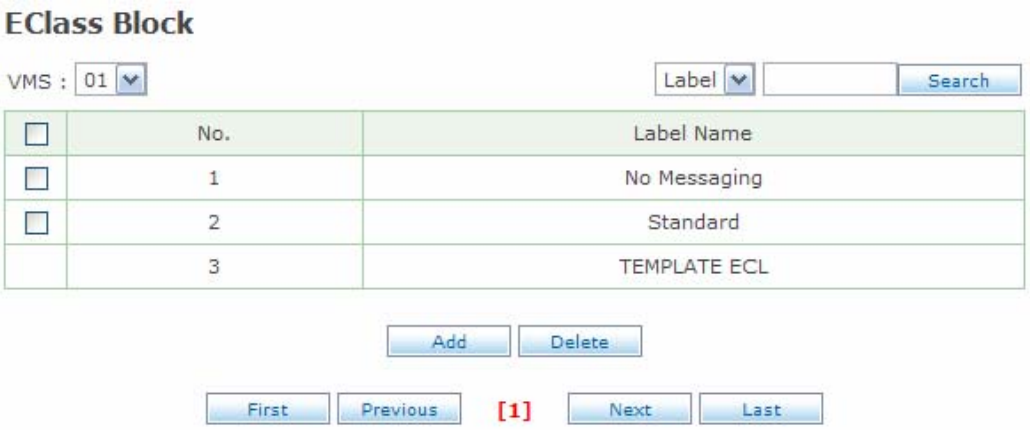
MAILBOX BLOCK

Open Block Table | EClass

DESCRIPTION:

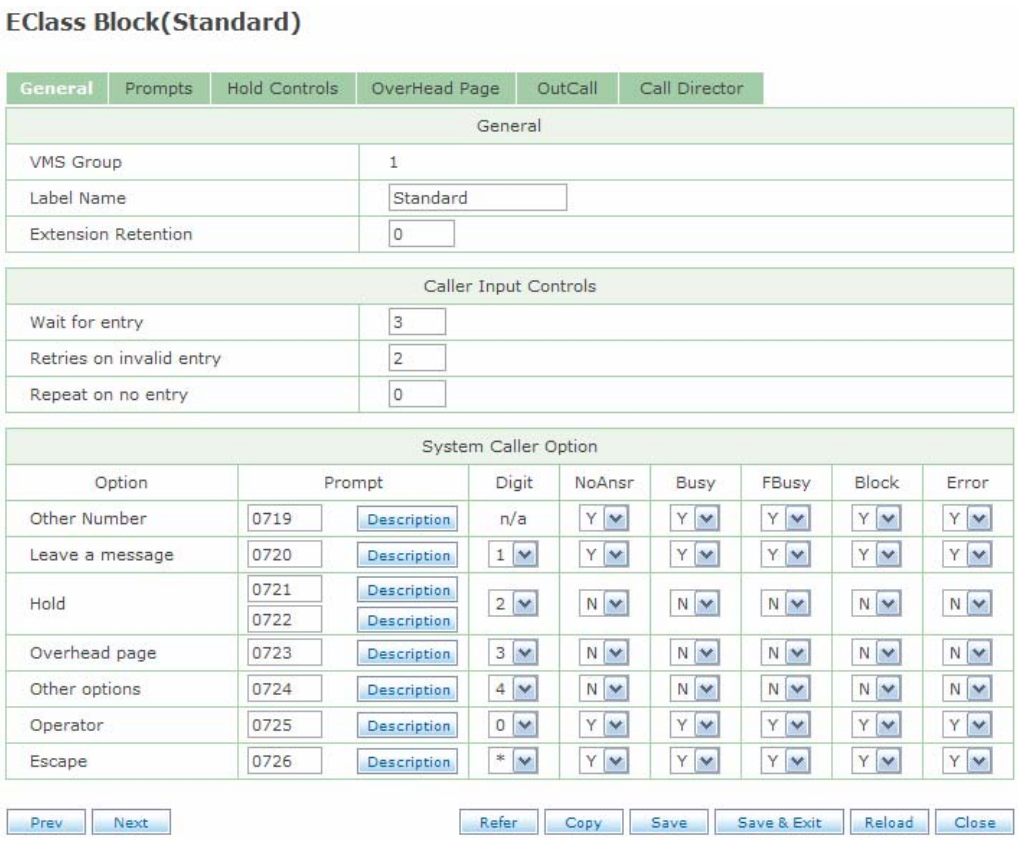
The OfficeServ 7100 voicemail is programmed with a series of programming object called blocks. The EClass block is used to govern properties and behaviors for groups of Extension blocks. EClass settings can be overridden by individual Extension blocks.

SELECTION SCREEN:

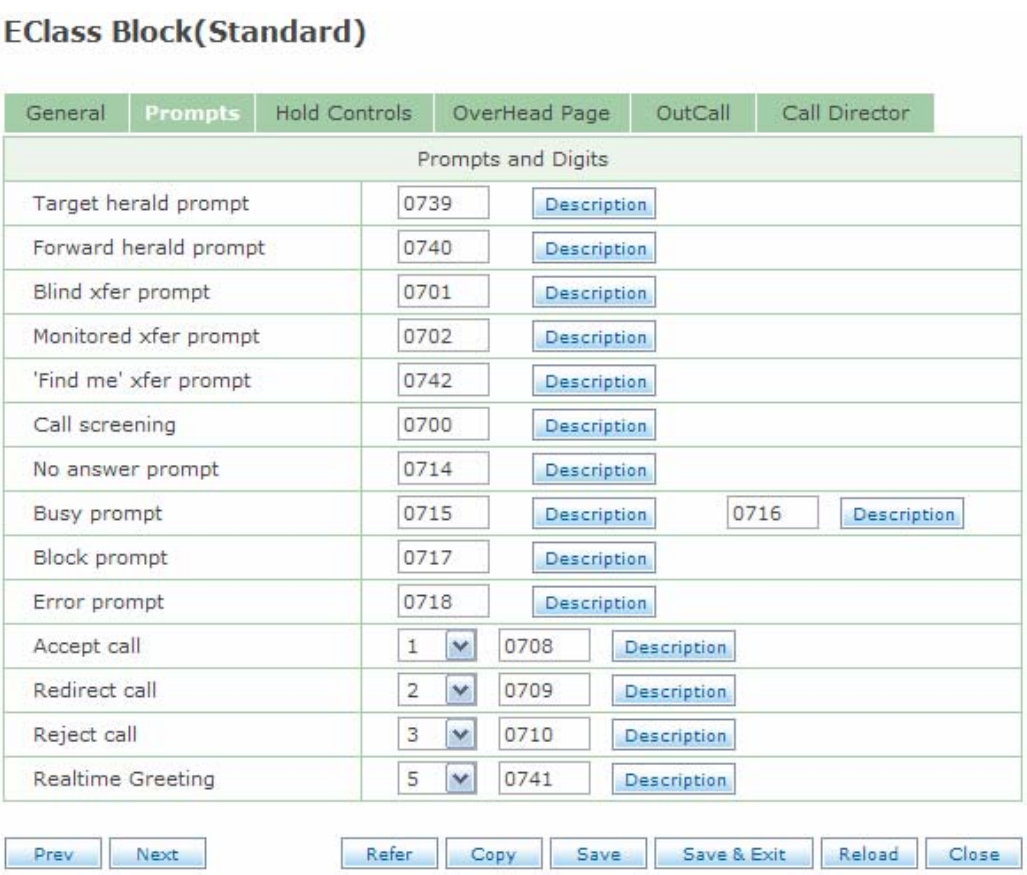


To edit a block click the Label Name.

GENERAL SCREEN:



Field Name	Description
VMC Group	The tenant group this EClass block belongs to
Label Name	The label name for this ECLASS block
Extension Retention	The number of days an Extension block with this EClass can exist before being deleted. Enter 0 to disable.
Wait for entry	Number of seconds to wait for the caller to make a selection
Retries on invalid entry	Number of times to let the caller make an invalid selection
Repeat on no entry	Number of time to repeat the greeting if no entry is made
Other Number	Allow the caller to dial another subscriber
Leave a message	Allow the caller to leave a voicemail message
Hold	Allow the caller to hold for a subscriber
Overhead page	Allow the caller to hold while the user is paged
Other options	Allow the caller to route to other options
Operator	Allow the caller to dial the operator
Escape	Allow the caller to escape to a previous block
Prompt	The prompt to use to alert the caller that this option is available
Digit	The single digit option to use for this option
NoAnsr	Allow this option for callers who reach the No Answer greeting
Busy	Allow this option for callers who reach the Busy greeting
FBusy	Allow this option for callers who reach the Fast Busy greeting
Block	Allow this option for callers who reach the Blocked greeting
Error	Allow this option for callers who reach the Error greeting

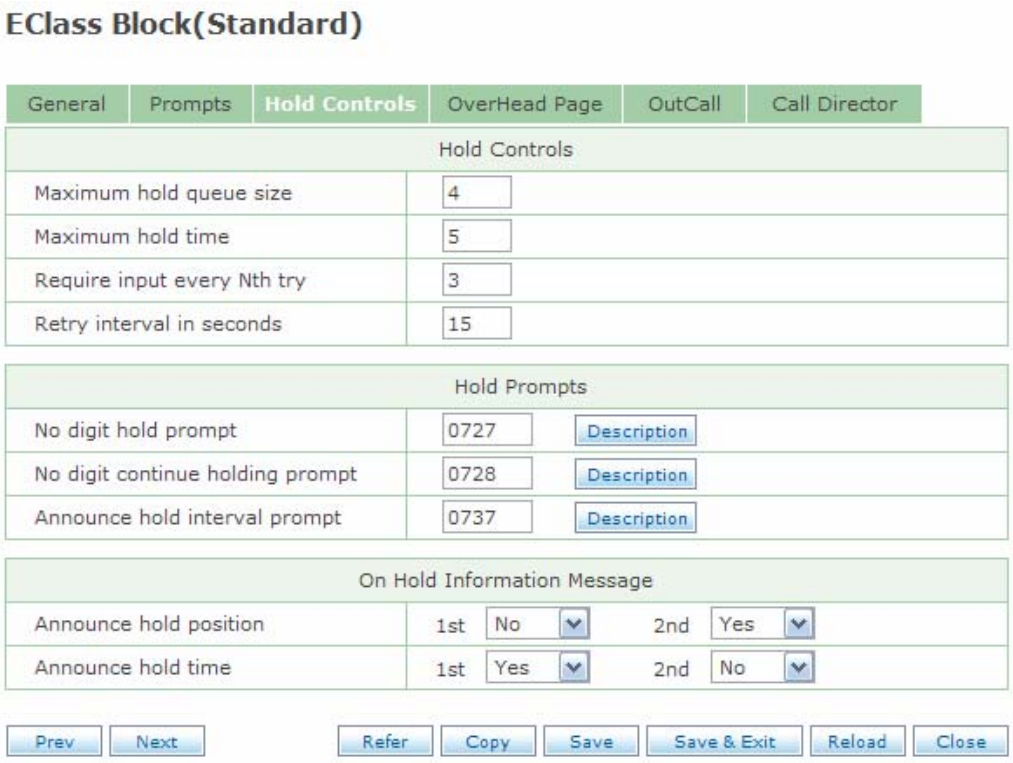


PROMPTS SCREEN:

Field Name	Description
Target herald prompt	Prompt played before the called subscriber's name
Forward herald prompt	Prompt to let a caller know they are being forwarded
Blind xfer prompt	Prompt to let a caller know they are being blindly transferred
Monitored xfer prompt	Prompt to let a caller know they are being transferred
'Find me' xfer prompt	Prompt to let a caller know they are being transferred to a stored number
Call screening	Prompt to ask a caller to record their name
No answer prompt	Prompt to let a caller know the subscriber did not answer
Busy prompt	Prompt to let a caller know the subscriber was busy, the second field is to alert that the subscriber is still busy while the caller is on hold
Block prompt	Prompt to let a caller know that the subscriber is not accepting calls
Error prompt	Prompt to let a caller know there was an error attempting to transfer
Accept call	Prompt and single digit option to allow the subscriber to accept a screened call
Redirect call	Prompt and single digit option to allow the subscriber to

Field Name	Description
	redirect a screened caller to another number
Reject call	Prompt and single digit option to allow the subscriber to reject a screened call
Realtime Greeting	Prompt and single digit option to allow the subscriber to record a brief message to be played to a screened caller

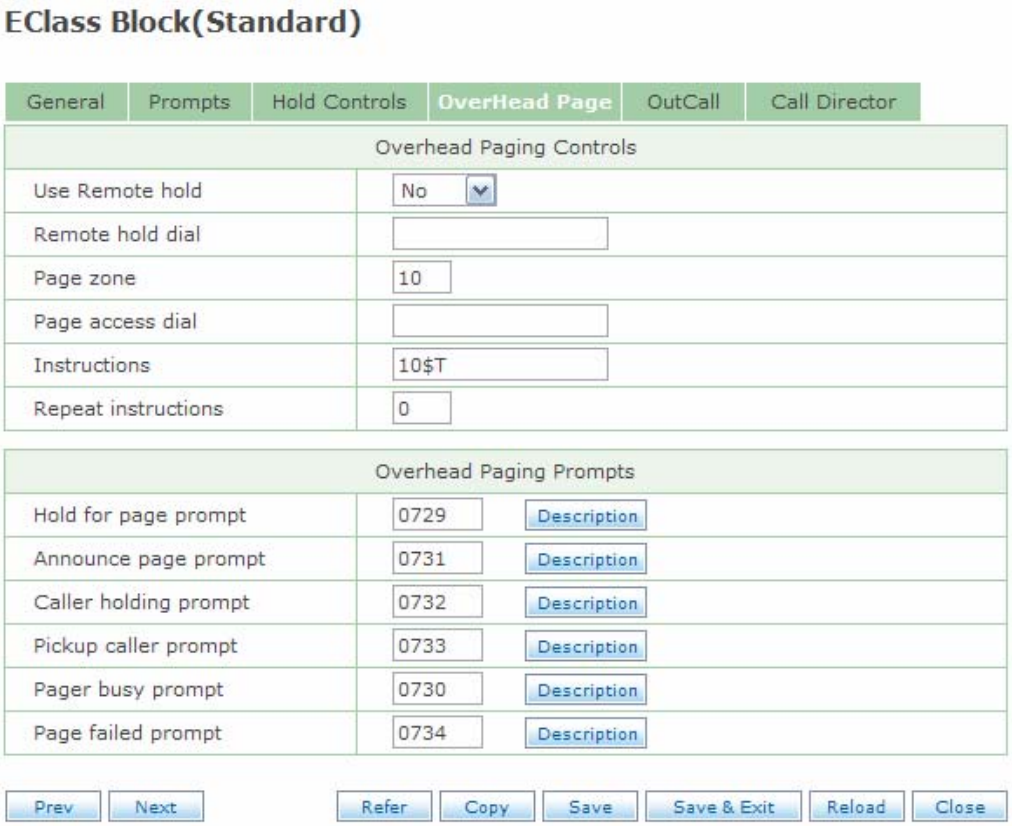
HOLD CONTROLS SCREEN:



Field Name	Description
Maximum hold queue size	Maximum number of callers who can hold for the subscriber
Maximum hold time	Maximum amount of time caller can hold before being redirected to leave a message
Require input every nth try	Set how many attempts to make before requiring the user to press a key
Retry interval in seconds	Set the amount of seconds between attempts
No digit hold prompt	Prompt to let the caller know they can hold without pressing a key
No digit continue holding prompt	Prompt to let a caller know they can continue to hold without pressing a key
Announce hold interval prompt	Prompt to let the caller know they will be placed on hold
Announce hold position	Set whether or not the caller will hear their place in queue on the first attempt and / or subsequent

Field Name	Description
	attempts
Announce hold time	Set whether or not the caller will hear their estimated time in queue on the first attempt and / or subsequent attempts

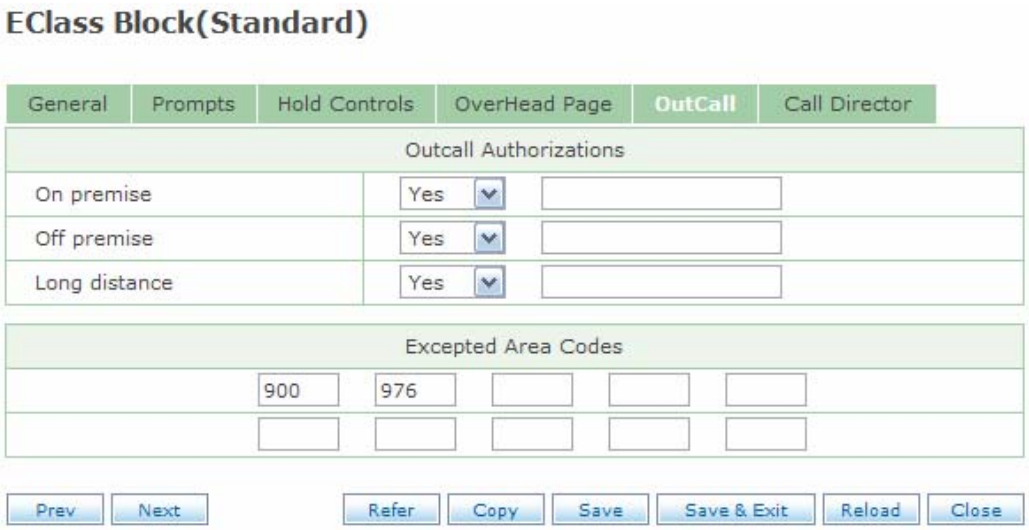
OVERHEAD PAGE SCREEN:



Field Name	Description
Use Remote hold	Set if callers can be held remotely at the subscriber's station
Remote hold dial	The dial string to use to place the caller on remote hold
Page zone	The page zone to use when doing an overhead page
Page access dial	The dial string to use to initiate the page
Instructions	The digits to announce on the overhead page to let the subscriber pick up the call. By default this is feature code "10" and the trunk number.
Repeat instructions	The amount of times to repeat the instructions over the paging system
Hold for page prompt	Prompt to let a caller know they will be placed on hold while the subscriber is paged
Announce page prompt	Prompt to announce the caller over the paging system

