

iP Series

Administrator's Manual

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Rev. C



We Make It Easy To Communicate

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ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas, in the internationally known "Telecom Corridor." Founded in 1987, ESI designs and builds innovative telecommunications products for businesses like yours. Because of their powerful combination of value and features, ESI products are consistently recognized by industry publications and leaders. In fact, ESI also creates telecommunications products for major companies to market under **their** well-known brand names.

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General description

ESI's **IP Series** (IP 200 and IP 40) IP telephony products are advanced business telecommunications systems, each of which includes not only phone service but voicemail, an automated attendant, automatic call distribution, and computer integration. These features are all provided over standard Ethernet cabling, using the Internet Protocol and certain other protocols from the TCP/IP suite.

In IP telephony, voice is digitized at the telephone and then converted to IP data packets at the telephone. Those packets are sent across an IP data network and then converted back to a voice signal at the other party's IP telephone or at the IP PBX for connections to outside lines.

The IP Series consists of an IP Feature Phone and two models of the IP PBX.

The IP Feature Phone provides all the features and functionality expected of business phones. It looks and feels exactly like ESI's popular IVX[®] digital telephone, but it connects to the system over the same Ethernet[®] cables used by PCs and data servers. Voice is carried over the network at an uncompressed 64Kbps – the highest quality available.

The two IP PBXs differ only in the number of supported CO lines and stations. The IP 200 can be configured to handle up to 66 CO lines and 96 stations, while the IP 40 can handle 30 lines and 28 stations. The IP PBXs reside on the Ethernet network and are both rack-mountable and wall-mountable.

Telephone system features

Your Installer can expand the IP Series cabinets from their basic configuration to handle as many as 66 CO lines (the IP 200) or 30 lines (the IP 40). Both cabinets support T1 and PRI modules.

- **Impressive expansion capability** – Can handle up to 66 CO lines and 96 stations.
- **T1 and ISDN PRI support** – Can connect to higher-bandwidth lines.
- **IP Feature Phone** – Compact and rugged design includes a high-quality speakerphone, large and informative multi-functional display, and a specially designed key layout with several dedicated keys to minimize or eliminate the need to memorize codes. The IP phone is TAPI compliant; you can obtain a TAPI driver from your ESI Reseller.
- **Extensive help** – Verbal User Guide™ uses spoken and displayed help prompts to help everyone from the installer through the administrator down to the least experienced end user. Easily accessible with one press of the **PROG/HELP** key.
- **Enhanced caller ID** – Allows one-touch automatic message return.
- **Live call recording** – Can record any conversation or personal memo, with moving or copying of any recording to another user's voice mailbox (see "Voice mail features," below).
- **Call waiting** – Includes helpful display, showing both calls' caller ID information, and easy one-key toggling between calls.
- **Conference calling** – Includes 24 conference bridges, and a conference may contain up to four parties, so the IP Series can support six conferences of four parties each or eight conferences of three parties each.
- **Esi-Dex™ speed-dialing** – Calls any number from any of the three separate lists (personal, station, and system); uses Caller ID information or direct keypad entries.

- **Dedicated overhead paging interface** — Allows overhead paging through the user's own overhead paging system.
- **911 alert** — Provides immediate line access if any station (except the Remote IP Feature Phone) with line access dials **9 1 1** to report an emergency; sends a message via the serial port indicating the start date, time, station number and end-time of the 911; also sounds a warning tone at the operator station and displays (for example):
*911 CALL FROM
X102 JOHN JAMES*

Remote network features (VoIP)

In addition to a robust set of telephony features, the IP Series PBXs have the capability for extending PBX operation to any location that has access to a suitable high-speed data connection. This capability is provided with the Remote IP Feature Phone and Esi-Link.

- **Remote IP Feature Phone** — Ideal for the remote site requiring one, or no more than a few, extensions. Once this is installed, the remote user is provided a nearly identical capability and connectivity of the phone user in the main office. Numerous remote sites can be supported from a single IP PBX. Refer to the *Remote IP Feature Phone Product Overview* and the *Remote IP Feature Phone User's Guide* for more information.
- **Esi-Link** — Provides the capability of connecting up to 100 IP PBXs at different locations into a single private phone system. The ESI IP PBX features that so far have been available to a single location can now be extended across several locations, greatly enhancing the integration opportunities of a business with multiple locations. Refer to the *Esi-Link Product Overview* for a full explanation of Esi-Link capabilities.

