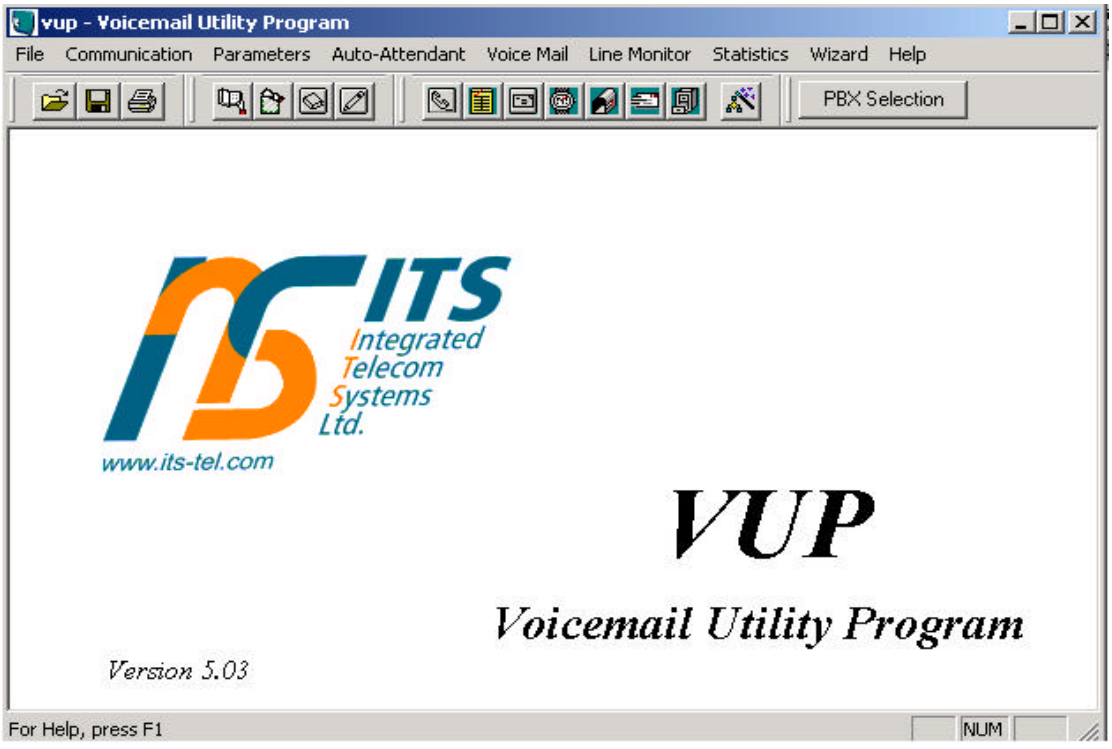
VUP –Voice Mail Utility Program

Manual



January 2002

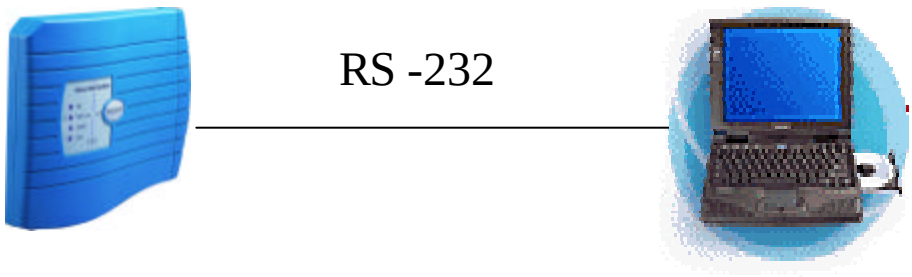
Table of Contents

1. INTRODUCTION

This manual has been written in order to assist you in getting to know the Voice Mail and all its features and applications. This VUP Manual is applicable for all versions of the VUP, from version 5 onwards.

The "VUP", Voice Mail Utility Program, is a software that has been developed and designed by ITS and is used for programming the Voice Mail, ITS's Voice Mail and Auto Attendant Solution. The software, VUP, is very user friendly and supports Windows 95, 98 ,NT, 2000 and XP.
VUP version 5.xx includes new features such as, the "Set-up" Wizard for quick installation, The Line Monitor, a powerful tool that shows all incoming DTMF signals on-line and The "PBX Selection" button, which is a comprehensive list of integrations performed by ITS.
Please note, that at any time while using the software, you can press the F1 key for help.

The PC connects to the Voice Mail via a RS232 cable as seen in the figure below;



2. THE PHYSICAL SET-UP

2.1 Physical Installation

a. Remove the Voice Mail from the box and hang it on the wall following the template provided with the system.
b. Connect the Voice Mail to the power
c. Connect the Voice Mail to either 2 or 4 ports (SLT Extensions)

2.2 Installing the VUP Software

a. Insert the first disc of the two provided in your floppy disc drive
b. Click start => Run, and type A:\Setup and press enter to start the VUP Installation Wizard, and then follow the prompts on the screen.
c. When installation is complete, remove the disc from your drive

2.3 Connecting your PC or Laptop to the Voice Mail

a. Using the 9-pin cable provided with the Voice Mail, connect one end to an available COM Port on your computer and the other end to the 9-pin connector on the Voice Mail.

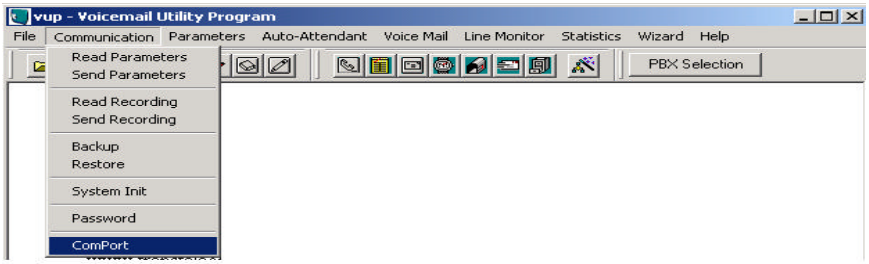
N.B. The cable provided with the Voice Mail is a straight through serial cable

2.4 Connecting the Voice Mail for the First Time

Click Start =>Programs=>VUP 5.03 in order to start the program.

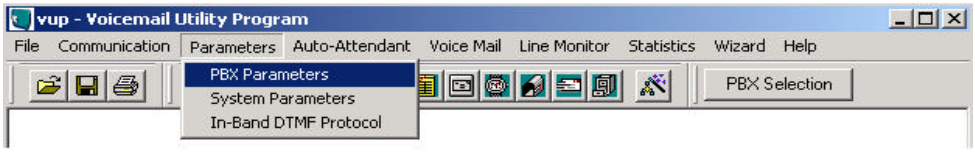
2.5 Configuring the COM Port

a. The VUP is configured to use COM Port 1, as a default, to send and received data from the Voice Mail. If your computer is not using COM port 1, then you MUST change the COM port.
b. Click the "Communication" button for your COM port

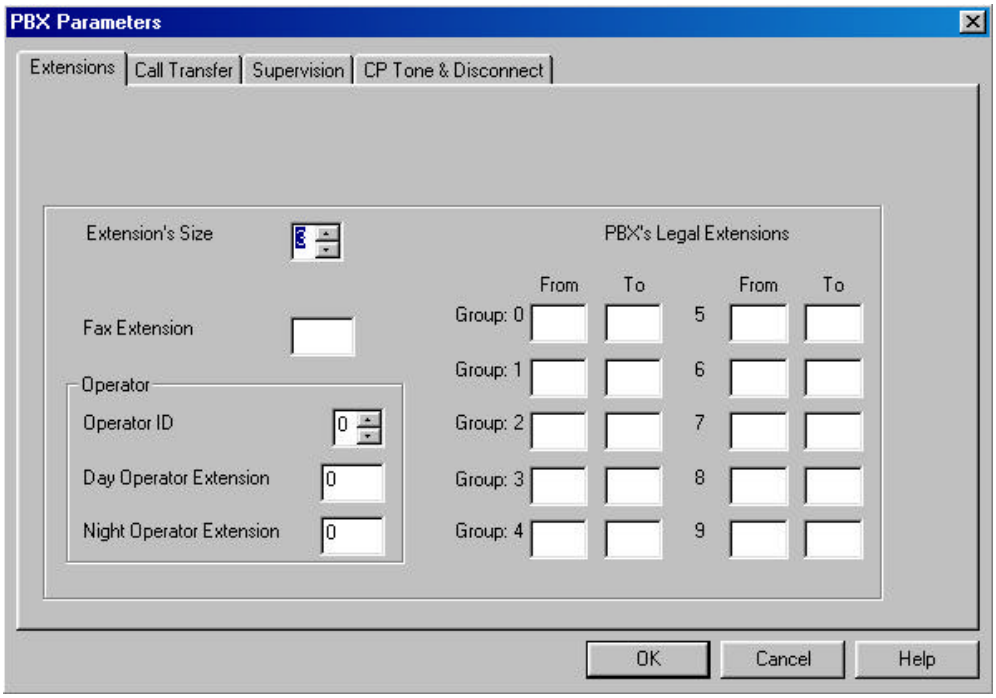


3. PARAMETERS

PBX Parameters



3.1.1 Extensions



Extension Size – The PBX extension size needs to be defined. This refers to the numbering plan of the PBX, for example : if the extensions in the PBX are from 200 to 299, then the extension size is 3 digits. Please note that 2, 3 or 4 can be used and the default is 3.
Command: *300

Fax Extension – The fax extension number is entered in this box. The Voice Mail will detect the fax tone, (1100 Hz), and immediately transfer the call to this extension. In order to disable this feature, leave the box empty.
Command: *360

