Panasonic®

ICX
Integrated Communication eXchange

Technical Manual

Section 510

Built-In Voice Mail with 2-Way Call Recording

United Kingdom

Table of Contents

Introduction: Product Overview

This chapter provides an overview of Panasonic's Built-In Voice Mail Unit with 2-Way Call Recording, an option of the ICX phone system.

The following table summarises the topics contained in this chapter.

Introduction

About This Manual

This manual provides detailled instructions on installing and operating the Built-In Voice Mail Unit with 2-Way Call Recording (hereinafter referred to as "VM Unit"). The following table summarises the contents of each chapter in this manual:

Chapter	Title	Purpose
Introduction	Product Overview	Highlights features of the VM Unit, and explains each component.
1	Installation and Initialisation	Provides instructions on installing and initialising VM Unit hardware.
2	Programming	Includes "How To Configure" steps and programming addresses related to Voice Mail and 2-Way Call Recording setup and operation.
3	Operation	Provides step-by-step end-user instructions for operating Voice Mail and 2-Way Call Recording.
4	Maintenance	Provides maintenance procedures for the VM Unit.

Product Description

The Voice Mail Unit with 2-Way Call Recording ("VM Unit") is a standard option of the ICX phone system. Along with its simplified voicemail functionality (private and general mailboxes for incoming callers to leave messages), it also provides the ability for ICX phone users to record phone conversations and store them - like messages - in their mailboxes.

Features

These are some of the features of the VM Unit:

- *supports up to 248 private mailboxes, plus another 6 mailboxes for general use*

- *standard and customised greetings for the company and for individual phone users*

- *one-touch access key programming*

- *2-way call recording*

- *Outside Notification capability (automatically dialling a preprogrammed outside number after a message is received)*

- *message copying to other mailboxes*

- *Automated Attendant capability*

- *two separate Alternate Services that can serve as an automatic "answering machine" during nights, weekends, and holidays, or as a backup for the Attendant*

Considerations

❒ VM Unit components consist of one VSSC card installed in Free Slot 11 of a CAB-96 (or FS5 in a CAB-40). In addition, in a CAB-96, either one VPU card can be installed in FS10, or two VPUs installed in FS9 and FS10 (FS12 must be left vacant). In a CAB-40, only one VPU card can be used, and is installed in FS4.

❒ Not more than one VM Unit can be installed in a single CCU.

❒ A multiple-CCU phone system can support up to 4 VM Units (minimum 4-CCU configuration).

☛ Each VM Unit will be distinct and separate from the other VM Units, with separate directories, separate pilot numbers, etc.

☛ A phone user cannot simultaneously access more than one VM Unit at a time.

❒ A single CCU can hold only one Built-In option - either the VM Unit or the ACD (Automatic Call Distributor) Unit, but not both. Therefore, at least one expansion CCU is required if the phone system uses both Built-In ACD and Built-In VM.

❐ Because the VSSC card has a Hard Disk Drive (HDD) for voice storage, the VM Unit(s) should be installed in the lowest CCU(s) to avoid heat damage.

❐ Two types of VPU cards are available -- the VPU/4 (with 4 voice ports) and the VPU/8 (with 8 voice ports). In a CAB-96, either one or two VPU cards (in any combination) can be used with the VSSC. In a CAB-40, only a single VPU/4 or VPU/8 can be used with the VSSC.

❐ A maximum of 16 voice ports (VPU/8 + VPU/8) can be configured for a VM Unit in a CAB-96 (maximum 8 in a CAB-40). This means that a maximum of 16 (or 8) mailboxes can be simultaneously accessed.

Introduction

The VSSC Card

The VSSC Card ...

❒ is, from a functional standpoint, a "sub-CPC" card used for storing voicemail messages and call recordings.

❒ supports a maximum of 16 voice ports (see **The VPU Card** - next page).

❒ has a Hard Disk Drive (HDD) that holds the programming settings. The HDD can be copied for backup or for transferring the settings to another VM Unit's HDD.

❒ has an "INITIAL/BACKUP" switch for backing up the VM Unit programming. This switch has a battery behind it, with a typical life span of 7 years.

❒ requires system power-off before removing it from the CCU.

❒ requires system power-recycling (power-off, then power-on) to implement programming changes.

❒ must be installed in Free Slot 11 ("FS11") of CAB-96, or FS5 in CAB-40. *Note for CAB-96:* FS12 must be vacant; it cannot be used.

Figure Intro-1: The VSSC Card
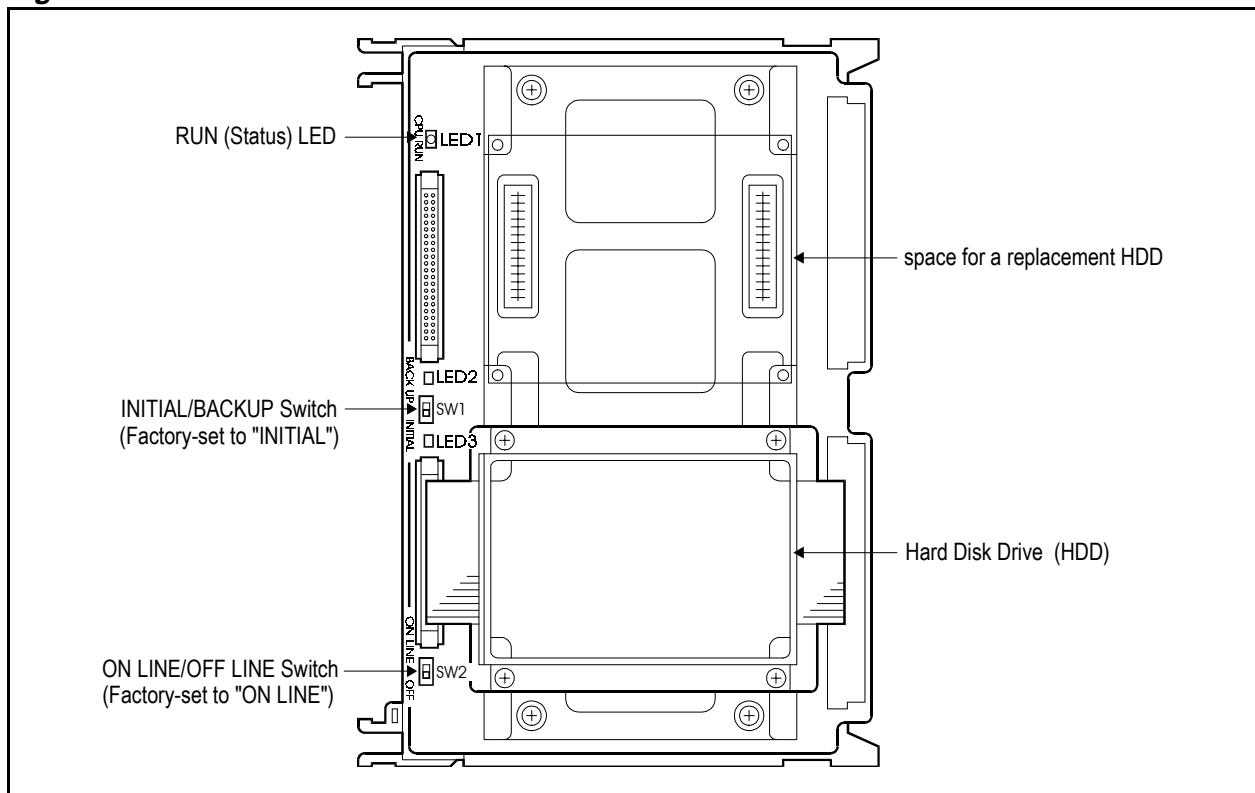
The VPU Card

The VPU Card ...

❒ contains the voice ports for the VM Unit.

❒ comes in two flavors: the **VPU/4** (with 4 voice ports on it) and the **VPU/8** (with 8 voice ports). NOTE: The number of available voice ports has nothing to do with the *number of extensions* that can be supported. It just represents the *number of people who can access voicemail* at the same time.

❒ must be installed in FS9 and/or FS10 in the same CAB-96 as the VSSC Card (in FS11) that controls it. For CAB-40, the VPU must be installed in FS4 (VSSC in FS5).

☛ *(CAB-96 only)* If using only one VPU Card, install it in FS10 so you can use FS9 for something else. If using two VPU Cards, any combination can be installed (VPU/4 + VPU/4; VPU/4 + VPU/8; VPU/8 + VPU/8).

❒ has LEDs that flash when the VM Unit is in operation.

Figure Intro-2: The VPU Card

Introduction
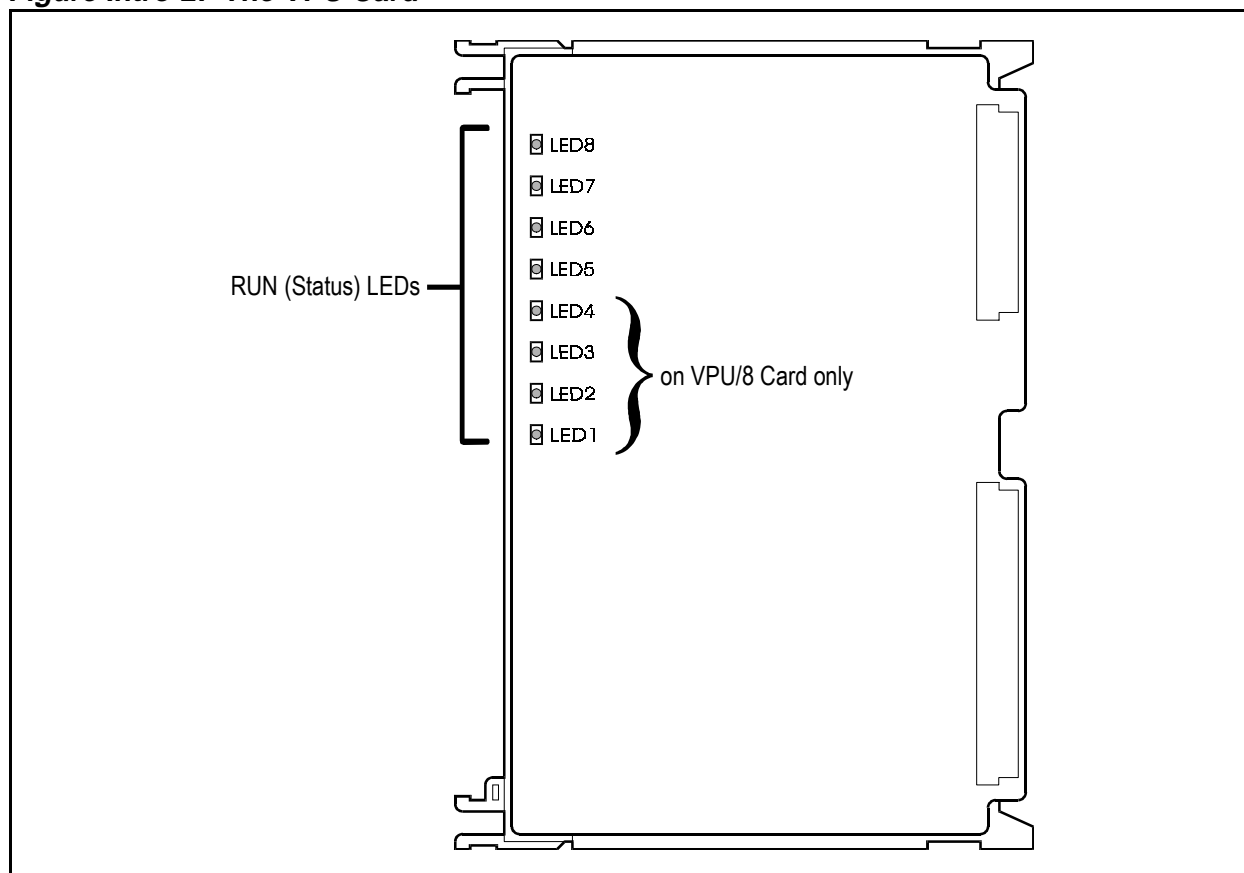
Unit Rating and Environmental Conditions

Table Intro-1. VM Unit specifications

Item		Specifications
Unit Name:		Panasonic ICX Built-In Voice Mail Unit with 2-Way Call Recording
Unit Number:		VB-44170
Voice Pulse Coding System:		16 kbps APC-AB
No. of Voice Service Circuits: (Lines)		4, 8, 12, or 16 lines
Voice Recording Capacity:		approximately 40 hours
Environmental Conditions:	**Environmental Temperature**	41°F to 95°F (5°C to 35°C) (see *NOTE* below)
	Relative Humidity	30% to 90% (no dewing)

NOTE: For continuous use (powered-on), the acceptable environmental temperature range is 32°F to 95°F (0°C to 35°C). Operation is not available at 32°F (0°C) or less. Avoid powering-on the unit at a temperature of 41°F (5°C) or less. Using the unit at a temperature above 95°F (35°C) for an extended period of time will shorten the HDD's life span.

Routine Maintenance

The following components must be replaced every three years, or regularly as required.

Table Intro-2. VM Unit component replacement

Component name	Model	Replacement model	Replacement cycle
Hard disk drive (HDD)	VB-44171		3 years (26,000 hours)
Backup battery			3 years (26,000 hours)

Hard Disk Drive (HDD) Specifications

❒ It is necessary to replace the HDD after approximately 26,000 hours (3 years) of use.

❒ If the HDD is used at 95°F (35°C) or more for an extended length of time, the operation life may be shortened.

❒ At the time of expansion, maintenance, operation check, or replacement, be sure to turn off the power switch, and do not cause hard vibrations or shock to the unit.

❒ Be sure to record the date of HDD installation and replacement in the following table to determine the next replacement timing.

Table Intro-3. HDD replacement schedule

Unit Installation Date	Name of Unit	Installation Data		1st Replacement		2nd Replacement		3rd Replacement	
		Year	Month	Year	Month	Year	Month	Year	Month
	HDD								
Next Replacement Timing									

Introduction

Warranty and After-Sale Services

For Repairing or Servicing · · ·

Consult with your agent or dealer where you purchased your system.

For Relocation · · ·

Consult with your agent or dealer where you purchased your system.

To Ask for Repair · · ·

First check according to the following items. If your system is still not operating correctly, contact to the agent or dealer where you purchased it.

Check These Items FIrst · · ·

1) Whether the telephone handset is properly connected.

2) Whether the telephone handset is in place.

3) Whether the AC power plug for the main unit is properly connected.

4) Whether the Headset mode is selected.

Related Documents

ICX Technical Manual...

- *Section 300-Installation*
- *Section 400-Programming*
- *Section 520-ACD*
- *Section 700-Feature Operation*

Operation From Outside

Copy this page and keep for your records.

Use touchtone (DTMF signal) when operating from outside

Fill in the blanks below:

* Receving the message

(1) Dial Voice Mail No.

(2) Dial your Box No. and #.

(3) Enter the Password and #.

(4) Receive the message.

(5) Delete the message, dial 5 #.
     Keep the message, dial 8#.

(6) Receive the next message and repeat step (5).

(7) When finishing press * and # key and hang up.

Use touchtone (DTMF signal) when operating from outside

Fill in the blanks below:

* Record the message to another mailbox

(1) Dial Voice Mail No.

(2) Press * and Box No. then press #.   ***** [   ] **#**

(3) Record the message.

(4) When done, press 7 #.

(5) Hang up the handset.

   The following can be performed while recording the message:
   5# Cancel
   9# Pager (Outside Telephone) Call

Introduction

Chapter 1. Installation and Initialisation

This chapter provides installation and initialisation instructions for the ICX phone system's Built-In Voice Mail Unit with 2-Way Call Recording.

The following table summarises the topics contained in this chapter.

1 **Installing and**

Planning The Installation

Installation Precautions

❒ For general precautions on installing the phone system, refer to *Section 300-Installation* of the ICX Technical Manual.

❒ The VM Unit's hard disk drive (HDD), located on the VSSC card, is susceptible to impact or vibration which could cause a fault in the unit. To prevent this damage from occurring, make sure of the following before transporting the unit to the installation site:

☛ The HDD is detached from the VSSC card, and hermetically sealed in an electrostatic-proof polyethylene bag.

☛ The HDD is placed in a packing box with packing material that provides adequate cushion against jarring, dropping, or bumping of the box.

❒ If the temperature of the open air and the installation site differs by more than 18°F (10°C), a sudden change in temperature could cause moisture to form on VM Unit components, leading to faulty operation of the unit. To avoid this type of damage, leave the components sealed in their polyethylene bags for at least one hour at the installation site before opening them.

Notes For Single-CCU Systems

❒ The VSSC Card must be installed in Free Slot 11 ("FS11") of CAB-96, or FS5 in CAB-40.

❒ The VPU/4 and/or VPU/8 Card(s) must be installed in FS9 and/or FS10 within the same CAB-96. In CAB-40, the VPU/4 or VPU/8 card goes in FS4.

❒ *(CAB-96 only)* If using only one VPU card, install it in FS10.

Figure 1-1: Installing a VM Unit into a single CCU
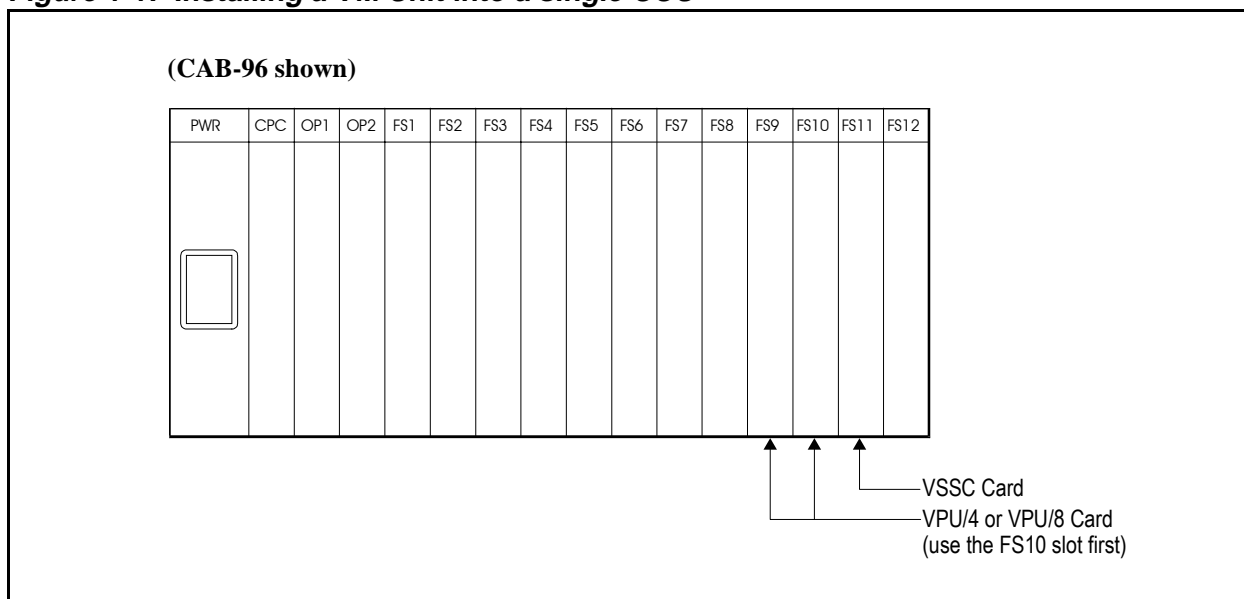
Notes For Multiple-CCU Systems

The same goes for multiple CCUs -- VSSC needs FS11 (in CAB-96) or FS5 (in CAB-40); VPU goes in either FS9 or FS10 (in CAB-96) or FS4 (in CAB-40).

Rule of Thumb: When the phone system has multiple CCUs and you're installing options into them, always start at the bottom (base CCU first) and build up (then lower expansion CCU, then upper expansion CCU).

❒ Install the first VM Unit into the base CCU, then the second Unit (if used) into the expansion CCU directly above it, and so on.

☞ Don't split a single VM Unit into multiple CCUs. All components of a VM Unit must be contained in the same CCU.

☞ You can install one VM Unit per CCU. A ICX phone system can use a maximum of four VM Units, even in a 6-CCU configuration.

☞ To avoid heat damage to the HDD, don't install any VM Unit into the upper (top) expansion CCU.

❒ If you are also installing ACD (Automatic Call Distributor) Units, install the VM Unit(s) first, using up the lowest CCUs, then install the ACD in the CCU(s) above them.

☞ The ACD Unit also needs FS11, which is why it can't be installed in the same CCU as a VM Unit.

☞ A maximum of two ACD Units, plus a maximum of four VM Units, can be installed in a phone system.

Figure 1-2: *VM Unit installation into base/expansion* CCU*s*

Example #1 (one VM Unit
in a 2-cabinet system)

96-port expansion
CCU

96-port base cabinet ← Install the VM Unit into
the base CCU

Example #2 (two VM Units and
one ACD Unit in a 3-cabinet system)

96-port expansion
cabinet ← Install the ACD Unit into the
upper expansion CCU

96-port expansion
cabinet ← Install VM Unit #2 into the lower
expansion CCU

96-port base cabinet ← Install VM Unit #1 into the base
CCU

Example #3 (two VM Units and one ACD Unit
in a 4-cabinet system)

Install ACD Unit here (or in the
other expansion CCU) →

96-port expansion
cabinet

96-port expansion
cabinet

Install VM Unit #1 here → **96-port base cabinet** | **96-port base cabinet** ← Install VM Unit #2 here

Example #4 (three VM Units and one ACD Unit
in a 5-cabinet system)

96-port expansion
cabinet

Install ACD Unit (or
VM Unit #3) here →

96-port expansion
cabinet

96-port expansion
cabinet ← Install ACD Unit (or
VM Unit #3) here

Install VM Unit #1 here → **96-port base cabinet** | **96-port base cabinet** ← Install VM Unit #2 here

Example #5 (four VM Units and two ACD Units
in a 6-cabinet system)

Install ACD Unit #1 or #2 here → 96-port expansion
cabinet | 96-port expansion
cabinet ← Install ACD Unit #1 or #2 here

Install VM Unit #3 here → 96-port expansion
cabinet | 96-port expansion
cabinet ← Install VM Unit #4 here

Install VM Unit #1 here → **96-port base cabinet** | **96-port base cabinet** ← Install VM Unit #2 here

Step #1: Perform System-Level Programming

1 **Installing**
and

Set ICX System-Level programming for the VM Unit. This should be done *before* initialising the VM Unit.

For a complete summary of System-Level addresses that affect the VM Unit, see *Chapter 2- Programming*. Only the steps below need to be done before initialising the VM Unit; the other addresses in *Chapter 2* can be done afterwards.

> **Tip:** *Enter Programming Mode by pressing:* **ON/OFF PROG ** 9999**

Table 1-1. Steps for System-Level Programming

1	Register the installed VM Unit.	**Free Slot Assignment (see pg. 2-22)** 01 (1-6) (SS) Hold (60-67) Hold **VM Unit Number (see pg. 2-37)** FF7 0 (BSS) 00 Hold (0-4) Hold
2	Assign extension numbers to the VPU ports.	**VPU Port Extension Numbers (see pg. 2-38)** FF7 0 (BSS) 01 (01-16) 00 Hold (Ext.No.) Hold
3	Assign the Extension Card(s) that will get private mailboxes.	**Service Range Assignment (see pg. 2-41)** FF7 0 (BSS) 02 01 (0001-0016) Hold (0-6 or 00-12) Hold
4	Name the extensions (if not already named).	**Extension Names (see pg. 2-43)** FF8 1 03 Hold 0 Hold Hold (Ext.No.) Hold FL/R (up to 10 char.) Hold

Step #2: Install VM Unit Hardware

1. Power-off the ICX main CCU.

2. Install the VSSC and VPU cards into Free Slots 9, 10 and 11 (see figure below):

   ❐ Each Card has a male connector on its side edge that goes in first. In the Free Slot, there's a female connector installed in the CCU's back panel. Position the Card outside the Free Slot so that these connectors are aligned with each other.

   ❐ Align the bottom edge of the Card with the groove in the bottom of the Free Slot.

   ❐ Gently slide the Card into the Free Slot. The Card should "click" into place, indicating the connectors are securely plugged. (NOTE: If the Card is not securely connected to the CCU, the Card may become damaged.)

Figure 1-3: Installing the VSSC and VPU cards into a base CCU
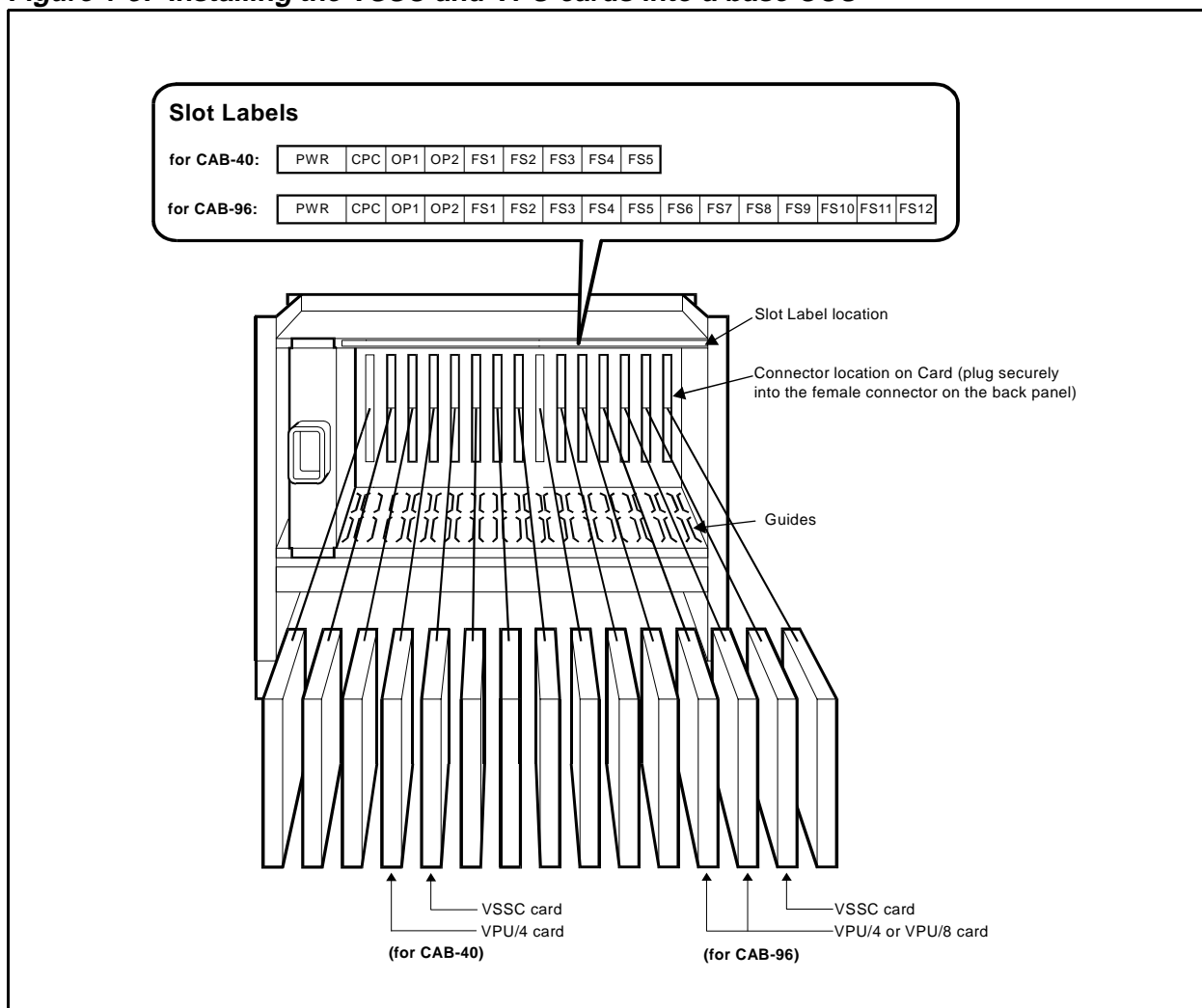
Step #3: Initialise the VM Unit

This procedure should be performed whenever a new VM Unit is being added to an ICX phone system, to ensure it will work properly.

IMPORTANT!   *System-Level programming for the VM Unit should be performed **before** initialising the VM Unit. If you haven't already done so, follow **Step #1** instructions on pg. 1-6.*

The following procedure clears all VM Unit settings to their default values. This means that Auto-Attendant settings and Mailbox assignments (if already created) will be erased.

1. The ICX main CCU should still be powered-off.

2. On the VSSC Card:
    ☞ set the SW1 dipswitch to **"INITIAL"** (down).
    ☞ set the SW2 dipswitch to **"OFF LINE"** (down).

3. Power-on the ICX main CCU.
    ☞ Within approximately 40 seconds, the CPC card's LED will blink in shorter intervals.
    ☞ The main menu (PERSONAL DIAL, SYSTEM DIAL, etc.) will appear on Large-Display phones.
    ☞ About 30 seconds later, the VSSC Card's top LED should "fast-run" (steadily blink green). You cannot enter Programming Mode until this happens.

```
VSSC Card
(side view)

              BACKUP
               ↑
  SW1          ↓
              INITIAL



              ON LINE
               ↑
  SW2          ↓
              OFF LINE
```
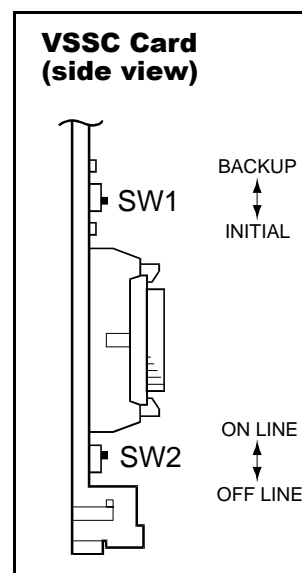
4. Enter Programming Mode by punching in:
    ON/OFF PROG ** 9999

5. The hard disk drive (HDD) must be initialised. Enter VM Unit-Level Settings by punching in:
    FF7 0 B11 03 Hold CONF
    where **"B"** is CCU 1-6, and **"11"** is Free Slot 11 where the VSSC Card is located.
    Display will read:

No.:____
* MAIN MENU *

6. Call up Program No. 9961 by punching in: **9961 Hold**
    Display will read:

9961:
DISK NO. 1/2

7.   Select HDD #1 by punching in: **1 Hold**

Display will read:

> **9961:**
> **START (0) QUIT (1)**

☞ If the HDD is not properly installed, the message **"[NO HDD]"** will be displayed. Check the HDD for secure installation.

8.   Start initialisation by punching in: **0 Hold**

☞ The display should show the HDD initialisation in progress.

Display will read:

> **HDD FORMAT!**
> **HDD FORMAT**

☞ Initialisation takes approximately 3 to 5 minutes.

9.   The display should indicate successful completion of HDD formatting.

Display will read:

> **COMPLETED**
> **HDD FORMAT**

☞ If a formatting error occurs, or if you don't see the COMPLETED display, repeat HDD formatting starting at step 5. If it fails again, replace the HDD.

10. If the HDD formatting completed successfully, press **ON/OFF** to exit Programming Mode.

11. Initialise the VM Unit to default settings as follows:

☞ On the VSSC Card, set the SW2 dipswitch to **"ON LINE"** (up).
The SW1 dipswitch should still be set to **"INITIAL"** (down).

☞ On the CPC Card in the main CCU, push the red RESET button.

☞ Watch for the LED on the VSSC Card to go on and off, then finally go solid.

☞ On the VSSC Card, set the SW1 dipswitch to **"BACKUP"** (up).

12. The VM Unit should now be ready for programming.

Step #4: Program the VM Unit

Automatic Download of ICX Extension Numbers

This procedure is the simplest way to create mailboxes for extensions; it assigns extension numbers to mailbox bins. However, additional programming is required to complete the connection between extensions and mailboxes. See **Programming VM Unit Features** below for instructions.

Table 1-2. Steps for Automatic Downloading of ICX Extension Numbers

This procedure automatically assigns/numbers the mailboxes by their respective Ext. Nos.		
1	Set the total number of mailboxes to be assigned.	**No. of Extension Mailboxes (see pg. 2-139)** FF7 0 (BSS) 03 Hold CONF 9842 Hold (0-248) Hold
2	If required, change the default 3-digit Mailbox Numbering to 2-Digit or 4-Digit numbering (to match ICX Extension Numbering).	**Mailbox Numbering: Digit Length (see pg. 2-139)** FF7 0 (BSS) 03 Hold CONF 9844 Hold (2-4) Hold
3	Download (copy) ICX Ext.Nos. and Names to the VM Unit.	**Program 9956: Extension Name/Number Transfer (see pg. 4-12)**

Programming VM Unit Features

Follow the instructions in *Chapter 2-Programming.*

For Quick Setup: If Program 9956 was performed (step 3 above), perform the following to quickly program voicemail:

Table 1-3. Quick-Setup for programming Voice Mail after running Program 9956

In this procedure, direct calls (DIL, DID, intercom) are call-forwarded to Voice Mail.		
1	Set the Message-Waiting LEDs on phones so that they will activate (blink) whenever a new message is received in a mailbox.	Follow the programming instructions for: **Message-Waiting LED Activation (see pg. 2-9)**
2	Set up Alternate Service 2, in which phones are call-forwarded to Voice Mail.	Follow the programming instructions for: **Incoming Call Alternate Service 2 (see pg. 2-11)**

Chapter 2. Programming

This chapter contains programming instructions for the ICX's Built-In Voice Mail Unit with 2-Way Call Recording ("VM Unit").

This chapter contains the following topics:

2
Programming

Topic	FF-Key Address (if applicable)	Pg.
All Mailboxes: FIFO for Full Mailbox	FF7 0 (BSS) 03 Hold CONF (001-254) 7 Hold (0 or 1) Hold	2-66
All Mailboxes: Originating Group	FF7 0 (BSS) 03 Hold CONF (001-254) 9 Hold (1-8) Hold	2-67
General Mailboxes #966 and #900 (2603-2609; 2613-2619)		***2-68***
General Mailbox: Maximum Messages	FF7 0 (BSS) 03 Hold CONF 2603 Hold (0-30) Hold FF7 0 (BSS) 03 Hold CONF 2613 Hold (1-100) Hold	2-68
General Mailbox: Password	FF7 0 (BSS) 03 Hold CONF 2604 Hold (up to 8 digits) Hold FF7 0 (BSS) 03 Hold CONF 2614 Hold (up to 8 digits) Hold	2-69
General Mailbox: Message-Waiting LED	FF7 0 (BSS) 03 Hold CONF 2605 Hold (Ext.No.) Hold FF7 0 (BSS) 03 Hold CONF 2615 Hold (Ext.No.) Hold	2-70
General Mailbox: Outside Notification Phone No.	FF7 0 (BSS) 03 Hold CONF 2606 Hold (0-2) Hold (phone no.) Hold FF7 0 (BSS) 03 Hold CONF 2616 Hold (0-2) Hold (phone no.) Hold	2-70
General Mailbox: Originating Group	FF7 0 (BSS) 03 Hold 2609 Hold (1-8) Hold FF7 0 (BSS) 03 Hold 2619 Hold (1-8) Hold	2-71
Broadcast Codes (3001-3030)		***2-73***
Broadcast Codes	FF7 0 (BSS) 03 Hold CONF (3001-3030) Hold (Code) Hold (Box1) Hold (Box 2) Hold ... (Box 50) Hold	2-73
Extension Mailboxes (601-848) (0-9)		***2-74***
Ext. Mailbox: Intercom Calling	FF7 0 (BSS) 03 Hold CONF (601-848) 0 Hold (0 or 1) Hold	2-76
Ext. Mailbox: 2-Way Call Recording	FF7 0 (BSS) 03 Hold CONF (601-848) 1 Hold (0 or 1) Hold	2-77
Ext. Mailbox: Auto-Recording Start	FF7 0 (BSS) 03 Hold CONF (601-848) 2 Hold (1-6) Hold	2-78
Ext. Mailbox: Recording Confirmation Tone	FF7 0 (BSS) 03 Hold CONF (601-848) 3 Hold (0 or 1) Hold	2-79
Ext. Mailbox: Recording Callback	FF7 0 (BSS) 03 Hold CONF (601-848) 4 Hold (0 or 1) Hold	2-80
Ext. Mailbox: Auto-Recording Feature	FF7 0 (BSS) 03 Hold CONF (601-848) 6 Hold (0 or 1) Hold	2-81
Ext. Mailbox: Auto-Destination Mailbox	FF7 0 (BSS) 03 Hold CONF (601-848) 7 Hold (Box No.) Hold	2-82
Ext. Mailbox: Recording Directory Display	FF7 0 (BSS) 03 Hold CONF (601-848) 8 Hold (0-9 or *) Hold	2-83
Ext. Mailbox: Answer Wait Timer for Auto Attendant Intercom Calls	FF7 0 (BSS) 03 Hold CONF (601-848) 9 Hold (5-60) Hold	2-84
Message Lengths (9001-9004)		***2-85***
Message Length: Extension Mailbox	FF7 0 (BSS) 03 Hold CONF 9001 Hold (1-150) Hold	2-85
Message Length: Alternate Service Mailbox	FF7 0 (BSS) 03 Hold CONF 9002 Hold (1-150) Hold	2-86
Message Length: Guidance Mailbox	FF7 0 (BSS) 03 Hold CONF 9003 Hold (1-150) Hold	2-86
Message Length: 2-Way Call Recording	FF7 0 (BSS) 03 Hold CONF 9004 Hold (30, 60, 90, 120, or 150) Hold	2-87
Guidance (9101-9107)		***2-88***
Guidance: Mailbox Access	FF7 0 (BSS) 03 Hold CONF 9101 Hold (0-2) Hold	2-88

2
Programming

Topic	FF-Key Address (if applicable)	Pg.
Guidance: Save/Delete Messages	FF7 0 (BSS) 03 Hold CONF 9102 Hold (0 or 1) Hold	2-89
Guidance: Total Messages (Individual Playback)	FF7 0 (BSS) 03 Hold CONF 9103 Hold (0-2) Hold	2-89
Guidance: Total Messages (Power-Play)	FF7 0 (BSS) 03 Hold CONF 9104 Hold (0-2) Hold	2-90
Guidance: Receive Date/Time (Individual Playback)	FF7 0 (BSS) 03 Hold CONF 9105 Hold (0-3) Hold	2-91
Guidance: Receive Date/Time (Power-Play)	FF7 0 (BSS) 03 Hold CONF 9106 Hold (0-3) Hold	2-91
Guidance: Password Request at Msg. Retrieve	FF7 0 (BSS) 03 Hold CONF 9107 Hold (0 or 1) Hold	2-92
Outside Notification: Allow/Restrict Settings (9108-9111)		*2-93*
Outside Notification: Manual-Select Destination	FF7 0 (BSS) 03 Hold CONF 9108 Hold (0 or 1) Hold	2-93
Outside Notification: Automatic	FF7 0 (BSS) 03 Hold CONF 9109 Hold (0 or 1) Hold	2-94
Manual Recording for Outside Telephone	FF7 0 (BSS) 03 Hold CONF 9110 Hold (0 or 1) Hold	2-94
Automatic Recording for Outside Telephone	FF7 0 (BSS) 03 Hold CONF 9111 Hold (0 or 1) Hold	2-95
Rewind/Fast-Forward (9121)		*2-96*
Rewind/Fast-Forward Messages	FF7 0 (BSS) 03 Hold CONF 9121 Hold (0-150) Hold	2-96
Service After an Incoming Call (9122)		*2-97*
Service Restriction After Incoming ExchLn Call	FF7 0 (BSS) 03 Hold CONF 9122 Hold (0-3) Hold	2-97
Message Copying (9141-9142)		*2-98*
Message Copy: Confirm Destination Mailbox	FF7 0 (BSS) 03 Hold CONF 9141 Hold (0 or 1) Hold	2-98
Message Copy: Automatic Delete	FF7 0 (BSS) 03 Hold CONF 9142 Hold (0 or 1) Hold	2-98
Intercom Calling Service (9150-9162)		*2-99*
Intercom Calling Service: Abbreviated Codes	FF7 0 (BSS) 03 Hold CONF (9150-9159) Hold (Ext.No.) Hold	2-100
Intercom Calling Service: First Valid Digit	FF7 0 (BSS) 03 Hold CONF 9161 Hold (0-9, * or #) Hold	2-100
Intercom Calling Service: Answer Wait Timer	FF7 0 (BSS) 03 Hold CONF 9162 Hold (5, 10, 15, •••• 60) Hold	2-101
Mailbox Group Display (9171)		*2-102*
Mailbox Group Display	FF7 0 (BSS) 03 Hold CONF 9171 Hold (0 or 1) Hold	2-102
Outside Notification: Signalling Parameters (9203-9206)		*2-103*
Outside Notification: Interval	FF7 0 (BSS) 03 Hold CONF 9203 Hold (3-40) Hold	2-103
Outside Notification: Repeat Attempts	FF7 0 (BSS) 03 Hold CONF 9204 Hold (1-100) Hold	2-104
Outside Notification: Display Pager Timer #1	FF7 0 (BSS) 03 Hold CONF 9205 Hold (0-40) Hold	2-104
Outside Notification: Display Pager Timer #2	FF7 0 (BSS) 03 Hold CONF 9206 Hold (0-40) Hold	2-105
Outside Notification: VPU Port Usage (9211-9234)		*2-106*
Originating Groups and VPU Port Usage	FF7 0 (BSS) 03 Hold CONF (9211-9234) Hold (1-8) Hold (1-8) Hold	2-107
Call Answering and 2-Way Call Recording (9300-9468)		*2-109*
Alt. Service 1: Leave Message After Guidance	FF7 0 (BSS) 03 Hold CONF (9300-9304) Hold (0-1) Hold	2-110
Alt. Service 1: Greeting Recording Passwords	FF7 0 (B11) 03 Hold CONF (9310-9319) Hold (up to 8 digits) Hold	2-110
Auto Attendant: Greeting Recording Passwords	FF7 0 (BSS) 03 Hold CONF (9320, 9341-9345) Hold (up to 8 digits) Hold	2-111
Alt. Service 1: Acceptance Mailboxes	FF7 0 (BSS) 03 Hold CONF 9321 Hold (0-4) Hold ...	2-112
Alt. Service 1: Exch.Line Subscriber Greeting	FF7 0 (B11) 03 Hold CONF 9322 Hold (0 or 1) Hold	2-114

Topic	FF-Key Address (if applicable)	Pg.
Alt. Service 1: Minimum Msg. Length at Busy	FF7 0 (B11) 03 Hold CONF 9323 Hold (0, 2, 4, 6, 8, 10) Hold	2-115
Alt. Service 1: Answer Greeting	FF7 0 (B11) 03 Hold CONF 9328 Hold (0 or 1) Hold	2-115
2-Way Call Recording: Confirmation Tone	FF7 0 (B11) 03 Hold CONF 9401 Hold (0 or 16) Hold	2-116
2-Way Call Recording: Confirmation Tone (Intercom)	FF7 0 (B11) 03 Hold CONF 9402 Hold (0 or 16) Hold	2-117
2-Way Call Recording: Time Limit/FIFO	FF7 0 (B11) 03 Hold CONF 9403 Hold (0 or 1) Hold	2-117
2-Way Call Recording: Wait Timer for Destination Mailbox Input	FF7 0 (BSS) 03 Hold CONF 9404 Hold (0 or 1) Hold	2-118
2-Way Call Recording: Call Hold Retrieve	FF7 0 (BSS) 03 Hold CONF 9405 Hold (0 or 1) Hold	2-118
Automatic 2-Way Call Recording: Acceptance Mailboxes	FF7 0 (BSS) 03 Hold CONF 9407 Hold (0-5) Hold ...	2-119
2-Way Call Recording: Outside-Party Disconnect	FF7 0 (BSS) 03 Hold CONF 9409 Hold (0 or 1) Hold	2-120
2-Way Call Recording: Public Exchange Lines	FF7 0 (BSS) 03 Hold CONF (9411-9418) Hold (001-576) Hold (001-576) Hold	2-121
Automatic 2-Way Call Recording: Public Exchange Lines	FF7 0 (BSS) 03 Hold CONF (9421-9428) Hold (001-576) Hold (001-576) Hold	2-122
2-Way Call Recording: Private Lines	FF7 0 (BSS) 03 Hold CONF (9431-9438) Hold (001-576) Hold (001-576) Hold	2-123
Automatic 2-Way Call Recording: Private Lines	FF7 0 (BSS) 03 Hold CONF (9441-9448) Hold (001-576) Hold (001-576) Hold	2-124
2-Way Call Recording: Extensions	FF7 0 (BSS) 03 Hold CONF (9451-9458) Hold (Ext.) Hold (Ext.) Hold	2-125
Automatic 2-Way Call Recording: Extensions	FF7 0 (BSS) 03 Hold CONF (9461-9468) Hold (Ext.) Hold (Ext.) Hold	2-126
Mailbox Group Names (9501-9508)		*2-127*
Mailbox Group Name	FF7 0 (BSS) 03 Hold CONF (9501-9508) Hold (Name) Hold	2-127
Auto Attendant (9601-9627)		*2-128*
Auto Attendant: Public Exchange Lines	FF7 0 (BSS) 03 Hold CONF (9601-9608) Hold (001-576) Hold (001-576) Hold	2-129
Auto Attendant: Private Lines	FF7 0 (BSS) 03 Hold CONF (9611-9618) Hold (001-576) Hold (001-576) Hold	2-130
Auto Attendant: Password For Voicemail	FF7 0 (BSS) 03 Hold CONF 9621 Hold (Password) Hold	2-130
Auto Attendant: Operator Transfer Code	FF7 0 (BSS) 03 Hold CONF 9622 Hold (0-9 or *) Hold	2-131
Auto Attendant: Voicemail Transfer Code	FF7 0 (BSS) 03 Hold CONF 9623 Hold (0-9 or *) Hold	2-131
Auto Attendant: Name Dial Transfer Code	FF7 0 (BSS) 03 Hold CONF 9624 Hold (0-9) Hold	2-132
Auto Attendant: Extension Transfer Code	FF7 0 (BSS) 03 Hold CONF 9625 Hold (0-9 or *) Hold	2-132
Auto Attendant: Answer Wait Timer for Operator	FF7 0 (BSS) 03 Hold CONF 9626 Hold (5, 10, 15, •••• 60) Hold	2-133
Auto Attendant: Attendant Hunt Group Pilot No.	FF7 0 (BSS) 03 Hold CONF 9627 Hold (0-9999) Hold	2-133
Tones/Signalling (9824-9839)		*2-134*
BT Detect Frequency	FF7 0 (BSS) 03 Hold CONF 9824 Hold (0-3) Hold	2-134
Silence Compression	FF7 0 (BSS) 03 Hold CONF 9826 Hold (0, 40 or 50) Hold	2-135
DTMF Signal Detection Timer	FF7 0 (BSS) 03 Hold CONF (9833-9835, 9839) Hold (1-16) Hold	2-135

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Topic	FF-Key Address (if applicable)	Pg.
Guidance Stop	FF7 0 (BSS) 03 Hold CONF 9836 Hold (0 or 1) Hold	2-136
Mailbox Numbering by Extension Numbers (9841-9844)		*2-137*
No. of Mailboxes/Maximum Messages	FF7 0 (BSS) 03 Hold CONF 9841 Hold ...	2-137
No. of Extension Mailboxes	FF7 0 (BSS) 03 Hold CONF 9842 Hold (0-248) Hold	2-139
Mailbox Numbering: Digit Length	FF7 0 (BSS) 03 Hold CONF 9844 Hold (2-4) Hold	2-139

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How to Program the VM Unit

Logical programming of the VM Unit follows a different order from that of the programming address numbers, and depends on which features you want to use.

IMPORTANT! *If you are going to power-off the ICX main CCU, be sure to set the VSSC Card's SW2 dipswitch to* **"OFF LINE"** *before powering-off. After powering back on, wait for a fast-blinking Run LED on the VSSC Card before turning the dipswitch back to* **"ON LINE."** *Otherwise, the VM Unit's current program settings will be lost.*

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Programming

Configuring a New VM Unit

Follow the instructions in *Chapter 1: Installation and Initialisation.*

Adding New Extensions to the Phone System

The following instructions apply to ICX systems in which new extensions have been added, or extension number(s) have been changed. It is assumed that the VM Unit has already been installed and initialised, and you want mailboxes to be numbered by Extension No.

Caution: *If a new Extension Card is being added, and it is installed in a Free Slot that is before or between existing Extension Cards, the ports on the Extension Card(s) in the Free Slot(s) after it will be re-assigned new mailbox bins (see illustration on pg. 2-42). This means that these extensions' mailboxes will have to be reprogrammed (follow the instructions in Table 1-3. on pg. 1-10), and the voice mailbox greetings re-recorded by the users. Also, any existing voicemail messages in the old mailboxes will be erased.*

Table 2-1. Programming Steps for adding or changing ICX extensions

1	If new Extension Card(s) were added, make sure they're included in a Service Range.	**Service Range Assignment (pg. 2-41)** FF7 0 (BSS) 02 01 (0001-0016) Hold (0-6 or 00-12) Hold
2	Name the new extensions.	**Extension Names (pg. 2-43)** FF8 1 03 Hold 0 Hold Hold (Ext.No.) Hold FL/R (up to 10 char.) Hold
3	If necessary, adjust the total number of mailboxes to be assigned.	**No. of Extension Mailboxes (pg. 2-139)** FF7 0 (BSS) 03 Hold CONF 9842 Hold (0-248) Hold
4	Download Ext.Nos. and Names from the ICX.	**Program 9956: Extension Name/Number Transfer (see pg. 4-12)**

Feature Programming

VM Unit features are outlined below and explained in detail on the following pages.

Table 2-2. Summary of VM Unit features

Message-Waiting LED Activation (see pg. 2-9)	The Message-Waiting LED on extension phones can be programmed to blink for voicemail messages in a particular mailbox.
Incoming Call Alternate Service 1 (see pg. 2-9)	This systemwide "answering-machine" service is a catch-all for unanswered calls, useful for backing up a busy Attendant.
Incoming Call Alternate Service 2 (see pg. 2-11)	This extension-specific "answering-machine" service is for phones set to call-forward their direct calls (DIL and DID) to voicemail.
Auto Attendant (see pg. 2-12)	This systemwide "answering service" picks up all incoming calls (such as at night and on weekends). The caller can route him/herself through the system by dialling codes in response to pre-recorded prompts.
Intercom Calling Service (see pg. 2-14)	This internal routing service allows a caller to exit voicemail and call another extension, without having to place another call. This in effect allows intercom dialling after voicemail is accessed, without having to go through Auto Attendant.
2-Way Call Recording (see pg. 2-15)	This service allows extension users to record phone conversations (both parties are recorded), and store them - like voicemail messages - in a mailbox of their choice. This feature can be allowed/restricted based on the extension or exchange line used, and beyond that, on different inbound or outbound call types. A confirmation tone, heard at the start of a recording, can also be turned on or off.
Automatic 2-Way Call Recording (see pg. 2-16)	This service automatically begins recording calls when they begin, and stores the recordings in predetermined mailboxes. This feature can be allowed/restricted based on the extension or exchange line used. The storing method for full mailboxes (FIFO or no new messages accepted) can also be set.
Mailbox Directory (see pg. 2-18)	This feature divides mailboxes into up to 8 groups, and displays them in a Mailbox Directory while the extension user is recording a call, so the user can easily select which mailbox will get the recording.
Outside Notification (see pg. 2-19)	With this feature activated, the VM Unit issues a call to a (preprogrammed) outside telephone number whenever a mailbox receives a message.

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Programming

Message-Waiting LED Activation

Set the Message-Waiting LED on phones so that it will activate (blink) whenever a new message is received in the extension's mailbox.

Table 2-3. Programming Steps for Message-Waiting LED Activation

1	Set the extensions on which the Message-Waiting LED will activate for messages or call recordings left in each Mailbox.	**All Mailboxes: Message-Waiting LED (pg. 2-64)** FF7 0 (BSS) 03 Hold CONF (001-254) 5 Hold (Ext.No.) Hold

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Incoming Call Alternate Service 1

Incoming Call Alternate Service 1 ("Alternate Service 1") provides systemwide automatic call-answering and message-recording capability for unanswered calls. For example, this service can be used as a backup "answering machine" for a busy Attendant.

When incoming calls are transferred to voicemail (whose pilot number is preprogrammed as a delayed-ring destination), the caller will hear a pre-recorded greeting for the voicemail system. The caller can then leave a message in a preprogrammed mailbox.

NOTE: The initial greeting the caller hears (e.g., "Welcome to X Company") can be re-recorded. However, an additional recording is heard immediately after it, giving the caller different options on what to dial. This additional recording is hardcoded into the software and cannot be changed.

You can record a different initial greeting ("Welcome to...") for each of the following system modes (see pg. 3-80 for instructions):

Day1 Mode   ☛*Example: Business hours*
Day2 Mode   ☛*Example: Lunch break*
Night1 Mode ☛*Example: From end of business hours to start of next business day*
Night2 Mode ☛*Example: Weekend*
Night3 Mode ☛*Example: Holiday*

You can also program the mailboxes that will receive voicemail messages as follows:

❒ All messages go into Mailbox #900 (the default "general backup" mailbox).
❒ All messages are distributed to a maximum of 8 mailboxes.
❒ Messages are distributed to a maximum of 8 mailboxes per hour (e.g., the next hour of messages can go to a different set of 8 mailboxes).
❒ Messages are distributed to a maximum of 8 mailboxes per exchange-line range (e.g., each exchange-line range can have its own set of 8 mailboxes for collecting voicemail messages).
❒ Messages are distributed to a maximum of 8 mailboxes per day of the week (e.g.,

Saturday's calls are in one set of mailboxes, Sunday's calls in another set).

Alternate Service 1 requires the following preparations:
- ❏ System-Level program settings (see below)
- ❏ Unit-Level program settings (see below)
- ❏ Recording of greetings (see pg. 3-80 in *Chapter 3: Feature Operation)*

Table 2-4. Programming Steps for Alternate Service 1

1	Set up a hunt group for voicemail, with the VPU ports as members.	**VPU Port Extension Numbers (pg. 2-38)** FF7 0 (BSS) 01 (01-16) 00 Hold (Ext.No.) Hold **Extension Hunting Mode (pg. 2-34)** FF5 1 (01-72) 01 Hold (0-4) Hold **Extension Hunt Group Pilot Number (pg. 2-35)** FF5 1 (01-72) 02 Hold (0-9999) Hold **Extension Hunt Group Members (pg. 2-36)** FF5 1 (01-72) (03-22) Hold FL/R (0-9999) Hold
2	Set exchange lines to delay-ring to the voicemail hunt group.	**Exchange Line Delay-Ring Type/Destination (pg. 2-27)** FF2 0 BSSC 04 (0-5) Hold (0-4 or 0-9999) Hold
3	Set the amount of time a phone will ring before the call goes to voicemail.	**Exchange-Line Delayed Ring Timer (pg. 2-25)** FF1 1 02 000 (3, 4, or 5) Hold (0-255) Hold
4	Set up the destination mailbox(es) for Alternate Service 1.	**Alt. Service 1: Acceptance Mailboxes (pg. 2-112)** FF7 0 (BSS) 03 Hold CONF 9321 Hold (0-4) Hold ...
5	Set parameters for General Backup Mailbox #900.	**General Mailbox: Maximum Messages (pg. 2-68)** FF7 0 (BSS) 03 Hold CONF 2603 Hold (0-30) Hold **General Mailbox: Password (pg. 2-69)** FF7 0 (BSS) 03 Hold CONF 2604 Hold (up to 8 digits) Hold **General Mailbox: Message-Waiting LED (pg. 2-70)** FF7 0 (BSS) 03 Hold CONF 2605 Hold (Ext.No.) Hold
6	Set up Alternate Service 1 performance.	**Alt. Service 1: Leave Message After Guidance (pg. 2-110)** FF7 0 (BSS) 03 Hold CONF (9300-9304) Hold (0-1) Hold **Alt. Service 1: Greeting Recording Passwords (pg. 2-110)** FF7 0 (B11) 03 Hold CONF (9310-9319) Hold (up to 8 digits) Hold **Alt. Service 1: Exch.Line Subscriber Greeting (pg. 2-114)** FF7 0 (B11) 03 Hold CONF 9322 Hold (0 or 1) Hold **Alt. Service 1: Minimum Msg. Length at Busy (pg. 2-115)** FF7 0 (B11) 03 Hold CONF 9323 Hold (0, 2, 4, 6, 8, 10) Hold **Alt. Service 1: Answer Greeting (pg. 2-115)** FF7 0 (B11) 03 Hold CONF 9328 Hold (0 or 1) Hold

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Incoming Call Alternate Service 2

Incoming Call Alternate Service 2 ("Alternate Service 2") provides call-forwarding to voicemail for direct calls (DL, DDI, and intercom) to individual extensions.

NOTE: Extension settings that impact Alternate Service 2 (such as Message-Waiting, Call Forwarding, etc.) cannot be transferred from ICX settings using **Program 9956: Extension Name/Number Transfer (pg. 4-12)**. Instead, these settings must be manually programmed.

