



Emerald™ ICE Digital Key Telephone System

Flash Voicemail Installation Manual

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1 Introduction

The Emerald ICE Flash Voice Mail System Flash Voice Mail System is a powerful, compact voice processing system that uses state-of-the-art Digital Signal Processing hardware and software, interfaced with the Emerald ICE Flash Voice Mail System compact communications platform.

There are no moving parts associated with the system as all voice processing uses digital voice processing chips for the utmost in voice clarity and reliability.

Connection to the Emerald ICE Flash Voice Mail System communications platform is accomplished using single line ports.

This compact, high-performance, solid-state voice processing system is designed to provide today's businesses with a feature-rich system enabling small companies to project the image of a much larger company. Since a large majority of all telephone transactions require only one-way communications, an efficient voice mail function contributes to streamlining business communications.

The purpose of this manual is to provide the instructions for installing a new Flash Voice Mail Card in the Emerald ICE telephone system and on-line and operational in the fastest time possible. Complete programming instructions are described in detail and in many cases, with examples to describe a typical configuration.



System Features

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The Emerald ICE Flash Voice Mail System Flash Voice Mail system provides the following features:

Voice Messaging Functions

All mailbox users have access to these mailbox features:

- Delete, reply, save, or skip messages.
- Send copies of messages.
- Send messages to multiple destinations.
- Receive message information indicating the date, time, and sender information, if available.
- Change recorded name, personal greeting, and password.
- Playback controls when sending or reviewing messages.
- Record a temporary greeting.

Automated Attendant Functions

Emerald ICE Flash Voice Mail System provides five Custom Call Routing (CCR) boxes which may be used to process a call once dialed into the system. Each port may be directed to a different CCR if desired. Each of the CCR boxes provides an incoming caller with a customized welcome greeting that describes the actions available to an incoming caller:

- Dial an extension number to reach someone.
- Press a digit to leave a message in a particular mailbox. (i.e. to collect names and addresses of interested parties for a brochure mailing.)
- Play a specific announcement, such as detailed directions to the company.
- Present callers with options to select submenus for different departments. There are five CCR boxes available, which may be interconnected as required.
- Dial-by-Name directory function to locate users by their First or Last name.
- Automatic transfer of incoming FAX calls to a local fax extension.



Intended Audience

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This manual is intended for a technician responsible for installing and configuring the Emerald ICE Flash Voice Mail System and its related components.



Basic Operation

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The Emerald ICE Flash Voice Mail System, in its default configuration, is an eight-port system with three hours of voice storage that can process eight different callers at the same time. An additional three hours of recording time can be added with the addition of the optionally available expansion module. The callers can be any combination of outside or inside callers. As each caller finishes their call, the port is made available for the next caller allowing a large number of users can be supported with the Emerald ICE Flash Voice Mail System.

The Emerald ICE Flash Voice Mail System uses Single-Digit Commands, eliminating the need to memorize long key sequences. Once the user is familiar with the system, they will be able to “dial-ahead” by knowing the correct commands.

All mailboxes can be accessed from any telephone anywhere in the world as long as touch-tone dialing is available. All mailbox functions are secured by a password which the user provides when entering their mailbox. The password guarantees that mailbox communications are private and secure.

Document Overview

This manual is arranged in the following sections:

Chapter 1: Introduction- this chapter describes the overall capabilities of the Emerald ICE Flash Voice Mail System including System Capabilities, Basic Operation, an overview of this document and prerequisites for installation of the system.

Chapter 2: System Specifications – this chapter lists all of the system specifications.

Chapter 3: System Programming –this chapter describes the programming features accessible through HyperTerminal and the programming features accessible through a telephone.

Chapter 4: Emerald ICE Flash Voice Mail System Card Installation – this chapter describes the contents of the Emerald ICE Flash Voice Mail System package as well as the installation procedure of the hardware.

Chapter 6: Emerald ICE Flash Voice Mail System Setup - this chapter describes the initial startup, the uses of the System Setup Screens and the fields within each.

Chapter 7: System Administrator Mailbox Functions - this chapter describes all of the System Setup features available through the System Administrator mailbox using a telephone.

Chapter 8: System Prompts Listing – this chapter lists all of the available system prompts.

Chapter 9: Optional Equipment – this chapter describes the optionally available equipment available for use with the Emerald ICE Flash Voice Mail System.

Applicable Documents

The following documents should be used in conjunction with this manual:

- *Emerald ICE Flash Voice Mail System Mailbox Owner User's Guide*



Prerequisites

.....

Proper preparation is extremely important for a successful installation and will result in improved customer satisfaction with the Emerald ICE Flash Voice Mail System. Taking a few moments initially to secure the necessary equipment, programming information, and manpower requirements will streamline the installation, as well as enhance the customer's perception of how the new system will work for them.

In order to properly set up the system, you should make sure that the following items are available before starting the initial setup:

- A system Custom Call Routing (CCR) menu design plan that has been discussed with and approved by the end-user.
- A well-spoken person available to make the necessary recordings for the system greetings.
- All required documentation for the Emerald ICE options programming.

The installation should be carried out early enough in the day to allow sufficient time for customer changes, integration issues, etc. A good estimate is to allow 3-4 hours for a complete installation, excluding the necessary time for training the end-users.

It is recommended that this Installation Manual be reviewed prior to the installation date.

General Information and Disclaimers

While this manual contains current Emerald ICE Flash Voice Mail System information, its contents are subject to change without notice.

Electro-Static Discharge Warning

The Emerald ICE Flash Voice Mail System circuit boards are static sensitive. They should be handled by the edges only and kept in the anti-static packaging bags until ready for installation. Do not subject any component parts to static discharge or physical mishandling. When handling circuit boards, it is advisable to use an anti-static wrist strap and cover the work surface with the anti-static bag used to ship the board. Static charges should be discharged from the body before touching the boards or components by touching the grounded metal case of the system power supply unit or cold water ground connection if available. The product warranty for this equipment does not cover damage caused by such described static discharges or mishandling. Any modules or components determined to have been damaged in such a manner will only be replaced at dealer cost.

Hazardous Voltage Warnings

The equipment purchaser is responsible for protecting the installed equipment from hazardous voltages. The Emerald ICE Flash Voice Mail System was submitted to a Nationally Recognized Testing Laboratory (NRTL) for safety approvals. Before installing the equipment, check local electrical codes that apply to the installation of telephone and electronic equipment. The following safety guidelines are taken from UL document 1459, Issue 2, which is product safety specification governing telephone equipment.

General Safety Guidelines

When installing and using telephone equipment, the basic safety precautions described below should always be followed to reduce the risk of fire and/or electrical shock:

- Read and understand all instructions.
- Follow all warnings and instructions that are marked on the product.
- Unplug the product from the wall outlet before cleaning. DO NOT apply any liquid or aerosol cleaners directly to the unit.
- Do not use this product near any sources of water or in a wet environment.
- Do not place this product on an unstable shelf or table. The product may fall, causing serious damage to the product. This damage may compromise the safety features of the equipment. It is recommended to install the Emerald ICE Flash Voice Mail System card by mounting it on a flat, dry wall surface.
- Air ventilation openings are provided in the equipment for ventilation to protect it from overheating. These openings must not be blocked or covered, especially the wiring opening on the bottom of the unit. The Emerald ICE Flash Voice Mail System card should never be placed near or over any type of heating radiator or heat register. In addition, Emerald ICE Flash Voice Mail System card should not be installed in an enclosed cabinet unless proper ventilation is provided.

Warranty Limitations

The product warranty is limited to replacement of defective components and does not cover injury to persons or property or other consequential damages.

FCC Regulations

This equipment has been tested by an independent testing lab and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules as reproduced below:

These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense. FCC rulings state that the owner of the system to be installed gives the local telephone company sufficient advance notice of intention to use privately owned telephone equipment. The owner must also furnish information as to the identification of the particular lines to be connected to the system and the affected telephone numbers. FCC registration information on the model number, FCC-assigned registration number and ringer equivalence information must also be furnished. The ringer equivalence (REN) is used to determine how many devices can be connected to a telephone line. In most areas, the sum of RENs of all devices on one line should not exceed five. If too many devices are attached, they may not ring properly. Should there be any questions that the customer - provided equipment may cause harm to the telephone network, the local operating company is required to notify the customer of an impending temporary interruption of service. The customer must be given the opportunity to correct the existing problem, if possible. The telephone company must also advise customers of their rights for filing complaints before the FCC. The telephone company may make changes in its technical operations and procedures. If such changes affect the compatibility or use of this system, the telephone company is required to give adequate notice of the changes. Under no circumstances is the equipment to be altered or modified without written approval of the manufacturer. Failure to gain permission for any modification will void the warranty. If a system malfunction is suspected, the connectors terminating the equipment to the CO lines should be disconnected.

Warranty Repairs

In accordance with the Federal Communications Commission regulations, an authorized agent must perform any repairs to this equipment.

Document Conventions

This manual uses several conventions to convey information more clearly to the reader. It is recommended that the conventions shown below in *Table 1*. be reviewed and understood before continuing.

Table 1. Document Conventions

Convention	Purpose
Normal	Used for body text throughout the manual.
<i>Normal, italic</i>	Used in describing actual voice prompts.
<i>Bold, italic type</i>	Use for menu items, form names or items.
Normal, bold	Used to indicate keystrokes, filenames, device names, etc.
Press	Means to press a specific key. (e.g. press ESC means to press and release the Escape key once.)
Enter	Means to type the specified information and then press ENTER (e.g. enter TEST.TXT means type TEST.TXT on the keyboard and press ENTER .)
NOTE	Indicates an informational note associated with a procedure, action or item.
Keystroke Keys (i.e. F1 , 9 Enter)	Indicates a keystroke from a keyboard.

2 System Specifications

This chapter describes the specifications of the Emerald ICE Flash Voice Mail System.

General Specifications

-
- Processes up to eight calls simultaneously (eight ports).
- Connects directly with the Emerald ICE cabinet - no additional hardware required.
- Allows all features to be accessed via a touch-tone telephone.
- Contains 64 regular mailboxes and 16 prerecorded announcements.
- Performs routine mailbox maintenance automatically by re-synchronizing mailboxes once per day.
- User programming for mailboxes, call routing and selection of the PBX system for integration.
- Three Hours or six Hours with optional 3-hour Memory Expansion Card.
- Maximum of 64 mailboxes.
- Maximum of 999 messages.
- Five Custom Call Routing Boxes.
- Optional external modem.
- DSP Processor Operating System.
- Serial programming port.
- Built-in system clock (synchronizing with Emerald ICE clock)

3 System Programming

All Emerald ICE Flash Voice Mail System programming is performed using a laptop or standard PC desktop system. A subset of programming may be performed using the System Administrator’s mailbox. Special software is NOT required. Any DOS or Windows® communications package that supports ANSI terminal emulation will work properly. The required port speed and protocol is 2400, N-8-1.

The cable between the Emerald ICE Flash Voice Mail System unit and the PC must be a serial arrangement with a 9-pin male-female connector on each end.

Table 2 below shows the programming features that are accessible from the programming PC and those accessible from a touch-tone telephone via the System Administrator’s mailbox. Refer to Chapter 6 for specific descriptions of the System Administrator functions.

Table 2. Accessible Program Features

Administration Task	Terminal	Telephone
Common Functions		
Set Class of Service Options	✓	
Set Date and Time	✓	✓
Access Debug Screen (requires special password from Tech)	✓	
View Free Sectors (remaining message storage time)	✓	
Program Invalid Digits	✓	
Set Open and Close Schedules	✓	✓
Set System Password	✓	
Mailbox Administration		
Change Access Codes	✓	✓
Add a Mailbox	✓	✓
Delete a Mailbox	✓	✓
Record a Mailbox Greeting		✓
Reset Message Waiting Indicators	✓	✓
Notifications		
Activate	✓	✓
Edit Number	✓	
New Number	✓	
Numbering Plan		
Assign Operations to digits in the Voice Menus	✓	
Change Operating Modes		
Day	✓	✓
Night	✓	✓
Automatic	✓	✓
PBX Integration		

Administration Task	Terminal	Telephone
Set PBX Integration Type	✓	✓
Change PBX Integration parameters	✓	
System Prompts		
Record Prompts		✓
Review Prompts		✓
Select System Greeting per Port		
Day	✓	✓
Night	✓	✓
Temporary	✓	✓
CCR Menu Greetings		
Review		✓
Record		✓
Delete		✓
Check Software Version Numbers	✓	

HyperTerminal Setup

If using HyperTerminal as the communications package, perform the following steps before beginning programming:

1. Select **Start** → **Programs** → **Accessories** → **Communications** → **HyperTerminal**
2. Setup a new connection using the following settings:
 - a. Select **COM1** or **COM2**, as required by your PC, then press **OK**.
 - b. On the Comport Settings screen, set 2400, N 8 1, Flow Control to **XON**, **XOFF**.
 - c. Click **OK**.
 - d. Click on **File** → **Properties**, then select the **Settings** tab.
 - e. Select **Auto Detect** as the emulation.
 - f. Click on the ASCII setup button and uncheck the "**Wrap lines that exceed terminal width**" option.
 - g. Click **OK**, and then click **OK** again.
3. The HyperTerminal connection is now configured properly for programming the Emerald ICE Flash Voice Mail System.
4. **Exit**, and then re-start the HyperTerminal program.
5. After connecting to the Emerald ICE Flash Voice Mail System, press **[Esc]** to access the **Main Programming Menu**. Refer to Chapter 5 for a description of the **Main Programming Menu**.



Procomm Setup

Procomm Plus for DOS or Procomm Plus for Windows can also be used for programming. The software will require certain specific parameter settings and function key mapping. The information below outlines the required changes. Since different versions of the software may have these parameters in different areas, we will list the changes that need to be made in your spec will tell you the general area where the changes need to be made.



NOTE:

It is recommend that you install a separate copy of Procomm in its own subdirectory, since some of the parameter changes may affect how the program interacts with other systems you may program. Make sure to set Transmit Pacing = 0 under A-S - General Options or the Functions Keys may not operate properly.