Voice mail features

- **16 built-in voice mail ports** — These are in addition to the up-to-192 possible call-processing ports; thus, you may build the system to its maximum for call-handling without having to balance voice mail needs versus call-handling needs.
- **Highest-grade voice quality** (64Kbps sampling) for voice mail and other storage of voice messages.
- **Eight message-on-hold recordings** — Among these are three prerecorded tracks; also supports live input.
- **Off-premises message delivery.**
- **Urgent messages** — Can deliver higher-priority messages first.
- **Several different mailbox types**, including group, broadcast, informational, cascade paging and Q & A.
- **Message Recycle Bin** (undelete) — Remembers, and can restore, each mailbox's 10 most recently deleted messages.
- **Quick Groups™** — Makes it easy to leave voice mail messages for several users.
- **Quick Move™** — Automatically moves a message to a designated mailbox.
- **Virtual Mailbox Key™** — Allows easy monitoring of a second mailbox.
- **New-message skip** — Skip a new message and have it appear as "new" the next time.
- **Message monitor key** — Toggle the live-call screening with a single programmable key.
- **Message move and delete** — Move-and-save, or move-and-delete, messages.
- **AutoPage™** — Allows a caller, when forwarded to voice mail, to page a station user.

Call-handling features

- **Off-Premises “reach me”** — Lets callers reach their party while he or she is off premises.
 - **Virtual Answer Key™** — Users can play pre-programmed prompts to inbound callers.
 - **Caller ID missed-call key** — Stores caller ID for ten most recent missed calls.
 - **Auto-attendant trunk-to-trunk transfer** — Create an auto-attendant outdial branch without the need for Centrex lines.
 - **Separate hold/park recall timers** — Separate recall timers for calls on park and hold.
 - **System-wide hold** — Puts the CO line on hold, after which any user can pick up the call by pressing the line key.
 - **System-connect tone control** — Allows the installer or administrator to disable the connect tone.
 - **CO line labeling** — Labels the CO lines and has them appear in the display when they ring.
-

Auto attendant features

- **Six levels, 100 branches** — Allow you and your customer to set up a more caller-friendly answering environment, including a company directory.
 - **Virtually unlimited call routing** — Includes off-premises transfer, pager notification, more.
-

ACD features

- Routes calls within designated departments for quickest possible call answering.
- Uses IP Feature Phone display to provide up-to-the-second information on queues and wait times.

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System programming: an introduction

You can program the IP Series either from an IP Feature Phone or through the Windows® 95/98-based *Esi-Access* package. Both methods follow the same programming steps. This manual focuses on programming from an IP Feature Phone; the respective documentation for *Esi-Access* details the differences in programming from that environment.

Read the *User's Guide* first. Programming features require a clear understanding of the user interface and application.

You can program the IP Series system from any IP Feature Phone while the system is operating. Once you've accessed programming mode, the system will prompt for — and confirm — each key-stroke action via voice commands and the LCD display. You program both configuration data and recordings in the same manner.

Programming keys

During programming, the top line of the LCD will display the current **item** being programmed and the bottom line will be the **entry** line. You can enter values as directed by the combination of the voice prompts and LCD display. To enter multiple values, such as a list of extension numbers, separate each value by # (to exit the list, enter # #).

To...	Press ...	What this does
Enter	#	Confirms new or existing entry and advances to next programming step.
Back up (i.e., reverse direction)	*	Backs up to previous prompt without changing its value.
Delete	HOLD	Deletes data or recording.
Exit	RELEASE (or just hang up)	Exits programming mode and removes extension from DND.
Help	HELP	Provides more detailed instructions during programming.
Select / Scroll	▼ (left-side scroll key)	<ul style="list-style-type: none"> • During entry of a value, backs up • If a list is present (▶ is displayed), scrolls to left
	▲ (right-side scroll key)	<ul style="list-style-type: none"> • Selects from options presented • If a list is present (▶ is displayed), scrolls to right • Inserts a space during entry of a name.

Note: Either < or > in the display indicates that additional choices or values are available by pressing a corresponding scroll (▼ or ▲) key.

Entering alphanumeric characters

You enter names for **extensions, departments, and branch IDs** by pressing the dial pad key that corresponds to the character to be entered. The key's possible entries will change each time the key is pressed, and the LCD will show this. When the LCD displays the desired character, press **#** to confirm; the cursor will move to the next character position. You may move the cursor left (to correct an entry) by pressing the left scroll key (▼) or move right (to add a space) by pressing the right scroll key (▲).

Key entry	Options
0	0, - (hyphen), _ (underline)
1	Q, Z, 1, " " (space)
2	A, B, C, 2
3	D, E, F, 3
4	G, H, I, 4
5	J, K, L, 5
6	M, N, O, 6
7	P, R, S, 7
8	T, U, V, 8
9	W, X, Y, 9
▼ (left scroll key)	Backs up and erases
▲ (right scroll key)	Adds a space
#	[Enter]
# #	Ends the name

Example: To enter a *B*, press **2** twice (the possible options to **scroll** through are **A, B, C** and **2**). When **B** is displayed, press **#** to confirm; the cursor will move to the next character to be entered. To complete the name, press **# #**.

Accessing user station programming

Should a user forget his password or if an employee leaves the organization, this feature allows the Administrator to enter a user's station programming and operate within it as if he were the user. From the user's station, input the **Administrator** password when the system prompts for the **user** password.