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Programming

Table 2-5. Programming Steps for Alternate Service 2

1	Set up a hunt group for voicemail, with the VPU ports as members.	**VPU Port Extension Numbers (pg. 2-38)** FF7 0 (BSS) 01 (01-16) 00 Hold (Ext.No.) Hold **Extension Hunting Mode (pg. 2-34)** FF5 1 (01-72) 01 Hold (0-4) Hold **Extension Hunt Group Pilot Number (pg. 2-35)** FF5 1 (01-72) 02 Hold (0-9999) Hold **Extension Hunt Group Members (pg. 2-36)** FF5 1 (01-72) (03-22) Hold FL/R (0-9999) Hold
2	For each extension, set the destination mailbox for voicemail messages and call recordings during Alt.Service 2.	**Ext. Mailbox: Auto-Destination Mailbox (pg. 2-82)** FF7 0 (BSS) 03 Hold CONF (601-848) 7 Hold (Box No.) Hold
3	Set phones to call-forward to voicemail.	To Set Call-Forwarding in Programming Mode: **Call-Forward Busy/No-Answer Destination Extension** FF8 1 09 (0 or 1) Hold (0-9999) Hold (0-9999) Hold (0 or 1): 0=Call-Forward/Busy 1=Call-Forward/No-Answer first (0-9999): Ext.No. receiving the call. second (0-9999): VPU Port Hunt Group Pilot No. for voicemail To Set Call-Forwarding without entering Programming Mode: (to set): ON/OFF [Set Call-Fwd Code] [VPU Hunt Group Pilot No.] ON/OFF (to cancel): ON/OFF [Clear Call-Fwd Code] ON/OFF (see **Call-Fwd Codes** below)

Call-Fwd Codes	On the phone being call-forwarded:		From another phone: NOTE: The extension's COS must be enabled for Call Forward/Other in FF1 0 03 (00-15) 22 Hold (set to 0) Hold.	
	TO SET	TO CLEAR	TO SET	TO CLEAR
Call Forward/All:	721	731	741	751
Call Forward/Busy:	722	732	742	752
Call Forward/No Answer:	723	733	743	753

Auto Attendant

With this service activated, the VM Unit will automatically pick up all incoming exchange line calls with a greeting message and instructions for further dialling. The caller can then transfer him/herself to an extension, operator, mailbox, or other voicemail operation. Auto Attendant can be used at night, on weekends, or during holidays.

Exchange lines can be programmed to ring directly to voicemail, or be routed to voicemail through an extension's Call Forwarding. If both are programmed, multiple line-appearance calls will follow the *exchange line's* settings; and DL, DDI, DISA, and transferred calls will follow the *extension's* settings.

Table 2-6. Programming Steps for Auto Attendant

1	Set up a hunt group for voicemail, with the VPU ports as members.	**VPU Port Extension Numbers (pg. 2-38)** FF7 0 (BSS) 01 (01-16) 00 Hold (Ext.No.) Hold **Extension Hunting Mode (pg. 2-34)** FF5 1 (01-72) 01 Hold (0-4) Hold **Extension Hunt Group Pilot Number (pg. 2-35)** FF5 1 (01-72) 02 Hold (0-9999) Hold **Extension Hunt Group Members (pg. 2-36)** FF5 1 (01-72) (03-22) Hold FL/R (0-9999) Hold
2	Set all exchange lines to ring directly to voicemail during Night mode (for example).	**Exchange Line Ring Type/Destination (pg. 2-26)** FF2 0 BSSC 03 (0-5) Hold (0-6 or 0-9999) Hold
3	Globally allow/block the Auto Attendant feature on public exchange lines and private lines.	**Auto Attendant: Public Exchange Lines (pg. 2-129)** FF7 0 (BSS) 03 Hold CONF (9601-9608) Hold (001-576) Hold (001-576) Hold **Auto Attendant: Private Lines (pg. 2-130)** FF7 0 (BSS) 03 Hold CONF (9611-9618) Hold (001-576) Hold (001-576) Hold
4	For each extension, set the destination mailbox for voicemail messages received during Auto Attendant.	**Ext. Mailbox: Auto-Destination Mailbox (pg. 2-82)** FF7 0 (BSS) 03 Hold CONF (601-848) 7 Hold (Box No.) Hold
5	To have incoming calls automatically transfer to the extension's mailbox greeting after ringing the extension during Auto Attendant:	**Call-Foward ID Codes for Voice Mail** FF8 1 05 Hold Hold (Ext.No.) Hold FL/R (Pilot No.) * (Ext.No.) # Hold
6	Greetings can be recorded for Auto Attendant service. These greetings are stored in "virtual" mailboxes which are not assigned to ports. Assign passwords for these mailboxes here.	**Auto Attendant: Greeting Recording Passwords (pg. 2-111)** FF7 0 (BSS) 03 Hold CONF (9320, 9341-9345) Hold (up to 8 digits) Hold

7	Set up intercom dialling capability for incoming callers during Auto Attendant service.	**Ext. Mailbox: Intercom Calling (pg. 2-76)** FF7 0 (BSS) 03 Hold CONF (601-848) 0 Hold (0 or 1) Hold **Ext. Mailbox: Answer Wait Timer for Auto Attendant Intercom Calls (pg. 2-84)** FF7 0 (BSS) 03 Hold CONF (601-848) 9 Hold (5-60) Hold **Auto Attendant: Name Dial Transfer Code (pg. 2-132)** FF7 0 (BSS) 03 Hold CONF 9624 Hold (0-9) Hold **Auto Attendant: Extension Transfer Code (pg. 2-132)** FF7 0 (BSS) 03 Hold CONF 9625 Hold (0-9 or *) Hold
8	Set up transfer-to-voicemail capability for incoming callers who own a mailbox.	**Auto Attendant: Password For Voicemail (pg. 2-130)** FF7 0 (BSS) 03 Hold CONF 9621 Hold (Password) Hold **default: [none]** **Auto Attendant: Voicemail Transfer Code (pg. 2-131)** FF7 0 (BSS) 03 Hold CONF 9623 Hold (0-9 or *) Hold **default: ***
9	Set up transfer-to-operator capability for incoming callers during Auto Attendant service.	**Auto Attendant: Operator Transfer Code (pg. 2-131)** FF7 0 (BSS) 03 Hold CONF 9622 Hold (0-9 or *) Hold **Auto Attendant: Answer Wait Timer for Operator (pg. 2-133)** FF7 0 (BSS) 03 Hold CONF 9626 Hold (5, 10, 15, •••• 60) Hold **Auto Attendant: Attendant Hunt Group Pilot No. (pg. 2-133)** FF7 0 (BSS) 03 Hold CONF 9627 Hold (0-9999) Hold

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Intercom Calling Service

This service allows incoming callers to be able to exit voicemail and intercom-dial an extension, without having to place another call.

This feature is useful for customers who access voicemail without using Auto-Attendant.

Table 2-7. Programming Steps for Intercom Calling Service

1	Set up 1-digit Abbreviated Codes that the caller can dial to reach another extension. -- OR -- Specify the first valid digit of an extension number that the caller can dial. When the caller dials this digit in voicemail, Intercom Calling Service will be activated.	**Intercom Calling Service: Abbreviated Codes (pg. 2-100)** FF7 0 (BSS) 03 Hold CONF (9150-9159) Hold (Ext.No.) Hold -- OR -- **Intercom Calling Service: First Valid Digit (pg. 2-100)** FF7 0 (BSS) 03 Hold CONF 9161 Hold (0-9, * or #) Hold
2	Set the amount of time the called extension will ring before the caller is transferred back into voicemail.	**Intercom Calling Service: Answer Wait Timer (pg. 2-101)** FF7 0 (BSS) 03 Hold CONF 9162 Hold (5, 10, 15, •••• 60) Hold

2-Way Call Recording

With 2-Way Call Recording service, phone conversations can be recorded during public exchange line calls, private-line calls, and intercom calls. The extension user can start/stop each recording manually, and select the mailbox to store the recording in.

Table 2-8. Programming Steps for 2-Way Call Recording

1	Globally allow/block the 2-Way Call Recording feature on public exchange lines, private lines, and extensions. (All are allowed by default.)	**2-Way Call Recording: Public Exchange Lines (pg. 2-121)** FF7 0 (BSS) 03 Hold CONF (9411-9418) Hold (001-576) Hold (001-576) Hold **2-Way Call Recording: Private Lines (pg. 2-123)** FF7 0 (BSS) 03 Hold CONF (9431-9438) Hold (001-576) Hold (001-576) Hold **2-Way Call Recording: Extensions (pg. 2-125)** FF7 0 (BSS) 03 Hold CONF (9451-9458) Hold (Ext.) Hold (Ext.) Hold
2	Allow/Block the feature on "exception-to-the-rule" extensions. (All are disallowed by default.)	**Ext. Mailbox: 2-Way Call Recording (pg. 2-77)** FF7 0 (BSS) 03 Hold CONF (601-848) 1 Hold (0 or 1) Hold
3	Check other 2-Way Call Recording performance settings for individual extensions.	**Ext. Mailbox: Recording Confirmation Tone (pg. 2-79)** FF7 0 (BSS) 03 Hold CONF (601-848) 3 Hold (0 or 1) Hold **Ext. Mailbox: Recording Callback (pg. 2-80)** FF7 0 (BSS) 03 Hold CONF (601-848) 4 Hold (0 or 1) Hold **Ext. Mailbox: Recording Directory Display (pg. 2-83)** FF7 0 (BSS) 03 Hold CONF (601-848) 8 Hold (0-9 or *) Hold
4	Check system-wide performance settings for the 2-Way Call Recording feature.	**2-Way Call Recording: Time Limit/FIFO (pg. 2-117)** FF7 0 (B11) 03 Hold CONF 9403 Hold (0 or 1) Hold **2-Way Call Recording: Wait Timer for Destination Mailbox Input (pg. 2-118)** FF7 0 (BSS) 03 Hold CONF 9404 Hold (0 or 1) Hold **2-Way Call Recording: Call Hold Retrieve (pg. 2-118)** FF7 0 (BSS) 03 Hold CONF 9405 Hold (0 or 1) Hold **2-Way Call Recording: Outside-Party Disconnect (pg. 2-120)** FF7 0 (BSS) 03 Hold CONF 9409 Hold (0 or 1) Hold
5	Program FF-keys with 2-Way Call Recording codes.	**FF4: FF-Key Assignments (pg. 2-28)**

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Programming

Automatic 2-Way Call Recording

This service automatically records calls and stores them in predetermined mailboxes, without requiring any end-user input.

Automatic 2-Way Call Recording can be enabled/disabled on:

- individual exchange lines (public exchange and private-line).
- individual extensions.
- individual call types (inbound public exchange line, private-line, or intercom calls; outbound public exchange line, private-line, or intercom calls).

Programming determines which mailbox will receive the automatic call recordings. These are the choices:

❏ All call recordings go into Mailbox #966 (the default "general" mailbox for 2-way call recordings).

❏ All recordings are distributed to a maximum of 8 mailboxes.

❏ Recordings are distributed to a maximum of 8 mailboxes per hour (e.g., the next hour of messages can go to a different set of 8 mailboxes).

❏ Recordings are distributed to a maximum of 8 mailboxes per exchange-line range (e.g., each exchange-line range can have its own set of 8 mailboxes for collecting recordings).

❏ Recordings are distributed to a maximum of 8 mailboxes per day of the week (e.g., Saturday's recordings are in one set of mailboxes, Sunday's recordings in another set).

❏ Recordings go into the mailbox specified for the individual extension.

IMPORTANT! **2-Way Call Recording** *settings (see previous page) must be enabled in order to use the Automatic 2-Way Call Recording service.*

Table 2-9. Programming Steps for Automatic 2-Way Call Recording

| 1 | Globally allow/block the Automatic 2-Way Call Recording feature on public exchange lines, private lines, and extensions. | **Automatic 2-Way Call Recording: Public Exchange Lines (pg. 2-122)**
 FF7 0 (BSS) 03 Hold CONF (9421-9428) Hold (001-576) Hold (001-576) Hold

 Automatic 2-Way Call Recording: Private Lines (pg. 2-124)
 FF7 0 (BSS) 03 Hold CONF (9441-9448) Hold (001-576) Hold (001-576) Hold

 Automatic 2-Way Call Recording: Extensions (pg. 2-126)
 FF7 0 (BSS) 03 Hold CONF (9461-9468) Hold (Ext.) Hold (Ext.) Hold |
| 2 | Allow/Block the feature for individual extension mailboxes. | **Ext. Mailbox: Auto-Recording Feature (pg. 2-81)**
 FF7 0 (BSS) 03 Hold CONF (601-848) 6 Hold (0 or 1) Hold |

3	Activate/Deactivate the feature for individual call types on each extension.	**Ext. Mailbox: Auto-Recording Start (pg. 2-78)** FF7 0 (BSS) 03 Hold CONF (601-848) 2 Hold (1-6) Hold
4	Set up the destination mailbox(es) for Automatic 2-Way Call Recording.	**Automatic 2-Way Call Recording: Acceptance Mailboxes (pg. 2-119)** FF7 0 (BSS) 03 Hold CONF 9407 Hold (0-5) Hold ...
5	Assign destination mailboxes if "5" was set in Step 4 above.	**Ext. Mailbox: Auto-Destination Mailbox (pg. 2-82)** FF7 0 (BSS) 03 Hold CONF (601-848) 7 Hold (Box No.) Hold
6	For each mailbox (including extension and general mailboxes), set what happens when it becomes full.	**All Mailboxes: FIFO for Full Mailbox (pg. 2-66)** FF7 0 (BSS) 03 Hold CONF (001-254) 7 Hold (0 or 1) Hold
7	Set parameters for General Recording Mailbox #966.	**General Mailbox: Maximum Messages (pg. 2-68)** FF7 0 (BSS) 03 Hold CONF 2603 Hold (0-30) Hold **General Mailbox: Password (pg. 2-69)** FF7 0 (BSS) 03 Hold CONF 2604 Hold (up to 8 digits) Hold **General Mailbox: Message-Waiting LED (pg. 2-70)** FF7 0 (BSS) 03 Hold CONF 2605 Hold (Ext.No.) Hold

2
Programming

Mailbox Directory

This service displays a Mailbox Directory during 2-way call recording on a Large-Display phone, so the user can easily select which mailbox to store the recording in. The mailboxes within each group are listed in alphabetical order by mailbox name.

Table 2-10. Programming Steps for Mailbox Directory

1	Divide mailboxes into up to 8 groups.	**All Mailboxes: Originating Group (pg. 2-67)** FF7 0 (BSS) 03 Hold CONF (001-254) 9 Hold (1-8) Hold **General Mailbox: Originating Group (pg. 2-71)** FF7 0 (BSS) 03 Hold 2609 Hold (1-8) Hold **(for General Mailbox #966)** FF7 0 (BSS) 03 Hold 2619 Hold (1-8) Hold **(for General Mailbox #900)**
2	Set whether mailboxes will be displayed by Group or individually in the Directory.	**Mailbox Group Display (pg. 2-102)** FF7 0 (BSS) 03 Hold CONF 9171 Hold (0 or 1) Hold
3	Name each Mailbox Group (up to 6 characters).	**Mailbox Group Name (pg. 2-127)** FF7 0 (BSS) 03 Hold CONF (9501-9508) Hold (Name) Hold
4	For each Extension Mailbox, allow/block the displaying of the Mailbox Directory when a 2-Way Call Recording begins.	**Ext. Mailbox: Recording Directory Display (pg. 2-83)** FF7 0 (BSS) 03 Hold CONF (601-848) 8 Hold (0-9 or *) Hold

Outside Notification

With this service activated, the VM Unit will issue a call to an outside telephone number (such as a pager) whenever a voicemail message is left in a mailbox, to notify users who have left the building.

Table 2-11. Programming Steps for Outside Notification

1	Allow/Block the Outside Notification feature system-wide.	**Outside Notification: Manual-Select Destination (pg. 2-93)** FF7 0 (BSS) 03 Hold CONF 9108 Hold (0 or 1) Hold **Outside Notification: Automatic (pg. 2-94)** FF7 0 (BSS) 03 Hold CONF 9109 Hold (0 or 1) Hold
2	Enter the outside phone no. for each mailbox that will have the Outside Notification feature.	**All Mailboxes: Outside Notification Phone No. (pg. 2-64)** FF7 0 (BSS) 03 Hold CONF (001-254) 6 Hold (0-2) Hold (Access No.) Hold
3	Divide mailboxes into up to 8 groups.	**All Mailboxes: Originating Group (pg. 2-67)** FF7 0 (BSS) 03 Hold CONF (001-254) 9 Hold (1-8) Hold **General Mailbox: Originating Group (pg. 2-71)** FF7 0 (BSS) 03 Hold 2609 Hold (1-8) Hold **(for General Mailbox #966)** FF7 0 (BSS) 03 Hold 2619 Hold (1-8) Hold **(for General Mailbox #900)**
4	Allow/Block individual VPU ports from being used for Outside Notification, by limiting each Mailbox Originating Group to use certain VPU ports.	**Originating Groups and VPU Port Usage (pg. 2-107)** FF7 0 (BSS) 03 Hold CONF (9211-9234) Hold (1-8) Hold (1-8) Hold
5	Allow/Block the Outside Notification feature for General Mailboxes #900 and #966.	**General Mailbox: Outside Notification Phone No. (pg. 2-70)** FF7 0 (BSS) 03 Hold CONF 2606 Hold (0-2) Hold (phone no.) Hold **(Mailbox #966)** FF7 0 (BSS) 03 Hold CONF 2616 Hold (0-2) Hold (phone no.) Hold **(Mailbox #900)**
6	Set system-wide signalling methods for Outside Notification.	**Outside Notification: Interval (pg. 2-103)** FF7 0 (BSS) 03 Hold CONF 9203 Hold (3-40) Hold **Outside Notification: Repeat Attempts (pg. 2-104)** FF7 0 (BSS) 03 Hold CONF 9204 Hold (1-100) Hold **Outside Notification: Display Pager Timer #1 (pg. 2-104)** FF7 0 (BSS) 03 Hold CONF 9205 Hold (0-40) Hold **Outside Notification: Display Pager Timer #2 (pg. 2-105)** FF7 0 (BSS) 03 Hold CONF 9206 Hold (0-40) Hold

System-Level Program Settings

Perform ICX system-level settings that affect the VM Unit.

2
Programming

> **Tip:** *Logical programming of the VM Unit follows a different order than the program address numbers, and depends on which features you want to use. See **How to Program the VM Unit (pg. 2-7)** for more information.*
>
> *Also, some of these system-level settings must be performed **before** initialising the VM Unit, while other settings can be performed afterwards. See **Step #1: Perform System-Level Programming (pg. 1-6)** in "Chapter 1-Installation and Initialisation" for instructions.*

> **Tip:** *Whenever program settings in this chapter are referred to as "system-level" settings, it means that these settings are stored in the phone system's CPC Card, not on the VM Unit's VSSC Card. This becomes important whenever an SRAM Clear is performed on either the CPC or the VSSC - an SRAM Clear on one card will not affect the settings stored on the other. However - **WARNING: Before you perform a CPC Clear, be sure to pull out the VSSC and VPU cards first.** Otherwise, the CPC won't let you back into programming.*

Table 2-12. Summary of System-Level program settings

0: System Configuration (pg. 2-22)	**Free Slot Assignment** 01 (1-6) (SS) Hold (60-67) Hold
FF1: Systemwide Settings (pg. 2-24)	**Built-In VM: Voice Mail Access Key** FF1 0 01 0013 Hold (0 or 1) Hold **Built-In VM: Mailbox Key** FF1 0 01 0014 Hold (0 or 1) Hold **Built-In VM: Message Retrieve Key** FF1 0 01 0015 Hold (0 or 1) Hold **Exchange-Line Delayed Ring Timer** FF1 1 02 000 (3, 4, or 5) Hold (0-255) Hold
FF2: Exchange Lines (pg. 2-26)	**Exchange Line Ring Type/Destination** FF2 0 BSSC 03 (0-5) Hold (0-6 or 0-9999) Hold **Exchange Line Delay-Ring Type/Destination** FF2 0 BSSC 04 (0-5) Hold (0-4 or 0-9999) Hold
FF4: FF-Key Assignments (pg. 2-28)	**FF-Key Feature Assignment (Digital Keyphones, SLTs, EM24s)** FF4 0 BSSC 0 (01-32) Hold (Code) Hold **FF-Key Feature Assignment (DSS/72)** FF4 1 BSSC 0 (01-72) Hold (Code) Hold

FF5: Groups (pg. 2-34)	**Extension Hunting Mode** FF5 1 (01-72) 01 Hold (0-4) Hold **Extension Hunt Group Pilot Number** FF5 1 (01-72) 02 Hold (0-9999) Hold **Extension Hunt Group Members** FF5 1 (01-72) (03-22) Hold FL/R (0-9999) Hold
FF7 0 BSS (00 thru 02): Application Settings (pg. 2-37)	**VM Unit Number** FF7 0 (BSS) 00 Hold (0-4) Hold **VPU Port Extension Numbers** FF7 0 (BSS) 01 (01-16) 00 Hold (Ext.No.) Hold **VPU Port Tenant Group** FF7 0 (BSS) 01 (01-16) 01 Hold (1-72) Hold **VPU Port TRS Class (Day/Night)** FF7 0 (BSS) 01 (01-16) 02 (0 and 1) Hold (1-50) Hold **VPU Port Digital Pad Class** FF7 0 (BSS) 01 (01-16) 03 Hold (1-8) Hold **Service Range Assignment** FF7 0 (BSS) 02 01 (0001-0016) Hold (0-6 or 00-12) Hold
FF8: Maintenance (pg. 2-43)	**Extension Names** FF8 1 03 Hold 0 Hold Hold (Ext.No.) Hold FL/R (up to 10 char.) Hold **Call-Forward ID Codes for Voice Mail** FF8 1 05 Hold Hold (Ext.No.) Hold FL/R (up to 16 char.) Hold **Call-Forward/Busy Destination Extension** FF8 1 09 0 Hold (0-9999) Hold (0-9999) Hold **Call-Forward/No Answer Destination Extension** FF8 1 09 1 Hold (0-9999) Hold (0-9999) Hold

2
Programming

0: System Configuration

Register the installed VM Unit in programming.

Determine the CCU number that contains the installed VM Unit, and the Unit's VSSC/VPU card combination. Then set the following addresses in Programming Mode.

> **_Tip:_** _Enter Programming Mode by pressing:_ **ON/OFF PROG ** 9999**

Free Slot Assignment

```
111        :60
VMC VPU4-1
```

(all CPCs) - Version 2.0 or higher

Configure Free Slot 11 of the CCU that contains the installed VM Unit. Based on this Free Slot 11 assignment, the system will automatically register Free Slots 9 and 10.

<div align="center">

01   (1-6)   (SS)   Hold   (60-67)   Hold

</div>

CCU No. 1-6   **VSSC Card**   Address Nos. for VSSC/VPU Combinations
                      Position --   *(see table, next page)*

                      SS=Free Slot 11 (CAB-96)
                          or 05 (CAB-40)
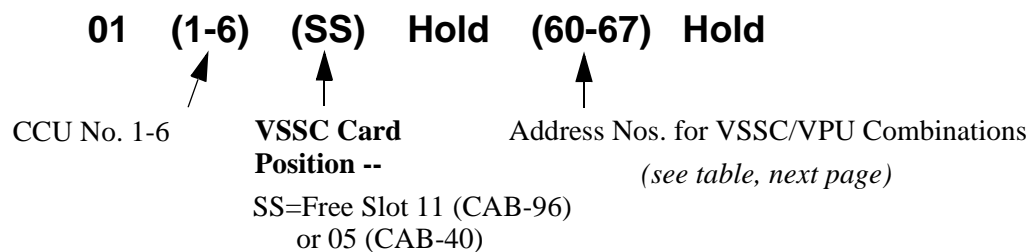
Notes:

In this address, assign only the VSSC Card in Free Slot 05 (in a CAB-40) or 11 (in a CAB-96). The system will automatically detect the VPU Card(s) installed in Free Slots 4, 9 and/or 10.

The VSSC Card should always go in Free Slot 05 (CAB-40) or 11 (CAB-96); it cannot be installed in any other slot.

The VPU Card(s) should be installed in either Free Slot 4 (for CAB-40), or 9 and/or 10 (for CAB-96). If using only one VPU Card in the CAB-96, install it in Free Slot 10. Free Slot 12 must be left vacant.

Related Programming:

Table 2-13. Address Nos. for VSSC/VPU Combinations in Free Slot 11 assignment

Address Setting	Card Type	VSSC/VPU Combination installed			Notes
		Free Slot 9	Free Slot 10	Free Slot 11	
60	**VMC VPU4-1**	--	VPU/4	VSSC	4 voice ports
61: Not Used					
62	**VMC VPU8-1**	--	VPU/8	VSSC	8 voice ports
63: Not Used					
64	**VMC VPU4-1/VPU4-2**	VPU/4	VPU/4	VSSC	8 voice ports
65	**VMC VPU8-1/VPU4-2**	VPU/4	VPU/8	VSSC	12 voice ports
66: Not Used					
67	**VMC VPU8-1/VPU8-2**	VPU/8	VPU/8	VSSC	16 voice ports

2
Programming

FF1: Systemwide Settings

These FF1 settings will affect the entire phone system.
Set the following addresses in Programming Mode.

2
Programming

Built-In VM: Voice Mail Access Key

```
0013   :1
VM Key CONT 1
```

(all CPCs) - Version 2.0 or higher

Allow/Restrict the ability to call the Built-In Voice Mail system by
pressing an FF-key programmed for Built-In VM access.

FF1   0   01   0013   Hold   (0 or 1)   Hold

0=Disable Built-In VM access via FF-key.

1=Enable Built-In VM access via FF-key. (default)

Notes:

If this address is set to "1" (Enabled), a voice mail access code must be assigned to an FF-key.

Once assigned, the FF-key LED will indicate the recording is active.

Related Programming:

Built-In VM: Mailbox Key

```
0014   :1
VM Key CONT 2
```

(all CPCs) - Version 2.0 or higher

Allow/Restrict the ability to leave a message in Built-In Voice Mail by
pressing a mailbox key.

FF1   0   01   0014   Hold   (0 or 1)   Hold

0=Disable Built-In VM mailbox key.

1=Enable Built-In VM mailbox key. (default)

Notes:

Related Programming:

Built-In VM: Message Retrieve Key

(all CPCs) - Version 2.0 or higher

Allow/Restrict the ability to retrieve messages in Built-In Voice Mail by
pressing the MSG key.

FF1   0   01   0015   Hold   (0 or 1)   Hold

0=Disable MSG key for message retrieval from
    Built-In VM.

**1=Enable MSG key for message retrieval from
    Built-In VM. (default)**

2
Programming

Notes:

Related Programming:

Exchange-Line Delayed Ring Timer

(all CPCs) - Version 2.0 or higher

(for Alternate Service 1) Set how long the system will ring an extension for
an incoming call, before moving to the delayed-ring position.

FF1   1   02   000   (3, 4, or 5)   Hold   (0-255)   Hold

3 = Day1 Mode   0 = 5 seconds
4 = Day2 Mode   1 = 1 second
5 = Night Mode   2 = 2 seconds
                       ...
                       255 = 255 seconds

default: 20 seconds

Notes:

See pg. 2-9 for complete programming of Alternate Service 1.

Related Programming:

Exchange Line Delay-Ring Type/Destination (pg. 2-27)   FF2 0 BSSC 04 (0-5) Hold (0-4 or 0-9999) Hold

FF2: Exchange Lines

Perform FF2 (system-level) exchange line settings for the VM Unit. Specifically:

❐ To set up Auto Attendant (where all incoming calls received during off-hours are answered with a greeting message and instructions for further dialling), program **Exchange Line Ring Type/Destination** so that the exchange lines will ring voicemail directly during the appropriate "off-hours" mode (Day1, Day2, or Night). (see pg. 2-12 for complete programming of Auto Attendant)

❐ To set up Alternate Service 1 (where the VM Unit acts as a "catch-all" answering machine for busy or unavailable extensions), program **Exchange Line Delay-Ring Type/Destination**. (see pg. 2-9 for complete programming of Alternate Service 1)

Determine the exchange line number to be assigned, then set the following in Programming Mode:

Exchange Line Ring Type/Destination

<div style="float:right; border:2px solid magenta;">-030   :0
Day1 Ring Type</div>

(all CPCs) - Version 2.0 or higher

Set the type of incoming calls on this analog exchange line, and enter the destination extension that will ring for them. A different ring type/destination can be assigned for each time-of-day mode (Day1, Day2, Night).

FF2   0   BSSC   03   (0-5)   Hold   (0-6 or 0-9999)   Hold

BSSC: Exch.Line Position
  B=CCU 1-6
  SS=Slot 01-12
  C=Circuit 1-8

0 = Day1 ring type
1 = Day1 ring destination
2 = Day2 ring type
3 = Day2 ring destination
4 = Night ring type
5 = Night ring destination

0=Multiple line appearance (default)
1=DDI/CLI
2=DISA
3=DL to Extension
4=DL to Hunt Group
5=DL to SSD
6=DL to Attendant

0-9999=Destination Ext.
default: [no assignment]

for Auto Attendant: **Set to "3"**

--and--

Enter the VPU Hunt Group Pilot No.

For example, punch-in:
FF2 0 BSSC 03 0 Hold...
(3) Hold (VPU HG Pilot No.) Hold...   (to ring BSSC exchange-line calls to the VPU Hunt Group during Day1)
(3) Hold (VPU HG Pilot No.) Hold...   (to ring BSSC exchange-line calls to the VPU Hunt Group during Day2)
(3) Hold (VPU HG Pilot No.) Hold   (to ring BSSC exchange-line calls to the VPU Hunt Group during Night)

NOTE *(USA only)*: The corresponding address for T1-CO trunks is: FF2 2 BSSCC 04 (0-5).

Notes:

To make incoming calls ring directly to voicemail, set this address to "3" (DL to Extension), then enter the VPU Hunt Group Pilot No.

DDI and DISA settings can also go directly to voicemail, but depend on caller dialling and extension programming. Multiple line appearance calls can reach voicemail through exchange line delayed ringing.

Another way to reach voicemail directly is through extension Call-Forward settings. If the exchange line *and* the extension are programmed to reach voicemail directly...:

❒ Multiple line appearance calls will follow the *exchange line's* settings.
❒ DL (Direct Line), DDI, DISA, and transferred calls will follow the *extension's* settings.

Related Programming:

Extension Hunt Group Pilot Number (pg. 2-35)   FF5 1 (01-72) 02 Hold (0-9999) Hold

---

Exchange Line Delay-Ring Type/Destination

-030   :0
Day1 Ring Type

(all CPCs) - Version 2.0 or higher

Set up delayed ringing for incoming calls on this analog exchange line.
A different delayed-ringing destination can be assigned for Day1, Day2, and Night mode.

FF2 0 BSSC 04 (0-5) Hold (0-4 or 0-9999) Hold

BSSC: Exch.Line Position		
B=CCU 1-6	0 = Day1 delay-ring type	**0=Disabled/no delayed**
SS=Slot 01-12	1 = Day1 delay-ring destin.	**ringing (default)**
C=Circuit 1-8	2 = Day2 delay-ring type	1=delay-ring to Ext.
	3 = Day2 delay-ring destin.	2=delay-ring to HG
	4 = Night delay-ring type	3=delay-ring to SSD
	5 = Night delay-ring destin.	4=delay-ring to Att.

for Alt. Service 1:

Set to "1"

--and--

Enter the VPU Hunt Group Pilot No.

0-9999=Destination Ext.
default: [no assignment]

For example, punch-in:
FF2 0 BSSC 04 0 Hold...
(1) Hold (VPU HG Pilot No.) Hold... (to delay-ring BSSC exch.line calls to the VPU Hunt Group during Day1)
(1) Hold (VPU HG Pilot No.) Hold... (to delay-ring BSSC exch.line calls to the VPU Hunt Group during Day2)
(1) Hold (VPU HG Pilot No.) Hold (to delay-ring BSSC exch.line calls to the VPU Hunt Group during Night)

NOTE *(USA only)*: The corresponding address for T1-CO trunks is: FF2 2 BSSCC 05 (0-5).

Notes:

Delayed ringing cannot be set for a exchange line if its **Ring Type** is DDI or DISA.

Related Programming:

Extension Hunt Group Pilot Number (pg. 2-35)   FF5 1 (01-72) 02 Hold (0-9999) Hold
Exchange Line Ring Type/Destination (pg. 2-26)   FF2 0 BSSC 03 (0-5) Hold (0-6 or 0-9999) Hold

FF4: FF-Key Assignments

Assign voicemail features to FF-keys on individual extension phones.

> **Tip:** *The end-user can also program the FF-keys with voicemail features.*
> *See page 3-7 for end-user instructions.*

Determine the extension port position(s) to be programmed, then set the following in
Programming Mode:

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Programming

FF-Key Feature Assignment (Digital Keyphones, SLTs, EM24s)

```
BSSC-00  :#1
FF Assign
```

(all CPCs) - Version 2.0 or higher

Assign voicemail feature codes to FF-keys on digital keyphones, SLTs, and EM/24 units.

FF4 0 BSSC 0 (01-32) Hold (Code) Hold

BSSC: Extension Port
  B=CCU 1-6
  SS=Card Slot 01-12
  C=Circuit 1-8

01=FF1 key
02=FF2 key
03=FF3 key
...
32=FF32 key

Feature Code Assignment
(see table, next page)

initial default: [no assignment]

(see illustrations on the following pages)

FF-Key Feature Assignment (DSS/72)

```
BSSC-001 :
Function# nnnn
```

(all CPCs) - Version 2.0 or higher

Assign voicemail feature codes to FF-keys on DSS/72 Attendant Consoles.

FF4 1 BSSC 0 (01-72) Hold (Code) Hold

BSSC: Attendant Port
  B=CCU 1-6
  SS=Card Slot 01-12
  C=Circuit 1-8

01=FF1 key
02=FF2 key
03=FF3 key
...
72=FF72 key

Feature Code Assignment
(see table, next page)

initial default: [no assignment]

(see illustrations on the following pages)

Table 2-14. Voicemail feature codes for FF-key programming

Feature	Description	Fixed Feature Code + **additional digits to program into FF-key**
VM Unit #1: Mailbox Access	Access mailbox options.	61 + (Mailbox No. 00-9999)
VM Unit #2: Mailbox Access	Access mailbox options.	62 + (Mailbox No. 00-9999)
VM Unit #3: Mailbox Access	Access mailbox options.	63 + (Mailbox No. 00-9999)
VM Unit #4: Mailbox Access	Access mailbox options.	64 + (Mailbox No. 00-9999)
VM Unit #1: Broadcast Message	Copy a recording to other (pre-programmed) mailboxes.	61 + (Broadcast Code 00-9999)
VM Unit #2: Broadcast Message	Copy a recording to other (pre-programmed) mailboxes.	62 + (Broadcast Code 00-9999)
VM Unit #3: Broadcast Message	Copy a recording to other (pre-programmed) mailboxes.	63 + (Broadcast Code 00-9999)
VM Unit #4: Broadcast Message	Copy a recording to other (pre-programmed) mailboxes.	64 + (Broadcast Code 00-9999)
Retrieve Messages	Listen to messages in mailbox.	5 + (Mailbox No. 00-9999)
Start/Restart Recording	Start/Restart a 2-way call recording.	*#50
Stop Recording	Stop a 2-way call recording and store it in a (pre-programmed) mailbox.	*#51
Re-Record Over Same Call	Re-record over the same 2-way call recording.	*#52
Pause Recording	Pause/Resume (toggle) a 2-way call recording.	*#53
Stop/End Recording	Stop recording, and prompt for a mailbox to store the 2-way call recording.	*#54
Add Comment to End of Recording	Disconnect outside party/ continue to record user in the same 2-way call recording.	*#55
Cancel Recording	Delete the current 2-way call recording.	*#56
Notify Outside Pager	Call outside pager/phone after a message is left in the mailbox.	*#57
Copy Message Into Another Mailbox	Copy a message to another mailbox.	*#58
Dial Pulse/DTMF Switch	Switch to DTMF signalling during a 2-way call recording.	*#59

Notes:

The "Mailbox No." is the diallable number that is assigned to the Mailbox Bin. If Program 9956 is run, the Mailbox No. will be the Extension No.

"Recording" refers to the 2-Way Call Recording feature - codes *#5 (0-9).

These voicemail features cannot be assigned Flexible Dial Plan codes.

These features cannot be assigned to soft keys (the buttons surrounding the LCD display) -- only to FF-keys.

2
Programming

Notes:

*#50 (Start/Restart Recording) starts 2-way recording a phone call in progress. Or, restarts the recording for the same phone call (as another message), if ***#54** was used to stop the recording.

*#51 (Stop Recording) stops recording, keeps the call, and stores the recording. The recording cannot be restarted, even if a mailbox destination has been designated.

*#53 (Pause/Resume Recording) is a toggle key which pauses recording on the first depression of the FF-key, and resumes recording on the second depression.

*#54 (Stop/End Recording) stops recording, keeps the call, and prompts for a mailbox in which to store the recording. After the user enters a mailbox number, the Recording feature can be restarted as another message.

*#55 (Add Comment to End of Recording) disconnects the outside party but continues recording the user.

*#56 (Cancel Recording) stops and clears the recording. The display returns to normal status. The Recording feature can be re-activated by pressing ***#**50 (Start Recording).

A "beep" can be programmed to be heard at the beginning of a recording, and a double-beep heard when the recording is stopped or paused. See **Ext. Mailbox: Recording Confirmation Tone** on pg. 2-79.

If a display phone is being used during 2-Way Call Recording, the display will read "Record." When the recording is paused, "Pause" will appear. When the recording is stopped, the display returns to normal; there is no other indication about the recording.

Related Programming:

Ext. Mailbox: Recording Confirmation Tone (pg. 2-79)   FF7 0 (BSS) 03 Hold CONF (601-848) 3 Hold (0 or 1) Hold

Program 9956: Extension Name/Number Transfer (pg. 4-12)

Figure 2-1: FF-key numbering on Small Display phones
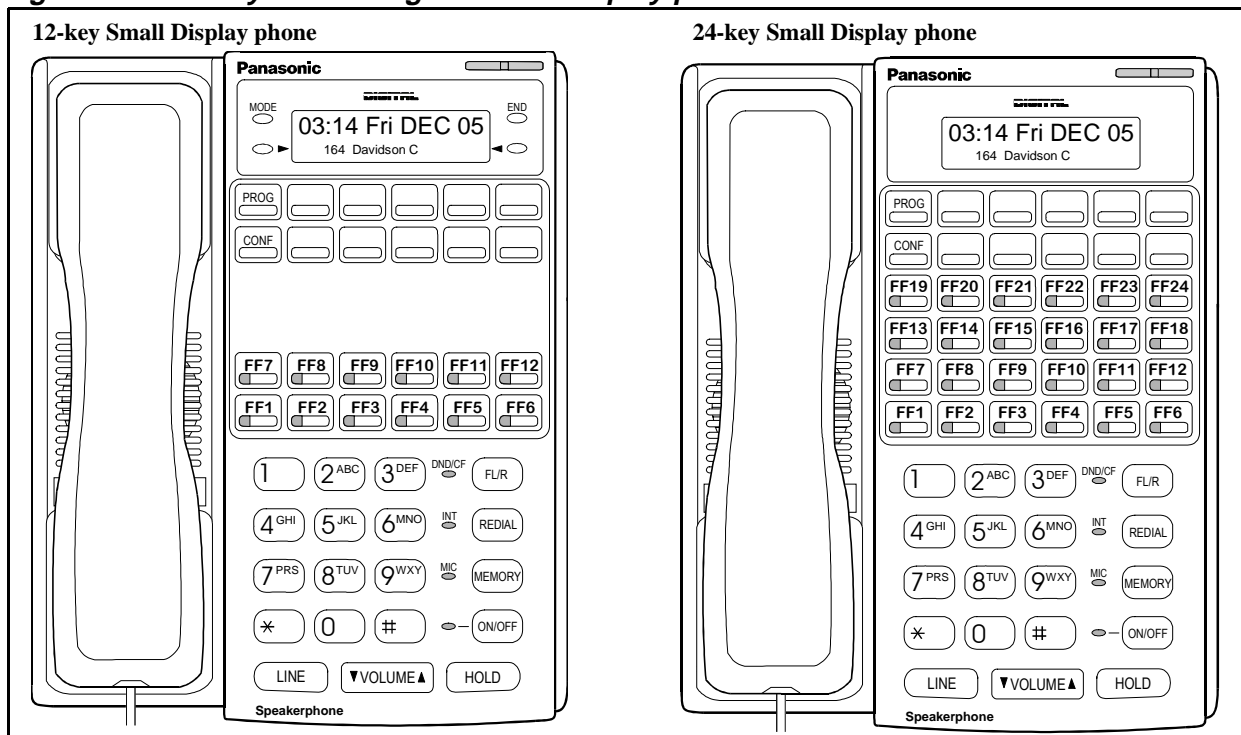
Figure 2-2: FF-key numbering on an EM/24 unit
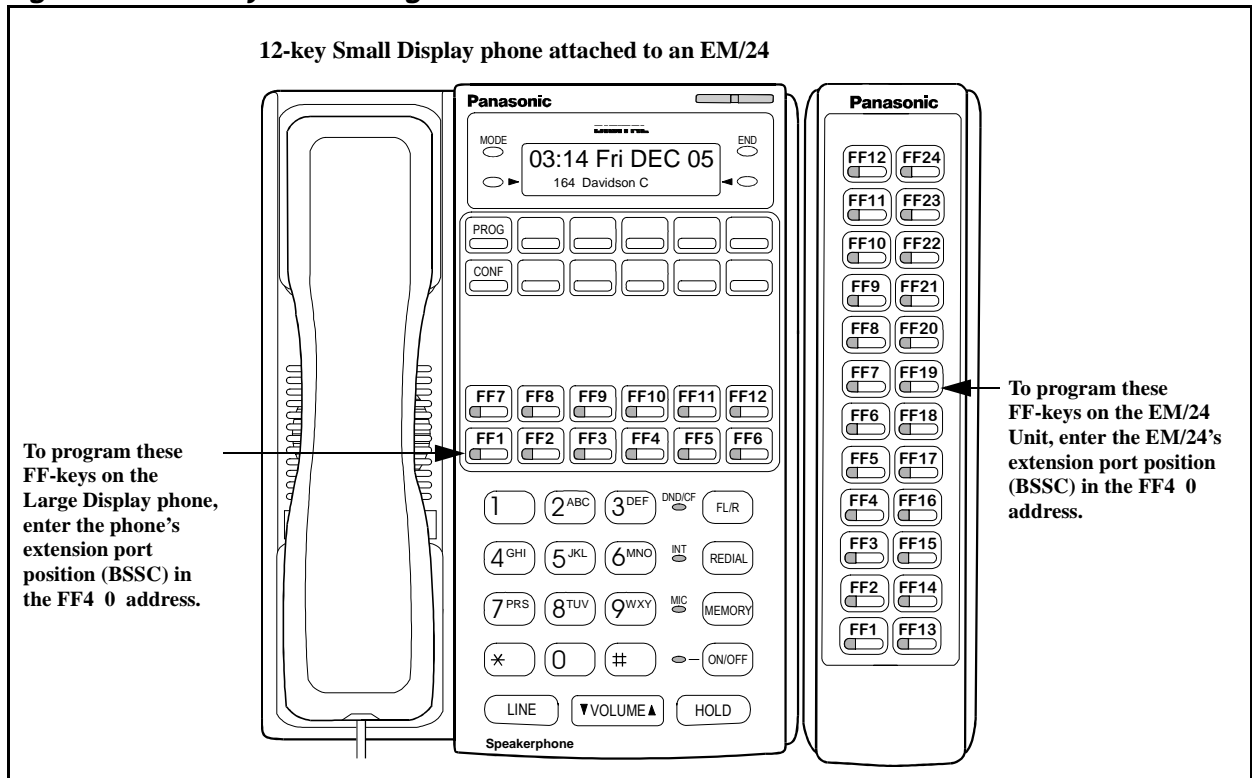
Figure 2-3: FF-key numbering on a DSS/72 Attendant Console
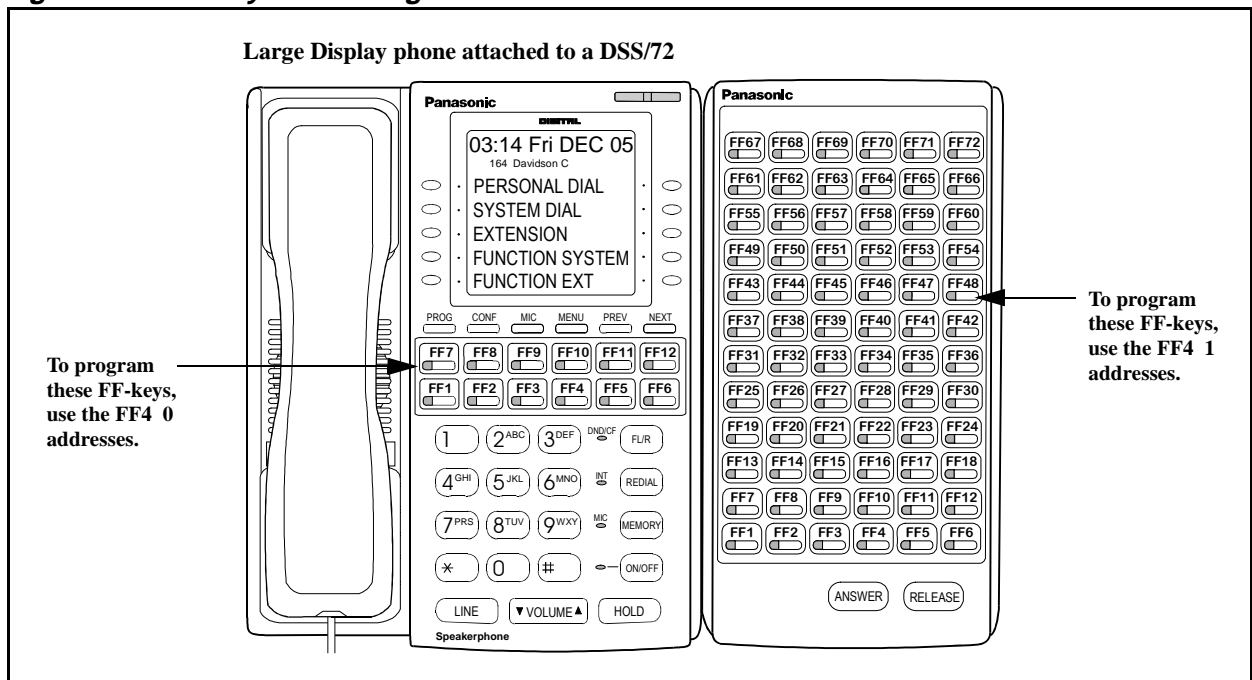
FF-Key Assignment Examples

Figure 2-4: Sample programming of voicemail FF-keys on an EM/24-expanded phone
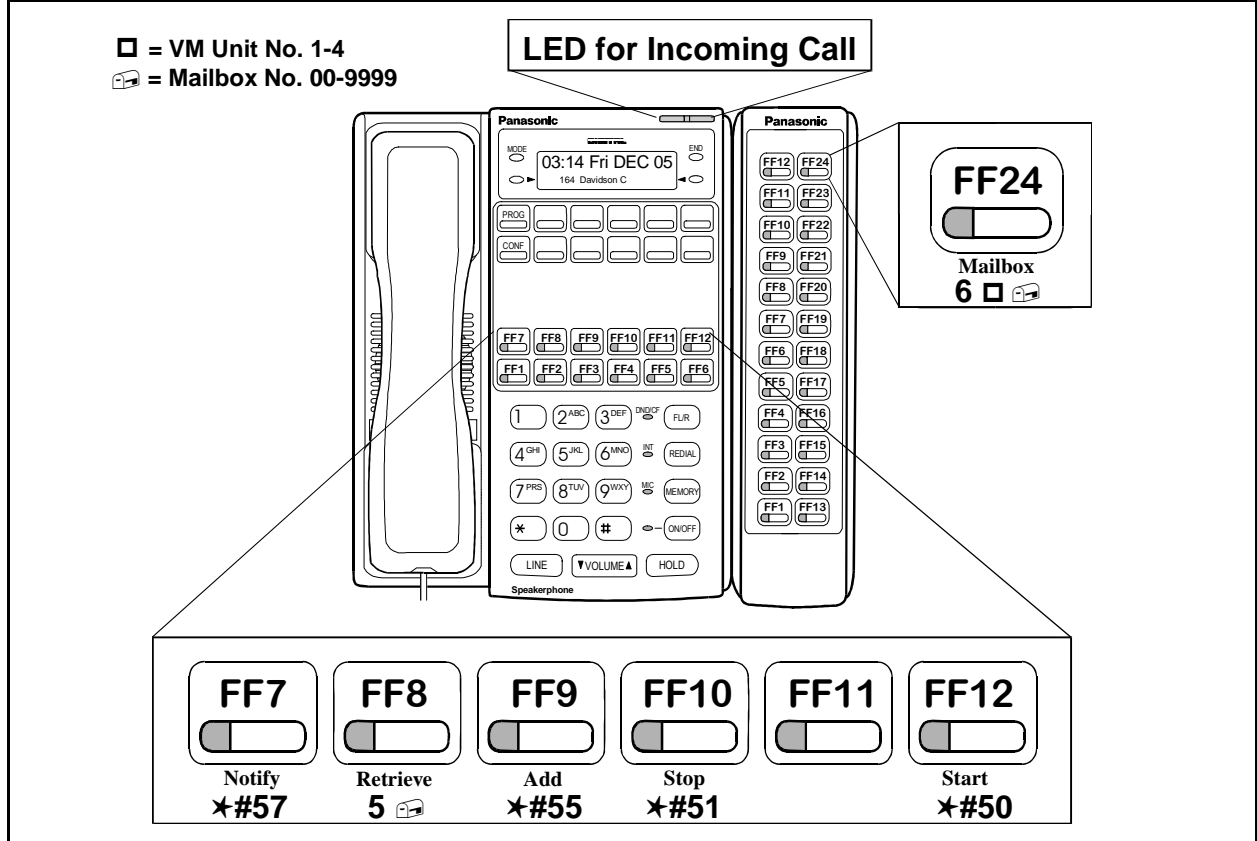
Figure 2-5: Sample programming of voicemail FF-keys on a DSS/72 Console

□ = VM Unit No. 1-4
⌂ = Mailbox No. 00-9999

FF72	Mailbox	6 □ ⌂
FF66		
FF60		
FF54		
FF48	Retrieve	5 ⌂
FF42	Add	✶#55
FF36	Stop	✶#51
FF30	Notify	✶#57
FF24	Start	✶#50
FF18		
FF12		
FF6		

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Programming
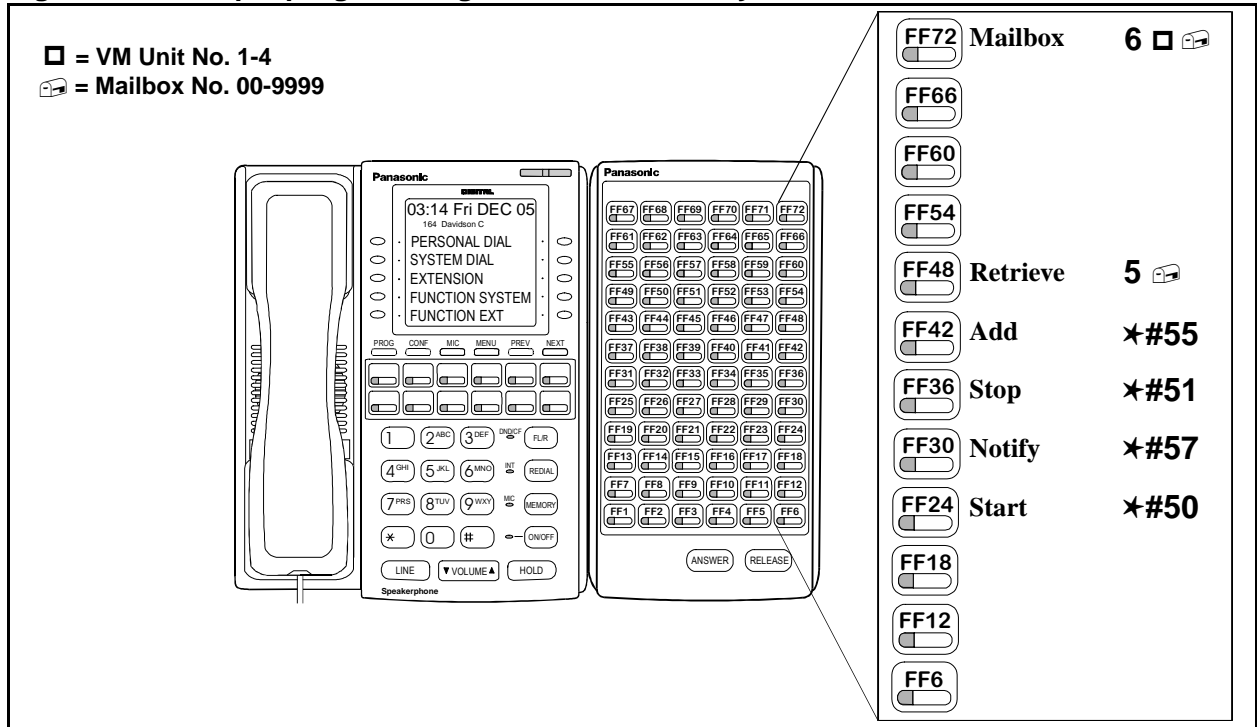
Figure 2-6: Sample programming of voicemail FF-keys on a Large Display phone

⌂ = Mailbox No. 00-9999

FF7	FF8	FF9	FF10	FF11	FF12
Retrieve	Notify	Add	Stop	Cancel	Start
5 ⌂	✶#57	✶#55	✶#51	✶#56	✶#50
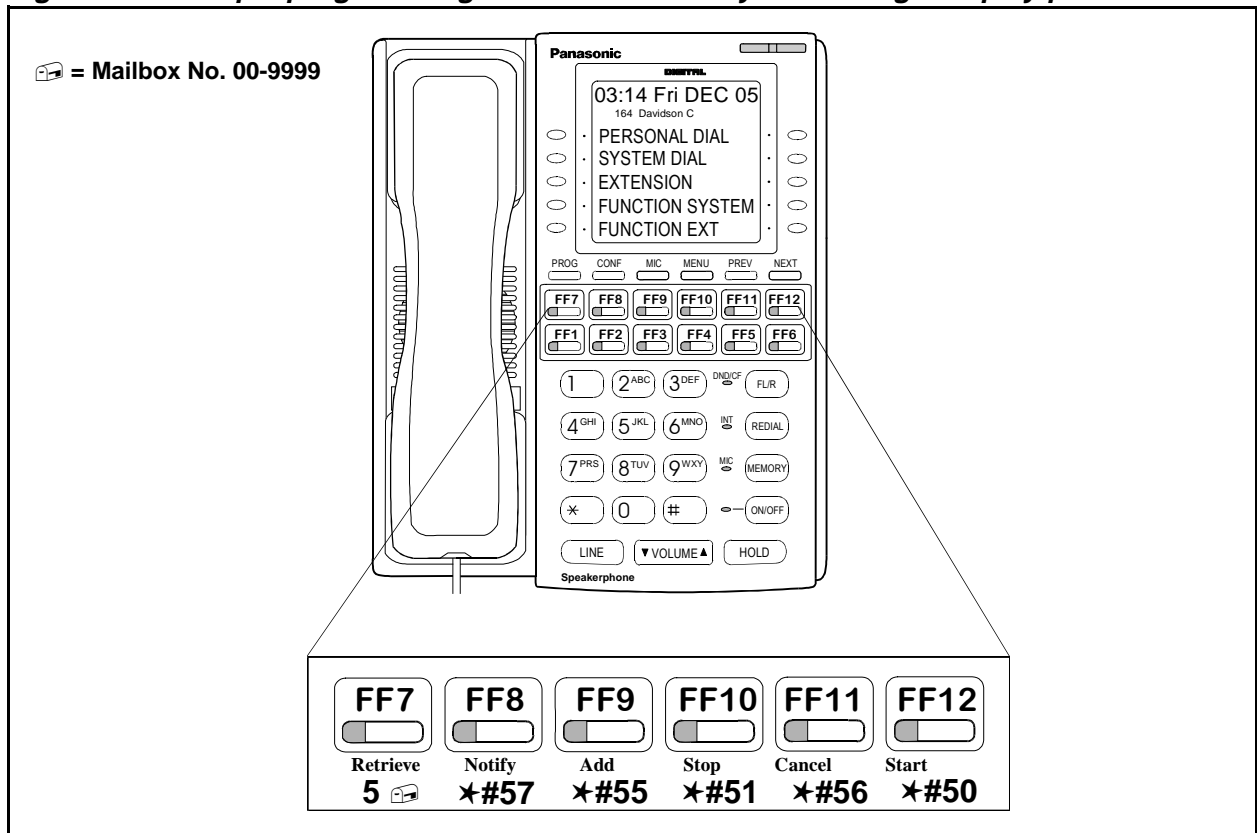
FF5: Groups

Set up a hunt group for voicemail, with the VPU ports as members. This is for Incoming Call Alternate Service 1 (see pg. 2-9), Alternate Service 2 (see pg. 2-11), and Auto Attendant (see pg. 2-12).