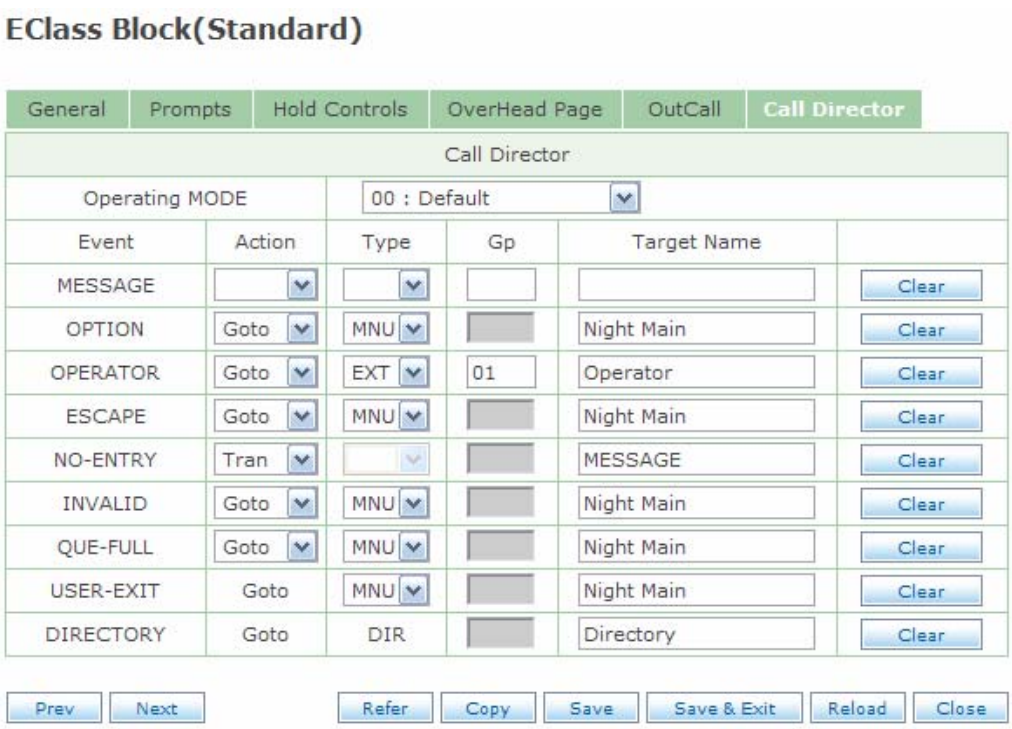
Field Name	Description
Caller holding prompt	Prompt played after the caller's name during the page
Pickup caller prompt	Prompt played prior to speaking the Instructions
Pager busy prompt	Prompt played to the caller when the paging system is unavailable
Page failed prompt	Prompt played to the caller if the page fails

OUTCALL SCREEN:



Field Name	Description
On premise	Enable subscriber to call out from the voicemail to other subscribers and optionally set the station block to use for such calls
Off premise	Enable subscriber to call out from the voicemail to an external number and optionally set the station block to use for such calls
Long distance	Enable subscriber to call out from the voicemail to a long distance number and optionally set the station block to use for such calls
Excepted Area Codes	Set up the area codes that cannot be dialed regardless of the above settings

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

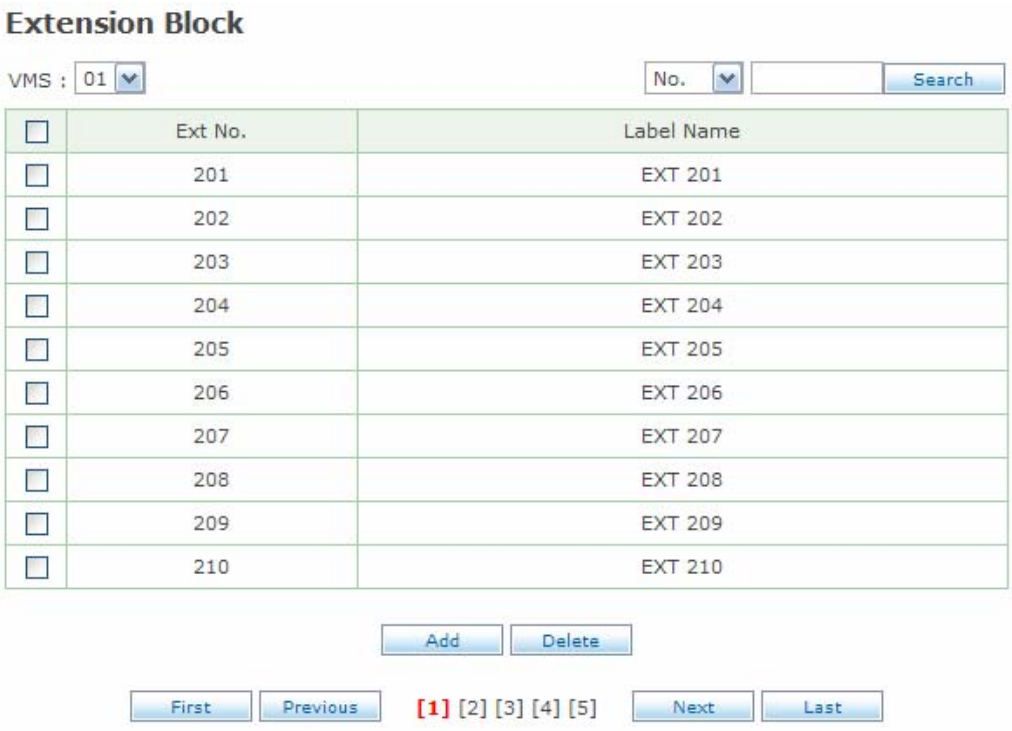
RELATED ITEMS: EXTENSION BLOCK

Open Block Table | Extension

DESCRIPTION:

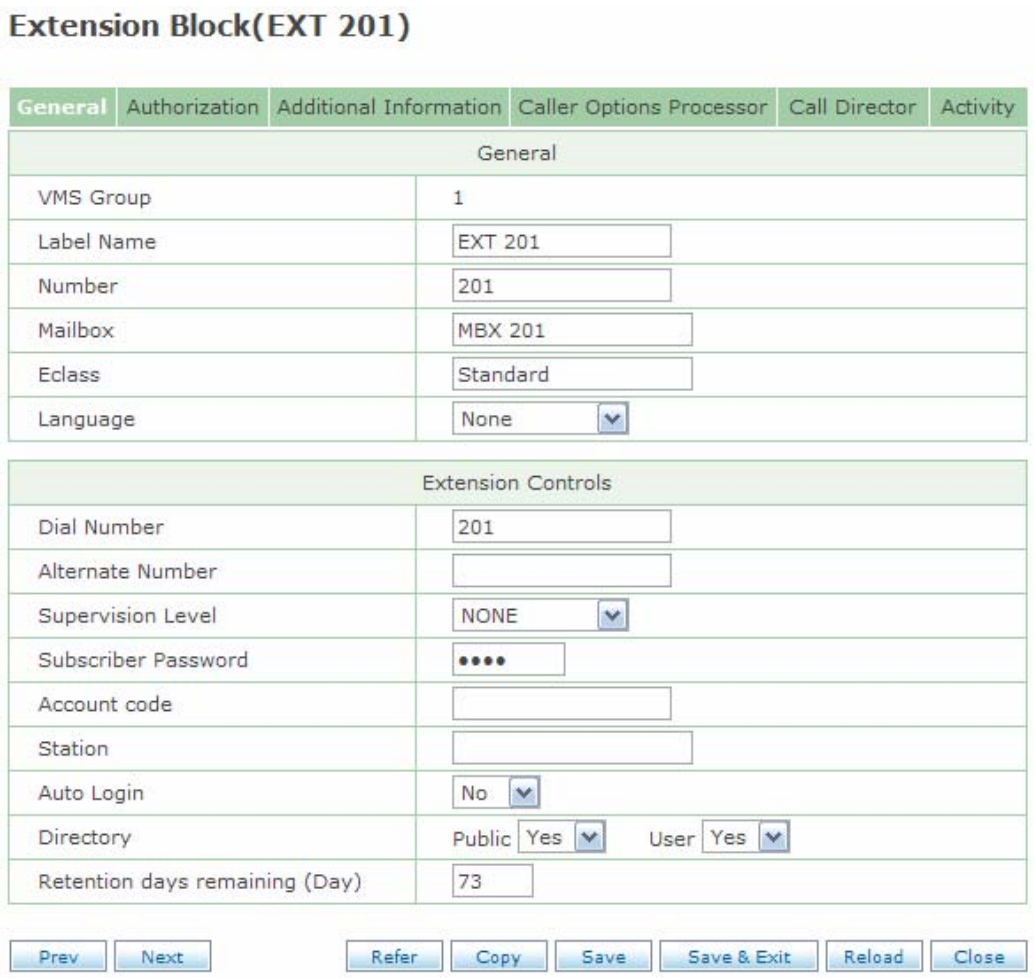
The OfficeServ 7100 voicemail is programmed with a series of programming object called blocks. The Extension block represents a model of the subscriber's telephone. It governs such things as subscriber password, access telephone numbers, availability schedules, personal greetings, and voicemail options available to callers. Up to 9 personal greetings can be recorded and the user can define which of the 9 recordings are used for the various types of greetings defined on the Additional Information screen.

SELECTION SCREEN:



To edit a block click the Label Name.

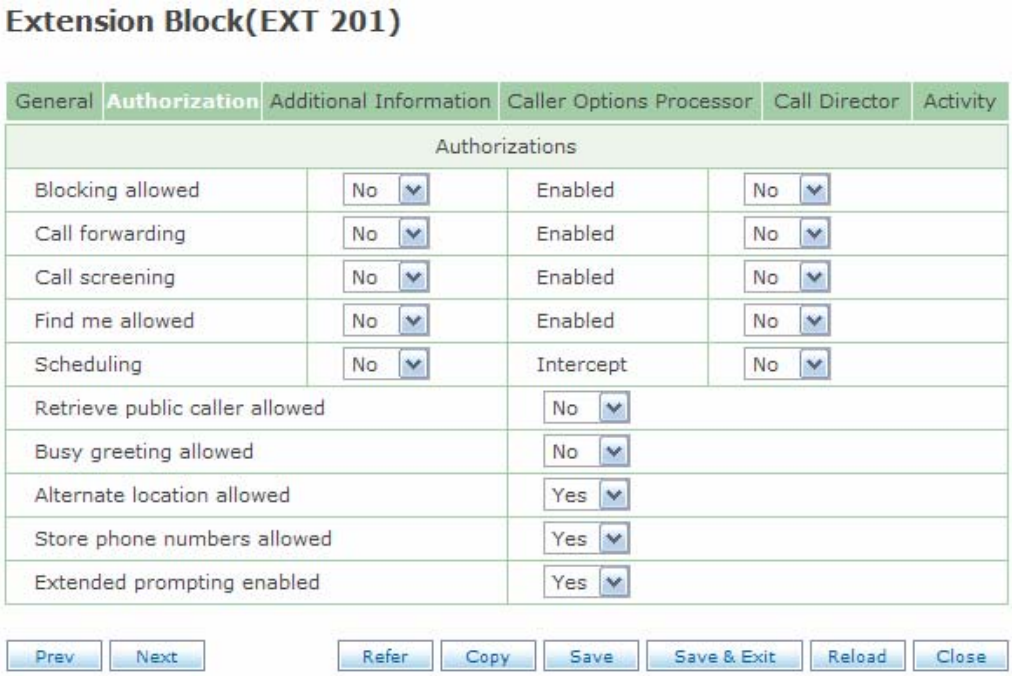
GENERAL SCREEN:



Field Name	Description
VMS Group	The tenant group this subscriber is a part of
Label Name	The name of this subscriber
Number	The extension number for this subscriber
Mailbox	The mailbox number for this subscriber, if any
Eclass	The EClass block that controls this Extension block
Language	The language to use when this subscriber logs in. A setting of None will use the system's default language
Dial Number	The number to dial to reach this subscriber's extension
Alternate Number	An alternate number to use for this subscriber, such as a cell phone or home phone
Supervision Level	Set the transfer type (blind, partially supervised, or fully supervised)
Subscriber Password	This field is used to default the subscriber password. To do this, enter the word 'Default'
Account code	The account code to use when the subscriber dials a long distance number through their voicemail box
Station	This optional field is used to explicitly define a station

Field Name	Description
	block to use when dialing the Dial Number telephone number
Auto Login	Determines whether the subscriber is prompted for a password when calling their voicemail box
Directory	Determines if the subscriber is included in directory searches. Public is for allowing external callers to see this subscriber in the directory, User is for allowing other subscribers to see this subscriber in the directory.
Retention days remaining (Day)	The number of days this extension can go unused before being deleted

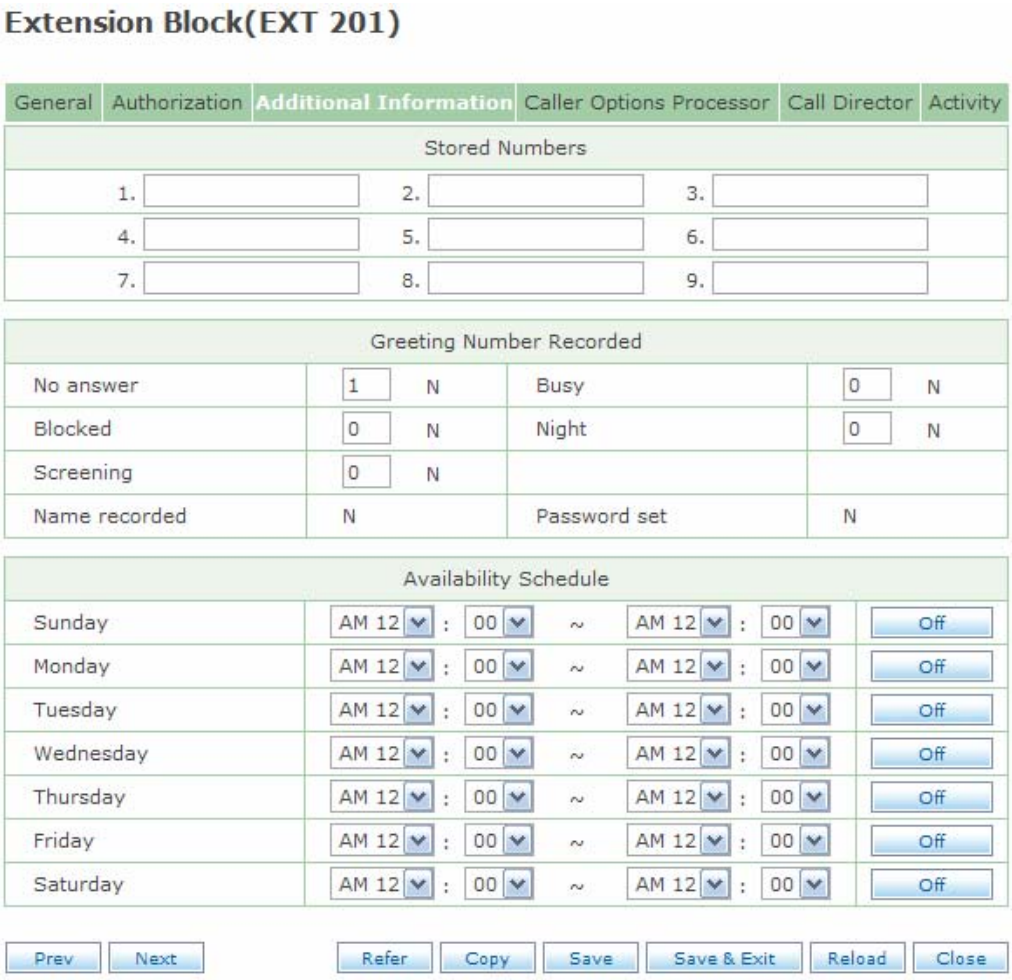
AUTHORIZATION SCREEN:



Field Name	Description
Blocking allowed	Allows this extension to redirect callers who attempt to reach the subscriber
Call forwarding	Allows this extension to forward callers who attempt to reach this subscriber to a different subscriber
Call screening	Allows this subscriber to screen their calls. When enabled callers will be prompted to record their name. The subscriber can then accept, reject, or redirect the caller
Find me allowed	Allows callers to this subscriber to attempt to locate the subscriber at any of their stored telephone numbers
Scheduling	Allows this subscriber to set up an availability schedule
Retrieve public caller allowed	Allows the subscriber to pick up callers who are leaving

Field Name	Description
	a message or holding for the subscriber
Busy greeting allowed	Allows the subscriber to record a greeting that will be played when they are busy
Alternate location allowed	Allows this subscriber to forward all calls to an alternate location, such as a cell phone or home phone
Store phone numbers allowed	Allows this subscriber to set up a stored telephone number list that is used by the 'Find me' feature
Extended prompting enabled	When enabled the voicemail will speak every menu option to the subscriber. When disabled, it will play only the first 3 menu options from each menu

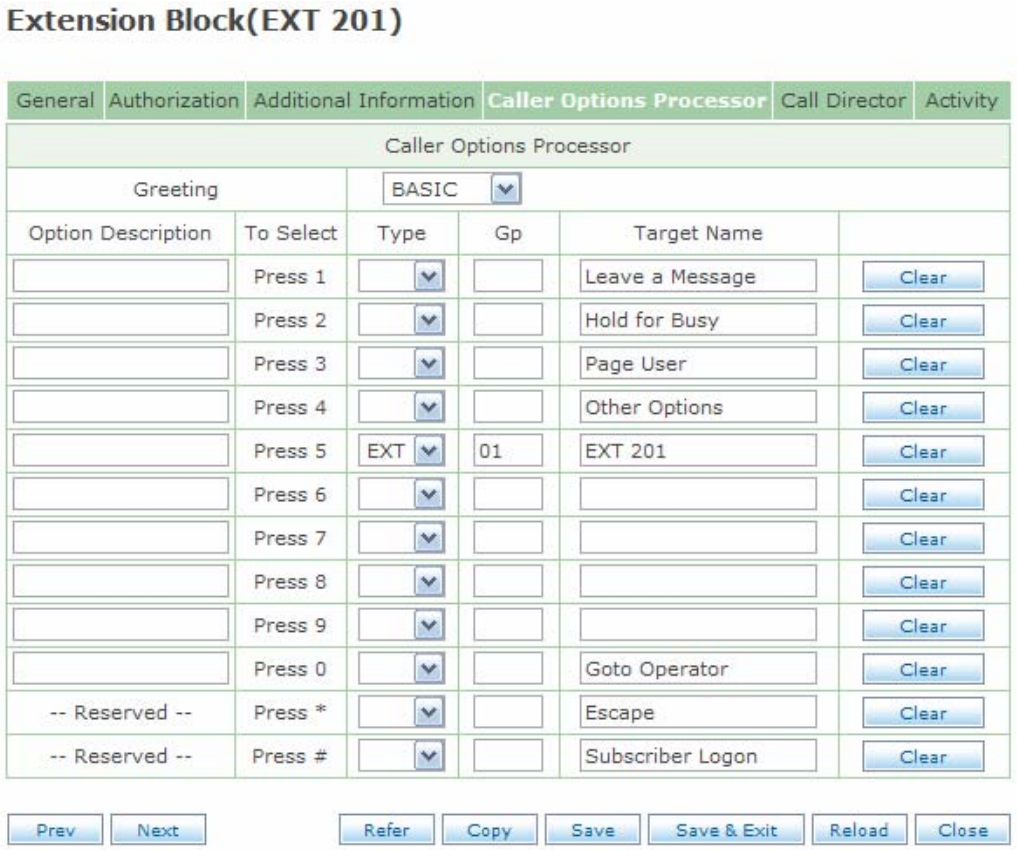
ADDITIONAL INFORMATION SCREEN:



Field Name	Description
Stored Numbers	This list of phone numbers allows the subscriber to quickly change their Alternate Number designation. Also, numbers 1 through 5 are used by the 'Find me' feature when attempting to locate the subscriber

