



**Strata CIX
Programming Manual
Volume 2**

**Stratagy ES Voice Mail Application
Release 5**

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Introduction

This Programming Manual provides detailed step-by-step instructions for programming the Voice Mail Processing Application. It is intended for qualified Service Technicians (Installers) and System Administrators.

Organization

This manual is divided into the following chapters:

- **Chapter 1 – Overview** covers the qualifications of an Installer/System Administrator and provides details on the Stratagy ES software's Feature Groups and hardware.
- **Chapter 2 – eManager** gives information on access levels, passwords, toolbars and a chart of the configuration menu. Instructions on starting up the system and accessing the Voice Mail Administration are also provided.
- **Chapter 3 – Voice Mail Configuration** describes each of the menu options and gives detailed instructions on using the screen functions.
- **Chapter 4 – Voice Processing** provides detailed information on creating/modifying and deleting mailboxes (e.g., COS, user, Distribution List, AMIS, and Direct Send Voice).
- **Chapter 5 – Fax Server** (chapter to be added later).
- **Chapter 6 – Automatic Speech Recognition (ASR)** covers how the ASR feature operates and how to install the required hardware/software.
- **Chapter 7 – Unified Messaging (UM)** covers how the UM feature operates and how to install the required hardware/software.
- **Chapter 8 – Text-to-Speech (TTS)** covers how the TTS feature operates and how to install the required hardware/software.
- **Chapter 9 – Interactive Voice Response (IVR)** provides information on how the IVR feature operates and how to create/delete/modify IVR user agents.
- **Chapter 10 – Advanced Integrations and Applications** covers procedures for enabling and testing SMDI, AMIS, and VPIM for the Stratagy ES.
- **Chapter 11 – Token Programming** provides detailed instructions for customizing and administering the Stratagy ES system. A complete list of tokens and descriptions are included.
- **Chapter 12 – System Reports** covers running, viewing, saving and printing reports.
- **Chapter 13 – Maintenance/Troubleshooting** contains instructions on Backup, Restore, VM Tracer functions.
- **Index**

Conventions

This manual uses these conventions:

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	<i>Calls attention to important instructions or information.</i>
CAUTION!	Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.
WARNING!	Alerts you when the given task could cause personal injury or death.
Arial Bold	Represents telephone buttons.
Courier	Shows a computer keyboard entry or screen display.
“Type”	Indicates entry of a string of text.
“Press”	Indicates entry of a single key. For example: Type prog then press Enter .
Arial Bold	Represents LCD displays, tokens or custom IVR functions. For example: M() .
<i>Italics</i>	Represents parameter and menu/screen field names, and book titles. For example: <i>hot_box</i> parameter, <i>Extension</i> field.
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: Esc+Enter . Entries with spaces between them show a sequential entry. Example: # + 5 .
Tilde (~)	Means “through.” Example: 350~640 Hz frequency range.
➤	Denotes the step in a one-step procedure.
➤	Denotes a procedure.
Start > Settings > Printers	Denotes a progression of buttons and/or menu options on the screen you should select.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

Related Documents/Media

Note Some documents listed here may appear in different versions on the CD-ROM, FYI, or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

- Strata CIX General Description
- Strata CIX Application and Documentation Library CD-ROM
- Strata CIX Installation and Maintenance Manual
- Strata CIX Strategy Voice Processing User Guide
- Strata CIX Strategy Voice Processing Quick Reference Guide
- Strata CIX Strategy Voice Processing System Administrator Guide

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This chapter covers the qualifications of Installers and System Administrators and provides an overview of basic features and Feature Groups.

System Administrators

Service Technicians install, upgrade, and maintain the Strategy ES system. System Administrators' functions vary by company.

Your company will assign all or some System Administrator functions to an employee who knows your telephone system, organizational structure, and the needs of your customers and employees. The Toshiba Dealer's Technical Service Representative will perform the remaining functions. System Administrator functions may include:

- Initial setup (assisting the Installer with defining your company's configuration and customization requirements)
- Customizing mailboxes
- Generating reports
- Performing system shutdown and restart
- Backing up the system

Basic Features

Strategy ES provides User Agents, Voice Messaging, Automated Attendant and Telephone Answering as standard features with Fax Server (feature to be added later), ASR AA, UM, TTS/Email and IVR as options.

See [Chapter 4 – Voice Processing](#) for more details.

User Agents

Strategy ES is a system capable of numerous applications. Most applications are performed by software objects that hold properties and privileges for various functions. These objects are called User Agents. Similar to the User ID concept in the DOS-based Strategy systems, a User Agent can be used to define a Class of Service, a system distribution list, an IVR application, a user mailbox, an AMIS Gateway or Proxy mailbox, a Voice Profile Internet Mail (VPIM) Gateway or Proxy mailbox and the Direct Send Voice or Fax (feature to be added later) function. It is the properties of the User Agent that determines its identity.

Throughout this manual, you will see various forms of User Agents, most notably in a voice mailbox identity. Once a User Agent is created and defined as a mailbox, the system software, voice prompts, and eManager Administration screens refer to it as a mailbox and not a User Agent. To better understand this concept, consider a User Agent to be a template that can be used to form numerous applications.

Voice Messaging

Voice messaging features enable users to create, send, receive and save voice messages. Users can access their messages from any touchtone telephone and perform many voice messaging functions (e.g., play, edit, delete, or forward messages). Strategy ES users can also use many of the same functions for an optional fax messaging application (feature to be added later).

Automated Attendant

The Strategy ES system's Automated Attendant application can be set up to solve various answering requirements.

Answer Company Lines

Callers do not have to wait when the operator is busy with other calls. Company lines are answered quickly and courteously by customized, automated greetings. If callers have a rotary phone or do not know the extension, they are directed to an operator for assistance; or, if the Strategy ES is equipped with ASR AA, the caller can say the user's name and the ASR AA feature directs the call to the appropriate extension.

Available All of the Time

Callers can reach the Strategy ES from any touchtone telephone 24-hours-a-day, 365-days-a-year.

Call Routing

Once a call is answered by voice mail, callers are routed to the extension, department, etc., they enter. If the extension number is not known, a company directory can be used by entering the first few letters of a user's name on the dial pad. If Strategy ES is equipped with ASR AA, callers can also say the user's name and be routed to the extension they want.

Strategy ES can also be set up to direct rotary callers to an operator for assistance. Additionally, if the line is unanswered or busy, the call can be routed to another extension or to the company operator.

If all extensions are unavailable, callers can hold or hang up. If they hold, they are placed in a queue. They are then periodically told of their position in the queue and can be offered options to hold for the next available assistant, leave a message or dial another extension.

If a fax tone is detected, voice mail automatically transfers the call to a fax machine connected to a telephone system extension.

Provides Callers with Information

Callers can receive prerecorded information such as the company address, directions, product specifications, service offerings and price information (also described as an Audiotex feature).

Telephone Answering

Strategy ES offers comprehensive message taking capabilities by providing telephone answering when an individual is busy or unavailable.

Up to seven greetings per mailbox can be recorded and scheduled to play at various times of the day. This ensures coverage 24-hours-a-day, 7-days-a-week.

When extensions are busy or do not answer, the system plays the appropriate busy or personal greeting and offers the caller the choices of leaving a message, calling another extension, holding, call queuing, or receiving assistance.

See [Chapter 4 – Voice Processing](#) for more details.

Fax Tone Detection

Whenever voice mail detects a fax CNG tone at the caller menu, it automatically loads mailbox 994 (default fax box). Mailbox 994 acts as a system fax box that keeps all the incoming faxes that do not address a specific mailbox number. This mailbox can also be programmed to transfer fax calls to an external fax machine.

Note Ports configured for ASR AA cannot perform Fax Tone Detection.

Multiple System Languages

Strategy ES can be configured with any number of different audio prompt files and communicate in different languages on different ports simultaneously. American English comes as a standard prompt option.

Feature Groups

Feature Groups are software components that can perform discretely or in conjunction with other Feature Groups. For example, some Fax Server (feature to be added later) features work in conjunction with Unified Messaging.

A majority of the Feature Groups within the Strategy ES software are implemented using an advanced technology, such as ASR and TTS.

Feature Groups provide specific functionality. For example, the ASR Automated Attendant (ASR AA) Feature Group provides a set speech enabled automated attendant function.

This section will include some detail on the technology of Feature Groups.

Enabling Feature Groups

Feature Groups are enabled by purchasing a license for the feature group through the Toshiba FYI site at <http://fyi.tsd.toshiba.com>. Once you have purchased the license, follow the detailed instructions in “MAS Licensing” on [page 2-9](#) to activate the license.

Fax Server (feature to be added later)

Note See [Chapter 5 – Fax Server](#) for complete details on this feature.

The Voice Mail Application provides a comprehensive set of fax capabilities to use either from the phone or from the user’s PC. Some of the functions available will be:

- Send a fax message
- Fax Mail – immediate retrieval
- Fax Mail – send/retrieve
- Fax on Demand/Fax Back
- Fax Broadcasting – custom IVR application enabling single or multiple fax documents to be transmitted to a single or multiple list of clients that are stored in a database.
- Client Fax Printer Driver available with the UM Feature Group
- UM used in conjunction with the fax server will provide a Fax Viewer that enables the fax to be read from the user’s PC.

The Fax Server is supported by software called SoftFAX. When licensed for the Fax Feature Group, two channels of Fax will be available for each eight channels of voice.

Automatic Speech Recognition (ASR) Automated Attendant (AA)

Note See [Chapter 6 – Automatic Speech Recognition \(ASR\)](#) for complete details on this feature.

Automatic Speech Recognition (ASR) is the term for recognizing human speech. It is used to create a more natural way of interacting with machines.

The ASR AA Feature Group supports up to 250 names in its directory, and comes with a User Login and Quick Message feature.

The ASR Feature Group comes with two channels of ASR resources.

Important!

- *Ports that are configured for ASR AA can only accept inbound voice mail integration using Simplified Message Desk Interface (SMDI). Dual Tone Multi-frequency (DTMF) in-band integration is not supported on these ports. If DTMF integration is necessary, additional ports not configured for ASR Auto Attendant are required.*
- *Ports configured for ASR AA cannot perform Fax Tone Detection.*

The Strategy ES' Media Application Server provides the processing power required for the ASR Feature Group, no additional speech-related hardware is required. A maximum capacity of eight channels of ASR can be invoked simultaneously.

Unified Messaging (UM)

Note See [Chapter 7 – Unified Messaging \(UM\)](#) for details on this feature.

Strategy ES integrates with e-mail servers to insert voice messages into an e-mail client in-box. Strategy ES provides two Unified Messaging client solutions, Microsoft® Outlook® Integration and Internet Protocol (IP) Integration.

For a complete Unified Messaging solution, the Voice Mail Application must also be equipped with the Fax Server Feature Group (feature to be added later) and boards, if required.