Example: From station 105, entering **4 5 6 #** instead of the user password (**1 0 5 #**) will enter the station's user programming. (Default passwords shown for this example).

System fixed numbering plan

Number		Function
<i>IP 200</i>	<i>IP 40</i>	
0	Same	Operator
1–66	1–30	CO lines
100–195	100–127	IP Feature Phone stations
199	Same	Overhead paging port
200–229	200–205	Analog stations
290–299	Same	Department pilots
300–489	Same	Guest/info mailboxes
490–499	Same	Q & A mailboxes
500	Same	Broadcast mailbox
501–516	Same	Group mailboxes
520–529	Same	Cascade paging mailboxes
530–550	Same	Recordable system prompts
560–589	Same	Feature codes
590–598	Same	MOH recordings
600–699	Same	System speed dial
700–799	Same	Remote IP PBX numbers (Esi-Link only)

Remote setting of day, night, holiday and auto modes

Normally, the system's day/night mode operation will be manually controlled at an IP Feature Phone and/or set to follow the day/night mode tables (programmed by the Installer) automatically. In addition, the Administrator can remotely change the mode and/or re-record the holiday greeting to handle unexpected closings such as for inclement weather.

Remotely logging into the system with the Administrator password will allow the caller to re-record the holiday greeting and manually change the mode for day/night/holiday.

To change the answer mode and main greetings remotely:

1. Dial the main number that the auto attendant answers.
2. At the main greeting, enter * * 4 5 6 # — or the new password — to enter remote programming mode. You'll hear prompts (see "Prompts for remote settings: An outline," below) that will allow you to change the answer mode (day, night, holiday, day2, night2 or auto) and re-record the day, night and holiday greetings. When you select any of the "record ... greeting" prompts, you'll hear the current greeting and then be prompted to press 1 to record a new greeting.
3. To exit or go back to the previous section, press * (you may also exit by hanging up).

For more information on day, night and holiday modes, refer to:

- "Function 61: Re-record system prompts," page F.1.
- "Live Outside Calls • Operator Station," in the *IP Series User's Guide* (#0450-0189).

Prompts for remote settings: an outline

1 Set answer mode

- 1 Day mode
- 2 Night mode
- 3 Holiday mode
- 4 Use day/night table*
- 5 Day2 mode
- 6 Night2 mode

2 Record holiday main greeting

3 Record daytime main greeting

4 Record nighttime main greeting

5 Record day2 main greeting

6 Record night2 main greeting

* This is used if the installer has programmed an automatic calendar.

System programming overview

1 System parameters

- 13 Administrator password
- 14 Set time/date
- 17 System speed dial

3 Extension programming

- 32 Extension feature authorization

5 Voice mail programming

- 53 Guest/info mailboxes
- 54 Group mailboxes
- 55 Message notification options
 - 551 Station delivery options
 - 552 Delivery/paging parameters
- 56 Cascade paging mailboxes
 - 561 Cascade mailbox options
 - 562 Cascade paging parameters
- 57 Q & A mailboxes

6 Recording

- 61 Record system prompts
- 62 Record directory names
- 63 MOH programming
 - 631 MOH source
 - 632 Record MOH
 - 633 MOH volume

Entering programming mode

You may program from **any** Feature Phone in the system. To enter programming mode:

1. Press **PROG/HELP**. The normal **station** programming menu prompt will begin to play.
2. Press **PARK** to stop the prompt.
3. Enter the Administrator password, followed by #.
4. Follow the **system** programming menu.
5. When finished, hang up.

Note: While in programming mode, the extension will be automatically placed in DND.

Note: The system will automatically exit programming mode after 10 minutes of inactivity.

Example: To enter programming mode, press **PROG/HELP, PARK, 4 5 6 [or new Administrator password], #**. To exit programming mode, **hang up**.

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Function 1: System parameters

Function 13: Administrator password

This will display the existing password and prompt for input of a new password. The password can be 2–8 digits long, followed by #. **Only those functions listed in this manual can be programmed via this password; other functions require the Installer.** The default password is 456.

Note: Be sure to write down the new password and store it in a safe place.

Note: You can use the Administrator password to access a user's station programming. At the station, when prompted for the user's password, enter the Administrator password, then follow normal user programming procedures.

Function 14: Set time/date

1. Enter a new time in a **twelve-hour** format.

Example: Enter 1 2 3 3 for 12:33, or 3 1 5 for 3:15 (note that you need **no** leading zero for the time).

2. Select AM or PM by pressing a scroll key (either ▼ or ▲).
3. Enter a new date in an **eight-digit** format, **including** leading zeroes.

Example: Enter 0 7 0 4 2 0 0 1 for July 4, 2001 (note that leading zeroes **are** required here, unlike in step 1).

4. Press # to finish the entry.

Note: A built-in battery maintains the correct time and date, even in the event of a power loss.