2
Programming

Extension Hunting Mode

```
01-01   :0
HG Hunt Mode
```

(all CPCs) - Version 2.0 or higher

Set the hunting method for the VPU Port Hunt Group.

$$\text{FF5} \quad 1 \quad \text{(01-72)} \quad 01 \quad \text{Hold} \quad \text{(0-4)} \quad \text{Hold}$$

VPU Port Hunt Group No. (available range depends on system size):

(01-12) for a 96-port system
(01-24) for a 192-port system
(01-36) for a 288-port system
(01-48) for a 384-port system
(01-60) for a 460-port system
(01-72) for a 576-port system

To set the VPU ports to receive incoming calls, set to "1" (Pilot Terminal hunting).

0=No hunting. (default)
1=Pilot Terminal hunting.
2=Pilot Distributed hunting.
3=Switchback hunting.
4=Circular hunting.

(see explanation in **Notes** below)

NOTE: If this address is reset to "0" (no hunting), the pilot number and members in the next addresses will be automatically cleared.

Notes:

Pilot Terminal hunting. Calls are directed to the pilot number. Hunting begins at the first member position, and proceeds forward through the sequential members until the end of the hunt group is reached. The call is then queued until a member becomes available.

Pilot Distributed hunting. Calls are directed to the pilot number. Hunting begins at the next sequential member after the member that received the last call. Hunting then proceeds forward through the sequential members until the end of the hunt group is reached, then proceeds to the first member in the hunt group. After a complete search in the hunt group, the call is queued until a member becomes available.

Switchback hunting. Hunting begins at the member extension receiving the call. Hunting proceeds forward through the sequential members until the end of the hunt group is reached, then proceeds backward from the original called member until the beginning of the hunt group is reached. The call is then queued until a member becomes available.

Circular hunting. Hunting begins at the member extension receiving the call. Hunting proceeds forward through the sequential members until the end of the hunt group is reached, then proceeds to the first member in the hunt group. After a complete search of the hunt group, the call is queued until a member becomes available.

Related Programming:

Extension Hunt Group Pilot Number

01-02   :
HG Pilot #

(all CPCs) - Version 2.0 or higher

Enter the pilot number of the VPU Port Hunt Group.

FF5   1   (01-72)   02   Hold   (0-9999)   Hold

VPU Port Hunt Group No.
(available range depends on
system size):

(01-12) for a 96-port system
(01-24) for a 192-port system
(01-36) for a 288-port system
(01-48) for a 384-port system
(01-60) for a 460-port system
(01-72) for a 576-port system

Hunt Group Pilot No.
(range depends on the phone system's
Extension No. configuration of 1-4 digits:
0-9, 00-99, 000-999, or 0000-9999)

*Assign the pilot no. for the VPU
port hunt group.*

default: [no assignment]

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Programming

Notes:

❒   In order for Pilot Hunting to work, the pilot number must be a "phantom" extension number not assigned to a physical port. In Pilot Hunting, calls are directed to the pilot number and sent to hunt group members from there.

❒   The Pilot No. cannot match a Flexible Function code.

Related Programming:

Extension Hunt Group Members

01-03   :
HG Member

(all CPCs) - Version 2.0 or higher

Enter the VPU port's extension numbers as members of the VPU Port Hunt Group.

(to clear current assignment)

FF5   1   (01-72)   (03-22)   Hold   FL/R   (0-9999)   Hold

VPU Port Hunt Group No. (available range depends on system size):

  (01-12) for a 96-port system
  (01-24) for a 192-port system
  (01-36) for a 288-port system
  (01-48) for a 384-port system
  (01-60) for a 460-port system
  (01-72) for a 576-port system

Member Position:

03=Member position 1
04=Member position 2
05=Member position 3
...
22=Member position 20

VPU Port Extension No. 0-9999

default: [no assignment]

Notes:

❒   An Extension Hunt Group member cannot also be a member of an Attendant Hunt Group.

❒   An extension can be a member of only one Extension Hunt Group. (The most recent assignment is the priority.)

❒   To change an Extension Hunt Group member, the current extension assignment must be cleared first: press FL/R while the extension number is displayed (it will disappear), then enter the new extension. If you don't clear it first, the extension will be "bumped" one member position backward (e.g., from Member position 3 to Member position 2) rather than erased.

Related Programming:

VPU Port Extension Numbers (pg. 2-38)   FF7 0 (BSS) 01 (01-16) 00 Hold (Ext.No.) Hold

FF7 0 BSS (00 thru 02): Application Settings

Perform FF7 (system-level) application settings for the VM Unit.

Determine the CCU in which the VM Unit is installed, then set the following in Programming Mode:

VM Unit Number

B11-00 :
Built-In VM #

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Programming

(all CPCs) - Version 2.0 or higher

Identify the CCU in which each VM Unit is installed.
(maximum 1 VM Unit per CCU / 4 VM Units per system)

FF7 0 (BSS) 00 Hold (0-4) Hold

B11: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 05 (in CAB-40)
    or 11 (in CAB-96)

0=[no assignment] (default)
1=VM Unit #1
2=VM Unit #2
3=VM Unit #3
4=VM Unit #4

Notes:

❒   This setting will be used for FF-key access to each VM Unit. When the end-user presses the FF-key, the system will dial this number to reach voicemail.

❒   Each VM Unit is distinct and separate from the other VM Units, with separate directories, separate pilot numbers, etc.

❒   A phone user cannot simultaneously access more than one VM Unit at a time.

Related Programming:

FF-Key Feature Assignment (Digital Keyphones, SLTs, EM24s) **(pg. 2-28)   FF4 0 BSSC 0 (01-32) Hold (Code) Hold**
FF-Key Feature Assignment (DSS/72) **(pg. 2-28)   FF4 1 BSSC 0 (01-72) Hold (Code) Hold**

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Programming

VPU Port Extension Numbers

(all CPCs) - Version 2.0 or higher

Assign extension numbers to the VPU Ports. These extension numbers will serve as voicemail access numbers.

B11-01 :
VM Virtual #

FF7 0 (BSS) 01 (01-16) 00 Hold (Ext.No.) Hold

B11: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 05 (in CAB-40)
       or 11 (in CAB-96)

VPU Port No.

NOTE: Available range depends on VPU card(s) installed:
VPU/4 = 01-04
VPU/8 = 01-08
VPU/4 + VPU/4 = 01-08
VPU/4 + VPU/8 = 01-12
VPU/8 + VPU/8 = 01-16

Extension No. (1 to 4 digits)

default: [no assignment]

NOTE: The digit length of this Extension No. must match system programming.

Notes:

❒ A **VPU Port** is a channel, not a physical port.

❒ For internal calls, the VM Unit has its own built-in hunting. However, external calls require Extension Hunt Group assignments.

For Example:

Ext. Hunt Group Pilot No. → 200

(hunting)

201 → 202 → 203 → 204 ← VPU Port Extension Nos.
(enter these numbers in
"Ext. Hunt Group Members")

| VM1 | VM2 | VM3 | VM4 |

VPU Ports 01-16
(depending on VPU configuration)
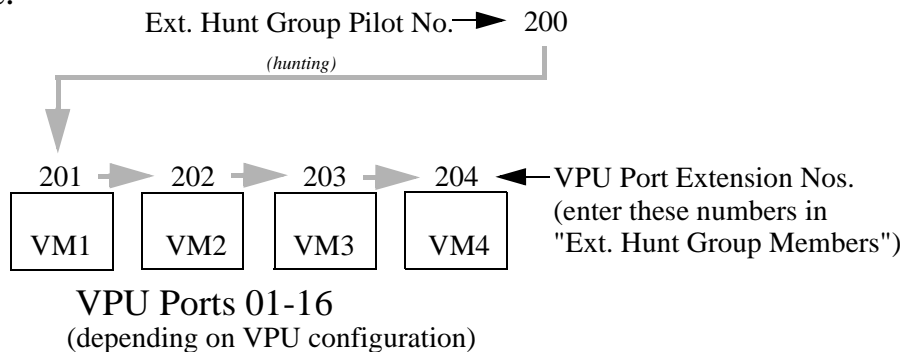
Related Programming:

Exchange Line Ring Type/Destination (pg. 2-26)   FF2 0 BSSC 03 (0-5) Hold (0-6 or 0-9999) Hold
Extension Hunt Group Members (pg. 2-36)   FF5 1 (01-72) (03-22) Hold FL/R (0-9999) Hold
Mailbox Numbering: Digit Length (pg. 2-139)   FF7 0 (BSS) 03 Hold CONF 9844 Hold (2-4) Hold

VPU Port Tenant Group

(all CPCs) - Version 2.0 or higher

Assign a Tenant Group to each VPU Port (if required). This
Tenant Group assignment will apply during outbound dialling.

FF7   0   (BSS)   01   (01-16)   01   Hold   (1-72)   Hold

B11: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 05 (in CAB-40)
     or 11 (in CAB-96)

VPU Port No.

NOTE: Available range depends
on VPU card(s) installed:

        VPU/4 = 01-04
        VPU/8 = 01-08
        VPU/4 + VPU/4 = 01-08
        VPU/4 + VPU/8 = 01-12
        VPU/8 + VPU/8 = 01-16

Tenant Group No. 1-72

default: 1

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Programming

Notes:

This **Tenant Group** assignment can be used for Outside Notification (for example, the VM Unit can
automatically call your pager after receiving a message in your mailbox).

Related Programming:

Outside Notification (pg. 2-19)

VPU Port TRS Class (Day/Night)

(all CPCs) - Version 2.0 or higher

Assign a TRS Class (if required) to each VPU Port.

FF7   0   (BSS)   01   (01-16)   02   (0 and 1)   Hold   (1-50)   Hold

B11: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 05 (in CAB-40)
     or 11 (in CAB-96)

VPU Port No.

0=Day Mode
1=Night Mode

TRS Class No. 1-50

default: 1

NOTE: Available range depends
on VPU card(s) installed:

        VPU/4 = 01-04
        VPU/8 = 01-08
        VPU/4 + VPU/4 = 01-08
        VPU/4 + VPU/8 = 01-12
        VPU/8 + VPU/8 = 01-16

Notes:

This **TRS Class** assignment can be used for restricting the Outside Notification feature (for example, whether the VM Unit will automatically call your pager after receiving a message in your mailbox).

Related Programming:

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Programming

VPU Port Digital Pad Class

(all CPCs) - Version 2.0 or higher

Assign a Digital Pad Class to each VPU Port.

```
01-03   :6
VM DPAD Class
```

FF7   0   (BSS)   01   (01-16)   03   Hold   (1-8)   Hold

B11: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 05 (in CAB-40)
   or 11 (in CAB-96)

VPU Port No.

NOTE: Available range depends on VPU card(s) installed:
   VPU/4 = 01-04
   VPU/8 = 01-08
   VPU/4 + VPU/4 = 01-08
   VPU/4 + VPU/8 = 01-12
   VPU/8 + VPU/8 = 01-16

Digital Pad Class No. 1-8

default: 6

Notes:

The default "6" setting in this address (Pad Class 6) is optimal in most systems for hearing messages.

Related Programming:

FF1 8: Digital Pad Settings (see "Section 400-Programmming" manual)

Service Range Assignment

`01-0000 :0`
`PTN1 VM S-CAB`

(all CPCs) - Version 2.0 or higher

Assign up to 4 ranges of Extension Cards that will get voicemail service.

FF7   0   (BSS)   02   01   (0001-0016)   Hold   (0-6 or 00-12)   Hold

B11: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 05 (in CAB-40)
    or 11 (in CAB-96)

First/Last Free Slot Position
in Range (up to 4 ranges):

0001=Range #1 First CCU
0002=Range #1 First Slot
0003=Range #1 Last CCU
0004=Range #1 Last Slot

0005=Range #2 First CCU
0006=Range #2 First Slot
0007=Range #2 Last CCU
0008=Range #2 Last Slot

0009=Range #3 First CCU
0010=Range #3 First Slot
0011=Range #3 Last CCU
0012=Range #3 Last Slot

0013=Range #4 First CCU
0014=Range #4 First Slot
0015=Range #4 Last CCU
0016=Range #4 Last Slot

CCU 1-6 or Slot 01-12

default: 0/00 [no assignment]

NOTE #1: The total number of extensions defined in Ranges #1 thru #4 must not exceed 248.

NOTE #2: Only Extension Cards (not any other type of card) can be included in the range(s) you specify here.

(e.g., don't enter **0001 Hold 1 Hold 01 Hold 1 Hold 12 Hold** to encompass all free slots in CCU #1, unless they're all Extension Cards)

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Programming

Notes:

To specify only one Extension Card, enter the same CCU/Slot number in the First and Last positions.

After setting this address, you cannot change it unless you re-adjust the **No. of Extension Mailboxes (pg. 2-139)** first.

The defined range cannot include any type of card other than DEC or AEC Extension Cards. For example, if there's a Exchange Line Card installed between Extension Cards, you must define two separate Extension Card ranges in the above address.

For automatic Ext.No. assignment to mailboxes, this address must be performed before **Program 9956: Extension Name/Number Transfer (pg. 4-12)**.

Related Programming:

FF-Key Feature Assignment (Digital Keyphones, SLTs, EM24s) (pg. 2-28)   FF4 0 BSSC 0 (01-32) Hold (Code) Hold
FF-Key Feature Assignment (DSS/72) (pg. 2-28)   FF4 1 BSSC 0 (01-72) Hold (Code) Hold
No. of Extension Mailboxes (pg. 2-139)   FF7 0 (BSS) 03 Hold CONF 9842 Hold (0-248) Hold
Program 9956: Extension Name/Number Transfer (pg. 4-12)

Figure 2-7: Extension Port/Mailbox Bin matchups in "Service Range Assignment"

In this example, a single-cabinet system contains DEC-8 Extension Cards in Free Slots 1, 2, 7, and 8.

When the "Service Range Assignment" address is performed, Extension Ports are "matched" with Mailbox Bins (although additional programming is required to link them together).

FS-1	FS-2	FS-7	FS-8
(1018) - 008	(1028) - 016	(1078) - 024	(1088) - 032
(1017) - 007	(1027) - 015	(1077) - 023	(1087) - 031
(1016) - 006	(1026) - 014	(1076) - 022	(1086) - 030
(1015) - 005	(1025) - 013	(1075) - 021	(1085) - 029
(1014) - 004	(1024) - 012	(1074) - 020	(1084) - 028
(1013) - 003	(1023) - 011	(1073) - 019	(1083) - 027
(1012) - 002	(1022) - 010	(1072) - 018	(1082) - 026
(1011) - 001	(1021) - 009	(1071) - 017	(1081) - 025

Service Range Assignment
FF7 0 B11 02 01 (0001-0016) Hold (0-6 or 00-12) Hold

0001	Range #1	Starting Cabinet:	1
0002		Starting Slot:	01
0003		Ending Cabinet:	1
0004		Ending Slot:	02
0005	Range #2	Starting Cabinet:	1
0006		Starting Slot:	07
0007		Ending Cabinet:	1
0008		Ending Slot:	08

Ext.Port (BSSC)		Mailbox Bin		Mailbox No.
(1011)	=	001	=	(assigned by Ext.No.
(1012)	=	002	=	via Program 9956;
(1013)	=	003	=	or assigned manually
(1014)	=	004	=	via Program 001-254 1)
(1015)	=	005	=	
(1016)	=	006	=	
(1017)	=	007	=	
(1018)	=	008	=	
(1021)	=	009	=	
(1022)	=	010	=	
(1023)	=	011	=	
(1024)	=	012	=	
(1025)	=	013	=	
(1026)	=	014	=	
(1027)	=	015	=	
(1028)	=	016	=	
(1071)	=	017	=	
(1072)	=	018	=	
...				
(1088)	=	032	=	

Ext. Port: (BSSC)	1011	1012	1013	...	--	--	--	--	--	--	--	--	--
Mailbox Bins: (fixed locations in programming memory)	001/601	002/602	003/603	...	100/700	101/701	...	200/800	201/801	...	248/848	249	...	254
Mailbox Nos.:	____	____	____	...	(00-9999) (can be Extension Nos., or any no. matching the digit length of Ext.Nos.)								

FF8: Maintenance

Determine the Extension Nos. of the phones to be programmed for voicemail. Then set the following in Programming Mode:

Extension Names

```
-    :
ABCDEF
```

(all CPCs) - Version 2.0 or higher

Assign names to ICX extensions, for the purpose of copying them to the mailboxes using **Program 9956: Extension Name/Number Transfer (pg. 4-12)**.

(to clear current assignment)

FF8 1 03 Hold 0 Hold Hold (Ext.No.) Hold FL/R (up to 10 char.) Hold

Extension No. 00-99,
000-999, or 0000-9999

Extension Name
(up to 10 characters)

default: [no assignment]

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Programming

To enter Extension Names using a Large Display phone...

After pressing **FF8 1 03 Hold 0 Hold Hold** in the above address, the display will show a list of existing extension numbers and name assignments, in alphabetical order. If you don't already know the extension number, press the PREV or NEXT key to toggle through the list. Then press the soft key next to the extension number whose name you want to change.

After selecting the extension from the alphabetical list, or entering **(Ext.No.) Hold** in the above address, the display will show groups of letters in alphabetical order. Each group has 6 letters or characters in it, representing FF1 through FF6. On the left side, capital letters (ABCDEF; GHIJKL; etc.) are shown. On the right side, lower-case letters (abcdef; ghijkl; etc.) are shown.

Each character you enter for the Extension Name requires two keystrokes:
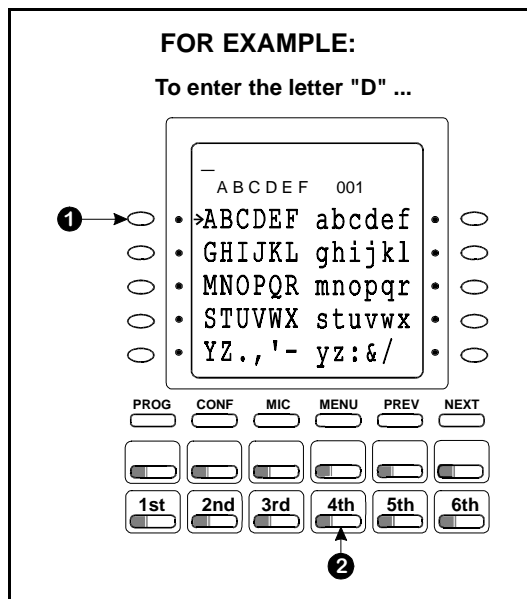
FOR EXAMPLE:

To enter the letter "D" ...

```
_
 ABCDEF   001
➊→○ • ➤ABCDEF abcdef • ○
   ○ • GHIJKL ghijkl • ○
   ○ • MNOPQR mnopqr • ○
   ○ • STUVWX stuvwx • ○
   ○ • YZ.,'- yz:&/ • ○
```

PROG   CONF   MIC   MENU   PREV   NEXT

1st   2nd   3rd   4th   5th   6th

➋

➊ Press the soft key that represents the group of letters you want to choose from. An arrow will point to the letter group you chose.

➋ On the bottom row of FF-keys underneath the LCD, press the FF-key that is in the same position as the desired letter in the group you chose. The letter will appear on the first line of the display, and the cursor will go to the next character space.

To backspace/erase a character, press the * key. To enter a space, press #. Press Hold when done.

Related Programming:

Program 9956: Extension Name/Number Transfer (pg. 2-12)

Call-Forward ID Codes for Voice Mail

`CF-ID EXT  xxxx`

(all CPCs) - Version 2.0 or higher

(for Auto Attendant) Assign a Voice Mail Call-Forward ID code to each extension.

(clears current data)

FF8   1   05   Hold   Hold   (Ext.No.)   Hold   FL/R   (up to 16 char.)   Hold

Extension No.
(00-99) or
(000-999) or
(0000-9999)

Call-Forward ID Code for
Voice Mail (up to 16 characters,
including digits 0-9, *, #, and
Pause)

default: [no assignment]

Notes:

For Built-In VM: Enter for the Code: **[VPU Port Hunt Group Pilot No.] * [Ext.No.] #**
(must program this Code for every mailbox, in order for calls to automatically go to the mailbox after
ringing the extension)

See pg. 2-12 for complete programming of Auto Attendant.

Related Programming:

Extension Hunt Group Pilot Number (pg. 2-35)   FF5 1 (01-72) 02 Hold (0-9999) Hold
Auto Attendant (pg. 2-12)

Call-Forward/Busy Destination Extension

`XXXX-CFWD-Busy`

(all CPCs) - Version 2.0 or higher

(for Alt. Service 2) Set each extension to Call Forward/Busy to voicemail.

FF8   1   09   0   Hold   (0-9999)   Hold   (0-9999)   Hold

Extension No.

VPU Port Hunt Group Pilot No.

Notes:

NOTE: This is <u>not</u> Permanent Call Forwarding! It is simply an easier way for the technician to program
all extensions to call-forward/Busy to Voice Mail (for example) from the same phone, instead of setting
it on each phone using the Feature Code (72 by default). When Call-Forward/Busy is changed or
cancelled on the phone (either by re-dialling the Feature Code or by entering User Maintenance
programming), the setting in the above address will change also.

See pg. 2-11 for complete programming of Alternate Service 2.

Related Programming:

Incoming Call Alternate Service 2 (pg. 2-11)
Extension Hunt Group Pilot Number (pg. 2-35)   FF5 1 (01-72) 02 Hold (0-9999) Hold

---

Call-Forward/No Answer Destination Extension   `XXXX-> CFWD-NoANS`

(all CPCs) - Version 2.0 or higher

(for Alt. Service 2) Set each extension to Call Forward/No Answer to voicemail.

FF8 1 09 1 Hold (0-9999) Hold (0-9999) Hold

Extension No.   VPU Port Hunt Group Pilot No.

Notes:

NOTE: This is <u>not</u> Permanent Call Forwarding! It is simply an easier way for the technician to program all extensions to call-forward/No-Answer to voicemail (for example) from the same phone, instead of setting it on each phone using the Feature Code (71 by default). When Call-Forward/No-Answer is changed or cancelled on the phone (either by re-dialling the Feature Code or by entering User Maintenance programming), the setting in the above address will change also.

See pg. 2-11 for complete programming of Alternate Service 2.

Related Programming:

Incoming Call Alternate Service 2 (pg. 2-11)
Extension Hunt Group Pilot Number (pg. 2-35)   FF5 1 (01-72) 02 Hold (0-9999) Hold

Unit-Level Programming

Before Entering Unit-Level Programming

Precautions

1. Program modification is disabled in some areas.

   For Example: *Deleting the mailbox number of a Message Mailbox that is
   currently storing messages.*

2. For the first installation, perform initialisation procedures for the HDD and the
   VM Unit before proceeding (see *Chapter 1).*

3. If no setting is made for two minutes, setting mode is routed to time-out control
   and released.

4. Program No. 9841: No. of Mailboxes/Maximum Messages (pg. 2-137) can be
   changed only in the OFF-LINE mode.

Key Functions During Unit-Level Programming

Figure 2-8: Using phone keys for data input during Programming Mode

(Large Display phone)

**KEY FUNCTIONS IN
PROGRAMMING MODE:**

CONF: Clears the setting from the
displayed address.

MENU: (at data entry) Returns to
address no. prompt: ("NO.:____").
(at menu level) Backs out to previous
menu level.

1-9, *, 0, and #: Keys for data input
(entering the setting).

BLK_UP/DOWN (soft keys): Saves
current data input, and proceeds to
next/previous mailbox number within
the same address.

FL/R: Goes backward through
4-digit address nos.

REDIAL: Returns data to original
setting, if HOLD has not yet been
pressed. (or) Clears INPUT ERROR
or DIGIT NO. ERROR message and
returns to the same data entry.

MEMORY: Backs up to previous
address number within the same
menu level.

ON/OFF: Exits Programming Mode.

HOLD: (at data entry) Saves data
input for current address, and
proceeds to next address no.
(at menu level) Goes forward through
4-digit address nos.

Figure 2-9: Using phone keys for name assignments during Programming Mode

12-key Large Display and Small Display phones in Programming Mode
(sample program "All Mailboxes: Naming" -- FF7 0 BSS 03 Hold CONF (001-254) 2 Hold (Name) Hold)
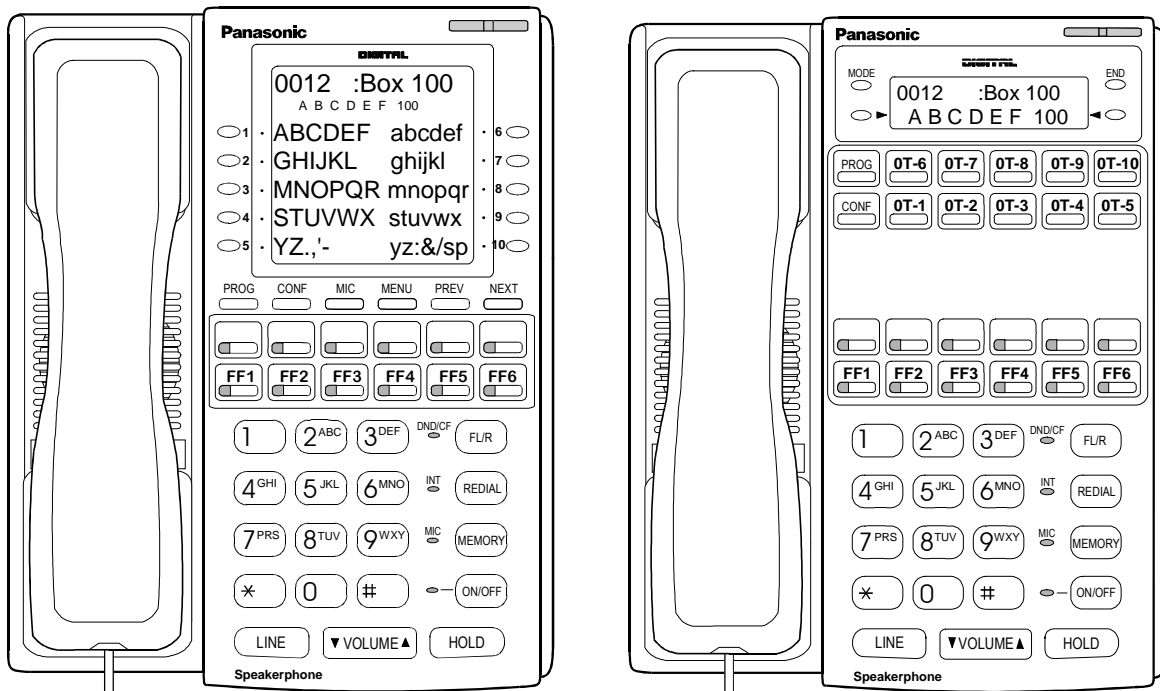
KEY FUNCTIONS IN PROGRAMMING MODE (AT NAME INPUT LEVEL):

CONF: Erases current name.

PROG: Backs out to previous menu level without changing the name.

▼VOLUME▲: Changes letter menu.

ENTERING THE NAME:

Soft Keys 1-10 on the Large Display phone: Selects a group of letters.

One-Touch (OT) Keys 1-10 on the Small Display phone: Selects a group of letters.

FF1 - FF6 on both phones: Selects a letter within the selected group.

1-9 and 0: Enters a number within the name.

#: Enters a space between characters.

*: Backspaces over (erases) a character.

Punching-In Program Addresses

Standard Operation

1. On a display telephone, enter Programming Mode by pressing:
    PROG ** 9999

    Display will read:

    > **PROGRAM V1.00**

2. Press: **FF7 0 (BSS) 03 Hold CONF**
    (**B**=CCU 1-6   **SS**=Free Slot 05 (in CAB-40) or 11 (in CAB-96)

    Display will read:

    > **NO.:_____**
    > *** MAIN MENU ***

3. To call up Program 9824, press: **9824 Hold**

    Display will read:

    > **9824: 1**
    > **BT FREQUENCY**

4. Change the setting if desired by pressing **0**, **2**, or **3**. Save the new setting by
    pressing **Hold**.

    Display will read: (if 2 was pressed)

    > **9824: 2**
    > **BT FREQUENCY**

5. Save the new setting by pressing **Hold**. The next program will be displayed.

    Display will read:

    > **9826: 0**
    > **SILENT COMPRESS**

Special Operation

1. Passwords

By default, passwords are not set (there is nothing displayed for the password).

Display will read:

> **0014:**
>   PASSWORD 100

Even when a password has been set, it will not display (asterisks will display instead).

Display will read:

> **0014: ******
>   PASSWORD 100

To display the assigned password, press the **PREV** key, then the ▼**VOLUME** key.

Display will read:

> **0014: 1234**
>   PASSWORD 100

Addresses In Which Passwords Are Set:

All Mailboxes: Password (pg. 2-63)
FF7 0 (BSS) 03 Hold CONF (001-254) 4 Hold (Password) Hold

General Mailbox: Password (pg. 2-69)
FF7 0 (BSS) 03 Hold CONF 2604 Hold (up to 8 digits) Hold
FF7 0 (BSS) 03 Hold CONF 2614 Hold (up to 8 digits) Hold

Alt. Service 1: Greeting Recording Passwords (pg. 2-110)
FF7 0 (B11) 03 Hold CONF (9310-9319) Hold (up to 8 digits) Hold

Auto Attendant: Greeting Recording Passwords (pg. 2-111)
FF7 0 (BSS) 03 Hold CONF (9320, 9341-9345) Hold (up to 8 digits) Hold

Auto Attendant: Password For Voicemail (pg. 2-130)
FF7 0 (BSS) 03 Hold CONF 9621 Hold (Password) Hold

To Enable/Disable the Voice Prompt for Password Request:

Guidance: Password Request at Msg. Retrieve (pg. 2-92)
FF7 0 (BSS) 03 Hold CONF 9107 Hold (0 or 1) Hold   **default: 0 (Disabled - password not requested)**

2. Naming Mailboxes or Groups

Enter names the same way you would in ICX programming for extensions or speed-dial codes. Key functions are illustrated in *Figure 2-9: Using phone keys for name assignments during Programming Mode* on pg. 2-47. An example (using a Large-Display phone) is shown below.

To enter Names in an address using a Large-Display phone...

After punching-in the address, the display will show the current name assignment (if any). Press CONF to clear it before assigning a new name.

Large-Display phones will display groups of letters in alphabetical order, from which you can select to enter the Name.

Each group has 6 letters or characters in it, corresponding to FF1 through FF6. On the left side, capital letters (ABCDEF; GHIJKL; etc.) are shown. On the right side, lower-case letters (abcdef; ghijkl; etc.) are shown.

Each character in the Name requires two keystrokes:

❶ Press the soft key that represents the group of letters you want to choose from. An arrow will point to the letter group you chose.

❷ On the bottom row of FF-keys underneath the LCD, press the FF-key that is in the same position as the desired letter in the group you chose. The letter will appear on the first line of the display, and the cursor will go to the next character space.

To backspace/erase a character, press the * key. To enter a space, press the # key. Press Hold when finished.

Addresses In Which Names Are Assigned:

Extension Names (pg. 2-43)
FF8 1 03 Hold 0 Hold Hold (Ext.No.) Hold FL/R (up to 10 char.) Hold
All Mailboxes: Name Assignment (pg. 2-61)
FF7 0 (BSS) 03 Hold CONF (001-254) 2 Hold CONF (10 char.) Hold
Mailbox Group Name (pg. 2-127)
FF7 0 (BSS) 03 Hold CONF (9501-9508) Hold (Name) Hold

FOR EXAMPLE:

To enter the letter "D" ...

```
 _
  ABCDEF  001
❶ ──▶◯ • ▸ABCDEF abcdef • ◯
    ◯ • GHIJKL ghijkl • ◯
    ◯ • MNOPQR mnopqr • ◯
    ◯ • STUVWX stuvwx • ◯
    ◯ • YZ.,'- yz:&/ • ◯
```

PROG CONF MIC MENU PREV NEXT

1st 2nd 3rd 4th 5th 6th
                  ❷
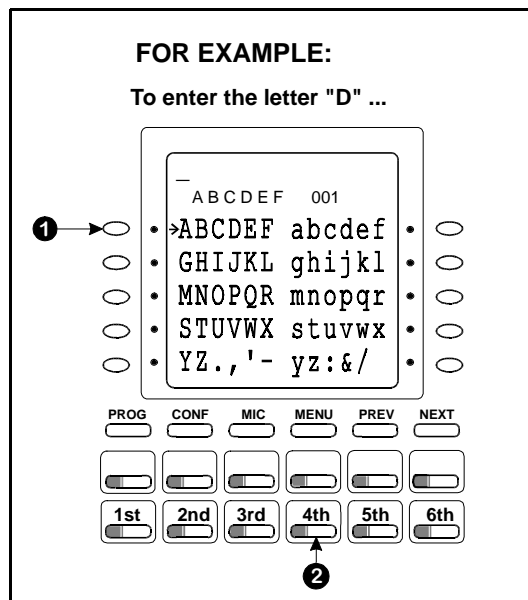
3. Dial Pad Digit Keys for Toggling Between Settings

For example, in **Originating Groups and VPU Port Usage - FF7 0 (BSS) 03 Hold CONF (9211-9234) Hold (1-8) Hold (1-8) Hold (pg. 2-107),** each Originating Group (into which mailboxes are divided, into up to 8 groups) has a setting for allowing/restricting the following Outside Notification features on each VPU port:

❒ Message-Waiting LED (the VPU port is briefly used for activating the LED on an extension when a mailbox receives a voicemail message)
❒ Pager Calls
❒ Outside Phone-Number Calls

The purpose of this address is to prevent VPU ports from being tied up because of Outside Notification attempts; to "free them up" for incoming calls (and messages).

When you punch-in FF7 0 (BSS) 03 Hold CONF 9211 Hold:

Display will read:
> **9211:oooo oooo**
>   **MSG. WAIT**

<u>*Program 9211*</u> applies to *Message-Waiting LEDs* for messages left in mailboxes belonging to *Originating Group #1.* Program 9211 has two display screens, one for every 8 VPU ports. The **oooo oooo** in the display represents default "on" (enabled) settings for VPU Ports *#1 through #8.* To change any of the settings to an **x** (for "off"/disabled), press keys "1" through "8" on the dial pad. These keys toggle between the "on" and "off" settings.

● Press "1" to change the first **o** to an **x**. This disables VPU Port *#1* from being used for activating an extension's Message-Waiting LED from mailboxes in Orig.Group #1.
● Press "2" to change the second **o** to an **x**. This disables VPU Port *#2* from being used for activating an extension's Message-Waiting LED from mailboxes in Orig.Group #1.
● In the same manner, change the settings for VPU Ports *#3 through #8* by dialling "3" through "8."

When the display is set to your satisfaction for VPU Ports #1 through #8, press **Hold**.

Display will read:
> **9211:xxxx xxxx**
>   **MSG. WAIT**

Now the **xxxx xxxx** in the display represents VPU Ports *#9 thru #16,* set by default to "off" (disabled) for Originating Group #1 Message-Waiting LED. To change any of the displayed settings, press keys "1" through "8" on the dial pad.

● Press "1" to change the first **x** to an **o**. This enables VPU Port *#9* for activating an extension's Message-Waiting LED from mailboxes in Orig.Group #1.
● Press "2" to change the second **x** to an **o**. This enables VPU Port *#10* for activating an extension's Message-Waiting LED from mailboxes in Orig.Group #1.
● In the same manner, change the settings for VPU Ports *#11 through #16* by dialling "3" through "8."

When the display is set to your satisfaction for VPU Ports #9 through #16, press **Hold**.

Display will read:

> **9212:xxxx xxxx**
>   **PAGER**

__Program 9212:__ Now the display represents *Pager Calls* sent out on VPU Ports *#1 through #8* (set by default to "off/disabled") from Originating Group #1 mailboxes. To change any of these displayed settings, press keys "1" through "8" on the dial pad.

When the display is set to your satisfaction for VPU Ports #1 through #8, press **Hold**.

Display will read:

> **9212:xxxx xxxx**
>   **PAGER**

Now the display represents Pager Calls sent out on VPU Ports *#9 through #16* (set by default to "off/disabled") from Originating Group #1 mailboxes. To change any of these displayed settings, press keys "1" through "8" on the dial pad.

When the display is set to your satisfaction for VPU Ports #9 through #16, press **Hold**.

Display will read:

> **9213:xxxx xxxx**
>   **OUTSIDE TEL**

__Program 9213:__ Now the display represents *Outside Phone Calls* sent out on VPU Ports *#1 through #8* (set by default to "off/disabled") from Originating Group #1 mailboxes. To change any of these displayed settings, press keys "1" through "8" on the dial pad.

When the display is set to your satisfaction for VPU Ports #1 through #8, press **Hold**.

Display will read:

> **9213:xxxx xxxx**
>   **OUTSIDE TEL**

Now the display represents Outside Phone Calls sent out on VPU Ports *#9 through #16* (set by default to "off/disabled") from Originating Group #1 mailboxes. To change any of these displayed settings, press keys "1" through "8" on the dial pad.

When the display is set to your satisfaction for VPU Ports #9 through #16, press **Hold**.

Display will read:

> **9214:xxxx xxxx**
>   **MSG. WAIT**

__Program 9214:__ Now the display represents *Message-Waiting LED* activation sent to extensions via VPU Ports *#1 through #8* (set by default to "off") from *Originating Group #2* mailboxes. To change any of these displayed settings, press keys "1" through "8" on the dial pad.

Repeat the above instructions for *Programs 9214-9234* as follows:

Program 9214	Originating Group #2	Message-Waiting LED	for VPU Ports 1-8 and 9-16
Program 9215		Pager Calls	for VPU Ports 1-8 and 9-16
Program 9216		Outside Phone Calls	for VPU Ports 1-8 and 9-16
Program 9217	Originating Group #3	Message-Waiting LED	for VPU Ports 1-8 and 9-16
Program 9218		Pager Calls	for VPU Ports 1-8 and 9-16
Program 9219		Outside Phone Calls	for VPU Ports 1-8 and 9-16
Program 9220	Originating Group #4	Message-Waiting LED	for VPU Ports 1-8 and 9-16
Program 9221		Pager Calls	for VPU Ports 1-8 and 9-16
Program 9222		Outside Phone Calls	for VPU Ports 1-8 and 9-16
Program 9223	Originating Group #5	Message-Waiting LED	for VPU Ports 1-8 and 9-16
Program 9224		Pager Calls	for VPU Ports 1-8 and 9-16
Program 9225		Outside Phone Calls	for VPU Ports 1-8 and 9-16
Program 9226	Originating Group #6	Message-Waiting LED	for VPU Ports 1-8 and 9-16
Program 9227		Pager Calls	for VPU Ports 1-8 and 9-16
Program 9228		Outside Phone Calls	for VPU Ports 1-8 and 9-16
Program 9229	Originating Group #7	Message-Waiting LED	for VPU Ports 1-8 and 9-16
Program 9230		Pager Calls	for VPU Ports 1-8 and 9-16
Program 9231		Outside Phone Calls	for VPU Ports 1-8 and 9-16
Program 9232	Originating Group #8	Message-Waiting LED	for VPU Ports 1-8 and 9-16
Program 9233		Pager Calls	for VPU Ports 1-8 and 9-16
Program 9234		Outside Phone Calls	for VPU Ports 1-8 and 9-16

Addresses In Which Dial Pad Keys Are Toggle Keys:

Ext. Mailbox: Auto-Recording Start (pg. 2-78)
FF7 0 (BSS) 03 Hold CONF (601-848) 2 Hold (1-6) Hold
Originating Groups and VPU Port Usage (pg. 2-107)
FF7 0 (BSS) 03 Hold CONF (9211-9234) Hold (1-8) Hold (1-8) Hold

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4. *Addresses that Contain Multiple Data Entries*

Some programs require multiple data entries after you punch-in the address and press **Hold.** The entries are separated with **Hold** depressed after each entry.

Instructions are included with the applicable Program Addresses in the "Unit-Level Program Settings" section starting on pg. 2-57.

Addresses That Require Multiple Data Entries:

Broadcast Codes (pg. 2-73)
FF7 0 (BSS) 03 Hold CONF (3001-3030) Hold (Code) Hold (Box1) Hold (Box 2) Hold ... (Box 50) Hold
Assign up to 50 mailboxes to each Broadcast Code.

Alt. Service 1: Acceptance Mailboxes (pg. 2-112)
FF7 0 (BSS) 03 Hold CONF 9321 Hold (0-4) Hold ...
Assign multiple mailboxes to each hour, exchange-line range, or day of the week for accepting voicemail messages during Alternate Service 1.

Automatic 2-Way Call Recording: Acceptance Mailboxes (pg. 2-119)
FF7 0 (BSS) 03 Hold CONF 9407 Hold (0-5) Hold ...
Assign multiple mailboxes to each hour, exchange-line range, or day of the week for accepting Automatic 2-Way Call Recordings.

2-Way Call Recording: Public Exchange Lines (pg. 2-121)
FF7 0 (BSS) 03 Hold CONF (9411-9418) Hold (001-576) Hold (001-576) Hold
Define up to 8 exchange-line ranges by assigning a beginning (001-576) and ending (001-576) exchange-line number for each range (9411-9418).

Automatic 2-Way Call Recording: Public Exchange Lines (pg. 2-122)
FF7 0 (BSS) 03 Hold CONF (9421-9428) Hold (001-576) Hold (001-576) Hold
Define up to 8 exchange-line ranges by assigning a beginning (001-576) and ending (001-576) exchange-line number for each range (9421-9428).

2-Way Call Recording: Private Lines (pg. 2-123)
FF7 0 (BSS) 03 Hold CONF (9431-9438) Hold (001-576) Hold (001-576) Hold
Define up to 8 exchange-line ranges by assigning a beginning (001-576) and ending (001-576) exchange-line number for each range (9431-9438).

Automatic 2-Way Call Recording: Private Lines (pg. 2-124)
FF7 0 (BSS) 03 Hold CONF (9441-9448) Hold (001-576) Hold (001-576) Hold
Define up to 8 exchange-line ranges by assigning a beginning (001-576) and ending (001-576) exchange-line number for each range (9441-9448).

2-Way Call Recording: Extensions (pg. 2-125)
FF7 0 (BSS) 03 Hold CONF (9451-9458) Hold (Ext.) Hold (Ext.) Hold
Define up to 8 exchange-line ranges by assigning a beginning (001-576) and ending (001-576) exchange-line number for each range (9451-9458).

Automatic 2-Way Call Recording: Extensions (pg. 2-126)
FF7 0 (BSS) 03 Hold CONF (9461-9468) Hold (Ext.) Hold (Ext.) Hold
Define up to 8 exchange-line ranges by assigning a beginning (001-576) and ending (001-576) exchange-line number for each range (9461-9468).

Auto Attendant: Public Exchange Lines (pg. 2-129)
FF7 0 (BSS) 03 Hold CONF (9601-9608) Hold (001-576) Hold (001-576) Hold
Define up to 8 exchange-line ranges by assigning a beginning (001-576) and ending (001-576) exchange-line number for each range (9601-9608).

Auto Attendant: Private Lines (pg. 2-130)
FF7 0 (BSS) 03 Hold CONF (9611-9618) Hold (001-576) Hold (001-576) Hold
Define up to 8 exchange-line ranges by assigning a beginning (001-576) and ending (001-576) exchange-line number for each range (9611-9618).

No. of Mailboxes/Maximum Messages (pg. 2-137)
FF7 0 (BSS) 03 Hold CONF 9841 Hold ... ... (1-254) Hold (1-249) Hold (0-253) Hold (0-249) Hold
Define up to 2 Mailbox Groups, each with its own mailbox count and maximum number of messages.

5. Toggling Through Mailboxes Within the Same Address using SHIFT

When you press **Hold** after entering an address setting in Programming Mode, the software either proceeds to the next address or (if you're at the end of a menu level) stops. This can be cumbersome if the address contains individual settings for mailboxes and you want to set that same address for all mailboxes.

Alternatively, the **SHIFT** soft-key lets you stay in the same address, toggling through (and setting) all mailboxes within that address.

Soft-keys are the little buttons surrounding the LCD on display phones. On a Large-Display phone, **SHIFT** is the 3rd soft-key on the left. On a Small-Display phone, it is the lowest soft-key on the left. To activate the toggle feature during programming, press **SHIFT** immediately after pressing **CONF** in addresses that contain mailbox numbers.

For Example:

1. On a display telephone, enter Programming Mode by pressing:

   PROG ** 9999

   Display will read:

   ```
   PROGRAM V1.00
   ```

2. Press: **FF7 0 (BSS) 03 Hold CONF**
   (**B**=CCU 1-6 **SS**=Free Slot 05 (in CAB-40) or 11 (in CAB-96)

   Display will read: (Large Display LCD shown; although the Small Display LCD will not label the SHIFT key, it is still the lowest key on the left)

   ```
   NO.:_____
      * MAIN MENU *


   SHIFT
   ```
   ... then press **SHIFT**:

   (SHIFT is the 3rd soft key on the left)

   ```
   NO.:_____
    SHIFT
   ```

3. Punch-in the address as usual. For example, to make the 2-Way Call Recording feature available on all Extension Mailboxes in Program (601-848) 1 (pg. 2-77), press: **6011 Hold**

   Display will read:

   ```
   6011: 0
      CONVS-REC.SVC. -100
   ```

4. Press "1" on the dial pad to enable 2-Way Call Recording for Mailbox #100 (Bin No. 601).

   Display will read:

   ```
   6011: 1
      CONVS-REC.SVC. -100
   ```

5. Press **Hold** to save the new setting. The software will proceed to Mailbox #101 (Bin No. 602).

    Display will read:

    > **6021: 0**
    >   **CONVS-REC.SVC. -101**

6. Again, press "1" to enable 2-Way Call Recording for Mailbox #101, and press **Hold** to save the new setting. The software will proceed to Mailbox #102 (Bin No. 603).

    Display will read:

    > **6031: 0**
    >   **CONVS-REC.SVC. -102**

7. Repeat for all mailboxes.

8. The software will stop when it comes to the last mailbox in this address. Press **AUTO, MENU,** or **MUTE** to back out of the address. This will end the **SHIFT** toggle mode.

NOTE: Addresses where you can use the SHIFT soft-key will be marked with this symbol: **SHIFT** *in the following* **Unit-Level Program Settings***.*

Unit-Level Program Settings

Perform application-specific programming for Built-In Voice Mail. These Unit-level programs all fall under **FF7 0 (BSS) 03 Hold CONF (Program No.),** and on the following pages are explained in Program No. order as follows: *(see pg. 2-8 for step-by-step instructions on how to program various features)*

Table 2-15. Unit-Level programs   (FF7 0 BSS 03 Hold CONF...)

Address Group Title	Page
All Mailboxes (001-254) (1 thru 9)	*2-58*
General Mailboxes #966 and #900 (2603-2609; 2613-2619)	*2-68*
Broadcast Codes (3001-3030)	*2-73*
Extension Mailboxes (601-848) (0-9)	*2-74*
Message Lengths (9001-9004)	*2-85*
Guidance (9101-9107)	*2-88*
Outside Notification: Allow/Restrict Settings (9108-9111)	*2-93*
Rewind/Fast-Forward (9121)	*2-96*
Service After an Incoming Call (9122)	*2-97*
Message Copying (9141-9142)	*2-98*
Intercom Calling Service (9150-9162)	*2-99*
Mailbox Group Display (9171)	*2-102*
Outside Notification: Signalling Parameters (9203-9206)	*2-103*
Outside Notification: VPU Port Usage (9211-9234)	*2-106*
Call Answering and 2-Way Call Recording (9300-9468)	*2-109*
Mailbox Group Names (9501-9508)	*2-127*
Auto Attendant (9601-9627)	*2-128*
Tones/Signalling (9824-9839)	*2-134*
Mailbox Numbering by Extension Numbers (9841-9844)	*2-137*

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Built-In VM: Detail Settings

B11-03   :
VM Detail Set

(all CPCs) - Version 2.0 or higher

This is the gateway for entering detailled settings for Built-In Voice Mail with 2-Way Call Recording.

FF7   0   (BSS)   03   Hold   CONF...

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

All Mailboxes (001-254) (1 thru 9)

Set up Mailbox Bins 001 thru 254 in programming. These programs define the operation of the mailboxes; each individual mailbox has its own set of operating parameters.

> **NOTE:**   *Up to 248 mailboxes can be designated for private use by individual Extensions. Any leftover mailboxes in the 254 maximum can be individually programmed as General Mailboxes intended for group use, or as additional Extension Mailboxes (if the 248 maximum hasn't been reached). In any case, however, the last 6 mailboxes (Bins 249-254) cannot receive Extension No. downloads using* **Program 9956** *(see pg. 4-12).*

<table>
<tr><td colspan="2">FF7 0 (BSS) 03 Hold CONF ...</td></tr>
<tr><td>... (001-254) 1 Hold (01-98/998/9998) Hold</td><td>All Mailboxes: Number Assignment</td></tr>
<tr><td>... (001-254) 2 Hold (up to 10 char.) Hold</td><td>All Mailboxes: Name Assignment</td></tr>
<tr><td>... (001-254) 3 Hold (1-30) Hold</td><td>All Mailboxes: Maximum Messages</td></tr>
<tr><td>... (001-254) 4 Hold (up to 8 char.) Hold</td><td>All Mailboxes: Password</td></tr>
<tr><td>... (001-254) 5 Hold (Ext.No.) Hold</td><td>All Mailboxes: Message-Waiting LED</td></tr>
<tr><td>... (001-254) 6 Hold (0-2) Hold (max. 16 digits) Hold</td><td>All Mailboxes: Outside Notification Phone No.</td></tr>
<tr><td>... (001-254) 7 Hold (0 or 1) Hold</td><td>All Mailboxes: FIFO for Full Mailbox</td></tr>
<tr><td>... (001-254) 9 Hold (1-8) Hold</td><td>All Mailboxes: Originating Group</td></tr>
</table>

> **Tip:** *Use Program 9956 (pg. 4-12) instead of this address to automatically copy Extension Numbers and Names from the phone system to the mailboxes.*

All Mailboxes: Number Assignment

0011:100
BOX NUMBER 100

(all CPCs) - Version 2.0 or higher

Set mailbox numbers individually, if required. (Extension-numbered mailboxes generated by Program 9956 do not require this individual assignment.)

SHIFT

(to clear current assignment)

FF7 0 (BSS) 03 Hold CONF (001-254) 1 Hold CONF (Box No.) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
 05 for CAB-40

Mailbox Bin No.
(001-254)

Mailbox No. Assignment:
for 2-digit numbering: 01-98
for 3-digit numbering: 001-998
for 4-digit numbering: 0001-9998

default: (none)

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Notes:

❐ Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

❐ The software will not allow you to assign a Mailbox No. that already belongs to another mailbox.

❐ The software will not allow you to change or delete a Mailbox No. if the mailbox has a message or a user-recorded greeting. Both must be deleted first.

❐ This Mailbox No. (not the Bin No.) is what must be dialled to access the mailbox.

❐ "Mailbox Bins" are fixed locations in programming memory reserved for each mailbox. They are always there (can't be deleted), and their Bin Nos. can't be changed. But their properties (such as the Mailbox No. and other settings) can be changed in these program addresses. See illustration, next page.

❐ At initialisation, the Mailbox Bins are created and assigned default Mailbox Nos. See table, next page.

❐ To automatically download Extension Nos. and Names to mailbox bins, use **Program 9956: Extension Name/Number Transfer (pg. 4-12)** instead of the above address. Program 9956 will automatically enter the Extension Nos. in the above address.

❐ To complete the link between Extensions and their Mailboxes, use **Ext. Mailbox: Auto-Destination Mailbox (pg. 2-82).**

Related Programming:

Program 9956: Extension Name/Number Transfer (pg. 4-12)
Ext. Mailbox: Auto-Destination Mailbox (pg. 2-82)   FF7 0 (BSS) 03 Hold CONF (601-848) 7 Hold (Box No.) Hold

Figure 2-10: Mailbox Bins, Ext. Ports (BSSC) and Mailbox Nos.

In this example, a single-cabinet system contains DEC-8 Extension Cards in Free Slots 1, 2, 7, and 8.

When the "Service Range Assignment" address is performed, Extension Ports are "matched" with Mailbox Bins (although additional programming is required to link them together).

FS-1	FS-2	FS-7	FS-8
(1018) - 008	(1028) - 016	(1078) - 024	(1088) - 032
(1017) - 007	(1027) - 015	(1077) - 023	(1087) - 031
(1016) - 006	(1026) - 014	(1076) - 022	(1086) - 030
(1015) - 005	(1025) - 013	(1075) - 021	(1085) - 029
(1014) - 004	(1024) - 012	(1074) - 020	(1084) - 028
(1013) - 003	(1023) - 011	(1073) - 019	(1083) - 027
(1012) - 002	(1022) - 010	(1072) - 018	(1082) - 026
(1011) - 001	(1021) - 009	(1071) - 017	(1081) - 025

Ext.Port (BSSC)		Mailbox Bin		Mailbox No.
(1011)	=	001	=	(assigned by Ext.No.
(1012)	=	002	=	via Program 9956;
(1013)	=	003	=	or assigned manually
(1014)	=	004	=	via Program 001-254 1)
(1015)	=	005	=	
(1016)	=	006	=	
(1017)	=	007	=	
(1018)	=	008	=	
(1021)	=	009	=	
(1022)	=	010	=	
(1023)	=	011	=	
(1024)	=	012	=	
(1025)	=	013	=	
(1026)	=	014	=	
(1027)	=	015	=	
(1028)	=	016	=	
(1071)	=	017	=	
(1072)	=	018	=	
...				
(1088)	=	032	=	

Service Range Assignment
FF7 0 B11 02 01 (0001-0016) Hold (0-6 or 00-12) Hold

0001	Range #1	Starting Cabinet:	1
0002		Starting Slot:	01
0003		Ending Cabinet:	1
0004		Ending Slot:	02
0005	Range #2	Starting Cabinet:	1
0006		Starting Slot:	07
0007		Ending Cabinet:	1
0008		Ending Slot:	08

Ext. Port: (BSSC)	1011	1012	1013	...	--	--	--	--	--	--	--	--	--	--
	↓	↓	↓		↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
Mailbox Bins: (fixed locations in programming memory)	001/ 601	002/ 602	003/ 603	...	100/ 700	101/ 701	...	200/ 800	201/ 801	...	248/ 848	249	...	254
	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑
Mailbox Nos.:	____	____	____	...	(00-9999) (can be Extension Nos., or any no. matching the digit length of Ext.Nos.)									
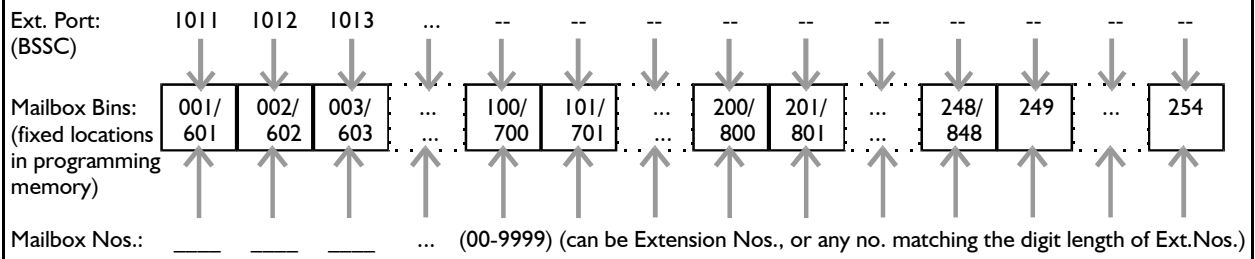
Table 2-16. Mailbox Bins (001-254) and (601-848)

"All Mailbox" Bins (001-248) and equivalent "Extension Mailbox" Bins (601-848), plus remaining "All Mailbox" Bins (249-254)

001/601	026/626	051/651	076/676	101/701	126/726	151/751	176/776	201/801	226/826
002/602	027/627	052/652	077/677	102/702	127/727	152/752	177/777	202/802	227/827
003/603	028/628	053/653	078/678	103/703	128/728	153/753	178/778	203/803	228/828
004/604	029/629	054/654	079/679	104/704	129/729	154/754	179/779	204/804	229/829
005/605	030/630	055/655	080/680	105/705	130/730	155/755	180/780	205/805	230/830
006/606	031/631	056/656	081/681	106/706	131/731	156/756	181/781	206/806	231/831
007/607	032/632	057/657	082/682	107/707	132/732	157/757	182/782	207/807	232/832
008/608	033/633	058/658	083/683	108/708	133/733	158/758	183/783	208/808	233/833
009/609	034/634	059/659	084/684	109/709	134/734	159/759	184/784	209/809	234/834
010/610	035/635	060/660	085/685	110/710	135/735	160/760	185/785	210/810	235/835
011/611	036/636	061/661	086/686	111/711	136/736	161/761	186/786	211/811	236/836
012/612	037/637	062/662	087/887	112/712	137/737	162/762	187/787	212/812	237/837
013/613	038/638	063/663	088/688	113/713	138/738	163/763	188/788	213/813	238/838
014/614	039/639	064/664	089/689	114/714	139/739	164/764	189/789	214/814	239/839
015/615	040/640	065/665	090/690	115/715	140/740	165/765	190/790	215/815	240/840
016/616	041/641	066/666	091/691	116/716	141/741	166/766	191/791	216/816	241/841
017/617	042/642	067/667	092/692	117/717	142/742	167/767	192/792	217/817	242/842
018/618	043/643	068/668	093/693	118/718	143/743	168/768	193/793	218/818	243/843
019/619	044/644	069/669	094/694	119/719	144/744	169/769	194/794	219/819	244/844
020/620	045/645	070/670	095/695	120/720	145/745	170/770	195/795	220/820	245/845
021/621	046/646	071/671	096/696	121/721	146/746	171/771	196/796	221/821	246/846
022/622	047/647	072/672	097/697	122/722	147/747	172/772	197/797	222/822	247/847
023/623	048/648	073/673	098/698	123/723	148/748	173/773	198/798	223/823	248/848
024/624	049/649	074/674	099/699	124/724	149/749	174/774	199/799	224/824	249
025/625	050/650	075/675	100/700	125/725	150/750	175/775	200/800	225/825	250
									251
									252
									253
									254

All Mailboxes: Name Assignment

`0012:Box 100`
`A B C D E F 100`

(all CPCs) - Version 2.0 or higher

Assign a name of up to 10 characters to each Mailbox. (If Program 9956 is run,
the Extension Name will be automatically entered in this address.)