Microsoft Outlook Integration

Strategy ES has a proprietary integration designed to work with Microsoft Outlook. With this proprietary integration, voice messages are displayed along with e-mail messages in the Outlook Inbox screen.

When a voice message is selected, a Toshiba designed edit screen is automatically presented that enables voice playback through the multimedia speakers of the user's PC, or if desired, through the user's telephone.

When a fax message (fax feature to added later) is selected, a preloaded fax viewer software is launched with the fax image loaded. The fax viewer software can be any Tagged Image File Format (TIFF) format compatible software of the user's choice.

This integration does not require Microsoft Exchange as the e-mail server. Any e-mail server/service that is compatible with the Simple Message Transport Protocol (SMTP), Post Office Protocol version 3 (POP3) or Internet Message Access Protocol 4 (IMAP4) Internet protocols is supported.

Internet Message Access Protocol 4 (IMAP4) Synchronization

If IMAP4 is selected, the following occurs:

- If a user logs into his/her voice mail via the TUI and deletes a message, Strategy uses IMAP to identify and delete the message in the e-mail server. This also deletes the messages from the user's e-mail client inbox screen if the messages were displayed on it at the time.

If a user logs into his/her voice mail via the TUI and listens to a message in the NEW folder, the corresponding message in the e-mail server or e-mail client inbox is flagged as “read” or “seen.” This includes messages that are marked by Strategy as Pending and kept in the New Message folder. Messages marked as Deleted are not actually deleted until the user logs out from his or her UM-enabled mailbox.

- If Strategy voice messages are deleted in the e-mail client, the corresponding messages in the Strategy system are deleted or saved to a Personal message folder of the user's voice mailbox. Whether the message is deleted or moved to a Personal Folder is a configurable option within each mailbox. If the *Message Transport Scheme* field on the Mailbox Editor Unified Messaging Tab screen is set to IP Standard, this synchronization is performed periodically via the Strategy Scheduler feature. If that field is set to SES Proprietary, the update is performed realtime.

Internet Protocol Integration

Strategy ES sends voice messages to any e-mail service that supports the SMTP and POP3 Internet protocols. With this integration any e-mail client that supports SMTP/POP3 (e.g., Eudora Pro™, Netscape Messenger) receives Strategy ES voice messages as e-mail messages with audio (voice messages) file attachments. Though not as proficient as the Microsoft Outlook Integration, the Internet Protocol (IP) Integration provides limited Unified Messaging capabilities for users who want to use an e-mail client other than Microsoft Outlook. IMAP4 synchronization is also available using this method of Unified Messaging.

Message Disposition Notification (MDN)

Strategy adds a Message Disposition Notification (MDN) request when it sends a voice message to the e-mail server. When the user opens up a voice message (sent by Strategy), a MDN is sent to Strategy voice mail. As soon as Strategy receives the MDN, it deletes or saves the messages in the user's mailbox. Whether the message is deleted or saved is a configurable option within each mailbox. Some e-mail servers may not support MDN protocol or may label it in some other manner. Check their documentation for Return Receipt operation across the Internet.

Text-To-Speech (TTS)

Note See [Chapter 8 – Text-to-Speech \(TTS\)](#) for details on this feature.

TTS is the term for converting text to computer-generated speech output. It is used in applications where the customer either does not want to use the disk space or does not have the required disk space to record every necessary variable in a database. This is particularly effective for speaking e-mail messages using the telephone user interface.

The TTS/Email Feature Group enables e-mail messages to be read back to users via the Telephone User Interface (TUI) and requires voice mail to be equipped with the UM Feature Group.

TTS/Email capabilities are delivered in a host-based configuration. The Media Application Server provides the processing power for TTS.

System Software

Stratagy ES's flexibility is provided by the Windows® XP operating system and the voice mail software. The following provides a brief overview of the system software.

Important! *Older Stratagy ES software is not supported on Windows XP.*

Windows XP

This multi-tasking operating system controls all processing functions through the use of Windows-based menus and icons that provide administration, configuration, diagnostics, system monitoring, and reporting functions.

Diagnostic Programs

On-line diagnostic tests for Windows XP and voice mail run continuously to detect and report errors in operation. The tests run in the background and do not interfere with normal system operation.

Other diagnostic tests can be run upon demand, either from a directly-connected or remote terminal.

eManager Software

The eManager Administration program uses a Graphical User Interface (GUI) and is composed of the configuration screens and other administrative menus for the system.

System configuration consists of eleven screens—Telephone System Integration, Answer Methods, Voice Ports, Serial Ports, Notification Port Groups, Statistical Port Groups, Scheduler, Language, Parameters, and Voice Menu. These screens serve as the basis for configuring and programming the voice mail basic system operating procedures.

Voice Mail configuration consists of ten screens—Mailbox, Mailbox COS, Distribution List, IVR, AMIS Gateway and Proxy, VPIM Gateway and Proxy, Direct Send Voice and Direct Send Fax (not supported at this time).

In addition to the configuration screens, you can also run reports using preprogrammed templates and reports—Port Statistics, Port Group Statistics, All Port Statistics, Mailbox Call Statistics, Mailbox Usage, Mailbox Info/Status, Mailbox Message Statistics, System Information, Mailbox Template, and AMIS/VPIM Template.

eManager software can also be installed on a separate Windows 2000/ME/98 or Windows NT computer for remote administration over a network. Remote Access Service (RAS) capability enables administration via a Local Area Network (LAN) connection.

The eManager Administration software program is preloaded on every system and is composed of the administrative and configuration menus for the system. Operating software, voice prompts, and database access utilities are all stored on the Media Application Server's hard drive.

Administrative Menus

A series of voice processing menus enable an Installer or System Administrator to customize:

- Enable and disable configuration and mailbox features
- Define and configure features
- View status of voice ports
- Define and generate system reports
- Define telephone system integration
- Program user mailboxes

Configuration Wizard

The Configuration Wizard guides the Administrator through the Strategy ES basic operation setup. It includes:

- Configure the System Database – specifies telephone systems, set up voice lines and answering methods for Automated Attendant and designate holidays.
- Configure User Agents Database – creates Class of Service (COS) and user mailboxes.

System Integration

The following is a partial list of the system integrations supported by the Voice Mail Application.

Proprietary Integration

The Proprietary Integration between the Strategy ES software and a Strata CIX system only requires the IP network connection between the two systems.

If a company has a Toshiba Strata CIX phone system and Toshiba Strata 2000- or 3000-series digital phones, this proprietary integration provides interoperability between the Strategy ES and the Strata CIX.

- Soft Key Control of Voice Mail – Working in conjunction with the LCD digital telephones of the Strata CIX, voice mail integration provides a visual display of the voice mailbox user menu. Menu navigation can be accomplished by use of the soft keys adjacent to the various menu options on the display.
- Call Record – By using a programmable feature key called **RECORD** on the digital telephones of the Strata CIX, users have the ability of recording live telephone conversations directly into voice mailboxes on the Voice Mail Application.

Note Once the **RECORD** button is pressed, the Record LED flashes rapidly and there is approximately a one second interval (in extreme busy conditions, up to five seconds) before the recording starts and the Record LED changes to the in-use interval flash rate.

A secondary feature key can be programmed to pause/resume the recording.

This integration requires both the Strata CIX and the Strategy ES be properly configured to work with each other.

Centralized Voice Mail

The Strategy ES Voice Mail Application can be configured to service environments such as, enterprise-modeled businesses with multiple office locations and office suites.

Companies with multiple Strata CIX systems networked together using Toshiba's StrataNet can be supported by one Strategy ES for all voice mail requirements.

Note Call Record and Soft Key Control of Voice Mail features are not available across the StrataNet network nodes.

To take this capability one step further, each mailbox can also be configured to perform a separate set of transfer commands than those defined for the CIX the Strategy ES is connected to locally. This means that calls can be transferred to cell phones and home offices, while the Voice Mail Application still maintains control in order to provide alternate call routing options or voice messaging features in case of an unsuccessful transfer.

Maintenance

Toshiba Voice Mail Application hardware and software base platforms are easily maintained by a Toshiba authorized dealer. Procedures for backing up, restoring and maintaining the system, Feature Groups, and call processing database information are efficient and easily performed by trained administrators and technical personnel.

Trace and Log Utilities

These features are used to analyze the voice mail functions and system operation for development and troubleshooting.

Voice mail traces system behavior without shutting down the system. The Trace function starts at system startup time and logs the information related to each individual call, mailbox, port, thread and message.

The Log function provides four types of data: user mailbox log in/log out, messages, abnormal events and ckdb (check database) results.

eManager™ is a powerful Microsoft® Windows®-based telephone system management tool used to program, maintain and upgrade the Strata CIX Digital Business Telephone System and Strategy ES Voice Mail System. eManager normally resides on the Media Application Server (MAS) with the Strategy ES and ACD applications or loaded on a Server with network access to CIX and the applications on the MAS.

The Client's PC (see "[Client PC](#)" on page 2-14 for specifications) must have Microsoft® Internet Explorer 6.00 or above. The user connects to eManager with the browser in the same manner as connecting to any Website.

Note At this time eManager only supports Windows IE. Other browsers are not supported.

eManager uses a variety of networking and software technologies as follows:

- **Local Area Network (LAN)** – System Administrators can connect their PC to Strata CIX via a network interface jack or modem. eManager views the Strata CIX system and Strategy ES as a LAN providing a stable environment in which to program and access data.
- **Windows Management Instrumentation (WMI)** – enables query-based information retrieval and event notification. WMI is an access mechanism which enables eManager to access, monitor, command and control Strata CIX and Strategy ES.
- **Virtual Web Server and Manager** – creates a virtual World Wide Web environment in Strata CIX and Strategy ES. This technology enables eManager to view Strata CIX and Strategy ES as service providers providing services for the system administrator.
- **Microsoft Internet Explorer® browser access** – Virtual Web Service enables System Administrators to access Strata CIX and Strategy ES using the Internet Explorer browser.
- **eManager Graphical User Interface (GUI)** – Sophisticated programming tasks are just a click-of-the-mouse away with eManager's GUI.
- **Mobile Access** – enables System Administrators to program, maintain, and/or upgrade a Strata CIX and Strategy ES from any mobile location with an Internet connection—without ever leaving the office.
- **Internet Access** – eManager uses Microsoft IP technology to enable access to your Strata CIX and Strategy ES as easy as browsing the World Wide Web.
 - Internet Explorer – provides a stable environment in which to program, maintain and upgrade your Strata CIX and Strategy ES.

eManager's tight integration of the above technologies provide System Administrators with convenient, stable, user friendly and comprehensive access to Strata CIX/Strategy ES system information.

eManager can connect directly to your Strata CIX Digital Business Telephone System/Strategy ES Voice Mail System via Network Interface (located on the Strata CIX's processor board). Mobile System Administrators can access a Strata CIX/Strategy ES system from any location that provides Internet access.