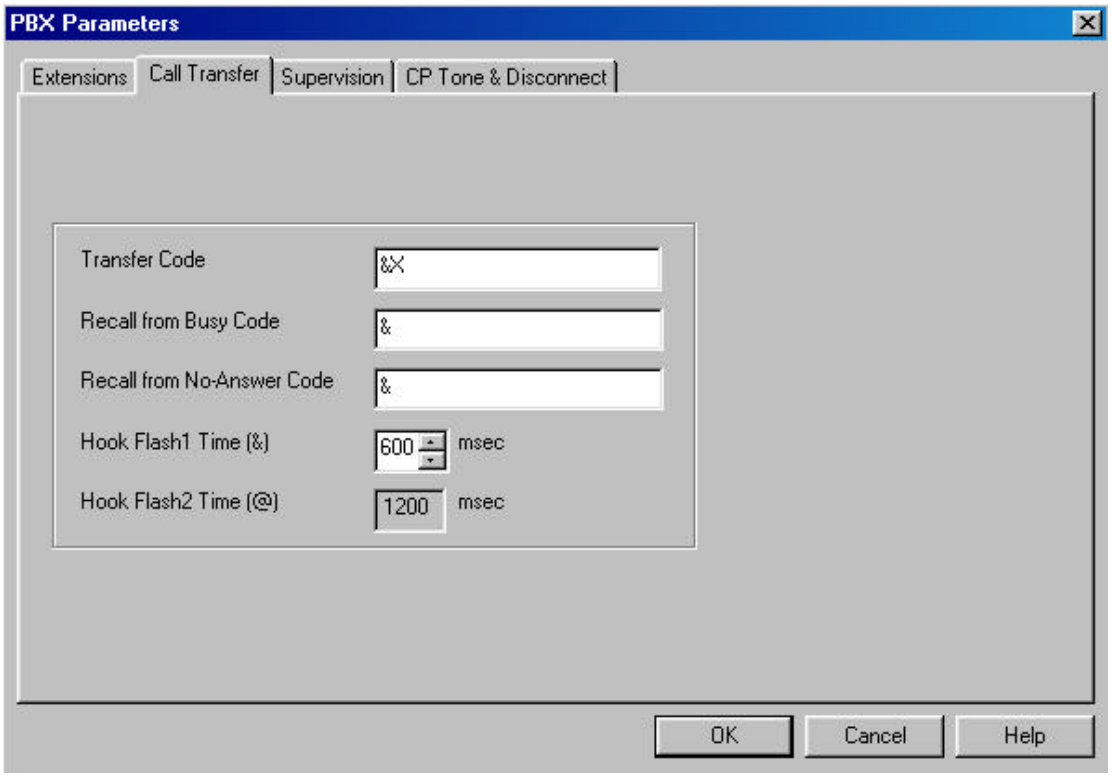
Operator ID – The digit defined here will route calls to an operator's extension during the auto attendant scripts menus and from users mailboxes. Depending on the operation mode the call will be transferred to either the day or night operator extension.
NB – make sure the day and night operator extensions are configured
Command: *330

Day Operator Extension – The extension number defined here is the number that will be used whenever the operator ID digit is accessed while the Voice Mail is in **Day Mode.**
Command: *360

Night Operator Extension – The extension number defined here is the number that will be used when the operator ID is accessed while the Voice Mail is in **Night, Break or Holiday Mode.**
Note:
The legal entries are any numbers up to 4 digits and the default is 0.
Command: *360

PBX Legal Extensions – This is the range of extension numbering from the PBX. Here extensions are filtered for Direct Inward Dialing. If there are a certain designated extensions that do not want the DID (Direct Inwards Dialing) function that extension is left out in the groups of extensions.
For example: Group 0 has the extensions 200 – 203 and Group 1 has the extensions 205 – 299 this means that extension 204 cannot be directly contacted from the Auto Attendant scripts and if that extension is tried from any script, then the Voice Mail will say, " invalid entry, please try again".
Command: *320

3.1.2 CALL TRANSFER



Transfer Code - This code is used to transfer a call from an analog extension to another.
& = Represents a Hook Flash
X = Represents an Extension
DTMF = O - 9, A-D
P = Pause
Command: *380

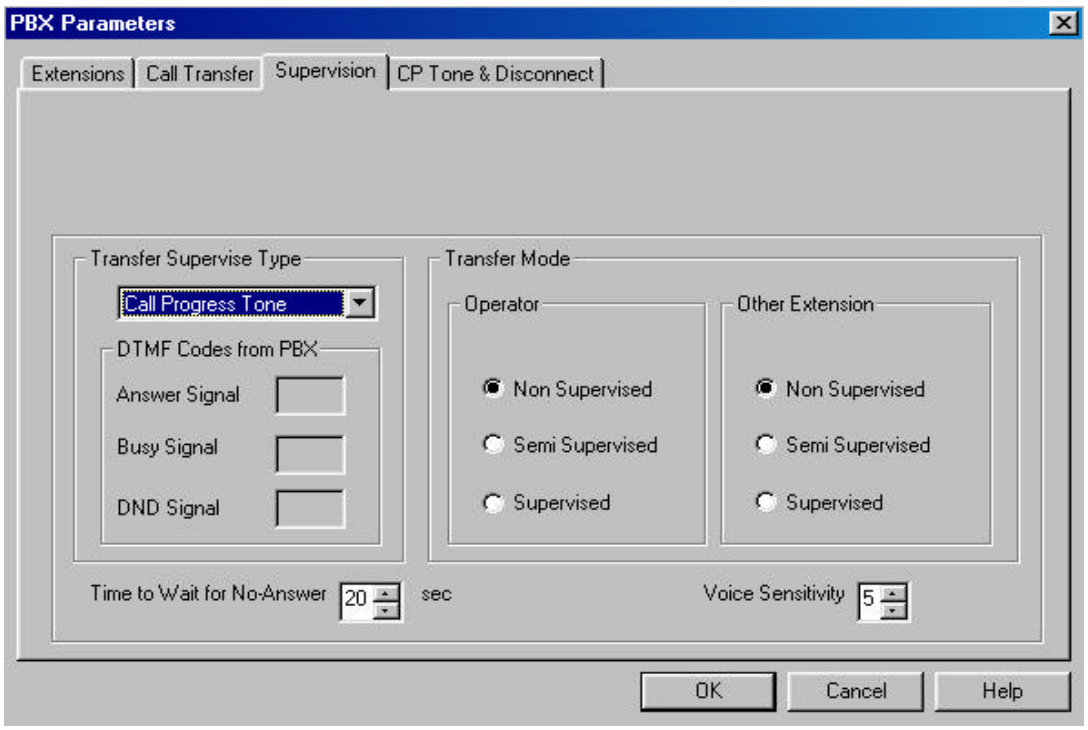
Recall from Busy Code – This code is only applicable for semi or supervised modes and it defines the PBX code that is used in order to return the caller to the Voice Mail when the desired party is busy.
Command: *380

Recall from No-Answer Code – This code is only applicable for supervised mode and it is used to return the caller to the Voice Mail when the caller has been transferred to an extension that is not answered.
Command: *380

Hook Flash Time (&) – Here the Hook Flash time of the PBX is defined.
Command: *370

Hook Flash Time 2 (@) – This is **not** a programmable parameter and its only used in cases where disconnect (@) is added to the code.

3.1.3 SUPERVISION



Transfer Mode – This is where the operation mode is selected for the Voice Mail's Auto Attendant. **Non-Supervised** is when the Voice Mail transfers the call without checking the status of the extension, **Semi-Supervised** is when the Voice Mail only recognizes the busy signal from the PBX and **Supervised** is when the Voice Mail check for busy signal from the PBX and no-answer time out.
Command: *350

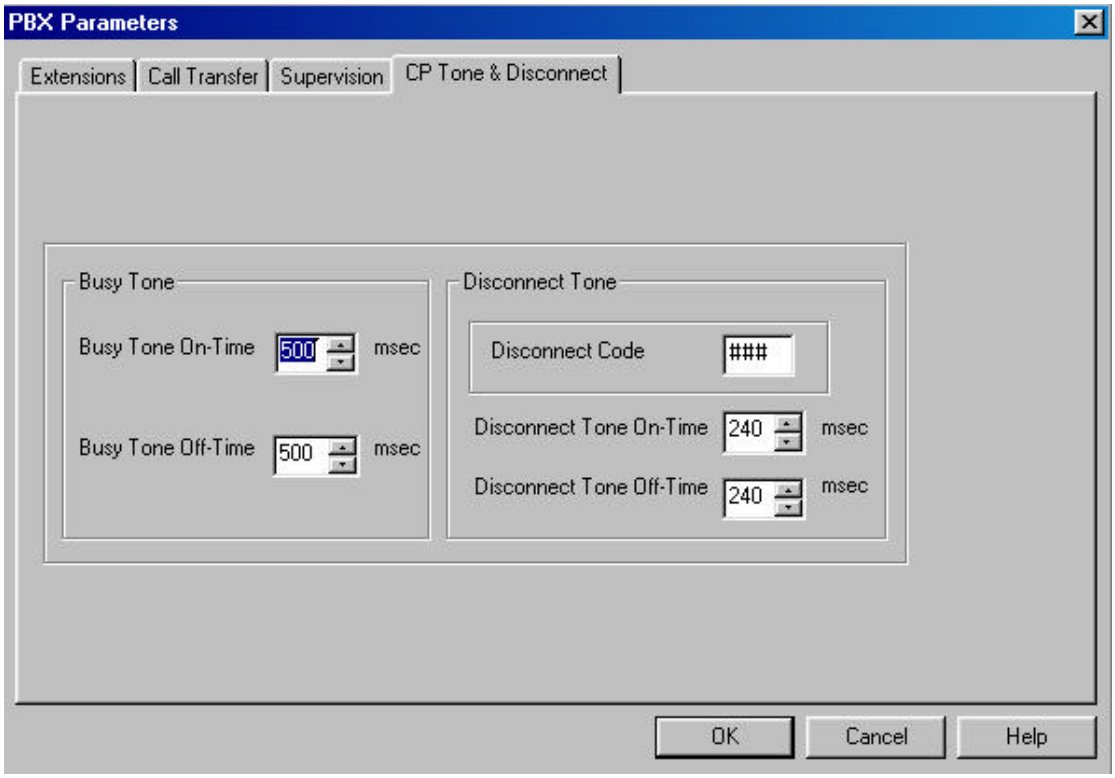
Call Progress Tones – Here the method used to detect answered, busy and DND (Do Not Disturb) status when a call is being transferred to an extension in semi or supervised mode. The 2 options are either **Call Progress Tones** or **DTMF**. For Call Progress Tones, the Voice Mail samples the sounds from the PBX, i.e. busy or disconnect tones etc. and in the case of DTMF, the Voice Mail waits to receive DTMF signals from the PBX for busy, no answer and DND.
Command: *220

DTMF Codes from PBX – The answer, busy and DND signals are only programmable when changing the default from CPT to DTMF.
Answer Signal – is the DTMF signal sent from the PBX to the Voice Mail when a call is answered in supervised mode. (off hook signal)
Busy Signal – is the DTMF signal sent from the PBX to the Voice Mail when a call is transferred to a busy extension while in supervised mode.
DND Signal – is the DTMF signal sent from the PBX to the Voice Mail when a call is transferred to an extension in Do Not Disturb mode in supervised mode.
Command: *221

Time to Wait for No Answer – Here the time for the Voice Mail to wait for answer after transferred a call in supervised mode .the default is 20 seconds.
Command: *311