SHIFT

(to clear current assignment)

FF7 0 (BSS) 03 Hold CONF (001-254) 2 Hold CONF (10 char.) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Mailbox Bin No.
(001-254)

Mailbox Name
(up to 10 characters)
default: [Mailbox No.]

Notes:

❒ Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

❒ On a Large-Display phone, entering this address will display the character input screen. Use the soft keys to enter the characters of the name. Character input method is the same as that of registering names in the phone system, except for using the CONF key to erase the previous name. See pg. 2-50 for instructions on entering names.

Related Programming:

Extension Names (pg. 2-43)   FF8 1 03 Hold 0 Hold Hold (Ext.No.) Hold FL/R (up to 10 char.) Hold

Program 9956: Extension Name/Number Transfer (pg. 4-12)

All Mailboxes: Maximum Messages

**0013:30
MSG. AMOUNT 100**

(all CPCs) - Version 2.0 or higher

Set the maximum number of messages that a mailbox can contain at one time.

FF7 0 (BSS) 03 Hold CONF [SHIFT] (001-254) 3 Hold (1-30) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Mailbox Bin No.
(001-254)

Maximum No. of Messages
default: 30

NOTE: Do not set this program if you are satisfied with **Mailboxes/Maximum Messages (Program 9841).**

Notes:

❒ Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

❒ After increasing the number of mailboxes or maximum length of a message (Program No. 9841), the maximum number of messages will be limited according to total recording time.

❒ Erase unnecessary messages before reducing messages during system operation.

Related Programming:

No. of Mailboxes/Maximum Messages (pg. 2-137)   FF7 0 (BSS) 03 Hold CONF 9841 Hold ...

All Mailboxes: Password

<div style="border:1px solid magenta">0014:
PASSWORD 100</div>

(all CPCs) - Version 2.0 or higher

If required, set a password for each mailbox to prevent access by others.

SHIFT

FF7 0 (BSS) 03 Hold CONF (001-254) 4 Hold (Password) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Mailbox Bin No.
(001-254)

Mailbox Password
(up to 8 digits)

default: no assignment

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Programming

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

When a password is set, ******** is displayed.

❒   On a Large-Display phone, press the PREV key to display the password.

❒   On a Small-Display phone, press FF6 key to display the password.

To clear password, press the **CONF** key while the password is displayed, then press **HOLD**.

For users who access their mailbox via a preprogrammed FF-key, you can enable/disable the voice prompt for a password in **Guidance: Password Request at Msg. Retrieve (pg. 2-92)**.

Related Programming:

Guidance: Password Request at Msg. Retrieve (pg. 2-92)   FF7 0 (BSS) 03 Hold CONF 9107 Hold (0 or 1) Hold

---

All Mailboxes: Message-Waiting LED

(all CPCs) - Version 2.0 or higher

Enter the extension number of the phone that will indicate (via a blinking
Message-Waiting LED) a new message has been received in the mailbox.

FF7 0 (BSS) 03 Hold CONF [SHIFT] (001-254) 5 Hold (Ext.No.) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Mailbox Bin No.
(001-254)

Extension Number
default: [no assignment]

For example, punch-in:
FF7 0 B11 03 Hold CONF SHIFT 0015...
(Ext.No.) Hold   Enter the ext.no. whose Message-Wait LED will blink for msgs. in Mailbox Bin #001.
(Ext.No.) Hold   Enter the ext.no. whose Message-Wait LED will blink for msgs. in Mailbox Bin #002.
(Ext.No.) Hold   Enter the ext.no. whose Message-Wait LED will blink for msgs. in Mailbox Bin #003.
(Ext.No.) Hold   (repeat for all Mailboxes, up to Bin #254)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

Related Programming:

All Mailboxes: Outside Notification Phone No.

(all CPCs) - Version 2.0 or higher

Enter a phone number (if any) to be automatically dialled by voicemail
when a new message is recorded in a mailbox.
If set to "1" (Outside call to subscriber), enter the outside telephone number
of the destination. If set to "2" (Pager call), enter the pager telephone number.

FF7 0 (BSS) 03 Hold CONF (001-254) [SHIFT] 6 Hold (0-2) Hold (Access No.) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Mailbox Bin No.
(001-254)

0: No call (default)
1: Outside telephone call
   to exch.line subscriber
2: Pager call

Exch.Line Access Code
+ Pager or Subscriber
Number (max. 16
digits; see **Notes** below)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

The exchange line access code must be included in the dial string if an outside number or pager number is entered. An internal extension can also be called; just enter the extension number in the **Access No.** field.

A 3-digit SSD code can also be called. To enter an SSD code, press the **AUTO** key, then enter the 3-digit SSD code ("XXX").

When entering a "Pager call" phone number for a display pager, press:

[AUTO] XXX   ✶   [AUTO] YYY

("XXX" represents the first SSD code to reach the pager center. The **✶** is set for answer detection by the pager center and then dialling the next SSD code "YYY.")

☞ *Exception:* When the called subscriber's answer signal cannot be detected due to a PBX built-in system, do not enter the star ✶. Otherwise, the speed dial code for the displayed data will not be dialled.

If "1: Outside telephone call to subscriber" is selected here, the voicemail will call the outside number, wait a preprogrammed period of time, and then play a recording that announces there is a message. The outside party can then retrieve the message. However, if the outside party answers too quickly (on or immediately after the 1st ring), the delay before the message playback is too long and the outside party invariably hangs up. But if the outside party waits until the 4th or 5th ring before answering, message playback will already be in progress. This message playback timing is hardcoded and cannot be changed.

The voicemail will notify the outside party only once for all calls within each time period specified in Outside Notification: Interval (pg. 2-103).

Related Programming:

Outside Notification: Automatic (pg. 2-94)   FF7 0 (BSS) 03 Hold CONF 9109 Hold (0 or 1) Hold

All Mailboxes: Originating Group (pg. 2-67)   FF7 0 (BSS) 03 Hold CONF (001-254) 9 Hold (1-8) Hold

Originating Groups and VPU Port Usage (pg. 2-107)   FF7 0 (BSS) 03 Hold CONF (9211-9234) Hold (1-8) Hold (1-8) Hold

Outside Notification: Interval (pg. 2-103)   FF7 0 (BSS) 03 Hold CONF 9203 Hold (3-40) Hold

Outside Notification: Repeat Attempts (pg. 2-104)   FF7 0 (BSS) 03 Hold CONF 9204 Hold (1-100) Hold

Outside Notification: Display Pager Timer #1 (pg. 2-104)   FF7 0 (BSS) 03 Hold CONF 9205 Hold (0-40) Hold

Outside Notification: Display Pager Timer #2 (pg. 2-105)   FF7 0 (BSS) 03 Hold CONF 9206 Hold (0-40) Hold

All Mailboxes: FIFO for Full Mailbox

**0017:0
MSG. FIFO 100**

(all CPCs) - Version 2.0 or higher

For each mailbox, set whether the Incoming Message FIFO (First In - First Out) feature will apply. With this feature enabled, a full mailbox will begin erasing the oldest messages as new messages are received.

SHIFT

FF7 0 (BSS) 03 Hold CONF (001-254) 7 Hold (0 or 1) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Mailbox Bin No.
(001-254)

**0: Registration disabled;
no new messages accepted.
(default)**

NOTE: Before changing this setting for a mailbox, erase all of its existing messages and block all lines to the mailbox. Otherwise, the setting cannot be changed. (Use Program No. 9905 to block the lines.)

1: Incoming Message FIFO enabled; a new message will erase the oldest message in the mailbox.

For example, punch-in:
FF7 0 B11 03 Hold CONF SHIFT 0017 Hold...
(0 or 1) Hold... (FIFO apply to Mailbox #1 when full? 0=No, 1=Yes)
(0 or 1) Hold... (FIFO apply to Mailbox #2 when full? 0=No, 1=Yes)
(0 or 1) Hold... (FIFO apply to Mailbox #3 when full? 0=No, 1=Yes)
(repeat for all mailboxes, up to #254)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

If "1" is selected (Incoming Message FIFO enabled), the oldest messages will be erased even if they are not yet played back.

Related Programming:

General Mailbox: Maximum Messages (pg. 2-68)   FF7 0 (BSS) 03 Hold CONF 2603 Hold (0-30) Hold
Program 9905: Block the Lines (pg. 4-7)

All Mailboxes: Originating Group

(all CPCs) - Version 2.0 or higher

Assign each mailbox to an Originating Group. This address determines dial-out priority for Outside Notification (Message-Waiting, pager calls, direct calls to the subscriber), as well as for Directory Display.

SHIFT

FF7   0   (BSS)   03   Hold   CONF   (001-254)   9   Hold   (1-8)   Hold

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Programming

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
      05 for CAB-40

Mailbox Bin No.
(001-254)

Originating Group No. (1-8)
default: 1

For example, punch-in:
FF7 0 B11 03 Hold CONF SHIFT 0019 Hold...
(1-8) Hold...   (assign Mailbox #1 to Group No. 1-8)
(1-8) Hold...   (assign Mailbox #2 to Group No. 1-8)
(1-8) Hold...   (assign Mailbox #3 to Group No. 1-8)
(repeat for all Mailboxes, up to #254)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

See "Mailbox Directory" on pg. 2-18, and "Outside Notification" on pg. 2-19, for instructions on setting up these features.

Related Programming:

Originating Groups and VPU Port Usage (pg. 2-107)   FF7 0 (BSS) 03 Hold CONF (9211-9234) Hold (1-8) Hold (1-8) Hold

General Mailboxes #966 and #900 (2603-2609; 2613-2619)

Set parameters for the following General Mailboxes:

❒ **Recording Mailbox #966** for receiving 2-way call recordings made whenever a user has not specified a destination mailbox, or when Automatic 2-Way Call Recording has been activated.

❒ **Backup Mailbox #900** for receiving unanswered calls in Incoming Call Alternate Service 1.

FF7 0 (BSS) 03 Hold CONF ...	
... 2603 Hold (0-30) Hold	**Recording Mailbox #966: Maximum Messages**
... 2604 Hold (up to 8 char.) Hold	**Recording Mailbox #966: Password**
... 2605 Hold (Ext.No.) Hold	**Recording Mailbox #966: Message-Waiting LED**
... 2606 Hold (0-2) Hold (up to 16 dig.) Hold	**Recording Mailbox #966: Outside Notification**
... 2609 Hold (1-8) Hold	**Recording Mailbox #966: Originating Group**
... 2613 Hold (0-30) Hold	**Backup Mailbox #900: Maximum Messages**
... 2614 Hold (up to 8 char.) Hold	**Backup Mailbox #900: Password**
... 2615 Hold (Ext.No.) Hold	**Backup Mailbox #900: Message-Waiting LED**
... 2616 Hold (0-2) Hold (up to 16 dig.) Hold	**Backup Mailbox #900: Outside Notification**
... 2619 Hold (1-8) Hold	**Backup Mailbox #900: Originating Group**

General Mailbox: Maximum Messages

(all CPCs) - Version 2.0 or higher

Set the maximum number of messages that General Mailboxes #966 and #900 can hold.

```
2603:0
MSG. AMOUNT 966

2613:100
MSG. AMOUNT 900
```

FF7   0   (BSS)   03   Hold   CONF   2603   Hold   (0-30)   Hold
FF7   0   (BSS)   03   Hold   CONF   2613   Hold   (1-100) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

2603: Recording Mailbox #966

2613: Backup Mailbox #900

... up to 30 messages
default: 0

... up to 100 messages
default: 100

Notes:

Before reducing the maximum number of messages in this address, erase or copy the extra messages in the mailbox during system operation. Otherwise, you'll lose these messages when you reduce the maximum in this address.

Related Programming:

General Mailbox: Password

(all CPCs) - Version 2.0 or higher

Set passwords for General Mailboxes #966 and #900. Passwords help prevent unauthorised access to the mailbox.

| 2604: PASSWORD 966 |
| 2614: PASSWORD 900 |

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Programming

FF7 0 (BSS) 03 Hold CONF 2604 Hold (up to 8 digits) Hold
FF7 0 (BSS) 03 Hold CONF 2614 Hold (up to 8 digits) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
     05 for CAB-40

2604: Recording Mailbox #966
2614: Backup Mailbox #900

Password (up to 8 digits)
default: no assignment

Notes:

Passwords can be separately assigned in Program Nos. 9310-9319 (see pg. 2-110).

When a password is set, ******** is displayed.

❒   On a Large-Display phone, press the PREV key to display the password.

❒   On a Small-Display phone, press FF6 key to display the password.

To delete the password, press the **CONF** key while the password is displayed, then press **HOLD**.

Related Programming:

Alt. Service 1: Greeting Recording Passwords (pg. 2-110)   FF7 0 (B11) 03 Hold CONF (9310-9319) Hold (up to 8 digits) Hold

General Mailbox: Message-Waiting LED

| 2605:
MSG. WAIT 966 |
| 2615:
MSG. WAIT 900 |

(all CPCs) - Version 2.0 or higher

Designate an extension whose Message-Waiting LED will light when a new message is recorded in General Mailboxes #966 and #900.

FF7 0 (BSS) 03 Hold CONF 2605 Hold (Ext.No.) Hold
FF7 0 (BSS) 03 Hold CONF 2615 Hold (Ext.No.) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
   05 for CAB-40

2605: Recording Mailbox #966
2615: Backup Mailbox #900

Extension No.
default: no assignment

Notes:

Related Programming:

General Mailbox: Outside Notification Phone No.

| 2606:0
NOTIFY 966 |
| 2616:0
NOTIFY 900 |

(all CPCs) - Version 2.0 or higher

Enter a phone number (if any) to be automatically dialled by voicemail when a new message is recorded in General Mailboxes #966 and #900. If set to "1" (Outside call to subscriber), enter the outside telephone number of the destination. If set to "2" (Pager call), enter the pager telephone number.

SHIFT

FF7 0 (BSS) 03 Hold CONF 2606 Hold (0-2) Hold (phone no.) Hold
FF7 0 (BSS) 03 Hold CONF 2616 Hold (0-2) Hold (phone no.) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
   05 for CAB-40

2606: Recording Mailbox #966
2616: Backup Mailbox #900

0: No call (default)
1: Outside Phone (to subscriber)
2: Pager

Exch.Line Access Code + Pager or Subscriber Phone No.
(max. 16 digits; see **Notes** below)

Notes:

Use the **"SHIFT"** soft key in this address to assign both mailboxes at once.

The exchange line access code must be included in the dial string if an outside number or pager number is entered. An internal extension can also be called; just enter the extension number in the **(phone no.)** field.

A 3-digit SSD code can also be called. To enter an SSD code, press the **AUTO** key, then enter the 3-digit SSD code ("XXX").

When entering a "Pager call" phone number for a display pager, press:

[AUTO] XXX ✶ [AUTO] YYY

("XXX" represents the first SSD code to reach the pager center. The **✶** is set for answer detection by the pager center and then dialling the next SSD code "YYY.")

☞ *Exception:* When the called subscriber's answer signal cannot be detected due to a PBX built-in system, do not enter the star **✶**. Otherwise, the speed dial code for the displayed data will not be dialled.

If "1: Outside telephone call to subscriber" is selected here, the voicemail will call the outside number, wait a preprogrammed period of time, and then play a recording that announces there is a message. The outside party can then retrieve the message. However, if the outside party answers too quickly (on or immediately after the 1st ring), the delay before the message playback is too long and the outside party invariably hangs up. But if the outside party waits until the 4th or 5th ring before answering, message playback will already be in progress. This message playback timing is hardcoded and cannot be changed.

The voicemail will notify the outside party only once for all calls within each time period specified in Outside Notification: Interval (pg. 2-103).

Related Programming:

Outside Notification: Automatic (pg. 2-94)   FF7 0 (BSS) 03 Hold CONF 9109 Hold (0 or 1) Hold

General Mailbox: Originating Group (pg. 2-71)   FF7 0 (BSS) 03 Hold 2609 Hold (1-8) Hold

Originating Groups and VPU Port Usage (pg. 2-107)   FF7 0 (BSS) 03 Hold CONF (9211-9234) Hold (1-8) Hold (1-8) Hold

Outside Notification: Interval (pg. 2-103)   FF7 0 (BSS) 03 Hold CONF 9203 Hold (3-40) Hold

Outside Notification: Repeat Attempts (pg. 2-104)   FF7 0 (BSS) 03 Hold CONF 9204 Hold (1-100) Hold

Outside Notification: Display Pager Timer #1 (pg. 2-104)   FF7 0 (BSS) 03 Hold CONF 9205 Hold (0-40) Hold

Outside Notification: Display Pager Timer #2 (pg. 2-105)   FF7 0 (BSS) 03 Hold CONF 9206 Hold (0-40) Hold

---

General Mailbox: Originating Group

	2609:1 **CALL GROUP 966**
	2619:1 **CALL GROUP 900**

(all CPCs) - Version 2.0 or higher

Assign General Mailboxes #966 and #900 to an Originating Group. This address determines dial-out priority for Outside Notification (Message-Waiting, pager calls, direct calls to the subscriber), as well as Mailbox Directory display.

FF7   0   (BSS)   03   Hold   2609   Hold   (1-8)   Hold
FF7   0   (BSS)   03   Hold   2619   Hold   (1-8)   Hold

↑	↑	↑

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
      05 for CAB-40

2609: Recording Mailbox #966
2619: Backup Mailbox #900

1: Originating Group #1 (default)
2: Originating Group #2
....
3: Originating Group #8

Notes:

Related Programming:

Originating Groups and VPU Port Usage (pg. 2-107)   FF7 0 (BSS) 03 Hold CONF (9211-9234) Hold (1-8) Hold (1-8) Hold

2
Programming

Broadcast Codes (3001-3030)

Set Broadcast Codes #1 thru #30, and assign mailboxes to them.

> **NOTE:** *End-user operation is as follows: Dial the Broadcast Code → leave a message → system puts message in assigned mailbox(es).*

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Programming

FF7 0 (BSS) 03 Hold CONF ...	
... 3001 Hold (2-4 dig.) Hold (Box#1) Hold (Box#2) Hold...(Box#50) Hold	Broadcast Code #1
... 3002 Hold (2-4 dig.) Hold (Box#1) Hold (Box#2) Hold...(Box#50) Hold	Broadcast Code #2
...	...
... 3030 Hold (2-4 dig.) Hold (Box#1) Hold (Box#2) Hold...(Box#50) Hold	Broadcast Code #30

Broadcast Codes

(all CPCs) - Version 2.0 or higher

Create Broadcast Codes and their destination mailboxes (up to 50 per Code).

3001:
BROADCAST CODE

3001:
DES. 01 CODE

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

Address Entry Nos.
(up to 30 codes can
be defined)

Broadcast Code
(any 2- to 4-digit number;
must match length of
Mailbox Nos.)
default: no assignment

Destination
Mailbox No.

FF7 0 (BSS) 03 Hold CONF (3001-3030) Hold (Code) Hold (Box1) Hold (Box 2) Hold ... (Box 50) Hold

Notes:

❒   Set the same number of digits in the Broadcast Code as Mailbox Nos.

❒   A Broadcast Code cannot also be a Mailbox Number or SSD bin number.

❒   A maximum of 30 Broadcast Codes can be set.

❒   A maximum of 50 destination Mailboxes can be set for each Broadcast Code.

❒   If more than 50 members are required for one Broadcast Code group, enter the Broadcast Code as a Mailbox No. of another group.

Alternatively, end-users can manually select mailboxes for broadcasting messages, using the COPY command.

Related Programming:

All Mailboxes: Number Assignment (pg. 2-59)   FF7 0 (BSS) 03 Hold CONF (001-254) 1 Hold CONF (Box No.) Hold

Extension Mailboxes (601-848) (0-9)

Set voicemail parameters for up to 248 Extensions that have their own private mailboxes. These parameters control extension phone operation while in voicemail.

FF7 0 (BSS) 03 Hold CONF ...	
... (601-848) 0 Hold (0 or 1) Hold	**Ext. Mailbox: Intercom Calling**
... (601-848) 1 Hold (0 or 1) Hold	**Ext. Mailbox: 2-Way Call Recording**
... (601-848) 2 Hold (1-6) Hold	**Ext. Mailbox: Auto-Recording Start**
... (601-848) 3 Hold (0 or 1) Hold	**Ext. Mailbox: Recording Confirmation Tone**
... (601-848) 4 Hold (0 or 1) Hold	**Ext. Mailbox: Recording Callback**
... (601-848) 6 Hold (0 or 1) Hold	**Ext. Mailbox: Auto-Recording Feature**
... (601-848) 7 Hold (001-254) Hold	**Ext. Mailbox: Auto-Destination Mailbox**
... (601-848) 8 Hold (0-9 or *) Hold	**Ext. Mailbox: Recording Directory Display**
... (601-848) 9 Hold (5-60) Hold	**Ext. Mailbox: Answer Wait Timer for Auto Attendant Intercom Calls**

The Mailbox Bin No. range (601-848) represents the same mailboxes as 001-248 in **All Mailboxes (001-254)** on pg. 2-58. See the following table and illustration.

Table 2-17. Mailbox Bins (001-248) and (601-848)

"All Mailbox" Bins (001-248) and equivalent "Extension Mailbox" Bins (601-848)

001/601	026/626	051/651	076/676	101/701	126/726	151/751	176/776	201/801	226/826
002/602	027/627	052/652	077/677	102/702	127/727	152/752	177/777	202/802	227/827
003/603	028/628	053/653	078/678	103/703	128/728	153/753	178/778	203/803	228/828
004/604	029/629	054/654	079/679	104/704	129/729	154/754	179/779	204/804	229/829
005/605	030/630	055/655	080/680	105/705	130/730	155/755	180/780	205/805	230/830
006/606	031/631	056/656	081/681	106/706	131/731	156/756	181/781	206/806	231/831
007/607	032/632	057/657	082/682	107/707	132/732	157/757	182/782	207/807	232/832
008/608	033/633	058/658	083/683	108/708	133/733	158/758	183/783	208/808	233/833
009/609	034/634	059/659	084/684	109/709	134/734	159/759	184/784	209/809	234/834
010/610	035/635	060/660	085/685	110/710	135/735	160/760	185/785	210/810	235/835
011/611	036/636	061/661	086/686	111/711	136/736	161/761	186/786	211/811	236/836
012/612	037/637	062/662	087/887	112/712	137/737	162/762	187/787	212/812	237/837
013/613	038/638	063/663	088/688	113/713	138/738	163/763	188/788	213/813	238/838
014/614	039/639	064/664	089/689	114/714	139/739	164/764	189/789	214/814	239/839
015/615	040/640	065/665	090/690	115/715	140/740	165/765	190/790	215/815	240/840
016/616	041/641	066/666	091/691	116/716	141/741	166/766	191/791	216/816	241/841
017/617	042/642	067/667	092/692	117/717	142/742	167/767	192/792	217/817	242/842
018/618	043/643	068/668	093/693	118/718	143/743	168/768	193/793	218/818	243/843
019/619	044/644	069/669	094/694	119/719	144/744	169/769	194/794	219/819	244/844
020/620	045/645	070/670	095/695	120/720	145/745	170/770	195/795	220/820	245/845
021/621	046/646	071/671	096/696	121/721	146/746	171/771	196/796	221/821	246/846
022/622	047/647	072/672	097/697	122/722	147/747	172/772	197/797	222/822	247/847
023/623	048/648	073/673	098/698	123/723	148/748	173/773	198/798	223/823	248/848
024/624	049/649	074/674	099/699	124/724	149/749	174/774	199/799	224/824	
025/625	050/650	075/675	100/700	125/725	150/750	175/775	200/800	225/825	

Figure 2-11: Mailbox Bins, Ext. Ports (BSSC) and Mailbox Nos.

In this example, a single-cabinet system contains DEC-8 Extension Cards in Free Slots 1, 2, 7, and 8.

When the "Service Range Assignment" address is performed, Extension Ports are "matched" with Mailbox Bins (although additional programming is required to link them together).

FS-1	FS-2	FS-7	FS-8
(1018) - 008	(1028) - 016	(1078) - 024	(1088) - 032
(1017) - 007	(1027) - 015	(1077) - 023	(1087) - 031
(1016) - 006	(1026) - 014	(1076) - 022	(1086) - 030
(1015) - 005	(1025) - 013	(1075) - 021	(1085) - 029
(1014) - 004	(1024) - 012	(1074) - 020	(1084) - 028
(1013) - 003	(1023) - 011	(1073) - 019	(1083) - 027
(1012) - 002	(1022) - 010	(1072) - 018	(1082) - 026
(1011) - 001	(1021) - 009	(1071) - 017	(1081) - 025

Service Range Assignment
FF7 0 B11 02 01 (0001-0016) Hold (0-6 or 00-12) Hold

0001	Range #1	Starting Cabinet:	1
0002		Starting Slot:	01
0003		Ending Cabinet:	1
0004		Ending Slot:	02
0005	Range #2	Starting Cabinet:	1
0006		Starting Slot:	07
0007		Ending Cabinet:	1
0008		Ending Slot:	08

Ext.Port (BSSC)		Mailbox Bin		Mailbox No.
(1011)	=	001	=	(assigned by Ext.No.
(1012)	=	002	=	via Program 9956;
(1013)	=	003	=	or assigned manually
(1014)	=	004	=	via Program 001-254 1)
(1015)	=	005	=	
(1016)	=	006	=	
(1017)	=	007	=	
(1018)	=	008	=	
(1021)	=	009	=	
(1022)	=	010	=	
(1023)	=	011	=	
(1024)	=	012	=	
(1025)	=	013	=	
(1026)	=	014	=	
(1027)	=	015	=	
(1028)	=	016	=	
(1071)	=	017	=	
(1072)	=	018	=	
...				
(1088)	=	032	=	

Ext. Port: (BSSC)	1011	1012	1013	...	--	--	--	--	--	--	--	--	--	--
Mailbox Bins: (fixed locations in programming memory)	001/ 601	002/ 602	003/ 603	...	100/ 700	101/ 701	...	200/ 800	201/ 801	...	248/ 848	249	...	254
Mailbox Nos.:	____	____	____	...	(00-9999) (can be Extension Nos., or any no. matching the digit length of Ext.Nos.)									

Ext. Mailbox: Intercom Calling

(all CPCs) - Version 2.0 or higher

```
6010:0
DISABLE - nnn

nnn=Mailbox No.
```

For each Extension Mailbox, allow or deny an outside caller's ability to dial the extension while listening to the Auto Attendant or Alternate Service 1 greeting.

FF7 0 (BSS) 03 Hold CONF ^SHIFT^ (601-848) 0 Hold (0 or 1) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

601=Ext./Mailbox Bin #001
602=Ext./Mailbox Bin #002
...700=Ext./Mailbox Bin #100
...800=Ext./Mailbox Bin #200
...848=Ext./Mailbox Bin #248

0: Enabled (default)
1: Disabled

For example, punch-in:
FF7 0 B11 03 Hold CONF SHIFT 6010 Hold...
(0 or 1) Hold...   (intercom calling for Extension Mailbox #1? 0=Yes, 1=No)
(0 or 1) Hold...   (intercom calling for Extension Mailbox #2? 0=Yes, 1=No)
(0 or 1) Hold...   (intercom calling for Extension Mailbox #3? 0=Yes, 1=No)
(repeat for all Extension Mailboxes, up to #248)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

Related Programming:

Ext. Mailbox: Answer Wait Timer for Auto Attendant Intercom Calls (pg. 2-84)   FF7 0 (BSS) 03 Hold CONF (601-848) 9 Hold (5-60) Hold

Ext. Mailbox: 2-Way Call Recording

6011:0
CONVS_REC. - nnn

nnn=Mailbox No.

(all CPCs) - Version 2.0 or higher

Set whether 2-Way Call Recording is available for each Extension Mailbox.

SHIFT

FF7   0   (BSS)   03   Hold   CONF   (601-848)   1   Hold   (0 or 1)   Hold

2
Programming

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

601=Ext./Mailbox Bin #001
602=Ext./Mailbox Bin #002
...700=Ext./Mailbox Bin #100
...800=Ext./Mailbox Bin #200
...848=Ext./Mailbox Bin #248

0: Service unavailable (default)

1: Service available

For example, punch-in:
  FF7 0 B11 03 Hold CONF SHIFT 6011 Hold...
  (0 or 1) Hold...   (can Extension Mailbox #1 record conversations? 0=No, 1=Yes)
  (0 or 1) Hold...   (can Extension Mailbox #2 record conversations? 0=No, 1=Yes)
  (0 or 1) Hold...   (can Extension Mailbox #3 record conversations? 0=No, 1=Yes)
  (repeat for all Extension Mailboxes, up to #248)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

This address can be used for "exceptions to the rule" from the extension ranges set in **Programs 9451-9458** (see pg. 2-125).

If this address is left at the default **0: Service unavailable,** no recording can be done in the Extension Mailbox, regardless of other settings.

Related Programming:

2-Way Call Recording: Extensions (pg. 2-125)   FF7 0 (BSS) 03 Hold CONF (9451-9458) Hold (Ext.) Hold (Ext.) Hold

Ext. Mailbox: Auto-Recording Start

(all CPCs) - Version 2.0 or higher

Set whether 2-Way Call Recording in an Extension Mailbox will start automatically for inbound and outbound calls on an exchange line, private line, or other extension. On the LCD display, **o** means that 2-Way Call Recording will start/stop concurrently with call origination/termination. **✗** means Recording will start when the user presses the **RECORD** FF-key (if the user doesn't press this key, no recording will be made).

SHIFT

FF7   0   (BSS)   03   Hold   CONF   (601-848)   2   Hold   (1-6)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
     05 for CAB-40

601=Ext./Mailbox Bin #001
602=Ext./Mailbox Bin #002
...700=Ext./Mailbox Bin #100
...800=Ext./Mailbox Bin #200
...848=Ext./Mailbox Bin #248

Dial Pad Keys 1-6 for toggling between Manual & Auto setting:

1 for inbound exchange line calls
2 for inbound private-line calls
3 for inbound intercom calls
4 for outbound exchange line calls
5 for outbound private-line calls
6 for outbound intercom calls
default: 1 2 3 4 5 6
            ✗ ✗ ✗ ✗ ✗ ✗
(**✗**=Manual; **o**=Auto)

> *NOTE: Regardless of how the Recording starts, it will not be saved unless a destination mailbox is specified, either by the user or in programming.*

For example, punch-in:
  FF7 0 B11 03 Hold CONF SHIFT 6012 Hold... (for Extension Mailbox #1...)
  1... (for inbound exchange line calls - press "1" to toggle 1st-position display between **x** and **o**)
  2... (for inbound private-line calls - press "2" to toggle 2nd-position display between **x** and **o**)
  3... (for inbound intercom calls - press "3" to toggle 3rd-position display between **x** and **o**)
  4... (for outbound exchange line calls - press "4" to toggle 4th-position display between **x** and **o**)
  5... (for outbound private-line calls - press "5" to toggle 5th-position display between **x** and **o**)
  6... (for outbound intercom calls - press "6" to toggle 6th-position display between **x** and **o**)
  Hold... (to go to Extension Mailbox #2/Program 6022)
  (1-6) Hold... (repeat for all Extension Mailboxes, up to #248)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

For example, punch in: **FF7 0 111 03 Hold CONF SHIFT 6012 Hold** ("xxx xxx" is displayed). Press 1 to change the 1st-position "x" to "o" (enabling 2-Way Call Recording for inbound exchange line calls). Press 2 to change the 2nd-position "x" to "o" (enabling 2-Way Call Recording for inbound private-line calls); and so forth. When the 6 settings for Ext. Mailbox #1 are displayed correctly, press Hold to go to Ext. Mailbox #2's set of 6 settings.

Related Programming:

Ext. Mailbox: Auto-Recording Feature (pg. 2-81)   FF7 0 (BSS) 03 Hold CONF (601-848) 6 Hold (0 or 1) Hold
2-Way Call Recording: Public Exchange Lines (pg. 2-121)   FF7 0 (BSS) 03 Hold CONF (9411-9418) Hold (001-576) Hold (001-576) Hold
2-Way Call Recording: Private Lines (pg. 2-123)   FF7 0 (BSS) 03 Hold CONF (9431-9438) Hold (001-576) Hold (001-576) Hold

2-Way Call Recording: Extensions (pg. 2-125)   FF7 0 (BSS) 03 Hold CONF (9451-9458) Hold (Ext.) Hold (Ext.) Hold

---

Ext. Mailbox: Recording Confirmation Tone

**6013:1
MF NOTIFY - nnn**

(all CPCs) - Version 2.0 or higher

nnn=Mailbox No.

Set whether the extension user will be notified at the beginning of a 2-Way Call Recording via a short "beep" heard in the handset (outside party doesn't hear it).

SHIFT

FF7 0 (BSS) 03 Hold CONF (601-848) 3 Hold (0 or 1) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

601=Ext./Mailbox Bin #001
602=Ext./Mailbox Bin #002
...700=Ext./Mailbox Bin #100
...800=Ext./Mailbox Bin #200
...848=Ext./Mailbox Bin #248

0: No "Beep" Tone (default)
1: "Beep" Tone

For example, punch-in:
  FF7 0 B11 03 Hold CONF SHIFT 6013 Hold...
  (0 or 1) Hold... (will Extension Mailbox #1 user hear "beep" at start of recording? 0=No, 1=Yes)
  (0 or 1) Hold... (will Extension Mailbox #2 user hear "beep" at start of recording? 0=No, 1=Yes)
  (0 or 1) Hold... (will Extension Mailbox #3 user hear "beep" at start of recording? 0=No, 1=Yes)
  (repeat for all Extension Mailboxes, up to #248)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

The confirmation tone can be enabled/disabled system-wide for exchange line calls and intercom calls, in **Programs 9401 and 9402** (pg. 2-116). By default, the confirmation tone is enabled system-wide for both exchange line calls and intercom calls. But the above address must be enabled for individual extensions in order to activate the confirmation tone.

Related Programming:

2-Way Call Recording: Confirmation Tone (pg. 2-116)   FF7 0 (B11) 03 Hold CONF 9401 Hold (0 or 16) Hold
2-Way Call Recording: Confirmation Tone (Intercom) (pg. 2-117)   FF7 0 (B11) 03 Hold CONF 9402 Hold (0 or 16) Hold

Ext. Mailbox: Recording Callback

**6014:0
CALL BACK - nnn**

nnn=Mailbox No.

(all CPCs) - Version 2.0 or higher

Set whether the system will automatically callback the extension
if a destination mailbox for the recording has not been specified.

SHIFT

FF7 0 (BSS) 03 Hold CONF (601-848) 4 Hold (0 or 1) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
      05 for CAB-40

601=Ext./Mailbox Bin #001
602=Ext./Mailbox Bin #002
...700=Ext./Mailbox Bin #100
...800=Ext./Mailbox Bin #200
...848=Ext./Mailbox Bin #248

**0: No Automatic Callback
   (default)**

1: Automatic Callback

For example, punch-in:
   FF7 0 B11 03 Hold CONF SHIFT 6014 Hold...
   (0 or 1) Hold... (will system automatically callback Ext.#1 if no specified Mailbox? 0=No, 1=Yes)
   (0 or 1) Hold... (will system automatically callback Ext.#2 if no specified Mailbox? 0=No, 1=Yes)
   (0 or 1) Hold... (will system automatically callback Ext.#3 if no specified Mailbox? 0=No, 1=Yes)
   (repeat for all Extensions, up to #248)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

Related Programming:

Ext. Mailbox: Auto-Recording Feature

**6016:1
AUTO ST. - nnn**

nnn=Mailbox No.

(all CPCs) - Version 2.0 or higher

(If required) Set whether the Automatic Call Recording service is available
for each Extension mailbox.

_{SHIFT}

FF7 0 (BSS) 03 Hold CONF (601-848) 6 Hold (0 or 1) Hold

2
Programming

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
     05 for CAB-40

601=Ext./Mailbox Bin #001
602=Ext./Mailbox Bin #002
...700=Ext./Mailbox Bin #100
...800=Ext./Mailbox Bin #200
...848=Ext./Mailbox Bin #248

0: Service unavailable

1: Service available (default)

For example, punch-in:
FF7 0 B11 03 Hold CONF SHIFT 6016 Hold...
(0 or 1) Hold...   (is Automatic Call Recording available for Ext.Mailbox #1? 0=No, 1=Yes)
(0 or 1) Hold...   (is Automatic Call Recording available for Ext.Mailbox #2? 0=No, 1=Yes)
(0 or 1) Hold...   (is Automatic Call Recording available for Ext.Mailbox #3? 0=No, 1=Yes)
(repeat for all Extension Mailboxes, up to #248)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

If this address is set to "0" (Service unavailable), **Automatic Call Recording** settings for Public
Exchange Lines (9421-9428), Private Lines (9441-9448), and Extensions (9461-9468) will not apply.

If this address is set to "1" (Service available), recording will begin as soon as the call is connected,
according to the setting in **Ext. Mailbox: Auto-Recording Start (pg. 2-78).**

Related Programming:

Ext. Mailbox: Auto-Recording Start (pg. 2-78)   FF7 0 (BSS) 03 Hold CONF (601-848) 2 Hold (1-6) Hold
Automatic 2-Way Call Recording: Public Exchange Lines (pg. 2-122)   FF7 0 (BSS) 03 Hold CONF (9421-9428) Hold (001-576) Hold (001-576) Hold
Automatic 2-Way Call Recording: Private Lines (pg. 2-124)   FF7 0 (BSS) 03 Hold CONF (9441-9448) Hold (001-576) Hold (001-576) Hold
Automatic 2-Way Call Recording: Extensions (pg. 2-126)   FF7 0 (BSS) 03 Hold CONF (9461-9468) Hold (Ext.) Hold (Ext.) Hold

Ext. Mailbox: Auto-Destination Mailbox

**6017:
REC. BOX - nnn**

nnn=Mailbox No.

(all CPCs) - Version 2.0 or higher

For each Mailbox Extension, assign the destination mailbox for Automatic 2-Way Call Recording, Alternate Service 2, and Auto Attendant services.

SHIFT

FF7 0 (BSS) 03 Hold CONF (601-848) 7 Hold (Box No.) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
       05 for CAB-40

601=Ext./Mailbox Bin #001
602=Ext./Mailbox Bin #002
...700=Ext./Mailbox Bin #100
...800=Ext./Mailbox Bin #200
...848=Ext./Mailbox Bin #248

Destination Mailbox No.
(01-98, 001-998, or 0001-9998)
or Ext.No., if Program 9956 is run

default: [no assignment]

For example, punch-in:
FF7 0 B11 03 Hold CONF SHIFT 6017 Hold...
(01-9998) Hold... (enter destination mailbox for Mailbox Ext. #1)
(01-9998) Hold... (enter destination mailbox for Mailbox Ext. #2)
(01-9998) Hold... (enter destination mailbox for Mailbox Ext. #3)
(repeat for all Mailbox Extensions, up to #248)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

This address must be set for all mailboxes so that incoming callers will eventually reach a mailbox. If this address is left at the default **[no assignment],** the caller will be disconnected when voicemail answers.

In order for this address to work for Automatic 2-Way Call Recording, **Acceptance Mailboxes** must be set to "5" (see Program 9407 on pg. 2-119 for details).

Related Programming:

All Mailboxes: Number Assignment (pg. 2-59)   FF7 0 (BSS) 03 Hold CONF (001-254) 1 Hold CONF (Box No.) Hold

Automatic 2-Way Call Recording: Acceptance Mailboxes (pg. 2-119)   FF7 0 (BSS) 03 Hold CONF 9407 Hold (0-5) Hold ...

Incoming Call Alternate Service 2 (pg. 2-11)

Auto Attendant (pg. 2-12)

Automatic 2-Way Call Recording (pg. 2-16)

Ext. Mailbox: Recording Directory Display

<div style="border:1px solid magenta">
6018:0
L-LCD   -   nnn

nnn=Mailbox No.
</div>

(all CPCs) - Version 2.0 or higher

Set which Mailbox Directory menu will be displayed at the start of 2-Way
Call Recording, so that the user can select the mailbox to record into.

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Programming

SHIFT

FF7 0 (BSS) 03 Hold CONF (601-848) 8 Hold (0-9 or *) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
       05 for CAB-40

601=Ext./Mailbox Bin #001
602=Ext./Mailbox Bin #002
...700=Ext./Mailbox Bin #100
...800=Ext./Mailbox Bin #200
...848=Ext./Mailbox Bin #248

**0 = Mailbox Names, in
alphabetical order (default)**
1 = Mailbox Group #1
2 = Mailbox Group #2
...
8 = Mailbox Group #8
9 = Mailbox Group Names
* = Mailbox Nos.

For example, punch-in:
FF7 0 B11 03 Hold CONF SHIFT 6018 Hold...
(0-9 or *) Hold...   (set the directory display at the start of 2-Way Call Recording on Ext.Mailbox #1)
(0-9 or *) Hold...   (set the directory display at the start of 2-Way Call Recording on Ext.Mailbox #2)
(0-9 or *) Hold...   (set the directory display at the start of 2-Way Call Recording on Ext.Mailbox #3)
(repeat for all Extension Mailboxes, up to #248)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once.

0: Displays an alphabetical-order menu of all mailboxes at the start of conversation recording.

1-8: Displays an alphabetical-order menu of the mailboxes registered in Group 1-8 at the start of
conversation recording.

9: Displays a group list at the start of conversation recording.

*: Displays all mailboxes, from the first five boxes in alphabetical order.

Related Programming:

Mailbox Group Display (pg. 2-102)   FF7 0 (BSS) 03 Hold CONF 9171 Hold (0 or 1) Hold
Mailbox Group Name (pg. 2-127)   FF7 0 (BSS) 03 Hold CONF (9501-9508) Hold (Name) Hold

Ext. Mailbox: Answer Wait Timer for Auto Attendant Intercom Calls

6019:20
WAIT TIME - nnn

nnn=Mailbox No.

(all CPCs) - Version 2.0 or higher

For each Extension Mailbox, set the amount of time the system will ring an extension called during Auto Attendant.

SHIFT

FF7   0   (BSS)   03   Hold   CONF   (601-848)   9   Hold   (5-60)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
  05 for CAB-40

601=Ext./Mailbox Bin #001
602=Ext./Mailbox Bin #002
...700=Ext./Mailbox Bin #100
...800=Ext./Mailbox Bin #200
...848=Ext./Mailbox Bin #248

5: 5 seconds
10: 10 seconds
15: 15 seconds
20: 20 seconds (default)
25: 25 seconds
30: 30 seconds
35: 35 seconds
....
60: 60 seconds

For example, punch-in:
 FF7 0 B11 03 Hold CONF SHIFT 6019 Hold...
 (5-60) Hold... (Timer for Extension Mailbox #1 - enter 5, 10, 15, 20,... or 60
 (5-60) Hold... (Timer for Extension Mailbox #2 - enter 5, 10, 15, 20,... or 60
 (5-60) Hold... (Timer for Extension Mailbox #3 - enter 5, 10, 15, 20,... or 60
 (repeat for all Extension Mailboxes, up to #248)

Notes:

Use the **"SHIFT"** soft key in this address to assign all mailboxes at once (stay in same address).

If the call is not answered within this Timer, the call will go to the person's mailbox greeting (if programmed) or to the Auto Attendant greeting.

When calling through Auto Attendant, this setting is followed rather than the Call Forward/No Answer Timer in the phone system (FF1 1 04 0008/0009/0010 Hold 0-255 Hold), and there is no conflict between these timers. However, station-to-station, DDI or DL calls to a station will follow the Call Forward/No Answer Timer.

Related Programming:

Ext. Mailbox: Intercom Calling (pg. 2-76) **FF7 0 (BSS) 03 Hold CONF (601-848) 0 Hold (0 or 1) Hold**

Message Lengths (9001-9004)

Set the maximum length of messages (including call recordings as well as voicemail messages left by an outside caller) that can be left in a mailbox:

FF7 0 (BSS) 03 Hold CONF ...	
... 9001 Hold (1-150) Hold	Message Length: Extension Mailbox
... 9002 Hold (1-150) Hold	Message Length: Alternate Service Mailbox
... 9003 Hold (1-150) Hold	Message Length: Guidance Mailbox
... 9004 Hold (30/60/90/120/150) Hold	Message Length: 2-Way Call Recording

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Message Length: Extension Mailbox

9001:24
MSG. LENG. M-BOX

(all CPCs) - Version 2.0 or higher

Set the maximum length of a message recorded in an Extension Mailbox.

FF7   0   (BSS)   03   Hold   CONF   9001   Hold   (1-150)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

1:   10 seconds
2:   20 seconds
3:   30 seconds
....
24:   240 seconds (4 min.) (default)
....
150: 1500 seconds (25 min.)

Notes:

Related Programming:

2-Way Call Recording: Time Limit/FIFO (pg. 2-117)   FF7 0 (B11) 03 Hold CONF 9403 Hold (0 or 1) Hold
All Mailboxes: Maximum Messages (pg. 2-62)   FF7 0 (BSS) 03 Hold CONF (001-254) 3 Hold (1-30) Hold
Extension Mailboxes (601-848) (0-9) (pg. 2-74)

Message Length: Alternate Service Mailbox

(all CPCs) - Version 2.0 or higher

Set the maximum length of messages recorded in Incoming Call Alternate Service mailboxes.

FF7   0   (BSS)   03   Hold   CONF   9002   Hold   (1-150)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
   05 for CAB-40

1:   10 seconds
2:   20 seconds
3:   30 seconds
......
24:   240 seconds (4 min.) (default)
......
150: 1500 seconds (25 min.)

Notes:

Related Programming:

Incoming Call Alternate Service 1 (pg. 2-9)
Incoming Call Alternate Service 2 (pg. 2-11)

Message Length: Guidance Mailbox

(all CPCs) - Version 2.0 or higher

Set the maximum length of a guidance recording.

FF7   0   (BSS)   03   Hold   CONF   9003   Hold   (1-150)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
   05 for CAB-40

1:   10 seconds
2:   20 seconds
3:   30 seconds
......
24:   240 seconds (4min.) (default)
......
150: 1500 seconds (25min.)

Notes:

Related Programming:

Guidance (9101-9107) (pg. 2-88)

Message Length: 2-Way Call Recording

9004:125
REC. TIME

(all CPCs) - Version 2.0 or higher

Set the maximum length of a 2-way call recording ("conversation recording").

FF7 0 (BSS) 03 Hold CONF 9004 Hold (30, 60, 90, 120, or 150) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

30: 5 minutes
60: 10 minutes
90: 15 minutes
120: 20 minutes
150: 24 minutes (default)

2
Programming

Notes:

Related Programming:

   Call Answering and 2-Way Call Recording (9300-9468) (pg. 2-109)

Guidance (9101-9107)

Select the guidance recordings heard by phone users accessing their mailboxes:

FF7 0 (BSS) 03 Hold CONF ...	
... 9101 Hold (0-2) Hold	**Guidance: Mailbox Access**
... 9102 Hold (0 or 1) Hold	**Guidance: Save/Delete Messages**
... 9103 Hold (0-2) Hold	**Guidance: Total Messages (Individual Playback)**
... 9104 Hold (0-2) Hold	**Guidance: Total Messages (Power-Play)**
... 9105 Hold (0-3) Hold	**Guidance: Receive Date/Time (Individual Playback)**
... 9106 Hold (0-3) Hold	**Guidance: Receive Date/Time (Power-Play)**
... 9107 Hold (0 or 1) Hold	**Guidance: Password Request at Msg. Retrieve**

Guidance: Mailbox Access

**9101:2
GUIDANCE1 PLAY**

(all CPCs) - Version 2.0 or higher

Enable/Disable the guidance for Mailbox access after entering voicemail:
"Welcome to the voice mail system." (opening guidance)
"Please enter your mailbox number and press #." (prompting entry of a mailbox number)
"XXXX?" (repeating the mailbox number)
"Please enter your password and press #." (prompting entry of the password)

FF7 0 (BSS) 03 Hold CONF 9101 Hold (0-2) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
     05 for CAB-40

0: Disable mailbox guidance

1: Enable mailbox guidance

**2: Enable mailbox guidance, but
   without repeating the mailbox
   number (default)**

Notes:

Related Programming:

   Guidance Stop (pg. 2-136)   FF7 0 (BSS) 03 Hold CONF 9836 Hold (0 or 1) Hold

Guidance: Save/Delete Messages

(all CPCs) - Version 2.0 or higher

Enable/Disable the guidance for saving/deleting messages after playback:
"To delete, press 5 and press #. To save, press 8 and press #." (delete/save option after playback)
"Message deleted." (delete guidance)
"This message has been saved." (save guidance)

FF7   0   (BSS)   03   Hold   CONF   9102   Hold   (0 or 1)   Hold

2
Programming

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

0: Disable save/delete guidance
1: Enable save/delete guidance (default)

Notes:

Related Programming:
   Guidance Stop (pg. 2-136)   FF7 0 (BSS) 03 Hold CONF 9836 Hold (0 or 1) Hold

Guidance: Total Messages (Individual Playback)

(all CPCs) - Version 2.0 or higher

Select the guidance for announcing the total number of messages
in the mailbox during Individual Message Playback:

0: None (a short "beep" is heard)
1: *"You have XXX new message(s) and XXX old message(s)."* (separate totals for new and old msgs.)
2: *"You have XXX message(s)."* (accumulated total, including both new and old msgs.)

FF7   0   (BSS)   03   Hold   CONF   9103   Hold   (0-2)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

0: No guidance (short beep)
1: Separate totals for new/old messages
   (default)
2: Accumulated total for all messages

Notes:

An "old" message is one that has previously been saved.

Individual Message Playback: Voicemail messages are played back one at a time, newest message first. After each message is played, the user will hear a prompt to save or delete the message before hearing the next one.

Related Programming:

Guidance Stop (pg. 2-136)   FF7 0 (BSS) 03 Hold CONF 9836 Hold (0 or 1) Hold

---

Guidance: Total Messages (Power-Play)

```
9104:2
MSG. HEARING2,3
```

(all CPCs) - Version 2.0 or higher

Select the guidance for announcing the total number of messages
in the mailbox during Power-Play:

0: None (a short "beep" is heard)
1: *"You have XXX new message(s) and XXX old message(s)."* (separate totals for new and old msgs.)
2: *"You have XXX message(s)."* (accumulated total, including both new and old msgs.)

FF7 0 (BSS) 03 Hold CONF 9104 Hold (0-2) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
     05 for CAB-40

0: No guidance (short beep)
1: Separate totals for new/old messages (default)
2: Accumulated total for all messages

Notes:

An "old" message is one that has previously been saved.

Power-Play: FIFO-Uninterrupted. Voicemail messages are played back continuously in chronological order (oldest message first), without pausing between messages. End-user presses *# 31# 3# to start Power-Play. After listening to all of the messages (pressing 8# skips to the next message), press 5# to delete all of them at once.

When the end-user presses 31# to retrieve messages via Power-Play, "Start" appears on the screen. The user must press the soft key next to "Start" or dial 3# to start playing messages; there is no voice prompt for this.

Related Programming:

Guidance Stop (pg. 2-136)   FF7 0 (BSS) 03 Hold CONF 9836 Hold (0 or 1) Hold

Guidance: Receive Date/Time (Individual Playback)

<div style="border:1px solid magenta">9105:1
DATE HEARING1</div>

(all CPCs) - Version 2.0 or higher

Select the guidance for announcing the date and time each message was
received during Individual Message Playback.

FF7 0 (BSS) 03 Hold CONF 9105 Hold (0-3) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: No guidance (short beep)
1: Month/day/hour/minute (default)
2: Month/day/hour
3: Day/hour/minute

2
Programming

Notes:

Individual Message Playback: Voicemail messages are played back one at a time, newest message
first. After each message is played, the user will hear a prompt to save or delete the message before
hearing the next one.

Related Programming:

Guidance Stop (pg. 2-136)   FF7 0 (BSS) 03 Hold CONF 9836 Hold (0 or 1) Hold

Guidance: Receive Date/Time (Power-Play)

<div style="border:1px solid magenta">9106:1
DATE HEARING2,3</div>

(all CPCs) - Version 2.0 or higher

Select the guidance for announcing the date and time each message was received
during Power-Play.

FF7 0 (BSS) 03 Hold CONF 9106 Hold (0-3) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: No guidance (short beep)
1: Month/day/hour/minute (default)
2: Month/day/hour
3: Day/hour/minute

Notes:

Power-Play: FIFO-Uninterrupted. Voicemail messages are played back continuously in chronological
order (oldest message first), without pausing between messages. End-user presses *# 31# 3# to start
Power-Play. After listening to all of the messages (pressing 8# skips to the next message), press 5# to
delete all of them at once.

When the end-user presses 31# to retrieve messages via Power-Play, "Start" appears on the screen. The user must press the soft key next to "Start" or dial 3# to start playing messages; there is no voice prompt for this.

Related Programming:

Guidance Stop (pg. 2-136)   FF7 0 (BSS) 03 Hold CONF 9836 Hold (0 or 1) Hold

---

2
Programming

Guidance: Password Request at Msg. Retrieve

9107:1
2nd PASSWORD

(all CPCs) - Version 2.0 or higher

Select whether a password is requested for message playback using the "Retrieve" FF-key (programmed for feature code: 5 + Mailbox No.).

FF7   0   (BSS)   03   Hold   CONF   9107   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

0: Disabled/Password not requested.
1: Enabled/Password requested. (default)

Notes:

This address applies only when the user presses the FF-key programmed for mailbox access. It does not apply when the Pilot No. is dialled.

If there is no password programmed for a mailbox, the system won't prompt you for a password, even if the above address is enabled.

Related Programming:

All Mailboxes: Password (pg. 2-63)   FF7 0 (BSS) 03 Hold CONF (001-254) 4 Hold (Password) Hold
Guidance Stop (pg. 2-136)   FF7 0 (BSS) 03 Hold CONF 9836 Hold (0 or 1) Hold

Outside Notification: Allow/Restrict Settings (9108-9111)

Allow/restrict parameters for Outside Notification:

FF7 0 (BSS) 03 Hold CONF ...	
... 9108 Hold (0 or 1) Hold	**Outside Notification: Manual-Select Destination**
... 9109 Hold (0 or 1) Hold	**Outside Notification: Automatic**
... 9110 Hold (0 or 1) Hold	**Manual Recording for Outside Telephone**
... 9111 Hold (0 or 1) Hold	**Automatic Recording for Outside Telephone**

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Programming

Outside Notification: Manual-Select Destination

9108:0
PAGER 9# CALL

(all CPCs) - Version 2.0 or higher
Select whether the Outside Notification destination can be selected
via manual operation.

FF7   0   (BSS)   03   Hold   CONF   9108   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
   05 for CAB-40

0: Fixed
1: Flexible by manual
   operation (default)

Notes:

Related Programming:

   Outside Notification: Automatic (pg. 2-94)   FF7 0 (BSS) 03 Hold CONF 9109 Hold (0 or 1) Hold

Outside Notification: Automatic

(all CPCs) - Version 2.0 or higher

Select whether automatic Outside Notification is available for
message recording or 2-way call recording.

FF7   0   (BSS)   03   Hold   CONF   9109   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: No automatic Outside Notification (default)
1: Automatic Outside Notification is available

Notes:

Related Programming:

Outside Notification: Manual-Select Destination (pg. 2-93)   FF7 0 (BSS) 03 Hold CONF 9108 Hold (0 or 1)
Hold

Manual Recording for Outside Telephone

(all CPCs) - Version 2.0 or higher

Select whether message recording or 2-way call recording is available
to an outside caller via manual operation.