Log on to eManager

1. From Microsoft Internet Explorer window, type `http://<PC Name>/emanager` and press **Enter**. The eManager window displays (shown right).
2. Type the User Name (default is Administrator) in the *User Name* field. Press **Tab**.
3. Type the password (default is password) in the *Password* field.

Note For security reasons, if you haven't changed the default password you should change it now.

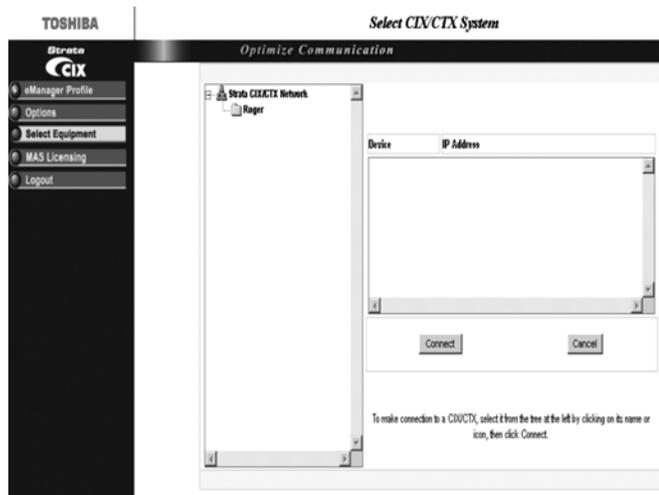
The screenshot shows a simple login interface. At the top, it says 'eManager' and 'Please login to eManager by entering your user name and password.' Below this, there are two text input fields. The first is labeled 'User Name' and the second is labeled 'Password'. At the bottom of the form, there are two buttons: 'Login' and 'Clear'.

4. Click Login. The Select CIX System screen displays (shown at right).
5. Select the StrataCIX Network Domain from the left hand portion of the screen and click Connect. The eManager Main Menu displays (see “eManager Main Screen” on page 2-12).

...or if no Network Domains appear in the window, you must go to the eManager Profile windows to add them.

Important! *If the Strategy Voice Mail System is not running, you receive a*

warning that you cannot connect to the MAS (Media Application Server) and log onto the voice mail portion of the eManager program. Check the Strata CIX Programming Manual Volume 2 for Strategy ES Voice Mail System for instructions on starting Strategy ES.



The following options are available at login from the Select CIX screen:

- eManager Profile
 - Login Accounts
 - Equipment Editor
 - Classes Setup
 - DB Utility
- Options
- Select Equipment
- MAS Licensing
- Logout

eManager Profile

The eManager User's Profile database creation and initialization is only required the first time you logon to eManager or to use the screens to make revisions later on.

Step 1: Login Accounts

This screen is for administrating (adding/deleting/modifying) access levels and users for the eManager (CIX/voice mail) system.

1. Log on to eManager.
2. Click on eManager Profile > Login Accounts from the menu. The User Editor screen displays (shown right).
3. If this is the first time you have accessed this screen, select Administrator from the drop-down menu
...or select the appropriate user's name from the list.
4. Fill in the appropriate fields based on the descriptions found in [Table on page 2-3](#).
5. Click Add, Modify, or Delete.
6. To exit the screen and return to the previous screen, click Back.

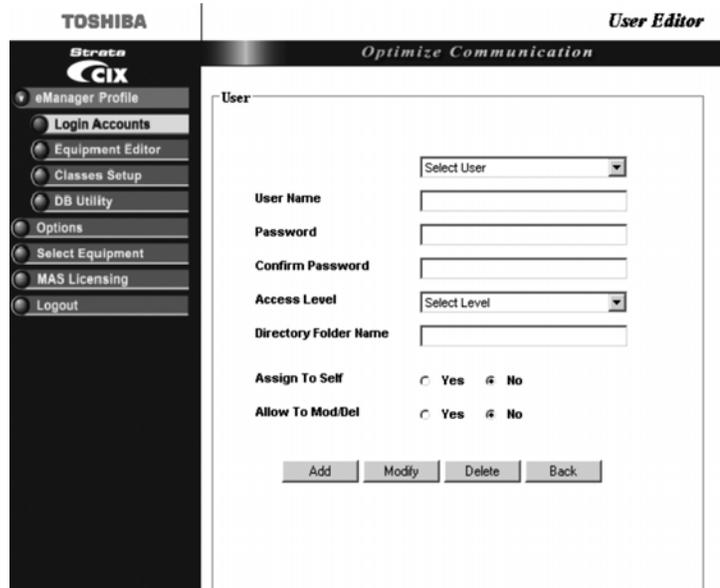


Table 2-1 Login Accounts Screen Fields

FIELD	DESCRIPTION
User Name	Enter the new User name. The initial user name of the administrator is <i>Administrator</i> . Possible values: Alphanumeric characters. Note The administrator user name cannot be changed.
Password	Enter the new password. The initial password is <i>password</i> . This password can be changed by the administrator or user. The password is case sensitive. To protect User Passwords, open Internet Explorer and go to Tools > Internet Options > Content > Autocomplete. Uncheck User Names and Password on forms, then click on Clear Passwords. <hr/> CAUTION! Be sure to change the default password to protect the system from unauthorized access. Record all your passwords that use Internet Explorer. <hr/>
Confirm Password	Repeat password entered in Password field. Possible values: Alphanumeric characters.

Table 2-1 Login Accounts Screen Fields

FIELD	DESCRIPTION
Access Levels	<p>Multiple users can access the program at one time. There are four access levels:</p> <ul style="list-style-type: none"> • Level 1: Complete access to all system administrative functions. Creates and deletes all other access levels. • Level 2: Given privileges by Level 1. Can assign department levels. Only Level 1 that created Level 2 can delete or reset the password. • Level 3: Takes care of departmental administration. This level can be assigned the following responsibilities for specified mailboxes: define class of service; set up user's Options, Auto schedule and Notify screens; and report generating capabilities. • Level 4: The single client/user has access to only his/her personal objects. <p>Note Access to menu functions vary by access level. Functions that are disabled appear grayed out on the menu.</p>
Directory Folder Name	If left blank, system uses the user's name from the first field.
Assign to Self	Assigns equipment control to this user.
Allowed to Mod/Del	Allows this user to modify or delete equipment.

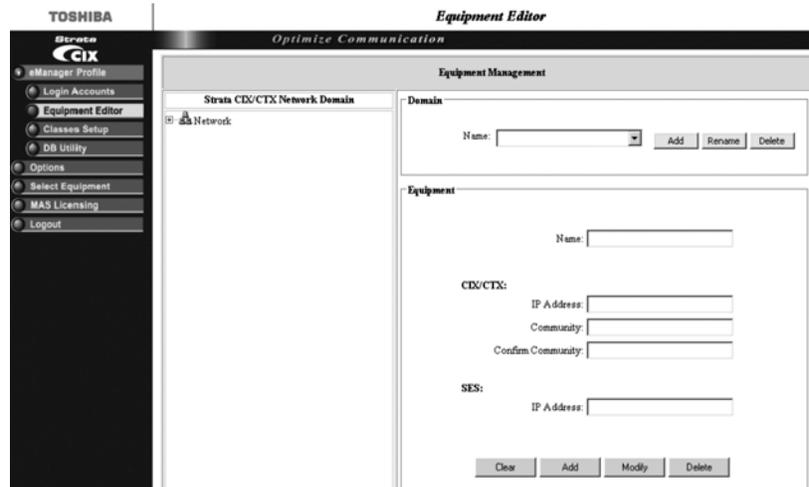
Step 2: Equipment Editor

This screen is for adding, modifying or deleting equipment. If you enter the information for both the CIX and SES Media Application Server as one piece of equipment, the menu you view will be a blended menu of both CIX and Strategy options (see “Program Menu” on page 2-13).

If you want the option of viewing only CIX programming or only Strategy ES programming, you need to enter the equipment separately in this screen. For example: For CIX only, leave the IP Address for the SES blank and for Strategy only, leave the CIX fields blank.

1. Log on to eManager.
2. Click on eManager Profile > Equipment Editor from the menu. The Equipment Editor screen displays (shown right).
3. To add a Domain name, click Add and enter the name in the pop-up box. Click OK

Note The creation of a domain name is not mandatory. A piece of equipment can be added directly to the root (network).



...or to rename a Domain, select it from the drop-down menu and click Rename. Type the name in the pop-up box. Click OK

...or to delete a Domain name, select it from the drop down menu and click Delete.

4. In the Equipment section, fill in the appropriate fields based on the descriptions shown in Table below.
5. Click Add, Modify, or Delete.
6. To cancel your entries and clear the screen, click Clear.

Table 2-2 Equipment Editor Screen Fields

FIELD	DESCRIPTION
Name	Name designating the equipment. For example: CIX999. Possible values: alphanumeric characters
CIX	
IP Address	Enter the IP Address of the CIX system. For example: 192.168.254.253 (default). Format: xxx.xxx.xxx.xxx
Community	Enter the Community password. Possible values: Alpha characters Default: communityName
Confirm Community	Re-enter the Community password.
SES	
IP Address	Enter the IP Address of the SES. For example: 192.168.254.252 (default). Format: xxx.xxx.xxx.xxx

Step 3: Classes Setup

Assigns equipment, menus, parameters, and functions to each user.

1. Logon to eManager.
2. Click on eManager Profile > User Classes Setup from the menu. The User Classes Setup screen displays (shown right).
3. To edit a User Name, select a User Name from the drop-down menu and click Edit. The Login Accounts screen displays.

When you are finished making your changes, click Back and you are returned to this screen.

4. In the Equipments section, you can assign or not assign specific equipment by highlighting the item and clicking the arrow buttons on the screen.

The designated equipment moves from one box to the other based on the arrow you selected.

5. If you want to edit the equipment, click Edit in the Equipments box and the Equipment Editor screen displays.
6. In the Menu, Parameters and Functions fields you can assign one of the default levels to the User Name or click More and modify the list(s) for the individual user.

Menus: Options that have an arrow (▶) next to them can be expanded further. If you uncheck an option it will be grayed out for this user in eManager menu.

Parameters: A list is displayed showing the CIX commands/parameters that are available along with the permission given (H – hide, R – read, W – write). For example, if you change an option from W to R the user can only read but not write to that parameter.