Voice Sensitivity – Here the sensitivity to human voice is defined, only for supervised mode.
Command: *376

3.1.4 CP TONE & DISCONNECT

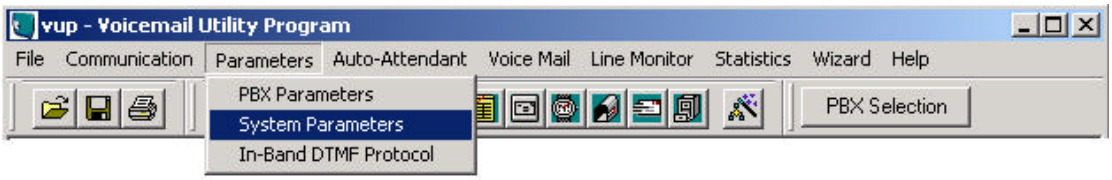


Busy Tone – The "Busy on-time" and the "Busy off-time" determine the busy tone cadence. Busy tone is used for: a.) detecting a busy extension when transferring a call in semi or supervised transfer mode and b.) disconnecting the line when detecting a disconnect situation.
Command : *371

Disconnect Code – This defines the DTMF code sent from the PBX to the Voice Mail that instructs the Voice Mail to disconnect the line.
Note: *This code is sent only to VM extension.*
Command : *333

Disconnect Tone – The disconnect on-time and off-time define the disconnect cadence. The disconnect tone usually appears when the caller hangs up. The Voice Mail will disconnect the line upon detecting this tone.
Command : *371

3.2 SYSTEM PARAMETERS



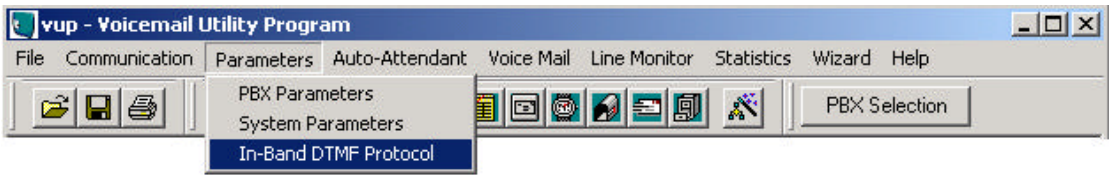
Max. Recording Time – Here the maximum recording time for the user messages, script messages, mail box greetings and names are determined.
Note: Changing this parameter will effect the operation mode of the Voice Mail.
Command: *790

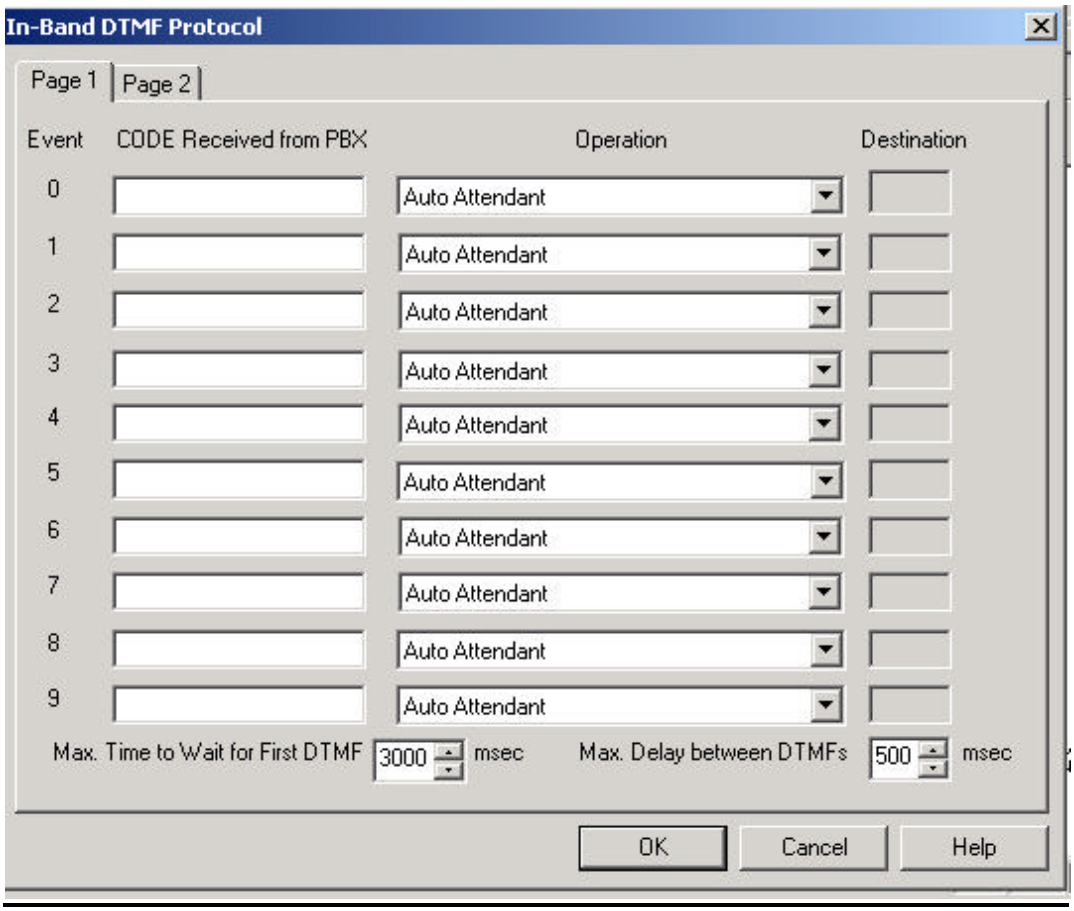
Default System Language – The Voice Mail supports 3 languages simultaneously. Here is where we determine which language, out of the 3 inserted in the Voice Mail, which language will be the default language for the system messages .
Command: *118

Auto Gain Control – When enabled, this adjusts the line volume so incoming calls will be recorded at the same level (messages, script messages& mail box greetings).
Command: *377

Directory Listing – This is the "Dial By Name" for the caller in order to locate a mailbox owner; using first names or last names can do this.
Command: *011

3.3 IN-BAND DTMF PROTOCOL





Code Received from PBX – Here we define the string that is sent from the PBX to the Voice Mail, (only if the Voice Mail extension is defined as a VM extension).
There is an option to have up to 20 strings and for each string the operation should be defined.
Command: *200,201,202

Max. Time to Wait for DTMF – The maximum amount of time the Voice Mail must wait until is receives its first DTMF from the PBX.
Command: *210

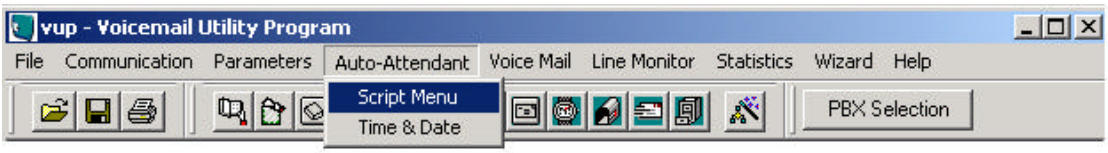
Max. Delay Between DTMF's – The maximum amount of time is defined between each DTMF in the string sent by the PBX to the Voice Mail.

***Note**: If a DTMF is not heard within the allocated time, the opening greeting will be heard.*

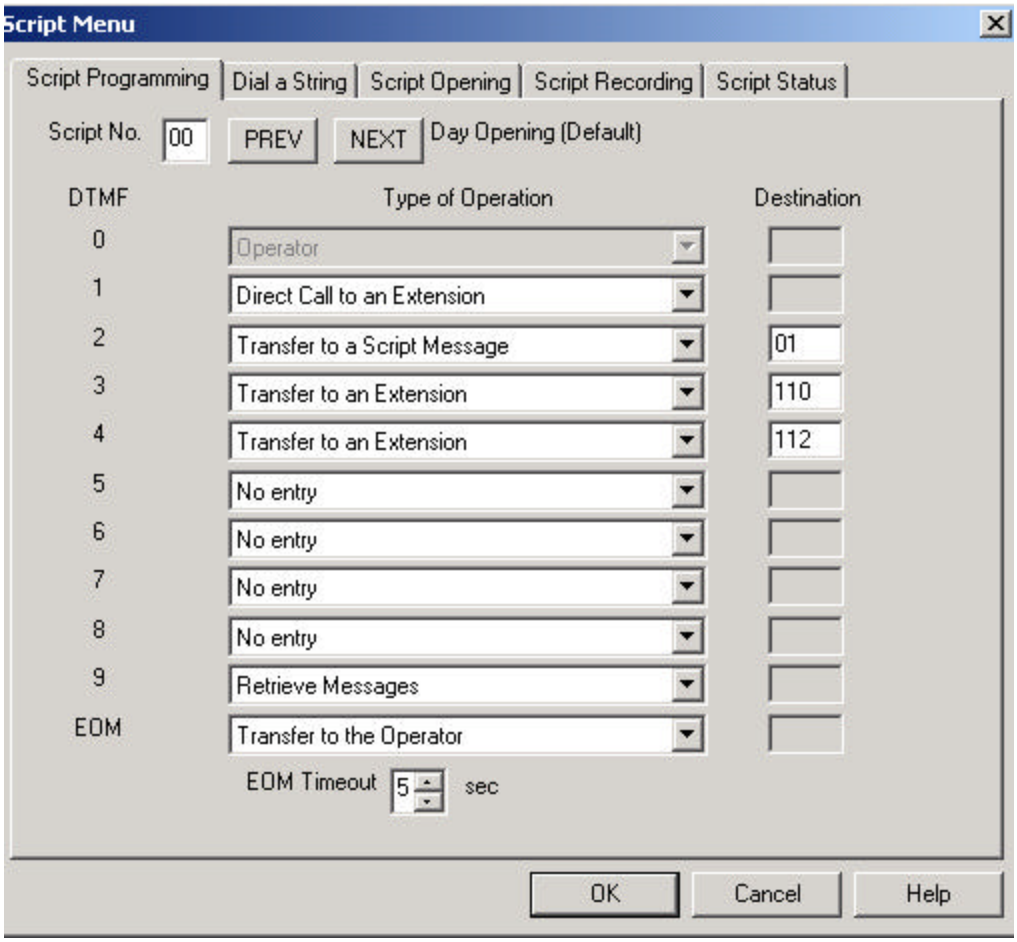
Command: *211

4. AUTO ATTENDENT

4.1 SCRIPT MENU



4.1.1 SCRIPT PROGRAMMING



Here you can define the operation for each DTMF and a wide array of choices can be viewed.
EOM = End of Message – this is where you decide what will be done with the call at the end of the message.