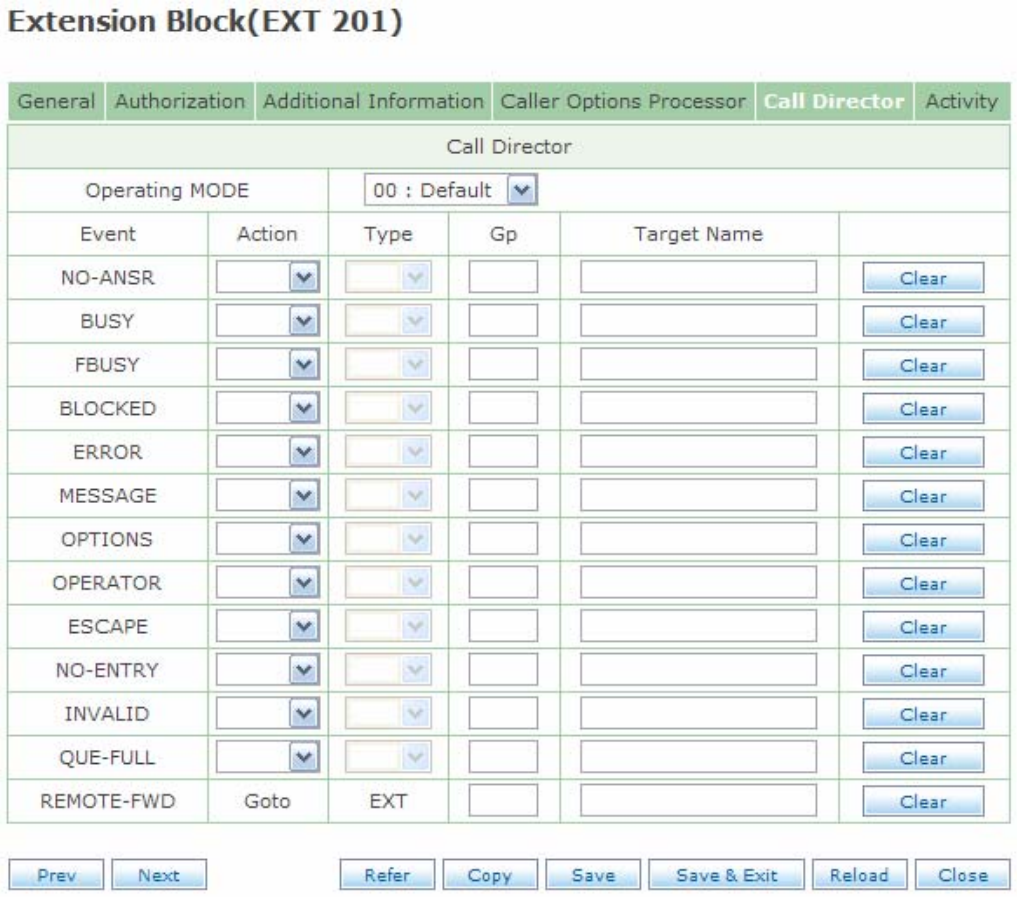
Field Name	Description
No answer	Displays whether or not the subscriber has recorded their No answer greeting
Blocked	Displays whether or not the subscriber has recorded their Blocked calls greeting
Screening	Displays whether or not the subscriber has recorded their Call Screening greeting
Busy	Displays whether or not the subscriber has recorded their Busy greeting
Night	Displays whether or not the subscriber has recorded their Night time greeting
Name recorded	Displays whether or not the subscriber has recorded their name
Password set	Displays whether or not the subscriber has changed their password from the default
Availability Schedule	This area is used to set up a call availability schedule. This schedule will determine when callers are allowed to call the subscriber and when they will be redirected to the Night greeting. Off will disable the schedule for that day and redirect all of the subscriber's calls to the night greeting

CALLER OPTIONS PROCESSOR SCREEN:



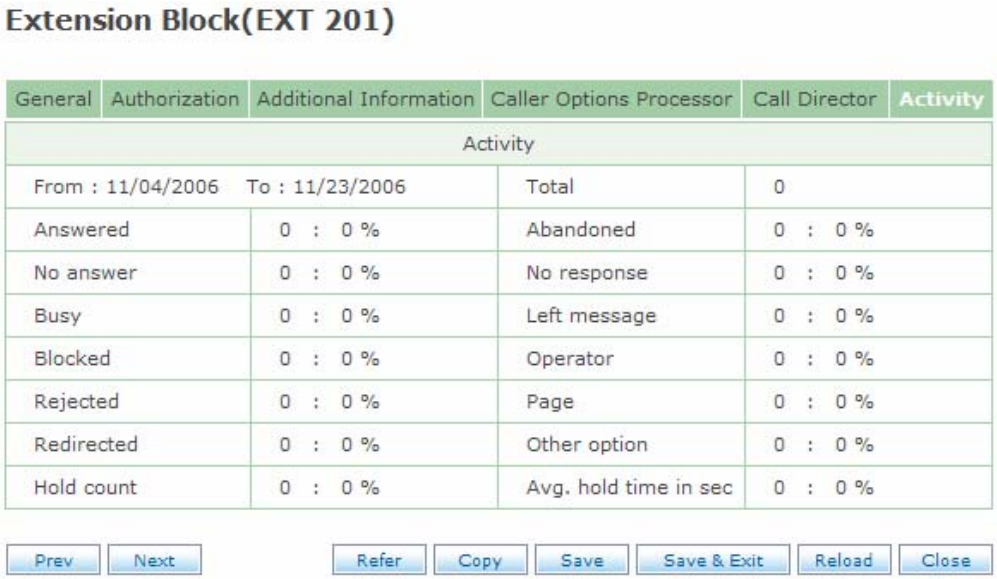
Field Name	Description
Greeting	Enables (BASIC) or disables (NONE) the caller options
Option Description	A brief description of what this option will do
To Select	The single digit option callers use to activate this option
Type	The block type this action will use
Gp	The tenant group the chosen block type belongs to
Target Name	The destination block for this option

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

ACTIVITY SCREEN:



Field Name	Description
From ~ To	Start and end dates for the activity report
Total	The number of calls processed by this extension over the activity report period
Answered	The number of calls this extension block made that were answered
No answer	The number of calls this extension block made that were not answered
Busy	The number of calls this extension block made that resulted in a busy signal
Blocked	The number of calls this extension block made that were blocked by the subscriber
Rejected	The number of calls this extension block made that were rejected by the subscriber
Redirected	The number of calls this extension block made that were redirected to another destination by the subscriber
Hold count	The number of callers to this extension block that chose to hold for the subscriber
Abandoned	The number of callers to this extension block that disconnected without taking any action
No response	The number of callers to this extension block that did not make any menu selections
Left message	The number of callers to this extension block that left a voicemail message
Operator	The number of callers to this extension block that requested an operator
Page	The number of callers to this extension block that chose to page the subscriber
Other option	The number of callers to this extension block that accessed other options

Field Name	Description
Avg. hold time in sec	The average amount of time callers spent holding for the subscriber

RELATED ITEMS:

ECLASS BLOCK

MAILBOX BLOCK

Open Block Table List

DESCRIPTION:

The OfficeServ 7100 voicemail is programmed with a series of programming object called blocks. The List block provides an easy method of distributing a voicemail message to multiple subscribers. The List block actually stores the message, but creates a pointer to it in each of the members' voicemail boxes. This saves space because the message is not copied multiple times into multiple mailboxes.

SELECTION SCREEN:

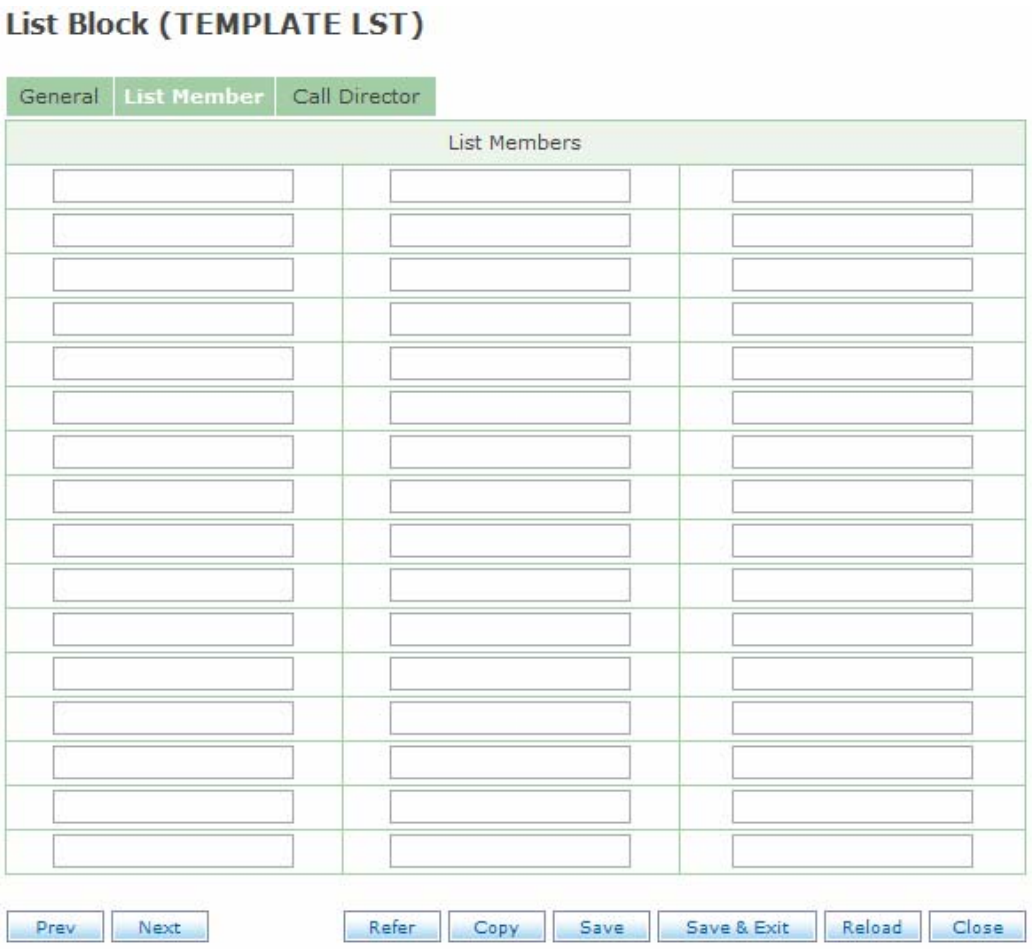
To edit a block click the Label Name.

GENERAL SCREEN:

Field Name	Description
VMS group	The tenant group this List block is a part of
Label Name	The name of this List block
Number	The mailbox number for this List block
Extension	The extension number for this List block, if any
MClass	The MClass block that governs this List block
Language	The language to use when a subscriber logs in to this List block
Send broadcast MSG allowed	Allows this List block to send broadcast messages. Broadcast messages are sent to every subscriber in the system.
Extended prompting enabled	When enabled the voicemail will speak every menu option to subscribers who log in to this List block. When disabled, it

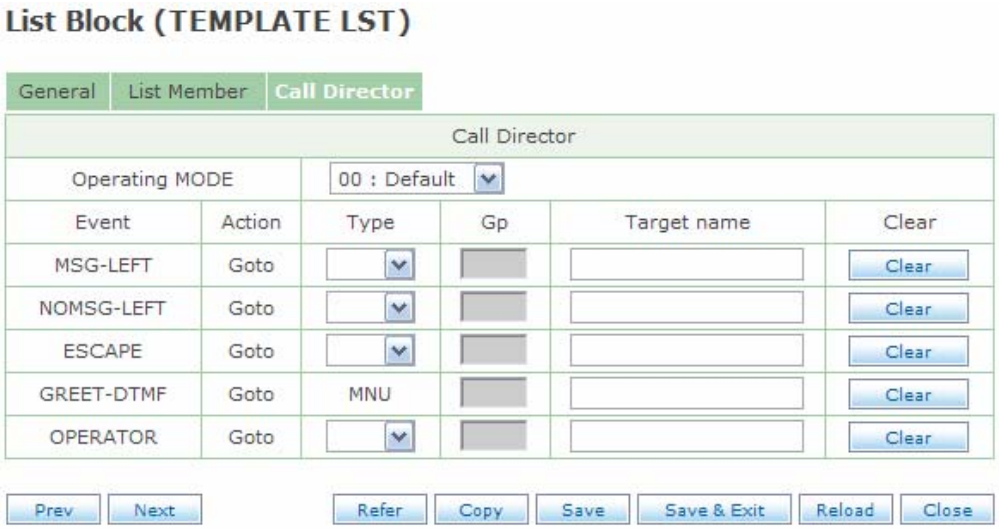
Field Name	Description
	will play only the first 3 menu options from each menu
Directory	Determines if the List block is included in directory searches. Public is for allowing external callers to see this List in the directory, User is for allowing other subscribers to see this List in the directory.
Mailbox greeting allowed	Allows a separate greeting to be recorded for this List block
Subscriber password	This field is used to default the List's login password. To do this, enter the word 'Default'
Retention days remaining	The number of days this List can go unused before being deleted
Delete all unheard copies of a message when played by the first user	Sets whether the message will be stored for all users to listen to or if it will be removed when the first subscriber listens to it
From ~ To	Start and end dates for the activity report
Msgs distributed	The number of messages distributed by this List over the report period

LIST MEMBER SCREEN:



Field Name	Description
List Members	Choose the mailboxes to distribute messages to (up to 48)

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

RELATED ITEMS:

EXTENSION BLOCK

MCLASS BLOCK

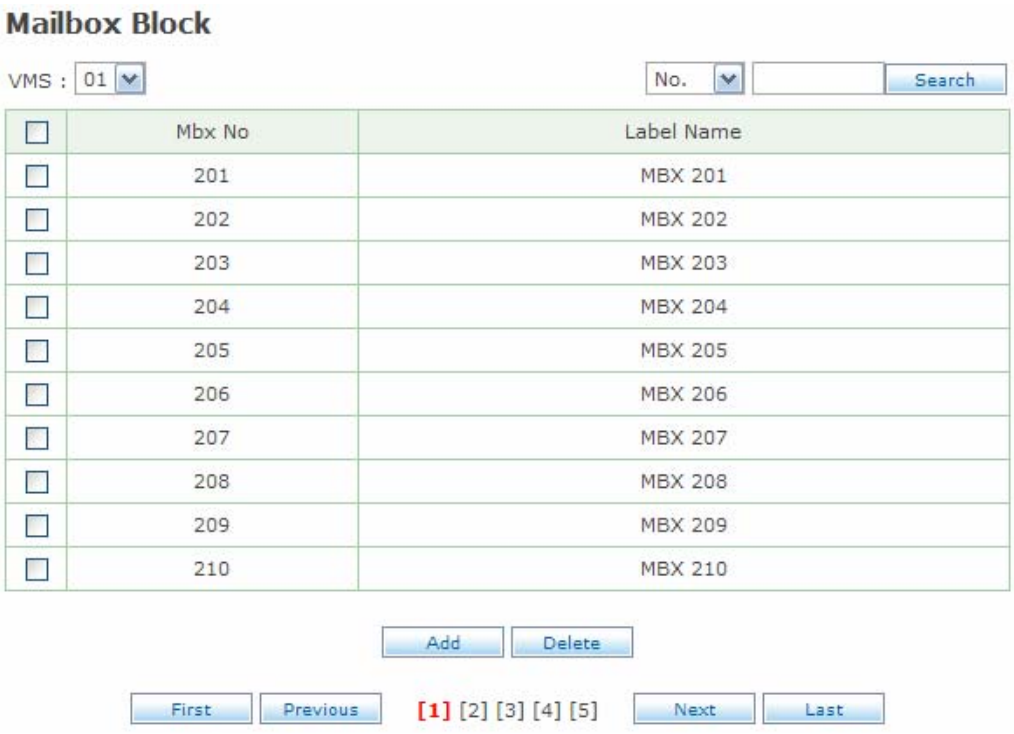
MAILBOX BLOCK

Open Block Table | Mailbox

DESCRIPTION:

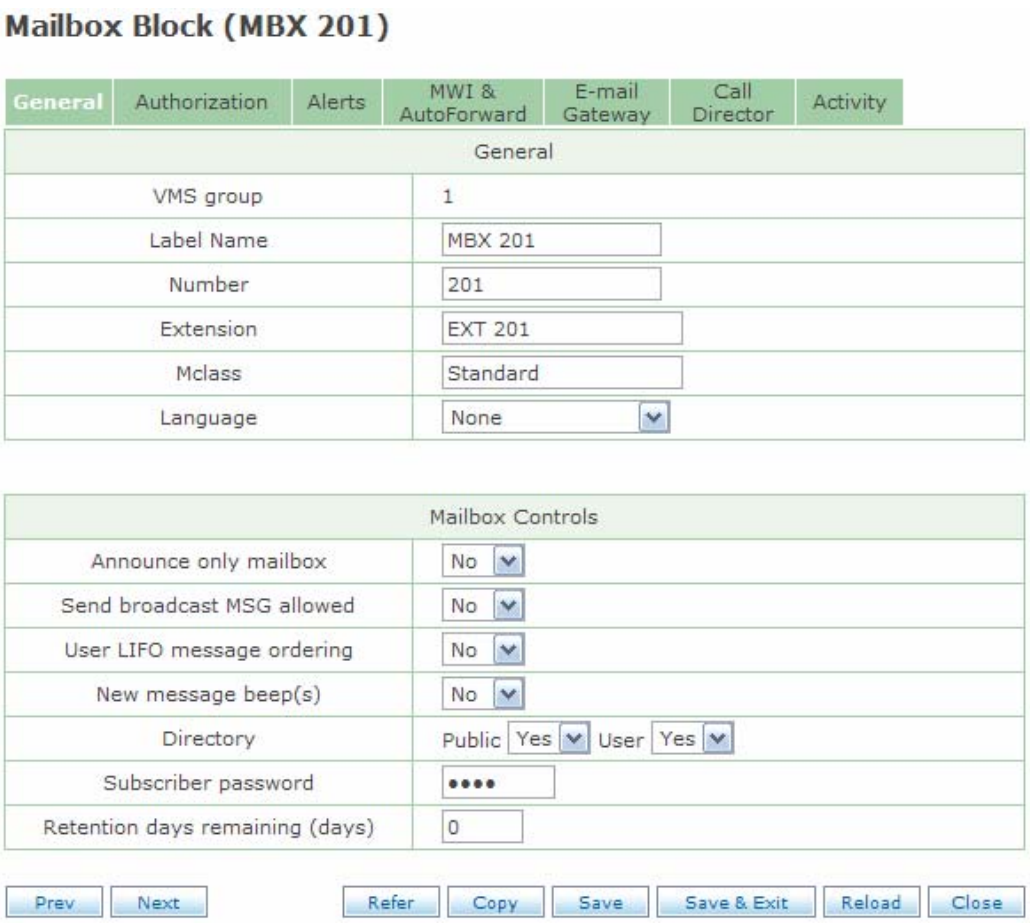
The OfficeServ 7100 voicemail is programmed with a series of programming object called blocks. The Mailbox block is the actual message storage object for the subscriber. It governs such things as message delivery, message storage, and e-mail delivery options. The Mailbox block also contains a Mailbox Greeting. This greeting is only played if callers are sent to the Mailbox block directly without first connecting to the associated Extension block.