Procomm for Windows Version 4.7 Up

Terminal setup (Direct Connect)

Terminal type	ANSI BBS
Speed.	2400
Parity	None
Word length	8
Stop bit	1
Terminal update	FAST
Break length.	350ms (350 1/10ths of a second)
Terminal scroll method.	NORMAL
Enquiry type	OFF
Terminal size	25 Rows / 80 Columns
XON/XOFF flow control	OFF
Hardware flow control	OFF

Function Key Mapping

Most versions of Procomm Plus have only the first four function (F) keys mapped to terminal functions. Each F key has four states that can be programmed. You only need to program the NORMAL state. These settings are found under the Setup option, Terminal Setup, Keyboard files.

The correct key mappings for **F1** - **F4** are as follows:

F1 ^[OP

F2 ^[OQ

F3 ^[OR

F4 ^[OS

Once you have made these changes, save them and exit to the terminal screen. Press the **F12** key and the screen should refresh. If the system has been idle for five minutes or more the screen saver has activated. Press the **Space** bar and then the **F12** key to view the screens and begin programming.

**DTMF Programming Access**

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A number of programming parameters may also be changed using the System Administrator Mailbox. This mailbox, when accessed, presents a menu of choices which allow the System Administrator to make these changes.

Refer to the *System Administrator Mailbox Functions*, described in Chapter 6 for more details.



Programming the Emerald ICE Flash Voice Mail System via HyperTerminal

Programming the Emerald ICE Flash Voice Mail System requires the entry of values in specific fields on various programming screens. These programming screens are accessed from a *Programming Main Menu* by selecting an item in the menu and pressing the **Enter** key.



NOTE:

Access to Emerald ICE Flash Voice Mail System programming is protected by a password to prevent any unauthorized changes to system parameters. The default password is 0-0-0-0.

While working with a particular screen, use the **↑** **↓** **←** **→** keys or the **Enter** key to navigate through the fields as required. Once you have changed a given field, you **MUST** press the **Enter** key to save your changes to that field unless otherwise specified.



NOTE:

The TAB key does not provide any field-to-field movement.

When you have finished programming, type *EXIT* and press the **[End]** key. This shuts down the programming interface. If you wish to re-enter the programming screens, you will be required to enter the System Password again.

Programming Guidelines

Organization is very important when setting up the Emerald ICE Flash Voice Mail System. You should have all the pertinent information such as mailboxes, menu plans, etc. gathered BEFORE starting the installation.

Table 3 below indicates the flow of programming only. Detailed programming steps are contained in the chapters herein.

As a minimum, the following programming sequence is recommended for setting up basic Emerald ICE Flash Voice Mail System operations.

Table 3. Terminal Programming

Programming Option	Description
1. Emerald ICE Setup	Configure the Emerald ICE for Voicemail.
2. PBX Integration	Select your telephone system from the list of possibilities: Example - selection number 00 represents the settings for a Emerald ICE telephone system.
3. Open & Close Schedule	Select the hours of your business operation
4. Number Plan	Activate the numbers that will appear as menu selections
5. Mail Box Assignment	Identify mailbox and extension numbers Activate pager/beeper notification option
6. Class of Service	Select COS settings
7. Auto Attendant	Program Auto Attendant Configuration

Table 4 below indicates programming options and descriptions in using Telephone Programming. Details of all of the System Administrator Mailbox Functions are described in Section 6.

Table 4. Telephone Programming

Programming Option	Description
DTMF	Record system greeting (1-9)

4 Emerald ICE Flash Voice Mail System Card Installation

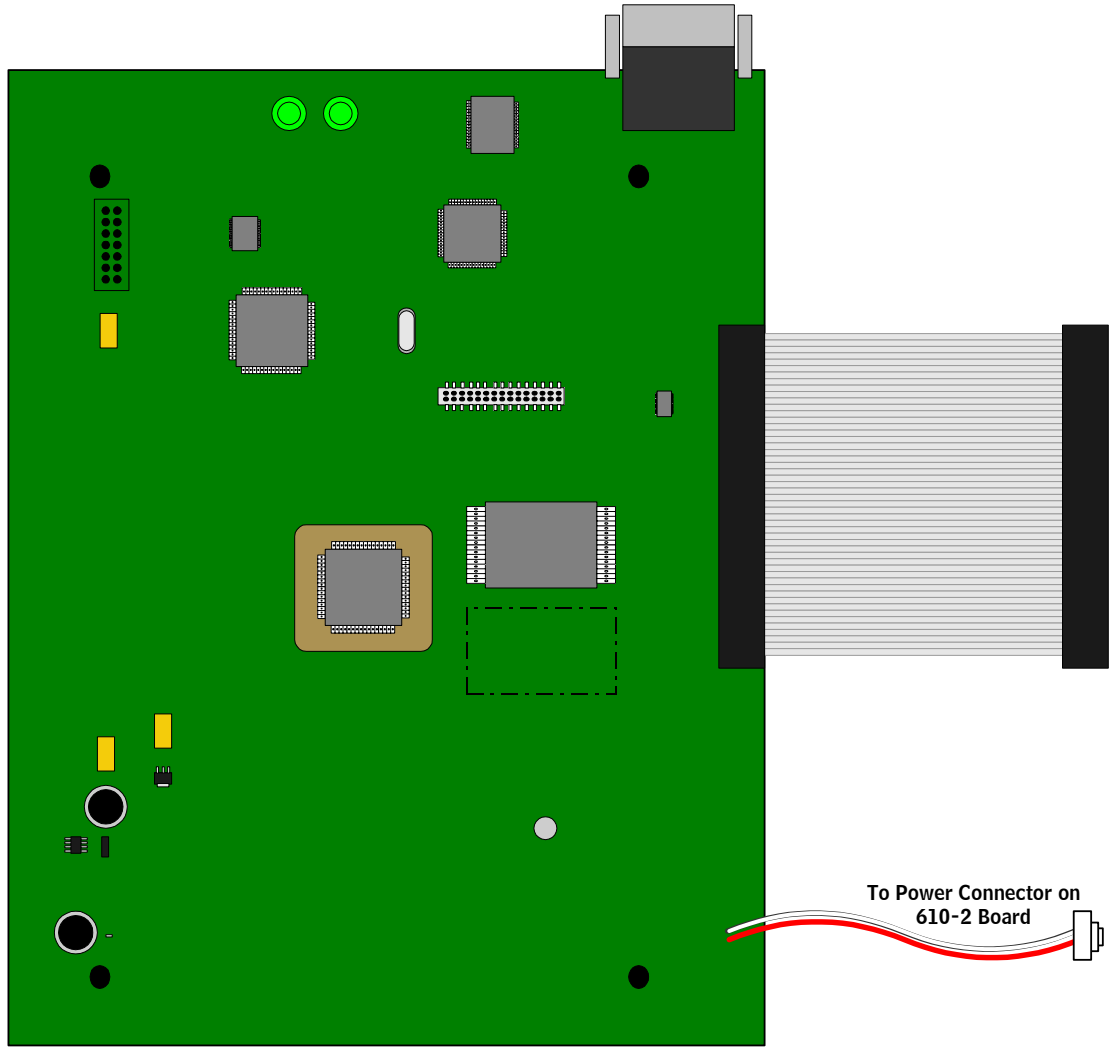
This section describes the installation of the Emerald ICE Flash Voice Mail System card into the Emerald ICE bus.

Each Emerald ICE Flash Voice Mail System is shipped with the following items:

- Flash Voice Mail System circuit card
- Installation & Maintenance Manual
- Mailbox Owner User Guide

An illustration of the Emerald ICE Flash Voice Mail System circuit card is shown below in Figure 1 .

Figure 1. Emerald ICE Flash Voice Mail System Circuit Card (Side View)



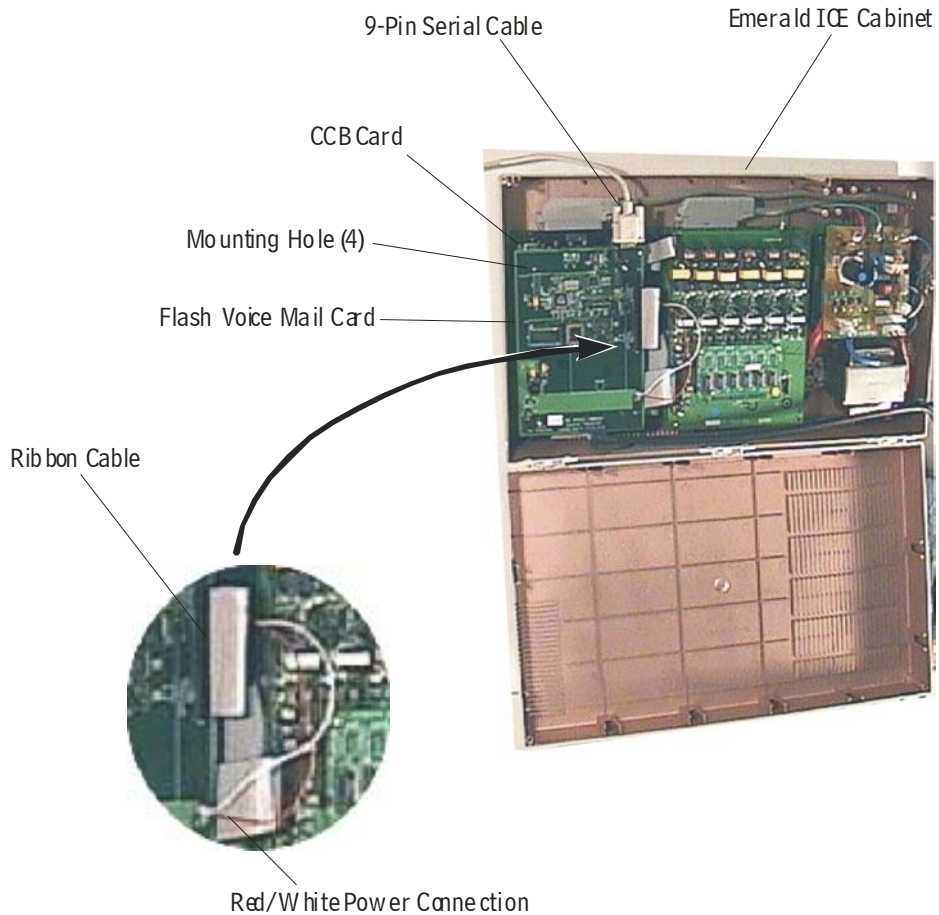
Emerald ICE Flash Voice Mail System Card Installation

Install the Emerald ICE Flash Voice Mail System card into the Emerald ICE system as follows. Figure 2 can be used for reference.

CAUTION!

Prior to installation of the Emerald ICE Flash Voice Mail System card, the system should be powered down or damage to the system can occur during the installation.

Figure 2. Installation of Emerald ICE Flash Voice Mail System Card



1. Remove the 4 mounting screws from the CCB card and replace with the 4 standoffs supplied with the Emerald ICE Flash Voice Mail System card. Set the 4 mounting screws aside.
2. While holding the card close to the Emerald ICE cabinet connect the ribbon cable with the receptacle on the CCB card and connect the red/white power line connector with the receptacle on the 610-2 board.
3. Line up the 4 mounting holes on Emerald ICE Flash Voice Mail System card with the 4 standoffs on the CCB card. Firmly, secure the Emerald ICE Flash Voice Mail System to the CCB card with the 4 mounting screws previously set aside.
4. Turn the Emerald ICE cabinet power on and verify that the Voice Mail card green System Status LED's at the top of the card are alternately blinking.
5. Connect a 9-pin serial cable male-end to the female receptacle on the Emerald ICE Flash Voice Mail System card.
6. Connect the other end of the serial cable with the desired serial port on a laptop or PC.

The Emerald ICE Flash Voice Mail System is now installed, synchronized and ready for programming on a laptop or PC.

5 Emerald ICE Flash Voice Mail System Setup

This section describes the various setup screens that are accessible from the *Programming Main Menu* (Figure 4).



NOTE:

If a field entry has not been entered after 10 minutes, the system will timeout and will return to the Enter Password Screen.



Emerald ICE Flash Voice Mail System Startup

The *Enter Password Screen* shown in Figure 3 is the first screen displayed when the programming terminal is connected and the system is powered on. If the system is already powered ON when connecting the terminal cable, press the **[Esc]** key and this screen will appear.

Figure 3. Enter Password Screen



The default password is 0000. Instructions for changing the password are provided on page 5-22.

Type in the password and then press **[Enter]** to access the system setup screens. If a password is not valid an error message, *“Invalid Password”* will be displayed after password authentication. Re-enter a password and press **[Enter]**. The system will allow an infinite number of password entry/validation attempts. The *Programming Main Menu* shown below in Figure 4 will be displayed.

This menu provides access to the detailed parameter screens needed to program the Emerald ICE Flash Voice Mail System. To navigate to a specific screen either scroll down to the selection by using **[↑]** or **[↓]** or type in the desired menu choice number. Press the **[Enter]** key to navigate to that screen.

Figure 4.
Programming Main Menu

```
Tadiran Telecom AUTO ATTENDANT/VOICE MAIL
PROGRAMMING MENUS

| 1. Open & Close Schedule
| 2. Number Plan
| 3. Invalid Digits
| 4. Auto Attendant Configuration
| 5. Future
| 6. Real Time Clock
| 7. Version Number
| 8. Set System Password
| 9. Mailbox Assignment
| 10. Class of Service
| 11. Recording Time Left
| 12. PBX Integration
| 13. System Initialization
| 14. Messages Waiting
| 15. Debug

|
Type EXIT to close
```



NOTE:

If this screen is left unattended for longer than five minutes, the screen will close and you will be required to re-enter the System Password in order to gain access to the Programming Menu again.

Initialization and PBX Integration

Two steps need to be accomplished initially after Emerald ICE Flash Voice Mail System card has been installed, powered-up and synchronized.