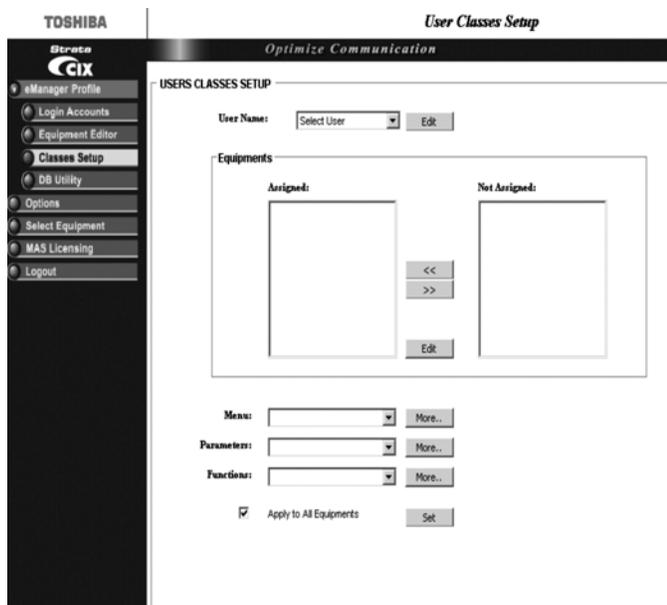
Functions: A list is displayed showing the functions available. Uncheck a function when you do not want it available to the user.

After making the changes to the list, click Save As and type a name for the new list in the pop-up box. Click Back.

7. When you are finished making the changes to the screen and want to apply these specifications to all equipment, check the field “Apply to All Equipments” and click Set

...or uncheck the “Apply to All Equipments” field and highlight the equipment in the Assigned box that applies to the revised defaults. Click Set.

In this manner, you can set different defaults for different pieces of equipment.



Step 4: DB Utility

This function allows you to back up your eManager database.

% To access the screen

1. Logon to eManager.
2. Click on eManager Profile > DB Utility from the menu. The DB Utility screen displays (shown right).

% To backup the profile database

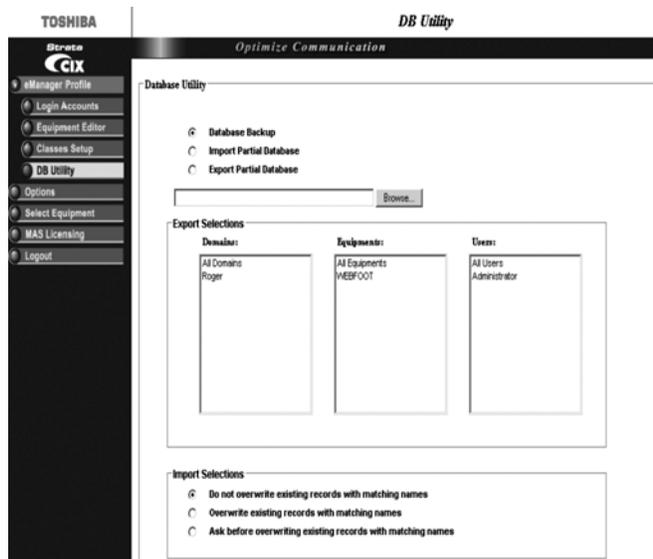
1. Check Database Backup.
2. Type into the Browse field C:\backup and click Submit.

% To import a partial profile database

1. Check Import Partial Database.
2. Click Browse and find the database you want to import.
3. At the bottom of the screen, select an option from the Import Selections list.
4. Click Submit.

% To export a partial profile database

1. Check Export Partial Database.
2. Type c:\export.xls in the Browse field.
3. Highlight the items in the Export Selections box that you want to export.
4. Click Submit.



Backup Database Utility

This procedure backs up the eManager Profile database.

1. Locate and select the eManager program directory on your hard drive. The Backup/Restore screen displays.

Note The default location for backup/restore program is: C:\eManager\bin\BackupRestore.exe.

2. Click Connect.
3. In the *Backup/Restore File Name* field, type a file and pathname (e.g., c:\backup.bak).
4. Click Backup. The system creates a backup database and the screen displays the progress.
5. When the backup is complete, click Disconnect and close the screen.

Restore Database Utility

Important! *Everything must be closed, including eManager, to do a restore.*

1. Locate and select the eManager program directory on your hard drive. The Backup/Restore screen displays.

Note The default location for backup/restore program is: C:\eManager\bin\BackupRestore.exe.

2. Click Browse to select a backup file to restore.
3. Click Restore. The system restores the database and displays the progress on the screen.
4. When the restore is complete, click Disconnect and close the screen.

Options

This function allows you to update the password and personal directory folder name.

1. From the Login Manager menu, click Options. The Options screen displays (shown right).
2. Type old and new passwords in respective fields and confirm.
3. (Optional) Type a new directory folder name in the next field.
4. Click Modify to save the changes.

The screenshot shows the eManager interface. On the left is a vertical menu with the following items: eManager Profile, Login Accounts, Equipment Editor, Classes Setup, DB Utility, Options (highlighted), Select Equipment, MAS Licensing, and Logout. The main window has a header with 'TOSHIBA Strata CIX' on the left and 'Options Optimize Communication' on the right. The main content area is titled 'User Options' and contains the following fields and buttons:

- User Name: Administrator
- Old Password: [Empty field]
- New Password: [Empty field]
- Confirm Password: [Empty field]
- Directory Folder Name: Administrator
- Buttons: Modify, Back

73398

Select Equipment

- Click Select Equipment and the Select CIX screen displays (see [Step](#) on [page 2-2](#)).

MAS Licensing

See Chapter 10 in the *Strata CIX Programming Manual Volume 1* for CIX Licensing.

This option enables you to manage, issue and activate MAS licenses in the eManager server host. It is required that administrators should be able to manage licenses for all applications in the MAS.

Access Main MAS Licensing Screen

➤ From the Login Manager Menu, click MAS Licensing. The screen below displays.

Date/Time	Name	MAS Serial Number	Local Status
2004-09-10 09:23:12	MAS231Upgrade.xml	200407071317311111	Issued in Local MAS
2004-09-10 09:23:12	NewMASLicense.xml	200407071317311111	Remote MAS
2004-09-10 09:23:12	SampleMASLicenseContainer-WebFoot.xml	200407071317311111	Issued in Local MAS
2004-09-10 09:23:12	SampleMASLicenseContainer-WebFoot2.xml	200407071317311111	Issued in Local MAS
2004-09-10 09:23:12	Webfoot23Upgrade.xml	200407071317311111	Issued in Local MAS

The upper part of the screen is a list of MAS License Container files stored in the eManager server in the <eManager entry point>\Licenses.folder. The following columns are shown:

- Generation Time – date and time assigned by the FYI application when it creates the container file.
- File Name – specified by the administrator when the container file was created in eManager using the Upload button.
- MAS Serial Number – defined in the header of the container file.
- Local Status
 - Local MAS – The MAC address in this container file is the same as the local MAS host MAC address (where the eManager server is running).
 - Issued in Local MAS – Same as “Local MAS” but the licenses in this container have been issued already. eManager stores a log of the issued container files.
 - Remote MAS – The MAC address in this container file is different than the local MAS host MAC address (where the eManager server is running). This file could be viewed, uploaded to other MAS, but it cannot be issued in the local MAS host.

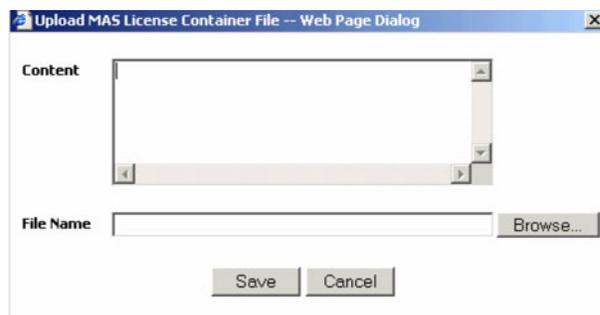
Upload Licenses

Note The Upload button is enabled if no file is selected, otherwise disabled.

The MAS License Container File is an XML file generated by the FYI application. The FYI GUI presents this file in a text box, where the Administrator can copy and paste the content either directly to a text box provided by the eManager GUI or to a file which may be transported to another PC and its content pasted into eManager at a later time. In order to be able to copy and paste directly, both applications should be accessed from the same client machine.

If uploaded using this function, use the following procedure.

1. From the MAS Licensing screen, click Upload. The Upload MAS License Container File screen displays (shown right).
2. If the file is stored in the local client PC, click Browse. Select the Container file. The file's contents and file name are copied into the fields of the Upload screen



...or go to FYI and open the MAS

License Container File in a text file such as Notepad. Copy and paste the displayed file in the Content portion of the Upload MAS license screen shown here. The *File Name* field is blank.

Note If you chose to fill in the File Name before you copied/pasted the file, the file name remains in the field after pasting the file.

3. If the file name was filled in automatically, change the file name so that it is unique to the file. If you copy/pasted the file into this screen, you need to enter a unique file name.

Note File names must conform with the Windows filenames and conventions. If the file you uploaded does not have an .xml extension, you must add it before saving the file.

4. Click Save.

Issue Licenses

Note The file you selected must be “Local” or “Issued in local MAS” to use this feature. Any file with a local status of Remote MAS must be issued from the controlling server.

- From the MAS Licensing screen, select a file and click Issue Licenses. eManager parses the selected container file, extracts each license for the different applications and services and delivers the licenses. This process can take several minutes depending upon the number of applications installed.

Activate Licenses

- To activate the licenses, click Activate Licenses. A warning box displays telling you that the MAS operating system will be shut down and rebooted. The MAS attempts to shut down and reboot immediately.

Important! *During the activation process, the MAS cannot be processing calls. Any current connection being processed by the MAS is disconnected. In order not to disrupt daily activity in your customer's business, you can choose to do the activation process unattended during the evening/early morning hours by scheduling the procedure using the Windows scheduling process.*

Delete Licenses

Note You can delete more than one file at a time by highlighting the files.

1. From the MAS Licensing screen, highlight a Container file(s).
2. Click Delete. A pop-up box displays and you are asked to confirm your deletion.
3. Click OK.

View Licenses

Note The View button is enabled when one file is highlighted, disabled when none or more than one is highlighted.

1. From the MAS Licensing screen, highlight a Container file.
2. Click View. The MAS Licensing Container File displays (sample shown below).

Version Number	Generation ID	Serial Number	Creation Time
1111	2104-1	200407071317311111	2004-09-10 09:23:12

Address ID	Address Bin	Part ID	Part QTY	Part Description
MAS	00:02:B3:E9:43:82	LIC4PORTS	2	4 Advanced Ports
ACD	7K:4E2X04	LICVOICE	1	Voice Processing

Application ID	Address	Location	Description	Creation Time
HMP	MAS	http://localhost/MASLic/HMP/HMP_Lic.xml	Host Media Processing	2004-08-03 15:25:23

Version: 0102
 Serial Number: 200404011317387968
 Control Number: 28471
 Creation Date: 2004-04-01
 License Type: Purchased
 Expiration Date: 99991231
 MAC Address: 00:02:B3:E9:43:83
 PCD: 16f161660c1660f_pur.pcd
 Encrypted Key:
 <Encrypted Key>

View Current Licenses

1. From the MAS Licensing screen, make sure that none of the listings in the License Container Directory is highlighted.

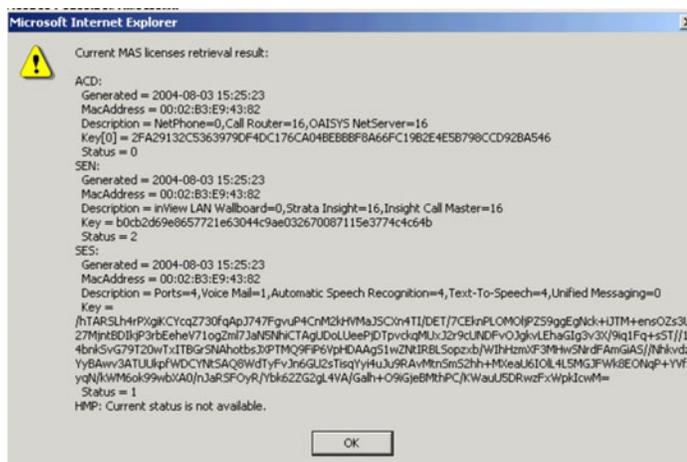
Note To remove a highlight, press **Ctrl** and click the highlighted item.