EOM Time Out – this is the amount of time given to the caller to reply.

Type of Operation

Transfer to a script menu – This will transfer the caller to the sub-menu, which is defined in the destination.
Command: *110

Transfer to a Script Message + 1st Language, 2nd Language or 3rd Language – This is an option to transfer to the sub menu defined in the destination and to change the language until the end of the session.
Command: *117

Directory List – This is the dial by name option. After pressing the DTMF for this option the Voice Mail will ask the caller to enter the 1st 3 letters of the first or last name of the required party. (see page xx in parameters)
Command: *111

Transfer to an Extension – When pressing the relevant DTMF for this option the call will be transferred to the number defined in the destination.
N.B. – Please note that the number can be up to 4 digits without any connection to the legal extension.
Command: *120

Transfer to a Mailbox – This the option for the caller to dial the required mail box by pressing the digit and the call will then be directly transferred to the mailbox and the personal greeting played.
Command: *130

Direct Call to an Extension – The Voice Mail allows the caller to dial the required extension independently.
Note – The extension number must be defined as a legal extension in the PBX Parameters (see page xx)
Command: *170

Direct Call to a Mailbox – The Voice Mail allows the caller to dial the required mailbox independently.
Command: *175

Leave a Message – The option here is to leave a message in a specific mailbox from the Auto Attendant. After pressing on the relevant DTMF, the Voice Mail will ask for the mailbox number.
Command: *150

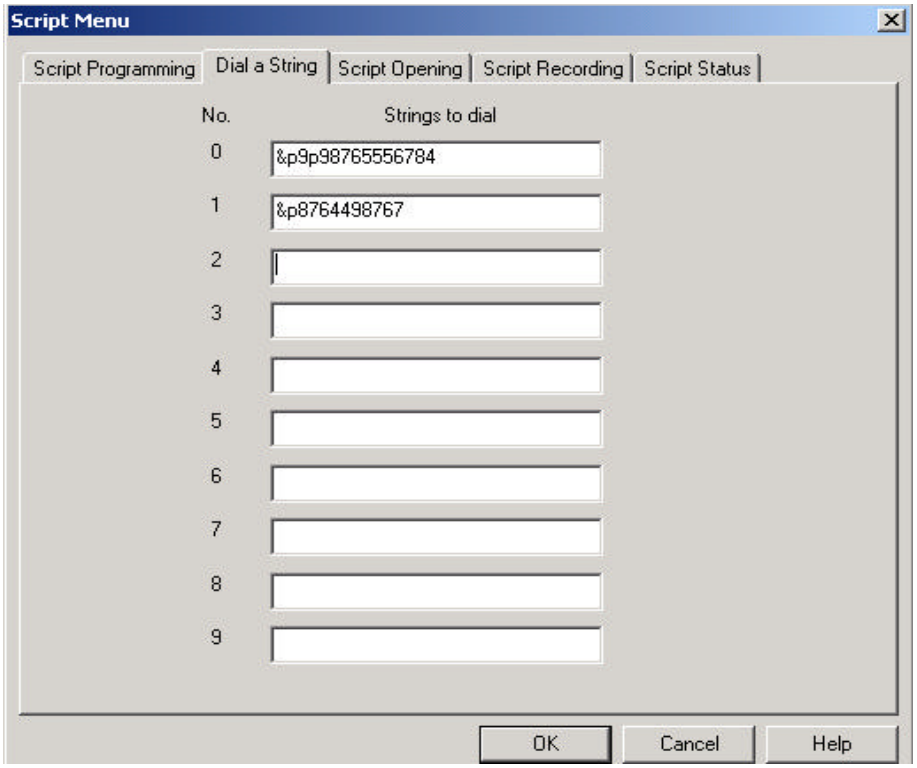
Retrieve Messages – This is the DTMF key for the retrieving message process. After dialing this DTMF the Voice Mail will request the required mail box number and password and thereafter the "retrieve message" process begins.
Command: *160

Disconnect –Simply disconnects without any announcement.
Command: *140

Disconnect with Message – This is what's known as a "polite" disconnect, the Voice Mail says "thank-you and good-bye" before disconnecting.
Command: *140

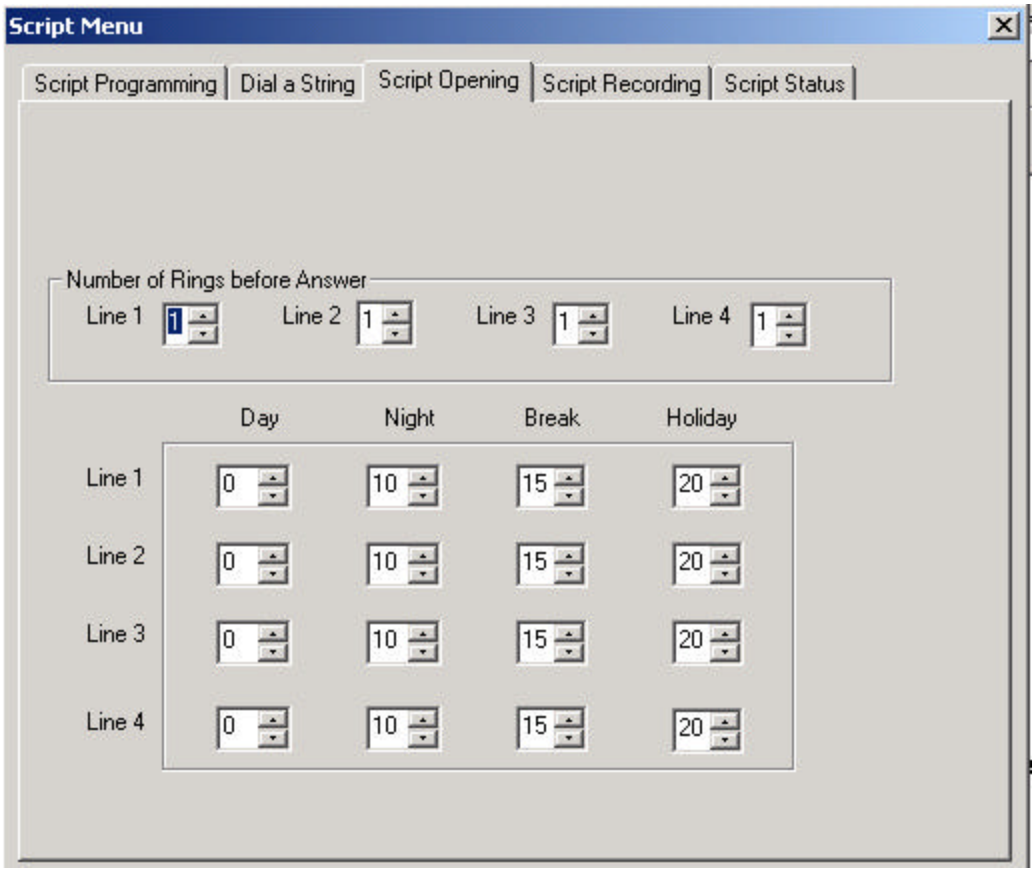
Dial-a-String – Here you need to enter the "String" number from the "Dial-a-String" table.
This is a "speed dial" call in a blind transfer to perform special PBX applications (See the next table).

4.1.2 Dial-a-String



This is the table for the DTMF strings to dial. A string can be up to 20 digit including A-D, 0-9,*,#, p for pause and & for Hook Flash.

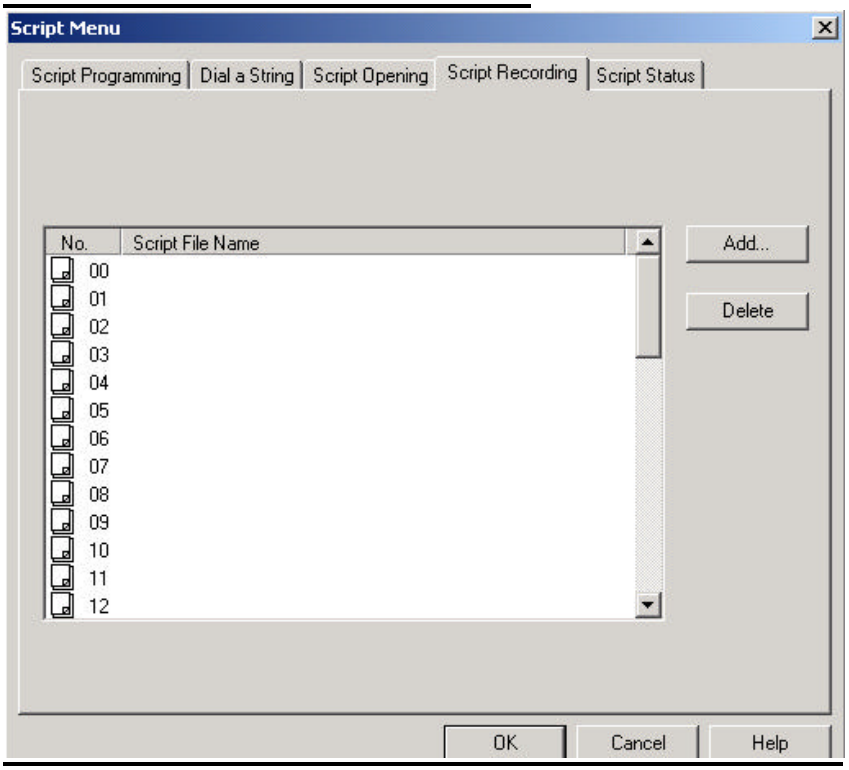
4.1.3 SCRIPT OPENING



Number of Rings before Answer – The number of rings are defined before a call is answered on the respected line.
Command: *310