Function 17: System speed-dial

Up to 100 system speed dial names and associated numbers can be stored, in location numbers 600–699, for access by any station. A user can initiate a system speed dial by dialing the speed dial location number or by accessing the name through the Esi-Dex feature. In Function 32, access to system speed-dial can be denied to individual stations (see page D.1).

1. Enter the 3-digit location number to program.
2. Enter a **ten-character** name (see “Entering alphanumeric characters,” page B.2).
3. Enter the number to be dialed (including the line group — 9, 8 or 71–76). Press the left scroll key (▼) to delete any character or digit entered in error. Here's an example:

1.	2.	3.
Location no.	Name	Number
601	AUTO RENTL	915552221212

The number dialed in step 3 can be up to 30 digits long **including** the following special codes:

Code	What it produces
#	# DTMF tone
*	* DTMF tone
F	Flash hook
P	2-second pause

To insert a special code, press the right scroll key to select the desired special code: #, *, F or P. Press # to confirm the inserted character and continue. Press ## to complete the entry.

Example: To create a System Speed Dial number that dials 9, then 972-555-5644, then pauses for 4 seconds and finally dials #104, enter:
9 9 7 2 5 5 5 6 4 4 (scroll to) P # (scroll to) P # (scroll to) “#” # 1 0 4 #

Deleting a speed dial number

To delete an entire speed dial number and name, delete the location number (6 XX) by pressing **HOLD** or the left scroll key (▼) during step 1 in the speed-dialing procedure described above.

Function 3: Extension programming

Important: Where any **gray shading** (■) appears in an example, it represents values either **unavailable** to the function or **unused** in the particular example.

Function 32: Extension feature authorization

The Administrator can allow or deny many extension features on an extension-by-extension basis. A User, however, can only program and use allowed features (by using a combination of voice and LCD prompts) from his/her phone.

Below is an example of a completed Programming Worksheet.

1. Ext.	2. Name	3. Call wait	4. DND	5. AA block	6. Rec.	7. Svc. obs.	8. Toll allow	9. Sys. spd. dial	10. Auto page	11. Ext. fwdg.	12. Fwdg. to toll nos.	13. Trunk- to-trunk xfer
XXX	Default	Y	Y	N	Y	N	Y	Y	N	N	N	N
100	Jane	Y	Y	N	Y	N	Y	Y	Y	N	N	N
101	Roger	Y	Y	N	Y	N	Y	Y	N	N	N	N
102	Sally	Y	Y	N	N	N	Y	Y	Y	N	N	N
200*	Bill	Y	■	N	■	■	Y	Y	N	N	N	N

Here is the sequence of programming. The programming steps are:

1. **Extension number** — Enter the extension number to program.
2. **Extension name** — Name the extension (if not previously named by the Installer).

For each of the following features, press a scroll key (▼ or ▲) to select *YES* or *NO*.

3. **Call waiting** — Allows the user to turn call waiting on or off for his station.
4. **Do not disturb** — Allows the user to activate DND from his station.
5. **Auto attendant block** — Blocks calls from being transferred to the station from the auto attendant; follows the extension's call forward day/night setting (programmed by the Installer).
6. **Live recording feature** — If enabled, will allow the user to record conversations.
7. **Service observing** — Allows the user to monitor the conversations of those stations listed in the **service observing list** for his/her station. If this is enabled, you must enter a list of allowed extensions.

Note: A Department number can be entered as an extension in the Service Observing list and will then automatically include all members of the Department even if the members of the Department are later changed.

8. **Toll restriction** — “YES” allows the user to place toll calls. If “NO,” the user can make only either non-toll calls or calls to numbers listed in the allow exception table.
9. **System speed dial** — “YES” allows the user to access and place system speed dial calls.

* An example of an analog phone.

10. Auto-page — Lets the user turn auto-page (*defined below*) on or off at his/her station.

Note: This feature is used in conjunction with the directory names recorded in Function 62 and is not active until a directory name is recorded for the extension.

If the station user has his/her mailbox set to answer with personal greeting 3 and a caller presses **3** to page that user, this feature automatically pages the station user in the page zones entered in Function 31. If no page zone is entered, all Feature Phones on the system are paged.

Default: Disabled.

Note: When auto-page is enabled, the system will use the last installed idle digital port to perform the page. Therefore, if a phone is on the last installed port (*e.g.*, X111 on a system with a single 600 Card), the phone's user may experience a brief delay in telephone operation if he/she picks up the handset (or presses **SPEAKER**) during the auto-page.

11. External forwarding — Allows the station user to enable the off-premises-“reach-me” feature (the user can give, to callers who are forwarded to his/her voice mailbox, the option of trying to reach him/her at another number). This requires a trunk-to-trunk transfer and will use two CO lines for the length of the conversation. The user must set his/her mailbox to answer with personal greeting 2 and inform the caller to press **4** for this option. After the system dials the last digit of the external forwarding number, it will begin to play a prompt saying, “*You are receiving a forwarded call. Press any key to accept.*” This prompt will play continuously for 30 seconds. When DTMF is detected at the remote end, both trunks are connected. If no DTMF is detected, the caller is forwarded to the user's voice mail.