1. Initialization.
2. Configuration of the correct PBX integration.

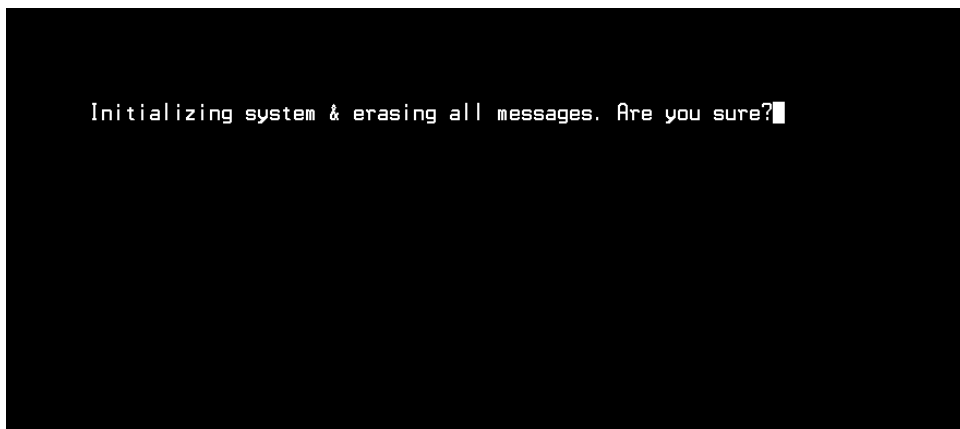
Initialization prepares the system for programming, setting up all the default data tables.

Selecting the PBX creates the default mailbox numbers and programs the necessary codes for the selected PBX system. These pre-programmed mailbox numbers and PBX codes may be modified as desired for specific site requirements.

Initializing the System

Select **13- System Initialization** from the **Programming Main Menu** (Figure 4) and then press **Enter**. A confirmation message, **“Initializing system & erasing all messages. Are you sure?”** will appear as shown below in Figure 5 indicating that all tables will be reset.

Figure 5. System Initialization Screen



Press **Y** to initialize the voice mail system. All system values will return to their default settings. All system mailboxes will be initialized as new with no greetings or names. When the procedure is finished, the system will automatically restart and ask for your system password. The default is 0000.



NOTE:

This action is permanent and non-reversible once activated by entering Y.



NOTE:

Once initialized - you MUST select a new PBX integration. (Refer to page 5-30)

Press **N** to cancel and exit to the Programming Menu without initializing the voice mail system

PBX System Integration

Select *12-PBX Integration* from the *Programming Main Menu* (Figure 4), and press **[Enter]**. The default *PBX Integration Selection Screen* shown below in Figure 6 will be displayed.

Figure 6. PBX Integration Selection Screen

```
PBX Integration Screens
Screen in effect: 00

00  ICE
01
02
03
04
05
06
07
08
09
10
11
12
13
14
15
16
17
18
19

Press ESC to return to previous menu
```

1. Select the desired PBX system using the **[↑]** and **[↓]** keys and press **[Enter]**. The active PBX system selection will be indicated at the top of the menu listing.
2. Press **[Enter]** again and the *PBX Integration Setup Screen* as shown below in Figure 7 will be displayed to view or modify the default values.

Figure 7. PBX Integration Screen

```
PBX INTEGRATION SCREEN

PBX Code:          00      Name:ICE
MWI Code On:      L#96:,  MWI Code Off:      L#*96:,
MWI/Outdial Port Control: 00000003 Mail Box Length:    3
Transfer Sequence: L&.    Internal Call Prefix:
Reconnect Sequence: L&.    Minimum On-Hook Delay: 20
Outdial Call Prefix: L9T.  Hangup Code:        ***
First Digit Timeout(100 ms):15 Last Digit Timeout(100 ms):25
Direct Voice Mail Access: * Dial by Name Digit:    9

DTMF Protocol      Action          DTMF Protocol      Action
***               HangUp          MMM               TakeMSG
#MMM              EnterMB        *MMM             TakeMSG
*                 VcMail_Acc    #                EnterMB
9MMM              SilentRcrd

Press ESC to return to previous menu
```

If the PBX desired is not in the list shown above or you need to change any of the default values, refer to page 5-30 for detailed descriptions on the use of the **PBX Integration Setup Screen** and the field entries required.

When these two items have been completed, press **[Enter]** to return to the **Programming Main Menu**.



NOTE:

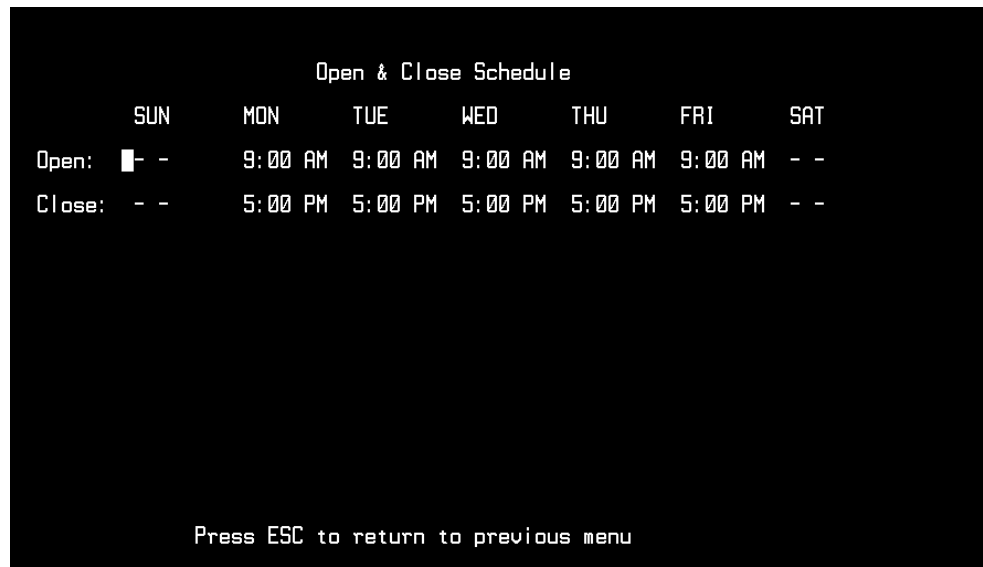
It is NOT sufficient to select only the PBX integration after powering-up the system. You MUST run the initialization program as described in Step 1 above to insure that all default system values are loaded properly. This insures that when the PBX system is selected, the correct values are loaded. Failure to perform this step will result in erratic or unreliable system operation.



Menu Option 1 - Open & Close Schedule

Select *1-Open and Close Schedule* from the *Programming Main Menu Screen* (Figure 4) and the *Open and Close Schedule Screen* shown below in Figure 8 will be displayed. This controls when the Emerald ICE Flash Voice Mail System determines a DAY or NIGHT mode. There are separate greetings available for each mode. Enter the desired time schedule for each day as required and press **Enter** to store each entry.

Figure 8. Open and Close Schedule Screen



These greetings introduce callers to your company and tell them the digits to press to access certain departments, extensions or mailboxes. In the screen above, the “weekend” greeting begins playing at 5 p.m. Friday and ends at 9:00 a.m. Monday morning.

Field Descriptions

Sunday thru **Saturday** – these field entries specify the Opening and Closing greetings for each of the days of the week. The values should be entered using the 24 hours clock. For example, 1:00pm would be entered as **1300**.

Open/Close – the opening greeting plays from the time you specify in this field until the time specified for closing. The closing greeting plays at all other times until the next specified opening time. The system will not allow a chronologically illogical number to be added to the **Close** field. For example, if the **Open** value is **9:00AM**, the system will only allow **PM** values to be added or **AM** values later than **9:00**.



NOTE:

If multiple companies are sharing the same PBX, they must have the same day/night settings. In this case, it may be beneficial to use 1 generic greeting.

Open and Close Schedule Example

As an example, if the Emerald ICE Flash Voice Mail System is programmed for a fictitious company named ABCD, Inc., and the settings shown in Figure 8 are set, this company's opening and closing greetings, their standard greetings may sound something like this:

OPENING GREETING: *"Thank you for calling ABCD Incorporated. If you know the extension of the person you'd like to reach, please dial it now. For assistance, press zero."*

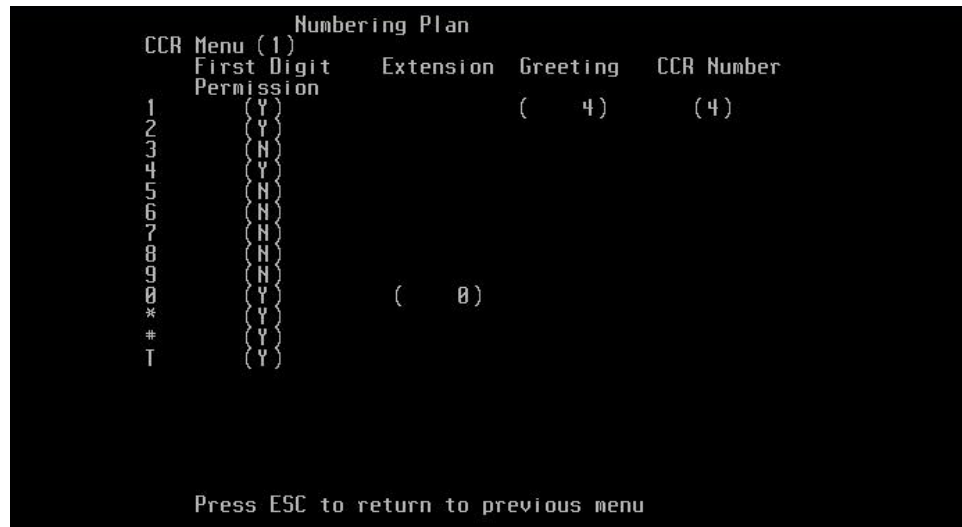
CLOSED GREETING: *"You have reached ABCD Incorporated. Our office hours are nine-o'clock am to five-o'clock pm., Monday through Friday. To leave a message for an employee, please dial their extension number now. To leave a message in the General Delivery mailbox, dial zero. Someone will respond to your message the next business day."*

● Menu Option 2 – Number Plan

Select *2-Number Plan* from the *Programming Main Menu Screen* (Figure 4) and the *Numbering Plan* screen shown below in Figure 9 will be displayed. This controls how the Emerald ICE Flash Voice Mail System processes the digits entered by a caller. It is part of the Automated Attendant function. There are a total of five screens available - each corresponding to a Custom Call Routing (CCR) number from 1 to 5.

Use the **F1** and **F2** keys to cycle through the CCR box screens.

Figure 9. System Numbering Plan Screen



**NOTE:**

All Greetings are recorded from the System Administrator Mailbox

Figure 9 shows that if the digit 1 or 2 is pressed, the caller will be transferred to any extension that starts with 1 or 2 and there is a valid mailbox to make the transfer.

If the digit 4 is pressed, the caller will be sent to CCR 4 for further options.

If the digit 0 is pressed, the caller will be transferred to the Operator.

**NOTE:**

If a field entry is made, a first digit permission will automatically change to "Y"

Field Descriptions

First Digit Permission - This field tells the Emerald ICE Flash Voice Mail System whether a digit is allowed to dial in the current CCR menu programming. If a digit marked *N* is dialed, the system will tell the caller they have dialed an incorrect digit and allow them to dial again. If the dialed digit is marked *Y* one of the following actions is performed depending on the data entered in the columns:

**NOTE:**

If values exist in a field and "Y" is changed to "N", all values on the line will be removed.

Extension - This field may contain any valid system telephone extension number as the destination if this digit is pressed. If this field is filled and the corresponding digit is pressed, the caller is transferred to the programmed extension.

Greeting - This field contains a greeting number from 1 to 10 that will be played when this digit is pressed. This is useful for making announcements such as directions to the Company's office. When a digit is used for a CCR assignment, this is the greeting number that will be played as the caller is sent to the programmed CCR box.

CCR Number - This field contains the CCR menu destination from 1 to 5 where to send the caller when this digit is pressed. This is used to send a caller to a sub-menu with additional choices. (i.e. a Technical Support Department.)

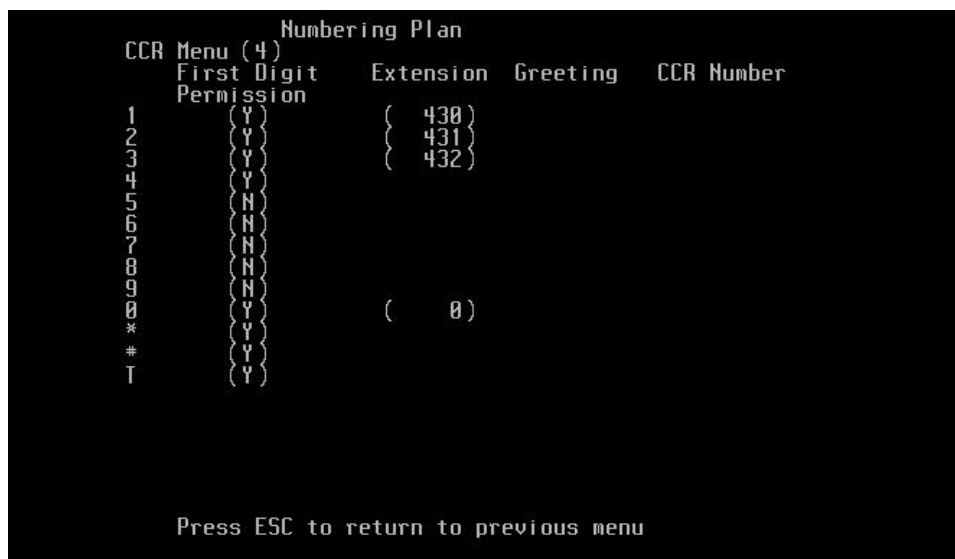
**NOTE:**

When you program a digit that will route to another CCR box, you should enter a greeting number that will be played when the caller is sent to the CCR box.

Number Plan Example

There are a total of five Numbering Plan (CCR Menu) screens available. These CCR Menus may be linked to each other in any custom configuration required for the installation.