FF7   0   (BSS)   03   Hold   CONF   9110   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: Direct call unavailable
1: Direct call available (default)

Notes:

Related Programming:

Automatic Recording for Outside Telephone (pg. 2-95)   FF7 0 (BSS) 03 Hold CONF 9111 Hold (0 or 1) Hold

Automatic Recording for Outside Telephone

**9111:0
DIRECT 9# INITIAL**

(all CPCs) - Version 2.0 or higher

Select whether automatic message recording or 2-way call recording
is available for direct calls to a station from an outside phone.

FF7   0   (BSS)   03   Hold   CONF   9111   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
05 for CAB-40

0: Direct call unavailable (default)
1: Direct call available

**2
Programming**

Notes:

Related Programming:

Manual Recording for Outside Telephone (pg. 2-94)   FF7 0 (BSS) 03 Hold CONF 9110 Hold (0 or 1) Hold

Rewind/Fast-Forward (9121)

Rewind/Fast-Forward Messages

9121:1
SKIP TIME

(all CPCs) - Version 2.0 or higher

Set the skipping time for rewinding or fast-forwarding during message playback.
The actual skipping time is: [Set Value] × [approx.10 seconds].

FF7   0   (BSS)   03   Hold   CONF   9121   Hold   (0-150)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: No skip
1: Approx. 10 seconds (default)
......
150: 1500 seconds

Notes:

Related Programming:

Service After an Incoming Call (9122)

Service Restriction After Incoming ExchLn Call | 9122:0 SERVICE CLASS

(all CPCs) - Version 2.0 or higher
Set restrictions on services provided when an incoming exchange line call terminates.
This setting is to prevent access by an unauthorised external subscriber.

$$FF7 \quad 0 \quad (BSS) \quad 03 \quad Hold \quad CONF \quad 9122 \quad Hold \quad (0-3) \quad Hold$$

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

0: No service restriction. (default)
1: Restrict password change.
2: Restrict outside notification destination.
3: Restrict both 1 and 2.

Notes:

Related Programming:

Message Copying (9141-9142)

Message Copy: Confirm Destination Mailbox

**9141:1
CONFIRM COPYING**

(all CPCs) - Version 2.0 or higher

Set whether confirmation of the destination mailbox number for Message Copying is required.

FF7   0   (BSS)   03   Hold   CONF   9141   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

0: Confirmation is not required.
1: Confirmation is required. (default)

Notes:

If "0" is assigned (Confirmation is not required), one step in the copying procedure will be reduced.

Related Programming:

Message Copy: Automatic Delete

**9142:0
AUTO DELETE**

(all CPCs) - Version 2.0 or higher

Set whether the message in the original mailbox is automatically
deleted after a Message-Copy is performed.

FF7   0   (BSS)   03   Hold   CONF   9142   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

0: No automatic delete (default)
1: Automatic delete

Notes:

Related Programming:

Intercom Calling Service (9150-9162)

Set parameters for the Intercom Calling Service, in which the user can transfer to an extension from voicemail without having to place another call.

FF7 0 (BSS) 03 Hold CONF ...	
... 9150 Hold (Ext.No.) Hold	**Intercom Calling Service: Abbreviated Code "0"**
... 9151 Hold (Ext.No.) Hold	**Intercom Calling Service: Abbreviated Code "1"**
... 9152 Hold (Ext.No.) Hold	**Intercom Calling Service: Abbreviated Code "2"**
... 9153 Hold (Ext.No.) Hold	**Intercom Calling Service: Abbreviated Code "3"**
... 9154 Hold (Ext.No.) Hold	**Intercom Calling Service: Abbreviated Code "4"**
... 9155 Hold (Ext.No.) Hold	**Intercom Calling Service: Abbreviated Code "5"**
... 9156 Hold (Ext.No.) Hold	**Intercom Calling Service: Abbreviated Code "6"**
... 9157 Hold (Ext.No.) Hold	**Intercom Calling Service: Abbreviated Code "7"**
... 9158 Hold (Ext.No.) Hold	**Intercom Calling Service: Abbreviated Code "8"**
... 9159 Hold (Ext.No.) Hold	**Intercom Calling Service: Abbreviated Code "9"**
... 9161 Hold (0-9, *, or #) Hold	**Intercom Calling Service: First Valid Digit**
... 9162 Hold (5/10/15...60) Hold	**Intercom Calling Service: Answer Wait Timer**

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Programming

Intercom Calling Service: Abbreviated Codes

(all CPCs) - Version 2.0 or higher

Assign codes 0-9 to extensions for abbreviated dialling in the Intercom Calling Service.

FF7 0 (BSS) 03 Hold CONF (9150-9159) Hold (Ext.No.) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

9150: Abbrev. Code 0
9151: Abbrev. Code 1
9152: Abbrev. Code 2
....
9159: Abbrev. Code 9

Extension Number
default: [no assignment]

For example, punch-in:
FF7 0 B11 03 Hold CONF 9150 Hold...
(Ext.No.) Hold...   (enter Ext. No. that will ring when Abbreviated Code "0" is dialled)
(Ext.No.) Hold...   (enter Ext. No. that will ring when Abbreviated Code "1" is dialled)
(Ext.No.) Hold...   (enter Ext. No. that will ring when Abbreviated Code "2" is dialled)
(Ext.No.) Hold...   (enter Ext. No. that will ring when Abbreviated Code "3" is dialled)
(Ext.No.) Hold...   (enter Ext. No. that will ring when Abbreviated Code "4" is dialled)
(Ext.No.) Hold...   (enter Ext. No. that will ring when Abbreviated Code "5" is dialled)
(Ext.No.) Hold...   (enter Ext. No. that will ring when Abbreviated Code "6" is dialled)
(Ext.No.) Hold...   (enter Ext. No. that will ring when Abbreviated Code "7" is dialled)
(Ext.No.) Hold...   (enter Ext. No. that will ring when Abbreviated Code "8" is dialled)
(Ext.No.) Hold   (enter Ext. No. that will ring when Abbreviated Code "9" is dialled)

Notes:

Related Programming:

Intercom Calling Service: First Valid Digit

(all CPCs) - Version 2.0 or higher

The Intercom Calling Service can be enabled/disabled by the first digit of the extension number dialled while the caller is in voicemail.

FF7 0 (BSS) 03 Hold CONF 9161 Hold (0-9, * or #) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

First valid digit of Intercom Call number
default: 1-8, 0: available
       9, *, #: not available

Notes:

This address is *not* related to Abbreviated Codes (9150-9159) above.

Related Programming:

Intercom Calling Service: Answer Wait Timer

9162:
ANS. WAIT TIME

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Programming

(all CPCs) - Version 2.0 or higher

Set the answer waiting time for the called extension in the Intercom Calling Service. If the called extension does not answer within the specified time, the call will be routed back to voicemail.

FF7 0 (BSS) 03 Hold CONF 9162 Hold (5, 10, 15, ···· 60) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Answer Wait Time:
  5: 5 seconds
10: 10 seconds
15: 15 seconds
20: 20 seconds
25: 25 seconds
30: 30 seconds (default)
35: 35 seconds
......
60: 60 seconds

Notes:

Related Programming:

Mailbox Group Display (9171)

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Programming

Mailbox Group Display

9171:0
DIRECTORY GROUP.

(all CPCs) - Version 2.0 or higher

Set whether to display mailbox groups in the Mailbox directory.

FF7   0   (BSS)   03   Hold   CONF   9171   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: Do not display mailbox groups (default)
1: Display mailbox groups

Notes:

Assign a group number to each Extension Mailbox (see Programs 9461-9468) for the purposes of call recording, message recording, and message transfer services.

Related Programming:

Automatic 2-Way Call Recording: Extensions (pg. 2-126)   FF7 0 (BSS) 03 Hold CONF (9461-9468) Hold (Ext.) Hold (Ext.) Hold

Outside Notification: Signalling Parameters (9203-9206)

Set signalling parameters for the Outside Notification feature:

FF7 0 (BSS) 03 Hold CONF ...	
... 9203 Hold (3-40) Hold	**Outside Notification: Interval**
... 9204 Hold (1-100) Hold	**Outside Notification: Repeat Attempts**
... 9205 Hold (0-40) Hold	**Outside Notification: Display Pager Timer #1**
... 9206 Hold (0-40) Hold	**Outside Notification: Display Pager Timer #2**

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Programming

Outside Notification: Interval

9203:20
REPEAT INTERVAL

(all CPCs) - Version 2.0 or higher

Set the interval until the next notification is made if an outside notification
is not answered. The setting range is 3 to 40 minutes.

$$ \text{FF7 0 (BSS) 03 Hold CONF 9203 Hold (3-40) Hold} $$

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

3-40 minutes
default: 20 minutes

Notes:

Related Programming:

   Outside Notification: Allow/Restrict Settings (9108-9111) (pg. 2-93)
   Outside Notification: VPU Port Usage (9211-9234) (pg. 2-106)

Outside Notification: Repeat Attempts

**9204:3
NO. OF REPEAT**

(all CPCs) - Version 2.0 or higher

Notification is repeated unless the called party answers and retrieves the messages.

FF7   0   (BSS)   03   Hold   CONF   9204   Hold   (1-100)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

1-100 times
default: 3 times

Notes:

❐   For outside telephone, the notification continues approximately 50 seconds (system-fixed) until the called party answers.

❐   For an extension busy status, the notification is attempted again 3 minutes later. This is not counted as a notification repetition.

❐   For outgoing calls, if the system has failed to seize an exchange line, the notification is attempted again three minutes later. This is not counted as a call repetition.

❐   An outgoing call in which an exchange line was seized and dialling signals were sent, is counted as a call repetition even if the called party is busy.

Related Programming:

Outside Notification: Display Pager Timer #1

**9205:0
PAGER TIMER1**

(all CPCs) - Version 2.0 or higher

Set the amount of time between answering by the pager service company and the sending dial signal. This feature does not apply to non-display pagers.

FF7   0   (BSS)   03   Hold   CONF   9205   Hold   (0-40)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0-40 seconds
default: 10 seconds

Notes:

❐   If this is set too short, the beginning of the display may not appear.

❐   When the exchange line's answer signal is not detected due to a "behind PBX" connection, the exchange line will be disconnected 60 seconds after the exchange line is seized.

Related Programming:

```
┌─────────────────────────────────────────────────────────────────────┐
│                                                          9206:0       │
│  Outside Notification: Display Pager Timer #2            PAGER TIMER2 │
│  (all CPCs) - Version 2.0 or higher                                   │
│  Set the amount of time between the start of the dial signalling send │
│  to the end of signalling send (line disconnection). This feature     │
│  does not apply to non-display pagers.                                │
│                                                                       │
│     FF7  0  (BSS)  03  Hold  CONF  9206  Hold  (0-40)  Hold           │
│                     ↑                                    ↑            │
│         BSS:  VSSC Card Position --                                   │
│         B=CCU 1-6                         0-40 seconds                │
│         SS=Free Slot 11 for CAB-96;       default: 10 seconds         │
│              05 for CAB-40                                            │
└─────────────────────────────────────────────────────────────────────┘
```

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Programming

Notes:

If this is set too short, the end of the display may not appear.

When the exchange line's answer signal is not detected due to a "behind PBX" connection, the exchange line will be disconnected 60 seconds after the exchange line is seized.

Related Programming:

Outside Notification: VPU Port Usage (9211-9234)

Allow/Block individual VPU ports from being used for Outside Notification. This can help keep VPU ports from being tied up solely for Outside Notification attempts. This is accomplished by limiting Originating Groups (up to 8 Groups into which mailboxes are divided) to use certain VPU ports for each Outside Notification feature.

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Programming

FF7 0 (BSS) 03 Hold CONF ...	
... 9211 Hold (1-8) Hold (1-8) Hold	**Originating Group #1: Message-Waiting LED**
... 9212 Hold (1-8) Hold (1-8) Hold	**Originating Group #1: Pager Call**
... 9213 Hold (1-8) Hold (1-8) Hold	**Originating Group #1: Outside Phone Call**
... 9214 Hold (1-8) Hold (1-8) Hold	**Originating Group #2: Message-Waiting LED**
... 9215 Hold (1-8) Hold (1-8) Hold	**Originating Group #2: Pager Call**
... 9216 Hold (1-8) Hold (1-8) Hold	**Originating Group #2: Outside Phone Call**
... 9217 Hold (1-8) Hold (1-8) Hold	**Originating Group #3: Message-Waiting LED**
... 9218 Hold (1-8) Hold (1-8) Hold	**Originating Group #3: Pager Call**
... 9219 Hold (1-8) Hold (1-8) Hold	**Originating Group #3: Outside Phone Call**
... 9220 Hold (1-8) Hold (1-8) Hold	**Originating Group #4: Message-Waiting LED**
... 9221 Hold (1-8) Hold (1-8) Hold	**Originating Group #4: Pager Call**
... 9222 Hold (1-8) Hold (1-8) Hold	**Originating Group #4: Outside Phone Call**
... 9223 Hold (1-8) Hold (1-8) Hold	**Originating Group #5: Message-Waiting LED**
... 9224 Hold (1-8) Hold (1-8) Hold	**Originating Group #5: Pager Call**
... 9225 Hold (1-8) Hold (1-8) Hold	**Originating Group #5: Outside Phone Call**
... 9226 Hold (1-8) Hold (1-8) Hold	**Originating Group #6: Message-Waiting LED**
... 9227 Hold (1-8) Hold (1-8) Hold	**Originating Group #6: Pager Call**
... 9228 Hold (1-8) Hold (1-8) Hold	**Originating Group #6: Outside Phone Call**
... 9229 Hold (1-8) Hold (1-8) Hold	**Originating Group #7: Message-Waiting LED**
... 9230 Hold (1-8) Hold (1-8) Hold	**Originating Group #7: Pager Call**
... 9231 Hold (1-8) Hold (1-8) Hold	**Originating Group #7: Outside Phone Call**
... 9232 Hold (1-8) Hold (1-8) Hold	**Originating Group #8: Message-Waiting LED**
... 9233 Hold (1-8) Hold (1-8) Hold	**Originating Group #8: Pager Call**
... 9234 Hold (1-8) Hold (1-8) Hold	**Originating Group #8: Outside Phone Call**

Originating Groups and VPU Port Usage

**9211:oooo oooo
MSG. WAIT**

(all CPCs) - Version 2.0 or higher

If Outside Notification has been activated on mailboxes, use this address to limit their use of VPU ports (channels) based on their Originating Group assignment. This helps free-up the VPU ports for receiving incoming voicemail calls. Allow/Restrict settings are available for these individual Outside Notification features:

- Message-Waiting LED origination restriction (9211, 9214, •••• 9232)
- Pager call origination restriction (9212, 9215, •••• 9233)
- Outside telephone call origination restriction (9213, 9216, •••• 9234)

FF7 0 (BSS) 03 Hold CONF (9211-9234) Hold (1-8) Hold (1-8) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
      05 for CAB-40

9211: Group 1 Message-Waiting LED
9212: Group 1 Pager Call
9213: Group 1 Outside Phone Call
9214: Group 2 Message-Waiting LED
9215: Group 2 Pager Call
9216: Group 2 Outside Phone Call
9217: Group 3 Message-Waiting LED
....
9234: Group 8 Outside Phone Call

Toggle Keys
for VPU ports
1-8

Toggle Keys
for VPU ports
9-16

defaults:

"o" (On) for Group 1
   (9211-9213)

"x" (Off) for Groups 2-8
   (9214-9234)

Notes:

See Example, next page.

Related Programming:

All Mailboxes: Originating Group (pg. 2-67)   FF7 0 (BSS) 03 Hold CONF (001-254) 9 Hold (1-8) Hold

**General Mailbox: Originating Group (pg. 2-71)   FF7 0 (BSS) 03 Hold 2609 Hold (1-8) Hold --and--
FF7 0 (BSS) 03 Hold 2619 Hold (1-8) Hold**

**2
Programming**

For Example:

Condition 1: Mailboxes are divided into two Originating Groups.

Condition 2: Originating Group 1 uses Message-Waiting LED and Pager Call.
 Originating Group 2 uses Message-Waiting LED and Outside Telephone Call.

Condition 3: At least two VPU ports must be dedicated for incoming use only.

↓

Setting 1: Assign each mailbox to Originating Group 1 or 2. (use Program Nos. [001~254] 9 on pg. 2-67)

Setting 2: Make settings as shown in the following table:

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Programming

Table 2-18. Originating Group On/Off for VPU Ports (Programs 9211-9234)

Group	Program No.	Port 1	Port 2	Port 3	Port 4	••••	Port 16
1	9211 Message Wait	×	×	o	o		
	9212 Pager	×	×	o	o		
	9213 Outside Phone	×	×	×	×		
2	9214 Message Wait	×	×	o	o		
	9215 Pager	×	×	×	×		
	9216 Outside Phone	×	×	o	o		

• *This table applies in a 4-port VPU scenario.*
 x = off (block VPU port from being used)
 o = on (allow VPU port for use)

Call Answering and 2-Way Call Recording (9300-9468)

Set voicemail parameters for Alternate Service 1, Auto Attendant, 2-Way Call Recording, Automatic 2-Way Call Recording, etc.:

> **NOTE:** *Alternate Service 1 will work only if the exchange line is programmed for delayed ringing. See **Exchange Line Delay-Ring Type/Destination (pg. 2-27)** for programming instructions.*

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Programming

FF7 0 (BSS) 03 Hold CONF ...	
... (9300-9304) Hold (0 or 1) Hold	Alt. Service 1: Leave Message After Guidance
... (9310-9319) Hold (up to 8 digits) Hold	Alt. Service 1: Greeting Recording Passwords
... 9320 Hold (up to 8 digits) Hold	Auto Attendant: Greeting Recording Passwords (#940)
... 9321 Hold (0-4) Hold ...	Alt. Service 1: Acceptance Mailboxes
... 9322 Hold (0 or 1) Hold	Alt. Service 1: Exch.Line Subscriber Greeting
... 9323 Hold (0/2/4...10) Hold	Alt. Service 1: Minimum Msg. Length at Busy
... 9328 Hold (0 or 1) Hold	Alt. Service 1: Answer Greeting
FF7 0 (BSS) 03 Hold CONF ...	
... (9341-9345) Hold (up to 8 digits) Hold	Auto Attendant: Greeting Recording Passwords (#941-#945)
... 9401 Hold (0 or 16) Hold	2-Way Call Recording: Confirmation Tone
... 9402 Hold (0 or 16) Hold	2-Way Call Recording: Confirmation Tone (Intercom)
... 9403 Hold (0 or 1) Hold	2-Way Call Recording: Time Limit/FIFO
... 9404 Hold (0 or 1) Hold	2-Way Call Recording: Wait Timer for Destination Mailbox Input
... 9405 Hold (0 or 1) Hold	2-Way Call Recording: Call Hold Retrieve
... 9407 Hold (0-5) Hold	Automatic 2-Way Call Recording: Acceptance Mailboxes
... 9409 Hold (0 or 1) Hold	2-Way Call Recording: Outside-Party Disconnect
... (9411-9418) Hold (001-576) Hold (001-576) Hold	2-Way Call Recording: Public Exchange Lines
... (9421-9428) Hold (001-576) Hold (001-576) Hold	Automatic 2-Way Call Recording: Public Exchange Lines
... (9431-9438) Hold (001-576) Hold (001-576) Hold	2-Way Call Recording: Private Lines
... (9441-9448) Hold (001-576) Hold (001-576) Hold	Automatic 2-Way Call Recording: Private Lines
... (9451-9458) Hold (FirstExt.) Hold (LastExt.) Hold	2-Way Call Recording: Extensions
... (9461-9468) Hold (FirstExt.) Hold (LastExt.) Hold	Automatic 2-Way Call Recording: Extensions

---

Alt. Service 1: Leave Message After Guidance

9300:1
RECORDING Y/T

(all CPCs) - Version 2.0 or higher

Specify whether voicemail will allow the caller to leave a message after
hearing Incoming Call Alternate Service 1's greeting message.

FF7   0   (BSS)   03   Hold   CONF   (9300-9304)   Hold   (0-1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

9300: Day1 Mode
9301: Night Mode
9302: Night1 Mode
9303: Night2 Mode
9304: Day2 Mode

0: No Message Recording
1: Message Recording (default)

Notes:

The "beep" to prompt the caller to start talking comes immediately after the greeting message. If any
silence or a prompt to leave a message is desired after the greeting message, this must be included in the
recorded greeting.

Related Programming:

Message Length: Alternate Service Mailbox (pg. 2-86)   FF7 0 (BSS) 03 Hold CONF 9002 Hold (1-150) Hold
Message Length: Guidance Mailbox (pg. 2-86)   FF7 0 (BSS) 03 Hold CONF 9003 Hold (1-150) Hold
Incoming Call Alternate Service 1 (pg. 2-9)

Alt. Service 1: Greeting Recording Passwords

9310:
PASSWORD SET

(all CPCs) - Version 2.0 or higher

Set passwords for the greeting recordings used in Alternate Service 1.
This is to prevent message erasure by someone other than the System Administrator.

FF7   0   (B11)   03   Hold   CONF   (9310-9319)   Hold   (up to 8 digits)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Password (max. 8 digits)
default: no assignment

9310: Access #930 (Alt. Service 1/Day1 Mode guidance)
9311: Access #931 (Alt. Service 1/Night Mode guidance)
9312: Access #932 (Alt. Service 1/Night1 Mode guidance)
9313: Access #933 (Alt. Service 1/Night2 Mode guidance)
9314: Access #934 (Alt. Service 1/Day2 Mode guidance)
9316: Access #936 (Alt. Service 1/Recording Unavailable guidance)
9317: Access #937 (Alt. Service 1/Exch.Line Recording Unavailable guidance)
9318: Access #938 (Opening guidance for an incoming intercom call)
9319: Access #939 (Opening guidance for an incoming exch.line call)

Notes:

Passwords can be separately assigned for 9310-9319.

When a password is set, ******** is displayed.

❒   On a Large-Display phone, press the PREV key to display the password.

❒   On a Small-Display phone, press FF6 key to display the password.

To delete the password, press **CONF** while the password is displayed, then press **HOLD**.

Related Programming:

Incoming Call Alternate Service 1 (pg. 2-9)

Auto Attendant: Greeting Recording Passwords

| 9320: |
| PASSWORD SET |

(all CPCs) - Version 2.0 or higher

Set passwords for the greeting recordings used in Auto Attendant.
This is to prevent inadvertent erasure by someone other than the Attendant.

FF7 0 (BSS) 03 Hold CONF (9320, 9341-9345) Hold (up to 8 digits) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Password (max. 8 digits)
default: no assignment

9320: Access #940 (Mode number)
9341: Access #941 (Auto Attendant Service-Day1 Mode guidance)
9342: Access #942 (Auto Attendant Service-Night1 Mode guidance)
9343: Access #943 (Auto Attendant Service-Night2 Mode guidance)
9344: Access #944 (Auto Attendant Service-Night3 Mode guidance)
9345: Access #945 (Auto Attendant Service-Day2 Mode guidance)

For example, punch-in:
   FF7 0 B11 03 Hold CONF 9320 Hold...
   (up to 8 digits) Hold   (enter password for Access No. 940-Mode no.)
   (up to 8 digits) Hold...   (enter password for Access No. 941-Auto Attendant/Day1 guidance)
   (up to 8 digits) Hold...   (enter password for Access No. 942-Auto Attendant/Night1 guidance)
   (up to 8 digits) Hold...   (enter password for Access No. 943-Auto Attendant/Night2 guidance)
   (up to 8 digits) Hold...   (enter password for Access No. 944-Auto Attendant/Night3 guidance)
   (up to 8 digits) Hold   (enter password for Access No. 945-Auto Attendant/Day2 guidance)

Notes:

When a password is set, ******** is displayed.

❒   On a Large-Display phone, press the PREV key to display the password.

❒   On a Small-Display phone, press FF6 key to display the password.

To delete the password, press **CONF** while the password is displayed, then press **HOLD**.

Related Programming:

Auto Attendant (pg. 2-12)

Alt. Service 1: Acceptance Mailboxes

9321:0 DISTRIBUTION

(all CPCs) - Version 2.0 or higher

Select the acceptance mailbox(es) for messages left by callers after-hours (this is a Message Distribution feature). Choose one of the following methods, then enter the required mailbox number(s).

FF7 0 (BSS) 03 Hold CONF 9321 Hold (0-4) Hold ...

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: Group acceptance using Mailbox #900. (default)

1: Group acceptance using a maximum of 8 mailboxes.

2: Acceptance using a maximum of 8 mailboxes per hour.

3: Acceptance using a maximum of 8 mailboxes per Exchange-Line Range (up to 24 ranges can be defined).

4: Acceptance using a maximum of 8 mailboxes per day of the week (Sunday-Saturday).

Table 2-19. Entry of Acceptance Mailboxes for message recording (Program 9321)

Message Recording: Acceptance Mailboxes FF7 0 (BSS) 03 Hold CONF 9321 Hold (select 0, 1, 2, 3, or 4):	
0 Hold Group acceptance/Mailbox #900	
	(no mailbox entry; #900 is automatically used)
1 Hold ... Group acceptance/maximum 8 mailboxes	
(Mailbox #1 thru #8)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
2 Hold ... Acceptance/maximum 8 mailboxes per hour	
for 12:00 midnight–12:59 a.m. (Mailbox #1 thru #8)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 1:00 a.m.–1:59 a.m. (Mailbox #9 thru #16)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 2:00 a.m.–2:59 a.m. (Mailbox #17 thru #24)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 3:00 a.m.–3:59 a.m. (Mailbox #25 thru #32)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 4:00 a.m.–4:59 a.m. (Mailbox #33 thru #40)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 5:00 a.m.–5:59 a.m. (Mailbox #41 thru #48)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 6:00 a.m.–6:59 a.m. (Mailbox #49 thru #56)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 7:00 a.m.–7:59 a.m. (Mailbox #57 thru #64)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 8:00 a.m.–8:59 a.m. (Mailbox #65 thru #72)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 9:00 a.m.–9:59 a.m. (Mailbox #73 thru #80)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 10:00 a.m.–10:59 a.m. (Mailbox #81 thru #88)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 11:00 a.m.–11:59 a.m. (Mailbox #89 thru #96)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 12:00 noon–12:59 p.m. (Mailbox #97 thru #104)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 1:00 p.m.–1:59 p.m. (Mailbox #105 thru #112)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 2:00 p.m.–2:59 p.m. (Mailbox #113 thru #120)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 3:00 p.m.–3:59 p.m. (Mailbox #121 thru #128)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 4:00 p.m.–4:59 p.m. (Mailbox #129 thru #136)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 5:00 p.m.–5:59 p.m. (Mailbox #137 thru #144)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for 6:00 p.m.–6:59 p.m. (Mailbox #145 thru #152)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**

Message Recording: Acceptance Mailboxes FF7 0 (BSS) 03 Hold CONF 9321 Hold (select 0, 1, 2, 3, or 4):	
for 7:00 p.m.-7:59 p.m. (Mailbox #153 thru #160)	... (001-254) Hold (001-254) Hold ... (001-254) Hold
for 8:00 p.m.-8:59 p.m. (Mailbox #161 thru #168)	... (001-254) Hold (001-254) Hold ... (001-254) Hold
for 9:00 p.m.-9:59 p.m. (Mailbox #169 thru #176)	... (001-254) Hold (001-254) Hold ... (001-254) Hold
for 10:00 p.m.-10:59 p.m. (Mailbox #177 thru #184)	... (001-254) Hold (001-254) Hold ... (001-254) Hold
for 11:00 p.m.-11:59 p.m. (Mailbox #185 thru #192)	... (001-254) Hold (001-254) Hold ... (001-254) Hold
3 Hold ... Acceptance/maximum 8 mailboxes per Exchange-Line Range (up to 24 ranges)	
for ExchLn. Range #1: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #1 thru #8) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #2: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #9 thru #16) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #3: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #17 thru #24) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #4: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #25 thru #32) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #5: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #33 thru #40) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #6: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #41 thru #48) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #7: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #49 thru #56) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #8: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #57 thru #64) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #9: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #65 thru #72) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #10: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #73 thru #80) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #11: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #81 thru #88) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #12: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #89 thru #96) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #13: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #97 thru #104) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #14: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #105 thru #112) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #15: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #113 thru #120) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #16: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #121 thru #128) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #17: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #129 thru #136) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #18: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #137 thru #144) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #19: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #145 thru #152) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #20: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #153 thru #160) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #21: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #161 thru #168) **(001-254) Hold (001-254) Hold ... (001-254) Hold**

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Programming

Message Recording: Acceptance Mailboxes FF7 0 (BSS) 03 Hold CONF 9321 Hold (select 0, 1, 2, 3, or 4):	
for ExchLn. Range #22: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #169 thru #176) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #23: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #177 thru #184) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
for ExchLn. Range #24: (first line no.) Hold (last line no.) Hold **... (001-576) Hold (001-576) Hold**	(Mailbox #185 thru #192) **(001-254) Hold (001-254) Hold ... (001-254) Hold**
4 Hold ... Acceptance/max. 8 mailboxes per day of the week	
for Sunday (Mailbox #1 thru #8)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for Monday (Mailbox #9 thru #16)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for Tuesday (Mailbox #17 thru #24)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for Wednesday (Mailbox #25 thru #32)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for Thursday (Mailbox #33 thru #40)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for Friday (Mailbox #41 thru #48)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**
for Saturday (Mailbox #49 thru #56)	**... (001-254) Hold (001-254) Hold ... (001-254) Hold**

Notes:

Related Programming:

Incoming Call Alternate Service 1 (pg. 2-9)

Alt. Service 1: Exch.Line Subscriber Greeting

9322:0
COMPANY GREET

(all CPCs) - Version 2.0 or higher

Cancel the playback if the exchange line's subscriber answer guidance of the opening guidance in Alternate Service 1 is unnecessary.

FF7   0   (B11)   03   Hold   CONF   9322   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: Not played back (default)
1: Played back

Notes:

Related Programming:

Incoming Call Alternate Service 1 (pg. 2-9)

Alt. Service 1: Minimum Msg. Length at Busy

(all CPCs) - Version 2.0 or higher

Set the minimum length of a voicemail message left by a caller after
receiving busy tone during Incoming Call Alternate Service 1.
Messages shorter than this minimum length will not be saved.

FF7 0 (B11) 03 Hold CONF 9323 Hold (0, 2, 4, 6, 8, 10) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

0: Unavailable
2: 2 seconds
4: 4 seconds
6: 6 seconds (default)
8: 8 seconds
10: 10 seconds

2
Programming

Notes:

Related Programming:

Incoming Call Alternate Service 1 (pg. 2-9)

Alt. Service 1: Answer Greeting

(all CPCs) - Version 2.0 or higher

A greeting during Day/Night Mode can also become the greeting
for the Acceptance Mailbox. The greeting can be specified per exchange line
by setting this address to "1" (use Acceptance Mailbox greeting).

FF7 0 (B11) 03 Hold CONF 9328 Hold (0 or 1) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

0: Use Guidance Mailbox greeting (default)
1: Use Acceptance Mailbox greeting

Notes:

If the above address is set to "1", assign Acceptance Mailboxes (Program 9321) as follows:

Alt. Service 1: Acceptance Mailboxes *(see page 2-112)*
FF7 0 B11 03 Hold CONF 9321 Hold...
... (3) Hold...   (select "max. 8 mailboxes per Exchange-Line Range")
... (001-576) Hold (001-576) Hold...   (enter Exchange-Line Range #1)
... (001-254) Hold...   (Mailbox #1 to be used for answer guidance during Day1 Mode)
... (001-254) Hold...   (Mailbox #2 to be used for answer guidance during Day2 Mode)

... (001-254) Hold...   (Mailbox #3 to be used for answer guidance during Night Mode)
... (001-254) Hold...   (Mailbox #4 to be used for answer guidance during Night1 Mode)
... (001-254) Hold...   (Mailbox #5 to be used for answer guidance during Night2 Mode)

For Night Mode switching operation, see *Chapter 3-Feature Operation* in this manual.

Related Programming:

Alt. Service 1: Acceptance Mailboxes (pg. 2-112)   FF7 0 (BSS) 03 Hold CONF 9321 Hold (0-4) Hold ...
Incoming Call Alternate Service 1 (pg. 2-9)

2-Way Call Recording: Confirmation Tone

9401:16
CONFIRM (CO)

(all CPCs) - Version 2.5 or higher

Enable/Disable (system-wide) the confirmation tone heard by both parties at the beginning of a 2-way call recording for a public exchange line call.

FF7   0   (B11)   03   Hold   CONF   9401   Hold   (0 or 16)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

0: Disable confirmation tone.
16: Enable confirmation tone. (default)

Notes:

The confirmation tone can be enabled/disabled on individual extensions that are "exceptions to the rule" from the above address, in **Ext. Mailbox: Recording Confirmation Tone (pg. 2-79)**. By default, individual extensions are disabled.

Related Programming:

Ext. Mailbox: Recording Confirmation Tone (pg. 2-79)   FF7 0 (BSS) 03 Hold CONF (601-848) 3 Hold (0 or 1) Hold

2-Way Call Recording: Confirmation Tone (Intercom)

(all CPCs) - Version 2.5 or higher

Enable/Disable (system-wide) the confirmation tone heard by both parties at the beginning of a 2-way call recording for an intercom call.

FF7 0 (B11) 03 Hold CONF 9402 Hold (0 or 16) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
     05 for CAB-40

0: Disable confirmation tone.
16: Enable confirmation tone. (default)

2
Programming

Notes:

The confirmation tone can be enabled/disabled on individual extensions that are "exceptions to the rule" from the above address, in **Ext. Mailbox: Recording Confirmation Tone (pg. 2-79**). By default, individual extensions are disabled.

Related Programming:

Ext. Mailbox: Recording Confirmation Tone (pg. 2-79)   FF7 0 (BSS) 03 Hold CONF (601-848) 3 Hold (0 or 1) Hold

2-Way Call Recording: Time Limit/FIFO

(all CPCs) - Version 2.0 or higher

Select what happens if the length of a 2-Way Call Recording exceeds the capacity of the receiving mailbox.

FF7 0 (B11) 03 Hold CONF 9403 Hold (0 or 1) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
     05 for CAB-40

0: Time Limit abort (default)
1: FIFO (First-In/First-Out) abort

Notes:

Maximum length of a single mailbox message is 25 minutes, for both "Time Limit abort" and "FIFO abort" settings in the above address.

After 50 minutes of messages collected in a mailbox, a "FIFO (First-In/First-Out) abort" setting automatically becomes "Time Limit abort" (no more recording).

Related Programming:

Message Length: Extension Mailbox (pg. 2-85)   FF7 0 (BSS) 03 Hold CONF 9001 Hold (1-150) Hold
2-Way Call Recording (pg. 2-15)

2-Way Call Recording: Wait Timer for Destination Mailbox Input

**9404:0
REC. INPUT TIME**

(all CPCs) - Version 2.0 or higher

Set the time-out interval for entering the destination mailbox number while recording a message (in 10-second intervals).

FF7   0   (BSS)   03   Hold   CONF   9404   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: No supervision (default)
1-150: 10 seconds to 1500 seconds
(25 minutes)

Notes:

If the time-out has occurred, the conversation recording will be cancelled.

Related Programming:

2-Way Call Recording (pg. 2-15)

2-Way Call Recording: Call Hold Retrieve

**9405:1
SERVICE MODE**

(all CPCs) - Version 2.0 or higher

Set whether an ongoing 2-Way Call Recording will continue when the call is placed on hold and then retrieved by another phone.

FF7   0   (BSS)   03   Hold   CONF   9405   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: End of recording
1: Continue recording (default)

Notes:

If this address is set to "0" (End of recording), the Recording will terminate when the held call is retrieved.

Related Programming:

    2-Way Call Recording (pg. 2-15)

Automatic 2-Way Call Recording: Acceptance Mailboxes

9407:0 MODE

(all CPCs) - Version 2.0 or higher

Select the method and assign acceptance mailboxes for Automatic 2-Way Call Recording.

FF7   0   (BSS)   03   Hold   CONF   9407   Hold   (0-5)   Hold ...

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: No automatic selection; use Mailbox #966.

1: Group acceptance using a maximum of 8 mailboxes.

2: Acceptance using a maximum of 8 mailboxes per hour.

3: Acceptance using a maximum of 8 mailboxes per Exch.Line Range (up to 24 ranges can be defined).

4: Acceptance using a maximum of 8 mailboxes per day of the week (Sunday-Saturday).

5: Acceptance using the mailbox specified for each ext. in **Ext. Mailbox: Auto-Destination Mailbox (pg. 2-82).**

Notes:

❐ See **Alt. Service 1: Acceptance Mailboxes (pg. 2-112)** for detailed instructions on entering the required mailbox(es) after selecting one of the above methods.

❐ The exchange line, private line, or extension used for the call must be enabled for Automatic Call Recording (see Programs 9421-9428 for public exchange lines, 9441-9448 for private lines, and 9461-9468 for extensions).

❐ Also, Automatic Call Recording can enabled or disabled on each extension in **Ext. Mailbox: Auto-Recording Feature**, Program (601-848) 6.

❐ Initial default is "0" for the number of messages in Mailbox #966. Therefore, increase the number of messages in **Maximum Number of Messages** (Program 2603) when using the default setting.

Related Programming:

Alt. Service 1: Acceptance Mailboxes (pg. 2-112)   FF7 0 (BSS) 03 Hold CONF 9321 Hold (0-4) Hold ...
Ext. Mailbox: Auto-Recording Start (pg. 2-78)   FF7 0 (BSS) 03 Hold CONF (601-848) 2 Hold (1-6) Hold
Ext. Mailbox: Auto-Recording Feature (pg. 2-81)   FF7 0 (BSS) 03 Hold CONF (601-848) 6 Hold (0 or 1) Hold
Ext. Mailbox: Auto-Destination Mailbox (pg. 2-82)   FF7 0 (BSS) 03 Hold CONF (601-848) 7 Hold (Box No.) Hold
Automatic 2-Way Call Recording: Public Exchange Lines (pg. 2-122)   FF7 0 (BSS) 03 Hold CONF (9421-9428) Hold (001-576) Hold (001-576) Hold
Automatic 2-Way Call Recording: Private Lines (pg. 2-124)   FF7 0 (BSS) 03 Hold CONF (9441-9448) Hold (001-576) Hold (001-576) Hold
Automatic 2-Way Call Recording: Extensions (pg. 2-126)   FF7 0 (BSS) 03 Hold CONF (9461-9468) Hold (Ext.) Hold (Ext.) Hold

---

General Mailbox: Maximum Messages (pg. 2-68)   FF7 0 (BSS) 03 Hold CONF 2603 Hold (0-30) Hold

---

2-Way Call Recording: Outside-Party Disconnect

9409:0
REC. END CONTROL

(all CPCs) - Version 2.0 or higher

Set whether the system will wait for input of a destination mailbox number, or automatically switch to the Comment Recording mode, when the outside party disconnects the call in 2-Way Call Recording.

FF7   0   (BSS)   03   Hold   CONF   9409   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
     05 for CAB-40

0: Await input of the destination mailbox
    number. (default)
1: Switch to the Comment Recording mode.

Notes:

Related Programming:

  2-Way Call Recording (pg. 2-15)

2-Way Call Recording: Public Exchange Lines

**9411:001
CO. CONVS_REC.**

(all CPCs) - Version 2.0 or higher

Specify the public exchange lines on which 2-Way Call Recording can be performed.

A maximum of 8 different exchange lines or exchange-line ranges can be set.

(To set a single exchange line, enter the same number for "First" and "Last Exch.Line No.")

FF7 0 (BSS) 03 Hold CONF (9411-9418) Hold (001-576) Hold (001-576) Hold

2
Programming

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

9411 = Range #1
9412 = Range #2
....
9418 = Range #8

First Exch.Line No.   Last Exch.Line No.

**defaults: 001 for Range #1 (9411)
[none] for Ranges #2 thru #8 (9412-9418)**

NOTE: Entry must be *exactly* 3 digits in length.
For example, enter **007** for Exchange Line #7;
010 for Exchange Line #10; etc.

For example, punch-in:
    FF7 0 B11 03 Hold CONF 9411 Hold...
    (001-576) Hold (001-576) Hold... (Public Exch.Line Range #1; enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exch.Line Range #2; enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exch.Line Range #3; enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exch.Line Range #4; enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exch.Line Range #5; enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exch.Line Range #6; enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exch.Line Range #7; enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exch.Line Range #8; enter beginning and ending exch.line no.)

Notes:

Related Programming:

Automatic 2-Way Call Recording: Public Exchange Lines

> **9421:**
> **CO. AUTO ST.**

(all CPCs) - Version 2.0 or higher

Specify the public exchange lines on which Auto-Recording to a pre-programmed Mailbox can be performed. A maximum of 8 different exchange lines or exchange-line ranges can be entered.

NOTE: These entries must fall within the same range(s) specified in **2-Way Call Recording: Public Exchange Lines** (Program Nos. 9411-9418). To specify a single exchange line, enter the same number for "First" and "Last Exch.Line No."

FF7 0 (BSS) 03 Hold CONF (9421-9428) Hold (001-576) Hold (001-576) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

9421 = Range #1
9422 = Range #2
....
9428 = Range #8

First Exch.Line No.   Last Exch.Line No.

default: [no assignment]

> NOTE: Entries must match (or fall within the range of) those specified in **2-Way Call Recording: Public Exchange Lines** (see

For example, punch-in:
FF7 0 B11 03 Hold CONF 9421 Hold...
(001-576) Hold (001-576) Hold...   (Exch.Line Range #1; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Exch.Line Range #2; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Exch.Line Range #3; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Exch.Line Range #4; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Exch.Line Range #5; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Exch.Line Range #6; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Exch.Line Range #7; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Exch.Line Range #8; enter beginning and ending exchange line no.)

Notes:

Related Programming:

  2-Way Call Recording: Public Exchange Lines (pg. 2-121)   FF7 0 (BSS) 03 Hold CONF (9411-9418) Hold (001-576) Hold (001-576) Hold

  Ext. Mailbox: Auto-Recording Feature (pg. 2-81)   FF7 0 (BSS) 03 Hold CONF (601-848) 6 Hold (0 or 1) Hold

2-Way Call Recording: Private Lines

**9431:
DV CONVS_REC.**

(all CPCs) - Version 2.0 or higher

Specify the private lines on which 2-Way Call Recording can be performed.

A maximum of 8 different private lines or private-line ranges can be set.

(To set a single private line, enter the same number for "First" and "Last Exch.Line No.")

FF7 0 (BSS) 03 Hold CONF (9431-9438) Hold (001-576) Hold (001-576) Hold

**2
Programming**

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

9431 = Range #1
9432 = Range #2
....
9438 = Range #8

First Exch.Line No.   Last Exch.Line No.
default: [no assignment]

NOTE: Entry must be *exactly* 3 digits in length.
For example, enter **007** for Exchange Line #7;
010 for Exchange Line #10; etc.

For example, punch-in:
FF7 0 B11 03 Hold CONF 9431 Hold...
(001-576) Hold (001-576) Hold... (Private-Line Range #1; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private-Line Range #2; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private-Line Range #3; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private-Line Range #4; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private-Line Range #5; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private-Line Range #6; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private-Line Range #7; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold (Private-Line Range #8; enter beginning and ending exchange line no.)

Notes:

Related Programming:

Automatic 2-Way Call Recording: Private Lines   9441: PV. AUTO ST.

(all CPCs) - Version 2.0 or higher

Specify the private lines on which Automatic 2-Way Call Recording to a pre-programmed Mailbox can be performed. A maximum of 8 different private lines or private-line ranges can be entered.

NOTE: These entries must fall within the same range(s) specified in **2-Way Call Recording: Private Lines** (Program Nos. 9431-9438). To specify a single private line, enter the same number for "First" and "Last Exch.Line No."

FF7 0 (BSS) 03 Hold CONF (9441-9448) Hold (001-576) Hold (001-576) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

9441 = Range #1
9442 = Range #2
....
9448 = Range #8

First Exch.Line No.   Last Exch.Line No.
default: [no assignment]

NOTE: Entries must match (or fall within the range of) those specified in **2-Way Call Recording: Private Lines** (see pg. 2-123).

For example, punch-in:
FF7 0 B11 03 Hold CONF 9441 Hold...
(001-576) Hold (001-576) Hold...   (Private-Line Range #1; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Private-Line Range #2; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Private-Line Range #3; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Private-Line Range #4; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Private-Line Range #5; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Private-Line Range #6; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold...   (Private-Line Range #7; enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold   (Private-Line Range #8; enter beginning and ending exchange line no.)

Notes:

Related Programming:

2-Way Call Recording: Private Lines (pg. 2-123)   FF7 0 (BSS) 03 Hold CONF (9431-9438) Hold (001-576) Hold (001-576) Hold

Ext. Mailbox: Auto-Recording Feature (pg. 2-81)   FF7 0 (BSS) 03 Hold CONF (601-848) 6 Hold (0 or 1) Hold

2-Way Call Recording: Extensions

**9451:
EXT. CONVS_REC.**

(all CPCs) - Version 2.0 or higher

Specify the extensions on which 2-Way Call Recording can be performed.

A maximum of 8 different extensions or extension ranges can be set.

(To set a single extension, enter the same number for "First" and "Last Extension No.")

FF7   0   (BSS)   03   Hold   CONF   (9451-9458)   Hold   (Ext.)   Hold   (Ext.)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

9451 = Range #1
9452 = Range #2
....
9458 = Range #8

First Extension No.   Last Extension No.

default: [no assignment]

NOTE: Entry must match
phone system's dial plan:
    00-99 for 2-digit numbering
    000-999 for 3-digit numbering
    0000-9999 for 4-digit numbering.

For example, punch-in:
FF7 0 B11 03 Hold CONF 9451 Hold...
(Ext.) Hold (Ext.) Hold...   (Extension Range #1; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #2; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #3; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #4; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #5; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #6; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #7; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold   (Extension Range #8; enter beginning and ending Extension No.)

Notes:

Exceptions to the rule can be set in Program (601-848) 1 (see pg. 2-77).

Related Programming:

Ext. Mailbox: 2-Way Call Recording (pg. 2-77)   **FF7 0 (BSS) 03 Hold CONF (601-848) 1 Hold (0 or 1) Hold**
2-Way Call Recording (pg. 2-15)

Automatic 2-Way Call Recording: Extensions

> **9461:**
> **EXT. AUTO ST.**

(all CPCs) - Version 2.0 or higher

Specify the extensions on which Automatic 2-Way Call Recording to a pre-programmed Mailbox can be performed. A maximum of 8 different extensions or extension ranges can be set.

NOTE: These entries must fall within the same range(s) specified in **2-Way Call Recording: Extensions** (Program Nos. 9451-9458).

FF7 0 (BSS) 03 Hold CONF (9461-9468) Hold (Ext.) Hold (Ext.) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

9461 = Range #1
9462 = Range #2
....
9468 = Range #8

First Extension No.   Last Extension No.

default: [no assignment]

> NOTE: Entries must match (or fall within the range of) those specified in **2-Way Call Recording: Extensions** (see pg. 2-125).

For example, punch-in:
FF7 0 B11 03 Hold CONF 9461 Hold...
(Ext.) Hold (Ext.) Hold...   (Extension Range #1; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #2; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #3; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #4; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #5; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #6; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold...   (Extension Range #7; enter beginning and ending Extension No.)
(Ext.) Hold (Ext.) Hold   (Extension Range #8; enter beginning and ending Extension No.)

NOTE: Extension No. entry depends on system programming: 00-99, 000-999, or 0000-9999.
To specify a single extension in this address, enter the same Extension No. for both beginning and ending.

Notes:

Related Programming:

2-Way Call Recording: Extensions (pg. 2-125)   FF7 0 (BSS) 03 Hold CONF (9451-9458) Hold (Ext.) Hold (Ext.) Hold

Ext. Mailbox: Auto-Recording Feature (pg. 2-81)   FF7 0 (BSS) 03 Hold CONF (601-848) 6 Hold (0 or 1) Hold

Automatic 2-Way Call Recording (pg. 2-16)

Mailbox Group Names (9501-9508)

Mailbox Group Name

9501:
A B C D E FNo1

2
Programming

(all CPCs) - Version 2.0 or higher

Assign a name for each Mailbox group.

FF7   0   (BSS)   03   Hold   CONF   (9501-9508)   Hold   (Name)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
        05 for CAB-40

9501: Group #1 Name setting
9502: Group #2 Name setting
....
9508: Group #8 Name setting

Mailbox Group Name
(up to 6 characters)

default: no assignment

For example, punch-in:
FF7 0 B11 03 Hold CONF 9501 Hold...
(up to 6 char.) Hold... (enter name for Mailbox Group #1)
(up to 6 char.) Hold... (enter name for Mailbox Group #2)
(up to 6 char.) Hold... (enter name for Mailbox Group #3)
(up to 6 char.) Hold... (enter name for Mailbox Group #4)
(up to 6 char.) Hold... (enter name for Mailbox Group #5)
(up to 6 char.) Hold... (enter name for Mailbox Group #6)
(up to 6 char.) Hold... (enter name for Mailbox Group #7)
(up to 6 char.) Hold   (enter name for Mailbox Group #8)

Notes:

Character input method is the same as registering Extension Names. See **"Naming Mailboxes or Groups" on pg. 2-50** for instructions.

Related Programming:

Mailbox Group Display (pg. 2-102)   FF7 0 (BSS) 03 Hold CONF 9171 Hold (0 or 1) Hold

Auto Attendant (9601-9627)

Set the following Auto Attendant parameters:

FF7 0 (BSS) 03 Hold CONF ...	
... (9600-9608) Hold (001-576) Hold (001-576) Hold	**Auto Attendant: Public Exchange Lines**
... (9611-9618) Hold (001-576) Hold (001-576) Hold	**Auto Attendant: Private Lines**
... 9621 Hold (2-8 digits) Hold	**Auto Attendant: Password For Voicemail**
... 9622 Hold (0-9 or *) Hold	**Auto Attendant: Operator Transfer Code**
... 9623 Hold (0-9 or *) Hold	**Auto Attendant: Voicemail Transfer Code**
... 9624 Hold (0-9) Hold	**Auto Attendant: Name Dial Transfer Code**
... 9625 Hold (0-9 or *) Hold	**Auto Attendant: Extension Transfer Code**
... 9626 Hold (5/10/15...60) Hold	**Auto Attendant: Answer Wait Timer for Operator**
... 9627 Hold (0-9999) Hold	**Auto Attendant: Attendant Hunt Group Pilot No.**

Auto Attendant: Public Exchange Lines

**9601:
AUTO ATT CO NO.**

2
Programming

(all CPCs) - Version 2.0 or higher

Specify the public exchange lines that will receive Auto Attendant service.

A maximum of 8 different exchange lines or exchange-line ranges can be set.

(To set a single exchange line, enter the same number for "First" and "Last ExchLn. No.")

FF7 0 (BSS) 03 Hold CONF (9601-9608) Hold (001-576) Hold (001-576) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

9601 = Range #1
9602 = Range #2
....
9608 = Range #8

First ExchLine No.   Last ExchLine No.
default: [no assignment]

NOTE: Entry must be exactly 3 digits in length.
For example, enter **007** for Exchange Line #7;
010 for Exchange Line #10; etc.

For example, punch-in:
    FF7 0 B11 03 Hold CONF 9601 Hold...
    (001-576) Hold (001-576) Hold... (Public Exchange Line Range #1: enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exchange Line Range #1: enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exchange Line Range #1: enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exchange Line Range #1: enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exchange Line Range #1: enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exchange Line Range #1: enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exchange Line Range #1: enter beginning and ending exch.line no.)
    (001-576) Hold (001-576) Hold... (Public Exchange Line Range #1: enter beginning and ending exch.line no.)

Notes:

An exchange line must be entered here for the Auto Attendant greeting to be heard by the outside caller.

Any exchange line which rings to the voicemail, but is not defined in this address, will have the voicemail greeting played to the outside caller and give access to all voicemail features.

Related Programming:

Auto Attendant (pg. 2-12)

Auto Attendant: Private Lines

9611:
AUTO ATT PV NO.

(all CPCs) - Version 2.0 or higher

Specify the private lines that will receive Auto Attendant service.

A maximum of 8 different private lines or private-line ranges can be set.

(To set a single private line, enter the same number for "First" and "Last Exch.Line No.")

FF7 0 (BSS) 03 Hold CONF (9611-9618) Hold (001-576) Hold (001-576) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
   05 for CAB-40

9611 = Range #1
9612 = Range #2
....
9618 = Range #8

First Exch.Line No.   Last Exch.Line No.
default: [no assignment]

NOTE: Entry must be *exactly* 3 digits in length.
For example, enter **007** for Exchange Line #7;
010 for Exchange Line #10; etc.

For example, punch-in:
  FF7 0 B11 03 Hold CONF 9611 Hold...
(001-576) Hold (001-576) Hold... (Private Line Range #1 - enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private Line Range #2 - enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private Line Range #3 - enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private Line Range #4 - enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private Line Range #5 - enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private Line Range #6 - enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private Line Range #7 - enter beginning and ending exchange line no.)
(001-576) Hold (001-576) Hold... (Private Line Range #8 - enter beginning and ending exchange line no.)

Notes:

Related Programming:

Auto Attendant (pg. 2-12)

Auto Attendant: Password For Voicemail

9621:******
AUTO ATT CO NO.**

(all CPCs) - Version 2.0 or higher

Create a password for transferring incoming calls to voicemail during Auto
Attendant service. The password can be from 2 to 8 digits long.

FF7   0   (BSS)   03   Hold   CONF   9621   Hold   (Password)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
   05 for CAB-40

2 digits: 00-99
3 digits: 000-999
4 digits: 0000-9999
  :
8 digits: 00000000-99999999
default: 9999

Notes:

To skip password input when operating, leave this address unspecified.

When a password is set, ******** is displayed.

❐   On a Large-Display phone, press the PREV key to display the password.

❐   On a Small-Display phone, press FF6 key to display the password.

To delete the password, press **CONF** then **HOLD** while your password is displayed.

Related Programming:

   Auto Attendant (pg. 2-12)

Auto Attendant: Operator Transfer Code

> 9622:0
> ATT TRANS. NO.

(all CPCs) - Version 2.0 or higher

Set the 1-digit code that can be dialled by the caller to reach the operator during Auto Attendant.

FF7   0   (BSS)   03   Hold   CONF   9622   Hold   (0-9 or *)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
      05 for CAB-40

Code for dialling the Operator
during Auto Attendant

default: 0

Notes:

Related Programming:

   Auto Attendant (pg. 2-12)

Auto Attendant: Voicemail Transfer Code

> 9623:*
> VM TRANS. NO.

(all CPCs) - Version 2.0 or higher

Set the 1-digit code that can be dialled by the caller to transfer to voicemail during Auto Attendant.

FF7   0   (BSS)   03   Hold   CONF   9623   Hold   (0-9 or *)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
      05 for CAB-40

Code for transferring to voicemail
during Auto Attendant
default: *

Notes:

Related Programming:

Auto Attendant (pg. 2-12)

Auto Attendant: Name Dial Transfer Code

**9624:9
NAME TRANS. NO.**

(all CPCs) - Version 2.0 or higher

Set the 1-digit code that can be dialled by the caller to start Name Dialling service during Auto Attendant.

FF7 0 (BSS) 03 Hold CONF 9624 Hold (0-9) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
   05 for CAB-40

Code for starting Name Dial
during Auto Attendant

default: 9

Notes:

Related Programming:

Auto Attendant (pg. 2-12)
Intercom Calling Service (pg. 2-14)

Auto Attendant: Extension Transfer Code

**9625:7
EXT. TRANS. NO.**

(all CPCs) - Version 2.0 or higher

Set the 1-digit code that can be dialled to call another extension while hearing
the greeting message of a wrong (misdialled) Extension Mailbox.

FF7 0 (BSS) 03 Hold CONF 9625 Hold (0-9 or *) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
   05 for CAB-40

Code for dialling another extension
default: 7

Notes:

Related Programming:

Auto Attendant: Answer Wait Timer for Operator

**9626:20
ATT WAIT TIME**

(all CPCs) - Version 2.0 or higher

Set the answer waiting time used for calling the operator during Auto Attendant.

FF7 0 (BSS) 03 Hold CONF 9626 Hold (5, 10, 15, •••• 60) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Answer Wait Time
 5: 5 seconds
10: 10 seconds
.....
60: 60 seconds

default: 20 seconds

2
Programming

Notes:

If the operator call is not answered within the answer waiting time, the caller will hear *"operator not available"* and then back to the main greeting.

Related Programming:

Auto Attendant (pg. 2-12)

Auto Attendant: Attendant Hunt Group Pilot No.

**9627:0
ATT TRANS. NO.**

(all CPCs) - Version 2.0 or higher

Enter the Attendant Group pilot number (extension, virtual, or Hunt Group pilot no.) that voicemail will dial automatically if an end-user dials the operator number defined in Program No. 9622.