Default: Disabled.*

12. Forwarding to toll numbers — This feature is used in conjunction with external forwarding (see previous item). When enabled, this feature lets the user program a long-distance number for external forwarding.

Default: Disabled.

13. Trunk-to-trunk transfer — When enabled, this lets the station user initiate a **trunk-to-trunk transfer**. The user, while connected to a CO line, can press **TRANSFER**, followed by his/her line access code(s), dial an off-site number and then complete the trunk-to-trunk transfer by simply hanging up. Both parties are then connected.

Default: Disabled.

<p>Important: USE OF FEATURES, SUCH AS TRUNK-TO-TRUNK TRANSFER, THAT REQUIRE TRUNK-TO-TRUNK CONNECTIONS WILL INCREASE THE RISK OF TOLL FRAUD. IN NO EVENT SHALL ESI (ESTECH SYSTEMS, INC.) BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER INCLUDING, BUT NOT LIMITED TO, FRAUDULENT TOLL CHARGES, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTIONS OR ANY OTHER COSTS OR DAMAGES RELATED THERETO ARISING FROM THE USE OF THESE FEATURES.</p>

* While the two trunks are connected, the system constantly monitors the lines for open loops. If it detects an open loop on either line, it terminates both CO connections. Additionally, the system periodically will monitor for voice on the connected COs. If it detects no voice traffic, it terminates both CO connections. Finally, if both COs are connected for a programmable period (default is 60 minutes), the system will terminate the connection, regardless of the presence or absence of activity.

Example: Here is a portion of a completed Programming Worksheet (Appendix II) for extension feature authorization. Note that:

- Extension 100 cannot record calls but **can** make toll calls (except those listed in the deny table) and can access the system speed dial numbers.
- In comparison, Extension 102 cannot make general toll calls but also can call any system speed dial number, **even if it's a toll call.**
- (Extension 200 doesn't have DND, AA block, record or service observing capability because it's an analog port.)

1. Ext.	2. Name	3. Call wait	4. DND	5. AA block	6. Rec.	7. Svc. obs.	8. Toll allow	9. Sys. spd. dial	10. Auto page	11. Ext. fwdg.	12. Fwdg. to toll nos.	13. Trunk- to-trunk xfer
100	Jane	Y	Y	N	N	N	Y	Y	N	N	N	N
102	Sally	Y	Y	N	Y	N	N	Y	Y	N	N	N
200*	Bill	Y		N			Y	Y	N	N	N	N

* An example of an analog phone.

(This page included for pagination purposes only.)

Function 5: Voice mail programming

To simplify initial installation, all programmed extensions will automatically have the generic personal greeting, “*You have reached the mailbox for extension [xxx].*” The mailbox user should replace this with a personalized greeting.

Function 53: Guest/info mailboxes

Mailboxes numbered 300–489 can be programmed as either a guest or info mailbox. Enter the mailbox number and select *Guest* or *Info* by pressing a **scroll (▼ or ▲)** key.

Guest mailboxes

Guest mailboxes are designed to be used by personnel, such as in outside sales or manufacturing, who do not have an extension assigned to them. A guest mailbox requires no programming other than the assigning of a name.

Note: A guest mailbox can be handled like a regular extension (*i.e.*, listed in the directory, assigned a station key, etc.).

If a programmable feature key is programmed as a virtual mailbox key with a guest mailbox number, the key's LED will blink, to indicate that new messages exist.¹ To retrieve messages from a station, press **VOICEMAIL**, *, and then either the DSS key or dialing the mailbox number.

To record a greeting, press **PROG/HELP**, *, and then the mailbox number, and follow the prompts. The default password is the mailbox number.

To retrieve messages from the outside, press * and the mailbox number **during the Main Greeting**.

Default: 300–489 as Guest.

Info mailboxes

Info mailboxes can be used to give callers information on a variety of different subjects by “publishing” these mailbox numbers. Info Mailboxes are identical to Guest Mailboxes except that the caller will not be given a record tone after the personal greeting (the information to be played). Instead, the caller will be forwarded as programmed in this function (default is the caller will be disconnected after the information is played). The maximum length of the record time is 14 minutes.

Guest/info mailboxes are created or deleted here, but are turned “on” only when a personal greeting (the information to be played) has been recorded. Deleting the personal greetings will turn “off” the mailbox.

To record a greeting, press **PROG/HELP**, *, and then the mailbox number, and follow the prompts. The default password is the mailbox number.

Below is an example of a completed Programming Worksheet, showing the sequence of programming:

1.	2.	3.	4.	5.
MB	Name	Type	CF day	CF night
300	Dana	Guest		
302	Literature	Info	X/MB/ID	X/MB/ID

¹ Otherwise, the key is a DSS key that allows for single-key transfer of a call with no message indication.