2. Click View Current Licenses. eManager checks the status of the license activation through each application's licensing interface and displays the results (sample shown right).

3. When finished, click OK.

Status Values Shown on Screen

- 0 – New license was issued, but not activated yet.
- 1 – The license activation during the startup procedure was successful.
- 2 – The license activation during the startup procedure failed.

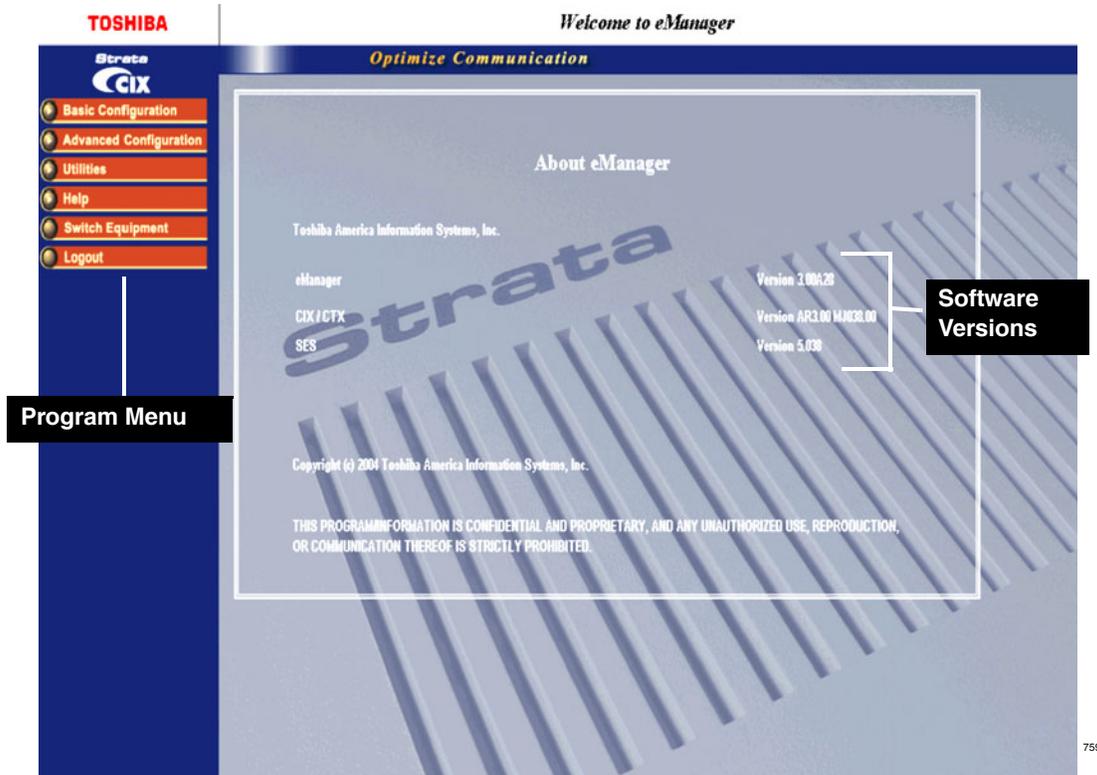


Logout of eManager

- From the eManager Menu, click Logout to exit eManager.

eManager Main Screen

After you start eManager, log in and connect to the CIX, the main screen (shown below) displays. Verify the information on this screen. It contains the System type and Software version.



Notes

- You can verify the Strata CIX system type and the software version on the Title screen shown above.
- The software version is organized as follows:
 - Example: AR3.00.MJ033.00
 - A = Country code (USA, Canada, Mexico).
 - R3.00 = CIX Release 1.01
 - MJ0xx.00 = Strata CIX software version.

Program Menu

The Program Menu is the primary tool used to navigate through eManager. Click the Expand or Collapse buttons at the left to expand or collapse the Program menu.

The Program menu consists of three possible configurations—only CIX options, only Strategy ES options or a blend of both. What you see depends upon the equipment you are connected to using the Select CIX screen (see “[Equipment Editor](#)” on page 2-5). The figure to the right shows a blended menu.

The menu is divided into the following subjects:

Note The FeatureFlex options on the menu display only when you are connected to the Media Application Server.

- Basic Configuration (see [Chapter 3 – Voice Mail Configuration](#))
- Advanced Configuration (see [Chapter 3 – Voice Mail Configuration](#))
- Utilities (for Reports see [Chapter 12 – System Reports](#), for Tools see below)
- Help (see “[Help Topics](#)” on page 2-13)
- Switch Equipment – Takes you back to
- Logout (see “[Logout of eManager](#)” on page 2-12)



Help Topics

Help Topics/Context Help

- From the eManager Main menu, click Help > Help Topics or Context Help. A help screen displays with the following options: Contents, Index, and Search.

About CIX eManager

- From the eManager Main menu, click Help > About CIX eManager. A screen displays with software version numbers.

Client PC

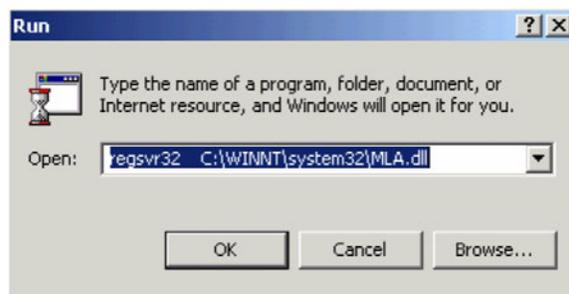
eManager can be loaded on a client PC with network access to the voice mail application on the Stratagy ES MAS. Minimum requirements for the client PC are:

- Windows 2000 Pro SP4, Windows XP Pro SP1
- 512MB RAM
- Pentium 400 MHz processor
- 1.6GB of free hard disk storage
- CD-ROM drive
- 38.4 Kbps baud modem (optional for remote maintenance through telephone network)
- 3.5" 1.44MB floppy disk drive
- SVGA card and color monitor
- mouse
- keyboard
- 10BaseT Network Interface Card (optional for remote connection through a Local Area Network (LAN)/Wide Area Network (WAN))

There is a separate installation package (CD-ROM) provided to the client for installing the Dongle driver. A preprogrammed USB RainBow SuperPro Dongle is used to access the eManager at a client PC via IE Browser (not at the eManager Server).

How to Prepare the Client PC

1. Install the Rainbox Technologies, Inc. Sentinel Driver.
2. Install the MLA.dll by copying the file to the target PC (System32 folder recommended).
3. Register the MLA.dll by clicking Start > Run and browsing for the regsvr32 file (shown right).
4. Click OK.



Load Voice Mail Application Software on Client PC

1. Uninstall StrataCIXAdmin.
1. Insert the CD-ROM Disk into the PC drive. The Software Menu displays.
2. Select Stratagy ES Administration. The Welcome screen displays.
3. Accept the defaults on the following screens by clicking Next.
4. When the installation is complete, click Finish.
5. Restart the Stratagy ES Server.

Run eManager from Network (Client) PC

- Type IE//http://<PC Name>/eManager (example: http://WEBFOOT/eManager) and press <Enter>. The Welcome screen displays.

Anti-Virus Software

When a system has access to the internet anti-virus protection is recommended. Refer to [Table 2-1](#) for the list of approved applications.

Table 2-1 Anti-Virus Software

Application	Configuration Notes
PC-cillin™ Internal Security 2005	Should not be run in batch mode when running any other applications.
Symantec's Norton Anti-Virus™ 2005	Script blocking option must be un-checked.
McAfee® Virusscan® 2005 Ver. 9.0	Script blocking option must be un-checked.

This page is intentionally left blank.

This chapter covers the Strategy ES Configuration screens. You are given instructions on accessing and exiting the menus, and saving entered data. In addition, procedures for using each of the configuration options are given in detail.

These menus are available only to personnel with Administrator access level or higher. Changes made in these screens are not active until the voice mail system is restarted using the Strategy ES Server Control Service.

The Configuration is divided into two sections – Basic and Advanced.

The Basic Configuration menu consists of the following voice mail options:

- Date and Time (System)
- Holidays
- Voice Mail Configuration (Configuration Wizard)
- User Setup (telephone wizard)

The Advanced Configuration menu consists of the following voice mail options:

- Telephone Systems
- Answer Methods
- Voice Ports
- Serial Ports
- Notification Groups
- Port Statistics
- Scheduler
- Language
- Voice Menu
- Parameters

Configuration Menu Screens

Access the Configuration Menu Screens

1. From eManager's main menu, select either Basic or Advanced Configuration.
2. Click on one of the selections under Basic/Advanced Configuration and the screen displays.

Exit the Configuration Menu Screens

1. Click Submit from any of the screens. A dialog screen states that the changes will take effect the next time the Strategy ES software is restarted. Click OK. The screen remains open.
...or Cancel. The screen remains open.
2. Click on another selection from the eManager Main menu on the left.

Refresh Configuration Screen

1. Click Submit. A dialog screen asks if you want to update the configuration data in the voice server.
2. Click OK. The changes will be made the next time the Strategy ES software is restarted. the screen remains open.

Update Voice Mail Database

Changes made to the eManager Configuration screens are not implemented in the Strategy ES software database until you click Submit on the individual Configuration screen and restart the voice mail system.