FF7 0 (BSS) 03 Hold CONF 9627 Hold (0-9999) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Attendant Hunt Group
Pilot No. (max. 4 digits)
default: 0

Notes:

Related Programming:

**Auto Attendant: Operator Transfer Code (pg. 2-131)   FF7 0 (BSS) 03 Hold CONF 9622 Hold (0-9 or *) Hold
Auto Attendant (pg. 2-12)**

Tones/Signalling (9824-9839)

Set voicemail parameters for Tones, Signalling, and Silence Compression:

FF7 0 (BSS) 03 Hold CONF ...	
... 9824 Hold (0-3) Hold	**BT Detect Frequency**
... 9826 Hold (0, 40, or 50) Hold	**Silence Compression**
... 9833 Hold (1-16) Hold	**DTMF Signal Detection Timer: Guidance Playback**
... 9834 Hold (1-16) Hold	**DTMF Signal Detection Timer: Message Playback**
... 9835 Hold (1-16) Hold	**DTMF Signal Detection Timer: Message Recording**
... 9836 Hold (0 or 1) Hold	**Guidance Stop**
... 9839 Hold (1-16) Hold	**DTMF Signal Detection Timer: Idle Status**

2
Programming

BT Detect Frequency

9824:3
BT FREQUENCY

(all CPCs) - Version 2.0 or higher

Set the detection frequency for busy tone (BT).

FF7 0 (BSS) 03 Hold CONF 9824 Hold (0-3) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

0: Combination of 340Hz and 565Hz
1: Combination of 350Hz and 500Hz (default)
2: 1100Hz
3: 400Hz

Notes:

Related Programming:

Silence Compression

9826:0
SILENT COMPRESS

(all CPCs) - Version 2.0 or higher

Set whether to compress silent sections of a voice recording.

FF7   0   (BSS)   03   Hold   CONF   9826   Hold   (0, 40 or 50)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
      05 for CAB-40

0: No silence compression (default)
40: Silence compression (normal)
50: Reinforced silence compression

2
Programming

Notes:

Excessive silence compression (setting "50") can cause unnatural recording because of the surrounding noise. Select 0 or 40 for normal use.

Related Programming:

DTMF Signal Detection Timer

9833:3
MF DETECT TIME1

(all CPCs) - Version 2.0 or higher

Set the length of dialled DTMF signals during voicemail guidance messages, mailbox message playback, message recording, and idle status.

FF7   0   (BSS)   03   Hold   CONF   (9833-9835, 9839)   Hold   (1-16)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
      05 for CAB-40

9833: Guidance Playback setting
9834: Message Playback setting
9835: Message Recording setting
9839: Idle Status setting

1: 16 ms
2: 32 ms
3: 48 ms (default)
4: 64 ms
....
16: 256 ms

Notes:

If the voicemail is mistaking a person's voice for DTMF, this setting may be changed to a higher value to alleviate this problem, but if the setting is too high, it will not recognise the DTMF. Therefore, set only as high as necessary to alleviate "talk-off."

Related Programming:

2
Programming

Guidance Stop

9836:1
GUIDANCE STOP

(all CPCs) - Version 2.5 or higher

(for digital phones only) Enable/Disable the Built-In VM Unit to stop the voice prompt (guidance) after the user dials a digit in response to it (so the user doesn't have to hear the entire prompt before the system will accept the final "#" entry).

FF7   0   (BSS)   03   Hold   CONF   9836   Hold   (0 or 1)   Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
     05 for CAB-40

0: Play entire guidance.
**1: Stop guidance after user dials a
   digit. (default)**

Notes:

Related Programming:

   Guidance (9101-9107) (pg. 2-88)

Mailbox Numbering by Extension Numbers (9841-9844)

Set up voicemail to receive ICX Extension Numbers as Mailbox Number assignments:

FF7 0 (BSS) 03 Hold CONF ...	
... 9841 Hold (1-254) Hold... ... (1-249) Hold... ... (0-253) Hold... ... (0-249) Hold	**Group 1 Mailbox Count** **Group 1 maximum no. of messages** **Group 2 Mailbox Count** **Group 2 maximum no. of messages**
... 9842 Hold (0-248) Hold	**No. of Extension Mailboxes**
... 9844 Hold (2-4) Hold	**Mailbox Numbering: Digit Length**

2
Programming

No. of Mailboxes/Maximum Messages

(all CPCs) - Version 2.0 or higher

Mailboxes can be divided into two groups. Determine the number of mailboxes and the maximum number of messages for each group.

9841:254 G1 M-BOX AMOUNT
9841:30 G1 MSG. AMOUNT
9841:0 G2 M-BOX AMOUNT
9841:0 G2 MSG. AMOUNT

FF7 0 (BSS) 03 Hold CONF 9841 Hold ...
... (1-254) Hold (1-249) Hold (0-253) Hold (0-249) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
     05 for CAB-40

(1-254): Group 1 Mailbox count **(default: 254)**
(1-249): Group 1 max. Messages **(default: 30)**
(0-253): Group 2 Mailbox count **(default: 0)**
(0-249): Group 2 max. Messages **(default: 0)**

Notes:

❒   This program works with Program 9956: Extension Name/Number Transfer (pg. 4-12). If the above address is set to 0 for Group 1, Program 9956 won't work.

❒   This setting is enabled only in the off-line mode:
     In the off-line mode, SW1 on the VSSC Card is set to OFF LINE while the power is turned on.

❒   A maximum total of 8,000 messages per VM Unit can be stored. Use the calculations in *Figure 2-12* (see next page) to set this address.

Related Programming:

Service Range Assignment (pg. 2-41)   FF7 0 (BSS) 02 01 (0001-0016) Hold (0-6 or 00-12) Hold
Mailbox Numbering: Digit Length (pg. 2-139)   FF7 0 (BSS) 03 Hold CONF 9842 Hold (0-248) Hold
Program 9956: Extension Name/Number Transfer (pg. 4-12)

Figure 2-12: Boxes/Messages (Program No. 9841) - calculations

Calculation 1 Restriction on total number of Messages: Set to 6,000 or less.

| No. of Mailboxes in Group #1 (B-1) | x | No. of Messages in Group #1 (M-1) | + | No. of Mailboxes in Group #2 (B-2) | x | No. of Messages in Group #2 (M-2) | ≦ | Total No. of Messages: 8,000 |

Calculation 2 Restriction on total number of Mailboxes: Set to 254 or less.

| No. of Mailboxes in Group #1 (B-1) | + | No. of Mailboxes in Group #2 (B-2) | ≦ | Total No. of Mailboxes: 254 |

Calculation 3 Restriction on maximum number of Messages per Mailbox: Set to 249 or less.

| No. of Mailboxes in Group #1 (M-1) | ≦ | Maximum No. of Messages: 249 | and | No. of Mailboxes in Group #2 (M-2) | ≦ | Maximum No. of Messages: 249 |

EXAMPLE:

| B-1 150 mailboxes | x | M-1 10 messages | + | B-2 30 mailboxes | x | M-2 50 messages | = | Total No. of Messages: 3,000 | ≦ 8,000 |

Total No. of Mailboxes: $150 + 30 = 180 ≦ 254$

Precautions:

(1) Set the mailbox numbers sequentially from the mailbox serial No.1 in Groups 1 and 2, in order.

(2) To change the number of mailboxes or messages, perform the following in advance:

① To decrease the number of mailboxes → Erase the messages and answer messages in the mailboxes, whose serial numbers will disappear.

② To decrease the number of messages → Erase the surplus messages in the mailbox until the number of messages is less than the number of new messages.

③ To increase the mailbox number → No special notice.

No. of Extension Mailboxes

| 9842 :248 |
| NO. OF EXT. BOX |

(all CPCs) - Version 2.0 or higher

Enter the total number of Extension Mailboxes you want to create for ICX phones using **Program 9956: Extension Name/Number Transfer (pg. 4-12)**.

FF7 0 (BSS) 03 Hold CONF 9842 Hold (0-248) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

Total No. of Extension Mailboxes
to be assigned using Program 9956
default: 248

2
Programming

Notes:

❒ The manufacturer recommends using Extension Numbers as Mailbox Numbers.

❒ If 0 is set, there will be no extension mailboxes when Program 9956 is run. Set to 16, for example, so that the 1st extension port through 16th extension port can own extension mailboxes.

❒ The system will assign the Extension Mailboxes starting from the first port no. in Service Range 1 (see **Service Range Assignment** on pg. 2-41).

(all CPCs) - Version 1.3 or higher: Default is now 248 so that all possible extensions will be assigned mailboxes the first time **Program 9956** is run. The manufacturer recommends that after **Program 9956** is run, change the above setting back to "0." Otherwise, the system will rebuild mailboxes each time the system is powered off/on.

Related Programming:

Service Range Assignment (pg. 2-41)   FF7 0 (BSS) 02 01 (0001-0016) Hold (0-6 or 00-12) Hold
Program 9956: Extension Name/Number Transfer (pg. 4-12)

Mailbox Numbering: Digit Length

| 9844 :3 |
| M-BOX DIGITS |

(all CPCs) - Version 2.0 or higher

Set the digit length of mailbox numbers.

FF7 0 (BSS) 03 Hold CONF 9844 Hold (2-4) Hold

BSS: VSSC Card Position --
B=CCU 1-6
SS=Free Slot 11 for CAB-96;
    05 for CAB-40

2=2-digit mailbox numbering
3=3-digit mailbox numbering (default)
4=4-digit mailbox numbering

Notes:

❒ Mailbox digit numbering should be the same as the extension digit numbering for operating voicemail more conveniently.

❒   If this address is changed, you must re-assign all mailbox numbers.

Related Programming:

Program 9956: Extension Name/Number Transfer (pg. 4-12)

All Mailboxes: Number Assignment (pg. 2-59)   FF7 0 (BSS) 03 Hold CONF (001-254) 1 Hold CONF (Box No.) Hold

Chapter 3. Feature Operation

This chapter describes end-user operation of the Built-In Voice Mail system. In operation examples, a Small Display phone (2-line alphanumeric display) is used.

Marks used in this chapter:

($\Rightarrow$SET UPON INSTALLATION) This setting must be performed at installation. Check with your System Administrator.

This chapter contains the following topics:

3
Feature

3
Feature

Introduction

Figure 3-1: Operating voicemail (quick-reference)
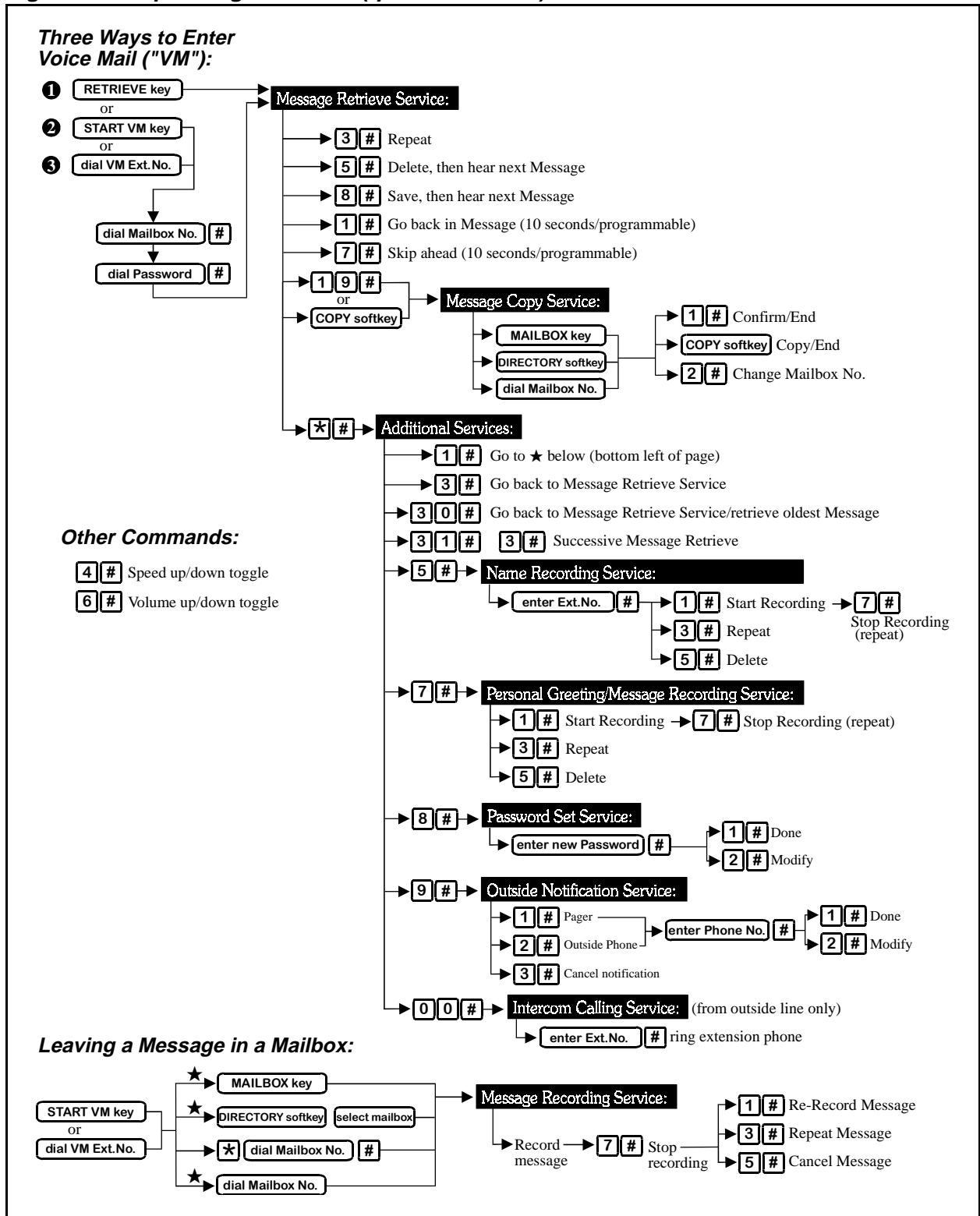
Figure 3-2: *Call routing to voicemail*

Public Exchange Line Calling (to voicemail)	
Voicemail is directly dialled by the caller.	
Someone in the office receives a call, and manually transfers it to voicemail.	
An incoming exch.line call delay-rings to an extension that is set for Call-Forwarding to voicemail.	
The call is call-forwarded to an extension that is set for Call-Forwarding to voicemail.	

Mailbox Service

Intercom Calling (to voicemail)
Voicemail is directly dialled by the extension.
A call is received and manually transferred to Voicemail.
The call is call-forwarded to an extension that is set for Call-Forwarding to Voicemail.

Incoming Call Alternate Services

Alternate Service 1:
A message is recorded in the Alternate Service 1 mailbox. This is used as an automatic answering machine for the entire company.

Alternate Service 2:
A message for an individual or group is recorded.

Public Exchange Line or Intercom Calling (in the office)
Recording the call

2-Way Call Recording Service

Greeting Message/Mailbox

The Greeting Message

The greeting: *"Welcome to the voicemail system"* is provided. This message can be replaced by the answer greeting recorded by individual mailbox owners (see "Recording Your Mailbox Greeting" on pg. 3-31 for instructions).

❏ A CO line answer message is heard for the CO line call, and an intercom answer message for the intercom call, respectively.

❏ Greetings (holiday message, vacation message) played back at Incoming Call Alternate Services are also recorded in addition to CO line and intercom answer messages.

The Mailbox

There are normally 254 mailboxes in voicemail. Up to 30 messages can be recorded into each mailbox initially.

Figure 3-3: Mailbox types

| Mailbox | General Mailboxes (VB-44170: 254 Pcs) | → | Mailboxes not corresponding to the extension telephone. Set the mailbox numbers and mailbox names individually. (⇒SET UPON INSTALLATION) |
| | Incoming Call Alternate Service 1 Mailbox (1 Pc.) | → | Messages are recorded into this mailbox during Incoming Call Alternate Service 1. |

❏ The total number of mailboxes can be changed. (⇒SET UPON INSTALLATION)

❏ The number of messages recordable in each mailbox can be changed. (⇒SET UPON INSTALLATION)

FF-Key Assignment (telephone-specific)

Shown below is a detailed description of voicemail feature codes that can be programmed into a phone's FF-keys. Before assigning these features to FF-keys, you may want to decide the phone's entire key operation setup first (for example, determining exch.line access keys).

Feature Codes for Voicemail

FF-key feature codes for voicemail are shown in the table below. These feature codes can also be assigned in Programming Mode (see page 2-28).

Symbols Used Below:
🖃 = Mailbox No. 1-254
◻ = VM Unit No. 1-4
✪ = Broadcast Code No. 00-9999

✶ = "Star" key on phone's keypad
= "Pound" key on phone's keypad

Table 3-1. Voicemail feature codes and FF-key operation

FF-Key Operation Name	Feature Code programmed into FF-Key	FF-Key Operation Details
Retrieve	5 + 🖃	❏ Starts playing back messages in the mailbox (one-touch message retrieval). This is the only key needed for normal voicemail; all other features are for 2-Way Call Recording.
Mailbox	6 + ◻ + 🖃	❏ Starts recording into the mailbox. ❏ Activates LED for "New Messages" alert.
Broadcast	6 + ◻ + ✪	❏ Starts recording into the broadcast mailbox. ❏ Not available during call recording.
Start	✶ + # + 50	❏ Connects to the voicemail system, starts 2-Way Call Recording, and activates LED blink.
Stop	✶ + # + 51	❏ Stops (and stores) recording. Keeps the call.
Re-Record	✶ + # + 52	❏ Re-records over an earlier recording in the same call.
Pause	✶ + # + 53	❏ Pauses call recording. (Press again to resume recording.)
Store	✶ + # + 54	❏ Stops (and stores) recording. Drops the call.
Add	✶ + # + 55	❏ Disconnects the call. ❏ Adds comments to the end of the recording.

FF-Key Operation Name	Feature Code programmed into FF-Key	FF-Key Operation Details
Cancel	✶ + # + 56	❏ Cancels (does not store) recording. Drops the call.
Notify	✶ + # + 57	❏ Activates Outside Notification; places a pager call or telephone call for a recording.
Copy	✶ + # + 58	❏ Copies a message into another mailbox. ❏ Confirms after specifying the destination mailbox.
DTMF	✶ + # + 59	❏ *(for entering Account Codes, etc.)* Switches to DTMF signalling while call recording. (In normal ICX operation, 0# switches to DTMF.)

FF-key Assignment Examples

Figure 3-4: Sample programming of voicemail FF-keys on an EM/24-expanded phone
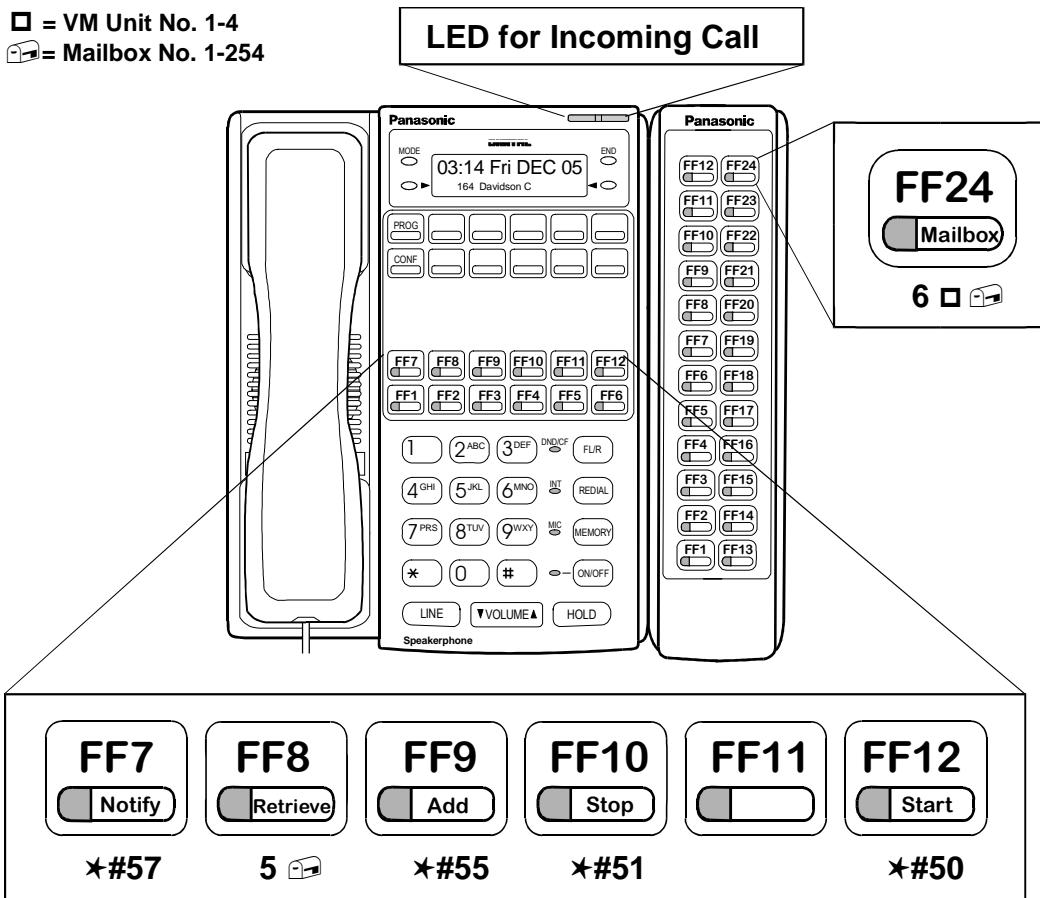
Figure 3-5: Sample programming of voicemail FF-keys on a DSS/72 Console

□ = VM Unit No. 1-4
🖃= Mailbox No. 1-254

Key	Function	Code
FF72	Mailbox	6 □ 🖃
FF66		
FF60		
FF54		
FF48	Retrieve	5 🖃
FF42	Add	✻#55
FF36	Stop	✻#51
FF30	Notify	✻#57
FF24	Start	✻#50
FF18		
FF12		
FF6		
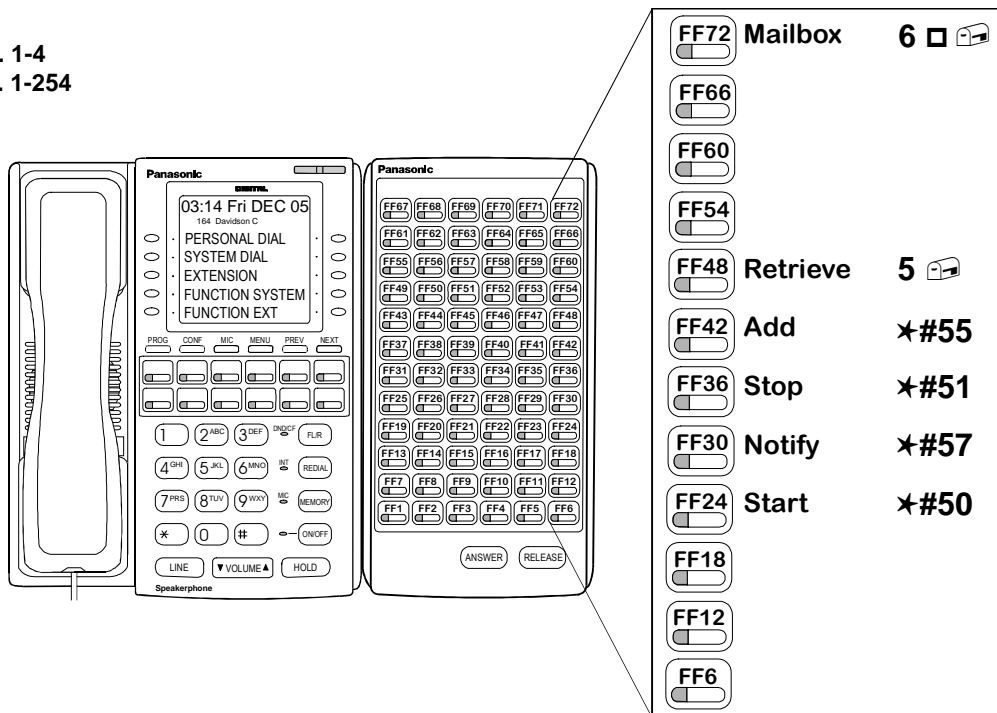
Figure 3-6: Sample programming of voicemail FF-keys on a Large Display phone

🖃= Mailbox No. 1-254

FF7	FF8	FF9	FF10	FF11	FF12
Retrieve	Notify	Add	Stop	Cancel	Start
5 🖃	✻#57	✻#55	✻#51	✻#56	✻#50
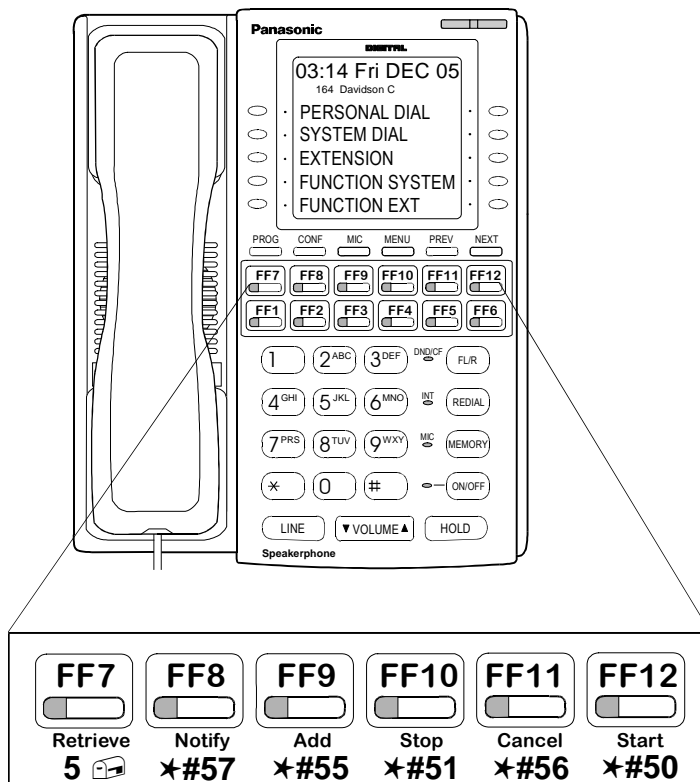
Programming an FF-Key for a Voicemail Feature

Telephone-specific operation keys can be set either in programming or by the end-user. Operation keys can be copied from one phone to another in programming.

NOTE: Only those FF-keys that aren't currently assigned as public exchange line keys are available for Feature assignment. Use Programming Mode to set exchange lines to ring directly to an FF-key. See "FF2: Exchange Lines" on pg. 2-26 for more information.

1. Press the **ON/OFF** key.

2. Press the **PROG** key.

3. Press the FF-key to set.

4. Press the **REDIAL** key.

5. Enter a feature code. (See pg. 3-7 for a list of feature codes.)

6. Press appropriate keys when a feature parameter is required.

7. Press the **HOLD** key.

   → When the confirmation tone (pi pi pi) is received, the setting is completed.

8. Press the **ON/OFF** key.

   • If the setting is incorrect:

     → The extension BT (Busy Tone) is received.
       In this case, press the **ON/OFF** key and restart from step 1.

   • To delete the feature from the key:

     → Skip step 4.

*NOTE: To program the FF-key using a special feature code, enter a special feature code (the number to activate a specific feature; for example, **8**, **0**, **1** for DND) instead of steps 4 and 5.*

To confirm the FF-key assignment:

1. Press the **ON/OFF** key.

2. Press the **CONF** key.

3. Press the FF-key.

   → The number is displayed.

4. Confirm the number and press the **ON/OFF** key.

Basic Mailbox Services

Receiving A Message

Messages are played back sequentially from the newest one. If a message is received directly from a public exchange line, an exclusive public exchange line is required for hearing the message.

If Using a Small- or Non-Display Phone

3
Feature

1. Press the voicemail **Start** key or dial the voicemail access number.

    Announcement: *"Welcome to the voicemail system. Please enter your mailbox number and press #."*

2. Press **Your Box No.** and # key.

    → If box number is the same as the extension number of the telephone operated, press only # .

    Announcement: *"Please enter your password and press #."*

3. Press the **Password** and # key.

    → Omit when the password has not been set.

    → The number of messages and the first message is heard.

    Announcement: (initial) *"You have XX new message (s) and XX old message (s)."*
    (after message) *"To delete, press **5** and #. To save, press **8** and #."*

4. • **To delete the message and hear the next one.**

    → Press **5** #.

    Announcement: *"Message deleted." (Next message)*

    • **To save the message and hear the next one:**
    → Press **8** #.

    Announcement: *"The message has been saved." (Next message)*

5. Repeat Step 4.

→ After the last message is played back, the saved message are played back from the first one.

6.   After receiving the message (s), replace the handset.

→ For calling from outside, press *** #** and replace the handset.

If no message has been recorded:

→ The message, "There are no messages." is heard. Replace the handset or press *** #** to select other service.

Before the respective messages:

(⇒SET UPON INSTALLATION)

1)   Month, day, hours, and minutes.

2)   Month, day, hours.

3)   Day, hours, minutes.

If all messages are deleted:

Announcement: *"There are no messages."*

→ Replace the handset, or press *** #** to select other service.

The announcement on the number of messages:

→ Can be changed to *"You have XXX messages."* (⇒SET UPON INSTALLATION)

If Using a Large Display Phone

After Step 3 in the previous section:

```
        ┌──────────────────────────────┐
        │  ┌────────────────────────┐   │
        │  │ KENNEDY          100   │   │
        │  │     ** RECEIVE **      │   │
1 ⬭   • │  │ NEW MESSAGE        5   │ •  ⬭ 6
2 ⬭   • │  │ OLD MESSAGE       15   │ •  ⬭ 7
3 ⬭   • │  │                        │ •  ⬭ 8
4 ⬭   • │  │ ←COPY                  │ •  ⬭ 9
5 ⬭   • │  │ ←SAVE        DELETE→   │ •  ⬭ 10
        │  └────────────────────────┘   │
        └──────────────────────────────┘
```
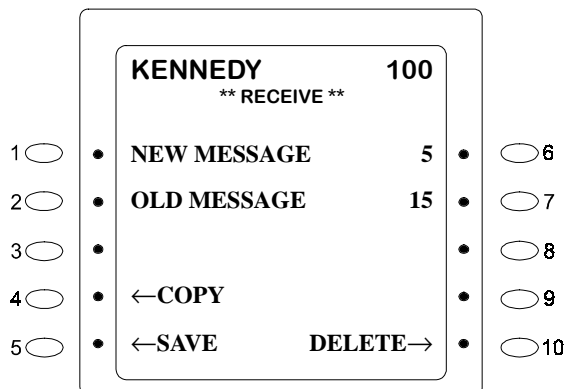
1.   The number of messages and the first message is heard.

   Announcement: (initial) *"You have XX new message(s) and XX old message(s)."*

   → To delete, press **5** and **#**. To save, press **8** and **#**.

   • **To delete the message and hear the next one:**

   → Press the **Soft Key 10** or dial **5 #**.

   Announcement: *"Message deleted." (Next message is played back.)*

```
        ┌──────────────────────────────┐
        │  ┌────────────────────────┐   │
        │  │ KENNEDY          100   │   │
        │  │     ** RECEIVE **      │   │
1 ⬭   • │  │ NEW MESSAGE        5   │ •  ⬭ 6
2 ⬭   • │  │ OLD MESSAGE       15   │ •  ⬭ 7
3 ⬭   • │  │                        │ •  ⬭ 8
4 ⬭   • │  │ ←COPY                  │ •  ⬭ 9
5 ⬭   • │  │ ←SAVE        DELETE→   │ •  ⬭ 10
        │  └────────────────────────┘   │
        └──────────────────────────────┘
```
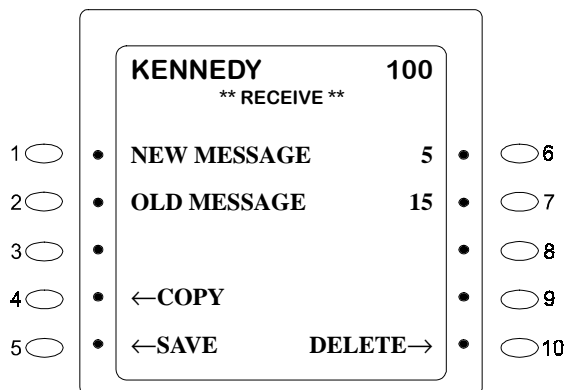
   • **To save the message and hear the next one:**
   → Press **Soft Key 5** or dial **8 #**.

   Announcement: *"The message has been saved." (Next message is played back.)*

2. Repeat Step 1.

→ After the last message is played back, the saved messages are played back, starting with the first one.

3. After receiving the message(s), replace the handset.

→ For calling from outside, press *** #** and replace the handset.

If Using a Phone With the RETRIEVE Key Set

1. Press the **RETRIEVE** key.

→ The number of messages and the first message is heard.

Announcement: (initial) *"You have XXX new message (s) and XXX old message(s)."*
(after messages) *"To delete, press 5 and #. To save, press 8 and #."*

2. **On a Large Display phone:**

→ Perform Steps 2 through 4.

• **On other phones:**
→ Perform Steps 4 through 6.

Leaving a Message in Another Party's Mailbox

❑ For leaving a message in the other party's mailbox, perform the procedure below. One message can be recorded up to 25 minutes (initial 4 minutes) in 10-second increments. A recording time can be changed by setting. (⇒SET UPON INSTALLATION)

❑ One mailbox can contain up to 30 messages initially. The number of recordable messages can be changed by setting. (⇒SET UPON INSTALLATION)

If Using a Small or Non-Display Phone

1. Press the voicemail **Start** key or dial the voicemail access number.

Announcement: *"Welcome to the voicemail system. Please enter your mailbox number and press #."*

2. Press the ***** key and **Other Party's Box No.** and **#** key.

→ A greeting message or **Announcement** *"Please leave a message at the tone."* is heard.

3. Record your message.

4. Press the **7** and **#** keys, when finished.

Announcement: *"Message recorded."*

5. Replace the handset.

If the other party has not recorded the greeting message:

Announcement: *"Please leave a message at the tone is heard."*

If the other party's mailbox is full in Step 2:

→ The message cannot be recorded.

Announcement: *"Sorry, you cannot leave a message in mailbox number XXX."*

→ Replace the handset, or press *** #**.

Announcement: *"Please enter your mailbox number."*

→ Select another mailbox.

Even if Step 4 is skipped:

→ The message is recorded and kept in mailbox.

To cancel the message:

→ Press **5 #** before Step 5.

To hear the message again:

→ Press **3 #** before Step 5.

To re-record the message:

→ Press **1 #** before Step 5.

If Using a Phone with the MAILBOX Key Set

Instead of Step 2, press the **MAILBOX** key where you want to record.

If Using a Large Display Phone

1. Press the voicemail **Start** key or dial the voicemail access number.

   Announcement: *"Welcome to the voicemail system."*

2. Press **Soft Key 10**.

```
              ** MAILBOX **

1 ○  •   RECEIVE MESSAGE:        •  ○ 6
2 ○  •      BOX NO. +#           •  ○ 7
3 ○  •   LEAVE MESSAGE:          •  ○ 8
4 ○  •      *+ BOX NO. +#        •  ○ 9
5 ○  •            MAILBOX LIST→  •  ○ 10
```

3. Press the **Soft Key** corresponding to the first letter of the recorded mailbox.

```
              * MESSAGE REC. *

1 ○  •   A B C        P Q R S    •  ○ 6
2 ○  •   D E F          T U V    •  ○ 7
3 ○  •   G H I        W X Y Z    •  ○ 8
4 ○  •   J K L        OTHERS     •  ○ 9
5 ○  •   M N O        NUMBER     •  ○ 10
```
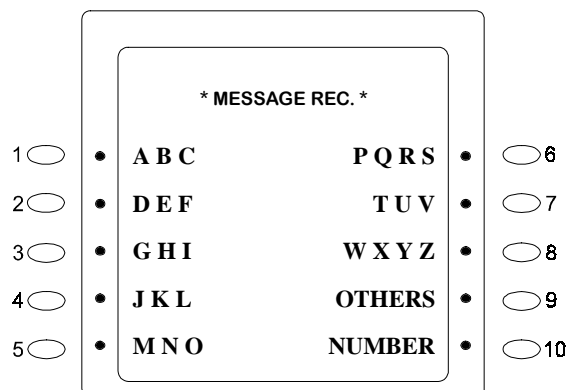
4. Press the **Soft Key** corresponding to the mailbox.

    → A greeting message or **Announcement** *"Please leave a message at the tone"* is heard.

```
                    * MESSAGE REC *

1 ◯   •  ALBERT          (142)   •   ◯ 6
2 ◯   •  ALFRED          (330)   •   ◯ 7
3 ◯   •  BILLY           (402)   •   ◯ 8
4 ◯   •  CAROLINE        (115)   •   ◯ 9
5 ◯   •  CHARLES         (524)   •   ◯ 10
```

5. Leave your message.

6. When finished, press **Soft Key 10**, or dial **7 #**.

    Announcement: *"Message recorded."*

```
   CAROLINE            115P
            * MESSAGE REC *

1 ◯   •  PAGER ACCESS        •   ◯ 6
2 ◯   •  ENABLE              •   ◯ 7
3 ◯   •                      •   ◯ 8
4 ◯   •                      •   ◯ 9
5 ◯   •     END RECORDING→   •   ◯ 10
```

▼

→ If the mailbox has been set to call the pager or an outside phone, the access condition will be displayed.

```
┌─────────────────────────────────┐
│  CAROLINE              115P      │
│          * MESSAGE REC. *        │
│                                  │
│  PAGER ACCESS                    │
│                                  │
│  ENABLE                          │
│                                  │
│                                  │
│                                  │
│                     DISABLE→     │
└─────────────────────────────────┘
```
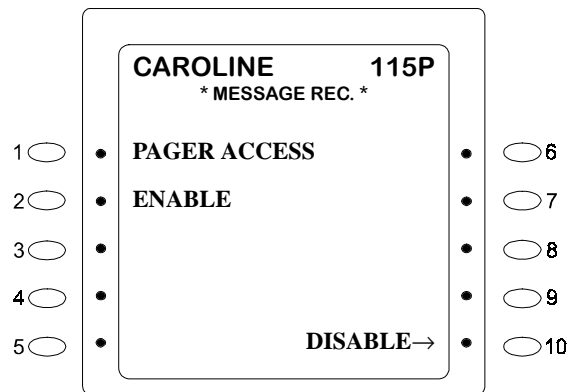
7. Replace the handset.

To view another screen in Step 4:

→ Press the **NEXT** key to the next screen, and the **PREV** key to the previous screen.

Even if Step 6 is skipped:

→ The message is recorded and kept in mailbox.

To cancel the message:

→ Press **5 #** before Step 7.

To hear the message again:

→ Press **3 #** before Step 7.

To re-record the message:

→ Press **1 #** before Step 7.

If you cannot find the destination in the directory:

→ Follow the instructions for Small- or Non-Display phones (page 3-14).

Notifying a Pager/Outside Telephone After Leaving a Message

After leaving the message, you can instruct voicemail to notify a pager or an outside telephone of the message, by performing the following procedure before replacing the handset.

If Using a Large Display Phone

One of the following displays is output together with relevant announcement, depending on the program setting. (⇒SET UPON INSTALLATION)

CASE 1: When set to call the pager automatically

```
          CAROLINE              115P
                * MESSAGE REC. *

1 ○   •  PAGER ACCESS             •   ○ 6

2 ○   •  ENABLE                   •   ○ 7

3 ○   •                           •   ○ 8

4 ○   •                           •   ○ 9

5 ○   •                DISABLE→   •   ○ 10
```
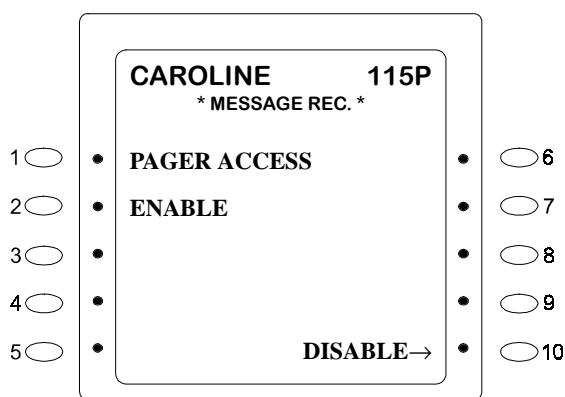
Announcement: *"I will call pager."*

1.   Replace the handset.

To cancel the call to the pager:

1.   Press the **Soft Key 10**, or **9 #** or **NOTIFY** key.

2.   Replace the handset after the display not to call the pager is indicated.

CASE 2: When set to call the outside telephone automatically

```
        ┌─────────────────────────────┐
        │  ┌───────────────────────┐   │
        │  │ CAROLINE       115A   │   │
        │  │    * MESSAGE REC. *    │   │
     1○ │• │                       │ •│ ○6
        │  │ OUTSIDE TEL.          │   │
     2○ │• │ ACCESS ENABLE         │ •│ ○7
        │  │                       │   │
     3○ │• │                       │ •│ ○8
        │  │                       │   │
     4○ │• │                       │ •│ ○9
        │  │                       │   │
     5○ │• │            DISABLE→   │ •│ ○10
        │  └───────────────────────┘   │
        └─────────────────────────────┘
```
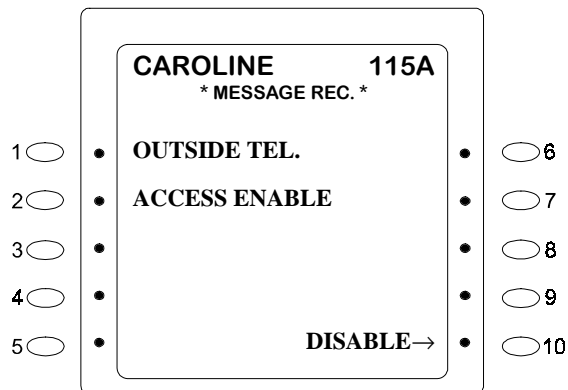
Announcement: *"I will call outside telephone."*

1. Replace the handset.

To cancel the call to the outside telephone:

1. Press the **Soft Key 10**, or **9 #** or **NOTIFY** key.

2. Replace the handset after the display not to call the outside telephone is indicated.

CASE 3: When not set to call pager or outside telephone automatically

```
        ┌─────────────────────────────┐
        │  ┌───────────────────────┐   │
        │  │ CAROLINE       115 –  │   │
        │  │    * MESSAGE REC. *    │   │
     1○ │• │                       │ •│ ○6
        │  │ PAGER ACCESS          │   │
     2○ │• │ DISABLE               │ •│ ○7
        │  │                       │   │
     3○ │• │                       │ •│ ○8
        │  │                       │   │
     4○ │• │                       │ •│ ○9
        │  │                       │   │
     5○ │• │            ENABLE→    │ •│ ○10
        │  └───────────────────────┘   │
        └─────────────────────────────┘
```
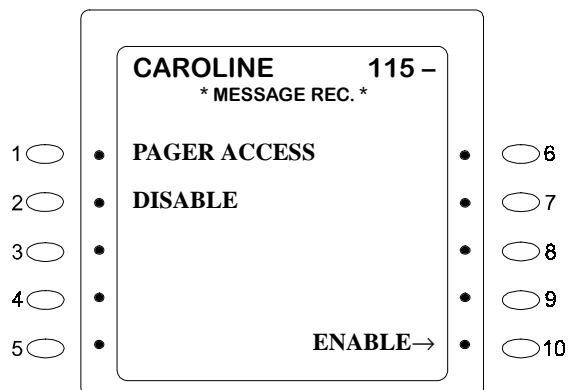
1. Press the **Soft Key 10**, or **9 #** or **NOTIFY** key.

2. After you see the display to call the pager or outside telephone or hear the announcement to that effect, replace the handset.

To cancel the call to the pager or outside telephone:

1. Replace the handset.
    The character at the right end of the box number displayed in the screen indicates whether it is designated to call the pager or an outside telephone (designated telephone). ⇒See table below

Condition	Display Example
It is designated to call the pager	KENNEDY 100P
It is designated to call the outside telephone	KENNEDY 100A
It is not designated to call the pager or the outside telephone	KENNEDY 100-
It is not allowed to designate calling of the pager or the outside telephone	KENNEDY 100

If Using a Small or Non-Display Phone

CASE 1: When set to call the pager automatically

After Recording Message and Pressing **7 #**, the following message will be heard for calling the pager:

Announcement: *"Message recorded. I will call pager."*

1. Replace the handset.

CASE 2: When set to call outside telephone automatically

After Recording Message and Pressing **7 #**, the following message will be heard for calling the outside telephone:

Announcement: *"Message recorded. I will call outside telephone."*

1. Replace the handset.

CASE 3: When not set to call the pager or outside telephone automatically

→ After Recording Message and Pressing **7 #**, the following message will be heard for calling neither pager nor outside telephone:

Announcement: *"Message recorded."*

1. Press **9 #** or **NOTIFY** key.

    Announcement: *"I will call pager (outside telephone)."*

2. Replace the handset.

Pre-Settings

Unless the following is set, neither the pager nor the outside telephone is called.

1) Calling the pager or the outside telephone must be assigned in system setting. ($\Rightarrow$SET UPON INSTALLATION)

2) To assign a pager access number or outside telephone number, see page 3-76.

$\rightarrow$ If broadcast-recording to multiple destinations, the calling display and announcement are output even if the some of the destinations have not been set to call the pager or outside telephone. (The destination which has not been set to notify does not call the pager or outside telephone)

Setting a Password

Setting a password (from 2-digit to 8-digit personal identification number) prevents others from hearing your messages.

Precaution:

Passwords cannot be confirmed on the display. Therefore, do not forget the password assigned.

Setting the Password

1. Press the voicemail **Start** key or dial the voicemail access number.

    Announcement: *"Welcome to the voicemail system. Please enter your mailbox number and press #."*

2.   Press **Your Box No.** and **#** key.

→ If the mailbox number is the same as the extension number of the telephone, press only **#**.

→ The number of messages and the first message are heard.

Announcement: *"You have XXX new message(s)."*

3.   Press the ***** and **#** keys.

Announcement: *"Please enter the menu number and press #."*

4.   Press the **8** and **#** keys, or press **Soft Key 4**.

```
┌──────────────────────────────────┐
│  ┌────────────────────────────┐   │
│  │ KENNEDY            100     │   │
│  │        ** MENU **          │   │
│  │                            │   │
│ 1○ •                      • ○6│   │
│ 2○ •                      • ○7│   │
│ 3○ •  ←GREET     RECEIVE→  • ○8│   │
│ 4○ •  ←PASSWORD           • ○9│   │
│ 5○ •  ←NOTIFY      LEAVE→  • ○10│  │
│  └────────────────────────────┘   │
└──────────────────────────────────┘
```
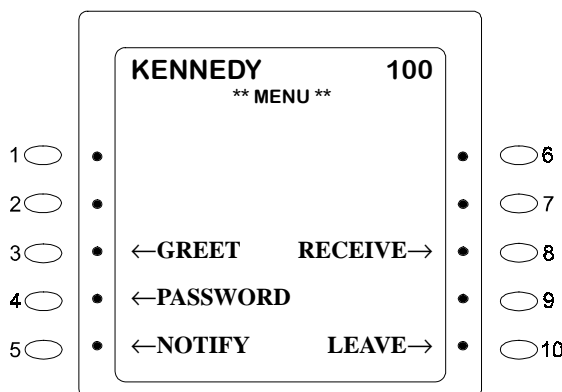
Announcement: *"Please enter your new password and press #."*

5.   Press the **Password** and **#** key.

Announcement: *"Is that correct ? To accept, press* 1 *and #. To change, press* 2 *and #."*

6.   Press **1 #** if correct.

→ If the password is mistaken, press **2 #** to return to Step 5.

Announcement: *"The new password has been accepted."*

7.   Replace the handset.

If the password has already been set:

→ After Step 2, the **Announcement** *"Please enter your password and press #"* is heard. Enter the set password and press **#**.

If you forget your password:

→ See your System Administrator.

Applied Mailbox Services

Applied Mailbox Services -- those services other than receiving or recording a message -- can be used via the following methods.

Making Use of Applied Services

1. Press the key or dial the Voice Mail access number.

    Announcement: *"Welcome to the Voice Mail system. Please enter your mailbox number and press #."*

2. Press **Your Box No.** and press **#** key.

    → If the mailbox number is the same as the extension number of the telephone operated, press only **#**.

    Announcement: *"Please enter your password and press #."*

3. Press the **Password** and **#** key.

    → Omit when the password is not set.
    The number of message and the first message is now heard.

4. Press *** #**.

    Announcement: *"Please enter the menu number and press #."*

5. Press the **Menu No.** and **#** key.

    → Proceed to the selected service.

    • Setting the password ----- **8 #**

    • Receiving a message one by one from the oldest one ----- **3 0 #**

    • Receiving messages consecutively from the oldest one ----- **3 1 #**

    • Recording the greeting message ----- **7 #**

    • Leaving the message ----- **1 #**

    • Leaving the same message in the multiple mailboxes (Broadcast recording) ----- **1 #**

    • Receiving the message one by one from the newest one ----- **3 #**

    • Setting to call the outside telephone ----- **9 #**

- Setting to call the pager ----- **9 #**

- Calling the extension while operating the voice mail from outside (Intercom call) ----- **0 0 #**

- Selecting another mailbox (Mailbox selection) ----- *** #**

6. Operate according to the guidance.

7. • To terminate the call:
    → Replace the handset.

8. Making use of other services:
    → Press *** #** to return to Step 5.
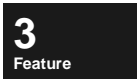
To use another mailbox:

→ Press *** #** in Step 3, or perform Step 5.

On a phone with a RECEIVE Key:

→ Just press the **RECEIVE** key to operate in place of Steps 1 through 3.

On a Large Display phone:

→ Just press the desired **Soft Key** to operate. Follow the instructions on the display and announcement.

→ In Step 5, press the **Soft Key** to select the service instead of entering the menu number.

Figure 3-7: Soft keys used in Applied Mailbox Services (Large Display phone)
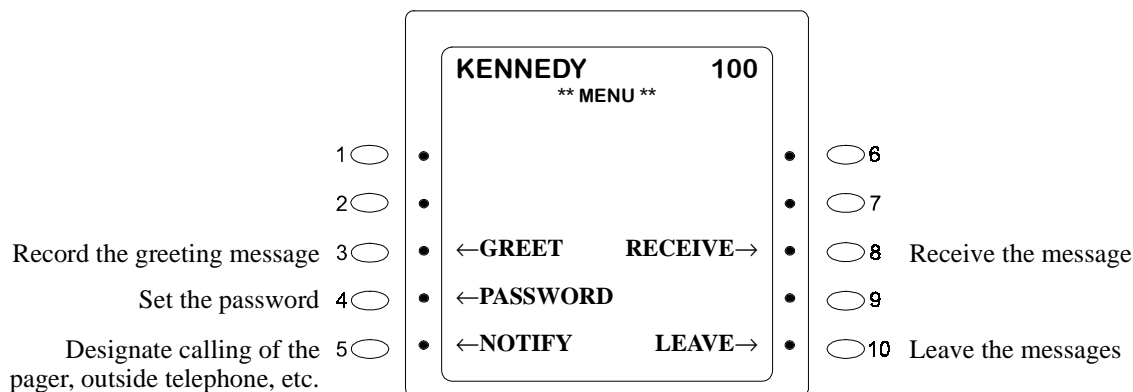
Operations Allowed during Message Playback

The following are combinations of numerical keys pressed when you are prompted for operation while listening to your messages.

1 # keys:
- Rewind (Plays back from about 10 seconds backward*).
- Press to rewind the tape a little while playing back the message. ($\Rightarrow$SET UPON INSTALLATION)

2 # Pause keys:
- Press to pause playback. Pressing again cancels the pause feature.

3 # Playback keys:
- Press to hear the message or repeatedly hear it

4 # High-speed Playback keys:
- Press to play back quickly the message or announcement during playback.
- Pressing again restores a normal speed.

5 # Cancel keys:
- Press to cancel (delete) the message or setting.

6 # Volume keys:
- Press to turn the volume up of message or announcement during playback. Pressing again restores normal volume.

7 # keys:
- Fast Forward (*Plays back from about 10 seconds forward)
- Press to forward the tape a little while playing back the message. ($\Rightarrow$SET UPON INSTALLATION)

8 # Save keys:
- Press to save the message during its playback to hear the next message.

* # End keys:
- Press to select another menu or another mailbox.

0 # Help keys:
- Press if you are not sure of the operation. An announcement is heard.

$\rightarrow$ You can change the 10 seconds to another time length. ($\Rightarrow$SET UPON INSTALLATION)

Retrieving Messages (Oldest-First)

By following the procedure below, you can retrieve your messages, starting with the oldest one. If new messages are saved (8#) after hearing them, they will continue to be treated as new messages.
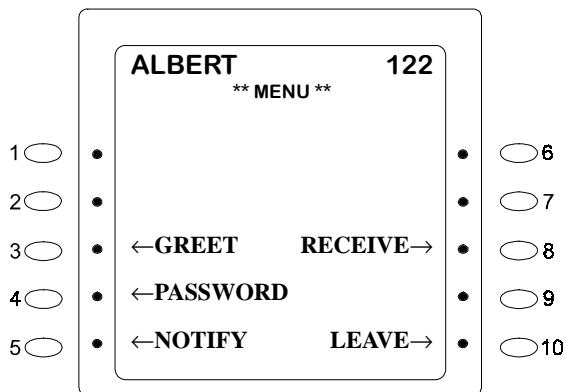
Retrieving Messages Starting with the Oldest

1. Press the key or dial the Voice Mail access number.

    Announcement: *"Welcome to the voicemail system.*
    Please enter your mailbox number and press #."

2. Press the **Your Box No.** and press **#** key.

    → In case of box number is the same as the extension number of the telephone operated, press only **#**.

    Announcement: *"Please enter your password and press #."*

3. Press the **Password** and press **#** key.

    → The number of messages is heard and the first message is heard.

4. Press the ***** and **#** keys.

    Announcement: *"Please enter the menu number and press #."*

5. Press the **3 0** and **#** keys.

    Announcement: *(Number of messages) (First message)*
    *"To delete, press **5** and **#**. To save, press **8** and **#**."*

6. To delete the message and hear the next one:

    → Press **5 #**.

    Announcement: *"Message deleted." (Next message)*

    • To save the message and hear the next one.
    → Press **8 #**.

    Announcement: *"The message has been saved." (Next message)*

7. Repeat Step 6.

    → After the last message is played back, press *** #** to return to the menu.

8. Replace the handset.

If there are no messages recorded:

> **Announcement:** *"There are no messages."*

→Replace the handset.

Before each message:

→The date and time (month, day, hours, minutes) of recording (announcement of standard setting) is heard. (⇒SET UPON INSTALLATION)

If the RECEIVE Key has been set:

→Instead of Steps 1 through 3, just press the **RECEIVE** key.

Copying the Recorded Message To Another Mailbox

While a message is being heard, it can be copied to another mailbox. It is more convenient to set the unused FF key as the COPY key. (⇒SET UPON INSTALLATION)

If Using a Small or Non-Display Phone

1. This feature is available while the message is being played back and during the announcement, *"To delete, press 5 and #. To save, press 8 and #."*

2. Press the **COPY** soft key, or dial **1 9 #**.
    Announcement: *"Please enter the mailbox number and press #."*

3. Press the **MAILBOX** key or enter the mailbox number and press **#** of copying destination.
    Announcement: *"(mailbox number) To accept, press 1 and #. To change a mailbox number, press 2 and #."*

4. Press if correct.
    Announcement: *"Message has been copied. To delete, press 5 and #. To save, press 8 and #."*

5. To delete the message and hear the next one:
    → Press **5 #**.

    Announcement: *"Message deleted." (Next message)*

6. To save the message and hear the next one:

→ Press **8 #**.

Announcement: *"The message has been saved." (Next message)*

7. Return to message hearing status.

→ To copy the message to another mailbox, return to Step 2.

If the wrong mailbox is selected in Step 3:

→ Press **2 #** and repeat Step 3.

To cancel copying in Step 3:

→ Press *** #** and go to Step 5.

After copying the message:

→ The original message can be deleted automatically. (⇒SET UPON INSTALLATION)

Storage date and time of the copied message:

→ It is the original recorded date & time of the message, instead of the copying date & time.

If Using a Large Display Phone

In place of Steps 2, 3, and 4 on the previous page ...