SELECTION SCREEN:



To edit a block click the Label Name.

GENERAL SCREEN:



Field Name	Description
VMS Group	The tenant group this mailbox is a part of
Label Name	The name of this mailbox
Number	The mailbox number for this block
Extension	The extension number for this mailbox, if any
MClass	The MClass block that governs this mailbox
Language	The language to use when a subscriber logs in to this mailbox
Announce only mailbox	Sets whether or not this mailbox can accept voicemail messages
Send broadcast MSG allowed	Allows this mailbox to send broadcast messages. Broadcast messages are sent to every subscriber in the system.
Use LIFO message ordering	Determines if messages are played back in chronological (First In, First Out or FIFO) or reverse chronological (Last In, First Out or LIFO) order
New message beep(s)	When enabled, the voicemail will beep before requesting the subscriber password to allow the user to quickly know from a remote location if they have new messages or not. One beep signifies one message, two beeps signifies 2 or more messages.

Field Name	Description
Directory	Determines if the mailbox is included in directory searches. Public is for allowing external callers to see this mailbox in the directory, User is for allowing other subscribers to see this mailbox in the directory.
Subscriber password	This field is used to default the mailbox password. To do this, enter the word 'Default' The mailbox password is overridden by the associated Extension block's password.
Retention days remaining (days)	The number of days this mailbox can go unused before being deleted

AUTHORIZATION SCREEN:

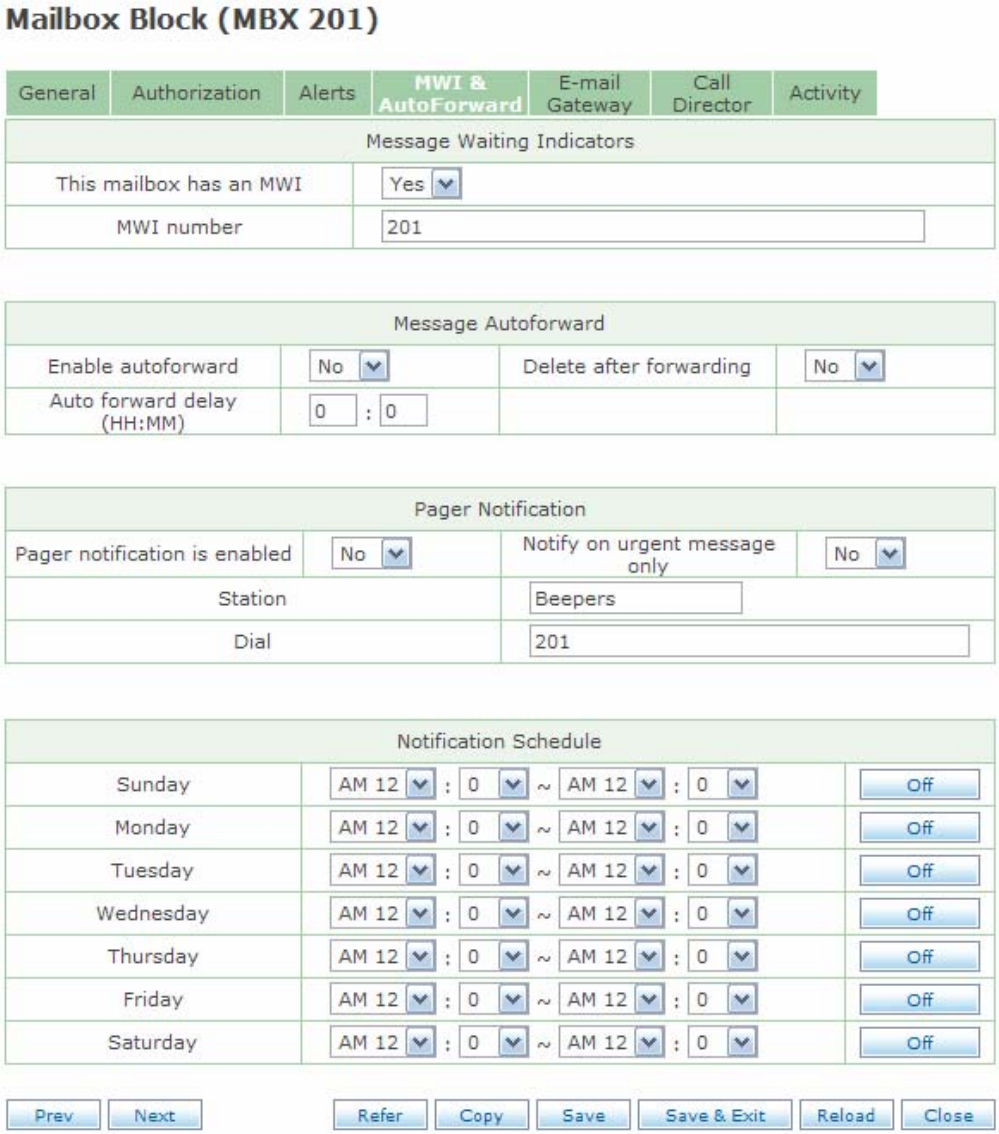
Field Name	Description
Forced messages allowed	Allows this subscriber to send Reply Required or Delivery Imperative messages.
Workload manager	Allows the user to group commitments, follow-ups, or tasks
Commitment/Follow up allowed	(requires Workload manager to be enabled) Allows a subscriber to mark quick memo messages as commitments, follow-ups, or tasks
Message grouping allowed	Allows the subscriber to group messages for quick playback. Messages may be grouped as reminders, Urgent messages, Callback messages, Private messages, or by Sender.
Mailbox greeting allowed	Allows this mailbox to store a separate greeting. The Extension block greetings will override the mailbox greeting
Message alert control allowed	Allows the subscriber to control their message alert settings
Extended prompting enabled	When enabled the voicemail will speak every menu option available to the subscriber. When disabled, it will play only the first 3 menu options from each menu

Field Name	Description
Auto play of new message enabled	Automatically playback new messages when the subscriber logs in
Auto play of message info enabled	Automatically play Caller ID and time and date information with each message

ALERTS SCREEN:

Field Name	Description
Message alert is currently on	Enable or disable message alerting for this mailbox. Message alert is used to notify the user of new messages at a location other than their extension, such as a cell phone or home phone
Alert on urgent messages only	Only allow the voicemail to message alert on messages marked urgent
Alert phone number	The phone number to dial to reach the subscriber
Delivery Schedule	This area is used to set up a message alert availability schedule. This schedule will determine when the voicemail is allowed to try and alert the subscriber to new messages

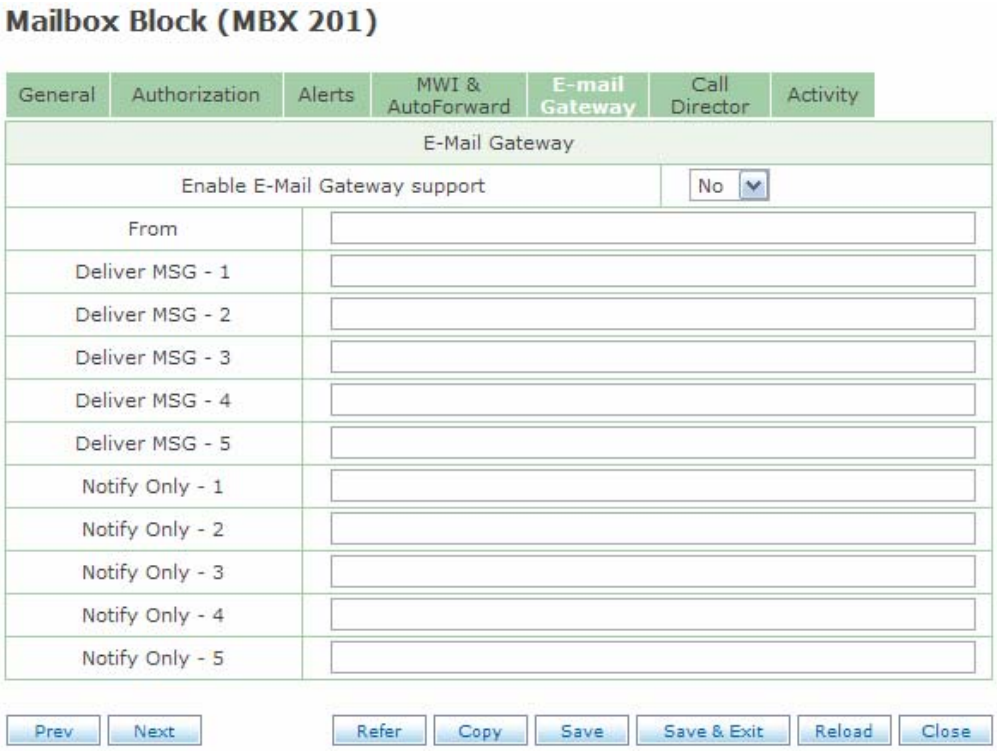
MWI & AUTOFORWARD SCREEN:



Field Name	Description
Enable autoforward	Allow messages left in this mailbox to automatically forward to another subscriber
Delete after forwarding	Delete messages after they are forwarded
Auto forward delay (HH:MM)	The amount of time to wait before forwarding a message
Pager notification is enabled	Enable or disable pager notification for this mailbox. Pager notification is used to alert the user of new messages via their pager
Notify on urgent message only	Only allow the voicemail to alert by pager on messages marked urgent
Station	The Station block to use to dial this pager
Dial	The subscriber's pager number

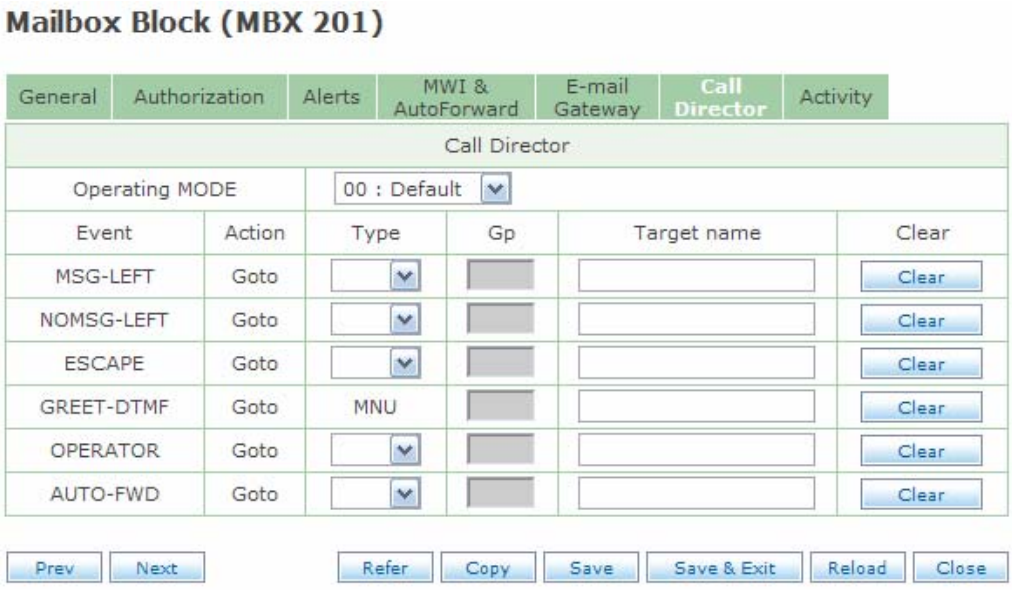
Field Name	Description
Notification Schedule	This area is used to set up a pager alert availability schedule. This schedule will determine when the voicemail is allowed to try and alert the subscriber to new messages

E-MAIL GATEWAY SCREEN:



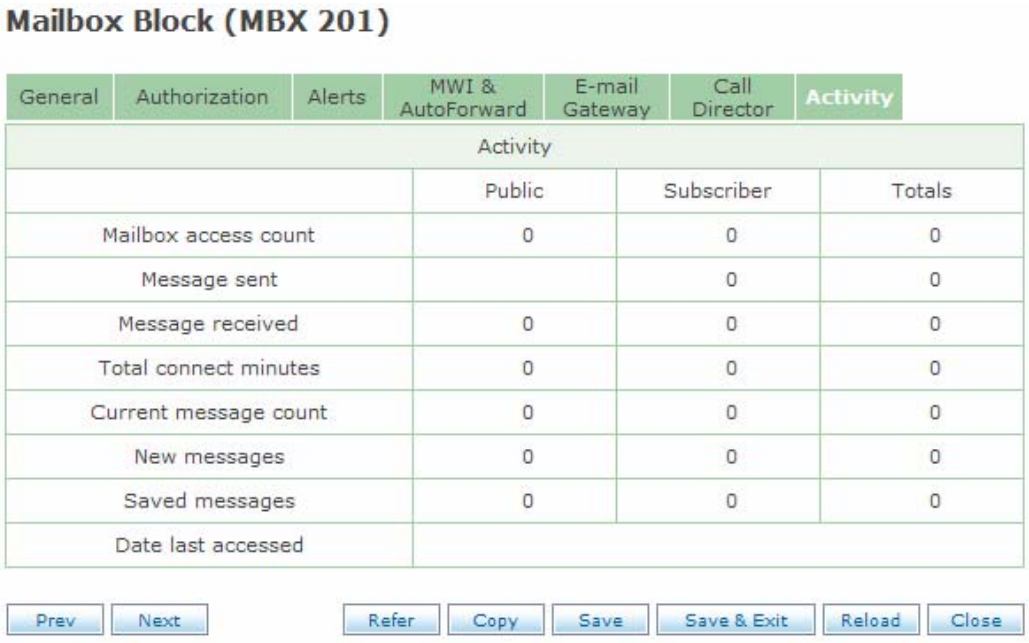
Field Name	Description
Enable E-Mail Gateway support	Allows the subscriber's messages, or notification of them, to be delivered to the subscriber's e-mail inbox
From	When this subscriber sends voicemail messages to another subscriber and both subscribers have E-Mail gateway functionality enabled, this field will be used in the Reply To field of the e-mail the other subscriber receives for quick identification purposes
Deliver MSG	Enter up to 5 email addresses to send notification to. These emails will include the new message as a .WAV file attachment. Note: The E-Mail gateway can only convert messages shorter than 1 minute. Messages longer than 1 minute will send notification emails only.
Notify Only	Enter up to 5 email addresses to deliver notification only to. Notification emails will not include the voicemail as an attachment

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

ACTIVITY SCREEN:



Field Name	Description
Mailbox access count	The number of times this mailbox was accessed
Messages sent	The total number of messages this subscriber sent
Messages received	The total number of messages this subscriber received
Total connect minutes	The total amount of time callers were connected to this mailbox
Current message count	The total number of messages in this mailbox
New messages	The number of new messages in this mailbox
Saved messages	The number of saved messages in this mailbox
Date last accessed	The date this subscriber last logged in to the mailbox

RELATED ITEMS:

EXTENSION BLOCK

MCLASS BLOCK

Open Block Table | Mclass

DESCRIPTION:

The OfficeServ 7100 voicemail is programmed with a series of programming object called blocks. The MClass block is used to govern properties and behaviors for groups of Mailbox blocks. MClass settings can be overridden by individual Mailbox blocks.

SELECTION SCREEN:

To edit a block click the Label Name.

GENERAL SCREEN:

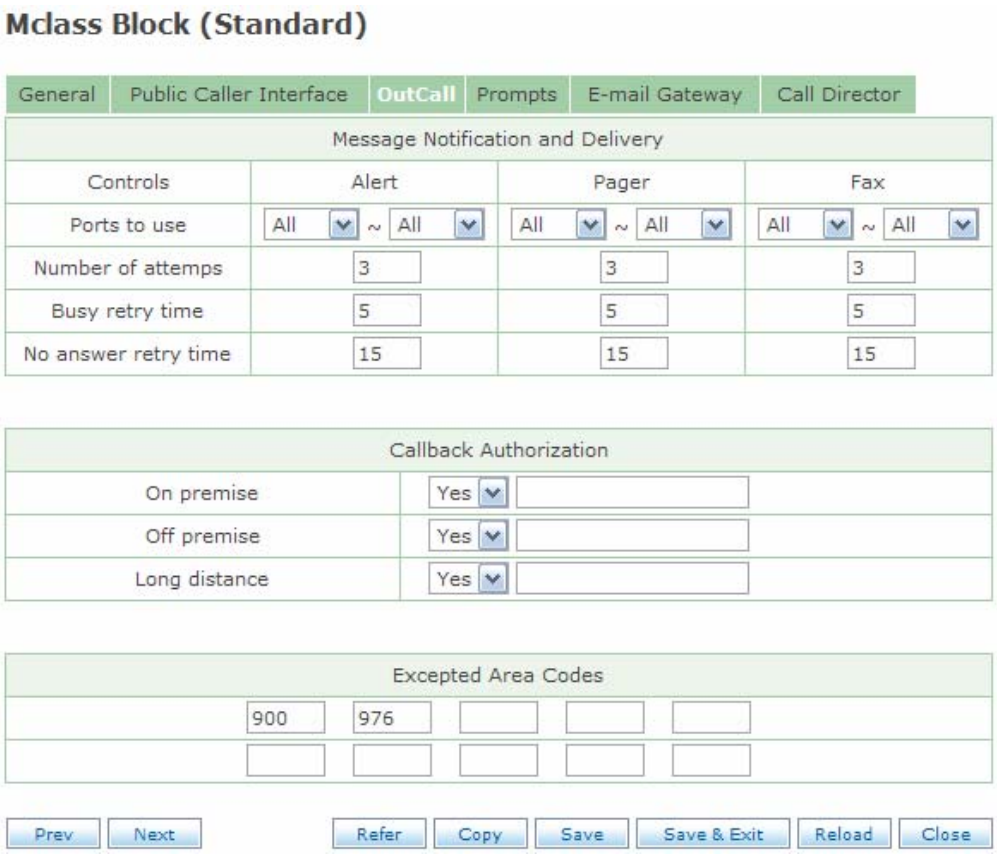
Field Name	Description
VMS Group	The tenant group this MClass is a part of
Label Name	The name of this MClass
Max greeting length	The maximum length of mailbox greetings
Mailbox retention	The number of day a mailbox using this MClass can go unused before being deleted
Maximum number messages	The maximum number of messages a mailbox governed by this MClass can hold. When this limit is reach saved messages will be deleted first, then new messages.
Maximum messages length (sec)	The maximum recording length for messages left in mailboxes governed by this MClass
Message retention (day)	The number of days a message can go without being listened to before being deleted

PUBLIC CALLER INTERFACE SCREEN:

Field Name	Description
Wait for caller entry	The maximum number of seconds ot wait for a caller to make a menu selection
Retries if invalid entry	The number of times to repeat the menu if an invalid entry is selected
Repeat prompts no entry	The number of times to repeat the menu if no menu option is selected
Record silence timeout	The amount of silence in seconds to record before ending the recording
Digit to initiate fax receipt	Digit to press to leave a fax message in the mailbox
Digit for operator assistance	Digit to press to be routed to an operator
Digit to skip greeting	Digit to press to skip the greeting and go directly to recording the message