Figure 10.
Numbering Plan
Screen Example



CCR Menu (4)	First Digit Permission	Extension	Greeting	CCR Number
1	(Y)	(430)		
2	(Y)	(431)		
3	(Y)	(432)		
4	(Y)			
5	(N)			
6	(N)			
7	(N)			
8	(N)			
9	(N)			
0	(Y)	(0)		
*	(Y)			
#	(Y)			
T	(Y)			

Press ESC to return to previous menu

Let's say your configuration requires that a caller be given a submenu choice to "Press four for Technical Support issues". This submenu will allow callers to access several live technicians at extensions **430** and **431**, and also gives them the ability to leave a callback message in a dedicated Tech Support mailbox - **432**.

The following example uses two CCR Menus - CCR 1 refers to Figure 9 and CCR 4 refers to Figure 10. It is assumed that the necessary telephone extensions are working and the required mailbox(s) have been programmed into the Voice Mail system.



NOTE:

All Greetings are recorded from the System Administrator Mailbox

For the purposes of the example:

- All callers are sent to CCR 1 upon reaching the Voice Mail system. Greeting number 1 is assigned to play for this CCR Menu during the day.
- Recorded in the programmed greeting for CCR 1, the caller hears as part of the greeting: "Press one for Technical Support"
- The Technical Support CCR 4 will have three choices:
 - Press 1 for Hardware support - goes to extension **430**.
 - Press 2 for Software support - goes to extension **431**.
 - Press 3 to leave a message - goes to mailbox **432**.

Programming the example

1. Enter system programming via the terminal. Go to selection 2 - *Number Plan* and press the **[Enter]** key. The programming screen for CCR 1 will be displayed. (the CCR menu number is located at the top of the screen)
2. Enter a (Y) next to digit 1 to activate this choice and press **[Enter]**.
3. Enter 4 in the Greeting column for digit 1 and press **[Enter]**.
4. Enter 4 in the CCR column for digit 1 and press **[Enter]**.
5. Press the **[F1]** key three times to advance the screen to CCR 4.
6. Enter a (Y) next to digit 1 to activate the choice and **[Enter]**.
7. Enter 430 in the extension number field and press **[Enter]**.
8. Enter a (Y) next to digit 2 to activate the choice and press **[Enter]**.
9. Enter 431 in the extension number field and press **[Enter]**.
10. Enter a (Y) next to digit 3 to activate the choice and press **[Enter]**.
11. Enter 432 in the *Extension* field and press **[Enter]**. (Make sure to call into the system and change the transfer option for this mailbox to transfer directly to the mailbox)
12. Press **[Esc]** to exit to the *Main Menu* screen.

After entering the Voice Mail system and pressing 1 from CCR 1, the caller will hear greeting number 4 and be routed to CCR 4 for dialing selections.

Using this programming example, it is easy to build different menu plans for your customer.

Single Digit Dialing with Automated Attendant Functions

Emerald ICE Flash Voice Mail System supports single digit and Automated Attendant dialing using the same digit(s).

For this example, suppose your extension numbers are in the 100 and 200 ranges.

The customer wants the callers to be able to press **1** for Sales and **2** for Support.

In the desired *Number Plan* (CCR) screen, program the digits **1** and **2** as **Y** and then enter the desired telephone extension numbers into the related extension fields.

Enter **125** next to the digit **1** in the Extension column field.

Enter **126** next to the digit **2** in the Extension column field.

When the caller dials **112**, the system will transfer them to extension **112**.

If the caller presses **1** or **2** and no further digits, the system will send them to the programmed action for that line - in this case the caller will be transferred to Ext **125** if they press **1** and Extension **126** if they press **2**.

General Delivery Mailbox

When the system is in closed (night) mode, and if the user does not press a key while listening to the CCR night greeting, the system will send the caller to the General Delivery mailbox to leave a message.

The General Delivery Mailbox is the first defined mailbox in the system. Any messages left while in night mode may be recovered from that mailbox.

If you need to change the number of the first mailbox you can do the following:

1. Press 9 from the Main Menu
2. While the cursor is resting on the first line, type in: **1 xxx** (the new mailbox number) and then press ENTER (make sure there is one space between the 1 and the new mailbox number). For example, if you type in **1 315** the number of the first mailbox will be changed to 315.
3. Additionally, you can erase the first mailbox and enter a new one using the same procedure as described in Step 2 above.

RAN – Recorded Announcement Mailboxes

At some point it may be necessary to play pre-recorded information to a caller such as directions, announcements such as of a sale, etc. This capability is pre-installed via RAN mailboxes.

These mailboxes, when accessed from a CCR choice or having their number dialed by a caller, play a recorded message to the caller and then will hang up and release the port.

There are a total of 16 RAN mailboxes available as follows:

3-digit system numbering plan: 801-816

4-digit system numbering plan: 8001-8016

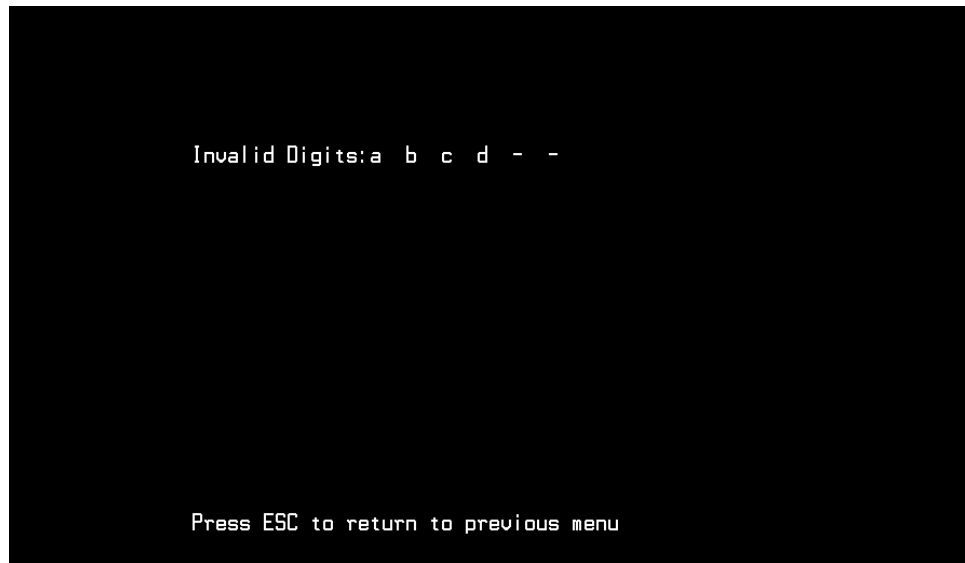
The announcements (greetings) for these mailboxes are recorded through the System Administrator mailbox the same as a regular mailbox.



Menu Option 3 - Invalid Digits

Select **3-Invalid Digits** from the *Programming Main Menu Screen* (Figure 4) and the *Invalid Digits* screen shown below in Figure 11 will be displayed. This is where the Emerald ICE Flash Voice Mail System is programmed to ignore certain digits that may be dialed into the system. When these digits are encountered, they are ignored and the Voice Mail takes no action.

Figure 11. Invalid Digits Screen



NOTE:

Certain PBX systems may use these extended digits abcd for integration and control functions. Make sure to check the PBX Integrations section for any special instructions.

● Menu Option 4 - Automated Attendant Configuration

Select 4- *Automated Attendant Setup* from the *Programming Main Menu Screen* (Figure 4) and the *Automated Attendant Setup Screen* shown below in Figure 12 will be displayed. This controls what a caller hears when a given port answers. Each port may play a different greeting, allowing up to eight different “tenants” to share the same system, using 1 port per tenant.



NOTE:

All Greetings are recorded from the System Administrator Mailbox.

Figure 12.
Automated Attendant Setup Screen

	Port 1	Port 2	Port 3	Port 4	Port 5	Port 6	Port 7	Port 8
Operator Ext.:	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
Hunt	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)
UMS	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)
Day Mode								
Greeting No. :	(01)	(01)	(01)	(01)	(01)	(01)	(01)	(01)
Day Mode CCR :	(01)	(01)	(01)	(01)	(01)	(01)	(01)	(01)
Night Mode								
Greeting No. :	(02)	(02)	(02)	(02)	(02)	(02)	(02)	(02)
Nite Mode CCR:	(02)	(02)	(02)	(02)	(02)	(02)	(02)	(02)
Temp Brt On :	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)
Temp Greeting:	(03)	(03)	(03)	(03)	(03)	(03)	(03)	(03)
NoAnsGreeting:	(00)	(00)	(00)	(00)	(00)	(00)	(00)	(00)
AutoAtt Start:	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)
Press ESC to return to previous menu								

Field Descriptions

Each column represents a given port from **Port 1** to **Port 8**.

Operator Ext - This is the PBX extension number of the Operator's extension for this port. When a caller dials 0 from this port, this is the destination telephone.

Hunt – [Future option - not currently active.]

VMS – [Future option - not currently active]

Day Mode - Actions That Will Occur During Day (Open) Hours

Greeting No. (01-09) - This is the greeting number that will play when this port is accessed during the programmed day hours under normal conditions. "0" need not be entered when entering the **Greeting No.** Enter 1 through 9 and the "0" will be filled in automatically.



NOTE:

*If the **Temp Grt On** entry is on for a given port, the programmed Temp Greeting will play instead of the programmed greeting*

Day Mode CCR (01-05) - This is the CCR menu that will be used to determine caller options when this port answers during Day mode. When the port answers, the caller will hear the greeting programmed in the DAY Greeting No. field, and the caller may then dial the options programmed in the corresponding CCR screen in the **Number Plan Screen**, described on page 5-9. "0" need not be entered when entering the **CCR** number. Enter 1 through 9 and the "0" will be filled in automatically.

Night Mode Section - Actions that will occur during night (closed) hours.

Greeting No. (01-09) - This is the greeting number that will play when this port is accessed during the programmed night hours during normal conditions. "0" need not be entered when entering the **Greeting No.** Enter 1 through 9 and the "0" will be filled in automatically.



NOTE:

*If the **Temp Grt On** entry is on for a given port, the programmed Temporary Greeting will play instead of the programmed greeting.*

Nite Mode CCR (01-05) - This is the CCR menu that will be used to determine caller options when this port answers during Night mode. When the port answers, the caller will hear the greeting programmed in the NIGHT Greeting No. field, and the caller may then dial the options programmed in the corresponding CCR screen in the **Number Plan**. (Refer to page 5-9.) "0" need not be entered when entering the **CCR** number. Enter 1 through 9 and the "0" will be filled in automatically.

Temp Grt On (01-09) - If this field is set to *Y* then the *Temp Greeting* as programmed in the *DAY* programming section for the port will be played to a caller. If this field is set to *N* then the Greeting Number programmed will be played to the caller. This option may be changed from the System Administrator's Mailbox from any telephone - internal or external.

Temp Greeting (01-09) - if *Temp Grt On* is active (*Y*) this is the greeting that will play when this port answers. You can program an emergency office greeting (in the event of a storm, for instance) that states that the company is closed. This temporary greeting could also be used as a holiday greeting. The Temp Greeting may be programmed from a remote location via the System Administrator Mailbox Functions. (Refer to the *System Administrator Mailbox Functions* section, beginning on page 6-1.)

Using a temporary greeting prevents you from having to re-record over the opening or closing greetings. You can activate the temporary greeting anytime from any phone. Select one of the remaining greetings. For example, we can select Greeting Number 4 as the temporary greeting. If activated, this greeting would take the place of the opening and closing greetings.

NoAnsGreeting – [Future option - leave set to value of 00.]

Autoatt Start - If this option is set to *Y* then the system goes off-hook on an incoming call and waits for integration digits. This is the default setting and should not be changed unless necessary. If this option is set to *N* then the system goes off-hook on an incoming call and immediately plays the programmed greeting according to the Open/Closed programming.

● Menu Option 5 – [Future Use]

.....

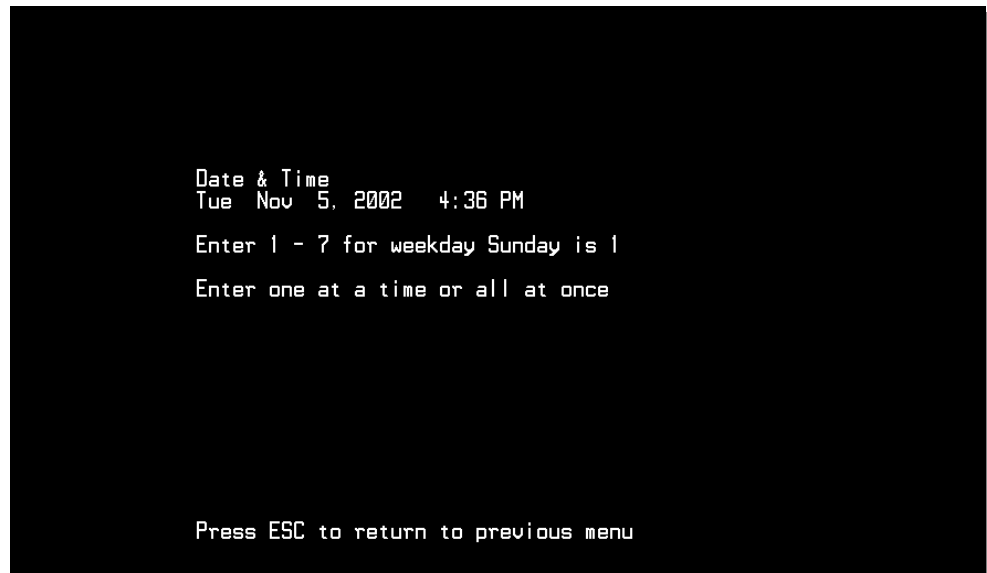
This section is currently not used.

● Menu Option 6 - Real Time Clock















.....

Select *6-Clock Setting Screen* from the *Programming Main Menu Screen* (Figure 4) and the *Internal Clock Setting Screen* as shown below in Figure 13 will be displayed. This screen is used to adjust the internal clock settings of the Emerald ICE Flash Voice Mail System unit. Using the arrow keys to navigate left and right, make the desired changes.