1. Press **Soft Key 4** (beside display "COPY")

```
 ┌──────────────────────────────┐
 │  ALBERT            122        │
 │          ** RECEIVE **        │
 │                               │
1○ •  NEW MESSAGE        5  •  ○6
 │                               │
2○ •  OLD MESSAGE       15  •  ○7
 │                               │
3○ •                        •  ○8
 │                               │
4○ •  ←COPY                 •  ○9
 │                               │
5○ •  ←SAVE       DELETE→   •  ○10
 └──────────────────────────────┘
```
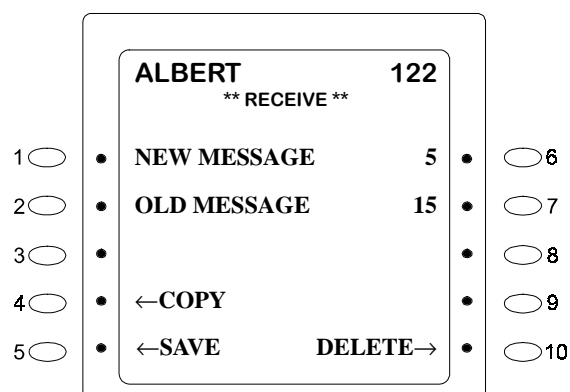
2.   Select the mailbox from the Directory (mailbox list)

```
              * MESSAGE COPY *

1○    •   A B C              P Q R S   •   ○6
2○    •   D E F              T U V     •   ○7
3○    •   G H I              W X Y Z   •   ○8
4○    •   J K L              OTHERS    •   ○9
5○    •   M N O              NUMBER    •   ○10
```

▼

```
              * MESSAGE COPY *

1○    •   ALBERT          (142)   •   ○6
2○    •   ALFRED          (330)   •   ○7
3○    •   BILLY           (402)   •   ○8
4○    •   CAROLINE        (115)   •   ○9
5○    •   CHARLES         (524)   •   ○10
```

3.   Press **Soft Key 4** (beside display "COPY")

```
     CAROLINE        115P
          * MESSAGE COPY *

1○    •   PAGER ACCESS        •   ○6
2○    •   ENABLE              •   ○7
3○    •                       •   ○8
4○    •   ←COPY               •   ○9
5○    •           DISABLE→    •   ○10
```

Copying the Message to multiple mailboxes:

1.   In place of Step 3, enter the broadcast code and **#**.
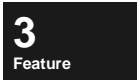
Calling the other party's Pager or Outside Telephone after copying:

→ After designating the copy-to party in Step 3, the message can be assigned to call the other party's pager or outside telephone in the same manner as calling it after recording the message.

Difference between the copied message and a normal message:

→ When hearing the message, the difference is distinguished by the tone(s) heard after the date & time announcement.

- Message recorded by usual operation (conversation recording, message recording) ----- "Beep"

- Message stored by copying ----- "Beep, Beep"

Recording Your Mailbox Greeting

If a caller tries to leave a message in your mailbox, a greeting message can be sent to the caller. It cannot be sent while recording the conversation.

The greeting message is recorded for up to 25 minutes, in 10-second increments (initial setting: 4 minutes). The recording time is changed by setting. (⇒SET UPON INSTALLATION)

Recording The Greeting Message

1. Press the voicemail **Start** key or dial the voicemail number.

   Announcement: *"Welcome to the voice mail system. Please enter your mailbox number and press #."*

2. Enter **your Box No.** and press # key.
   → If the box number is the same as the extension number of the telephone operated, press only **#**.

   Announcement: *"Please enter your password and press #."*

3. Press the **Password** and # key
   → Omit when the password is not set.
      The number of messages is heard and the first message begins.

4. Press *** #**.

   Announcement: *"Please enter the menu number and press #."*

5. Press **7 #**.

> **Announcement:** *"To set up a greeting message press* **1** *and #.*
> *To repeat greeting message press* **3** *and #."*

On a Large Display phone:
→ Press **Soft Key 3**.

```
┌─────────────────────────────────────┐
│                                     │
│    ┌───────────────────────────┐    │
│    │  ALBERT              122  │    │
│    │        ** MENU **         │    │
│  1 ○ ●                   ● ○ 6 │    │
│  2 ○ ●                   ● ○ 7 │    │
│  3 ○ ●  ←GREET   RECEIVE→ ● ○ 8 │    │
│  4 ○ ●  ←PASSWORD         ● ○ 9 │    │
│  5 ○ ●  ←NOTIFY     LEAVE→ ● ○10 │    │
│    └───────────────────────────┘    │
│                                     │
└─────────────────────────────────────┘
```

6. Press **1 #**.

> **Announcement:** *"Please leave a message at the tone."*

7. Record the greeting message.

8. Press **7 #** when finished.

> **Announcement:** *"Message recorded." (Playback the greeting message)*
> *"The Message has been saved."*

9. Replace the handset.

Even if Step 8 is skipped:

→ The message is recorded.

To delete the greeting:

→ Press **5 #** in Step 6. Initial greeting message will be available.

Recording Your Message in Multiple Mailboxes (Broadcast Recording)

The same message can be recorded the multiple mailboxes (up to 50 of them) by just one recording operation.

To use this service, it is necessary to store the multiple mailboxes as one broadcast code upon installation. Up to 30 broadcast codes can be assigned in the system. ($\Rightarrow$SET UPON INSTALLATION)

If a Broadcast Code Has Not Yet Been Set for the MAILBOX Key

1. Press the voicemail **Start** key or dial the voicemail number.

    Announcement: *"Welcome to the voice mail system. Please enter your mailbox number and press #."*

2. Press *****, **Broadcast Code** and # key.

    Announcement: *"Please leave a message at the tone."*

3. Record the message.

4. Press when finished.

    Announcement: *"Message recorded."*

5. Replace the handset.

Even if Step 4 is skipped:

$\rightarrow$ The message is recorded.

To cancel the message:

$\rightarrow$ Press **5 #** before Step 5.

If the designated mailbox is full of messages and cannot record anymore:

Announcement: *"Sorry, you cannot leave a message in mailbox number XXXX."*

$\rightarrow$ The messages are recorded in the mailbox except those full mailboxes.

If a Broadcast Code HAS Been Set for the MAILBOX Key

1. Press the voicemail **Start** key or dial the voicemail access number.

    Announcement: *"Welcome to the voicemail system. Please enter your mailbox number and press #."*

2. Press the pre-assigned broadcast **MAILBOX** key.

   Announcement: *"Please leave a message at the tone."*

3. Record the message.

4. Press **7 #** when finished.

   Announcement: *"Message recorded."*

5. Replace the handset.

Even if Step 4 is skipped:

→ The message is recorded.

3
Feature

To cancel the message:

→ Press **5 #** before Step 5.

Automatic Notify After Recording a Message

After a message is recorded in your mailbox, it can be informed automatically in either one of the following methods.

Calling the Pager Automatically

Setting Method:

($\Rightarrow$SET UPON INSTALLATION)

After calling the Pager:

→Operate according to the playback procedure described in **"Receiving a Message."**

→If you don't hear the message being paged, you will be called 1 to 100 times (initially 3 times) at intervals of 3 to 40 minutes (initially 20 minutes). If you still do not hear the message, you will not be paged any more until a new message is recorded.

→When the pager is turned off, you will not be paged.

Calling the Outside Telephone or Extension Automatically

Setting Method:

($\Rightarrow$SET UPON INSTALLATION)

When being notified:

Telephone to be called:

→If possible, set the telephone which is answered only by you, such as cellular phone, mobile telephone.

Note:

> →Notifying makes use of an unused voicemail channel. Sometimes it takes time to start notifying when the line is busy.

When the Outside Telephone is Notified

Hear the message in the following manner.

1. Pick up the call after the telephone rings.

   Announcement: *"Welcome to the voicemail system. You have new messages in mailbox number XXX. Please enter your password and press #."*

2. Press the **Password** and **#** key.

   → The number of messages and the first message begins.

   Announcement: *"You have XXX new message(s) and XXX old message(s)." (First message) "To delete, press **5** and **#**. To save, press **8** and #."*

3. • To delete the message and hear the next one:
   → Press **5 #**.

   Announcement: *"Message deleted." (Next message)*

   • To save the message and hear the next one:
   → Press **8 #**.

   Announcement: *"The message has been saved." (Next message)*

4. Repeat Step 3, if there are more than one message.

   → After the last message is played back, the saved messages are played back, starting with the first one.

5. After hearing the message (s), press *** #**.

6. Replace the handset.

If there is no answer for about 50 seconds, or the line is busy:

> →The called party is called again in 3 to 40 minutes (initially 20 minutes). When the called party is speaking over an extension, the called party will be called again in 3 minutes regardless of setting. When the called party does not answer or the line is still busy after calling 1 to 100 times (initially 3 times), there will be no more calling until a new message is recorded. (⇒SET UPON INSTALLATION)

If a password is not set:

→ In Step 1, the announcement *"Please enter your password and press #"* is replaced by *"To receive a recorded message, press 3 and #."* In this case, press **3 #** in Step 2.

About the messages:

→ They are played back from the newest one.

→ When all the messages are deleted, the announcement *"There are no messages"* is heard. Replace the handset.

3
Feature

Incoming Call Alternate Services

Alternate Service 1

If an incoming call on a public exchange line is transferred to voicemail via delayed ringing, a message from the caller can be recorded in the reception mailbox (designated for Incoming Call Alternate Service 1) after an announcement is heard. You can also record a message from a rotary dial (DP) telephone.

3
Feature

Recording Messages in Alternate Service 1

→ When the voicemail access number is set to the delayed ringing destination, and delayed ringing is set to the public exchange line, this feature will be available. (⇒SET UPON INSTALLATION)

Message reception mailboxes for Alternate Service 1:

→ The following is available with program setting. (⇒SET UPON INSTALLATION)

1) Record with the Alternate Service 1 mailbox.
   The mailbox number is 900 and up to 100 messages can be recorded.

2) Record with a general mailbox.
   Designate up to 8 destination mailboxes in advance so that the recorded messages can be received sequentially when they overflow.
   The destination mailboxes can be also changed by hour, public exchange line group, or day of the week.
   The number of recordable messages depends on the capacity of the specified mailbox.

About the messages:

→ One message can be recorded up to 25 minutes in 10-second intervals. (Initial setting: 4 minutes) (⇒SET UPON INSTALLATION)

Voicemail during Night Mode and Holidays (Alternate Service 1)

1. Make a call from outside.
    → The voicemail is connected by delayed ringing and an announcement is heard.

2. Leave a message.
    → Message recording starts.

3. Replace the handset.

Announcement of Alternate Service 1 to the public exchange line:

→ Set it with the Greeting Message Recording feature.

If the mailbox is full and the message cannot be recorded any more:

→ The public exchange line call will hear Alternate Service 1's disable announcement. Replace the handset.

If you do not wish to accept the message recording from the public exchange line:

→ In program setting, can set an announcement-only to be heard without recording the message from outside.
(⇒SET UPON INSTALLATION)

Retrieving a Message from the Alternate Service 1 Mailbox

A message can be heard or a password can be set in the same operation as a general mailbox.

Alternate Service 2

By assigning your extension to call-forward to the voicemail access number, the caller can leave a message for you. After a greeting message is heard, a message is recorded in the mailbox. The caller can record a message in the same way as recording to an automatic answering machine.

Presettings

3
Feature

Setting the destination mailbox number to be recorded into:

→ Setting of destination mailbox number is required for each mailbox.
(⇒SET UPON INSTALLATION)

Setting call-forwarding:

→ Every time when you leave your desk, operate manually.
Press: **ON/OFF**   [Call-Forward code] [Voicemail Access No.] **ON/OFF**

Voicemail Greets the Call-Forwarded Call

→ A greeting message recorded in the mailbox is heard.

1.   Record the message. When completed, press **7 #** .

2.   Replace the handset.

If the mailbox is full and the message cannot be recorded:
→ The Alternate Service 2 disable announcement or intercom incoming call alternate service disable announcement is heard. Replace the handset.

If you don't press 7 # :
→ The message will be recorded.

Auto Attendant

The four main functions of Auto Attendant Service are as follows:

        1) Directory Service

        2) Extension Dial

        3) Voicemail Service

        4) Operator Call

Note: • Setting of extensions which the Auto Attendant service is available or not. ($\Rightarrow$SET UPON INSTALLATION)

• Setting of public exchange line/private line for the Auto Attendant service. ($\Rightarrow$SET UPON INSTALLATION)

• The Auto Attendant service is available when a caller uses a tone telephone (sends DTMF signal). Generally this service is not available on a rotary telephone (DP signalling). However, an optional service can be provided to a user of a DP signalling telephone. Once connected to the Auto Attendant service (after 20 seconds), the call will soon route to the operator, or allowed to leave a message in a mailbox.

Service Mode

In general, an extension as a destination of the Auto Attendant service call should operate in one of the service modes 1) through 3).

    1)   Telephone Setting:

No Setting $\rightarrow$	The call is forwarded to the voice-mail system when the called party is busy or does not answer with a specified time period.

When the extension subscriber is Auto Attendant-serviced, then this mode will be automatically activated. The no answer time-out period is initially 30 seconds and can be extended to a maximum of 60 seconds on a per-extension basis.   ($\Rightarrow$SET UPON INSTALLATION)

The Busy or No Answer service is activated and the call is forwarded to the voicemail system (see the Busy and No Answer service section). This applies to 1), 2), and 3).

2) Telephone Setting:
    Do Not Disturb (DND) Setting → The call is unconditionally forwarded to the voicemail system.

3) Telephone Setting:
    Call Forward (CF) Setting →   The call is forwarded to another extension subscriber other than the voicemail system.

When the destination extension subscriber does not answer within a specified time period, the source extension will forward the call to the voicemail system, same as 1).   When the time period specified under 1) has elapsed since the call incoming to the Auto Attendant-serviced extension (not the time span after the call was forwarded), the call will be forwarded to the voicemail system.

Directory Service

General

Even if the caller does not know the extension number of a called party, he/she can use letters of the alphabet in the numeric keypad. The caller enters the first three letters of the last name of the target person. For example, dial **627** for Mason. The keypad and letters of alphabet correspond as follows:

Table 3-2. Keypad and corresponding alphabet letters for Directory Service

1		2	ABC	3	DEF
4	GHI	5	JKL	6	MNO
7	PQRS	8	TUV	9	WXYZ
*		0		#	

For example, for a person named Mason and another named Marshall, the same dial string (**627**) represents both people. In this case, the system will send a guidance message to the caller to select the target person.

If no names are recorded in advance, extension numbers will be repeated.   If mailbox name registration is not made in advance, the system cannot recognize names and thus cannot operate properly.

Operation

The following shows the operation of the directory service.

1. Auto Attendant answer. If no company greeting message is recorded, the message *"Welcome to the auto attendant service"* will be heard. The key operation guidance can be played back by pressing **7 7 7** and **#** keys.

2. Enter the **9 #** keys.

    Announcement: *"Please enter the first three letters of person's last name, followed by the # key. For Q, press 7. For Z, press 9."*

3. Enter the **three digits** (name) and **#** keys.

    Note: • Enter the first three letters according to the name dial system of the numeric keypad. For the relationship between the keypad and letters of alphabet, see General.

    • Press *** #** keys to return to the Auto Attendant service top menu. The directory service is forcibly terminated.

4. The three steps are as follows depending on each corresponding name.

If only one person is found:

a. The following directory/extension number guidance will be sent:
   "I will call Mason (or extension number)."
   "To accept, press 1 and #."
   "To correct, press 2 and #."

b. If the destination is OK, press **1 #** (Yes) keys. If no, press **2 #** keys to return to step 3.

c. Calling the destination (the callers hear the Music On Hold).

d. Answer and conversation.

If more than two people are found:

When more than one candidate for Directory Guidance Service is found, all candidates are targets for guidance. For an example, "To call Mason, press **1** and **#** keys, to call Marshall, press **2** and **#** keys. Etc....."

The caller selects the destination among these candidates. After the selection is made, the target extension subscriber will be called. If **7 7 7** and **#** keys are pressed, directory list will be played back.

    a. The following guidance of pertinent separate candidates will be sent. *"To call Mason, press 1 and # keys. To call Marshall, press 2 and # keys..."*

Note: • To repeat the candidates' names again, press **7 7 7 #** .

       • If there are more than 9 people, press **7 7 #** to hear the next 9 people.

    b. Enter selection number.

    c. Calling the destination (the caller hears Music-On-Hold).

    d. Answer and conversation.

3
Feature

Misdial or cannot be found:

When no candidates for destination extension are found, the announcement *"Sorry, this name cannot be found"* will be sent, and the system returns to the Auto Attendant directory service top menu.

Name Recording

1.   Press the key or dial the number.

    Announcement: *"Welcome to the voicemail system. Please enter your mailbox number and press #."*

2.   Press **Your Box number.** and press # key.

    → In case of box number is the same as the extension number of the telephone operated, press only #.

    Announcement: *"Please enter your password and press #."*

3.   Press the **Password** and # key.

    → Omit when the password is not set.
      The number of message and the first message is now heard.

4.   Press the ***** and # keys.

    Announcement: *"Please enter the menu number and press #."*

5.   Enter the **5** # keys.

    Announcement: *"Please enter the extension number and press #."*

6.   Enter **extension number** and # key.

Announcement: *"To record your name, press 1 and #. To confirm recorded name, press 3 and #. To delete recorded name, press 5 and #. To return to the service menu, press * and #."*

7. The four steps are as follows depending on each operation:

Record:

a. Press the **1 #** keys.

Announcement: *"Record your name."*

b. Record your name.

c. Press the **7 #** keys. (finish recording)

Announcement: *"Your name has been saved"*

Play:

a. Press the 3 # keys.

Announcement: (if the name has been recorded) *"(recorded name)"* **(if the name has not been recorded)** *"Your name has not been recorded."*

Delete:

a. Press the **5 #** keys.

Announcement: *"Your recorded name will be deleted."* *(name is deleted)*

Go to beginning of Service Menu:

a. Press the *** #** keys.

b. Go to the service top menu.

Extension Dial

1. Auto Attendant answers. If no company greeting message is recorded, the message *"Welcome to the auto attendant service"* will be sent. The key operation guidance can be played back by pressing **7 7 7** and # keys.

2.   The caller dials an extension number.

3.   The message *"Please wait a moment"* will be sent.

When the number is misdialled:

❏ If the received number has no corresponding extension numbers or mailbox numbers, the caller hears a guidance message notifying that the number is nonexistent, and the system waits for a retried dialling from the caller.

❏ When the receiving number by the caller is nonexistent as an extension but a Mailbox number exists separately, message recording to the voicemail will be activated. (direct recording)

Busy or No-Answer or DND Service:

❏ When the call is not answered for a specified time period, a time-out will occur, and the call will be forwarded to the voicemail system.

❏ The time-out period can be set on a per-telephone basis. ⇒SET UPON INSTALLATION

❏ The caller can accept the following dialling codes while the greeting message is being sent or before the guidance message "please leave a message at the tone" is sent.

9 # : Change to the directory service (calling another extension)
7 # : Calling another extension (Directory service is not used.)
* # : Change to the voicemail service (such as message recording to another mailbox)
0 # : Operator call

❏ The user can operate the following after end of recording:
1 #: Message recording retry
3 # : Message playback
5 # : Message erasure

❏ Even if the caller on-hooks after message recording, the messages will be stored.

❏ Note that call forwarding time or conditions may differ with the call forward setting conditions.

Voicemail Service

1.   Auto Attendant answer. If no company greeting message is recorded, the message "welcome to the auto attendant service" will be sent. The key operation guidance can be played back by pressing **7 7 7** and **#** keys.

2.   Press the *** #** keys.

3.   Follow the directions of the Mailbox Service.

Note: • This provides the same service as the normal voicemail call. *** #** keys can be changed to a given **single-digit code** + **#** ⇒SET UPON INSTALLATION

Operator Call

An operator is called, **0 #** keys can be changed to a given **single-digit code** + **#** keys. ⇒SET UPON INSTALLATION

1.   Auto Attendant answers. If no company greeting message is recorded, the message "Welcome to the auto attendant service" will be sent. The key operation guidance can be played back by pressing **7 7 7** and **#** keys.

2.   Press the **0 #** keys.

At an Operator-Busy or no-answer:

When all operators in the attendant group that is being called are busy or does not answer, a time-out will occur and the caller will hear. "Sorry, there are no operators available to answer your call. Please select another service menu. If you want to hear help information, press **777** and **#**."

If the caller is using DP (Rotary dial) telephone, select from the following operation after 20 seconds. ⇒SET UPON INSTALLATION

❒ Disconnect
❒ Call forward to mailbox
❒ Call forward to operator:
    1 # : Retry recording
    3 # : Playback
    5 # : Cancel

Miscellaneous Restrictions

Calls may be forwarded to the voicemail system in some cases other than Call Forward setting indicated in the Auto Attendant service. The following table shows each of the Call Forward settings and its resulting operation. (Shaded areas are not recommended by the manufacturer.)

Table 3-3. List of called parties by Call-Forward setting

Type of CF	CF destination	Called party busy	Called party no answer	Remarks
BUSY	Voicemail	Call is forwarded to voicemail immediately.	Call is forwarded to voicemail after a specified time.	The voicemail timer determines the time-out period
	EXT	Call is forwarded to EXT immediately.	Call is forwarded to voicemail after a specified time.	The voicemail timer determines the time-out period
NO ANSWER	Voicemail	Call is forwarded to voicemail immediately.	Call is forwarded to voicemail after a specified time.	No Answer timer or voicemail timer, whichever expires earlier, determines the time-out period.
	EXT	Call is forwarded to voicemail immediately.	Call is forwarded to voicemail or EXT after a specified time.	No Answer timer or voicemail timer, whichever expires earlier, determines the destination.
BUSY OR NO ANSWER	Voicemail	Call is forwarded to voicemail immediately.	Call is forwarded to voicemail after a specified time.	No Answer timer or voicemail timer, whichever expires earlier, determines the time-out period.
	EXT	Call is forwarded to EXT immediately.	Call is forwarded to voicemail or EXT after a specified time.	No Answer timer or voicemail timer, whichever expires earlier, determines the destination.
CF	Voicemail	Call is forwarded to voicemail immediately.	–	
	EXT	Call is forwarded to EXT immediately.	–	
DND	–	Call is forwarded to voicemail immediately.	–	
	–	Call is forwarded to voicemail immediately.	Call is forwarded to voicemail after a specified time.	The voicemail timer determines the time-out period

NOTE: Settings in the shaded areas are not recommended by the manufacturer.

Intercom Calling While Operating Voicemail from Outside

While operating voicemail from outside, an extension can be called without remaking the call.

Calling the Extension While Operating Voicemail from Outside

1. Press the key or dial the number.

   Announcement: *"Welcome to the voicemail system. Please enter your mailbox number and press #."*

2. Dial **your Box number** and press **#.**

   → If box number is the same as the extension number of the telephone operated, press only **#**.

   Announcement: *"Please enter your password and press #."*

3. Press the **Password** and **#** key. (Omit when the password is not set.)

   → The number of messages and the first message is now heard.

4. Press *** #** .

   Announcement: *"Please enter the menu number and press #."*

5. Press **0 0 #** .

   Announcement: *"Please enter the extension number and press #."*

6. Press the **Abbreviated Dial Code (0-9)** + **#** key or the **Extension No.**+ **#** key.

   Announcement: *"Please wait a moment." (Music on hold is heard until the extension answers)*

7. Start a conversation after the other party answers.

About abbreviated dial codes (0-9):

(⇒SET UPON INSTALLATION)

If the line is busy or there is no answer for the specified time:

   Announcement: *"No one is available to answer the call. Please enter the menu number."*

→   To call another extension repeat from Step 3.

Extension Operation

Intercom Tone Calls:

→ Incoming Ringing Tone.

→ Pick up the handset.

Announcement: *"You have a call."*

→ Start a conversation.

Announcement: *The announcement can be skipped by setting. (⇒SET UPON INSTALLATION)*

Intercom Voice Calls:

→ Splash Tone (one beep).

Announcement: *"You have a call."*

→ Pick up the handset.

→ Start a conversation.

2-Way Call Recording Services

Recordable Calls

Calls on analog public exchange lines, ISDN exchange lines, private lines, and intercom calls can be recorded.

Upon installation, set whether recording is automatically initiated per telephone, and also per exchange line/private line/intercom, every time you make an outgoing or receive an incoming call. Operate according to settings.

> → An SLT phone (no exchange line key) can operate Designated Mailbox Recording only. (⇒SET UPON INSTALLATION)

3
Feature

Precautions for Call Recording

❒ Call recording without the other party's consent could be an invasion of privacy. Prior to recording a call, be sure to obtain the other party's consent.

❒ When a mailbox is already full of messages, the call cannot be recorded.

❒ The call cannnot be recorded when using a locally-supplied ISDN terminal adaptor.

❒ Even if the extension is enabled for Handset Mute, the voice on the mute handset will also be recorded (for an intercom call).

Types of Telephones and Designation of Recording Destination

If MAILBOX Key has been set:

> → Regardless of the type of telephone, it is convenient to designate the recording destination by the MAILBOX key.

If MAILBOX Key has not been set:

> →Large Display phones   ---- It is convenient to designate the recording destination by the mailbox directory (mailbox list).

→All other phones   ---- Use dial keys to designate the recording
destination.

Manual 2-Way Call Recording

If automatic recording is not set, press the MAILBOX key to start recording a call. If neither
VOICE MAIL key nor MAILBOX key has been set on the telephone, the call can be recorded
only when automatic recording is set.

If Using a Small Display or Non-Display Phone

3
Feature

1. Receive or make a call.

2. Press to record.
    → Recording starts.

> **CONVERSATION REC**
> **RECORDING**

→ The VOICE MAIL LED blinks quickly in red.

If MAILBOX Key is used in Step 3:

→ This operation can be omitted.

3. Press the recording **MAILBOX** key or input the designated mailbox
    number and press **#**.

> **KENNEDY   100**
> **RECORDING**

→ The VOICE MAIL LED blinks quickly in green.

4. Replace the handset when the call is terminated.
    → The conversation is stored in the designated mailbox.

    → The VOICE MAIL LED is turned off.

If Using a Large Display Phone

1.   Receive or make a call.

2.   Press VOICE MAIL FF-key to record.

→ Recording starts.

→ The VOICE MAIL LED blinks quickly in red.

3.   Press the **Soft Key** corresponding to the first letter of the recording mailbox.
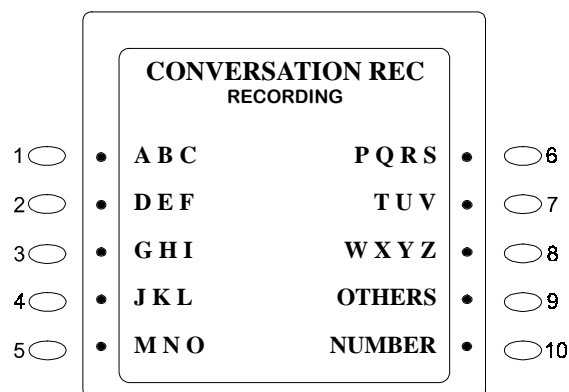
```
        CONVERSATION REC
             RECORDING

 1 ○ │ •  A B C          P Q R S  • ○ 6
 2 ○ │ •  D E F            T U V  • ○ 7
 3 ○ │ •  G H I          W X Y Z  • ○ 8
 4 ○ │ •  J K L          OTHERS   • ○ 9
 5 ○ │ •  M N O          NUMBER   • ○ 10
```

4.   Press the **Soft Key** corresponding to the mailbox.

```
        CONVERSATION REC
             RECORDING

 1 ○ │ •  ALBERT        (142)  • ○ 6
 2 ○ │ •  ALFRED        (330)  • ○ 7
 3 ○ │ •  BILLY         (402)  • ○ 8
 4 ○ │ •  CAROLINE      (115)  • ○ 9
 5 ○ │ •  CHARLES       (524)  • ○ 10
```
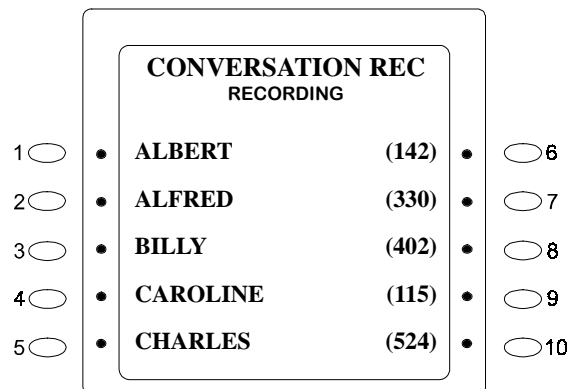
→ The VOICE MAIL LED blinks quickly in green.

5.   Replace the handset when the call is terminated.

→ The conversation is stored in the designated mailbox.

→ The VOICE MAIL LED is turned off.

For phones that cannot access the Mailbox Directory:

> → Enter mailbox number and the # key instead of Steps 3 ond 4.

To record a call on an SLT phone:

> → Only the Designated Mailbox Recording feature is available.

When the mailbox is full of messages:

> → A call cannot be recorded.

To view other screen in Step 4:

> → Press the **NEXT** key to the next screen, and the **PREV** key to the previous screen.

> → Press the **MENU** key to return to the screen displayed in Step 3.

Automatic 2-Way Call Recording

This feature automatically starts recording a call simply by picking up an incoming call or making an outgoing call. The end-user designates the mailbox that will receive the recording.

See the description below that fits your telephone, depending on its FF-key assignment. Calls can be recorded on analog public exchange lines, ISDN exchange lines, private lines, and intercom calls. (⇒SET UPON INSTALLATION)

If Using a Small Display or Non-Display Phone

1. Receive or make call.

   → Recording starts.

   ```
   CONVERSATION   REC
        RECORDING
   ```

   → The VOICE MAIL LED blinks quickly in red.

2. Press the recording **MAILBOX** or input the designated mailbox number and press **#**.

   ```
   KENNEDY          100
        RECORDING
   ```

→ The VOICE MAIL LED blinks quickly in green.

3. Replace the handset when the call is terminated.

→ The conversation is stored in the designated mailbox.

→ The VOICE MAIL LED is turned off.

To change another mailbox after Step 2:

→ Again, press the (other) **MAILBOX** key to record.

If Using a Large Display Phone

3
Feature

1. Receive a call.

→ Recording starts.

→ The VOICE MAIL LED blinks quickly in red.

2. Press the **Soft Key** corresponding to the first letter of the recording mailbox.

```
          ┌─────────────────────────────────┐
          │   CONVERSATION REC              │
          │       RECORDING                 │
          │                                 │
   1 ◯  • │ A B C            P Q R S │ •  ◯ 6
   2 ◯  • │ D E F              T U V │ •  ◯ 7
   3 ◯  • │ G H I            W X Y Z │ •  ◯ 8
   4 ◯  • │ J K L            OTHERS  │ •  ◯ 9
   5 ◯  • │ M N O            NUMBER  │ •  ◯ 10
          └─────────────────────────────────┘
```
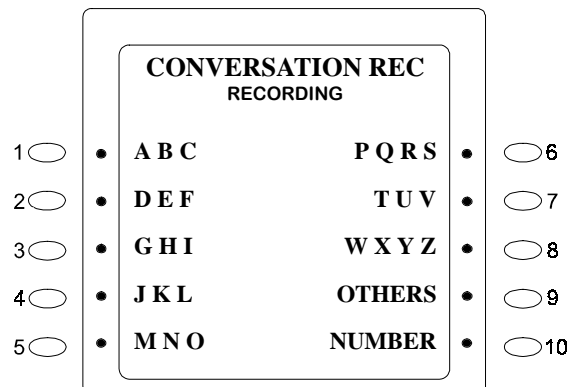
3.   Press the **Soft Key** to record.
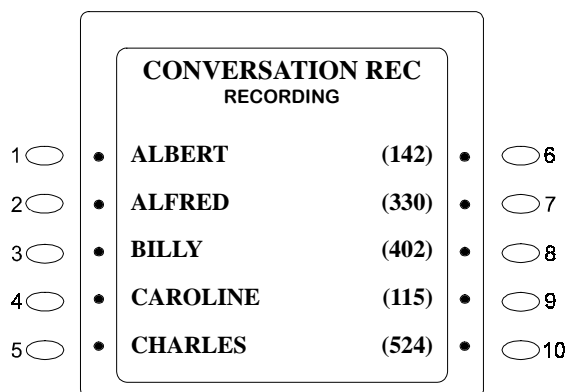
```
                    CONVERSATION REC
                        RECORDING

    1◯    •  ALBERT         (142)   •    ◯6
    2◯    •  ALFRED         (330)   •    ◯7
    3◯    •  BILLY          (402)   •    ◯8
    4◯    •  CAROLINE       (115)   •    ◯9
    5◯    •  CHARLES        (524)   •    ◯10
```

→ The VOICE MAIL LED blinks quickly in green.

4.   Replace the handset when the call is terminated.

→ The conversation is stored in the designated mailbox.

→ The VOICE MAIL LED is turned off.

For phones that cannot access the Mailbox Directory:

→ Enter a mailbox number and the # key instead of Steps 2 and 3.

To view other screen in Step 2:

→ Press the **NEXT** key to view the next screen, and the **PREV** key to view the previous screen.

→ Press the **MENU** key to return to the screen in Step 1.

→ If the automatic recording has not been set, record the conversation according to the **Manual Conversation Recording** instructions (pg. 3-52).

To record a call on an SLT phone:

→ Only the Designated Mailbox Recording feature is available.

Designated Mailbox Recording

Via program settings, all incoming calls, and all outgoing calls from a specific public exchange line, can be recorded into a designated mailbox (automatic conversation recording without operation). This also applies to SLT phones (mainly not provided with the exchange line key). (⇒SET UPON INSTALLATION)

Recording The Conversation

1. Receive or make public exchange line call.

    → Recording starts.

    → The VOICE MAIL LED blinks quickly in green.

2. Replace the handset when the call is terminated.

    → The conversation is stored in the designated mailbox

    → The VOICE MAIL LED is turned off.

Settings for the Designated Mailbox Recording feature:

Designated Mailbox Recording can be selected from one of the following five types as destination mailboxes. (⇒SET UPON INSTALLATION)

(1) Designating up to 8 mailboxes.
(2) Designating up to 8 mailboxes for each hour.
(3) Designating up to 8 mailboxes for each public-exchange line group.
(4) Designating up to 8 mailboxes for each day of the week.
(5) Set each extension for recording into the mailbox.

Determine the recording order of the 8 mailboxes. If the first mailbox becomes full, recording will shift to the next mailbox, thus using eight of them sequentially.

If all Destination Mailboxes are full of messages:

→ On Large Display or Small Display phones, the message "MESSAGE OVERFLOW" is displayed in the screen of Step 1. Also, the VOICE MAIL LED blinks quickly in red.

If no Destination Mailbox has been set:

→ On Large Display or Small Display phones, the message "NOT ASSIGNED" is displayed in the screen of Step 1. Also, the VOICE MAIL LED blinks quickly in red.

To record in a mailbox other than the Designated Mailbox:

→ After Step 1, enter the recording mailbox number and #.

If the call is placed on hold while recording:

→ Recording is paused. And the VOICE MAIL LED is turned off.

After the held call is retrieved:

→ Recording is resumed.

If another person retrieves the held call:

→ Either of the following can be selected. (⇒SET UPON INSTALLATION)

1) Recording is resumed.
   When the recording destination mailbox need not to be changed, the call will be recorded in the mailbox set in advance. In case of cancellation, perform the procedure for cancellation.

2) Conversation recording is terminated.
   In this case, the conversation before holding the call is recorded in the recording destination mailbox set in advance. When you do not want to save it, perform the procedure for cancellation before holding the call.

To record a call on an SLT phone:

→ Only the Designated Mailbox Recording feature is available.

Other Features During 2-Way Call Recording

The following functions can be performed before you hang up.

Placing the Call on Hold

If the call is placed on hold while recording the conversation:

→ Recording is paused. The VOICE MAIL LED is turned off.

If the call is placed on hold for 10 minutes:

→ The conversation recording service will be terminated. (If the mailbox has been designated, the call remains in the designated mailbox.) To begin recording again, go through the recording start procedure.

If the call is placed on hold while recording and resumed later:

> → Recording is resumed (pause cancelled).

If the call is placed on hold while recording and another person retrieves it:

> → The following can be selected depending on the setting upon installation.

>> • Recording is resumed (pause cancelled).

>> • The conversation recording service is terminated. (If the mailbox has been designated, the call remains in the designated mailbox.)

Dividing One Call Into Multiple Recording Messages

One call can be divided into multiple messages to record. With this feature, you can record a call longer than the specified conversation recording message time, or divide one call into multiple-party recordings.

> 1. To terminate recording the call, press the **STORE** key, or *** #**.
>   → Conversation recording is terminated once.

> 2. Press the other party's **MAILBOX** key (or the **VOICE MAIL** key & other party's **MAILBOX** number).
>   → Conversation recording is resumed.

By program setting, the following tones can be heard from the handset upon termination of conversation recording. (⇒SET UPON INSTALLATION)

One minute before the conversation recording message time:	Beep, Beep, Beep
At the end of recording (Recording Ended on a limit time):	Beep, Beep, Beep
At the end of recording (by recording ending operation):	Beep, Beep

❐ The **STORE** key is set to the unused FF-key on the phone. (⇒SET UPON INSTALLATION)

Sending DTMF Signals While Recording the Call

A tone (DTMF) signal can be sent while recording the call. This is convenient when using various tone services.

Press the **MF SEND** key, or **0 #** while recording the call.

On a rotary-dial line:

To send a tone signal, press the **MF SEND** key, or **0 #**, followed by **#** or ***** (touchtone signal conversion).

After a tone signal conversion:

Voice mail features using dial keys. (**0** to **9**, *****, **#**) will not be available.

To make them available, end tone service by pressing **MF SEND** key again.

- ❐ Set the **MF SEND** key to the unused FF key of the telephone. (⇒SET UPON INSTALLATION)

<div style="background:black;color:white">3
Feature</div>

Changing the Recording Destination (common to each phone)

- ❐ Press another **MAILBOX** key, or enter the mailbox number and **#**. (Designation of the previously set mailbox is cancelled.)

- ❐ On a Large Display phone, press the **MENU** key and select the recording mailbox on the mailbox directory (Mailbox List).

Operations Allowed While Recording a Call (common to each phone)

To cancel a recording (if the recording is not required, terminate recording):
- ❐ Press **CANCEL,** or **5 #**.
  - ☞ Pressing CANCEL is not required unless the mailbox is designated.

To pause a recording:

Press **PAUSE,** or **2 #**.

- ❐ Operate in the same manner when resuming recording.

- ❐ 10 minutes after recording is paused, the conversation recording service is terminated. The VOICE MAIL LED is turned off. (If the mailbox has been already designated, the conversation is saved in it.)

To re-record:

Press **RE-RECORD,** or **1 #**.

- ❐ The previous recording is cancelled, and new recording is initiated.

Adding a Message To a Recorded Conversation

After a conversation is recorded and the other party has replaced the handset, press the ADD key or 8# to add a message to the recorded conversation, change the recording party, or delete/playback the recorded conversation.

Adding a Message to a Recording

1. Press **ADD key** or **8#** before hanging up.

    Announcement: *"Welcome to the voicemail system. This conversation has been recorded in mailbox number XXXX. To call pager or outside telephone, press 9 and #. To add message, press 1 and #."*

2. Press **Soft Key 4,** or **1 #**.

    ```
              KENNEDY           100⁻
                  ** MAILBOX **

    1○   •   TO END RECORDING       •   ○6
    2○   •   PLEASE HANG UP !       •   ○7
    3○   •   ←ADD        CHANGE→    •   ○8
    4○   •   ←CANCEL      REPEAT→   •   ○9
    5○   •                          •   ○10
    ```
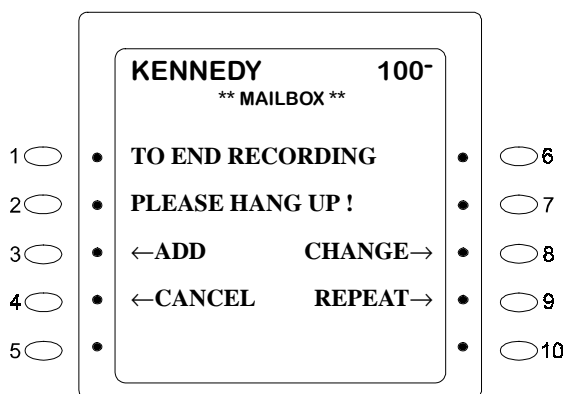
    Announcement: *"Please leave a message at the tone."*

    • **If Not Using a Large Display phone:**
    → Operate with the dial keys, not with the **Soft Key**.

3. Speak your message.

4. Press the **7** and **#** keys after your message is finished.

    Announcement: *"Message recorded."*

5. Replace the handset.
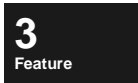
The following is also allowed in Step 2 or Step 5:

```
        KENNEDY              100⁻
               ** MAILBOX **

1○  •  TO END RECORDING      •  ○6

2○  •  PLEASE HANG UP !      •  ○7

3○  •  ←ADD        CHANGE→   •  ○8

4○  •  ←CANCEL      REPEAT→  •  ○9

5○  •                       •  ○10
```

3
Feature
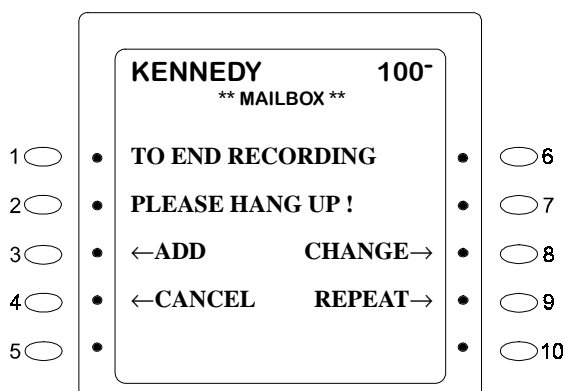
→ Adding a message again ----- Press **Soft Key 4,** or **1 #**.

→ Cancelling the recorded conversation ----- Press **Soft Key 5,** or **5 #**.

→ Changing the recording destination mailbox ----- Press **Soft Key 9,** or *** #**.

→ Playing back the recorded conversation and message ----- Press **Soft Key 10,** or **3 #**.

→ Switching call designation for outside ----- Press **9 #**.

Calling the Pager or Outside Telephone of the Recorded Party

To call the pager or outside telephone to notify after recording a conversation, perform the procedures below before replacing the handset. To add a message to the recording, press the **ADD** key, or **8 #** keys, or **Soft Key 5.** See a relevant operational description.

Calling the Pager

Depending on the setting upon installation, one of the following displays is indicated. (No announcement is heard.) (⇒SET UPON INSTALLATION)

CASE 1: When the Message to Call the Pager Appears
   • **Large Display phone:**

```
        KENNEDY          100P
                RECORDING

1 ○  •  PAGER ACCESS          •  ○ 6

2 ○  •  ENABLE                •  ○ 7

3 ○  •                        •  ○ 8

4 ○  •           DISABLE→     •  ○ 9

5 ○  •  ←ADD MESSAGE          •  ○ 10
```

   • **Small Display phone:**

```
   KENNEDY          100P
        RECORDING
```
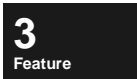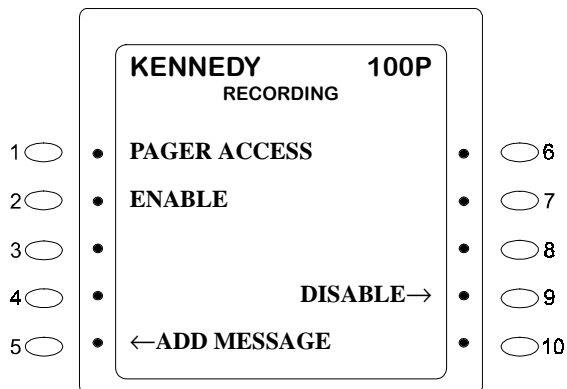
   1. Replace the handset.

To cancel the notification:

   1. Press the **Soft Key 9** , or **9 #** keys, or **NOTIFY** key.

   2. The message not to call the pager "Access Disable" appears. Replace the handset.

CASE 2: When the Message Not to Call the Pager Appears
   • **Large Display phone:**

```
        KENNEDY          100 –
                RECORDING

1 ○  •  PAGER ACCESS          •  ○ 6

2 ○  •  ACCESS DISABLE        •  ○ 7

3 ○  •                        •  ○ 8

4 ○  •           ENABLE→      •  ○ 9

5 ○  •  ←ADD MESSAGE          •  ○ 10
```

• **Small Display phone:**

```
┌─────────────────────────────────┐
│  KENNEDY          100 –         │
│            RECORDING            │
│                                 │
└─────────────────────────────────┘
```
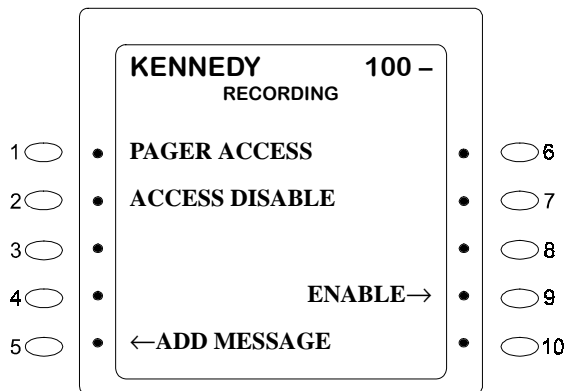
1.   Press the **Soft Key 9**, or **9 #** keys, or **NOTIFY** key.

2.   After the message to call the pager appears, replace the handset.

To cancel the notification:

1.   Replace the handset.

Calling the Outside Telephone

CASE 1: When the Message to Call the Outside Telephone Appears

• **Large Display phone:**

```
        ┌──────────────────────────────────┐
        │  ┌────────────────────────────┐  │
        │  │ CAROLINE         115A      │  │
        │  │        RECORDING           │  │
   1◯ • │  │ OUTSIDE TEL.               │ • ◯6
   2◯ • │  │ ACCESS ENABLE              │ • ◯7
   3◯ • │  │                            │ • ◯8
   4◯ • │  │            DISABLE→        │ • ◯9
   5◯ • │  │ ←ADD MESSAGE               │ • ◯10
        │  └────────────────────────────┘  │
        └──────────────────────────────────┘
```

• **Small Display phone:**

```
┌─────────────────────────────────┐
│  CAROLINE         115A          │
│            RECORDING            │
│                                 │
└─────────────────────────────────┘
```
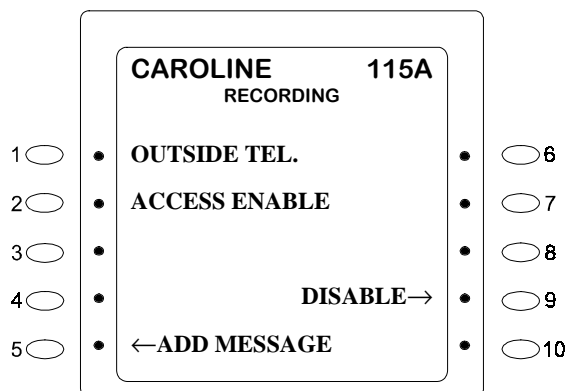
1.   Replace the handset.

To cancel the notification:

1.   Press either **Soft Key 9**, or **9 #** keys, or the **NOTIFY** key.

2.   After the message not to call the outside telephone appears, replace the handset.

CASE 2: When the Message Not to Call the Outside Telephone Appears

• **Large Display phone:**

```
        CAROLINE          115–
                  RECORDING

1 ◯   •   OUTSIDE TEL.          •   ◯6

2 ◯   •   ACCESS DISABLE        •   ◯7

3 ◯   •                         •   ◯8

4 ◯   •              ENABLE→     •   ◯9

5 ◯   •   ←ADD MESSAGE          •   ◯10
```

3
Feature

• **Small Display phone:**

```
CAROLINE          115–
         RECORDING
```
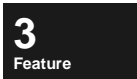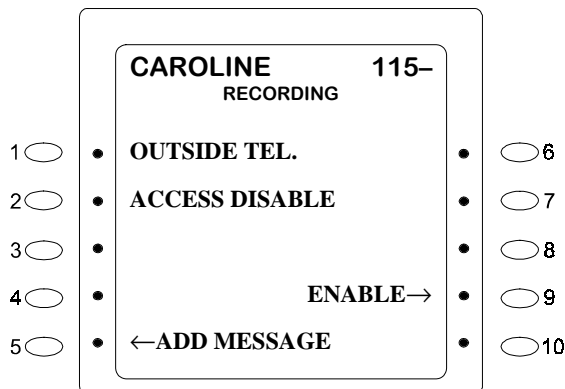
1. Press **Soft Key 9**, or **9 #** keys, or the **NOTIFY** key.

2. After the message to call the outside telephone appears, replace the handset.

To cancel the notification:

1. Replace the handset.

NOTE: If using a Large Display or Small Display phone, the character displayed at the end of the Mailbox number indicates whether it is designated to call the pager or outside telephone (outside telephone).

Table 3-4. Outside Notification designation for Mailbox No. in LCD display

Condition	Display Example
It is designated to call the pager	KENNEDY 100P
It is designated to call the outside telephone	KENNEDY 100A
It is not designated to call the pager or outside telephone	KENNEDY 100-
It is not allowed to designate calling the pager or outside telephone	KENNEDY 100

→ The pager or outside telephone cannot be called unless the system is enabled to call the pager or outside telephone. (⇒SET UPON INSTALLATION)

Playing Back/Cancelling the Recorded Conversation

Playing Back the Recorded Conversation

1. Press the **ADD key**, or **8 #**, or **Soft Key 5** before replacing the handset.

   Announcement: *"Welcome to the voicemail system. This conversation has been recorded in mailbox number XXXX. To call pager or outside telephone, press 9 and #. To add a message, press 1 and #."*

2. Press the **3 #** or **Soft Key 10**

   → The recorded conversation is played back.

   Announcement: *"To call pager or outside telephone, press 9 and #. To add message, press 1 and #."*

```
        KENNEDY          100 –
              ** MAILBOX **

1○   •   TO END RECORDING      •   ○6

2○   •   PLEASE HANG UP !      •   ○7

3○   •   ←ADD        CHANGE→   •   ○8

4○   •   ←CANCEL     REPEAT→   •   ○9

5○   •                        •   ○10
```
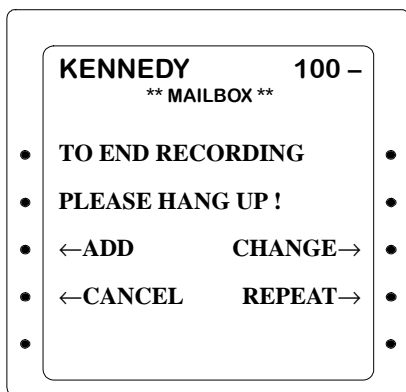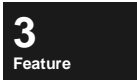
3. Replace the handset.

Cancelling the Recorded Conversation

1. Press the **ADD key**, or **8 #**, or **Soft Key 5** before replacing the handset.

   Announcement: *"Welcome to the voicemail system. This conversation has been recorded in mailbox number XXXX. To call pager or outside telephone, press 9 and #. To add message, press 1 and #."*

2. Press **5 #** or **Soft Key 5**.

   → The recorded conversation is cancelled.

Announcement: *"Recording has been cancelled. Thank you for calling. Please hang up."*

```
          KENNEDY        100 –
              ** MAILBOX **

1 ○   •  TO END RECORDING       •  ○ 6

2 ○   •  PLEASE HANG UP !        •  ○ 7

3 ○   •  ←ADD        CHANGE→     •  ○ 8

4 ○   •  ←CANCEL      REPEAT→    •  ○ 9

5 ○   •                         •  ○ 10
```
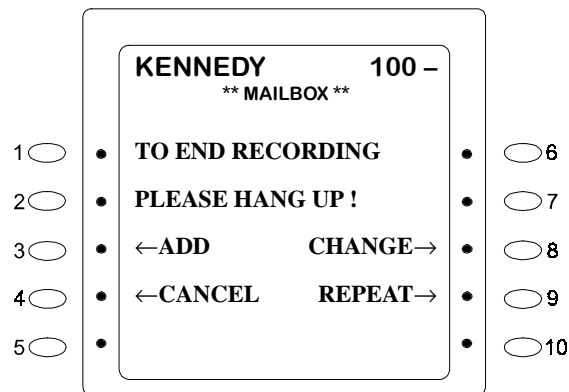
3.   Replace the handset.

Changing the Destination Mailbox After a 2-Way Call Recording

Changing the Recording Destination

1.   Press the **ADD key**, or **8 #**, or **Soft Key 5** before replacing the handset.

  Announcement: *"Welcome to the voicemail system. This conversation has been recorded in mailbox number XXXX. To call pager or outside telephone, press 9 and #. To add message, press 1 and #."*

2.   Press * # or **Soft Key 9**.

```
          KENNEDY        100 –
              ** MAILBOX **

1 ○   •  TO END RECORDING       •  ○ 6

2 ○   •  PLEASE HANG UP !        •  ○ 7

3 ○   •  ←ADD        CHANGE→     •  ○ 8

4 ○   •  ←CANCEL      REPEAT→    •  ○ 9

5 ○   •                         •  ○ 10
```

Announcement: *"Please enter the mailbox number and press #."*

```
KENNEDY          100 –
        ** MAILBOX **

1 ○   •   PLEASE ENTER THE       •   ○ 6
2 ○   •   MAILBOX NUMBER         •   ○ 7
3 ○   •   TO WHOM YOU WISH       •   ○ 8
4 ○   •   TO RECORD              •   ○ 9
5 ○   •            MAILBOX LIST→ •   ○ 10
```
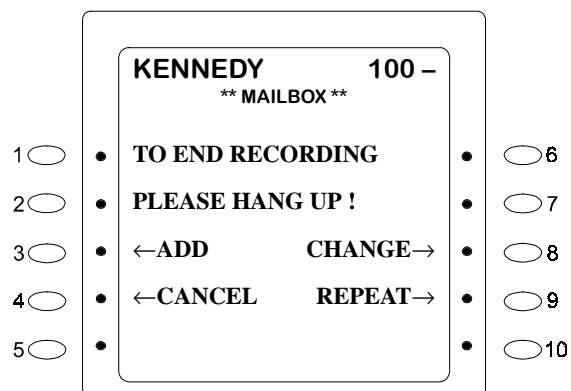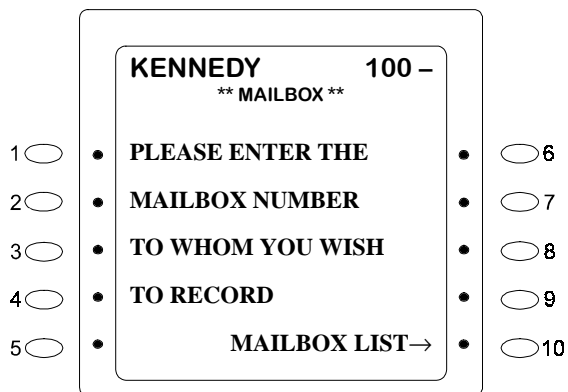
3. Choose a new recording destination.

4. Replace the handset.

• The recording destination is also designated by operating as follows in Step 3.
    → Choose the mailbox from the mailbox directory (Mailbox List).