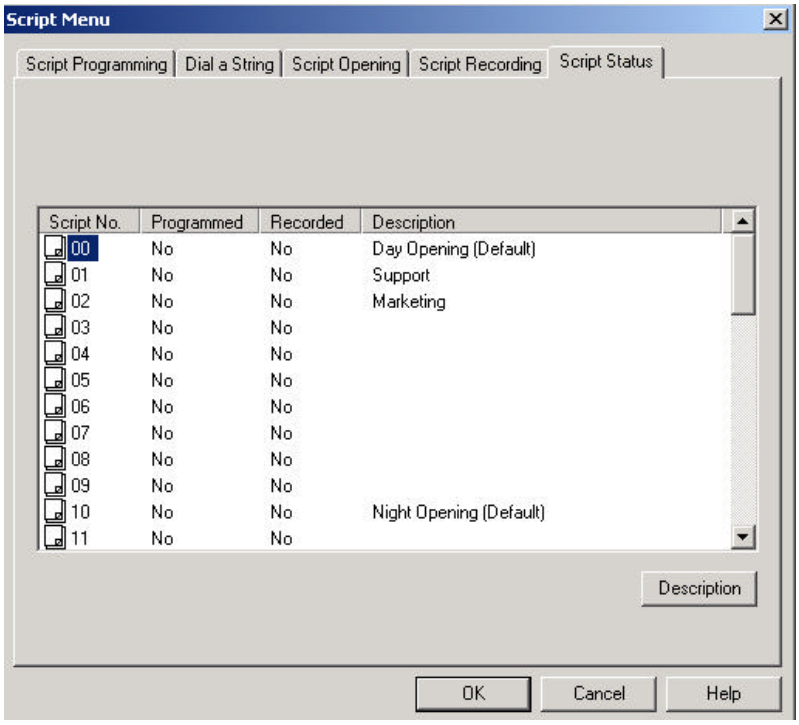
The Table – Defines which script to be played for each port.(Script By Port).
Here you can separate 2 company's on one Voice Mail and define the opening greeting for each port.
For each port there are 4 opening scripts defined according to the day, night, break and holiday modes.
Command: *112

4.1.4 SCRIPT RECORDING



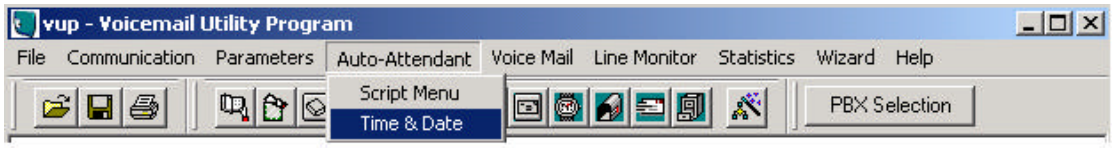
This list selects files for copying script recordings from the Voice Mail to your PC via a RS232 connection.
To add or delete files, click on the relevant button and follow the instructions step by step.

4.1.5 SCRIPT STATUS

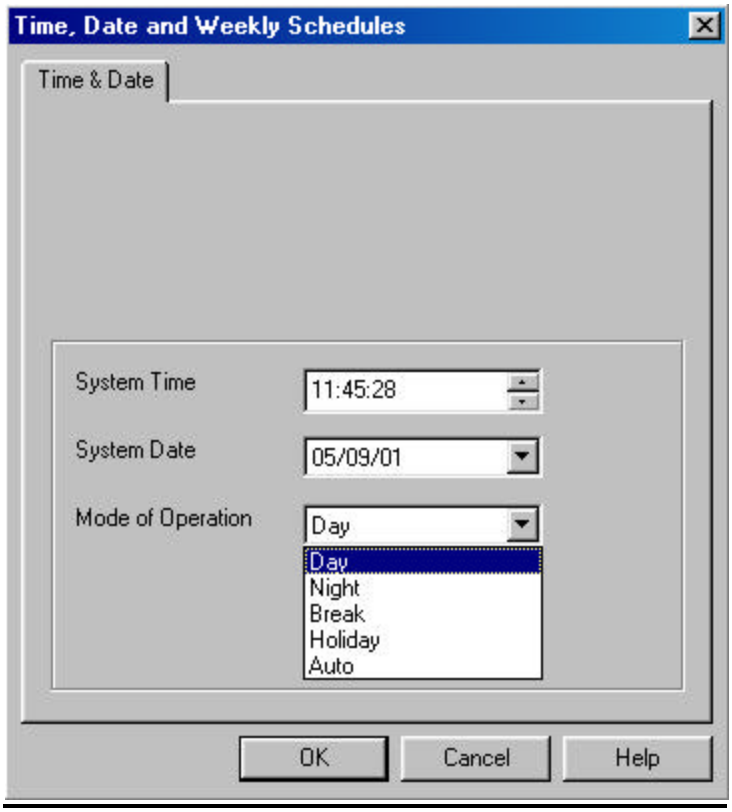


This is a list of all the scripts with their programming and recording status. For each script you can name the file for future reference.
The icon of the script will change if the script is recorded.

4.2 TIME, DATE AND WEEKLY SCHEDULES

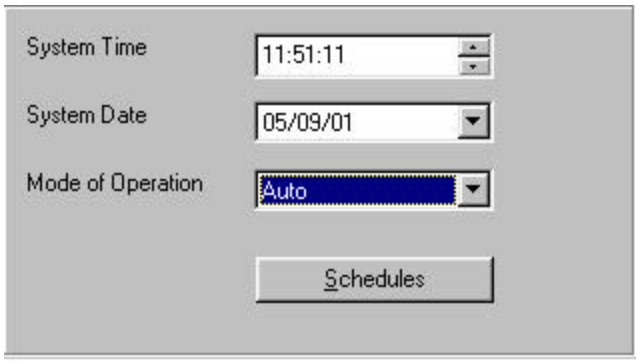


4.2.1 TIME AND DATE



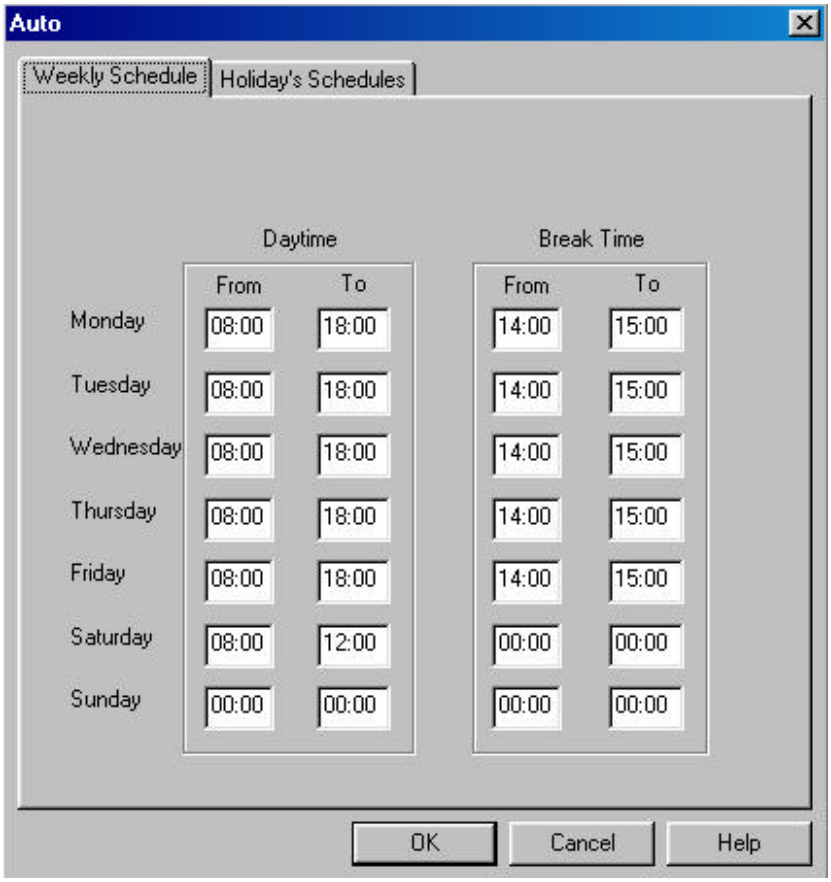
System Time and Date – current date and time in hh:mm format, by default the Voice Mail takes the time and date from your PC.
Command: *420**,***430

Mode of Operation – Defines the unit's mode of operation. The mode can be changed by DTMF code, see page xxx in parameters.
In auto mode, the Voice Mail will automatically change from day to night to holiday and to break mode as programmed in the weekly schedule.
Command: *8 , *400



Automatic Mode – When the Voice Mail is programmed in Automatic mode the weekly and holiday schedules must be programmed, as the Voice Mail will automatically play the opening greeting that was pre-programmed by the system clock.

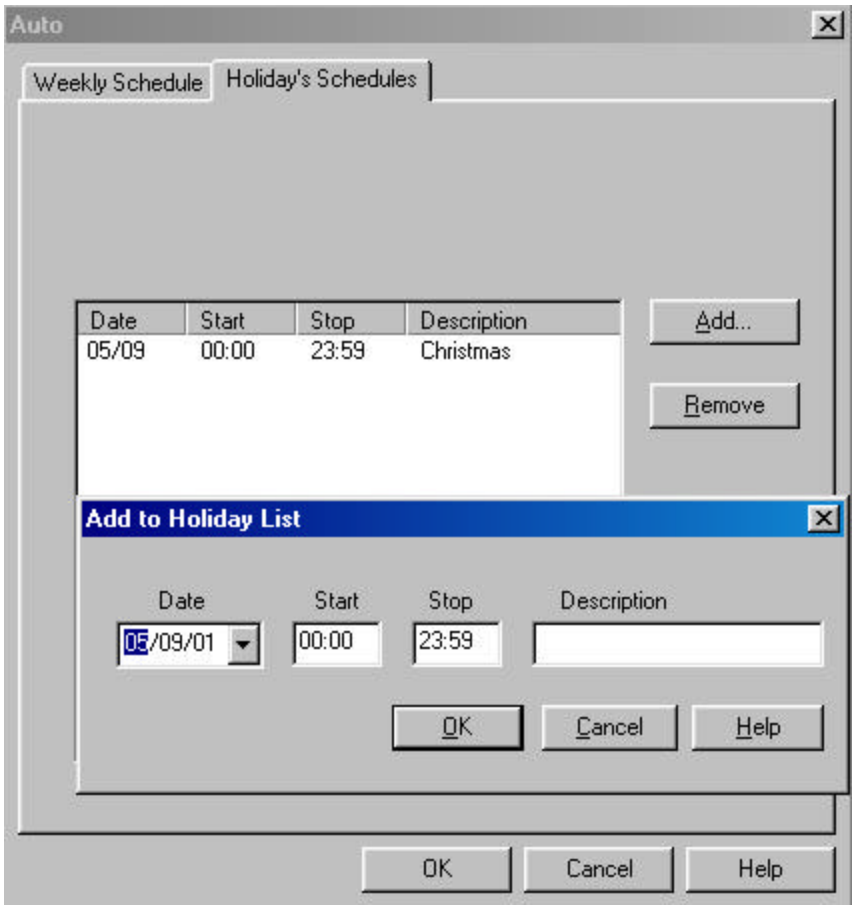
Schedules



Weekly Schedule – i.e. on Monday from 8:00 to 14:00 the Voice Mail will play script message 00 (default day) and then from 14:00 to 15:00 script no 15 (default break), from 15:00 to 18:00 script 00, which is the day script again and then from 18:00 to 08:00 script 10 (default night).