Figure 13. Internal Clock Settings





Field Descriptions/Detailed Instructions





















1. Enter a value of **1-7** to identify the day of the week:
 1 = Sunday 2 = Monday 3 = Tuesday
 4 = Wednesday 5 = Thursday 6 = Friday 7 = Saturday
2. Press the  key or press the  key.
3. Enter a value of **1-12** to indicate the current month.
4. Press the  or press the  key.
5. Enter a value of **1-31** to indicate the current day of the month.
6. Press the  key or press the  key.
7. Enter a two-digit value to indicate the year.(i.e. 03=2003)
8. Press the  key or press the  key.
9. Enter a value of **1-12** to indicate the current hour.
10. Press the  or press the  key.
11. Enter a value of **0-60** to indicate the current minute.
12. Press the  key or press the  key.
13. Enter a value of **AM** or **PM** to indicate the current time period.
14. Press the  key or press the  key.



**NOTE:**

The element of time (Day, Date, Time, etc.) must be individually entered. For example a Date will not automatically change when the Day or Time is changed.

**NOTE:**

A shortcut is to enter a string of values separated by a  between each value, and pressing .

For example an entry of:  will set the system time and date to Monday, November 6, 2001, 9:00 AM.

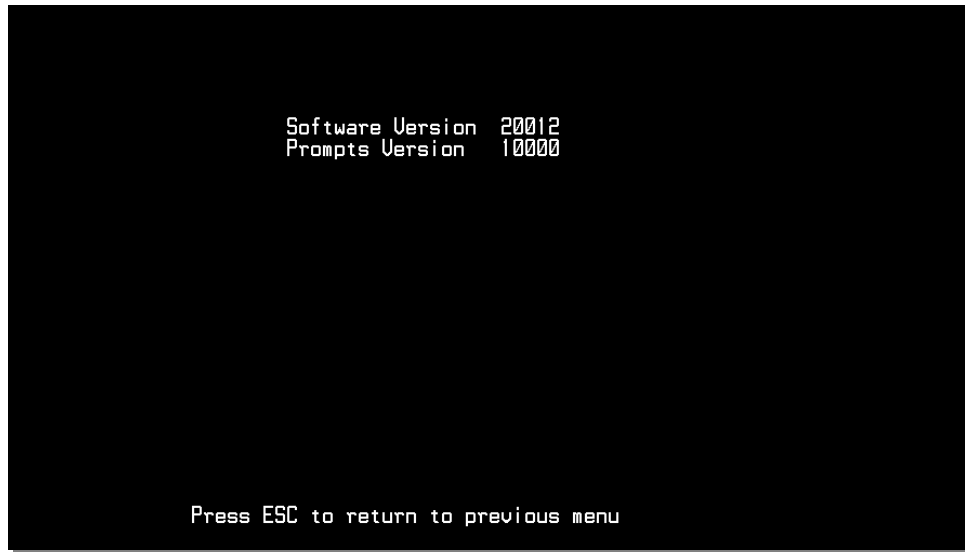
If you need to change only a specific setting, just right arrow to the desired field. When you have finished making your changes, press the  key to save the new settings. Press  to return to the **Programming Main Menu**. (Figure 4)

● Menu Option 7 - Version Number

.....

Select *7-Internal Version Number* from the *Programming Main Menu* (Figure 4) and the *Internal Version Number Screen* shown below in Figure 13 will be displayed. This displays current internal version numbers of the system software. This screen is for information only.

Figure 14. Internal Version Number Screen



Field Descriptions

Software Version- This is the version level of the system software. When upgrading the software version as described on page **Error! Bookmark not defined.**, the revision is always indicated by the 2 digits from the right. In Figure 14, for example the revision level would be **12**.

Prompts Version - This is the version level of the system prompts and internal database structure.

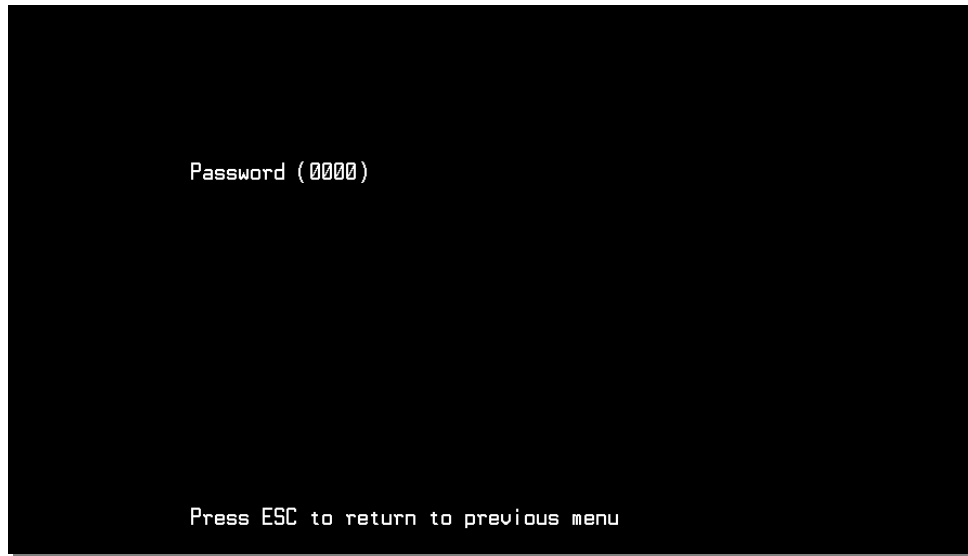


Menu Option 8 - Set System Password

.....

Select *8-Set System Password* from the *Programming Main Menu Screen* (Figure 4) and the *Password Setup Screen* as shown below in Figure 15 will be displayed. If you wish to change the system password from the default value of *0000*, enter the new password here.

Figure 15. Password Setup Screen



The password **MUST** be between 4 and 6 digits.

The new password will take effect when you exit the *Programming Main Menu* (Figure 4) and will be required the next time you need to access system programming.



Menu Option 9 - Mailbox Assignment

Select 9 - *Mailbox Assignment Screen* from the *Programming Main Menu* (Figure 4) and the *Mailbox Assignment Screen* as shown below in Figure 16 will be displayed. This screen controls the mailbox user's options.

There are a total of 64 mailboxes available in Emerald ICE Flash Voice Mail System. Each mailbox may be assigned any of the four available Classes of Service and be allowed or denied the ability to make outcalls to a beeper.

Figure 16. Mailbox Assignment Screen

Mailbox No	Access Ext	Ext_No Code	Class of Service	Dial Out	Beeper No	Msg_Ind	Name & Name_Mode Last	Direct Xfr
1	401	0000	401	1	Off	0		Off
2	402	0000	402	1	Off	0		Off
3	403	0000	403	1	Off	0		Off
4	404	0000	404	1	Off	0		Off
5	405	0000	405	1	Off	0		Off
6	406	0000	406	1	Off	0		Off
7	407	0000	407	1	Off	0		Off
8	408	0000	408	1	Off	0		Off
9	409	0000	409	1	Off	0		Off
10	410	0000	410	1	Off	0		Off
11	411	0000	411	1	Off	0		Off
12	412	0000	412	1	Off	0		Off
13	413	0000	413	1	Off	0		Off
14	414	0000	414	1	Off	0		Off
15	415	0000	415	1	Off	0		Off
16	416	0000	416	1	Off	0		Off
17	417	0000	417	1	Off	0		Off
18	418	0000	418	1	Off	0		Off
19	419	0000	419	1	Off	0		Off
20	420	0000	420	1	Off	0		Off
21	421	0000	421	1	Off	0		Off

Press ESC to return to previous menu

Field Descriptions

Mailbox - the two fields below together make up the mailbox:

No - the mailbox index number (this is generated automatically by the system)

Ext - the mailbox number that relates to the physical extension number in the PBX.

Mailboxes can be added manually or deleted manually but must be done so individually. They can not be added or deleted using ranges of values.

F4 will delete a mailbox while the cursor is placed at the first digit. (left side)



NOTE:

Index No. 1 should be used as a general announcement.

Access Code - the password designated by the mailbox owner for accessing the mailbox. The default password is **0000**. The mailbox owner may change their password at any time via the Mailbox Options menu when they enter their mailbox.

Ext No - This is the station that will be the destination of callers when transferred by the mailbox. The call will be automatically transferred to the number in this field. It is also the number used when activating or deactivating MWI indicators.



NOTE:

Virtual Mailboxes - If a mailbox is to be used for taking messages ONLY, remove the extension number from this field and leave it blank. If a caller dials this number from a CCR, they will be placed directly into the mailbox to leave a message.

Class of Service - the number of the assigned Class of Service as programmed in Option 10 (Page 5-28.)

Dial Out - this field controls whether a given mailbox is allowed to make outcalls to a beeper:

On - the mailbox is allowed to make outcalls

Off - the mailbox is not allowed to make outcalls

Beeper No - if a mailbox owner is allowed to make beeper outcalls, enter the beeper number here. Only enter the actual beeper phone number. Emerald ICE Flash Voice Mail System will look up the outdial access code from the PBX Integration Screen that is currently active. **9** and **1** should be added to the **First Digit Permissions** on the **Number Plan** screen (Figure 9).

Msg_Ind - this field shows what state the Emerald ICE Flash Voice Mail System has told the PBX to set as the current status of the telephone MWI indicator as follows:

0 - the MWI indicator should be OFF

1 - the MWI indicator should be ON

Name & Name_Mode - these two fields control whether the Dial-by-Name directory functions uses the first or last name of the mailbox user.

The *Name* field allows up to thirteen characters including the space required between the first and last names. The space is required as this is how the Emerald ICE Flash Voice Mail System determines where the First name ends and the Last name begins.

The *Name_Mode* field tells the Emerald ICE Flash Voice Mail System whether to search using the Last or First name.

To change this value from Last to First press **[Enter]** until you are in the *Name* field. Press the **[T]** and the cursor will highlight the L in *Last*. Type **[F]** and press **[Enter]**. The value will change to *First*.

Direct Xfr - This field indicates whether a mailbox user has set their mailbox to transfer callers directly to their mailbox or to be transferred to the programmed extension number. This is an indicator field and cannot be changed manually from the terminal.

Off - the caller will be transferred to the extension.

On - the caller will be transferred to the mailbox to leave a message.



NOTE:

When the Integration type is changed, Emerald ICE Flash Voice Mail System will automatically insert the correct mailboxes into this screen as a default condition. Any existing mailboxes will be over-written.

It is recommended to always do the Initialization function first when changing PBX Integrations.

*When there are more mailboxes than appear on the screen, press **[F1]** to go forward one screen and **[F2]** to go back one screen.*

Examples of Adding and Deleting Mailboxes

Add a mailbox

To add a mailbox, from the Main Menu press 9 to enter Mailbox Assignments.

Move the cursor bar down to the first available line.

Enter the new mailbox information in this order:

1. The desired mailbox number.
2. The access code if available, otherwise **0000**.
3. The PBX extension number to be associated with this mailbox.
4. The desired *Class of Service (1-4)*.
5. The Dial Out permission **On** or **Off** as desired.
6. The **Beeper No.** if **Dial Out** is set to **On**.
7. The mailbox user's first and last names in order with a space between them.



NOTE:

A system can use 2-digit, 3-digit, or 4-digit mailbox numbers. However, a system cannot contain mailboxes using a combination of 2, 3, and 4-digit lengths.

For example, if 2-digit numbering is used, then all mailboxes must be numbered with 2 digits.

When selected, the PBX integration will set the number of mailbox digits for the standard configuration of the extension numbers for the selected PBX. If the PBX extension numbers are of a different length, then you will need to adjust the Mail Box Length entry in the Integration screen to match the PBX extension length. If this value is changed, you will need to manually enter the required mailboxes.

Once you have finished entering mailboxes, press **[Esc]** to save your changes and return to the Programming Menu.

Delete a Mailbox

To delete a mailbox, from the Main Menu:

1. Press **[9]** to enter Mailbox Assignments.
2. Use the arrow keys to move the cursor bar down to the mailbox that is to be deleted. If the desired mailbox is not on-screen, press **[F1]** to scroll to the next screen.
3. Once located, press **[F4]** to delete the mailbox.
4. Confirm that you want to delete the mailbox by pressing **[Y]**.
5. When done, press **[Esc]** to save your changes and return to the *Programming Main Menu Screen* (Figure 4).



Menu Option 10 - Class of Service

Select **10-Class of Service** from the *Programming Main Menu Screen* (Figure 4) and the *Class of Service Setup Screen* shown below in Figure 17 will be displayed. Each COS has three parameters that may be programmed.

Figure 17. Class of Service Setup Screen

Class of Service			
Service Class	Save Period in days	Length of Msg in minutes	Number of Messages
1	10	2	15
2	20	5	15
3	30	5	15
4	30	5	30

Press ESC to return to previous menu

Field Descriptions

Service Class –The Emerald ICE Flash Voice Mail System has four different Classes of Service (COS) designated *COS 1, COS 2, COS 3* and *COS 4*.

Save Period in days - The permitted values are **1** to **999**. This is the period of how long, in days, that Emerald ICE Flash Voice Mail System will keep a message before automatically deleting it. It is important to delete messages so that the storage space is not completely consumed.



NOTE:

There is no warning notice before the message is deleted, so users should be trained to write down important messages.

Length of Msg in minutes - The permitted values are **1** to **15**. This field controls the allowable recorded length of a message that may be left in a user's mailbox.