For example:

1.

```
KENNEDY          100 –
        ** MAILBOX **

1 ○   •   PLEASE ENTER THE       •   ○ 6
2 ○   •   MAILBOX NUMBER         •   ○ 7
3 ○   •   TO WHOM YOU WISH       •   ○ 8
4 ○   •   TO RECORD!             •   ○ 9
5 ○   •            MAILBOX LIST→ •   ● 10
```

2.

```
    ┌─────────────────────────────┐
    │  ┌───────────────────────┐  │
    │  │  KENNEDY        100 –  │  │
    │  │      ** MAILBOX **     │  │
1 ⬤  • │  A B C        P Q R S  │ •  ◯ 6
2 ◯  • │  D E F          T U V  │ •  ◯ 7
3 ◯  • │  G H I          W X Y  │ •  ◯ 8
4 ◯  • │  J K L         OTHERS  │ •  ◯ 9
5 ◯  • │  M N O         NUMBER  │ •  ◯ 10
    │  └───────────────────────┘  │
    └─────────────────────────────┘
```

3.

```
    ┌─────────────────────────────┐
    │  ┌───────────────────────┐  │
    │  │  KENNEDY        100 –  │  │
    │  │      ** MAILBOX **     │  │
1 ◯  • │  ALBERT        (142)   │ •  ◯ 6
2 ◯  • │  ALFRED        (330)   │ •  ◯ 7
3 ⬤  • │  BILLY         (402)   │ •  ◯ 8
4 ◯  • │  CAROLINE      (115)   │ •  ◯ 9
5 ◯  • │  CHARLES       (524)   │ •  ◯ 10
    │  └───────────────────────┘  │
    └─────────────────────────────┘
```
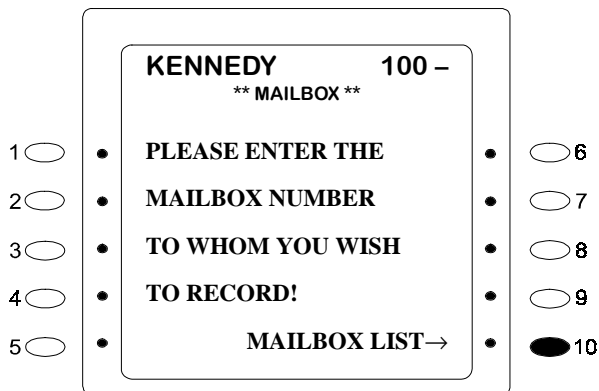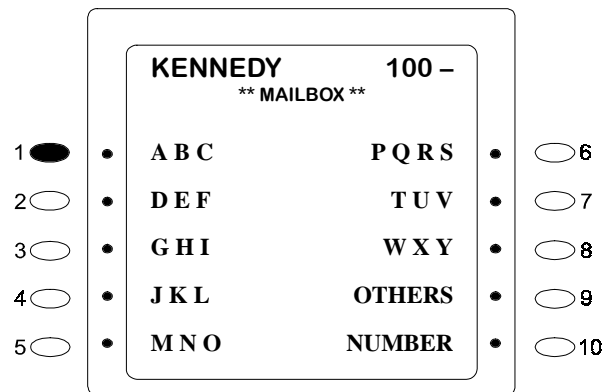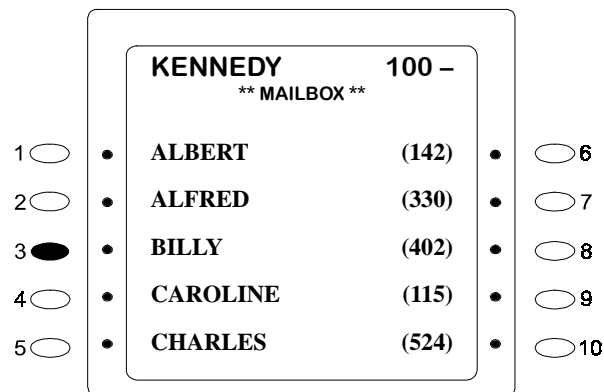
Changing Call Designation for Pager or Outside Telephone

1. Press the **ADD key**, or **8 #**, or **Soft Key 5** before replacing the handset.

   Announcement: *"Welcome to the voicemail system. This conversation has been recorded in mailbox number XXXX."*

   Announcement: (only for call designation) *"I will call pager (outside telephone)."*

   Announcement: (announcing how to change the designation) *"To call pager or outside telephone, press 9 and #. To add message, press 1 and #."*

2. Press **9 #** to change.

Announcement: (only for call designation) *"I will call pager (outside telephone)."*

3. Replace the handset.

If the Recording Destination is Not Set

Before replacing the handset:

1. Press the **ADD Key,** or **8 #** keys, or **Soft Key 5**.

   Announcement: *"Welcome to the voicemail system. If you want to record this conversation, please enter the mailbox number and press #."*

```
                    ** MAILBOX **

  1 ○    •   PLEASE ENTER THE        •   ○ 6
  2 ○    •   MAILBOX NUMBER          •   ○ 7
  3 ○    •   TO WHOM YOU WISH        •   ○ 8
  4 ○    •   TO RECORD!              •   ○ 9
  5 ○    •            MAILBOX LIST→  •   ○ 10
```
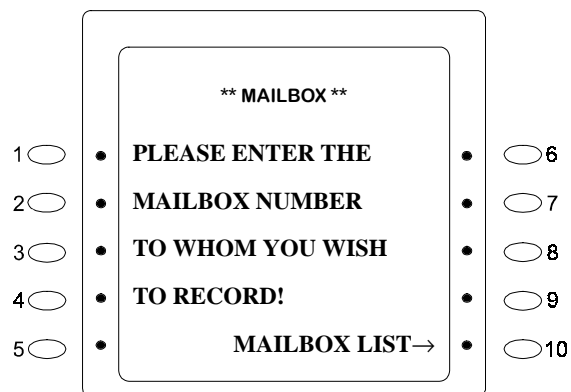
2. Choose the recording destination. (Or, it can be selected from the mailbox directory.)

3. Replace the handset.

LCD Displays During 2-Way Call Recording

The following describes the first 2-line indications on Large-Display and Small-Display phones.

LED Indication

Voicemail START FF-key LED:

- **During the Recording (Destination Has Not Been Designated):**
  → Blinks quickly in red (At intervals of 0.25 second)

- **During the Recording (Destination Has Been Designated):**
  → Blinks quickly in green (At intervals of 0.25 second)

- **Recording Is Interrupted or Terminated (Destination Has Not Been Designated):**
  → Blinks slowly in red (At intervals of 1 second)

- **Recording Is Interrupted or Terminated (Destination Has Been Designated):**
  → Blinks slowly in green (At intervals of 1 second)

- **The Handset Is Replaced:**
  → Turns off

- **There Is No Free Voicemail Port; No Recording Memory; or Voicemail Is Not Working:**
  → Lights up in red

MAILBOX FF-key LED:

- **When New Messages Are Stored:**
  → Lights up in red.

Message Wait LED:

- **When New Messages Are Stored:**
  → The message wait LED located at the top of the telephone blinks.
    (⇒SET UPON INSTALLATION)

Table 3-5. LCD Display indications during 2-Way Call Recording

Operation	Indications on Large Display and Small Display phones
Recording a call	**CONVERSATION REC** **RECORDING**
Recording is paused	**CONVERSATION REC** **PAUSE**
Recording is terminated	**CONVERSATION REC**
Designate the destination mailbox 100 during recording	**KENNEDY 100** **RECORDING**
Designate the destination mailbox 100 during recording (Display to call the pager)	**KENNEDY 100P** **RECORDING**
Designate the destination mailbox 115 during recording (Display to call the outside telephone)	**CAROLINE 115A** **RECORDING**
Designate the destination mailbox 115 during recording (Display not to call the pager or outside telephone)	**CAROLINE 115-** **RECORDING**
The recording is cancelled	**CANCEL REC.**

Table 3-6. LCD Display indications after ADD key, [8#], or Soft Key 5 is pressed

Operation	Indications on Large-Display and Small-Display phones
The voicemail is connected	**** MAILBOX ****
Designate the destination mailbox 100	**KENNEDY 100** **** MAILBOX ****
Designate the destination mailbox 100 (Display to call the pager)	**KENNEDY 100P** **** MAILBOX ****
Designate the destination mailbox 100 (Display to call the outside telephone)	**KENNEDY 100A** **** MAILBOX ****
Designate the destination mailbox 100 (Display not to call the pager or outside telephone)	**KENNEDY 100-** **** MAILBOX ****

Displaying the Mailbox Directory by Group

Mailboxes can be divided into a maximum of 8 groups (max. 6 letters for each group name). The mailboxes within a group are displayed in alphabetical order in the Mailbox Directory while recording a call using a Large Display phone. This feature is very useful for scrolling through a list, if there are many mailboxes. ($\Rightarrow$SET UPON INSTALLATION)

3
Feature

Designating the Mailbox from the Group (while recording a call)

1. After a 2-Way Call Recording is started, the menu of the group is displayed.

    → A group name is indicated in parentheses.
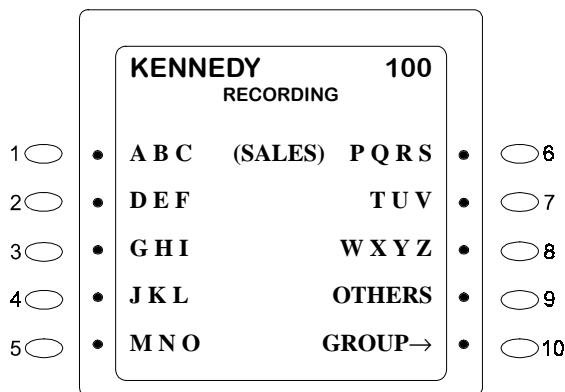
    ```
    ┌─────────────────────────────────┐
    │  KENNEDY              100        │
    │          RECORDING               │
    │                                  │
    │ 1 •  A B C    (SALES)  P Q R S • 6 │
    │ 2 •  D E F                T U V • 7 │
    │ 3 •  G H I              W X Y Z • 8 │
    │ 4 •  J K L              OTHERS  • 9 │
    │ 5 •  M N O              GROUP→  • 10│
    └─────────────────────────────────┘
    ```

2. Press the **Soft Key** corresponding to the first letter of the recorded mailbox

    ```
    ┌─────────────────────────────────┐
    │  KENNEDY              100        │
    │          RECORDING               │
    │                                  │
    │ 1 •  A B C    (SALES)  P Q R S • 6 │
    │ 2 •  D E F                T U V • 7 │
    │ 3 •  G H I              W X Y Z • 8 │
    │ 4 •  J K L              OTHERS  • 9 │
    │ 5 •  M N O              GROUP→  • 10│
    └─────────────────────────────────┘
    ```
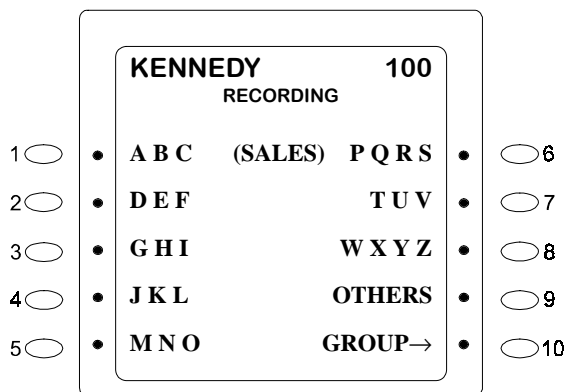
3. Press the **Soft Key** corresponding to the mailbox.

The VOICE MAIL LED blinks quickly in green.

```
          ┌──────────────────────────┐
          │  ┌────────────────────┐   │
          │  │ KENNEDY       100  │   │
          │  │    RECORDING       │   │
   1 ◯  • │  │ ANGELA      (252)  │ • │  ◯ 6
   2 ◯  • │  │ DANIEL      (253)  │ • │  ◯ 7
   3 ◯  • │  │ EDWIN       (250)  │ • │  ◯ 8
   4 ◯  • │  │ NELSON      (255)  │ • │  ◯ 9
   5 ◯  • │  │ ROSA        (254)  │ • │  ◯ 10
          │  └────────────────────┘   │
          └──────────────────────────┘
```

To view other screen in Step 3:

→ Press the **NEXT** key to the next screen, and the **PREV** key to the previous screen.

→ Press the **MENU** key to return to the screen displayed in Step 2.

To designate the mailbox in another group in Step 2:

1. Press **Soft Key 10** (to select "GROUP").

```
          ┌──────────────────────────┐
          │  ┌────────────────────┐   │
          │  │ KENNEDY       100  │   │
          │  │    RECORDING       │   │
   1 ◯  • │  │ A B C (SALES ) P Q R S │ • │  ◯ 6
   2 ◯  • │  │ D E F          T U V   │ • │  ◯ 7
   3 ◯  • │  │ G H I        W X Y Z   │ • │  ◯ 8
   4 ◯  • │  │ J K L        OTHERS    │ • │  ◯ 9
   5 ◯  • │  │ M N O        GROUP→    │ • │  ◯ 10
          │  └────────────────────┘   │
          └──────────────────────────┘
```

2.   Choose the designated group.

```
        ┌─────────────────────────────┐
        │  KENNEDY          100       │
        │      RECORDING              │
   1○ •│  ACC.                    •│○6
   2○ •│  SALES                   •│○7
   3○ •│  ENG.                    •│○8
   4○ •│  SERV.                   •│○9
   5○ •│              MAIN  →     •│○10
        └─────────────────────────────┘
```

3.   Choose the first letter.

```
        ┌─────────────────────────────┐
        │  KENNEDY          100       │
        │      RECORDING              │
   1○ •│  A B C (ENG. )   P Q R S  •│○6
   2○ •│  D E F           T U V    •│○7
   3○ •│  G H I           W X Y Z  •│○8
   4○ •│  J K L           OTHERS   •│○9
   5○ •│  M N O           GROUP→   •│○10
        └─────────────────────────────┘
```

4.   Choose the mailbox.

```
        ┌─────────────────────────────┐
        │  KENNEDY          100       │
        │      RECORDING              │
   1○ •│  DAVID          (342)    •│○6
   2○ •│  DONALD         (340)    •│○7
   3○ •│  ELIZABETH      (343)    •│○8
   4○ •│  FRANKLIN       (345)    •│○9
   5○ •│  FREDERICK      (344)    •│○10
        └─────────────────────────────┘
```

Settings

Setting To Call the Outside Telephone

When the telephone is set as follows, it calls a public exchange line or extension telephone if a message is recorded in the mailbox.

Operation

3
Feature

1. Press the voicemail **START** FF-key or dial the voicemail access number.

    Announcement: *"Welcome to the voicemail system. Please enter your mailbox number and press #."*

2. Press the **MAILBOX NO.** FF-key and the # key.
    → If the mailbox number is the same as the extension number of the telephone operated, press only #.

    Announcement: *"Please enter your password and press #."*

3. Press the **Password** and # key.
    → Omit when the password is not set.
      The number of messages and the first message is heard.

4. Press * # .

    Announcement: *"Please enter the menu number and press #."*

5. Press **9** # .
    → The current setting condition is heard.

    Announcement: *"To set up pager, press 1 and #.*
    To set up outside telephone, press 2 and #.
    To cancel Calling pager or outside telephone, press 3 and #.
    *To return to the service menu, press * and #."*

6. Press **2** # .

    Announcement: *"Please enter the phone number and press #."*

7.   Press the **Extension No.** and **#,** or **9** and the **Phone No.** and **#,** or **MEMORY** key and the **Speed Dial No.** and **#.**

Announcement: *"[Recites the entered number] Is that correct? To accept, press 1 and #. To change, press 2 and #."*

8.   Press the **1** and **#** keys.

→ The setting condition is heard.

Announcement: *"This is outside telephone mode, The number is ... "*

9.   Replace the handset.

Entering the phone number in Step 6:

→ When the phone number is already set, the announcement in Step 7 is heard. If that number is correct, press **1 #**, and if changing it, press **2 #**.

About the phone number:

→ A telephone number can be designated up to 16 digits, including 9 (outside line access number). The numbers entered exceeding this limit will not be accepted. Therefore, confirm the recited number.

To correct or change the phone number:

→ Press **2 #** in Step 8 and restart from Step 7.

Setting To Call the Pager

When the telephone is set as follows, it can call a pager if a message is recorded in the mailbox.

Operation

3
Feature

1. Press the voicemail **START** key or dial the voicemail access number.

   Announcement: *"Welcome to the voicemail system. Please enter your mailbox number and press #."*

2. Press the **Mailbox No.** and # key.

   Announcement: *"Please enter your password and press #."*

3. Press the **Password** and # key.
   → Omit when the password is not set.
      The number of messages and the first message is heard.

4. Press * #.

   Announcement: *"Please enter the menu number and press #."*

5. Press **9 #** .
   → The current setting condition is heard.

   Announcement: *"To set up pager, press 1 and #.*
   To set up outside telephone, press 2 and #.
   To cancel Callinng pager or outside telephone, press 3 and #.
   *To return to the service menu, press * and #."*

6. Press **1 #**.

   Announcement: *"Please enter the phone number and press #."*

7. Press the **Pager No.** and **#,** or the **MEMORY** key and **Speed Dial No.**

   Announcement: *"[Recites the entered number] Is that correct? To accept, press 1 and #. To change, press 2 and #."*

8. Press **1 #**.
   → The setting condition is heard.

   Announcement: *"This is pager access mode. The number is ..."*

9. Replace the handset.

Entering the Pager number in Step 6:

→ When the pager number is already set, the announcement in Step 7 is heard. If that number is correct, press **1 #**, and if changing it, press **2 #**.

About the Pager telephone number:

→ A telephone number can be designated up to 16 digits, including "9" for outside line access. The numbers entered beyond this limit will not be accepted. Therefore, confirm the recited number.

To correct or change the Pager number:

→ Press **2 #** in Step 8 and restart from Step 7.

Switching to Night Mode

By switching the system to Night mode at night or on holidays, voicemail can exclusively receive incoming calls.

To use this feature, the phone must be enabled for switching to Night mode. (⇒SET UPON INSTALLATION)

Operation

1. Press the **ON/OFF** key.

2. Enter Mode Number (see table below).

3. Press the **ON/OFF** key.

Table 3-7. System Mode Switch codes (for Day1/2 and Night1/2/3)

Mode Type	Mode No.	Box No. for public exchange line Incoming Call Alternate Service-1 Announcement	LCD Display at Step 3
			(Large Display and Small Display phones)
Night (1)	**7 6 0** (Note)	931	NIGHT 1
Night (2)	**7 6 2**	932	NIGHT 2
Night (3)	**7 6 3**	933	NIGHT 3
Daytime (1)	**7 6 0** (Note)	930	DAY 1
Daytime (2)	**7 6 1**	934	DAY 2

Note: "Daytime (1)" and "Night (1)" are changed every time you enter **7 6 0**.

Switching to the Night Mode from Outside

Voicemail can be switched to Night or Day mode from an outside telephone.

Operation

1. Using a tone (DTMF) telephone, call the voicemail from outside.

   Announcement: *"Welcome to the voicemail system. Please enter your mailbox number and press #."*

2. Press the **9 4 0** and # keys.

   Announcement: *"Please enter your password and press #."*

3. Press the Password and # key. (Omit when the password is not set.)

   Announcement: *"Please enter the mode number and press #."*

4. Press the Switching No. and # key. The Switching Nos. are:

Daytime mode (1) : 0		Night (2) mode	: 2
Night mode (1) : 1		Night (3) mode	: 3
		Daytime (2) mode	: 4

   →The announcement recorded for the switched mode is heard.

   Announcement: *"This is night (day) service mode."*
   (The announcement is heard. The call is disconnected.)

5. Replace the handset.

Recording the Greeting Message for the System

One message is recorded up to 25 minutes in 10-second increments (Initial : 4 minutes). The recording time can be changed by program setting. (⇒SET UPON INSTALLATION)

Operation

1. Press the voicemail **START** FF-key, or dial the voicemail access number and #.

   Announcement: *"Welcome to the voicemail system. Please enter your mailbox number and press #."*

2. Press the Mailbox No. and # key.
   See the Mailbox Nos. listed in **Greeting Message Announcements And Mailbox Numbers (pg. 3-82).**

Announcement: *"Please enter your password and press #."*

3.   Press the **Password** and **#** key.

     → Omit when the password is not set.

Announcement: *"Please enter the menu number and press #."*

4.   Press **7 #**.

Announcement: *"To set up a greeting message, press 1 and #. To repeat a greeting message, press 3 and #."*

5.   Press **1 #**.

Announcement: *"Please leave a message at the tone."*

6.   Record the greeting message.

7.   Press when finished.

Announcement: *"Message recorded."*

     → The recorded announcement is played back.

8.   Replace the handset.

To re-record the Greeting Message after Step 7:

→ Restart the procedure from Step 4.

To delete the recorded Greeting Message:

→ Press **5 #** in Step 5. When the announcement *"Message deleted"* is heard, replace the handset.

To confirm the recorded Greeting Message:

→ Press **3** in Step 5.

References

Greeting Message Announcements And Mailbox Numbers

Table 3-8. Greeting Messages and corresponding Mailbox Nos.

Box No.	Greeting Message Announcement	Relevant Mode	Playing Back the Greeting Message Announcement
930	Exchange Line incoming call alternate service-1 announcement	Daytime (1)	After answering an incoming call with the incoming call alternate service 1
931	Exchange Line incoming call alternate service-1 announcement	Night (1)	
932	Exchange Line incoming call alternate service-1 announcement	Night (2)	
933	Exchange Line incoming call alternate service-1 announcement	Night (3)	
934	Exchange Line incoming call alternate service-1 announcement	Daytime (2)	
936	Intercom incoming call alternate service disable announcement		With the Intercom incoming call alternate service 2, the mailbox is full and no more messages can be recorded, or recording is restricted.
937	Exchange Line incoming call alternate service disable announcement		With the incoming call alternate service 1, the mailbox for the incoming call alternate service is full and no more messages can be recorded.
			With the Exchange Line incoming call alternate service 2, the mailbox is full and no more messages can be recorded, or recording is restricted.
938	Intercom greeting message announcement		The voicemail answers an intercom call. Or an extension is called by voice mail.
939	Exchange Line greeting message announcement		The voicemail answers an outside line call. Or an outside telephone is called by voice mail.

When 2-Way Call Recording Cannot Be Performed

VOICE MAIL LED During 2-Way Call Recording

When a conversation is recorded or a recording destination is designated during 2-Way Call Recording, the call will not be recorded if the VOICE MAIL LED is indicated as follows:

Table 3-9. Conditions in which 2-Way Call Recording cannot be performed

Condition	VOICE MAIL LED	LCD Display on Phone	Operation
		(Large Display or Small-Display Phone)	
There is no free voice mail port. Voicemail is not being activated. The recording memory has run out.	Light in red	—	—
There is no designated mailbox.	Flash in red	NOT ASSIGNED RECORDING	Designate a correct mailbox
The designated mailbox is full of messages.	Flash in red	MESSAGE OVERFLOW RECORDING	—

If the Capacity is Exceeded

A conversation cannot be recorded beyond the following capacities:

❑ Storage capacity of the hard disk drive.
❑ Number of recordable messages per mailbox.
❑ Number of speech paths (number of voice mail line connected).

If the HDD Has a Problem (Mailbox LED indication)

When the hard disk drive has a problem, etc., recording of conversations and recording/playback of messages are not available. In this case, all the mailbox LEDs of extensions flash at intervals of one second.

If a problem is found during Recording or Playback:

If the HDD has a problem while recording a conversation or recording/playing back a message, the following guidance (or display) is output. The message being recorded at the time of fault cannot be recorded.

❒ At the time of the mailbox service or incoming call alternate service, a beep sound is sent to disconnect a call.

❒ At the time of 2-Way Call Recording service:

> **SYSTEM TROUBLE!!**
> **REC. CANCELED**

"SYSTEM TROUBLE" will be displayed. (on Large-Display or Small-Display phones)

If All the Mailbox LEDs Flash

It is necessary to inspect the HDD. Check with your System Administrator.

If a Warning Message Displays

If the following appears while receiving a message (on Large Display or Small Display phones), see your System Administrator.

> *** HDD   WARNING ***

(Large Display/2-Line Alphanumeric Display Telephone)

End of Service/Overlapping Service Priority

The service will end if the following events occur.

Table 3-10. End-of-Service events

Item	Result (Announcement or Function)
When an operation is prompted, but any operation that includes a # [poundsign] entry and is not performed within 20 seconds.	*"Thank you for calling. Please hang up."*
If a relevant mailbox number is not found after attempting mailbox number entry 3 times.	*"Please re-check voicemail operation. Thank you for calling. Please hang up."*
If the password does not match after attempting password entry 3 times.	*"Please re-check voicemail operation. Thank you for calling. Please hang up."*
A destination, etc. are not designated within about 10 minutes after pausing the recording.	2-Way Call Recording service ends.
A call being held is not retrieved within about 10 minutes after holding the call while recording it.	2-Way Call recording service ends even if a hold is answered thereafter (recording will not continue).

If multiple services are requested on the same mailbox, the services are controlled as shown in the table below ("x" indicates the Following Service will be rejected; "❍" indicates the Following Service will temporarily interrupt the Ongoing Service).

Table 3-11. Priority of simultaneous service requests to the same mailbox

Following Service / Ongoing Service	Message Recording	Greeting Message Recording	Message Receiving	Greeting Message Hearing	Setting to Call Outside Phone/Pager	Password Setting
Message Recording	❍	❍	❍	❍	❍	❍
Greeting Message Recording	❍	×	❍	×	❍	❍
Message Receiving	❍	❍	❍	❍	❍	❍
Greeting Message Hearing	❍	×	❍	❍	❍	❍
Setting to Call Outside Phone/Pager	❍	❍	❍	❍	×	❍
Password Setting	❍	❍	❍	❍	❍	×

Items To Be Set at Installation

2-Way Call Recording Service (per telephone)

1. 2-Way Call Recording Service Enable/Disable

Determine whether 2-Way Call Recording service should be enabled/disabled.
(Initial: Enable)

2. 2-Way Call Recording Start Method

Determine whether 2-Way Call Recording will be initiated automatically at the start of conversation, or initiated manually by pressing the VOICE MAIL key, for each outgoing/incoming, public exchange line, intercom, and private-line call.

3. Setting of Operation Keys

To make more convenient use of the voicemail system, program the **START, MAILBOX, RETRIEVE,** etc. voicemail feature codes to vacant FF-keys.

4. Setting of FIFO (First-In First-Out) Box per Telephone

Determine whether to set a FIFO box for each mailbox when the Designated Mailbox Recording feature is assigned. If this feature is set, a misrecording is prevented, even if a destination mailbox is not designated during conversation recording.

2-Way Call Recording Service (per system)

1. 2-Way Call Recording Service Enable/Disable

Determine whether the 2-Way Call Recording service should be enabled/disabled.
(Initial: Enable)

2. 2-Way Call Recording Message Length

Determine the recording time of one message recorded in the mailbox in the 2-Way Call
Recording service. It can be recorded up to 25 minutes in 5-minute increments.
(Initial: 25 minutes)

3
Feature

3. 2-Way Call Recording Mode

Determine whether recording should be ended on a limited-time basis or indefinitely.
(Initial: Limited-time basis)

4. Monitoring Time to Enter the Recording Destination Mailbox

Set a call-monitoring time limit for entering the destination mailbox. If this time expires, the
2-Way Call Recording service is canceled automatically. It can be set for either no monitoring
or up to 25 minutes, in 10-second increments.
(Initial: No monitoring/No limitation time)

5. Continuing a Recording After a Call is Held and Retrieved

Determine whether the 2-Way Call Recording service is continued when another person
retrieves the held or transferred call. (If the same telephone retrieves the call, the recording
continues regardless of this setting.)
(Initial: Continue recording after another extension retrieves the held call)

6. FIFO (First-In First-Out) Method for Full Mailboxes

If the mailbox is full of messages at the time of 2-Way Call Recording, determine whether the
Recording service is not available, or if the oldest message is replaced by the new message.

7. Ending a 2-Way Call Recording

When the other party replaces the handset while recording a conversation, determine whether the recording is ended by just designating a destination mailbox, or shifting to Comment recording mode automatically.

Mailbox Service

1. Mailbox Message Time

Determine the recording time of one message in the mailbox. Maximum length of a recorded message can be 25 minutes, in 10-second increments.
(Initial: 4 minutes)

2. Greeting Mailbox Message Time

Determine the recording time of one greeting message to be stored in the mailbox. Maximum length of a greeting can be 25 minutes, in 10-second increments.
(Initial: 4 minutes)

3. Announcement of Message Recording Date and Time

Determine an announcement format of the recording date and time, heard before the message playback. Options are "Month/Day/Hour/Minute," "Month/Day/Hour," "Day/Hour/ Minute," or "No Announcement."
(Initial: "Month/Day/Hour/Minute")

4. Interval Time of Notifying a Pager or Outside Telephone

If the Outside Notification feature is set, this setting determines the intervals applied when the other party (outside telephone or pager) does not answer. It can be set to 1-minute intervals between 3 and 40 minutes.
(Initial: 20 minutes)

5. Maximum Notifying Times

If the Outside Notification feature is set, this setting determines the maximum paging times applied when the other party (outside telephone or pager) does not answer. It can be set from 1 to 100 times.
(Initial: 3 times)

6. Digit Numbering for Mailbox Numbers

Set the digit length of Mailbox numbers.
(Initial: 3-digit numbers)

7. Maximum Number of Messages per Mailbox

Determine the maximum number of messages recordable per mailbox. Maximum available number of messages is 249.
(Initial: 30)

8. Number of Mailboxes

Determine the number of mailboxes. It can be set up to 254.

9. Broadcast Code

The multiple destinations for Broadcast Mail are set as an abbreviated code (number of digits is the same as the mailbox number). Up to 30 codes can be set for the system.
(Initial: None)

Incoming Call Alternate Service 1 (system setting)

1. Delayed Ring Monitoring Time

Set the delayed ring timer required to start Alternate Service 1 after a public exchange line incoming call.
(Initial: 20 seconds)

Incoming Call Alternate Service 1 (per line)

1. Delayed Ring Destination

Set the voicemail access number as the delayed-ring destination for a public exchange line when Alternate Service 1 is activated.
(Initial: None)

Incoming Call Alternate Service 1

1. Message Recording Time for Mailbox 900 (Alternate Service 1)

Determine the recording time of a message recorded in the Alternate Service 1 mailbox (No. 900). One message is recorded up to 25 minutes in step of 10 seconds.
(Initial: 4 minutes)

2. Maximum Number of Messages for Mailbox 900 (Alternate Service 1)

Determine the maximum number of messages (1 to 100) recordable in the Alternate Service 1 mailbox (No. 900).
(Initial: 100)

3. Recording Service Enable/Disable

Determine whether a message can be recorded, or if only the greeting message is played back in the incoming call alternate service.
(Initial: Recording enabled)

Chapter 4.   Maintenance

This chapter provides ongoing maintenance procedures for the ICX phone system's Built-In Voice Mail Unit.

The following table summarises the topics contained in this chapter.

4
Maintenance

Specifications and Features

General

The Built-In Voice Mail Unit ("VM Unit") is used for the Panasonic ICX phone system.

This unit allows the user to record incoming calls with ease and voice messages to be sent to the called party, thus ensuring efficient call answering. Messages can be recorded or played back anytime and anywhere to allow around-the-clock (24 hours) communication without any restriction on time zones.

Basic Features, Conditions for Use, and Routine Maintenance

Table 4-1. VM Unit features, conditions, and maintenance

(1) Basic Features		
	No. of Voice Service Lines	4, 8, 12, or 16
	Voice Storage Time	maximum 40 hours
	Supported Expansion	maximum 4 VM Units per phone system
(2) Mailbox Features		
	No. of Mailboxes	
	Extension or General mailboxes	maximum 254
	Alternate Service mailboxes	1
	Trash mailboxes	1
	No. of Messages	
	in Extension or General mailboxes	maximum 30 as default
	in Alternate Service 1 mailbox	100
	in Trash mailbox	30
	total messages in the system	8,000
	Maximum Message Length	25 minutes
	No. of Digits in Mailbox Numbers	2, 3, or 4
	No. of Digits in Passwords	maximum 8 digits (variable)
	Length of Recorded Greetings	maximum 25 minutes
	Incoming Call Notification Methods	EM/24 Unit LEDs
		LEDs of idle FF/line keys
		Call incoming LED of telephone Message waiting LED Pager

Broadcast Recording		
	No. of speed dialing codes	30 codes
	No. of broadcast destinations	50 destinations
Program Setting Tools		Large-Display phone (7-line alphanumeric LCD)
		Small-Display phone (2-line alphanumeric LCD)
(3) 2-Way Call Recording Features		
Applicable Lines		public exchange lines, extensions, ISDN lines and private lines
Recording Message Length		maximum 25 minutes
Comment Message Length		1 minute
(4) Automatic Transit Features		
Automatic Transit Ports		maximum 16 ports/system
Operation Modes		2 day modes, 3 night modes (total 5 modes)
Answer Messages		1 type ✕ 5 operation modes
(5) Main Body Use, Conditions, etc.		
Environmental Conditions (Operation)		
	Temperature	41°F-95°F (5°C-35°C) for continuous operation; 32°F-95°F (0°C-35°C) maximum
	Humidity	30%-90% (no dewing)
	Supply voltage	100V AC; 10%
	Frequency	50/60Hz
Backup Power		Approx. 30-minute backup power, when battery ( ) is installed
		Approx. 4-hour backup power, when battery (VB-2497-1) is installed
Routine Replacement Parts		Backup battery
		Hard disk drive (HDD): Replace every 3 years. (for details, see *Chapter 1: Installation*)

4
Maintenance

Operation And Maintenance

The following can be performed and viewed after entering Unit-Level settings in Programming Mode: **FF7 0 BSS 03 Hold CONF 9nnn Hold...**

❐ operation, maintenance, and diagnosis instructions and result/status displays
❐ equipment operating status displays and error displays
❐ program settings and modifications

Table 4-2. Program Nos. for voicemail system maintenance

	Program Number/Feature	Page
O & M System	**Program 9905: Block the Lines**	**4-7**
	Program 9951: System Status Table & Error Display	**4-8**
	Program 9953: System Error Status Clear	**4-11**
	Program 9956: Extension Name/Number Transfer *(see NOTE #2 below)*	**4-12**
	Program 9961: HDD Formatting *(see NOTE #1 below)*	**4-15**
	Program 9962: Disk Copy *(see NOTE #1 below)*	**4-16**
O & M System	**Program 9963: Disk Clear/Error Display** *(see NOTE #1 below)*	**4-18**
	Program 9965: Read/Write Program Settings *(see NOTE #1 below)*	**4-20**
Diagnosis System	**Program 9911: Line Test**	**4-22**
	Program 9913: Disk Test *(see NOTE #1 below)*	**4-24**

NOTE #1: The above programs can be accessed only in the off-line mode.

NOTE #2: Executing this feature temporarily stops voicemail service.
Avoid executing this feature while the unit is in operation.

Switching to the Off-Line Mode:

1. Power-off the phone system.

2. Place **SW2** on the VSSC Card to the OFF LINE position.

3. Power-on the phone system.

4. This places the unit in the off-line mode.

    Note: • In the off-line mode, the Voice Mail LED (red) stays on.

Returning to On-Line Mode after testing:

1. Power-off the phone system.

2. Place **SW2** on the VSSC Card to the ON LINE position.

3. Power-on the phone system.

4. This places the unit in the on-line mode (normal operation mode).

Program 9905: Block the Lines

This program blocks the VPU ports so that incoming calls can be blocked while making programming changes.

Operation:

1. Punch-in **FF7 0 BSS 03 Hold CONF.** This screen should appear:

    ```
    NO:_____
        * MAIN MENU *
    ```

2. Punch-in **9905** and press **HOLD.** This screen will appear:

    ```
    9905:__
        LINE CLOSED
    ```

3. Press **0 HOLD** to start the line blocking. These process screens appear:

    ```
    WAIT PROCESSING
     LINE CLOSED
    ```

    ```
    LINE CLOSED END
     LINE CLOSED
    ```

    ```
    NO:_____
        * MAIN MENU *
    ```

4
Maintenance

Program 9951: System Status Table & Error Display

This program displays the use status of voice memory, and whether the lines (channels) are operating normally on Large-Display and Small-Display phones.

When a fault is detected, execute diagnosis according to each diagnosis program (refer to **Program 9911: Line Test** and **Program 9913: Disk Test** starting on page 4-22).

Operation:

Note: • Data is displayed assuming one management unit basis (disk data area corresponding to 10 seconds of voice data as one management unit).

On a Large-Display or Small-Display phone:

1. Punch-in **FF7 0 BSS 03 Hold CONF.** This screen should appear:

   ```
   NO:_____
       * MAIN MENU *
   ```

2. Punch-in **9951** and press **HOLD.** This screen will appear:

   ```
   9951:
      SYSTEM REPORT
   ```

3. Press **HOLD.** This screen appears: ("BAD" displays the number of unavailable data areas.)

   ```
   BAD =     5
      HDD REPORT
   ```

4. Press **HOLD.** This screen appears: ("EMP" displays the number of empty data areas.)

   ```
   EMP = 42 :NORMAL
      HDD REPORT
   ```

5. Press **HOLD.** This screen appears: ("USE" displays the number of data areas in use. If the number of empty areas is lower than 155, "[OVER]" will be displayed.)

   ```
   USE =   2009  (11%)
      HDD REPORT
   ```

6. Press **HOLD.** The next series of screens will display error or status information which is explained in the following tables. Press **HOLD** after each screen to go to the next.

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Maintenance

(NOTE: "Disk" refers to the HDD.)

(1) M-   (-) -
HDD REPORT

(press HOLD)

Symbol	Definition	Action
(-)	No disks installed	When "No HDD" message appears although the disk is installed, refer to the installation manual for confirming wiring and assignments.
M	Master disk	None
-	No disk error	
E	Disk error	Conduct a disk test (18).
SSSS	RS-232C port status	None
(1)	One disk installed	None

(1)=5403
RS232C REPORT

(press HOLD)

Symbol	Definition
**	No VPUs installed
R	In service
EXX	Error
---	No error

1R   2   3   4
VM.PORT REPORT

(press HOLD)

Error Details:

XX	Error name	Description
03	I/F command reception time-out	
11	DSP diagnosis error	Diagnosis error of DSP itself
12	DSP read error	Error in data read from DSP
13	DSP write error	Error in data write to DSP
14	Test 1 • DTMF signal reception time-out	Failed to detect a DTMF signal within the specified time in the DTMF signal loopback reception test.
15	Test 1 • DTMF signal reception error	Detected DTMF signal did not match with the DTMF signal sent in the DTMF signal loopback reception test.
16	Test 2 • Tone reception time-out	Failed to detect a tone within the specified time in the tone reception test.

5   EXX   7   8
VM.PORT REPORT

(press HOLD)

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9R   10   11   12
VM.PORT REPORT

(press HOLD)

**   **   **   **
VM.PORT REPORT

7. Press **HOLD** after the last "VM.PORT REPORT" screen above. This screen will display only if an error is present:

WARNING!
SYSTEM REPORT

8. Press **HOLD.** This screen will appear:
GE=Guidance Error
NI=Unused Interrupt
NF=System Basic Program Call Error
(* is added to indicate error)

GE*   NF*   LN*   NI*
SYSTEM REPORT

9. Press **HOLD.** This screen will appear:
    AC=Application Program Check Error
    (nn=2-digit error code)

    ```
    AC=nn
      SYSTEM REPORT
    ```

10. Press **HOLD.** This screen will appear:
    DK=Disk Error
    (xxxx=disk status)
    LN=Critical error in the line (VPU)

    ```
    DK=xxxx
      SYSTEM REPORT
    ```
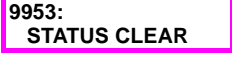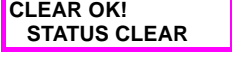
11. Press **HOLD.** This screen will appear:
    (end processing)

    ```
    **** END ****
      SYSTEM REPORT
    ```

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Program 9953: System Error Status Clear

This program clears the error status output to the Status Table after a system error.

Operation:

1. Punch-in **FF7 0 BSS 03 Hold CONF.**
   This screen should appear:

   ```
   NO:_____
       * MAIN MENU *
   ```

2. Punch-in **9953** and press **HOLD.**
   This screen will appear:

   ```
   9953:
      STATUS CLEAR
   ```

3. Set [0] according to the message.
   (Press **0** and **HOLD** key in this order.)

4. When the process is complete, this screen
   will appear:

   ```
   CLEAR OK!
      STATUS CLEAR
   ```

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5. Press the **REDIAL** key to return to the
   input screen.

   ```
   NO:_____
       * MAIN MENU *
   ```

Program 9956: Extension Name/Number Transfer

This program copies up to 248 Extension Names and Nos. from ICX phones to the VM Unit's voice mailboxes, for automatic mailbox naming and numbering.

In this program, Mailbox Bins 001-248 (or 601-848) are matched with the extension ports on the Extension Cards included in the **Service Range Assignment** address (see pg. 2-41), starting with Bin 001 matched to the first extension port in the first Cabinet/Free Slot entry. The Extension Nos. assigned to those ports are then read and copied (this includes DID Nos.).

After the Extension No. copy, any leftover Mailbox Bins are not numbered (although they still exist). See illustration, next page.

If you're using Extension Nos. for Mailbox numbering, Program 9956 should be performed every time an extension is added to the ICX, or an existing Extension No. is changed. Before performing 9956, be sure to check the current Service Range, and re-enter the total number of mailboxes first. See pg. 2-7 for the required steps.

> **Tip:** *This Program will **not** transfer settings for Incoming Call Alternate Service 2 (Message-Waiting, Call-Forward, etc.) from the extensions.*

> **Tip:** *Executing this feature temporarily stops servicing of the voicemail system. Avoid executing this feature while the unit is in operation.*

Figure 4-1: Numbering Mailboxes according to Extension Numbers in Program #9956

In this example, a single-cabinet system contains DEC-8 Extension Cards in Free Slots 1, 2, 7, and 8. Extension Ports #1thru #5 in FS-1 are assigned Ext.Nos. 112, 310, (not used), 117, and 210 respectively.

When the "Service Range Assignment" address is performed, Extension Ports are "matched" with Mailbox Bins (although additional programming is required to link them together).

When Program #9956 is run, Extension Nos. are copied from the DBS 576, and become Mailbox Nos.

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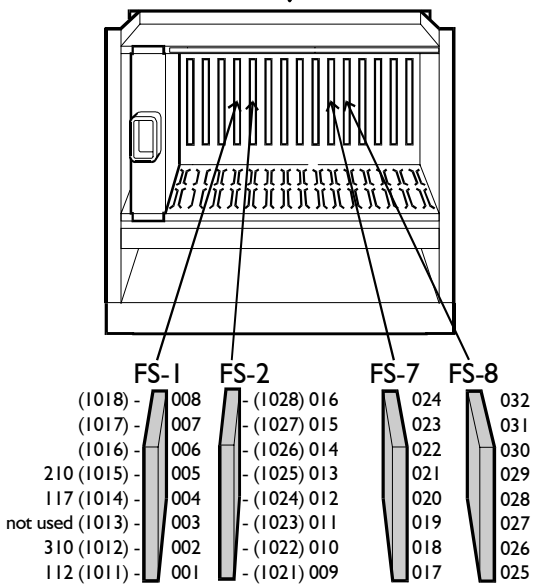
Ext.Port (BSSC)	Mailbox Bin No.	= Mailbox No. Assignment	(Extension No.)
(1011)	001	= Mailbox No.	112
(1012)	002	= Mailbox No.	310
(1013)	003	= Mailbox No.	(none)
(1014)	004	= Mailbox No.	117
(1015)	005	= Mailbox No.	210
(1016)	006	= Mailbox No.	(none)
(1017)	007	= Mailbox No.	(none)
(1018)	008	= Mailbox No.	(none)
(1021)	009	= Mailbox No.	(none)
(1088)	032	= Mailbox No.	(none)
	033	= Mailbox No.	(none)
	254	= Mailbox No.	(none)

FS-1 (1018)-008 (1017)-007 (1016)-006 210(1015)-005 117(1014)-004 not used(1013)-003 310(1012)-002 112(1011)-001
FS-2 (1028)016 (1027)015 (1026)014 (1025)013 (1024)012 (1023)011 (1022)010 (1021)009
FS-7 024 023 022 021 020 019 018 017
FS-8 032 031 030 029 028 027 026 025

Service Range Assignment
FF7 0 B11 02 01 (0001-0016) Hold (0-6 or 00-12) Hold

0001	Range #1	Starting Cabinet:	1
0002		Starting Slot:	01
0003		Ending Cabinet:	1
0004		Ending Slot:	02
0005	Range #2	Starting Cabinet:	1
0006		Starting Slot:	07
0007		Ending Cabinet:	1
0008		Ending Slot:	08

Extension Nos. (uploaded from the DBS 576)

Mailbox Nos.: 112 310 (none) 117 210 (none) (none) (none) -- -- -- -- -- --

Bin Nos: 001/601 002/602 003/603 004/604 005/605 006/606 ... 032/632 033/633 ... 248/648 249 ... 254

Fixed Bin Locations in Programming Memory

Program 9956 Operation:

1. Punch-in **FF7 0 BSS 03 Hold CONF.**
   This screen should appear:

   > NO:_____
   >   * MAIN MENU *

2. Punch-in **9956** and press **HOLD.**
   This screen will appear:

   > 9956:
   >   EXT.&LAMP INFO

3. Set [0] according to the message.
   (Press **0** and **HOLD** key in this order.)
   NOTE: When the 9 line is in service, you must wait until it is free.

4. While the extension information is being retrieved from the phone system, this screen appears:
   NOTE: To stop processing, press Soft Key 10.

   > WAIT PROCESSING
   > EXT.&LAMP INFO

5. This screen then appears for more processing:

   > PROCESSING!
   > EXT.&LAMP INFO

6. When the process is complete, this screen will appear:

   > COMPLETED
   > EXT.&LAMP INFO

7. Press the **REDIAL** key to return to the input screen.

   > NO:_____
   >   * MAIN MENU *

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Program 9961: HDD Formatting

This program formats the hard disk drive (HDD).

NOTE: This program is available only when the system is off-line. Follow the instructions on page 4-6 to put the system off-line.

Operation:

1. Punch-in **FF7 0 BSS 03 Hold CONF.**
   This screen should appear:

   > NO:_____
   >   * MAIN MENU *

2. Punch-in **9961** and press **HOLD.**
   This screen will appear:

   > 9961:
   >   DISK NO. 1/2

3. Enter **1** or **2** for the HDD number to be formatted, and press **HOLD.**
   NOTE: If no disks are installed, "[HDD NOT INSTALL]" *will display.*

4. This screen will appear:

   > 9961:
   >   START(0) QUIT(1)

   To proceed, enter **0** and press **HOLD**.
   To cancel, enter **1** and press **HOLD**.

5. Formatting takes approximately 1-1/2 minutes, during which this screen will display:

   > HDD FORMAT!
   >   HDD FORMAT

6. When the formatting is complete, this screen will appear:

   > COMPLETED
   >   HDD FORMAT

7. Press the **REDIAL** key to return to the input screen.

   > NO:_____
   >   * MAIN MENU *

Formatting errors:

1. *(during Step 5 above)* If a formatting error occurs, this screen will display:
   (nnnn=Error Status No.)

   > STATUS=nnnn
   >   DISK NO.=1

2. Press the **REDIAL** key to return to the input screen.

   > NO:_____
   >   * MAIN MENU *

Program 9962: Disk Copy

This program copies voice messages from Disk #1 to Disk #2, for backup purposes.

NOTE: This program is available only when the system is off-line. Follow the instructions on page 4-6 to put the system off-line.

Preparation:

1. Turn OFF the power switch of main CCU.

2. Gently remove the VSSC card from the main CCU.

3. Attach replacement hard disk (VB-44171) next to the Basic HDD on the VSSC card.

4. Align the bottom edge of the VSSC card with the CCU groove in Free Slot 11 (for CAB-96) or Free Slot 5 (in CAB-40), then gently insert the VSSC card until it "clicks" into place (the connector should plug into the back panel of the CCU).

5. Turn ON the power switch.

Operation:

1. Punch-in **FF7 0 BSS 03 Hold CONF.** This screen should appear:

```
NO:_____
   * MAIN MENU *
```

2. Punch-in **9962** and press **HOLD.** This screen will appear:

```
9962:
   HDD COPY
```

3. Set [0] according to the message. (Press **0** and **HOLD** key in this order.) *NOTE: If the copy source and/or copy destination disk is not installed,* "[HDD NOT INSTALL]" *will display.*

4. This screen will appear:

```
9962:
   START(0)   QUIT(1)
```

To proceed, enter **0** and press **HOLD**. To cancel, enter **1** and press **HOLD**.

5. Disk copy takes approximately 28 minutes (assuming 100% copy using hard disk), during which this screen will display:

```
HDD COPY!
   HDD COPY
```

6. When the disk copy is complete, this screen will appear:

```
COMPLETED
   HDD COPY
```

7. Press the **REDIAL** key to return to the input screen.

```
NO:_____
   * MAIN MENU *
```

Disk Copy errors:

1. *(during Step 5 above)* If a disk copy error occurs, this screen will display:

```
READ ERROR
   HDD COPY
```

2. Press **HOLD.** This screen will display: (X=Disk 1 or 2)

```
DISK NO.=X
   HDD COPY
```

3. Press **HOLD.** This screen will display: (tttt=Track No. where error occurred)

```
TRACK=tttt
   HDD COPY
```

4. Press **HOLD.** This screen will display: (nnnn=Error Status No.)

```
STATUS=nnnn
   HDD COPY
```

5. Press the **REDIAL** key to return to the input screen.

```
NO:_____
   * MAIN MENU *
```

Write errors:

1. *(during Step 5 above)* If a disk write error occurs, this screen will display:

```
WRITE ERROR
   HDD COPY
```

2. Press **HOLD.** This screen will display: (tttt=Track No. where error occurred)

```
TRACK=tttt
   HDD COPY
```

3. Press **HOLD.** This screen will display: (nnnn=Error Status No.)

```
STATUS=nnnn
   HDD COPY
```

4. Press the **REDIAL** key to return to the input screen.

```
NO:_____
   * MAIN MENU *
```

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Program 9963: Disk Clear/Error Display

This program clears voice messages.

> *NOTE: This program is available only when the system is off-line. Follow the instructions on page 4-6 to put the system off-line.*

Operation:

1. Punch-in **FF7 0 BSS 03 Hold CONF.**
   This screen should appear:

   ```
   NO:_____
      * MAIN MENU *
   ```

2. Punch-in **9963** and press **HOLD.**
   This screen will appear:

   ```
   9963:
      DISK NO. (1-2)
   ```

3. Enter **1** or **2** for the HDD number to be cleared, and press **HOLD.**
   NOTE: If no disks are installed, "[HDD NOT INSTALL]" *will display.*

4. This screen will appear:

   ```
   9963:
      START(0)   QUIT(1)
   ```

   To proceed, enter **0** and press **HOLD**.
   To cancel, enter **1** and press **HOLD**.

5. Message clearing takes approximately 1 minute (depending on memory size), during which this screen will display:

   ```
   DATA CLEARING!
      HDD DATA CLEAR
   ```

6. When the process is complete, this screen will appear:

   ```
   COMPLETED
      HDD DATA CLEAR
   ```

7. Press the **REDIAL** key to return to the input screen.

   ```
   NO:_____
      * MAIN MENU *
   ```

Disk Clear errors:

1. *(during Step 5 above)* If an error occurs, this screen will display:

   ```
   WRITE ERROR
      HDD DATA CLEAR
   ```

2. Press **HOLD.** This screen will display: (X=Disk 1 or 2)

   ```
   DISK NO.=X
      HDD DATA CLEAR
   ```

3. Press **HOLD.** This screen will display:
    (tttt=Track No. where error occurred)

```
TRACK=tttt
  HDD DATA CLEAR
```

4. Press **HOLD.** This screen will display:
    (nnnn=Error Status No.)

```
STATUS=nnnn
  HDD DATA CLEAR
```

5. Press the **REDIAL** key to return to the
    input screen.

```
NO:_____
  * MAIN MENU *
```

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Program 9965: Read/Write Program Settings

Program settings are automatically saved to the hard disk.

If voicemail data should be lost, read data from the hard disk without initialising it.

NOTE: This program is available only when the system is off-line. Follow the instructions on page 4-6 to put the system off-line.

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Operation:

1. Punch-in **FF7 0 BSS 03 Hold CONF.**
   This screen should appear:

   ```
   NO:_____
      * MAIN MENU *
   ```

2. Punch-in **9965** and press **HOLD.**
   This screen will appear:

   ```
   9965:
      DISK NO. (1-2)
   ```

3. Enter **1** or **2** for the HDD number to be read from/written to, and press **HOLD.**
   NOTE: If no disks are installed, "[HDD NOT INSTALL]" *will display.*

4. This screen will appear:

   ```
   9965:
      READ(0)  WRITE(1)
   ```

   To read data to the selected disk, enter **0** and press **HOLD**. To write data from the selected disk, enter **1** and press **HOLD**.

5. This screen will appear:

   ```
   9965:
      START(0)  QUIT(1)
   ```

   To proceed, enter **0** and press **HOLD**.
   To cancel, enter **1** and press **HOLD**.

6. For Data Read, this screen will display:
   (For Data Write, bottom line will display **"DATA WRITE"**)

   ```
   PROCESSING
      DATA READ
   ```

7. When the process is complete, this screen will appear:

   ```
   COMPLETED
      DATA READ
   ```

8. Press the **REDIAL** key to return to the input screen.

   ```
   NO:_____
      * MAIN MENU *
   ```

Disk Read/Write errors:

1. *(during Step 6 above)* If an error occurs, this screen will display: (For Data Write, bottom line will display **"DATA WRITE"**)

```
READ ERROR
   DATA READ
```

2. Press **HOLD.** This screen will display: (X=Disk 1 or 2)

```
DISK NO.=X
   DATA READ
```

3. Press **HOLD.** This screen will display: (tttt=Track No. where error occurred)

```
TRACK=tttt
   DATA READ
```

4. Press **HOLD.** This screen will display: (nnnn=Error Status No.)

```
STATUS=nnnn
   DATA READ
```

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5. Press the **REDIAL** key to return to the input screen.

```
NO:_____
   * MAIN MENU *
```

Program 9911: Line Test

This program performs transmission/reception test of Dual Tone Multifrequency (DTMF) signal over the VPU ports. *NOTE: Number of available VPU ports depends on the VPU card(s) installed -- either 1-4, 1-8, 1-12, or 1-16.*

Operation:

1. Punch-in **FF7 0 BSS 03 Hold CONF.**
   This screen should appear:

   | NO:_____ |
   | * MAIN MENU * |

2. Punch-in **9911** and press **HOLD.**
   This screen will appear:

   | 9911: |
   | PORT TEST (1-16) |

3. Enter a VPU port number (maximum range to choose from= **1**-**16**), and press **HOLD.**
   NOTE: If the selected port is currently being tested, DTMF signals will be heard.

4. While testing, this screen will display:
   NOTE: If the line is busy,
   "[* ON SERVICE]" *will display.*
   If the port is not installed, "[PRT NOT INSTALL]" *will display.*

   | 9911: |
   | TESTING NO.=1 |

5. When the test is complete, this screen will appear:

   | 9911: |
   | TEST OK |

6. Press the **REDIAL** key to return to the input screen.

   | NO:_____ |
   | * MAIN MENU * |

Line Test errors:

1. *(during Step 4 above)* If an error occurs, it will display as a single digit: *(see table, next page for error explanations)*

   | 9911: |
   | ERROR NO.=1 |

2. Press the **REDIAL** key to return to the input screen.

   | NO:_____ |
   | * MAIN MENU * |

Table 4-3. Program 9911: Line Test Errors

X1	Error name	Description
1	DSP diagnosis error	Diagnosis error concerning DSP.
2	DSP read error	Error in data read from DSP.
3	DSP write error	Error in data write to DSP.
4	Test 1 DTMF signal reception time-out	Failed to detect a DTMF signal within the specified time in the DTMF signal loopback reception test.
5	Test 1 DTMF signal reception error	Detected DTMF signal did not match with the DTMF signal sent in the DTMF signal loopback reception test.
6	Test 2 Tone reception time-out	Failed to detect a tone within the specified time in the tone reception test.

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Program 9913: Disk Test

This program tests the hard disk.

Operation:

1. Punch-in **FF7 0 BSS 03 Hold CONF.**
    This screen should appear:

    > NO:_____
    >   * MAIN MENU *

2. Punch-in **9913** and press **HOLD.**
    This screen will appear:

    > 9913:
    >   HDD TEST (1,2)

3. Enter **1** or **2** for the HDD number to be tested, and press **HOLD.**
    NOTE: If no disks are installed, "[HDD NOT INSTALL]" *will display.*

4. While testing, this screen will display:

    > *** TESTING ***
    > HDD TEST (1)

5. When the test is complete, this screen will appear:

    > TEST OK
    >   HDD TEST (1)

6. Press the **REDIAL** key to return to the input screen.

    > NO:_____
    >   * MAIN MENU *

Disk Test errors:

1. *(during Step 4 above)* If an error occurs, this screen will appear:
    (XXXX=Disk Error Status)

    > STATUS=XXXX
    >   ERROR

2. Press the **REDIAL** key to return to the input screen.

    > NO:_____
    >   * MAIN MENU *

LED Indications

VM Unit components are equipped with LEDs to check general operating conditions.

When an abnormal operation is suspected, check the following:

1) **VSSC LED Indication**
The LED on the VSSC shows the CPU operating status as shown in the table below. LED is used to help identify an error detected when the self-diagnostics test is carried out after power-on.

Table 4-4. Voice Mail LED indications on the VSSC Card

	RUN LED status	**Operation**	**Action**
LED status	Flashes once.	Program ROM BCC error	Replace the faulty VSSC with spare.
	Flashes twice.	VSSC/RAM read/write error	Replace the faulty VSSC with spare.
	Flashes three times.	Read/Write error in communication with Panasonic ICX System	Replace the faulty VSSC or CPU with spare.

2) **VPU LED Indication**
The LEDs on the VPU unit show the operating status of the signal-processing CPUs for circuits 1 to 8 (or 4). LEDs, from bottom to top, correspond to circuits 1, 2,...8 (or 4).

Normal operation: Flashing
Abnormal operation: LED ON or OFF

(Action) Perform VPU diagnosis (See **Program 9911: Line Test on pg. 4-22**) to identify the error, then replace the faulty VPU with a spare.

3) **Hard Disk LED Indication**
The LED on the hard disk board shows the hard disk drive read/write status. Message recording or playback causes this LED to light at random intervals.

HDD Warning Indication

If the number of [BAD] areas in the HDD displayed in the system setting operation exceeds 10% of the total HDD capacity, the following message appears in the second line of a Large Display or Small Display phone when a message is played back:

[* HDD WARNING *]

This message notifies that the HDD should be replaced soon.

For detailed HDD replacement procedure, refer to *Chapter 1: Installation* in this manual.

Precautions on Transportation

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When transporting this unit, observe the following precautions as well as those given in the installation manual:

❐ Hard disk drives (HDD) are susceptible to impact or vibration, which can cause malfunctions. When transporting the HDD, proceed as follows to avoid any impact or vibration:

1) Remove the HDD and keep hermetically seal the HDD in a static-shielding polyethylene bag, then pack the bag in a regular shipping carton.

2) Transport the carton while taking utmost care not to give impact or vibration to the HDD. Unless the above procedure is observed, the HDD may fail.

❐ *(when the outside air temperature differs from the installation site temperature by 10°C or more)* Move the unit to the installation site, leave it hermetically sealed in a static-shielding polyethylene bag at least one hour, then open the bag and take out the HDD. This is to prevent dewing caused by sudden change in temperature, which may damage the HDD.