Configure Voice Ports

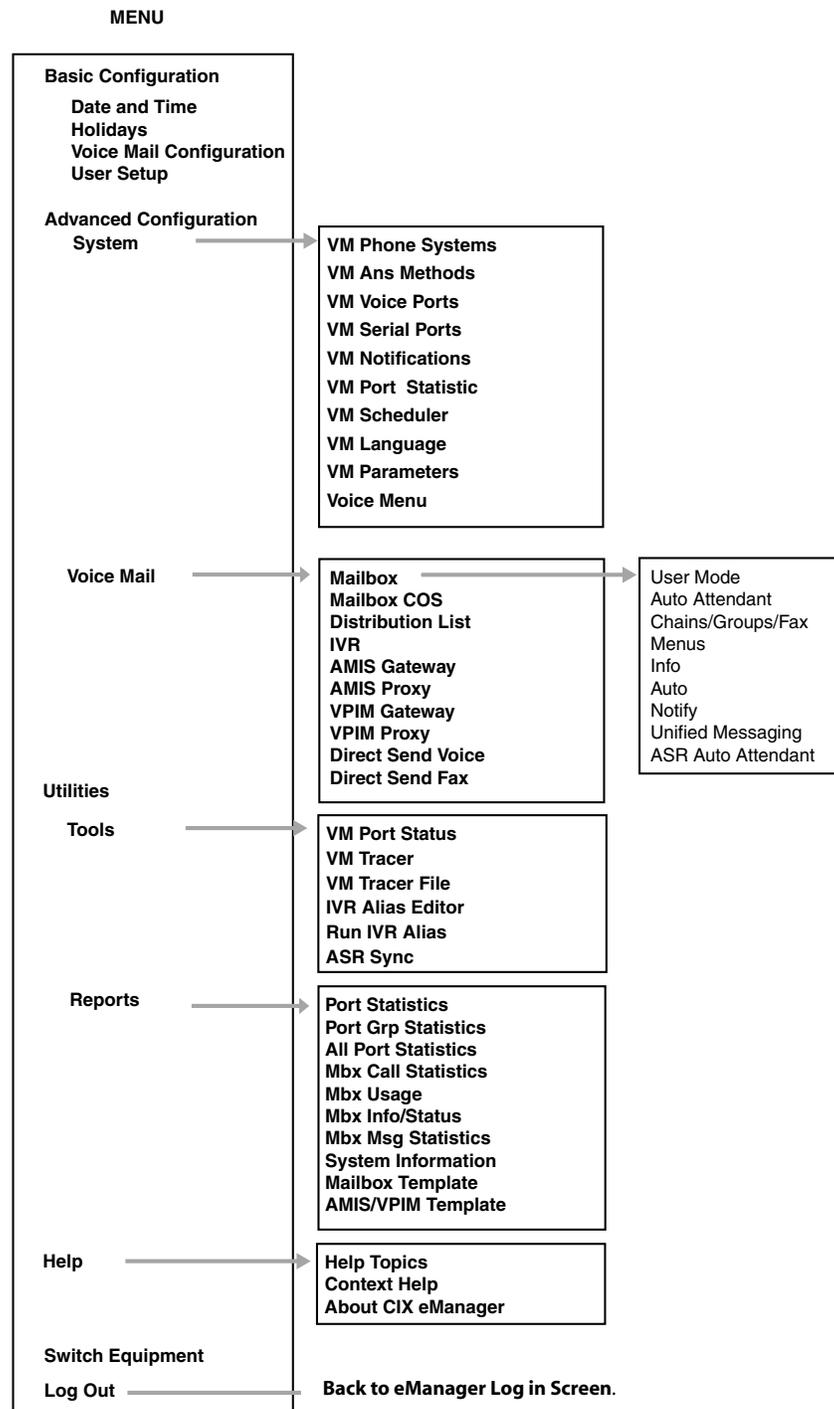
There are three screens that are required to properly configure voice mail voice ports for answering calls: Telephone Systems, Answer Methods, and Voice Ports. Starting with the Telephone Systems option, each screen builds upon the data of the previous screen. Configure the screens in the order listed here:

1. Telephone Systems – Defines the attributes and functionality of telephone systems that are connected to the voice mail system.
2. Answer Methods – Links the Telephone System Integration Group to an User Agent mailbox that supplies the Primary greeting heard by the caller and defines the number of rings the system must wait before it answers an incoming call on the voice port.
3. Voice Ports – Assigns the Answer Method along with an extension number to the Voice Port.

Main Menu

The eManager program menus enable you to (see [Figure 3-1](#) for a complete list of menu items):

- Manage User Agents (create, modify, delete)
- Configure the voice mail system (voice ports, serial ports, system parameters, etc.)
- Run reports



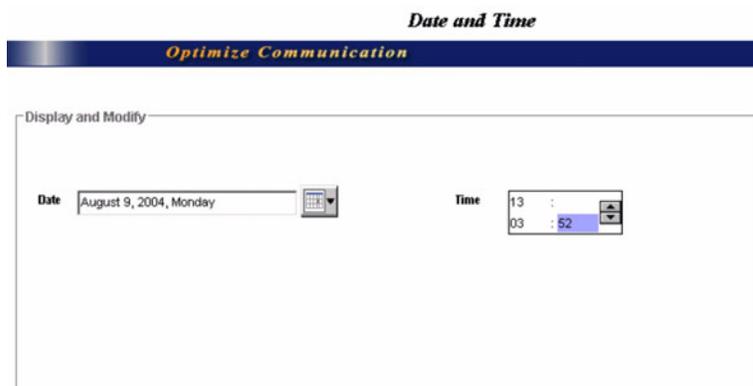
Voice Mail Configuration

Figure 3-1 eManager Menu Structure

Change System Date/Time

The Date/Time function changes the system clock at the server.

1. From the eManager Main menu, click Basic Configuration > Date and Time. The Change system clock screen displays (shown at right).
2. Using the calendar button, select a new date.
3. Using the spin button, select a new time
...or type a time in using hh:mm:ss format.
4. Click on another Main menu selection to close out of this screen.



Holidays

There is no limit to the number of holidays that can be added to the table. Holidays defined in this screen can be used in the Auto (Scheduling) and Notify screens of a mailbox.

The Holidays screen (see [Figure 3-1](#)) displays the programmed holidays for the system.

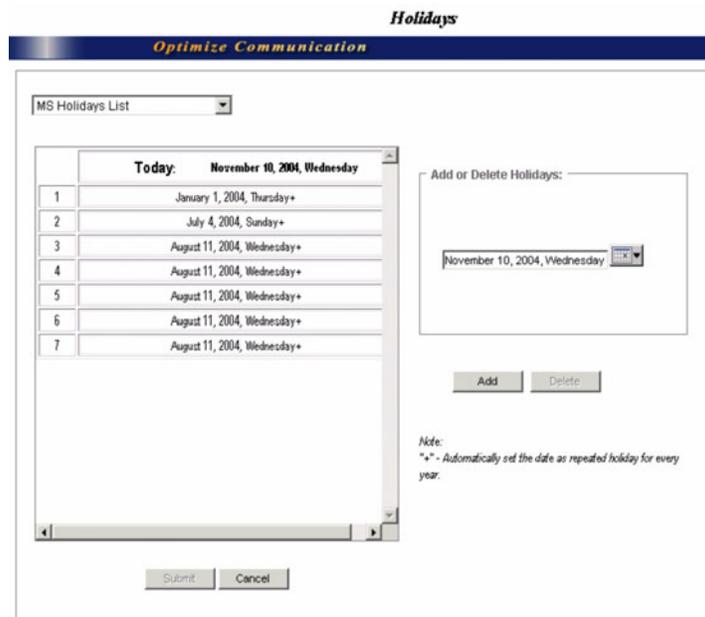


Figure 3-1 Holidays Screen with Sample Data

The left side of the screen has a drop-down menu where you can create/select up to 9 holiday lists—MS Holidays List and Tenant 1~8 Holidays List. Also displayed are the dates of the current year’s holidays. A “+” sign next to a date designates a recurring holiday date (e.g., July 4).

The right side of the screen includes a drop-down calendar and the Add, Delete and Copy to functions.

Add Holidays

1. From eManager Main menu, click Basic Configuration > Holidays. The Holidays screen displays (see [Figure 3-1](#)).
2. On the left side of the screen, select from the drop-down menu the list to which you want to add a holiday.
3. In Add or Delete Holidays section, click the down arrow. A pop-up calendar displays.
4. You can use the arrows in the top left/right corner of calendar to scroll through month/year ...or you can click on the month (e.g., May) to select a month from the menu and click on a year (e.g., 2007) to select a year.
5. Click on desired date. A dialog box displays asking if you want to set the date for every year.
6. Click Yes. The date is set for every year. The date displays in the left section of the screen in chronological order. A “+” is placed next to it to indicate it is a recurring date.
...or click No. The date is set for the selected year. The date displays in the left section of the screen in chronological order.
7. Click Submit. Your changes are saved and the screen remains open. A dialog box displays. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Delete Holiday

1. From eManager Main menu, click Basic Configuration > Holidays. The Holidays screen displays (see [Figure 3-1](#)).
2. On the left side of the screen, select from the drop-down menu the list to which you want to delete a holiday.
3. Highlight the desired date on the screen.
4. Click Delete. A dialog box displays asking you to confirm the deletion.
5. Click Yes.
6. Click Submit. Your changes are saved and the screen remains open. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Copy To

1. From eManager Main menu, click Basic Configuration > Holidays. The Holidays screen displays (see [Figure 3-1](#)).
2. On the left side of the screen, select from the drop-down menu the list you want to copy.
3. Click Copy To. A pop-up box displays showing the lists available.
4. Highlight the desired list.
5. Click Copy Now. Your changes are saved and the screen remains open. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Configuration Wizard

The Configuration Wizard guides you through the voice mail basic operation setup. It includes:

- Configure the System Database - specifies telephone systems, set up voice lines and answering methods for AA and designate holidays.
- Configure User Agents Database

The set of screens are user friendly. If you choose to bypass the screens at log in, you can always access the Configuration Wizard later through the Configuration Menu.

When the Configuration Wizard program starts, it reads the current configuration of the Strategy ES software into memory. As data is entered, the program stores the data until the following specified intervals:

- Clicking Next on the Update System Configuration screen.
- Clicking Create on the Create Classes of Service screen.
- Clicking Create on the Create Mailboxes screen.

Use Configuration Wizard

1. From the eManager Main menu, click Basic Configuration > Voice Mail Configuration. The Configuration Wizard screen displays.
2. Follow the prompts on the screens. When the Configuration Wizard process is complete, click Finish.

User Setup Wizard

The User Setup wizard provides the creation of extensions and mailboxes for telephone users and typical setup scenarios to associate the extensions and mailboxes.

The following basic options are available on the screen:

- Create Primary Extension with mailbox
- Create Primary Extension sharing the same mailbox
- Create mailboxes and route them to the same extension
- Create Primary Extensions without mailboxes
- Create mailboxes without extensions

To access more advanced features, click “More options.” The following selections display:

- Create Primary Extensions
- Assign Mailbox Numbers to Extensions
- Create mailboxes and assign extensions for Auto Attendant
- Assign User Names to mailboxes and extension LCD screen

Use User Setup

1. From the eManager Main menu, click Basic Configuration > User Setup. The User Setup screen displays.
2. Click the box in front of the option. A dialog box displays. Fill in the fields and click Create.
3. You can choose another selection or exit the wizard.