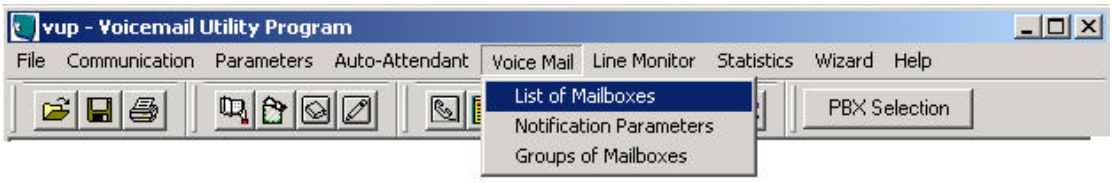
Command: *450 ,*460

Holiday's Schedules

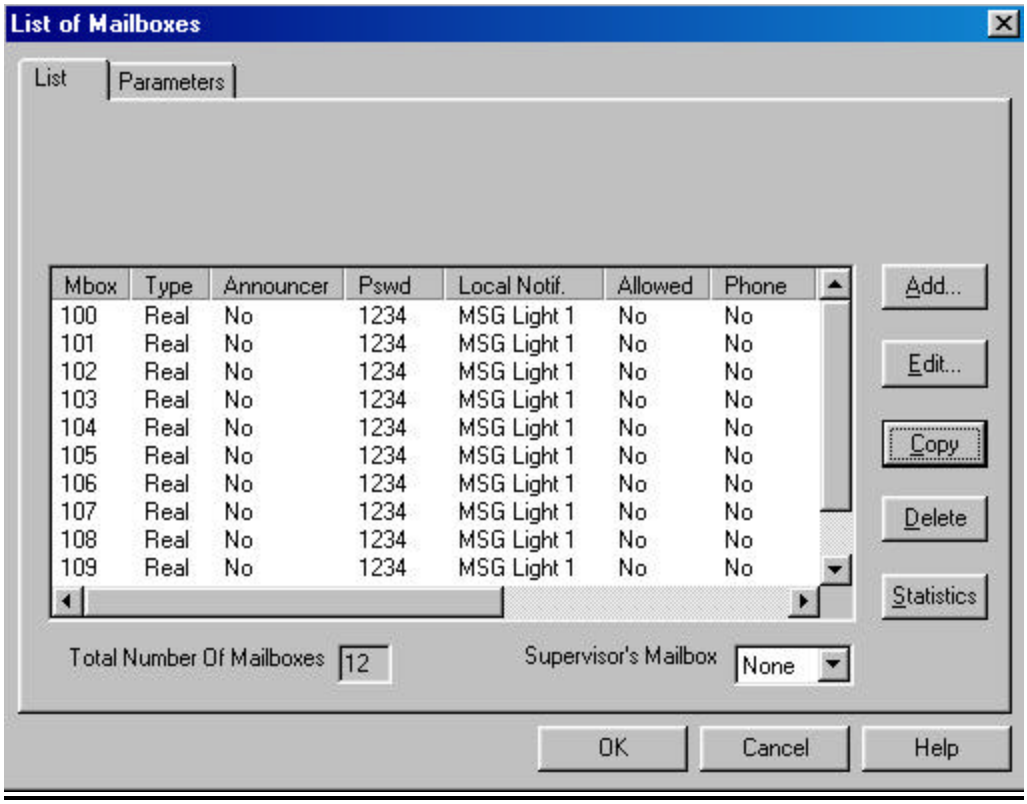


Holiday's Schedule – This list shows the dates that are defined as holidays. If the holiday lasts more than 1 day, each of the holiday days must be inserted separately.
N.B. – pressing the add button adds a new holiday and pressing the remove button deletes the selected days.
The default is empty.
Command: *470

5. VOICE MAIL



5.1 LIST OF MAILBOXES

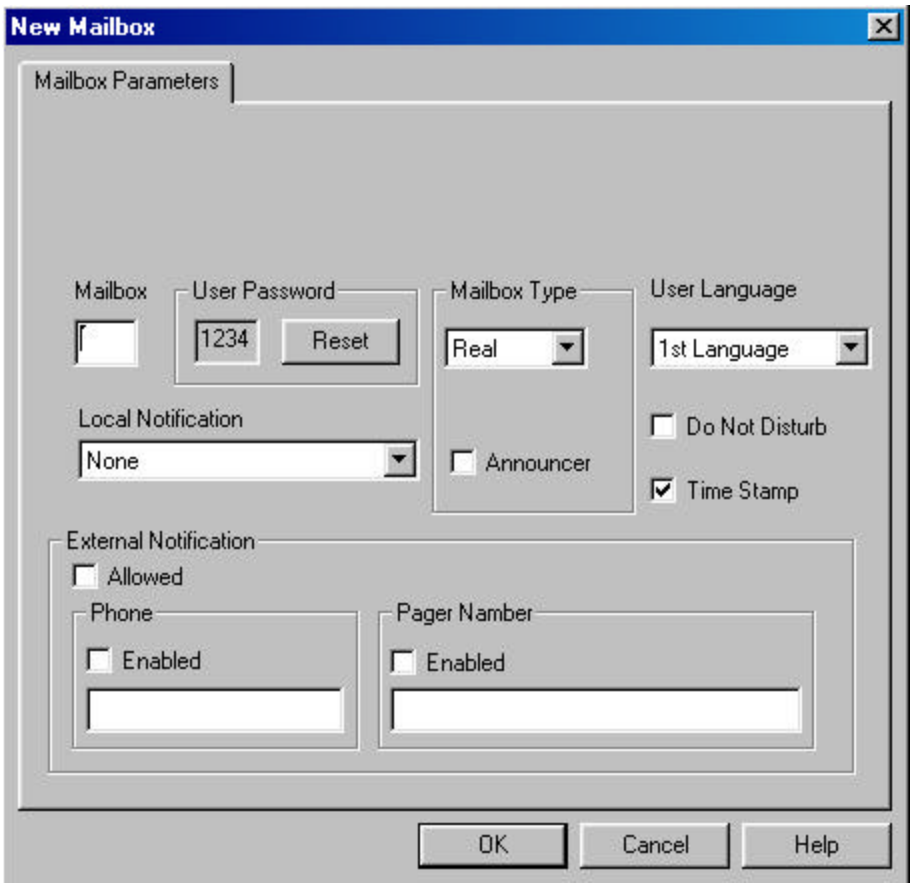


This list displays all the mailboxes defined in the Voice Mail and their configuration parameter values.

Supervisor Mailbox – Here define the supervisor mailbox, which is used when the Voice Mail's memory is 85% full. The supervisor mailbox alerts the mailbox owners to delete their messages. This mailbox will also get the alarm messages.
Command: *360

MAILBOX PARAMETERS

***This is the screen that opens after pressing the "add" button (Command : *501)**



Mailbox – Enter the mailbox number that you want to open

User Password – 1234 is the default. When the password has been changed to a "secret Password" then here you will see ****. If you want to change the password back to the default password, this is where it is done.

Mailbox Type – There are two types of mailboxes, a real and virtual.

Real Mailbox – This a mailbox where there is an extension and a telephone.

Virtual Mailbox – This is a mailbox without an extension. It has all the same functions as a real mailbox, i.e. password protected etc.

Command: *501 or *521

Announcer – This gives the Voice Mail the possibility to play a personal greeting (announcement) but does not allow messages to be recorded.
Command: *502

User Language – From the three selected languages that have been chosen for the Voice Mail, the language to be heard on your mailbox menu is decided on.
Note: *After transferring a call in non-supervised mode using in band DTMF integration, the busy, no answer and do not disturb menu will play with the language defined here.*
Command : *533

Do not Disturb – When this is enabled the Voice Mail will not transfer any calls from the Auto Attendant to this extension and the Do not Disturb menu will play instead.

Time Stamp – This is the option for the Voice Mail to play or not to play the time and date of the message.
Command: *531

Local Notification – Notification can be performed as local or external. The possible types of local notification are as follows:

Message Light 1 – The Voice Mail sends the code that is defined in Notification codes to turn on the light on the telephone or to change the dial tone of the extension.

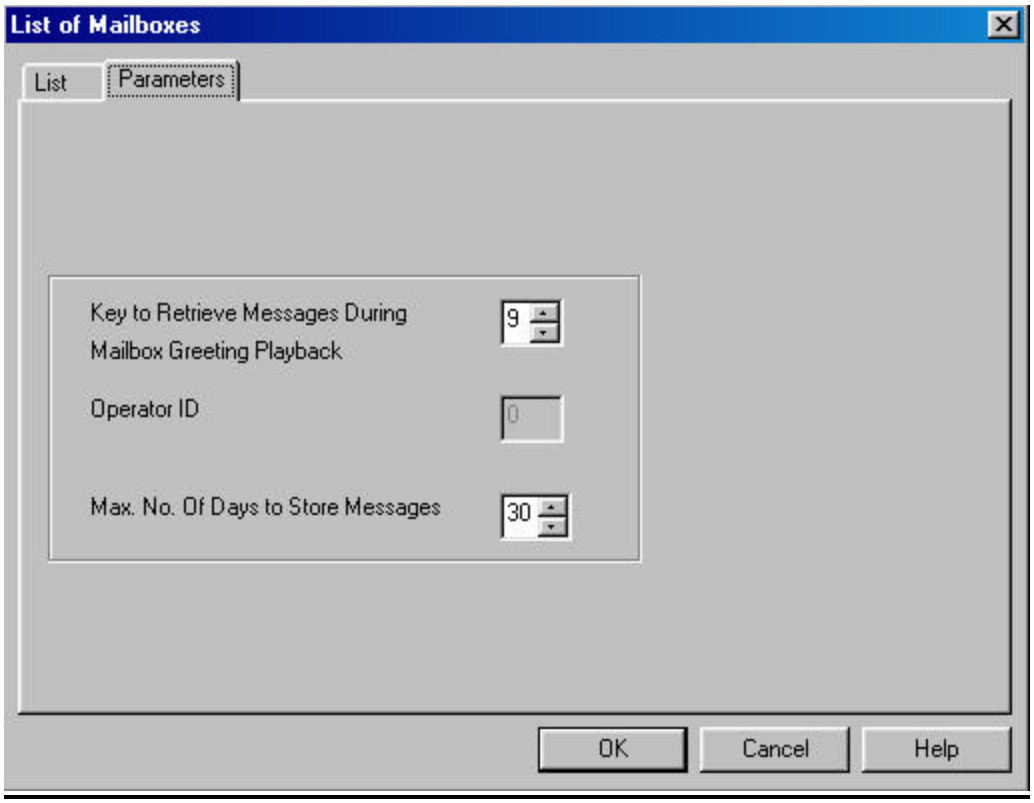
Message Light 2 – This is the same as message light 1. This option is used with certain PBX's that support more than 1 type of terminal.