Each programming step is defined as follows:

1. **Mailbox number** — Input a mailbox number, 300–489.
2. **Name** — The mailbox name is used for the LCD display, reports, and as a programming aid. The name length can be no longer than 10 characters (see “Entering alphanumeric characters,” page B.2).
Default: The Mailbox number.
3. **Type** — Select a mailbox type: Guest or Info.
Default: Guest.
4. & 5. **Call forward (info mailbox only)** — An info mailbox can be set to call forward after the personal greeting has played to an extension, department, a mailbox or a branch ID for day mode and differently for night mode.
Default: ID9999 (automatic disconnect)

Function 54: Group mailboxes and the broadcast mailbox

Broadcast mailbox

Mailbox 500, the **broadcast mailbox**, is a special group mailbox which can be used to leave messages for all of the system's station users who have recorded a personal greeting. The broadcast mailbox's user list cannot be edited. Guest mailboxes are not included in the broadcast group.

Group mailboxes

You can assign up to 16 group mailboxes (501–516) to the IP Series system; each group mailbox can have up to 45 members. Anyone who knows the password can leave messages for all users listed as members of that group and who have recorded a personal greeting. The Installer, Administrator or group mailbox “owner(s)” may set or change the list of Group Mailbox members. To record a greeting, press **PROG/HELP**, * and then the mailbox number, and follow the prompts. The default password is the mailbox number.

Important: A group mailbox is turned “on” (able to record and playback messages) **only** when its “owner” has recorded a greeting for it, such as “*This is the group mailbox for East Coast Regional Sales.*” Similarly, deleting the group mailbox greeting will turn “off” the group mailbox; any outstanding messages will remain in its members' mailboxes until erased by each member.

Note: If 0 (zero) is programmed as the password, **anyone** can leave group messages or program the Group Mailbox.

Note: If a user saves a group message, it will be saved as a new message.

1.	2.
MB	Group member mailboxes' numbers
501	102 104 106 107 122 303 314

The sequence of programming is as follows:

1. **Enter the group mailbox number** — **Range:** 501–516.
2. **Enter group member mailboxes' numbers** — Separate each by #; enter # # to end the list.
Range: User mailboxes (100–183) and guest mailboxes (300–489).

Function 55: Message notification

On a mailbox-by-mailbox basis for user or guest mailboxes, the system can be programmed to call an off-premises number or another extension to deliver messages and/or dial to an external commercial paging network to activate a user's pager. The IP Series system will call and/or page when the first new message has been left in a mailbox and will repeat (at the interval of minutes programmed in this function) until the new message(s) have been deleted, saved or moved.

The user can program the numbers and delay and can also select to have only messages marked as urgent delivered.

The Installer and Administrator can set, on an individual-station basis:

- The number to be called
- A delay period
- The number of attempts (maximum of 99)
- The interval between attempts
- A "quiet period" to suspend phone delivery — *e.g.*, late at night (the quiet period is an on-and-off time that applies to all days of the week)

Function 551: Station delivery options

Programming of the station options, as shown below, can be performed by the Installer or Administrator. In addition, the user can change his phone number and delay time or pager number (but not pager delay time). The phone number's maximum length is 24 digits.

	1. Number	2. Delay	3. Attempts	4. Interval	5. Quiet on	6. Quiet off
1. Phone	2145556789	30	6	60	10:30PM	7:15AM
2. Pager	2145551234		10	30		

To program, enter the extension number to program and select phone or pager to program. Then, enter:

1. **Phone/pager number** — The number to be dialed (**without** the CO Line Group [9, 8 or 71–76]).
2. **Delay** — How many minutes the system is to wait before dialing the phone number.
This allows the user to pick up a message if he is in the office.
Range: 0–500.
Default: 0.
3. **Attempts** — How many times that the system will call/page.
Range: 0–99. (0 turns off delivery.)
Default: 3.
4. **Interval** — How many minutes should elapse between attempts.
Range: 10–1440.
Default: 30.
5. **Quiet period on** — When the quiet period should begin.
Default: (None.)
6. **Quiet period off** — When the quiet period should end.
Default: (None.)

Function 552: Delivery/paging parameters

The sequence of programming is as follows:

1. **CO line access** — Enter the CO Line Group (9, 8, or 71–76) that is to be accessed for delivery.
Default: 9.
2. **Maximum lines** — Enter the maximum number of lines (in the selected CO line group) that the system can access simultaneously. Make enough lines available to accommodate high notification traffic (but be careful: if you make available **all** lines in the selected line group **and** high notification traffic occurs, the system could tie up all lines).
Default: 1.
3. **Pager dialing pause** — When paging, the IP Series system will send the mailbox number to be shown in the pager's display. To allow time for the paging service to answer, enter the pause, in seconds, that is to occur between when the IP Series system dials the pager number and when it then dials the mailbox number.
Range: 0–20.
Default: 6.