Note Options that create Primary Extensions require you to select the type of extension from a drop-down menu. If you select “Any Type,” the wizard scans all types of station interface cards for available spots, and on an LIPU card it prefers to create an IPT-L type Primary Extension.

Telephone Systems

The Strategy ES supports multiple telephone system integrations. Each integrated system includes a set of integration characteristics, such as integration dial codes and integration patterns to support either DTMF or SMDI.

Note Each Strategy ES system has been pre-configured at the factory for out-of-box operation with a Toshiba Strata CIX telephone system. This includes the required programming for CTX Proprietary Integration, Reserved Mailboxes (e.g., 990, 998, etc.), and the factory recorded company and instructional greetings for mailbox 990.

The Telephone Systems screen (see [Figure 3-2](#), [Table 3-2](#)) enables a user to define all telephone systems which are either directly connected to the Strategy ES MAS or are host telephone systems of one or more mailbox owners.

Important! *When configuring voice ports, you must enter the data in the following order: Telephone System Integration, Answer Methods, and Voice Ports. See “Configure Voice Ports” on page 3-2.*

Voice Mail Telephone Systems

Optimize Communication

Integration Group Name: Default	Serial Port: []	Displays when Integration Type is set to SMDI.
Switch Type: Strata CIX	Maximum Extension Length: 10	
Integration Type: SMDI		
Line Type: IPProprietary		
Add Group Delete Group		
Integration Pattern		
Integration Timeout (milliseconds): 1000		Arrows re-order sequence of integration pattern lines.
Forward From Ring No Answer	Axxxxxxxx0000000000	
Forward From Ring No Answer	Axxxxxxxx000000ssss	
Forward From Ring No Answer	Axxxxxxxxr000000ssss	
Integration Dial Codes		
Dial code to put a caller on transfer hold	F-	
Dial code to use when there is no transfer dial tone	F-	
Dial code to return to caller after Ring No Answer	F-	
Dial code to return to caller after Busy	F-	
Dial code to use after call screening reject	F-	
Submit Cancel		

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Figure 3-2 Telephone Systems Tab Screen with Sample Data

Table 3-2 Telephone Systems Tab Screen Fields

FIELD	DESCRIPTION
Integration Group Name	<p>Alphanumeric field. Underscores are allowed. If you type in more than one word, the Strategy ES adds an underscore between words when it updates.</p> <p>Note The Integration Group Name, once entered and saved in this screen, is automatically added to the Telephone System Integration Name drop-down menu in the Answer Methods screen.</p>
Switch Type	<p>Designates the telephone system switch type.</p> <p>Important! <i>If you accidentally enter only spaces in this field, voice mail does not reject it. Instead, voice mail accepts the invalid pure space name and uses it as a switch type.</i></p> <p>Defaults to Strata CIX. Possible values are: Strata CIX, <Create/save Switch Type>.</p>
Integration Type	<p>Defaults to CTX Proprietary.</p> <p>Important! <i>For Strata CIX, do not change the default on this field.</i></p> <p>Possible values are: DTMF, SMDI and CTX Proprietary. If you choose SMDI, the <i>Serial Port</i> and <i>Max. Ext. Length</i> fields to the right on the screen must be filled in.</p> <p>Serial Port – Defaults to blank. Possible values are: COM1~COM2.</p> <p>Max. Ext. Length – Maximum number of digits the connecting switch expects to receive, specifically for message notification. Standard is 10. Some switches are limited to seven digits.</p> <p>Possible values: 1~10</p> <p>Note The Strategy ES will send the number of digits specified here. If the actual mailbox extension number has a smaller quantity of digits than this value, voice mail will insert the appropriate quantity of digits.</p> <p>Example: Max. Ext. Length = 10 Mailbox/Ext. Number = 3752 Voice mail sends 0000003752.</p>
Line Type	<p>This field designates the line type as IP Proprietary. Defaults to IP Proprietary (cannot be changed).</p>
Integration Pattern	<p>If your telephone system supports integration, this selection controls the definition of its integration. Perform this step only to refine, verify, or modify the integration of the Strategy ES system with your telephone system.</p> <p>Notes</p> <ul style="list-style-type: none"> ◆ This field is not applicable to the Strata CIX. ◆ Integration patterns support only Analog Integration.

Table 3-2 Telephone Systems Tab Screen Fields (continued)

FIELD	DESCRIPTION
Integration Dial Codes	<p>Voice mail controls certain actions on your telephone system by using defined telephone system dial codes. To define the dial codes, you must modify a telephone system dial code parameter(s).</p> <p>With this option, preset dial codes for other manufacturers' systems can be enabled or modified. The following fields display on the screen:</p> <ul style="list-style-type: none"> ◆ Dial code to put a caller on transfer hold ◆ Dial code to use when there is no transfer dial tone ◆ Dial code to return to caller after Ring No Answer ◆ Dial code to return to caller after Busy ◆ Dial code to use after call screening reject ◆ Dial code to connect the caller to the extension ◆ Number of milliseconds to wait for dial tone detection ◆ Number of milliseconds delay after flash hook ◆ Which DTMF tone to listen to for answer detection ◆ Which DTMF tone to listen to for hangup detection ◆ What to dial AFTER dialing the user ID extension ◆ What to dial BEFORE dialing the user ID extension ◆ What to dial when the system first starts up ◆ What to dial when the system performs a shutdown ◆ What to dial when a port goes off-hook ◆ Number of minimum milliseconds to define CPM silence ◆ Number of minimum milliseconds to define CPM sound ◆ Message lamp ON ◆ Message lamp OFF ◆ Trunk access code ◆ Number of milliseconds to use for Flash time ◆ CIX/CTX IP Address – Enter IP address assigned to the Strata CIX (LCTU) ◆ Simple Network Management Protocol (SNMP) Community – Enter the community name that has been assigned in the target Strata CIX. ◆ IPU IP Address – change address to the one assigned to the Strata CIX (LIPU)) <p>Note If an LIPX is installed, enter the IP of the LIPU.</p>

Add Integration Group

1. From the eManager Main menu on the left, click Advanced Configuration > Systems > VM Phone Systems. The Voice Mail Telephone Systems screen displays (see [Figure 3-2](#)).

2. Click Add Group. The Add New Telephone Systems screen displays.

3. Type a new Integration Group name and click OK.

4. Select the Switch Type from the drop-down menu.

Note If you select <Create/Save/Delete Switch Type>, the Create/Save/Delete Switch Type screen displays and you need to type the name for the new switch type and click OK. The new switch type is saved with the settings that appear on the screen at the time it is saved. The name is added to the drop-down menu for the *Switch Type* field.

5. Select an Integration Type from the drop-down menu. For Strata CIX, select CTX Integration.

Note For Strata CIX skip to Step 8.

6. Select the Serial Port from the drop-down menu.

7. Double-click the Max. Ext. Length field and using the spin-button, select a number from 1~10.

Note The standard is 10.

8. (Analog Integrations Only) Modify Dial Codes and Integration Patterns, as required. To change the sequence of integration patterns, highlight the line and use the Move arrows to the right of the screen.

For Strata CIX only, scroll down to the bottom of the Integration Dial Codes list to locate three parameters: Call Agent IP Address, Simple Network Management Protocol (SNMP) Community, LIPU IP Address (MAS).

- Change the “Call Agent IP Address” to the IP address that has been assigned to the Strata CIX (LCTU).
- Enter the SNMP Community name that has been assigned in the target Strata CIX.
- Verify/change the “IPU IP Address” that has been assigned to the Strata CIX (LIPU).

Note If an LIPX is installed, enter the IP of the LIPU.

9. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.

10. Click OK. The changes are added to the voice mail database the next time voice mail is shut down and restarted.

Delete Integration Group

1. From the eManager Main menu on the left, click Advanced Configuration > Systems > VM Phone Systems. The Voice Mail Telephone Systems screen displays (see [Figure 3-2](#)).

2. From the drop-down menu, select the Integration Group Name you want to delete.

3. Click Delete Group. A dialog box asks you to confirm the deletion.

Important! *When you delete a group, references to it in the Answer Methods screen are removed. References in User Agent or COS must be removed manually by you. After deletion, validate Answer Method, User Agent, and COS definitions, otherwise, Auto Attendant (AA) and notification does not work properly.*

4. Click OK. The Telephone Systems screen displays without the deleted group in the windows. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Add or Delete Switch Type

1. From the Switch Type drop-down menu, select the <Create/Save/Delete Switch Type> option. The Create/Save/Delete Switch Type screen displays (shown at right).
2. *Add Switch Type*: Type the name for the new switch type and click OK. A pop-up box displays. Click OK again. The name is added to the drop-down menu for the *Switch Type* field. Click Submit. The new switch type is saved with the settings that appear on the screen at the time it is saved.

Create/Save/Delete Switch Type

To create and save a new switch type with the current settings enter a new name then press OK.

Switch type:

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...or to *delete Switch Type*: From the *Switch Type* field, select the switch type that you want to delete. Click Delete. A dialog box asks you to confirm the deletion. Click OK. The Telephone System Integration screen displays without the deleted group in the Switch Type drop-down box. Click Submit. The changes are added to the database the next time voice mail service is shutdown and restarted.

Answer Methods

This function defines a method of answering calls in order to support multiple-system integration groups within voice mail.

The Answer Methods screen (see [Figure 3-3](#), [Table 3-3](#)) enables you to assign a name (e.g., IVR), a Greeting User Agent and the Number Of Rings To Answer. The Telephone System Integration name must be defined in the Telephone System Integration screen.

Important! *When configuring voice ports, you must enter the data in the following order: Telephone Systems, Answer Methods, and Voice Ports. See “[Configure Voice Ports](#)” on page 3-2.*

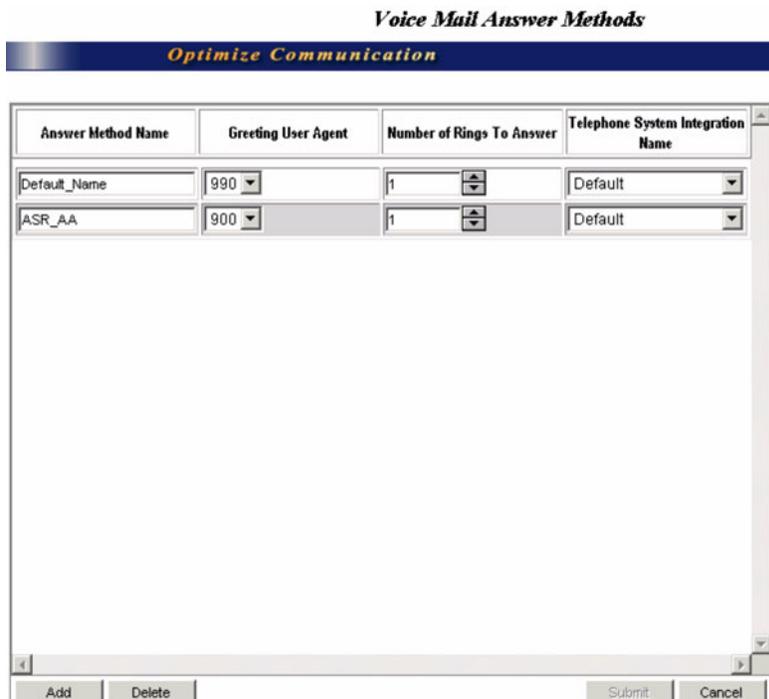


Figure 3-3 Answer Methods Screen with Sample Data

Table 3-3 Answer Methods Screen Fields

FIELD	DESCRIPTION
Answer Method Name	A label that is assigned to the Answer Method. This name is carried over to the Voice Ports screen. Defaults to Default_Name. Max. 34 characters. Underscores are allowed. Example: IVR
Greeting User Agent	User Agent/mailbox that answers the call after the Number Of Rings To Answer is detected. Defaults to 990.
Number of Rings To Answer	Number of rings the system waits before it answers an incoming call on the voice port. Defaults to 1.
Telephone System Integration Name	The integration group to which the answer method is linked.