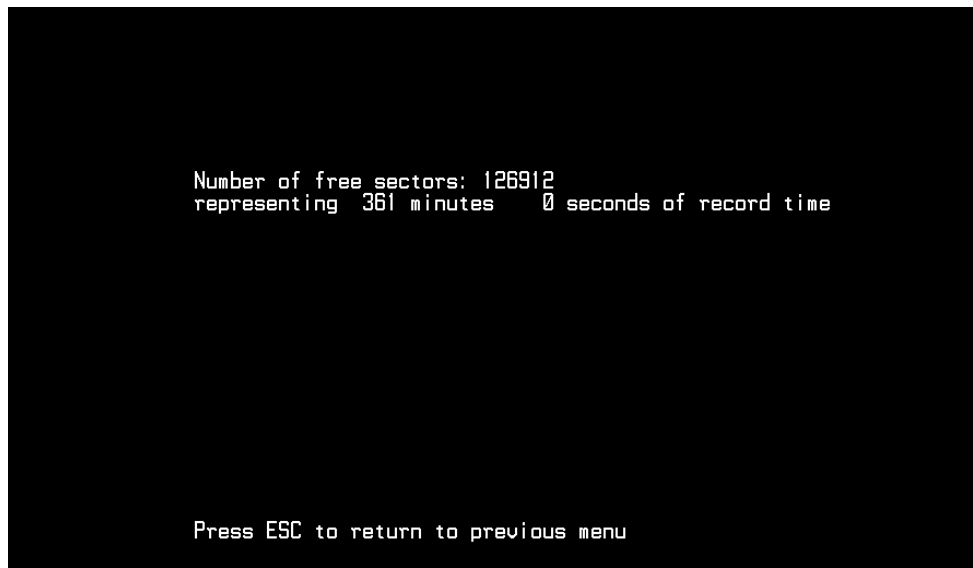
Number of Messages – The permitted values are **1** to **512**. This field controls the total number of messages that a given mailbox user may have in their mailbox at any one time.

The mailbox will inform the caller that it is full once this count is matched. For example, if set to 5, the 6th caller receives a message *"I'm sorry, the mailbox is full"*.

Option 11-Free Sectors (Recording Time Remaining)

Select *11-Free Sectors* from the *Programming Main Menu Screen* (Figure 4) and the *Free Sectors Screen* shown below in Figure 18 will be displayed. This screen reports the amount of voice storage space that is currently available in the Emerald ICE Flash Voice Mail System system.

Figure 18. Free Sectors Screen



The basic system comes with three hours of voice storage available.

The optional Memory Expansion card adds another three hours of voice storage for a total of six hours. (Refer to Section 7)



Menu Option 12 - PBX Integration

Select *12-PBX Integration* from the *Programming Main Menu Screen* (Figure 4) and the *PBX Integration Selection Screen* shown below in Figure 19 will be displayed.

The Emerald ICE Flash Voice Mail System is shipped with a pre-programmed integration for the Emerald ICE phone system.

Figure 19. PBX Integration Selection Screen

```

PBX Integration Screens
Screen in effect: 00

00  ICE
01
02
03
04
05
06
07
08
09
10
11
12
13
14
15
16
17
18
19

Press ESC to return to previous menu

```

Select the PBX integration by pressing the **[Enter]** key. Your selection will be shown in the *Screen in effect* field.

In cases where you may need to change a parameter used by the PBX integration screen, these parameters may be reached by performing the following steps:

1. Scroll down and select your PBX integration by pressing **[Enter]**.
2. Press the **[Enter]** key a second time. A PBX Integration Setup Screen will be displayed. Figure 20 below is an example of a *PBX Integration Setup Screen*. Details of this screen and its programming requirements appear on the following pages.

Figure 20. PBX Integration Screen

```

PBX INTEGRATION SCREEN

PBX Code:                00          Name:ICE
MWI Code On:            L*96;      MWI Code Off:            L**96;,
MWI/Outdial Port Control: 00000003 Mail Box Length:        3
Transfer Sequence:      L&.        Internal Call Prefix:
Reconnect Sequence:     L&.        Minimum On-Hook Delay:   20
Outdial Call Prefix:     L9T,      Hangup Code:             ***
First Digit Timeout(100 ms):15    Last Digit Timeout(100 ms):25
Direct Voice Mail Access: *        Dial by Name Digit:      9

DTMF Protocol    Action          DTMF Protocol    Action
***             HangUp          MMM             TakeMSG
#MMM            EnterMB        *MMM            TakeMSG
*               VcMail_Acc    #              EnterMB
9MMM            SilentRcrd

Press ESC to return to previous menu

```

Field Descriptions

PBX Code - This is the code number that Emerald ICE Flash Voice Mail System uses to determine which PBX screen to reference for system parameters. For example, if 01 is selected as the PBX Integration, Emerald ICE Flash Voice Mail System will use the entries located on screen 01 to determine integration patterns, MWI on & off codes, etc.

Name - This is a descriptive name used to visually identify the particular Integration Screen. This name is the one displayed in the *PBX Integration Selection Menu*. (Figure 6)

MWI Code On - The code Emerald ICE Flash Voice Mail System sends when a mailbox has a new message. This code, when sent, tells the PBX to activate the MWI indicator function for that mailbox’s extension telephone. When entering the code, the character “:” represents the extension number. For example, if your **MWI Code On** is **L*96** followed by the extension number, enter the following sequence: **L*96:** It is recommended to always end the sequence with a comma (1 second pause) to allow the PBX enough time to accept the command before releasing the port.

MWI Code Off - The code Emerald ICE Flash Voice Mail System sends when a mailbox user has checked all new messages. This code when sent tells the PBX to deactivate the MWI indicator for that mailbox's extension telephone. When entering the code, the character ":" represents the extension number. For example, if your **MWI Code Off** is **L**96** followed by the extension number, enter the following sequence: **L**96:** It is recommended to always end the sequence with a comma (1 second pause) to allow the PBX enough time to accept the command before releasing the port.

MWI/Outdial Port Control - This field tells Emerald ICE Flash Voice Mail System which ports are allowed to make out dials. There are eight positions corresponding to ports **1** through **8** - going from left to right. The default value is **00000003**. This default value tells Emerald ICE Flash Voice Mail System to use port **4** to make all MWI notification and out dial calls.

There are three values that may be entered for any of the port entries:

- 0 - Activates/Deactivates message indicator lights.
- 1 - MWI indicator calls only will be made from this port.
- 2 - Out dial calls only will be made from this port.
- 3 - BOTH MWI indicator and Out dial calls will be made from this port.

Mail Box Length - This field tells Emerald ICE Flash Voice Mail System how many digits are required for the mailbox numbers used in the system. For example - enter **3** if your PBX extension numbers use three digits. A maximum of **4** and a minimum of **2** digits can be used.

Transfer Sequence - This is the dialing pattern Emerald ICE Flash Voice Mail System will use to transfer a caller from the Auto Attendant to a mailbox user's telephone. Default is **L&, .**

Internal Call Prefix - This is what Emerald ICE Flash Voice Mail System will dial to access internal dial tone from the PBX. The field will normally be blank since most PBX systems supply dial tone when the port is taken off-hook to dial.

Reconnect Sequence - This is the dialing pattern Emerald ICE Flash Voice Mail System will use to reconnect to a caller when there is no answer at the called telephone extension. Default is **L&, .**

Minimum On-Hook Delay - This is the period of time that a port will wait after hanging up before attempting to use that port for an out dial operation. This prevents collisions when a new call appears at the port right after it has released a previous caller. If no new incoming call is detected before this timer expires, the out dial request will be processed.

Out dial Call Prefix - This is the dialing pattern used to tell the PBX an outside line is needed, such as during an out dial operation. The default value is **L9,**. If your trunk access code is different, change this value as required.

Hangup Code - Most modern PBX system either automatically or through program entries send a DTMF disconnect code. When the PBX port is about to close (for example - an outside caller has hung up) a digit string is sent to the Emerald ICE Flash Voice Mail System. If this string matches the entry in this field, Emerald ICE Flash Voice Mail System will save any messages being recorded and then the port will close and wait for the next call.

First Digit Timeout - When answering an incoming call, this is the time that Emerald ICE Flash Voice Mail System waits to see if DTMF integration strings are being sent to the system. If no digits are received during this period, Emerald ICE Flash Voice Mail System will then play the day or night greeting for that port and be ready to accept caller-dialed digits. The default value is **15**.

Last Digit Timeout - When the system does receive DTMF integration strings, this is the period of time to wait after each digit to determine if more digits are following. As each digit is received, this timer is re-started. Once this timer expires, the system assumes that all DTMF integration digits have been received. The received string is then analyzed to determine how the call must be processed. The methods of processing DTMF digit strings are described in the next section - Protocol Area. The default value is **25**.

Direct Voice Mail Access - This is the digit that allows a caller to bypass the recorded greetings and go directly to a mailbox user's greeting. This feature allows the caller to spend the minimum of time in Emerald ICE Flash Voice Mail System to leave someone a message.

Example: when a caller hears the opening greeting, they press [*]. The Emerald ICE Flash Voice Mail System prompts for the mailbox destination. Once entered, the caller is sent directly to the greeting for that mailbox. They do not have to wait for the system to transfer them to a phone and then be transferred back to Emerald ICE Flash Voice Mail System to leave a message.

Dial by Name Digit - This is the digit that when pressed, will activate the Dial-by-Name directory search function.

Protocol Area (DTMF and Action columns)

The protocol area has two columns where values may be programmed. The values are matched pairs: a DTMF Protocol and an Action to take if that protocol is found. All protocol entries are compared in sequence to the inbound DTMF digits until a match is found. If no match is found, the caller is directed to the main greeting for that port. They are:

DTMF Protocol - This is the pattern against which the incoming DTMF string is matched for call processing. Once the correct pattern has been matched, then the corresponding action is taken. For example, the protocol pattern MMM represents a string of three digits.

Action - Once a matching DTMF protocol string is found, the Action column tells

Emerald ICE Flash Voice Mail System what to do with that particular call. The allowable actions are:

TakeMsg.....take a message into the requested mailbox

EnterMBopen the requested mailbox and ask the caller for the password

VcMail_Acc.....signals to Emerald ICE Flash Voice Mail System that a mailbox number will follow and opens the corresponding mailbox to take a message

Ignoretake no action when this DTMF protocol string is received

Protocol Entry Order - This is the order of integration information as the PBX sends it to the voice mail port. Each PBX Integration screen may have a different Protocol Entry Order.

PMMM

Pdesignates the port number the call was received on

Mdesignates destination extension digits

Sdesignates source extension digits

Xdesignates a position in the DTMF digit string to ignore

Not all codes will necessarily be used by all systems.

PBX Integration Examples

Example 1:

The system answers a call and receives a three-digit extension number: 204.

The system finds an entry for MMM. The Action for this protocol is TakeMsg.

Once the match is made, the system opens mailbox 204, plays the mailbox greeting to the caller and records the message.

The system answers a call and receives a code followed by a three-digit extension number: *204. The system finds an entry for *MMM. The Action for this protocol is TakeMsg. Once the match is made, the system opens mailbox 204, plays the mailbox greeting to the caller and records the message.

The system answers a call and receives a code followed by a three-digit extension number: #204. The system finds an entry for #MMM. The Action for this protocol is EnterMB. Once the match is made, the system opens mailbox 204, plays the mailbox name to the caller and asks for their password.

Special Fax Detection Function

The Emerald ICE Flash Voice Mail System has built-in Fax Tone recognition. If a call is received on a port and fax tones are heard, the incoming call will be transferred to the programmed Fax Extension, if it exists and has been programmed in this section.

To set up a Fax Extension (411 for this example):

1. Attach a fax machine to the dedicated single-line port 411.
2. In the *DTMF Protocol* field enter the following in any vacant section: **411 F** and press . The entry will become **411 FAX EXT.**

Any time fax tones are detected, the call will be transferred to extension 411.



Menu Option 13 - System Initialization

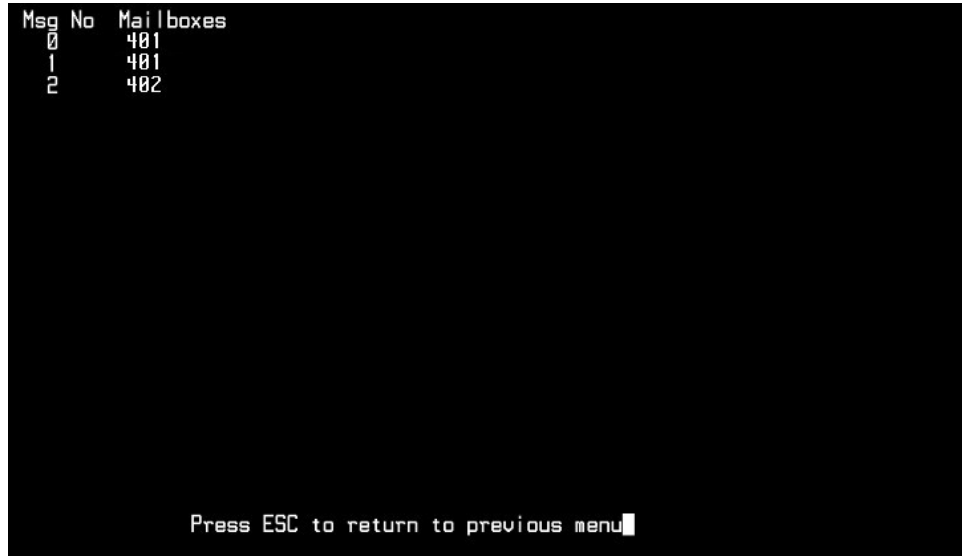
.....

Refer to page 5-3 for *System Initialization* procedures.

Menu Option 14 - Messages Waiting

Select *14-Messages Waiting* from the *Programming Main Menu Screen* (Figure 4) and the *Messages Waiting Screen* shown below in Figure 21 will be displayed. This screen indicates the number of messages waiting in each mailbox.

Figure 21. Messages Waiting Screen



Msg No	Mailboxes
0	401
1	401
2	402

Press ESC to return to previous menu

Field Descriptions

Msg No - this is an index number assigned in sequence by the system. It is used primarily by the system software.

Mailboxes – this indicates the mailboxes that own the new messages in the system.

If a line has multiple mailbox numbers, this indicates that the message has been copied to other mailboxes.

As mailbox owners listen to their messages and delete them, their numbers will be removed from the screen.