Field Name	Description
Digit to escape	Digit to press to escape to the previous menu
Digit log on as a user	Digit to press to log in to the mailbox as the subscriber

OUTCALL SCREEN:



Field Name	Description
Controls	The type of message alerting this column is used to control
Ports to use	The range of voicemail ports to use when making alert calls
Number of attempts	The number of times to retry the alert call if the message is not listened to
Busy retry time	The amount of time to wait between attempts if a busy signal is received
No answer retry time	The amount of time to wait between attempts if the alert goes unanswered
On premise	Set whether or not this MClass' mailboxes are allowed to alert to on premise destinations and the station block to use for such calls
Off premise	Set whether or not this MClass' mailboxes are allowed to alert to off premise destinations and the station block to use for such calls
Long distance	Set whether or not this MClass' mailboxes are allowed to alert to long distance destinations and the station block to use for such

Field Name	Description
	calls
Excepted Area Codes	A list of area codes that the voicemail cannot dial when alerting to a mailbox governed by this MClass

PROMPTS SCREEN:

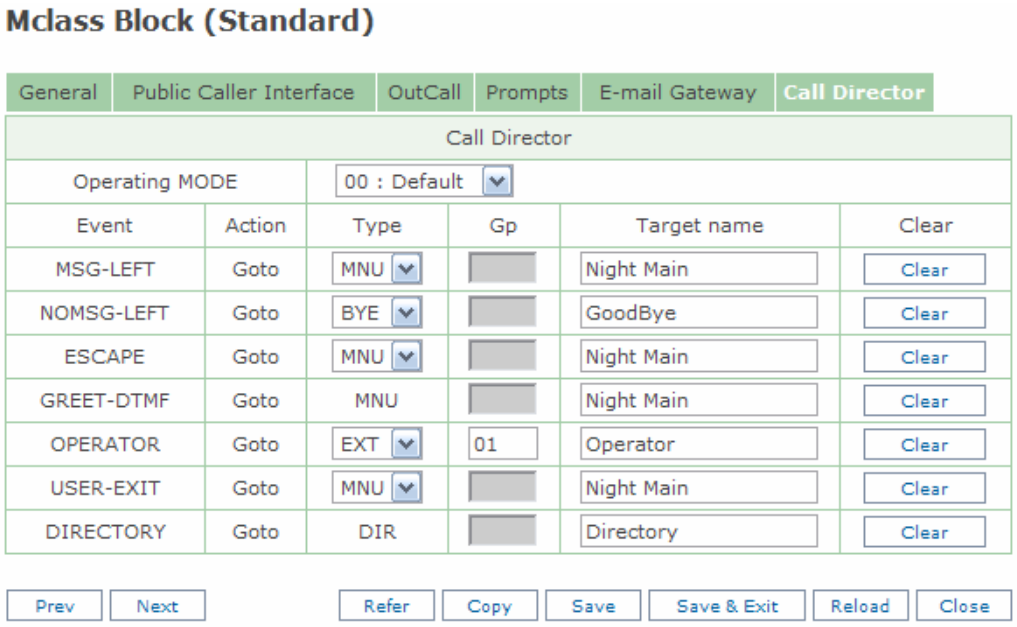
Field Name	Description
Prompt prior to record	The prompt to play prior to the recording "beep"
Prompt indicating error	Prompt to play to the caller if the mailbox is full and cannot take the message
Prompt indicating discard	Prompt to confirm that the message has been discarded
Prompt indicating success	Prompt indicating that the message has been successfully sent
Prompt for normal delivery	Prompt to notify the subscriber which button to press to send the message with normal delivery
Prompt for urgent delivery	Prompt to notify the subscriber which button to press to mark the message as urgent
Prompt for call back	Prompt to notify the subscriber which button to press to request

Field Name	Description
	a callback for this message
Prompt for phone number	Prompt asking for the callback phone number
Prompts for invalid entry	Prompt to play if an invalid menu option is selected
Prompts for user available	Prompt to play to the caller if the subscriber attempts to retrieve the caller
Prompts prior to transfer	Prompt to play to let the caller know they are being transferred
Prompts prior to record	Prompt to play before initiating a call record session
Beep before recording	Determine if a beep should be played when initiating a call record session

E-MAIL GATEWAY SCREEN:

Field Name	Description
Host ID	The IP address or DNS name of the SMTP server to use for sending e-mail notifications
Port	Port to send SMTP data streams to
SMTP User ID	Login ID to use for logging in to the SMTP server
Password	Password to match the above login ID
Domain	The domain name of this SMTP server
Attempts	The number of times to try and deliver the email if an error is encountered
Retry Interval	The amount of time to wait between attempts
Adjust message retention	Allows the E-Mail gateway to override the message retention field on the General screen. This option is allowed so that users who receive messages exclusively by e-mail can be saved the trouble of having to manually delete voicemail messages
Message retention to use	The new message retention time for the above override

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

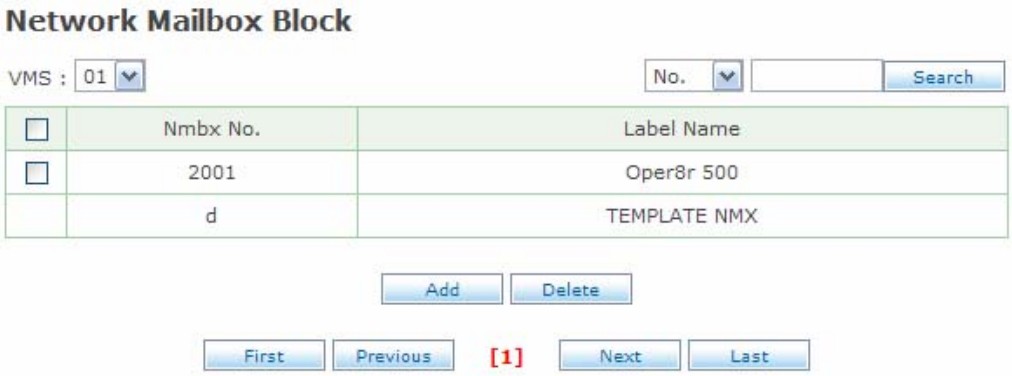
RELATED ITEMS: MAILBOX BLOCK

Open Block Table | Network Mailbox

DESCRIPTION:

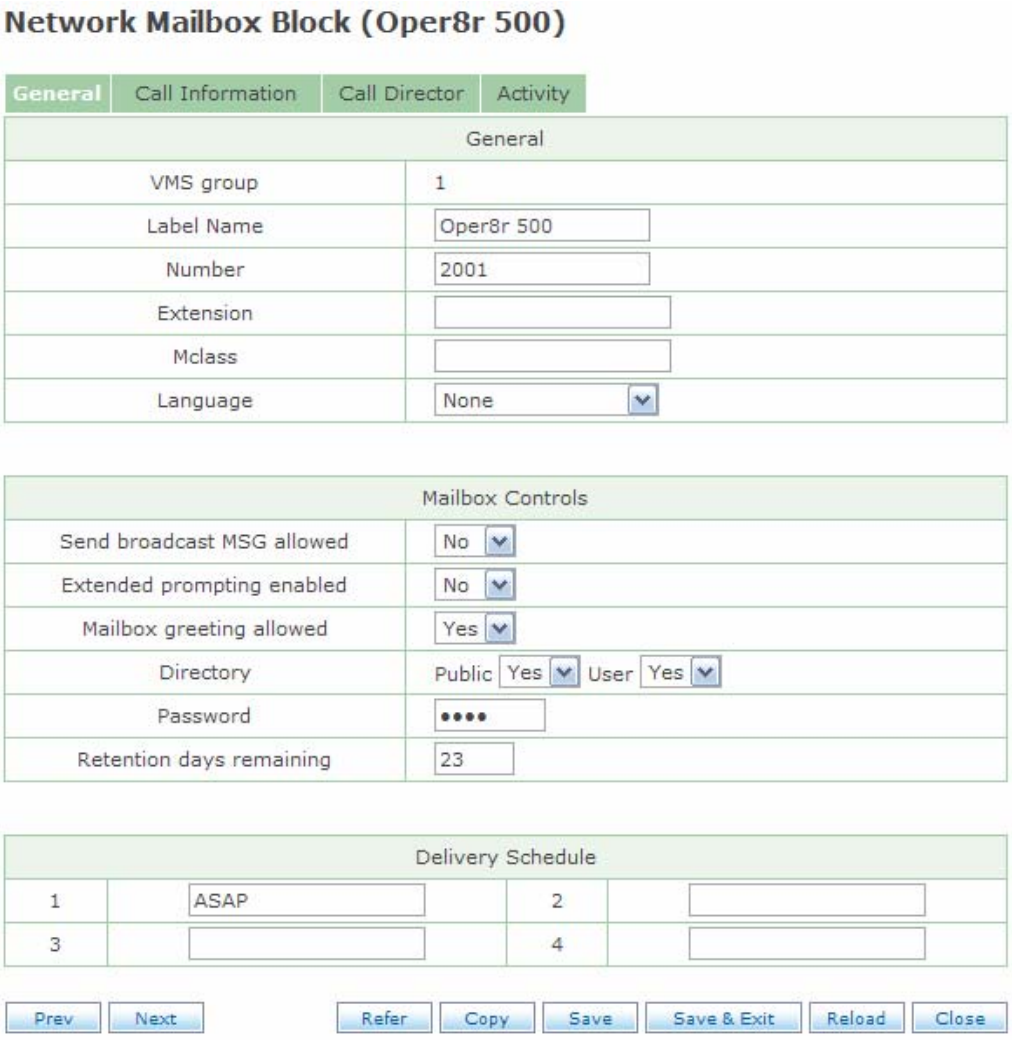
The OfficeServ 7100 voicemail is programmed with a series of programming object called blocks. The Network Mailbox block is used to enable Audio Messaging Interchange Specification (AMIS) networking with another voicemail system. AMIS networking allows messages to be transmitted back and forth between two separate voicemail systems, allowing other subscribers in both systems virtually transparent access to the networked subscriber.

SELECTION SCREEN:



To edit a block click the Label Name.

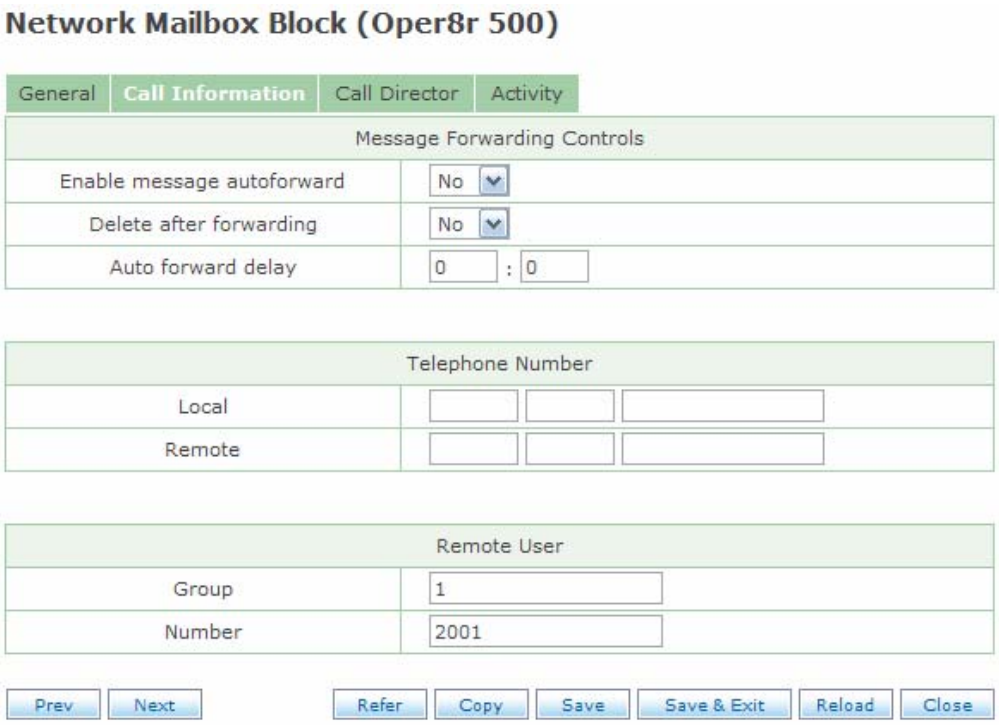
GENERAL SCREEN:



Field Name	Description
VMS Group	The tenant group this mailbox is a part of
Label Name	The name of this mailbox
Number	The mailbox number for this block
Extension	The extension number for this mailbox, if any
MClass	The MClass block that governs this mailbox
Language	The language to use when a subscriber logs in to this mailbox
Send broadcast MSG allowed	Allows this mailbox to send broadcast messages. Broadcast messages are sent to every subscriber in the system.
Extended prompting enabled	When enabled the voicemail will speak every menu option available to the subscriber. When disabled, it will play only the first 3 menu options from each menu
Mailbox greeting allowed	Allows this mailbox to store a separate greeting. The Extension block greetings will override the mailbox

Field Name	Description
	greeting
Directory	Determines if the mailbox is included in directory searches. Public is for allowing external callers to see this mailbox in the directory, User is for allowing other subscribers to see this mailbox in the directory.
Password	This field is used to default the mailbox password. To do this, enter the word 'Default' The mailbox password is overridden by the associated Extension block's password.
Retention days remaining	The number of days this mailbox can go unused before being deleted
Delivery Schedule	Enter up to 4 times per day that messages should be transmitted. To deliver all messages immediately enter ASAP

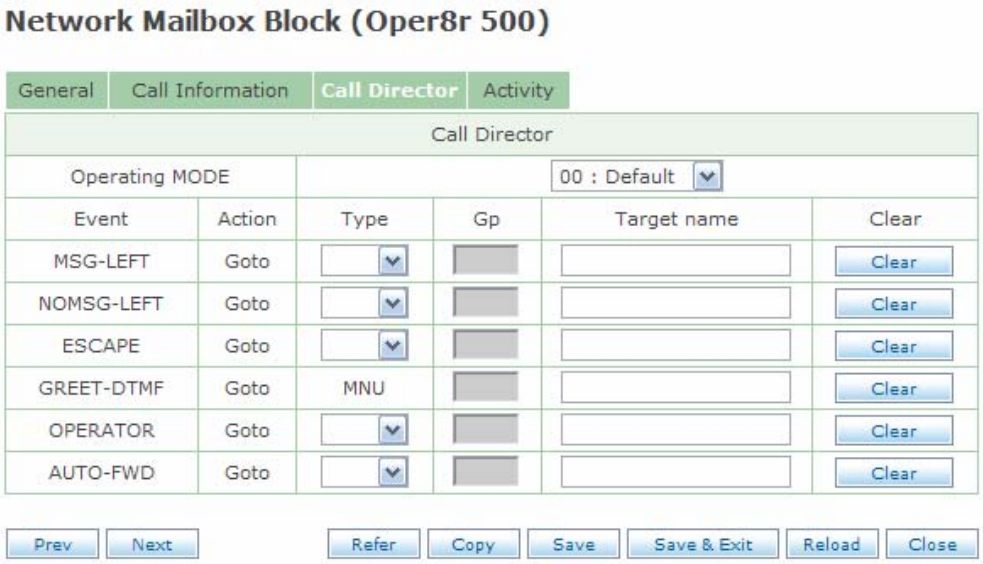
CALL INFORMATION SCREEN:



Field Name	Description
Enable message autoforward	Allow messages left in this mailbox to automatically forward to another subscriber
Delete after forwarding	Delete messages after they are forwarded
Auto forward delay	The amount of time to wait before forwarding a message
Local	The phone number of the OfficeServ 7100 voicemail
Remote	The phone number of the remote voicemail system
Group	The tenant group number of the subscriber in the remote

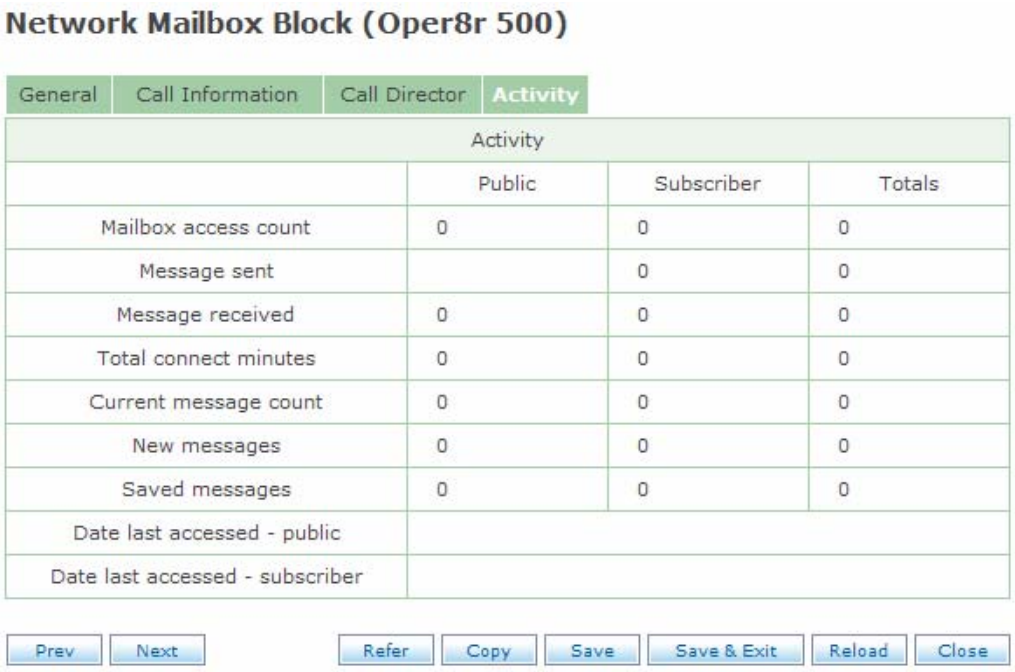
Field Name	Description
	voicemail system. If the remote system does not support tenant groups, this field should be set to '0'
Number	The subscriber's mailbox number in the remote voicemail system

CALL DIRECTOR SCREEN:



Field Name	Description
Operating MODE	Choose the operating mode to assign event actions for
Event	The event pointer being detailed
Action	The action to take for this event pointer
Type	The type of programming block to use for this action
Gp	The tenant group to use for the chosen block type
Target Name	The programming block to use for the chosen block type

ACTIVITY SCREEN:



Field Name	Description
Mailbox access count	The number if times callers accessed this mailbox
Message sent	The number of messages transmitted to the remote voicemail system
Message received	The number of messages received from the remote voicemail system
Total connect minutes	The total amount of time spent connected to the remote voicemail system
Current message count	The total number of messages currently in the mailbox
New messages	The number of new messages currently in the mailbox
Saved messages	The number of saved messages currently in the mailbox
Date last accessed – public	The date a caller last accessed this mailbox
Date last accessed – subscriber	The date the subscriber last logged in to this mailbox

RELATED ITEMS:

EXTENSION BLOCK

MAILBOX BLOCK

MCLASS BLOCK

PART 8. VOICEMAIL AND AUTOMATED ATTENDANT APPLICATION DESIGN

8.1 OVERVIEW

Creating an automated attendant or voicemail application in the OfficeServ 7100 is a matter of determining the correct block types to use and linking them together into the necessary order. Callers then route between blocks as necessary to meet the needs of the application.