Function 56: Cascade paging mailboxes

In addition to individual mailbox paging, the system can support up to 10 cascade paging mailboxes (520–529). These can be assigned to anyone who requires escalating levels of paging beyond the single level available in all user mailboxes. In this function, you program the paging numbers and number of times each is to be paged before the next paging number is added; additionally, the mailbox owner can program these settings. To record a greeting, press **PROG/HELP**, * and then the mailbox number, and follow the prompts. The default password is the mailbox number.

Function 561: Cascade mailbox options

The user can program up to three paging numbers, of up to 24 digits each, to be paged whenever the mailbox takes a new or urgent message. The system will page the first paging number (for the number of times listed), then add the second paging number (for the number of times listed), then add the third paging number and will continue to page all three pagers until the message has been retrieved.

1.	2.	3.	4.	5.	6.
MB	1st Number	Attempts	2nd Number	Attempts	3rd Number
520	2145553232	2	2145554254	3	2145555452

To program this, enter:

1. **The mailbox number** — **Range:** 520–529.
2. **First pager number** — The number to be dialed (**without** the CO Line Group [9, 8 or 71–76]).
3. **Attempts** — How many times the system will page (up to 20) before adding the second pager number. **Range:** 0–99. (0 turns off delivery.)
4. **Second pager number** — The number to be dialed (**without** the CO Line Group [9, 8 or 71–76]).
5. **Attempts** — How many times the system will page (up to 20) before adding the third pager number. **Range:** 0–99. (0 turns off delivery.)
6. **Pager number** — The number to be dialed (**without** the CO Line Group [9, 8 or 71–76]).

Function 562: Cascade paging parameters

The cascade paging mailboxes will use the same CO line group and pager dialing pause as programmed in Function 552 (see page E.4).

Paging interval

Enter the number of minutes for the interval between attempts.

Range: 10–1440.

Default: 30.

Function 57: Q & A mailboxes

You can create up to 10 **question and answer (Q & A) mailboxes** (490–499). Each Q & A mailbox owner can record up to 10 questions. The questions are recorded in the same manner as recording users' multiple personal greetings (see *Power user's guide*).

The individual answer segments recorded by the caller are stored as a single message, with the answer segments separated by short beep tones. Each answer segment's maximum length will be programmed by the Installer. Normal message handling capability — delete, save, *etc.* — applies to the entire message (all segments).

The caller, when recording each answer, can be instructed to conclude by pressing **1** or to pause for the next question (the system advances when it detects either a three-second period of silence or the pressing of **1**) — *e.g.*, "Record your name at the tone and press **1** when finished"... "Record your address at the tone and press **1** when finished."

If the caller fails to respond to two questions in a row, the system disconnects the call.

Important: This programming creates or deletes Q & A mailboxes, but these mailboxes are "turned on" **only** when the mailbox owner has recorded questions. Similarly, deleting all questions "turns off" the mailbox.

To record questions, press **PROG/HELP**, * and then the mailbox number, and follow the prompts. The default password is the mailbox number.

Below is an example of a completed Programming Worksheet.

1.	2.	3.	4.
MB	Name	CF day	CF night
490	Employment	X/MB/ID	X/MB/ID
491	Survey	X/MB/ID	X/MB/ID

Each programming step is defined as follows:

- Mailbox number** — Input a mailbox number 490 to 499.
- Name** — The mailbox name is used for the LCD display, reports, and as a programming aid. The name length can be no longer than 10 characters (see "Entering alphanumeric characters," page B.2).
Default: The mailbox number.

& 4. Call forward — A Q & A mailbox can be set to call forward, after the last question has been answered, to an extension, department, a mailbox or a branch ID for day mode and differently for night mode.

Default: ID9999 (automatic disconnect).

(This page included for pagination purposes only.)

Function 6: Recording

Function 61: Re-record system prompts

The IP Series system plays the **system prompts** to an outside caller at different points in the call routing or mailbox functions. These system prompts have been pre-recorded at the factory but you may re-record them, if preferred — *e.g.*, in a different voice or with different instructions.

The **auto attendant branch prompts** (such as the main greeting or sub-menus) are also recorded here — enter the branch ID number as the prompt number (*e.g.*, for branch ID 1, enter **1** and press **#**).

Note: Auto attendant branch IDs 1–8 include prompts for two daytime and two nighttime greetings. For information on how these prompts are used, refer to:

- “Remote setting of day, night, holiday and auto modes,” page B.4.
- “Live Outside Calls • Operator Station,” in the *IP Series User's Guide* (#0450-0189).

Recording a prompt

1. Enter the branch ID number or system prompt and press **#**.
2. Practice recording and re-recording the prompt (start and stop by pressing **1**).
3. When you have finished recording, press **#** to confirm.

Note: Deleting a system prompt by pressing **HOLD** (instead of **#**) restores to the default recording.