Menu Option 15 - Debug Information Screen

Select *15-Debug Information* from the *Programming Main Menu Screen* (Figure 4) and the *Debug Information Screen* shown below in Figure 22 will be displayed. This shows various trouble-shooting information fields. Each screen is accessed via special keystrokes. Changes made here may effect operation of the Emerald ICE Flash Voice Mail System.

Figure 22. Debug Information Screen

```
Bad_Map_Sctrs
  0  0  0  0

Msg_Tbl_Sctrs
8a0 8a1 8a2 8a3 8a4 8a5 8a6 8a7 8a8 8a9 8aa 8ab

Mail_Box Messages
Msg_Nr  Strt_Sctr  End_Sctr  Nr_of_Sctrs  Total_Sctrs  43
                Msg_Count    3
  1      800      810        11
  0      820      838        19
  2      860      878        19

Press ESC to return to previous menu
```



NOTE:

This screen is accessible only when the Dealer Password is used to enter System Programming.

6 System Administrator Mailbox Functions

This section describes the various programming operations that may be performed from the System Administrator's mailbox. The System Administrator Mailbox is a special mailbox that is not used for any messaging or transfer operations. Its sole purpose is to allow specific programming functions using the Touch-Tone pad on any telephone.

Since the System Administrator mailbox controls many features, be sure to thoroughly train the customer's System Administrator as well as provide this person with their own copy of this document for reference purposes.

Entering the System Administrator Mailbox

To enter the System Administrator Mailbox, dial into any available system port and follow these steps:

1. When the system answers, first dial **#** and then when prompted, dial the System Administrator Mailbox number. The System Administrator mailbox numbers can be **#0**, **#00**, or **#000** depending on the PBX Integration selected:

#0.....2 digit mailbox system

#003 digit mailbox system

#000 ...4 digit mailbox system

(i.e. The complete dial sequence for a 3-digit integration would be: **# #000**)

2. The system will announce: "Mailbox 15-00" - which is the System Administrator Mailbox number. This number DOES NOT conflict with Mailbox 15 in a two-digit mailbox system.
3. When requested, enter the default password - 1234. This password can be changed by entering Mailbox Administration mailbox as shown above and pressing 1 to change an access code.
4. The System Administrator Mailbox menu will now play:

Administrator options

For System greetings	Press	1
For Mailbox Administration	Press	2
For Auto Attendant configuration.....	Press	3
To set date and time	Press	4
To set operating mode	Press	5
To select PBX integration.....	Press	6
To record a prompt.....	Press	7
To listen to a prompt.....	Press	8
To change Open and Closing Schedule...	Press	9

5. Select the desired operation by pressing the corresponding digit. Details are described on the following pages.

Administrator Options – Detailed Descriptions

System Greetings [Press 1]

The programmed Day or Night Greeting for each port that was programmed in the **Number Plan Screen** (Figure 9) is the first announcement played to outside callers when they reach the system. Callers will either dial the system's access number directly or be forwarded when the dialed extension is busy or unanswered. Remember that with integrated systems, callers forwarded to a mailbox in the system will hear the subscriber's mailbox personal greeting.

The option of recording up to nine programmable greetings can be recorded to provide callers with certain information and instructions upon their entering the system.

Customize the system sign-on greetings can be recorded to meet organizational needs. When a customized greeting is used, remind subscribers to dial # to identify themselves to the system as subscribers in the recording. This is important for new subscribers who can get confused and end up leaving unintended messages for others rather than entering their own mailboxes.

Outside callers who have never encountered a voice message system should be given clear instructions on what to do when they reach the system. Since mailbox numbers are generally the same as the extension numbers, a caller can leave a message in the correct mailbox by just dialing [*] before the extension number of their intended party. By customizing the system greeting, explicit directions can be given to the outside caller.

For example, *"If you know your party's extension number, please dial it now, or dial zero for the Operator."*

Working with System Greetings

You can listen to (or play) system greetings at any time. Any of the greetings can be recorded or erased at any time. You can customize a greeting to meet your organization's needs by recording new greetings as required.

Follow these steps to listen to, record, or erase CCR mailbox greetings,:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator's Options Menu now plays.
2. Dial [1] for System Greetings. The system will prompt you for the greeting number (1-9).
3. Enter the greeting number you want to work with. You will be prompted with the following three choices:
 - a. Press [1] to review - The greeting selected will be played.
 - b. Press [2] to record - You will be prompted to record the greeting selected in Step 2. When you have finished recording, press [#] to save the recording.
 - c. Press [3] to delete – The system will announce that the greeting selected in Step 2 is deleted: *"Greeting has been erased"*.

4. You may now:

Press ***** to go back to Step 2 and select another greeting to work on.

Press ****** to return to the Administrator Options Menu.

Press *******.... to exit the system completely.

Mailbox Administration [Press 2]

Mailbox administration functions are normally accessed using the programming terminal along with the appropriate programming screens on the system. However, for your convenience, a number of functions can be performed using your System Administrator mailbox. These include:

1. Changing an unknown/forgotten mailbox access code to a new temporary access code.
2. Adding new mailboxes. You may need to use the Mailbox Setup Screen to enter any additional information.
3. Deleting an existing mailbox.
4. Recording personal mailbox greetings.
5. Resetting a Message Waiting Indicator (MWI).

These five activities are described in detail below.



NOTE:

When accessing any of these features, you are first asked to enter a mailbox number. This is the mailbox that will be acted upon.

Choice 1 - Changing a Mailbox Access Code

If a subscriber forgets his/her access code, you can reset it without deleting the mailbox and its messages. Once they are given the new temporary access code, the subscriber should immediately enter his/her mailbox and change the temporary access code to one of his/her own.



NOTE:

This is the only method for changing a mailbox access code.

To change a mailbox access code, perform the following steps:

1. Access the System Administrator's Mailbox as described on page 6-1.
2. The Administrator's Options Menu now plays.
3. Dial **[2]** for Mailbox Administration.
4. You will be prompted to enter the mailbox number for which you want to change the access code. For example, to change the access code for Mailbox 30, press **[3][0]**.
5. At the next prompt, press **[1]** to Change an Access Code. You will be prompted to enter the new access code.
6. Enter the new password, followed by **[#]**. The system will announce the new access code for confirmation.
5. You may now:
 - a. Press **[1]** through **[4]** to select another System Administrator task to perform.
 - b. Press **[*]**..... to return to the system Main CCR Menu.
 - c. Press **[*][*]**. to exit the system completely.

Give the new temporary access code to the subscriber. Tell the subscriber to enter their mailbox immediately to change the access code to one of their own choice.

Choice 2 - Adding a Mailbox

When you add a mailbox to the system, several default values are assigned: the extension number will be the same as the mailbox number, the password will be 0000, the Class of Service will default to 1 and the Outcall function will be turned OFF. If you need to change these options from the default values, you will have to use the Programming Terminal.

To add a mailbox, perform the following steps:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator's Options Menu now plays.
2. Dial 2 for Mailbox Administration. You will be prompted to enter the mailbox number. This will be the mailbox that you want to add to the system. For example, to add Mailbox 30, press **30**.
3. At the next prompt, press **2** to add the mailbox. The system will confirm the new mailbox has been added: "Mailbox thirty is located in Table Entry xx". (The xx will vary according to the current mailbox layout in the system and will be assigned automatically. You do not have to enter any number here.)
4. You may then enter another mailbox number to add or press ***** to exit this function. If you enter another mailbox number you will be returned to Step 5 or if you press ***** you will be returned to Step 2. You may now:
 - a. Press **1-9** to select another System Administrator task to perform
 - b. Press ***** to return to the system Main CCR Menu
 - c. Press ****** to exit the system completely

Choice 3 - Deleting a Mailbox

You can use the System Administrator's mailbox to delete a mailbox by following the steps below:



NOTE:

Deleting a mailbox is a permanent action and the mailbox or its messages cannot be recovered once the delete action is confirmed by pressing the [#] key.

To delete a mailbox, perform the following steps:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator's Options Menu now plays.
2. Dial [2] for Mailbox Administration. You will be prompted to enter the mailbox number that you wish to delete. For example, to delete Mailbox 30, press [3][0]. At the next prompt, press [3] to Delete the Mailbox. You will be prompted: "Press pound to confirm deletion of this mailbox, star to cancel".
3. Depending on your selection:
 - a. Press [#] - the system will announce that the mailbox has been deleted and return you to Step 2
 - b. Press [*] - the deletion will be cancelled and you will be returned to Step 2
4. You may now:
 - a. Press [1]-[9] to select another System Administrator task to perform
 - b. Press [*] to return to the system Main CCR Menu
 - c. Press [*][*] to exit the system completely

Choice 4 - Record a Mailbox Greetings

You can use the System Administrator's mailbox to record the mailbox greeting for any system mailbox.

To record a mailbox greeting, perform the following steps:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator's Options Menu now plays.
2. Dial **2** for Mailbox Administration. You will be prompted to enter the mailbox number you want to work with. This will be the mailbox for which you wish to record a greeting. For example, to record the greeting for Mailbox **30**, press **30**.
3. At the next prompt, press **4** to Record a Mailbox Greeting. The system will beep and you can now record the Mailbox Greeting.
4. Press **# #** when finished. You will then be returned to the System Administrator's Options Menu.
5. You may now:
 - a. Press **1-9** to select another System Administrator task to perform.
 - b. Press *****..... to return to the system Main CCR Menu.
 - c. Press *** ***. to exit the system completely.

Choice 5 - Resetting a Message Waiting Indicator

The System Administrator can reset the message-waiting indicator (MWI) for a mailbox. When this option is selected the system checks the current status of any messages stored in the mailbox. The system then dials the appropriate MWI "turn on" code if there are new messages in the mailbox, and the appropriate MWI "turn off" if there are no new messages in the mailbox. This operation will re-synchronize the physical MWI indicator with the mailbox message status.

To reset an MWI, perform the following steps:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator's Options Menu now plays
2. Dial **[2]** for Mailbox Administration. You will be prompted to enter the mailbox number you want to work with. This will be the mailbox for which you need to reset the MWI indicator. For example, to reset the MWI for Mailbox 30, press **[3][0]**.
3. At the next prompt, Press **[5]** to Reset an MWI. The system will announce: *"Your request has been processed"*. The correct **ON** or **OFF** code will be sent to the PBX for action on the extension associated with the mailbox. You will then be returned to the Administrator's Options Menu.
4. You may now:
 - a. Press **[1]-[9]** to select another System Administrator task to perform
 - b. Press **[*]** to return to the system Main CCR Menu
 - c. Press **[*][*]** to exit the system completely

Auto Attendant Configuration [Press 3]

Using this option, you can easily change the greeting a caller will hear on a given port between the programmed Day/Nite greeting and the programmed Temporary greeting. This is very useful when a Temporary Greeting for something like a weather-related closing needs to be activated from a remote location.

Set Date and Time [Press 4]

You may use the System Administrator's Mailbox to set the system date and time. The time and date stamp is used for all envelope information and to check delivery notifications. It is important to set the system date and time accurately.



NOTE:

The time and date MUST be reset whenever there is a local time change such as Daylight Savings Time.

To set the system date and time:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator Options Menu now plays.
2. Press **[4]** to Set Date and Time. You will be prompted: "To review data, press one. To change press two. To exit press star".
3. Depending on your selection:
 - a. Press **[1]** - the current date and time settings in the Voice Mail will be announced and then you will be returned to Step 2.
 - b. Press **[2]** - you will be prompted to enter the new time and date values. At the first prompt - enter the time in four-digit military time. For example: for 9:30 AM, dial 0930; for 3:25 PM, dial 1525. At the second prompt, enter the date as a six-digit number in MMDDYY format. For example: for March 16, 2001, dial 031601. You will then be returned to Step 2.
 - c. Press **[*]** - you will be returned to the Administrator Options Menu.
4. You may now:
 - a. Press **[1]-[9]** to select another System Administrator task to perform.
 - b. Press **[*]**..... to return to the system Main CCR Menu.
 - c. Press **[*][*]**. to exit the system completely.

Set Operation Mode [Press 5]

Under normal conditions, the pre-programmed Automated Attendant screen controls the greeting that plays when Emerald ICE Flash Voice Mail System answers a caller. This screen tells Emerald ICE Flash Voice Mail System which greeting to play based upon the time of day, Day or Night, which is programmed in the *Open/Close Schedule Screen* (Figure 8).

There may be a time when it is desirable to change the system from Day (Mode 1) to Night (Mode 2) mode at an other than normal time. The System Administrator can accomplish this by dialing into the system, rather than having to access the programming terminal.



NOTE:

When the mode is changed manually to either Mode 1 or Mode 2, Emerald ICE Flash Voice Mail System stays in that mode until the System Administrator changes the mode back to Automatic mode through the Administration Options menu. The mode cannot be changed from the programming terminal.

System Mode Numbers

Mode 1 - Fixed Day Mode: the system remains in Day Mode all the time

Mode 2 - Fixed Night Mode: the system remains in Night Mode all the time

Mode 3 - Automatic Mode: the system follows the Open/Close times as programmed

To change the system Operation Mode, perform the following steps:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator Options Menu now plays.
2. Press [5] to Set Operating Mode. You will be prompted: *"To review data, press one. To change press two. To exit press star"*.
3. Depending on your selection:
 - a. Press [1] - the system will announce the current Mode and then you will be returned to Step 2.
 - b. Press [2] - the system will ask you to enter the desired Mode number as follows:
 - i. Day Mode press [1] - the choice will be confirmed *"Your request has been processed"*. You will then be returned to Step 2.
 - ii. Night Mode press [2] - the choice will be confirmed *"Your request has been processed"*. You will then be returned to Step 2.
 - iii. Automatic Mode press [3] - the choice will be confirmed *"Your request has been processed"*. You will then be returned to Step 2.
 - iv. Press [*] - you will be returned to the Administrator Options Menu.
4. You may now:
 - a. Press [1]-[9] to select another System Administrator task to perform.
 - b. Press [*] to return to the system Main CCR Menu.
 - c. Press [*][*] to exit the system completely.