For example, a customer may need calls answered with a company greeting and be given a single digit option that transfers to a corporate headquarters 800 number. Looking at this application in steps it is known that a Dial block will be needed to transfer to the 800 number. A menu will be needed to speak a main greeting and provide single digit options. To program the application the technician would locate a Menu block to answer the call, set the prompt for that Menu to the correct company greeting, then program a single digit option to go to a Dial block. That Dial block would then be programmed to do a blind transfer to the 800 number.

Applications generally require a good knowledge of block types and capabilities, as well as a knowledge of the general flow of calls through the system. There are many common applications built in to the system from a default configuration. These are discussed in Section 8.1.7. Some sample applications can be found in Section 8.1.8.

In most cases the default applications are sufficient to run a small office. For those situations where more is required the following section will provide some vital information to be used when creating applications.

8.1.1 Template Blocks

Any time a new block is created (with the exception of a Mode block), a template block is referenced. Think of the template block as a master form. It allows the technician to specify certain fields that will be the same across all blocks. One example of this is in the Extension block. When a new Extension block is created, the Dial Number will almost always be the same as the Extension block Number. So the Template Extension block has been set up to automatically copy the Number to the Dial Number field. Another example would be defaulting every Menu block to have a single digit option to transfer to an 800 number.

The Extension, Mailbox, List, and Network Mailbox Template blocks also allow the use of a special variable, a lower case "d". When creating a new block of these types the technician is prompted to enter a corresponding number to reference the block with.

Any field in the Template block that contains a lower case "d" will have that number automatically filled in.

Any time an application is going to require the creation of many blocks that will share certain settings, Template blocks can greatly reduce the time spent programming the application.

8.1.2 Call Codes

When a call is sent to the voicemail and automated attendant system it is tagged with a call code. These call codes are industry standard and are used to identify the type of call being delivered. The Mode block type is used to route calls based upon the call code received. Call codes are listed below.

Call Code	Full Name	Description
TS	Transfer Station	This is a station caller who was transferred in
TT	Transfer Trunk	This is a trunk caller who was transferred in
RC	Record Call	This conversation should be recorded
NS	No-answer Station	This is a station caller who was forwarded on a no-answer
NT	No-answer Trunk	This is a trunk caller who was forwarded on a no-answer
DS	Direct Station	This is a station caller who rang directly in
DT	Direct Trunk	This is a trunk caller who rang directly in
BS	Busy Station	This is a station caller who was forwarded on a busy
BT	Busy Trunk	This is a trunk caller who was forwarded on a busy
AS	Anything Station	This is a station caller who was sent by other means
AT	Anything Trunk	This is a trunk caller who was sent by other means

Knowledge of call codes can be very useful when doing advanced call routing applications. For example a customer may want all internal callers who are forwarded on a busy condition to the voicemail be greeted with a generic busy message and given the option to dial out to remote office personnel.

8.1.3 Call Directors

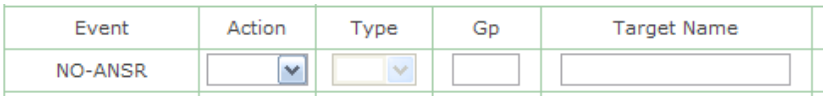
Several block types (Dial, Directory, EClass, Extension, List, Mailbox, MClass, Menu, Network Mailbox, Query, and Speak) contain a series of controls collectively called a Call Director. The Call Director consists of a series of Event Pointers and is used to route callers based upon certain conditions. For example in an Extension block a caller can be redirected to a different mailbox when selecting the single digit option to leave a message.

The Call Director is really the heart of each block's routing capabilities. It is the control mechanism that defines how and where callers are processed through the system. In short, a Call Director is the method by which blocks are tied together to create an application.

The Call Director is based upon operating mode, which means that Event Pointers can be set to perform different actions based upon time of day. For example, callers might only be able to leave a message at night. If no action is set for a particular operating mode, the settings for the Default operating mode will be used. This greatly eases the programming time for situations where the same action should take place in all modes.

8.1.4 Event Pointers

Different programming blocks are tied together through a mechanism called the Call Director. The core of the Call Director is the Event Pointer. Event Pointers are essentially the conditions that callers are routed by. They tell the system what to do with the caller or the subscriber when a certain condition occurs. Each Call Director uses a different set of Event Processors, but the settings for each are the same. Below is an example of an Event Pointer.



Notice that there are 5 columns to set up the Event Pointer. The first columns is the name of the Event Pointer, which cannot be changed. The second column is the Action column. This setting defines the type of action that will be used. The available Action types are defined below.

Action	Description
GOTO	This means the Event Pointer will send the caller to another block
TRAN	Translate the Event Pointer to another Event Pointer. This is used to have 2 Event Pointers perform the same action without the need to program two separate pointers.
PASS	Password protect the Event. For example, a Menu might offer an unspoken single digit option to log directly into a salesperson's mailbox. The password protection will prompt anyone who presses that digit to enter a password. If the correct password is not given, the user will be blocked from accessing the mailbox.
FILE(PTR)	This is an advanced option generally reserved for very long lists of menu options. It tells the system to open a file and read the Event Pointer definitions from the file instead of the Call Director.
SRCH	This option is only used in Menu blocks. It is primarily used to allow wildcard entries in a menu. It will search through Extension or Mailbox blocks to find a block whose number matches the Event Pointer number.

The Type column is used to select a block type. It references block types by a 3 character abbreviation as shown below.

Abbreviation	Block Type
BYE	Bye Block

Abbreviation	Block Type
DAL	Dial Block
DIR	Directory Block
ECL	EClass Block
EXT	Extension Block
LST	List Block
MBX	Mailbox Block
MCL	MClass Block
MNU	Menu Block
NMX	Network Mailbox Block
QRY	Query Block
SPK	Speak Block

The Gp column is used to select the tenant group to list blocks for. This will generally be "1", the default tenant group, except in situations where tenant groups have been set up. The last setting for the Event Pointer is the Target Name. This is where the actual block to send the caller to is selected. Clicking the Target Name box will bring up a list of blocks of the selected type and tenant group. Locate the block to use and click it. This will finalize the Event Pointer programming.

Each block that contains a Call Director has a different set of Event Pointers available. Below is a list of all Event Pointers and when they happen.

Event Pointer	Description
ANSWER	This event occurs if the system dials a subscriber and the call is answered.
AUTO-FWD	This event is generated when the Mailbox attempts to forward a message.
BLOCKED	This event is generated when the system dials a subscriber and the subscriber chooses to block the call.
BUSY	This event occurs if the system dials a subscriber and gets a busy signal.
DIRECTORY	This event is generated when a subscriber requests Directory access.
DISK-FULL	This event is generated when a caller attempts to leave a message but there is no disk space available to record the message.
ERROR	This event occurs when there is an error trying to process a caller.
ESCAPE	This event occurs when a caller presses the programmed escape digit.
FAXCALL	This event occurs when a Menu block receives a fax tone from a caller.
FBUSY	This event occurs if the system dials a subscriber and gets a fast busy.
GREET-DTMF	This event is generated if the caller presses a digit during the playback of a greeting.
INVALID	This event is generated if the caller presses and invalid DTMF digit.
MESSAGE	This event is generated if the caller elects to leave a message.
MSG-LEFT	This event occurs when the caller has completed a message recording.
NEXT	This event occurs when the block has finished processing the call and is ready to pass it on to the next block.
NO-ANSR	This event occurs if the system dials a subscriber and the call is not answered.
NO-ENTRY	This event occurs if the caller makes no selection.
NOMSG-LEFT	This event occurs when the caller reaches a Mailbox but does not leave a message.

Event Pointer	Description
OPERATOR	This event is generated when the caller presses the operator assistance digit.
OPTION / OPTIONS	This event occurs when a caller presses the digit to hear more options from a subscriber's Extension.
QUE-FULL	This event is generated when a caller chooses to hold for an Extension, but that Extension's queue is already full.
REMOTE-FWD	This event occurs when an automated attendant caller tries to reach an Extension that has set forwarding to another Extension.
USER-EXIT	This event is generated when a subscriber presses the escape digit to exit their voicemail box.

8.1.5 System Registers

One of the most powerful features of the voicemail and automated attendant system in the OfficeServ 7100 is the System Registers. System Registers are basically global variables that store DTMF or voice data. The Caller ID register, for example, stores the caller ID information for the caller.

Registers can be used to store information about the call, the caller, and entries made by the caller. Register values are stored until either new values are written or the call session ends. Registers are primarily read and written in Menu blocks, though some other blocks can modify certain register values. Registers can also be played back to a caller or a subscriber through the use of special dialing characters.

One example usage of registers is in specialized paging applications. By default when the system pages a subscriber for message notification it sends the subscriber's extension number only. The technician could modify the dialing string to include the parameters listed below.

Below is the list of registers and their usage.

Register	Description
ENTRY	This register is not writeable, but instead is used to buffer the DTMF digits entered by the caller in the current menu.
KEY	The Key register is used to buffer all DTMF entries made by the caller across all blocks. If a specific application requires it, this value can be set to instead only buffer one block at a time.
CID	This register stores the Caller ID information received by the system for the caller.
FID/FWDID	This register stores the phone number of the device that transferred the call to the voicemail or automated attendant. If a DID number rings directly to the automated attendant, the register will contain the DID digits.
TID	This register stores the trunk number the caller is connected on. In the case of internal calls, this register is blank.
PORT	The Port register is read only and stores the extension number of the voicemail or automated attendant port the caller is connected to.
TIME	This register is read only and stores the current system time.

Register	Description
ORBIT	This register is no longer used by the system and can be used as a free variable for applications.
DATE	This register is read only and stores the current system date.
ACCNT	The Account register stores the Long Distance Account code entered in the Account Code field of the Extension block most recently accessed. This register is blank if the caller has not been connected to an Extension block, or if the Extension block's Account Code field is blank.
LANG	This register is used to define the system language currently in use. This register may only store a single digit value, and that value must be defined on the Language screen of the System Parameters menu.
REG1	This register is blank by default and can be used freely for storing data for applications.
REG2	This register is blank by default and can be used freely for storing data for applications.
REG3	This register is blank by default and can be used freely for storing data for applications.
REG4	This register is blank by default and can be used freely for storing data for applications.
NAME	This register is only used with Speak blocks and will speak the name most recently recorded by the Call Screening feature.
EXT	This register is only used with Speak blocks and will speak the Extension number last accessed.
MBX	This register is only used with Speak blocks and will speak the Mailbox number last accessed.
X	This register is read only and is used when dialing out of a Mailbox block for message notification. It stores the Extension number that is associated with this Mailbox. If there is no associated Mailbox block this value is blank.
B	This register is read only and is used when dialing out of a Mailbox block for message notification. It stores the callback phone number entered by the caller for the most recent message. If no callback number was entered this value is blank.
N	This register is read only and is used when dialing out of a Mailbox block for message notification. It stores the number of new messages in the Mailbox block.
S	This register is read only and is used when dialing out of a Mailbox block for message notification. It stores the number of saved messages in the Mailbox block.

8.1.6 Special Dialing Characters

Certain block types will allow the technician to enter a dialing string. The following chart explains the special characters available for entry into these dial strings.

Character(s)	Function
&	The ampersand tells the system to perform a flash-hook
,	The comma inserts a one second pause
\	The backslash inserts a four second pause
T	Capital T tells the system to use DTMF dialing
W	Capital W tells the system to wait for an answer
;	The semicolon tells the system to wait for dial tone

Character(s)	Function
~di	This string tells the system to use in-band dialing (primarily for pager usage)
H	Capital H tells the system to operate the hook switch. If on-hook, it will go off-hook. If off-hook it will go on-hook.

In addition to these standard dialing strings the system can also dial out of any System Register. The following chart shows what string to use to dial which Register value.

Characters	Function
$K	This will dial the value stored in the Key register
$X	This will dial the value stored in the Extension Number register
$C	This will dial the value stored in the Caller ID register
$F	This will dial the value stored in the Forward ID register
$T	This will dial the value stored in the Trunk ID register
$B	This will dial the value stored in the Callback register
$E	This will dial the value stored in the VM/AA Port Number register
$N	This will dial the value stored in the Number of New Messages register
$S	This will dial the value stored in the Number of Saved Messages register
$A	This will dial the value stored in the Long Distance Account Code register
$1	This will dial the value stored in register 1
$2	This will dial the value stored in register 2
$3	This will dial the value stored in register 3
$4	This will dial the value stored in register 4

8.1.7 Default Applications

8.1.7.1 Voicemail Messaging

All Extension blocks use a default EClass block, which has been preconfigured to allow callers to leave a message in the Extension's associated Mailbox by making no entry or by pressing 1.

8.1.7.2 Automated Attendant Greeting

The Schedule Table defaults to follow the ring plan schedule in MMC 507. Default Mode blocks have been created that will route calls to the appropriate Menu block according to the operating mode currently in use. Day, Night, Holiday, and Weather menus have been created that will greet the caller with a generic greeting prompt and allows multiple commonly used options.

8.1.7.3 Operator Access

All Menu, Extension, and Mailbox blocks are preconfigured such that a caller who presses zero is transferred to the system operator group.

8.1.7.4 Subscriber Direct Dialing

All Menu, Extension, and Mailbox blocks are preconfigured to allow a caller to dial another Extension at any time to be transferred to that Extension.

8.1.7.5 Subscriber Direct Messaging

The default Automated Attendant Menus have been preconfigured to allow a caller to press 6 plus a subscriber number to go directly to the subscriber's voicemail instead of ringing their phone. For example if a caller dials 6201 they will be immediately connected to Mailbox block 201. Note that these types of transfers will cause the caller to hear the Mailbox block greeting rather than the normal Primary No Answer Greeting played by the Extension block. If no Mailbox Greeting has been recorded a generic prompt will be played announcing the Mailbox number.

8.1.7.6 Subscriber Directory Access

The default Automated Attendant Menus have been set to allow a caller to press 9 to search the company directory. By default the Directory search includes all Extension and Mailbox blocks in the system. Note that subscribers will not appear in the directory until they have recorded a name and entered a directory name in their Extension block.

8.1.8 Sample Applications

The purpose of this section is to show some of the flexibility of the system and teach the technician both the step-by-step methods to implement these features, but also to provide insight into the thought processes to use when planning and implementing applications. It is important to note that the methods used to program the following applications are not the only possible solutions. With a more thorough understanding of the system it is possible to accomplish almost any application multiple ways. The important thing is to writer the application in a way that makes sense and can be easily understood when the time comes to modify it. That will depend entirely on the personal preferences and thinking processes of the technician.

8.1.8.1 High Security Passwords

Scenario:

A customer requires that all mailbox passwords be at least 6 digits.

Planning:

Because this is a global request that will apply to all subscribers the setting for this is most likely in System Parameters. Looking in the System Parameters screen we find that there is a setting that says Subscriber PSWD Min Length. It is currently set to zero, which means that there is no minimum length for a subscriber password.

Programming:

On the General screen of System Parameters set Subscriber PSWD Min Length to 6 and click Save.

8.1.8.2 Easy Vacation Greetings

Scenario:

Subscribers have complained that they do not like to rerecord their Primary No Answer greeting every time they go on vacation because they forget to change it back.

Planning:

We know that each Extension block allows up to 9 greetings to be recorded. But only one greeting can be assigned for the Primary No Answer greeting at a time, so at first glance it seems there is no way to do this.

However, looking at the available greeting types we see the following: No Answer, Busy, Blocked, Night, and Screening. No Answer is the default that is played for all call types, but in reality it is designated to play only for callers who were forwarded on a No Answer condition. The reason that it plays for all call conditions in a default state is that Busy greeting allowed, Call Screening, Blocking allowed, and Scheduling are all disabled. These settings are found on the Authorization Screen of the Extension block.

When Busy greeting allowed is set to yes then the Primary No Answer greeting will no longer play when callers are forwarded on a busy condition. Instead the Busy Greeting will be played.

When Call screening is set to yes callers who attempt to reach the subscriber from the automated attendant will hear the Screening Greeting while the system contacts the subscriber to request acceptance or rejection of the caller.

When Scheduling is allowed the subscriber can configure a working schedule for the week. Callers who reach the subscriber's voicemail after hours will hear the Night Greeting instead of the Primary No Answer Greeting.

When Blocking allowed is set to yes callers who attempt to reach the subscriber while the subscriber is unreachable are played the Blocked Greeting instead of the Primary No Answer Greeting.

Keeping the customer's application needs in mind it seems that call blocking may be the right choice. But what constitutes a blocked call? There are two ways a call can be considered blocked. Notice that on the Authorizations Screen there are 2 settings for Blocking. One is to allow call blocking, the other is to enable it. When call blocking is enabled then all calls that attempt to reach the subscriber from the automated attendant will be considered blocked. The other types of calls that arrive as blocked are DND Forward calls.

In MMC 102 (Call Forwarding) there is a setting for DND Forwarding. If this is set to the voicemail group then when this subscriber sets DND on their phone all callers will arrive at the voicemail as blocked calls. If Blocking allowed is set to yes then the Blocked Greeting will be played.

So the easy way for the customer to set a vacation greeting is to record a Blocked greeting in an unused recording number that holds their vacation announcement. Then when they go on vacation they can simply enable DND on their phone and callers will hear their vacation greeting. When they return from vacation they can disable DND and callers will again hear the Primary No Answer Greeting.

Programming:

On the Authorization Screen of the subscribers' Extension blocks set Blocking allowed to Yes and click Save.

Set subscribers' DND forwarding to the voicemail group in MMC 102.

In MMC 722 provide each user a DND key and label it Vacation.

Educate subscribers that in order to enable their vacation greeting they will need to record it by logging in to their mailbox and going to more options (0), then greetings (5), then Blocked Greeting (3). The first time they try to record this greeting they will need to select an unused recording number. 1 is already designated for the Primary No Answer Greeting, so have them use recording number 3.

Educate subscribers that after recording the greeting they will need to press the Vacation button to divert all callers to the vacation greeting.

8.1.8.3 Subscriber "Find-Me"

Scenario:

A customer would like his phone set up so that callers are given the option to attempt to locate him on his wireless extension, remote office phone, cell phone, and home office phone.

Planning:

The customer wants callers to be given the option to find him. We know that the Extension block has a feature called Find me. But how does it work?

On the Authorizations screen of the Extension there are 2 settings for Find me. One is to allow the use of the feature and the other is to actually turn it on (enable it). When it is allowed and enabled callers who reach the Extension block will be asked to hold while the subscriber is located.

On the Additional Information screen there is a list of 9 Stored Numbers. The first 5 of these numbers will be used for the Find me feature. When the system attempts to locate the subscriber it will first attempt to call Stored Number 1, then 2, then 3, and so on. Note that this is a supervised transfer, so if the call is not answered the transfer will pull back and move to the next number. If all 5 calls go unanswered the caller will be sent to the Primary No Answer Greeting to leave a message.