System prompts

- **Busy Prompt: 530** — Plays to the outside caller if an extension is busy.
Default: *“That extension is busy.”*
- **No Answer Prompt: 531** — Plays to the caller if an extension does not answer.
Default: *“That extension does not answer.”*
- **Hold Prompt: 532** — Plays to the caller who makes a menu selection or enters an extension number.
Default: *“One moment, please.”*
- **Q/Z Prompt: 534** — Plays to a caller who has selected an alphabetic directory; instructs the caller to press **1** for the letters *Q* or *Z* since these two letters do not appear on the phone keypad; plays at the end of the first directory prompt (but only if a name in the directory starts with a *Q* or *Z*).
Default: *“For the letters Q or Z, use key number 1.”*
- **No Names Matched Prompt: 535** — Played to the caller if, in a directory branch, the first letter he/she selected does not have any names associated with it, or if he/she has listened to all of the names played and has not made a selection. After playing the prompt, the IP Series system forwards the call to the extension, branch or mailbox as programmed in call forward no response.
Default: *“No names matched; one moment please.”*
- **End of Message Prompt: 537** — Plays after a caller leaving a message presses **1** to stop recording (or when he/she reaches the maximum message length); the prompt then tells the caller his/her options.
Default: *“To continue this recording, press 1; to return to the main menu, press 8; or, if finished, press * and hang up.”*

- **ACD Queue Prompt: 538** — The first prompt played to a caller when all extensions are busy in an ACD department.
Default: *"All agents are currently assisting other customers. Please hold; your call will be answered in the order received."*
- **ACD Hold Prompt: 539** — Is periodically played to callers on hold in an ACD department when all extensions are busy.
Default: *"All agents are still busy assisting other customers. Please hold; your call will be answered in the order received."*
- **Holiday Main Greeting Prompt: 540** — Plays to callers when the system has been manually placed in holiday mode.
Default: *"Thank you for calling. Our office is closed in observance of the holiday. You may dial your party's extension, at any time, or please call back during regular business hours."*
Note: While in holiday mode, the IP Series system follows night mode programming for call routing. The day/night mode setting and holiday greeting can be activated remotely (see "Remote setting of day, night and holiday modes," page B.4).

Function 62: Record directory names

This function is accessible only if a Directory Branch has been created as part of Auto Attendant programming. Enter the extension number and record the name (and, if this is a by-alpha branch, input the name key.)

Important: Make photocopies of the blank worksheet for preparing directories and making future changes. As names change, the Administrator can enter this function and change any field via the Administrator password.

1. Ext.	2. Recorded name	3. Key
102	George Straite	4
113	Janet Smith	5

Each programming step is defined as follows:

1. **Extension number** — Enter the extension number for the directory name.
2. **Record name** — Press **1** to begin recording and press **1** again when finished.
3. **Name key** — (Necessary if the directory type is indexed by-alpha; consult your Installer for additional details.)
Enter the numeric equivalent to the letters appearing on a phone keypad (for Q or Z, use 1).

Note: To re-record the prompt that says, "Enter the first letter of the person's last name," you must enter Function 61 and then enter the ID number of the directory branch.

Function 63: Message-on-hold (MOH) programming

MOH can be:

- A live feed from an external music source connected to the MOH connector located on the side of the cabinet.
- One of three default, generic MOHs pre-recorded by the factory.
- One of up to five custom MOHs loaded into the system by using a cassette recorder connected to the MOH connector.

Note: If ACD is used, we recommend that you use Prompt 590, Prompt 591 or a custom prompt without periodic “voice-overs,” since the ACD Hold Prompt **also** will be played while a caller is on hold.

Function 631: MOH source

This selects the source that will be played to callers on hold.

Code	Source
590	Live external source
591	Pre-recorded music
592	Pre-recorded with “ <i>please continue to hold</i> ”
593	Pre-recorded with “ <i>dial 0 or extension from hold</i> ”
594-598	Customer-recorded message on hold

Default: 592 (generic message-on-hold).

Function 632: MOH recording

1. Connect the message/music source to the MOH port on the side of the cabinet.

Note: The connector is monophonic-only — if you use a stereo source, you must either set it to output mono, if possible, or use a stereo-to-mono conversion cable (or adapter).
2. Enter the prompt number to be recorded.
3. Press 1 to begin recording. To aid you in queuing, the source will be played through the phone’s speaker.

Note: The recorded material should not have a “beginning” or “end” — so that playback can loop continuously.
4. Press 1 when finished. The recording will play back so you can review it.
5. Press # to accept the recording.

Function 633: MOH volume

If a custom MOH is recorded, the output volume can be adjusted in this function.

Range: 1 (faint)–12 (loudest).

Default: 6.

Note: If an external audio source such as a radio is used for MOH, adjust the volume at the source.

Note: To turn **live** MOH volume completely off, turn off volume at the source.
To turn **recorded** MOH volume completely off, select (in Function 631, *above*) one of the prompts in the range of 594–598, but make sure it’s blank. These prompts are blank by default; if you have recorded some audio on all of them, just select one and record a few seconds of silence.

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