Select PBX Integration [Press 6]

The Emerald ICE Flash Voice Mail System uses a set of pre-programmed PBX Integration screens. These screens provide standard configurations for various PBX systems that might be used with Emerald ICE Flash Voice Mail System.

The current PBX Integration may be changed from the System Administrator Mailbox.



NOTE:

Changing the PBX Integration will permanently erase all existing messages, greetings, and mailbox programming. All mailboxes will have to be reprogrammed as required.

To change the PBX Integration follow these steps:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator Options Menu now plays.
2. Press [6] to Select PBX Integration. You will be prompted: "To Review data, press one. To change press two. To exit press star."
3. Depending on your selection:
 - a. Press [1] - the system will announce the current Integration Number and then you will be returned to Step 2.
 - b. Press [2] - the system will ask you to enter the desired Integration Number.
Enter the desired Integration Number, making sure to use two digits.
Allowable entries are from [0][1] to [1][6]. After you enter the Integration Number the choice will be confirmed "Your request has been processed". You will then be returned to Step 2.
 - c. Press [*] - you will be returned to the Administrator Options Menu.
4. You may now:
 - a. Press [1]-[9] to select another System Administrator task to perform.
 - b. Press [*].....to return to the system Main CCR Menu.
 - c. Press [*][*]...to exit the system completely.

Record a Prompt [Press 7]

The Emerald ICE Flash Voice Mail System is shipped with a complete set of system voice prompts. These system prompts cover all system operations and functions. There may be occasions, however, where it is desired to change the wording of a prompt to meet a specific requirement of a customer. This function allows such changes.

The prompts supplied with the system are listed herein in Section 8.



NOTE:

All of the supplied prompts are the same voice and volume level. If you desire to re-record a prompt, you are responsible for making sure that the volume level and tonal quality is approximately the same

DO NOT change any of the listed options and their activation keys. If you do, the customer will become confused when the options do not work as expected. There is no way to change these option assignments in the field..

To re-record a system prompt:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator Options Menu now plays.
2. Press **[7]** to record a prompt. You will be prompted: "Please enter your three digit prompt number".
3. Enter the number of the prompt you want to re-record. You will hear a beep and the system will begin to record the prompt. Press **[#]** when you are done. You will be returned to the Administrator Options Menu.
4. Press **[7]** if you need to re-record another prompt.
5. If you are done recording prompts, you may now:
 - a. Press **[1-9]**... to select another System Administrator task to perform.
 - b. Press **[*]**..... to return to the system Main CCR Menu.
 - c. Press **[*]***.... to exit the system completely.

Listen to a Prompt [Press 8]

The Emerald ICE Flash Voice Mail System includes a method of listening to any or all of the recorded prompts. This may be useful for listening before modifying a prompt.

You can listen to a single prompt, a range of prompts up to the complete prompts set, or the last prompt that was recorded.

To listen to system prompts follow these steps:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator Options Menu now plays.
2. Press **8** to listen to a prompt. You will be prompted for the following options:
 - a. Single Prompt - enter the prompt number (i.e. **104**) then when prompted, enter the same prompt number again. The selected prompt will play and then you will be returned to Step 2.
 - b. Range of Prompts (i.e. **100-120**) - enter the first prompt number of the range (**100**) followed by the second prompt number (**120**). The selected prompts will play in succession and then you will be returned to Step 1.
 - c. Last recorded prompt - Press the ***** key. The last recorded prompt will play and then you will be returned to Step 1.
3. If you are done listening to prompts, you may now:
 - a. Press **1-9** to select another System Administrator task to perform.
 - b. Press ***** to return to the system Main CCR Menu.
 - c. Press ****** to exit the system completely.

Change Open and Close Schedule [Press 9]

The Emerald ICE Flash Voice Mail System allows the System Administrator to change the Opening and Closing Schedules via a DTMF telephone. This is useful for unscheduled closings or hour changes, etc.

To change the Open & Close Schedules follow these steps:

1. Access the System Administrator's Mailbox as described on page 6-1. The Administrator Options Menu now plays.
2. Press **[9]** to change open and closing schedules. You will be prompted to select the day of the week to modify.
3. Press the desired day number (**[1]**-Sun to **[7]**-Sat).
4. You will be prompted to select to change either the Closing time or Opening time. Press **[2]** for closing time or **[6]** for opening time.
5. You will be prompted for the action you wish to take: Review, Modify or Delete. Press **[1]** to review, **[2]** to change, or **[3]** to delete the selected value.
6. You will hear a verbal confirmation of the action you have taken. Press **[*]** after your changes are complete.
7. When the schedule changes have been completed, you may now:
 - a. Press **[1-9]** to select another System Administrator task to perform.
 - b. Press **[*]** to return to the system Main CCR Menu.
 - c. Press **[*][*]** to exit the system completely.

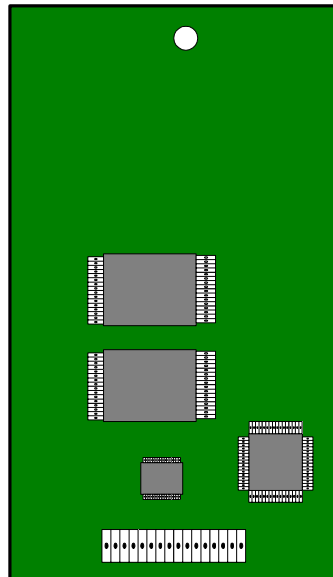
7 *Optional Equipment*

● **Three-Hour Expansion Module**

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The Emerald ICE Flash Voice Mail System Three-Hour Expansion Module is available as an option and is illustrated below in Figure 23. The expansion module adds six hours of memory to the Emerald ICE Flash Voice Mail System. The basic system provides three hours. The total memory, including the basic system and the expansion module would amount to six hours.

Figure 23. 3- Hour Expansion Module





Installation

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Installation of the expansion module to the basic Emerald ICE Flash Voice Mail System card consists of connecting the Expansion Memory connector (male) to the receptacle connector (female) on the basic Emerald ICE Flash Voice Mail System card. Further, the mounting hole aligns with the receptacle on the basic card.

8 System Voice Prompts

There may be occasions where you may want to modify the wording of a system prompt. This listing will allow you to locate the prompt and design a personalized version of the prompt. Follow the instructions in the System Administrator Mailbox section (Page 6-14) for more detailed information.

- 001. Hello, enter the extension number of the person you are calling. To reach an Operator, press 0.
- 002. Enter your mailbox number
- 003. I am sorry, there is no such mailbox on this system
- 004. Enter your password now
- 005. Invalid password
- 006. **Mailbox menu...**
 - To review your messages, press 1
 - Send a message, press 2
 - Mailbox options, press 3
- 007. You have entered an incorrect digit
- 008. **If you are satisfied with this message, press #...**
 - to review, press 1
 - re-record, press 2
 - append, press 3
 - to cancel, press *
- 009. **To replay the message, press 1...**
 - to save this message, press 2
 - delete it, press 3
 - reply, press 4
 - for message information, press 5
 - to send a copy, press 6
- 010. To deactivate...
- 011. Record a message at the tone, when you have finished, press #
- 012. To activate...
- 013. **Mailbox options...**
 - Greetings, press 1
 - Password, press 2
 - Outcall notification, press 3
 - Transfer options, press 4

- 014. Hanging up now...goodbye
- 015. Message deleted
- 016. To confirm deletion of this message, press #, to cancel, press *
- 017. To copy with comments, press 1, to copy without comments, press 2
- 018. Enter destination number
- 019. The mailbox is not empty
- 020. The system is full
- 021. Enter a new password
- 022. Press 1
- 023. No
- 024. You have...
- 025. new
- 026. and
- 027. saved
- 028. message
- 029. messages
- 030. Zero
- 031. One
- 032. Two
- 033. Three
- 034. Four
- 035. Five
- 036. Six
- 037. Seven
- 038. Eight
- 039. Nine
- 040. Ten
- 041. Eleven
- 042. Twelve
- 043. Thirteen
- 044. Fourteen
- 045. Fifteen
- 046. Sixteen
- 047. Seventeen
- 048. Eighteen
- 049. Nineteen
- 050. Twenty
- 051. Thirty
- 052. Forty
- 053. Fifty
- 054. Sixty

- 055. Seventy
- 056. Eighty
- 057. Ninety
- 058. 1999
- 059. Two thousand
- 060. Message from
- 061. Mailbox
- 062. Message sent
- 063. an outside party
- 064. Sunday
- 065. Monday
- 066. Tuesday
- 067. Wednesday
- 068. Thursday
- 069. Friday
- 070. Saturday
- 071. January
- 072. February
- 073. March
- 074. April
- 075. May
- 076. June
- 077. July
- 078. August
- 079. September
- 080. October
- 081. November
- 082. December
- 083. AM
- 084. PM
- 085. Press 1 to change an access code, 2 to add a mailbox, 3 to delete a mailbox, 4 to record a mailbox greeting, 5 to reset MWI
- 086. Make your selection now
- 087. Dial system greeting
- 088. This message is too short, please record a longer message
- 089. Outcall notification is active
- 090. Outcall notification is deactivated
- 091. If you have a mailbox on this system, press #
- 092. Message delivered
- 093. Message saved
- 094. Message deleted
- 095. To send your message now, press #, to cancel, press *

- 096. * if there are no other recipients or enter next recipient's mailbox number now
- 097. I am sorry you are experiencing difficulties
- 098. First message
- 099. Next message
- 100. First saved message
- 101. You have entered too few digits
- 102. Password
- 103. At the tone, record your message, when you have finished recording, press #
- 104. Press # to play the last recorded prompt or enter the first prompt number followed by the last prompt number
- 105. Please enter your three digit number
- 106. Enter the extension number of the party you are calling, to dial by name press 9
- 107. **- 0.7 seconds of silence - (NO RECORDING NEEDED HERE)**
- 108. That mailbox is full and cannot accept any new messages
- 109. Remaining recording time is sixty seconds
- 110. You have no messages in your mailbox
- 111. Please hold, while I transfer your call
- 112. Press any key to restart the voice mail
- 113. **Greetings...**
 - Review, press 1
 - Record, press 2
 - Delete, press 3
- 114. To review your name, press 1; mailbox greeting, press 2; temporary greeting press 3
- 115. To record your name, press 1; mailbox greeting, press 2; temporary greeting press 3
- 116. To delete your name, press 1; mailbox greeting, press 2; temporary greeting press 3
- 117. Greeting has not been recorded
- 118. Name has not been recorded
- 119. Temporary greeting has not been recorded
- 120. Greeting was deleted
- 121. Name was deleted
- 122. Temporary greeting was deleted
- 123. There is no free mailbox
- 124. Is located in table entry...
- 125. Press # to confirm deletion of this mailbox, * to cancel
- 126. Mailbox was deleted
- 127. Press 1 to select normal greeting, 2 to select temporary greeting, 3 to set greeting number

- 128. - Default Voice Menu greeting –
- 129. - Welcome 1 - System Greeting 1
- 130. - Welcome 2 - System Greeting 2
- 131. - Greeting 3 - System Greeting 3 - no initial recording is provided
- 132. - Greeting 4 - System Greeting 4 - no initial recording is provided
- 133. - Greeting 5 - System Greeting 5 - no initial recording is provided
- 134. - Greeting 6 - System Greeting 6 - no initial recording is provided
- 135. - Greeting 7 - System Greeting 7 - no initial recording is provided
- 136. - Greeting 8 - System Greeting 8 - no initial recording is provided
- 137. - Greeting 9 - System Greeting 9 - no initial recording is provided
- 138. - Spare - no prompt recorded here
- 139. - Spare - no prompt recorded here
- 140. - Spare - no prompt recorded here
- 141. - Spare - no prompt recorded here
- 142. - Spare - no prompt recorded here
- 143. - Spare - no prompt recorded here
- 144. Select port number
- 145. Port number...
- 146. ...is set to...
- 147. Normal greeting
- 148. Temporary greeting
- 149. **Administrator options**
 - Press 1 for System greetings
 - 2 for Mailbox Administration
 - 3 for Auto Attendant configuration
 - 4 to set date and time
 - 5 to set operating mode
 - 6 to select PBX integration
 - 7 to record a prompt
 - 8 to listen to a prompt
 - 9 to change Opening and Closing schedule
- 150. Your request has been processed
- 151. Enter greeting number
- 152. Greeting was recorded
- 153. Greeting was erased
- 154. Press 1 to review data, 2 to change, * to exit
- 155. Enter time in 24 hour format
- 156. Enter date in MMDDYY format
- 157. Mode
- 158. Select mode: press 1 for day mode, 2 for night mode, 3 for automatic mode
- 159. Dial integration number
- 160. Integration number

161. This mailbox already exists
162. You selected an invalid integration number
163. The system has reached 80 percent of capacity
164. Your mailbox is already in use
165. Your outcall number needs to be programmed
166. Dial extension number
167. Dial class of service number
168. The mailbox is now active
169. Enter the 3 digit prompt number and record at the tone. Press # when finished.
170. Enter new value
171. For DISA operation press 4
172. This feature is not available
173. This feature is currently in use, please try again later
174. Dial destination number
175. End of messages
176. Playback is paused. Press 4 to resume.
177. To review press 1, to change 2, to delete 3
178. The beeper number is
179. Insert the beeper number
180. Deleted
181. The opening time for
182. The closing time for
183. Time is not set
184. Select day of the week - 1 for Sunday through 7 for Saturday
185. Select opening or closing time, 2 for close and 6 for open
186. Day greeting
187. Night greeting
188. Greeting
189. Is selected for
190. All ports
191. No ports
192. Select day, night, or temporary greeting, 3 for day, 6 for night, or 8 for temporary
193. Port
194. Select first letter of last name
195. For
196. Press
197. Select first letter of first name
198. Transfer options: press 1 to transfer to your extension, press 2 to transfer to your mailbox
199. Transfer is set to extension
200. Transfer is set to mailbox
201. To dial beeper number press 4