If the subscriber does answer at one of the Stored Numbers the voicemail will announce the caller and ask if the call is accepted or rejected. If accepted the caller will be transferred to the subscriber. If rejected the caller will be sent to the subscriber's Primary No Answer Greeting.

Programming:

On the Authorization screen of the subscriber's Extension block change Find me allowed to Yes.

Also set the Enabled box to the right of it to Yes, then click Save.

On the Additional Information screen set Stored Number 1 to the subscriber's wireless extension.

Set Stored number 2 to the subscriber's remote office phone number.

Set Stored number 3 to the subscriber's cell phone number.

Set Stored number 4 to the subscriber's home office phone number and then click Save.

8.1.8.4 Park Caller and Page Subscriber

Scenario:

A floor manager commonly walks to factory floor and is not near his phone to hear it ringing, so he has requested a way to utilize the switch paging feature to be alerted to new callers holding at his desk.

Planning:

We know that the voicemail has a Park and Page feature, so let's take a look at it and how it works.

The Park and Page feature allows the caller to select a single digit option that will place them on hold and page the subscriber that there is a caller holding. The main setting for this feature are found in the EClass block. That means if we want to enable this feature for only a select subscriber or group of subscribers we will need to create a new EClass.

Park and Page settings are located on the EClass' General and OverHead Page screens. The General screen contains the configuration for System Caller

Options, which is the single digit menu that is enabled when a caller reaches the subscriber's voicemail greeting. So the first step is to decide which call conditions a page is allowed in. The available choices are:

NoAnswer – When the caller gets to the voicemail after ringing the subscriber

Busy – When the caller is forwarded on a busy condition

FBusy – When the automated attendant attempts to transfer a caller to the subscriber but encounters a fast busy

Block – When the subscriber either rejects a screened call or has all calls blocked

Error – When the automated attendant attempts to transfer a caller to the subscriber but encounters an error

Comparing these conditions to our customer's request we will only enable paging on a NoAnsr condition.

To the left of the call conditions is a Digit column. This is the single digit option that the caller will press to initiate the Park and Page feature.

The OverHead Page contains 2 basic sections. The bottom section contains the prompt settings for the various stages of the Park and Page feature. For this example we will leave these prompts at their default values.

The top section contains the actual configuration for the feature. It can further be broken down into 3 sections: Park settings, Page settings, and Instructions settings.

The Park settings contain two fields. Use Remote hold determines if the caller will be held (parked) at the voicemail port or at a remote location (such as a park orbit or a subscriber's station). Remote hold dial determines the string (feature code) to dial to initiate the remote hold. This is set in the FEATURES section of MMC 724, and by default is 11 for remote hold. We want to park the caller at the subscriber's station, so we will be using Remote hold code 11 with a prefix of $X to insert the Extension number.

The Page settings also contain two fields. Page zone is the page zone to dial after accessing the paging system. It default to 10, which is an all page (page zone * in the phone system). Page access dial determines the string (feature code) to dial to access the paging system. This is set in the FEATURES section of MMC 724, and by default is 55.

Finally, the Instructions settings also have two fields. The Instructions field determines the digit string the subscriber must dial to pick up their call. Repeat Instructions determines how many times the instructions will be repeated before disconnecting from the paging system.

The Instructions field is set to 10$T by default. This is actually a feature code designation set in the FEATURES section of MMC 724. By default 10 is the Page Pickup feature. This feature is activated by dialing 10 and then a trunk number. So remembering the Special Dialing Characters section we know that $T will insert the trunk number the caller is currently connected on. So 10$T will alert the subscriber to dial 10 and the correct trunk number. But since we are going to use remote hold we actually want to pick the caller up from hold at the subscriber's station, which by default is feature code 12. Feature cold 12 (Hold Pickup) does not accept trunk numbers, however, it requires Extension numbers, so we will need to change $T to $X.

Once the EClass is configured all that is left to do is assign the subscriber's Extension block to use that EClass. So let's get programming!

Programming:

Create a new EClass named ParkNPage.

On the General screen set the NoAnsr option for Overhead page to Y and click Save.

On the OverHead Page screen set Use Remote hold to Yes.

Set Remote hold dial to $X,11.

Set Page access dial to 55*.

Change the Instructions field to 12$X and click Save.

Open the subscriber's Extension block.

Click the EClass field and select the ParkNPage block.

Test the application by calling the subscriber, forwarding to voicemail, and pressing 3 to page the subscriber.

8.1.8.5 Park Mobile Phone Message Notification

Scenario:

A customer wants to be called on her cell phone when she gets new messages in her office voicemail box.

Planning:

We know that the Mailbox block offers a feature called Message Alert. This is exactly the application for that feature.

On the Alerts page of the Mailbox block there are 3 settings for Message Alert. Message alert is currently on determines if notification is enabled or not. Alert on urgent messages only determines which type of new messages will cause a notification. Alert phone number is the actual number to call for the notification.

When Message Alert is configured and enabled the subscriber will be called each time the Mailbox stores a new message. If the subscriber does not answer the call, the system will reattempt the call every 15 minutes for up to 3 attempts. If the call is busy the system will reattempt the call every 5 minutes for up to 3 attempts. When the subscriber answers the call the voicemail will prompt them to enter their subscriber password. Once logged in to the voicemail box they have full access to all TUI functionality, including listening to messages.

One very important topic that must be understood before programming this feature is Station blocks. Any time the system tries to make an outgoing call it must locate a corresponding Station block. There are several default Station blocks: On Premise, Off Premise, Centrex Transfer, and Beepers. Each one has a fairly self explanatory function.

The Station block is responsible for generic dialing housekeeping. For example the Off Premise block is set such that for any 7, 10, or 11 digit number it will automatically dial 9 to access a trunk line. This is important to know because it means when setting the Mailbox's Alert phone number we do not need to enter a 9 to dial out, we simply need to enter the subscriber's cell phone number.

In some cases it may be necessary to make changes to the Station block to dial correctly, such as dialing a number other than 9 to access a trunk. For this example we will assume the subscriber's cell phone number is a 10 digit local number so we will leave the default Station configuration as it is.

Programming:

On the Alerts page of the subscriber's Mailbox block set Message alert is currently on to Yes.

Enter the subscriber's cell phone number in the Alert phone number field and click Save.

Test the application by leaving a message in the subscriber's voicemail and listening for the cell phone to ring.

8.1.8.6 Pager Message Notification

Scenario:

A customer wants to be notified on his pager when he receives new voicemail messages for his office phone. He also wants to see how many new messages he has.

Planning:

Pager notification works very much like Message Alert above, but using different dialing strings and a different Station block which must be specifically assigned.

Pager notification settings are found on the MWI & AutoForward screen of the

Mailbox block. Pager notification is enabled determines if notifications will be made or not. Notify on urgent message only determines which type of new messages will trigger a notification. Station is where the Station block is specified. Dial is the actual pager phone number.

The default station block assigned is the Beepers block. Much like the Off Premise block, the Beepers block is already configured to dial 9 to access an outside line. But unlike the Off Premise block, the Beepers block has a suffix string that is dialed.

The default setting for the suffix is ~diW,$K##. The "~di" tells the system to use inband DTMF. This is because the default dialing is out of band, which most pagers cannot interpret. The capital W tells the system to wait for an answer from the pager. The comma says to wait one second after the answer. The "$K" tells the system to dial the Mailbox number. The "##" ends the call.

Note that some pager companies answer with a nonstandard greeting or beep, so the capital W may not correctly recognize the answer. In these cases it may be necessary to replace the capital W with a series of pauses. A comma will insert a one second pause and a backslash (\) will insert a 4 second pause. It may be necessary to make several test calls to find the correct number of pauses to insert. For this example we will assume that the standard suffix is sufficient.

But the customer requires the page to include the number of new messages. From the chart in section 8.1.6 of this manual we know that the sequence to dial the number of new messages is "$N".

So in the default suffix we will need to add "$N", but we also need to include a separator character so that the number of new messages is discernable from the Mailbox number. We will use * for the separator. This means the suffix should now be ~diW,$K*$N##.

Programming:

On the MWI & AutoForward screen of the subscriber's Mailbox block set Pager notification is enabled to Yes.

Ensure Station set to Beepers.

Set Dial to the beeper phone number and click Save. Remember that a 9 is not necessary.

On the General screen of the Station block named Beepers change the Suffix field to ~diW,$K*$N## and click Save

Test the application by leaving a message in the subscriber's voicemail and ensuring the pager is called.

8.1.8.7 Message Distribution

Scenario:

A customer who works in a sales department would like messages left in his mailbox to be deleted from his box and copied to 5 of his coworkers if he is unable to listen to the message within 15 minutes. When one of the 5 listens to the message it should be removed from the other 4 subscribers' mailboxes.

Planning:

We know that the List block can be used to distribute messages to multiple people. We also know that the List box can be set up to remove the message from other Mailboxes when the first user listens to the message. But he has thrown us a loop by saying he only wants messages to be distributed after 15 minutes. This means that we cannot use the List box for his Mailbox because the List always sends to all parties at once. But we can use the Mailbox block's AutoForward settings to send to a List block. This will allow us to meet all of his requirements.

Message AutoForward settings can be found on the MWI & AutoForward screen of the Mailbox block. Enable autoforward determines if message forwarding will occur. Delete after forwarding determines if the message will be deleted from this Mailbox after forwarding. Auto forward delay determines how long to wait before forwarding the message. Note that only new messages will be forwarded, not saved messages. The Mailbox or List bock to forward to is set on the Call Director screen. The Event Pointer AUTO-FWD will be set, in this example, to a LST (List) block that we create.

The List block we create will be numbered 9999, though it could be any number not already in use by another Mailbox or List block. In the new List block on the General screen we will set Delete all unheard copies of a message when played by the first user to Yes. On the List Member screen we will set the 5 sales team members' Mailboxes as members.

Programming:

Create a new List block with a number of 9999.

On the General screen of List block 9999 set Delete all unheard copies of a message when played by the first user to Yes and click Save

On the List Member screen click an empty box to bring up a list of Mailboxes and locate the first of the 5 sales team members' Mailbox and click it. This will add it to the member list.

Repeat the above for the other 4 team members and then click Save.

In the main customer's Mailbox go to the MWi & AutoForward screen and set Enable autoforward to yes.

Set Delete after forward to Yes.

Set Autoforward delay to 0 hours, 15 minutes and then click Save.

On the Call Director screen set the AUTO-FWD Event Pointer Type to LST.

Click the Target Name box for the AUTO-FWD Event Pointer and select List block 9999, then click Save.

Test the application by leaving a message in the sbscriber's mailbox and waiting 15 minutes for it to be delivered to the other team members' voicemail boxes.

8.1.8.8 Email Message Notification

Scenario:

A customer has requested that he receive all his messages by email rather than having to check his voicemail through his telephone. He has also requested that his messages be delivered to both his work and home email accounts.

Planning:

This scenario is very easy to implement by using the E-Mail Gateway feature of the voicemail. At the outset configuring the E-Mail gateway may seem overwhelming, but it is actually very simple.

There are a few places where settings have to be made for the E-Mail Gateway to function properly. The first thing to do is to determine how many subscribers will need the feature. By default the system is licensed for 5 subscribers to use the feature. A license can be purchased to allow an unlimited number of users. If a license is purchased it will need to be entered in the License Key field of the E-mail Gateway screen of System Parameters.

Once the licensing is taken care of the next thing to do is set up the error reporting email destination. This is done on the E-mail Gateway screen of System Parameters. The error reporting email is only used in the event the system is unable to deliver a subscriber's email message. The system will send an alert to the error destination reporting of any failures. Obviously if the system loses LAN connectivity the error report email cannot be sent either.

The first thing that is required is the IP address or DNS name of the email server to be used. For this example we will use a DNS address (mail.testsystem.com) so that we can explain how to allow DNS entries to be used by the system. In System Parameters there is a DNS screen. This screen is used to tell the system where to find a Domain Name Server. Contact the LAN administrator to get the address of the proper DNS server. Enter this address in the Name Server Add field and click Add, then click Save. The system is now able to look up DNS addresses.

On the E-mail Gateway screen the mail server address is entered into the Host ID field. Port is the SMTP port being used by the mail server, which is typically 25. SMTP user ID and Password are the username and password to use to log in to the mail server with. Domain is the domain name associated with the login. Note that not all email servers will require a login or a domain. In those cases these fields are left blank.

Report is the email address to send the error report to. Note that this can be any valid email address, including a distribution list. Email addresses can be entered in simple (me@home.com) or named ("My Name" <me@home.com>) formats. If the named format is used when the email reaches its destination the From field will display the name (My Name) instead of the address (me@home.com).

Reply To is the email address to be used if the Report user tries to reply to the error message. Generally this is set to a No Reply email account, but it can be set to any valid email address.

TimeZone defines the time zone the system is located in. Daylight Saving determines if this TimeZone follow Daylight Savings Time.

Once the error reporting email destination has been set up it is time to set up an email account used to send emails to subscribers. This is done on the MClass E-mail Gateway screen.

Host ID is the IP address or DNS name of the email server. Note that a DNS name can only be used if the DNS server has been added on the DNS screen of the System Parameters menu.

Port is the SMTP port being used by the server, which is typically 25.

SMTP user ID, Password, and Domain are all used to set up the login to the server if one is required.

Attempts is the number of times the system should try to send the message to the subscriber before sending an error report.

Retry Interval is the number of minutes to wait between attempts.

Adjust message retention and Message retention to use are used to override the MClass' message retention settings for E-Mail Gateway subscribers. To explain further let us look at 2 subscribers: John and Joe. John is using the E-Mail Gateway and Joe is not. Message retention in the MClass is set for 10 days, meaning that a message can only be held for 10 days without being listened to before it is deleted. Adjust message retention has been enabled and Message retention to use has been set to 1. This means that now John's messages are deleted after 1 day of being unheard, while Joe's messages will still exist for 10 days. Generally if message retention is going to be changed for email subscribers it is recommended that a new MClass be created rather than using

the Adjust message retention setting. This is because it is easier to remember who is using what setting if there are separate MClasses.

The adjusted message retention is very useful, because typically E-Mail Gateway subscribers don't want to log in to their phone to delete messages that they have already listened to from their inbox.

Once the email settings in the MClass are finished it is time to set up the subscriber's Mailbox. To enable the E-Mail Gateway for a subscriber open their Mailbox block and go to the E-Mail Gateway screen.

Enable E-Mail Gateway support determines if the subscriber will receive email messages or not.

From specifies the email address to show in the From field when this subscriber leaves a message for another email gateway subscriber. Let's look at 2 subscribers, John and Jack, who have E-Mail Gateway enabled. John has his email address entered in the From field, but Jack does not. When John leaves messages in Jack's mailbox the email Jack gets will show that it is from John. When Jack leaves John a message, however, the email John gets will show that it is from the email address specific in the Reply To field on the System Parameters E-mail Gateway screen.

The next sets of fields are the Deliver MSG and Notify Only sections. Each section has 5 fields. These fields contain email addresses that email notifications will be sent to. Deliver MSG means that the email will contain a WAV file attachment of the voicemail message. Notify Only is just that: it will send a notification, but not the actual voicemail message. Up to 5 email addresses can be entered for each, and may also include distribution list addresses.

Programming:

On the DNS screen of System Parameters enter the IP address of the DNS server (for example 192.168.1.1) in the Name Server Add field, then click Add, then click Save.

On the E-mail Gateway screen of System Parameters enter the mail server DNS name (for example mail.myserver.com) in the Host ID field.

If an SMTP login is required by the server then enter the SMTP User ID and Password for the account.

If the server requires a domain tag, enter the domain in the Domain field.

Enter the email address to send error reports to in the Report field.

Enter the return email address for the error reports in the Reply To field.

Select the proper time zone in the TimeZone box.

Set whether or not Daylight Savings is used, then click Save.

Open the Standard MClass block's E-mail Gateway screen.

Enter the mail server DNS name in the Host ID field.

If an SMTP login is required by the server then enter the SMTP User ID and Password for the account.

If the server requires a domain tag, enter the domain in the Domain field.

Check the Adjust message retention box and click Save.

Open the customer's Mailbox block and go to the E-mail Gateway screen.

Set Enable E-Mail Gateway support to Yes.

Enter the customer's office email address in the From field.

Enter the customer's office email address in the Deliver MSG – 1 field.

Enter the customer's home email address in the Deliver MSG – 2 field and click Save.

Test the application by leaving a message in the customer's voicemail box and verify that he receives an email containing the voicemail message as a WAV file attachment.

8.1.8.9 AMIS Networking

Scenario:

A customer site has a 2 node SPNet network. They have requested that subscribers in the main node be able to forward messages to the voicemail in the remote node.

Planning:

Sharing voicemail messages between disparate voicemail systems is called AMIS networking. The OfficeServ 7100 fully support the AMIS standard through the use of Network Mailboxes.

Setting up the networking between 2 Samsung voicemail systems is a 3 stage process. The first stage is to export the Subscriber List from the remote node. The second stage is to set up the Network Mailbox Template block in the main node with the correct dialing strings for the networking. The third stage is to import the remote node's Subscriber List into the main node.

For this example we will assume both nodes are OfficeServ 7100 systems.

To export the Subscriber List go to the Subscriber screen on the remote node's voicemail. Select the subscribers to export (or check the box in the upper left to select all subscribers) and click Export Subscriber. This will trigger a prompt to

download a text file from the web page. Note that popup blockers might prevent this file from being downloaded without first allowing it.

Once the list is saved the next step is to go to the main node's voicemail and open the Network Mailbox Template block. On the Call Information screen we need to edit the Telephone Number settings. These settings tell the system both its own identity and the identity of the remote voicemail system. Both the Local and Remote fields are broken down into 3 boxes: country code, area code, and telephone number.

Local sets the telephone number used to access this voicemail system. For this example we will say the voicemail group in the main node is 519 and the voicemail group in the remote node if 529. The Local field will contain 519 in the telephone number box while the country and area code boxes are left blank.

Remote will set the telephone number used to access the remote voicemail system. We will enter 529 in the telephone number field and leave the country code and area code boxes blank.

Once the Template is set up we are ready to create all of the network subscribers. To do this open the Operating Utilities menu in the main node and go to the Subscriber Import screen.

Import Text File is the location of the text file downloaded previously.

You can create determines what type of blocks will be created. Because we are setting up networking this should be set to Network Mailbox blocks.

After clicking Submit a window will appear showing the boxes that will be created and asking for verification. When OK is clicked the new Network Mailboxes will be created and a success message will be displayed showing the number of blocks created.

Subscribers can then forward or create messages for the remote subscribers. Note that for this to work over SPNet the DTMF Type in MMC 835 of both nodes must be set to use Inband (RFC2833).

Programming:

In MMC 835 of the remote node set DTMF Type to Inband (RFC2833).

Open the Subscriber menu in the remote node's voicemail.

Check the box in the upper left corner and click Export Subscriber.

Accept the download and save the file to the desktop as Subscriber.TXT.