Sign Ring – The unit rings the extension number periodically as defined by the "ring notification interval", until all new messages have been heard or the maximum number of notification retries is reached.

Rings – The Voice Mail rings the extension number for a period of time, as defined in the "ring notification duration" and the "ring notification retries". After the call is answered the unit prompts a menu that allows the user to retrieve messages.
Command: *700

External Notification – The system administrator allows remote telephone and pager notifications for each mailbox. Using the menu the owner can enable the remote notification status and enter a desired external telephone or pager number. If remote notification is allowed and enabled and a message is recorded, the Voice Mail dials the remote telephone number to notify the mailbox owner of new messages. After the mailbox owner enters the correct password, the unit plays the recorded message. When a remote pager is used the Voice Mail dials the number to notify the mailbox owner to call back and to check his/her mailbox. (No recorded message is played)
The Voice Mail stops sending ring notification after the mailbox owner has retrieved all messages or the defined number of notification retries have been exceeded.
Command: *710, *711

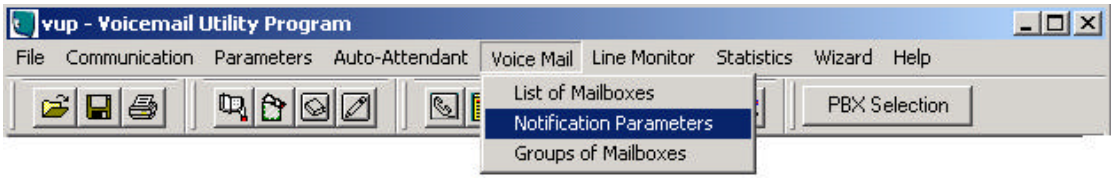
PARAMETERS

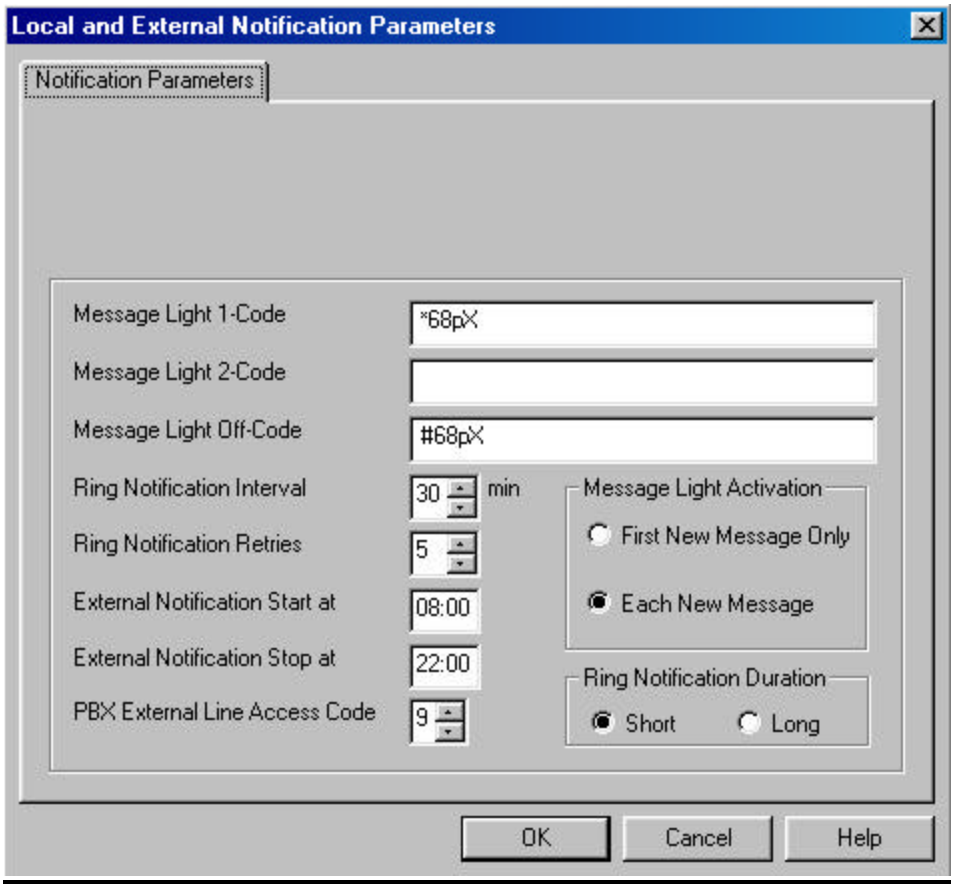


Key to Retrieve Messages during Mailbox Greeting – This is the key that will be pressed during a personal greeting to retrieve messages, i.e. if you want to retrieve a message from your mobile, dial your extension and when your personal greeting is played press the defined key and the Voice Mail will then ask for password before playing the messages.

Maximum Number of Days to Store Messages – This parameter defines the number of days that messages are stored in a mailbox. After reaching the defined message limit, the messages are automatically deleted.

5.2 NOTIFICATION PARAMETERS





Message Light 1-Code, Message Light 2-Code and Message Light Off-Code –

The Voice Mail will dial the above codes **always from port 2** and the legal entries are:

- X = extension
- P = pause
- & = hook flash
- ! = send number of new messages to LCD station (only if the PBX support it)
- DTMF = 0-9 , *,#,A-D

Message Light Off – The signal is used to turn off the message notification on the terminal. Some PBX's do not support this code so they turn off the notification LED after the Voice Mail is called.

Ring Notification Interval – This parameter defines how often the mail owner is notified of new messages by ring notification.

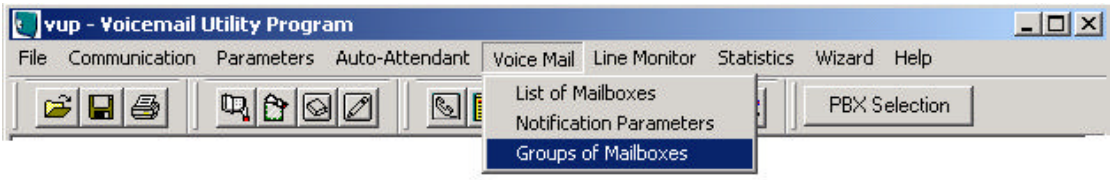
Ring Notification Retries – This defines how many times the Voice Mail will try and notify the user of received messages.

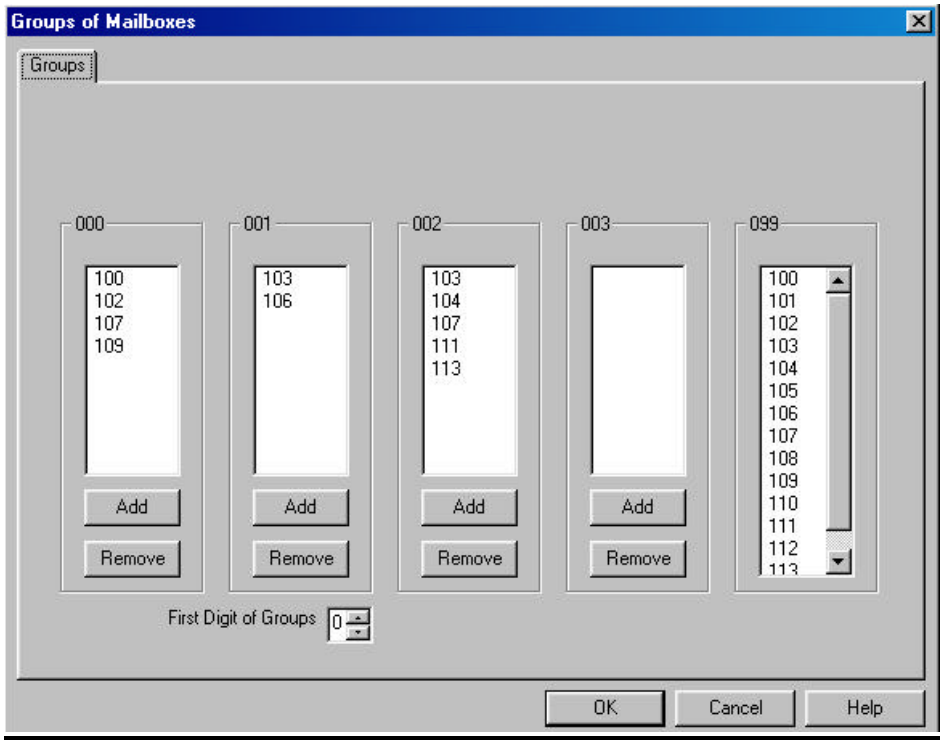
External Notification Start/Stop – Sets the time for external notification

PBX External Line Access Code – This is the key pressed by the Voice Mail to get an external line for external notification.

Message Light Activation – Defines if lights up for every message or only after the first new message.
Ring Notification Duration – The amount of time the Voice Mail opens a line and tries to notify the caller of new messages in the ring notification process.

5.3 GROUPS OF MAILBOXES



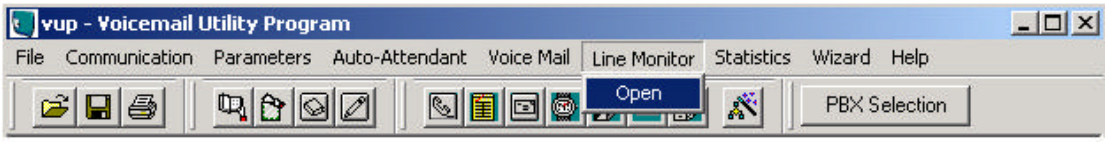


Group List – Up to 4 mailboxes can be defined. The mailboxes that are defined within a group can be addressed simultaneously by dialing the group number. In order to add a mailbox to a group, select the required mailbox from the group of all mailboxes ending with the digits 099 and press on the "Add" button of the respective group. The group 099 is a list of all the mailboxes defined in the system.

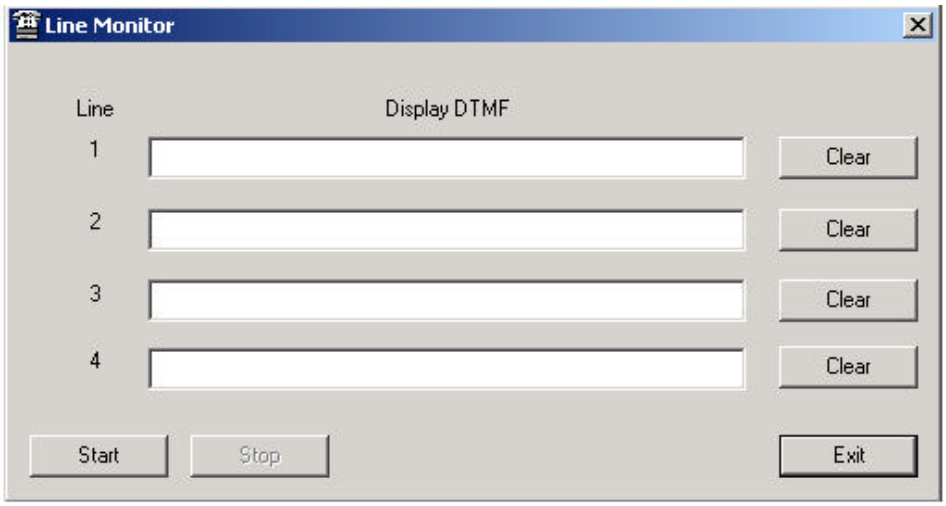
*Note: Each group can contain up to 20 mailboxes (excluding the group for all mailboxes***)**

First Digit of Groups – This parameter defines the digit that the mailbox groups start with.
Note: If a mailbox and a group of mailboxes are set at the same number, the messages will be sent to a mailbox and not to the group.

6. LINE MONITOR



6.1 General Information



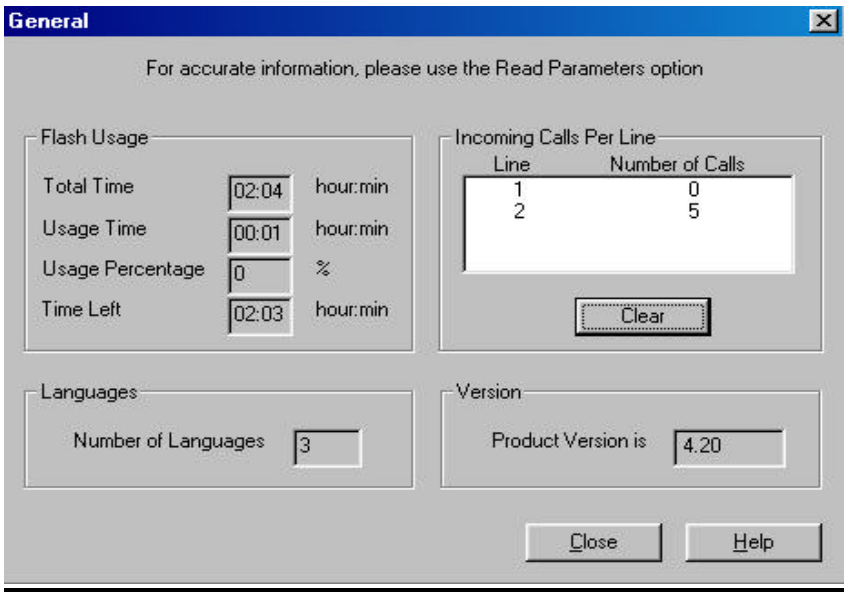
The line monitor is a powerful tool used to make integration easier. The Line Monitor shows all incoming DTMF signals, on-line, simultaneously, from all four ports via the RS 232 cable.

6.2 How to Operate the Line Monitor

Connect the RS232 cable, one end to the PC and the other end to the Voice Mail. Then open the Line Monitor window and press the start button. After the start button is pressed, from that moment on, all DTMF signals will be displayed, on-line, on this window.

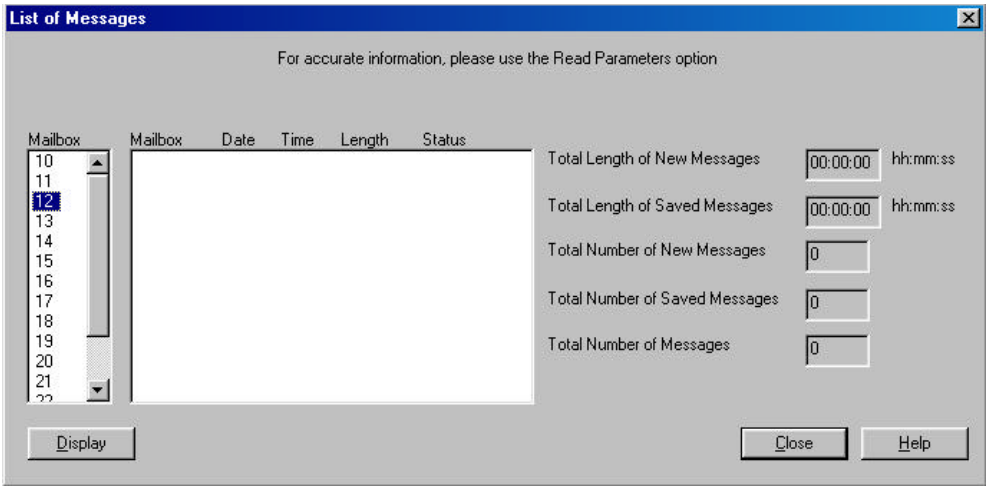
7. STATISTICS

7.1 GENERAL STATISTICS



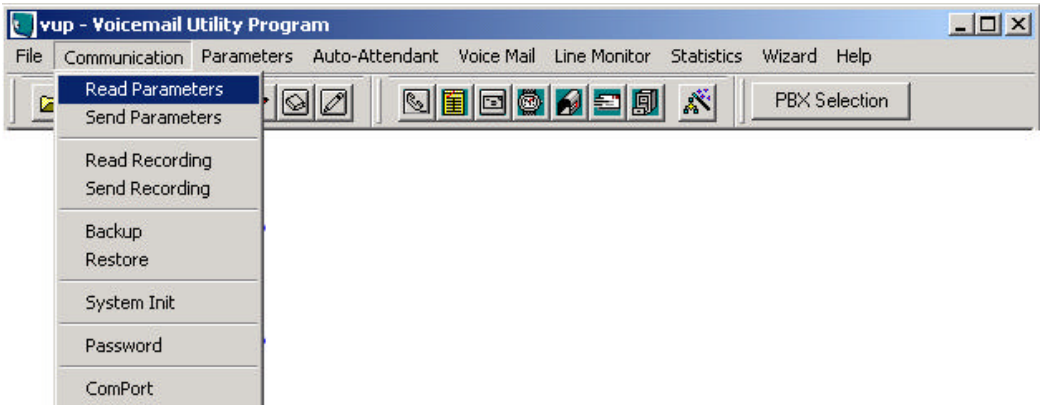
This is where you receive all the general information i.e. listing of all incoming calls, no. Calls per line, flash usage, no. of languages and the product language.

7.2 List of Messages

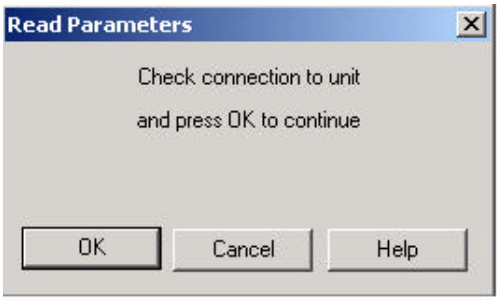


There will automatically be a list of mailboxes displayed on the left hand side of the screen, then press the on the specific mailbox number and a display of all messages for that mailbox will appear, when the message was received, how long it had been saved for, length of message, etc.

8. COMMUNICATION



8.1 Read/Send Parameters



While the VUP reads the information from the Voice Mail the VUP is offline. Once the VUP has read all the parameters it then sends all the information to the Voice Mail.

N.B. – while sending the parameters, the Voice Mail will not answer any calls until the procedure is over.

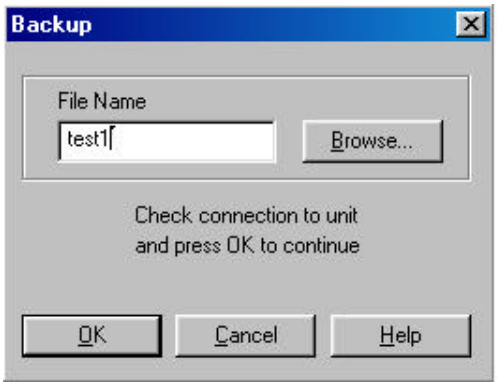
8.2 Read/Send Recording

This is the option to get read script recordings from the Voice Mail and to send it to another Voice Mail.

***The script recordings in the Voice Mail are not wav files, they are special DSP formatted files resulting in the fact that a wav file cannot be converted to this format.**

To copy a script from 1 Voice Mail to another, record the menus from a telephone for the 1st Voice Mail and this enables you to transfer these files to another Voice Mail using the read and send recording button.

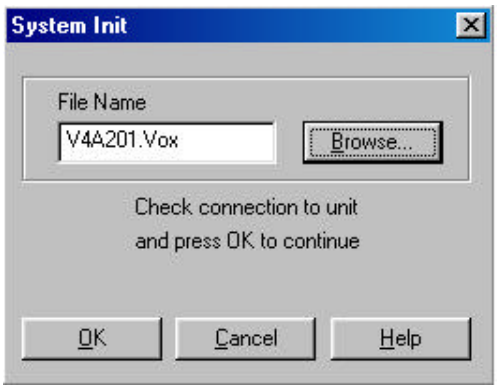
8.3 Backup/Restore



This enables a full backup foe the Voice Mail, containing all script recordings, messages, personal greetings and parameters.

The Voice Mail accumulates all this information in a wax file and to restore means transfer this entire file to another Voice Mail and the content will be identical.

8.4 System Initialize (Init)

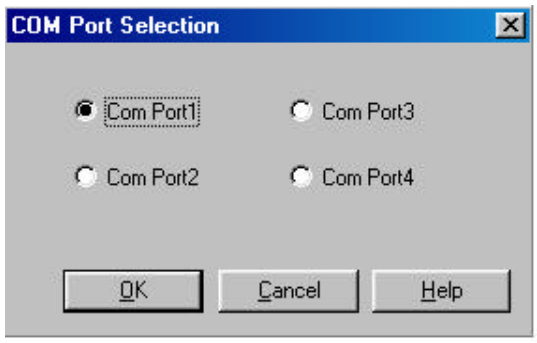


This is the process where a VOX file is sent containing all the system messages and language combinations to the Voice Mail and to clear the flash memory. After completion of this process, the Voice Mail will remain with the manufacturers default and the relevant languages.

8.5 Password

Enables you to change the administrator password.

8.6 Comport



This allows you to set up your comport from your PC to work with the Voice Mail.