In MMC 835 of the main node set DTMF Type to Inband (RFC2833).

In the main node's voicemail open the Network Mailbox Template block.

Go to the Call Information screen.

Enter 519 in the 3rd box (telephone number field) of the Local setting.

Enter 529 in the 3rd box (telephone number field) of the Remote setting and click Save.

Go to the Operating Utilities menu and open the Subscriber Import screen.

Click Browse and locate the saved Subscriber.TXT file on the desktop and click OK.

Select the radio button that says Network Mailbox blocks and click Submit.

Verify the correct subscribers are being imported and click OK.

Verify that the success message shows all blocks created successfully.

Test the application by leaving a quick memo in a remote node extension and verify that the message is delivered to the remote node's voicemail.

8.1.8.10 Multilingual Automated Attendant

Scenario:

A customer site needs to support English and Spanish speaking callers in their automated attendant. They want to answer with a company greeting and offer the caller the option to press 2 for Spanish or stay on the line for English.

Planning:

The OfficeServ 7100 automated attendant supports the use of 2 languages simultaneously. These languages are set up on the System Parameters Language screen. Select First Language sets the first set of language prompts to load. Select second language sets the second language to load. By default these are set to English and Spanish respectively.

Default language sets which language will be initially used when a caller is answered. Key Code determines what single digit will represent that language. This Key Code is used when setting up multilingual Menus.

Once the languages are set we need to open the automated attendant main Menu block and set up the language selection. In this example we will use the default Day Main Menu block. The first thing we want to do is copy the existing Day Main Menu to a new block called Day Main 2 because we will be modifying the Day Main Menu so that it is only used to make the decision between English and Spanish.

We then need to record the menu prompt (1001) under the Spanish prompt set. English and Spanish are basically 2 different directories that have files of the same name, but different audio contents. But currently 1001 does not exist in the Spanish directory, so it needs to be created. Do this by going to the Voice Studio menu and clicking Add. Change the language to Spanish and set the

number to 1001, then save &close. This will load the Prompt screen again. Make sure the language is set to Spanish. Enter an extension number in the upper right text box and click call to have the system call to prep for recording. Locate the page with the 1001 prompt and click the number 1001. The system will prompt (in Spanish) through the recording process. Once finished hang up.

We will now go back to the Day Main Menu block to set up the option to select Spanish. In order to activate the Spanish Menu we need to set the Language register to Spanish if the user requests it. We do this by changing the Input Processor Operating Parameters on the General screen of the Day Main Menu. Take INPUT from is set to ENTRY, which means DTMF input from the caller. We need to change Store INPUT in to LANG.

Now change the prompt from 1001 to 1010, which we will record as the "please press 2 for Spanish or stay on the line for English" prompt. Making this change allows us to use 1001 for both the English and Spanish Menu, which simplifies changes in the future.

On the Menu Input Processor we will Clear the following Event Pointers: 5000, *, 6, 8, 0, ???, ????, ???, and ????. We will insert new Event Pointers that will point to the correct Menus. Single digits 1 and 2 will go to the Day Main 2 Menu. NO-ENTRY will be set to translate to 1. This means that users can press 1 or remain on the line to get to the English menu.

Programming:

On the Language screen of System Parameters set Select First Language to English, American.

Set Select Second Language to Spanish, Castillian.

Set the Key Code for English to 1.

Set the Key Code for Spanish to 2 and click Save.

Open the Day Main Menu block and click Copy.

Enter the Label Name as Day Main 2 and click Save

Close the Day Main 2 Menu and open the Day Main Menu again.

On the General screen set Store INPUT in to LANG.

Change Prompt 1 from 1001 to 1010 and click Save.

On the Menu Input Processor screen press the Clear button to the right of the 5000 Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the * Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the 6 Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the 9 Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the 0 Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the ??? SRCH EXT Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the ???? SRCH EXT Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the ??? SRCH MBX Event Pointer.

On the Menu Input Processor screen press the Clear button to the right of the ???? SRCH MBX Event Pointer.

Change the Action for the NO-ENTRY Event Pointer to Tran.

Click the Target name field to the right of the NO-ENTRY Event Pointer.

Type 1 in the text box and click Save.

On a blank Event Pointer line enter a 1 in the Event column.

Set the Action for Event Pointer 1 to Goto.

Set the Type to MNU.

Click Target name and select the Day Main 2 Menu.

On a blank Event Pointer line enter a 2 in the Event column.

Set the Action for Event Pointer 2 to Goto.

Set the Type to MNU.

Click Target name and select the Day Main 2 Menu then click Save.

Open the Voice Studio screen.

Click Add.

Change the Prompt Number to 1001 and the Language to Spanish then click Save & Exit.

Click Add.

Change the Prompt Number to 1010 and the Language to English then click Save & Exit.

Enter an extension number in the upper right text box and click Call and answer the extension when it rings.

Change the language drop down on the Prompt Recording Studio screen from English to Spanish.

Locate prompt No. 1001 and click it.

Follow the Spanish prompt instructions to record and save the Spanish menu prompt.

Open the Prompt screen.

Locate prompt No. 1001 and click it.

Follow the English prompt instructions to record and save the English menu prompt.

Open the Prompt screen.

Locate prompt No. 1010 and click it.

Follow the English prompt instructions to record and save the "Thank you for calling XYZ Company, press 2 for Spanish or hold for English" prompt.

Test the application by making a test call to the automated attendant and verifying the multilingual functions.

8.1.8.11 Multiple Company Greetings Based on Trunk

Scenario:

A customer site has 3 companies utilizing the same system. They would like to have each company's trunks answered with a specialized automated attendant company greeting rather than all callers hearing one generic greeting. They have also requested that each company be allowed a different day and night greeting.

Planning:

Since each company has their own trunk or trunks, we know that that will be the identifying tag to let the automated attendant know which company is calling. But how do we get the automated attendant to look for a specific trunk and take action?

If we look at the System Registers we see a register called TID. This register will hold the trunk number the caller is connected on. So we need to know how to route off that Register. To do that we must look at the flow of a call in this scenario. All trunks are set to ring directly to the automated attendant. According to the Call Code standard that means this is a Direct Trunk (DT) call type.

If we look at any default Mode block we will see that DT calls are sent to a Menu block called Direct Trunk. Looking at the Direct Trunk Menu we see that it is already taking input from the TID register, but there are no Event Pointers built on the Menu Input Processor screen to actually route from, so all DT calls will route to the INVALID Event Pointer, which sends calls to the correct Main Menu for the current Operating Mode.

So what we need to do is create some Event Pointers for each company's trunk(s) to send the calls to the correct company greeting. But to do that we will need to create a Menu block for each company. More specifically we need 2 Menus for each company: one for the Day mode and one for the Night mode. Since we already have a default Day and Night menu, we will only need to create new Menus for the second and third companies.

We will then need to record prompts for each company. For this example we will say that Company A's prompts are 1001 for day and 1002 for night. Company B will use 2001 and 2002, and Company C will use 3001 and 3002.

For this example we will say Company A is using trunks 701 and 702, Company B has 703, 704, and 705, and Company C will use 706 and 707. For simplicity all 3 companies will be using the default Main Menu single digit options, though in practice this is certainly not required.

Programming:

Open the Day Main menu and change the Label Name field to Company A Day then click Save, then Copy.

Enter a Label Name of Company B Day and click Save.

Change the Prompt 1 field to 2001 and click Save, then Copy.

Enter a Label Name of Company C Day and click Save.

Change the Prompt 1 field to 3001 and click Save.

Open the Night Main Menu and change the Label Name field to Company A Night and then click Save, then Copy.

Enter a Label Name of Company B Night and click Save.

Change the Prompt 1 field to 2002 and click Save, then Copy.

Enter a Label Name of Company C Night and click Save.

Change the Prompt 1 field to 3002 and then click Save.

Open the Direct Trunk Menu and go to the Menu Input Processor screen.

Enter a new Event Pointer called 701.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company A Night Menu.

Enter a new Event Pointer called 702.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company A Night Menu.

Enter a new Event Pointer called 703.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company B Night Menu.

Enter a new Event Pointer called 704.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company B Night Menu.

Enter a new Event Pointer called 705.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company B Night Menu.

Enter a new Event Pointer called 706.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company C Night Menu.

Enter a new Event Pointer called 707.

Set the Action to Goto.

Set the Type to MNU.

Click the Target Name field and select the Company C Day Menu then click Save.

Change the Operating Mode to 01 : Day.

Click the Target Name field for the 701 Event Pointer and select the Company A Day Menu.

Click the Target Name field for the 702 Event Pointer and select the Company A Day Menu.

Click the Target Name field for the 703 Event Pointer and select the Company B Day Menu.

Click the Target Name field for the 704 Event Pointer and select the Company B Day Menu.

Click the Target Name field for the 705 Event Pointer and select the Company B Day Menu.

Click the Target Name field for the 706 Event Pointer and select the Company C Day Menu.

Click the Target Name field for the 707 Event Pointer and select the Company C Day Menu then click Save.

Record prompt 1001 with Company A's day greeting.

Record prompt 1002 with Company A's night greeting.

Record prompt 2001 with Company B's day greeting.

Record prompt 2002 with Company B's night greeting.

Record prompt 3001 with Company C's day greeting.

Record prompt 3002 with Company C's night greeting.

Test the application by calling in to each trunk to verify the correct greeting is heard.

8.1.8.12 Delayed Overhead Paging

Scenario:

A certain customer site uses paging frequently, but have noticed that when doing a page from a phone close to other phones there is a great deal of feedback. They have requested some way to perform a page with no feedback.

Planning:

At first glance this seems an odd application to be listed in a voicemail or automated attendant manual.

The reason that paging suffers feedback is that the person sending the page is too close to the paging recipients. So the way to solve that is to record the page and play it after the person recording it has disconnected. The fact that we need a recording tells us that we need to get the voicemail involved.

What we want to have happen is for the person who is doing the page to be able to call in and somehow record a message then disconnect and have the

voicemail dial the page group and speak the recording.

We know that speaking the recording will require a Speak block. We also know that dialing the page group will require a Dial block. But how do we record the message? A Mailbox can't send its' messages to a Speak block, so we seem to be at a dead end.

But if we think back to the section on Registers we might recall seeing a register called NAME. This register holds the name most recently recorded by the Call Screening feature. Call Screening is normally used to request a caller's name so that the subscriber can hear the caller's voice and determine if they will accept or reject the call.

So if we can somehow screen a call the paging party could record their page instead of a name and the NAME register would then contain the page. So the Speak block can indeed speak the page, but we are left with the problem of how to cause a call to an Extension block that is using screening to initiate an action that goes to the Dial block.

We know that if we want to pass activity from one block to another we need to use an Event Pointer so let's look at the Event Pointers for an Extension block. We don't want to have to actually let an extension ring every time we want to do a page, we want it to be quick. So that means NO-ANSR, BUSY, FBUSY, MESSAGE, OPTIONS, and OPERATOR, ESCAPE, NO-ENTRY, INVALID, and QUE-FULL are out because those all happen after the Extension has been tried and comes back to get the Primary No Answer Greeting. That really only leaves BLOCKED and ERROR. The BLOCKED Event Pointer only happens when a Call Screening subscriber answers and then rejects the call or has all calls blocked which would prevent the Call Screening from asking for a name. So really that leaves only ERROR.

But how do we make the call get into an error state? We need it to try and dial an invalid number. The easiest way to do that is to remove the Dial number from the Extension block. That way when it tries to transfer the caller to the Extension there is nothing to dial and it will error.

So the flow is this: the paging party will call in and somehow get to an Extension that had Call Screening enabled, but no Dial number. The paging party will be prompted to record their name, and will instead record their page. The voicemail will place them on hold and attempt to dial the Extension. Since it is blank the call will error. We will set the ERROR Event Pointer to go to the Dial block which will dial the page group and then pass control to the Speak block, which will then speak the NAME register to the paging system.

The problem is that when the Dial block tries to dial the page group the paging party is still on hold for the voicemail port, so the Dial block is going to try and dial into that existing call path. This would mean the page would fail. So we need

the Dial block to alert the caller that they need to hang up. This way the Dial block will create a new call path and dial the page group successfully.

But with all of that set up there's a few housekeeping things to clean up. For starters when they try to get to the Extension that is set for Screening they will hear "Transferring to Extension xxx". Also, once they have recorded their page they will hear "Please hold while I connect your call" before the Dial block is able to tell them to disconnect.

We can remove these prompts, but it would remove them for every other Extension, and that would be bad. So we need to create a new EClass for this one Extension block. That way we can remove the Target herald prompt and the Monitored xfer prompt.

For simplicity we are going to make this paging setup available from the Day Main Menu, though the technician should be aware that any caller who stumbles upon the chosen single digit option will be able to perform a page, so additional actions may be necessary to secure the feature.

Programming:

Create a new Bye block called Silent Goodbye.

Clear the Disconnect Prompt field and click Save.

Create a new Speak block called Announce Page.

Change the Prompt index field to NAME.

Change the NEXT Event Pointer Type to BYE.

Click the Target Name field and select Silent Goodbye and click Save.

Change the Operating MODE to 01:Day.

Press the Clear button for the NEXT Event Pointer and click Save.

Repeat the previous step for each Operating MODE.

Create a new Dial block called Delayed Page.

Change the Prompt field to 1011.

Change the Number field to 55* (or replace * with the proper page zone number out of MMC 604 or 605).

Click the Station Type field and select On Premise and click Save.

Go to the Call Director screen and change the ANSWER Event Pointer Type to SPK.

Click the Target Name field and select the Announce Page block then click Save.

Create a new EClass block called Paging.

On the Prompts screen clear the Target herald prompt field.

Clear the Monitored xfer prompt field.

Change the Call screening prompt to 1010 then click Save.

Create a new Extension block named Page with a Number of 9999.

On the General screen clear the Dial Number field.

Click the EClass field and select the Paging block then click Save.

On the Authorization screen change Blocking allowed to Yes.

Change Call screening to Yes.

Change the field to the right of Call screening to Yes and click Save.

On the Call Director screen change the ERROR Event Pointer Action to Goto.

Change the Type to DAL.

Click the Target Name field and select the Delayed Page block then click Save.

Open the Day Main Menu block and go to the Menu Input Processor screen.

Add an Event Pointer with a single digit 7 (or any unused digit desired).

Change the Action to Goto.

Change the Type to EXT.

Click the Target Name field and select the Page block then click Save.

Record prompt 1010 to say "Please record your page after the beep".

Record prompt 1011 to say "Your page has been recorded, you may now hang up".

Test the application by dialing the voicemail from the subscriber's phone and pressing *7 (or replace 7 with the single digit option chosen above).

8.1.8.13 Emergency Trouble Ticket System

Scenario:

A certain customer site runs a technical support department. The department has an after-hours on-call technician who is responsible for emergency issues. The customer has requested an orderly way for callers to be able to leave messages that give the technician certain key pieces of information (name, callback number, system type, and software version) to be able to assist the caller.

Planning:

The customer has provided a specific list of information that is needed. One way to accomplish this is to make a Mailbox and simply prompt the customer to leave all of this information. However, callers may miss a certain piece of necessary information, so we need a way to "force" the caller to leave their answers. To do that we need a way to ask the caller a question and get a verified response. This sounds like the perfect job for a Query block!

A Query block has a very simple purpose: it asks the caller a question, records the answer, and then either forwards the answer to another Query block or to a Mailbox. The General screen for the Query block has several sections. The Query Script section contains the prompts used to ask the caller the question, as well as the error, invalid, and exit prompts played in response to caller answers.

Script Controls contains various settings that govern the Query. Repeat query and Repeat exit determine if the query or exit prompts are repeated if the caller does not respond. Auto replay determines whether or not to replay the caller's answer to the caller, and Last query determines if this Query block is the last in a chain. A chain of Query blocks is typically called a Question and Answer application.

The Transcription section contains two fields. Header prompt is a prompt that will be played before the customer's answer when the answer is recorded to a message. Mailbox determines the Mailbox block that the answer will be sent to.

The Call Information screen holds digit assignments and caller interface options. Take input from determines whether this Query is looking for a voice or DTMF response. Maximum caller response determines the maximum number of seconds (for voice responses) or digits (for DTMF responses) the caller can record an answer for. Wait for voice response and Wait for DTMF response determine how long to wait before assuming the caller will not answer. The Digit Assignment section contains the single digit options available to the caller when recording their response.

Because we need 4 key pieces of information we will probably want to use 4 Query blocks, each forwarding the response to the next, and the final Query will assemble the responses and send them to a mailbox. We will use 6001 through 6004 for Query prompts and 6005 through 6008 for Header prompts. Prompt 6000 will be used to provide a special Goodbye message to the caller.

But from there we need to make sure the on-call technician receives the information, so we will need that Mailbox to call the technician's cell phone once it receives the message.

Programming:

Create a new Mailbox block with a number of 9998 and a Label Name of Query Result.

On the Alerts screen change Message alert is currently on to Yes.

In Alert phone number enter the technician's cell phone number and then click Save.

Create a new Bye block with a Label Name of After Hours.

Change the Disconnect Prompt field to 6000 then click Save.

Create a new Query block with a Label Name of SW Version.

Enter 6004 in the Query prompt field.

Change Last query to Yes.

Enter 6008 in the Header prompt field,

Click the Mailbox field and choose the Query Result Mailbox, then click Save.

On the Call Director screen change the Type field for the NEXT Event Pointer to BYE.

Click the Target Name field and choose the After Hours block, then click Save.

Create a new Query block with a Label Name of System Type.

Change the Query prompt field to 6003.

Change the Header prompt field to 6007 and click Save.

On the Call Director screen change the Type field for the NEXT Event Pointer to QRY.

Click the Target Name field and choose the SW Version block, then click Save.

Create a new Query block with a Label Name of Callback Number.

Change the Query prompt field to 6002.

Change the Header prompt field to 6006 and click Save.

On the Call Information screen change Take input from to ENTRY then click Save.

On the Call Director screen change the Type field for the NEXT Event Pointer to QRY.

Click the Target Name field and choose the System Type block, then click Save.

Create a new Query block with a Label Name of Caller Name.

Change the Query prompt field to 6001.

Change the Header prompt field to 6005 and click Save.

On the Call Director screen change the Type field for the NEXT Event Pointer to QRY.

Click the Target Name field and choose the Callback Number block, then click Save.

Open the Night Main Menu block and go to the Menu Input Processor page.

Add a single digit Event Pointer of 7.

Change the Action to Goto.

Change the Type to QRY.

Click the Target Name field and select the Caller Name block then click Save.

Re-record the night prompt (1001) to alert the caller of the option to press 7 for emergency support requests.

Record prompt 6000 to say "Thank you, a technician will contact you as soon as possible".

Record prompt 6001 to say "Please tell us your name".

Record prompt 6002 to say "Please enter your callback number".

Record prompt 6003 to say "What type of system are you using?".

Record prompt 6004 to say "What is the software version?".

Record prompt 6005 to say "The caller's name is".

Record prompt 6006 to say "The callback number is".

Record prompt 6007 to say "The system type is".

Record prompt 6008 to say "The software version is".

Test the application by calling in after hours and pressing single digit option 7.