Add Answer Methods

1. From the eManager Main menu, click Advanced Configuration > Systems > VM Ans Methods. The Answer Methods screen displays (see [Figure 3-3](#)).
2. Click Add. A blank line displays below the other entries.
3. Click in the *Answer Method Name* field and type a name. The entry cannot be longer than 34 alphanumeric characters. An underscore is allowed (e.g., Default_Name).
4. Using the drop-down menu, select an available *Greeting User Agent*. The drop-down list contains all the User Agent numbers already referenced in the Answer Method lines as well as an Add function.
5. (Optional) If you clicked Add in Step 4, a pop-up box displays asking you to enter a new greeting user agent. Enter the User Agent number and click OK.
6. Using the spin button to the right of the *Number of Rings To Answer* field, select the number of rings.
7. Using the drop-down menu, select an available *Telephone System Integration Group*.
8. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.
9. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Delete Answer Methods

1. From the eManager Main menu, click Advanced Configuration > Systems > VM Ans Methods. The Answer Methods screen displays (see [Figure 3-3](#)).
2. Highlight the Answer Method you want to delete.
3. Click Delete. You are asked to confirm the deletion. Click OK.
4. Click Submit. The changes are saved, the screen remains open for use, and the Answer Method listing is removed from the screen. A dialog box displays.
5. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Voice Ports

The Voice Ports screen (see [Figure 3-4](#), [Table 3-4](#)) enables you to assign the Answer Method and a telephone system’s extension number for each voice mail voice port.

Important! *When configuring voice ports, you must enter the data in the following order: Telephone Systems, Answer Methods, and Voice Ports. See “Configure Voice Ports” on page 3-2.*

Voice Mail Voice Ports

Optimize Communication

Port	Extension	Answer Method	Notification Groups	Statistical Groups
1	309	Default_Name	Q1	
2	310	Default_Name	Q1	
3	311	Default_Name	Q1	
4	312	Default_Name	Q1	
5	300	ASR_AA	Q1	
6	301	Default_Name	Q1	
7	302	Default_Name	Q1	
8	303	Default_Name	Q1	
9		Default_Name	Q1	
10		Default_Name	Q1	
11		Default_Name	Q1	
12		Default_Name	Q1	
13		Default_Name	Q1	
14		Default_Name	Q1	
15		Default_Name	Q1	

7287

Submit Cancel

Figure 3-4 Voice Ports Screen with Sample Data

Table 3-4 Voice Ports Screen Fields

FIELD	DESCRIPTION
Port	(Display only) Displays actual port numbers based on voice card(s) installed.
Extension	Specific telephone system’s extension or terminal number (e.g., Centrex application = 0001). Voice mail uses this value for SMDI integration. Important! <i>Be careful when making your entry in this field. The voice mail system does not validate your input.</i>
Answer Method	Indicates integration group connected, greeting mailbox, and number of rings needed to answer calls. Defaults to Default_Name.
Notification Groups	(Display only) Port assignment in a Notification Group. Voice mail obtains this value from the information assigned in the Notification Groups Tab screen (see “Notification Groups” on page 3-18).
Statistical Groups	(Display only) Port assignment in a Statistical Group. Voice mail obtains this value from the information assigned in Statistical Groups Tab screen (see “Port Statistics” on page 3-20).

Add Voice Port Definition

1. From the eManager Main Menu, click Advanced Configuration > Systems > VM Voice Ports. The Voice Ports screen displays (see [Figure 3-4](#)).
2. Type the extension number.
3. Using the drop-down menu, select the Answer Method.
4. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.
5. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

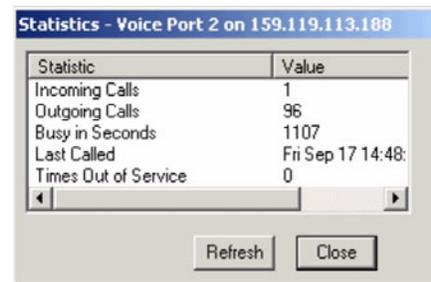
Display Voice Port Status

1. If you are logged on to eManager, click Utilities > Tools > Port Status and the screen displays (shown at right).



Voice Port 1: {	On-Hook}
Voice Port 2: {	On-Hook}
Voice Port 3: {	On-Hook}
Voice Port 4: {	On-Hook}
Voice Port 5: {	On-Hook}
Voice Port 6: {	On-Hook}
Voice Port 7: {	On-Hook}
Voice Port 8: {	On-Hook}
Voice Port 9: {	On-Hook}
Voice Port 10: {	On-Hook}
Voice Port 11: {	On-Hook}
Voice Port 12: {	On-Hook}
Voice Port 13: {	On-Hook}
Voice Port 14: {	On-Hook}
Voice Port 15: {	On-Hook}
Voice Port 16: {	On-Hook}
Voice Port 17: {	On-Hook}
Voice Port 18: {	On-Hook}
Voice Port 19: {	On-Hook}
Voice Port 20: {	On-Hook}

2. To view statistics on an individual port (example screen shown at right), double-click the port listing on the Voice Ports Status screen.
3. Click Refresh to update the Statistics screen at any time ...or click Close to close the screen. The Voice Ports Status screen remains on the desktop.



Statistic	Value
Incoming Calls	1
Outgoing Calls	96
Busy in Seconds	1107
Last Called	Fri Sep 17 14:48:
Times Out of Service	0

Refresh Close

Serial Ports

Important! *This screen is not required by the Strata CIX.*

Serial ports in the Strategy ES are used in three ways:

- Available – Serial ports not running within voice mail and available for Windows XP use.

Note Serial ports may be reported on this screen as “available” when in fact there is no hardware installed on them. You must verify serial port hardware installation prior to assigning the port’s functionality.

- SMDI – Serial ports used for voice mail SMDI.
- Resource – Serial ports available as a resource for Strategy ES (e.g., IVR).

The Serial Ports screen (see [Figure 3-5](#), [Table 3-5](#)) enables you to assign a COM port to a specific application (e.g., IVR) or integration (e.g., SMDI).

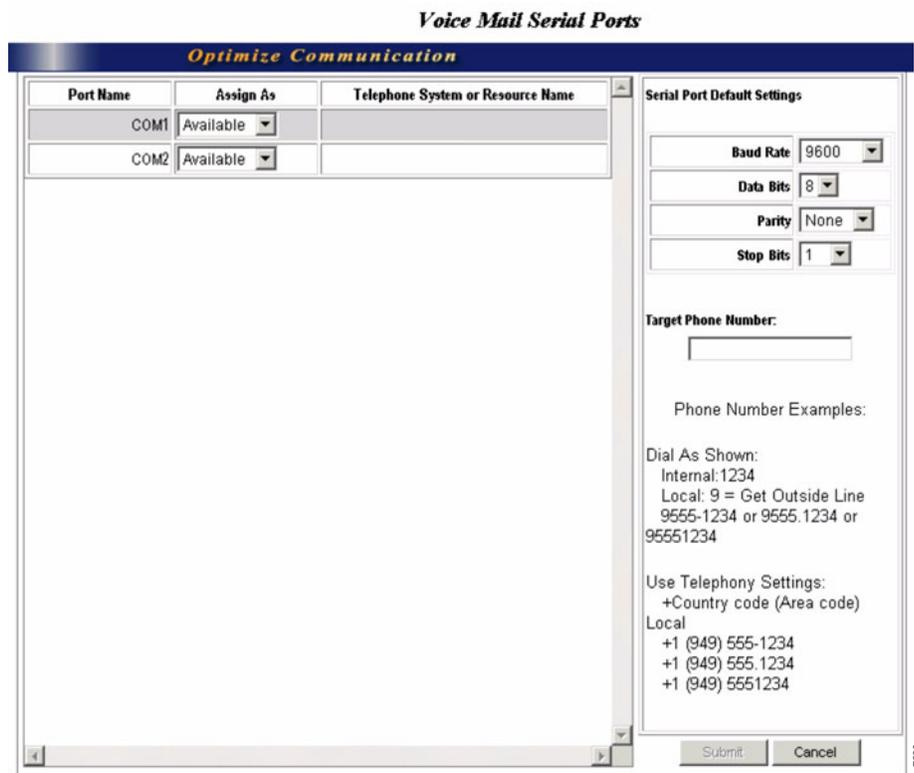


Figure 3-5 Serial Ports Screen with Sample Data

Table 3-5 Serial Ports Screen Fields

FIELD	DESCRIPTION
Port Name	(Display only) Default is COM1.
Assign As	<p>Possible values are:</p> <ul style="list-style-type: none"> Available – Not in use by the Strategy ES software. SMDI – Defined in the Telephone System Integration screen. Resource – Reserved under Resource Manager. <p>Note You cannot type entries into this field. Selection must be made from the drop-down menu.</p>

Table 3-5 Serial Ports Screen Fields (continued)

FIELD	DESCRIPTION
Telephone System or Resource Name	<p>Possible values are: Blank – When Assigned As field reads Available, this field is blank. Telephone System – If reserved as a SMDI in the Assigned As field, you must enter a Telephone System name. Resource Name – If reserved as a Resource in the Assigned As field, you must enter a Resource Name.</p> <p>Notes</p> <ul style="list-style-type: none"> ◆ A drop-down menu is provided for this field. ◆ More than one port can be configured to the same Resource Name.
Serial Port Default Settings	Settings are for the port highlighted.
Baud Rate	Default is blank. Possible values are: 110, 300, 600, 1200, 2400, 4800, 9600, 14400, 19200, 38400, 56000, 57600, 115200, 128000, 256000.
Data Bits	Default is blank. Possible values are: 7, 8.
Parity Bits	Default is blank. Possible values are: none, odd, even, mark, space.
Stop Bits	Default is blank. Possible values are 1, 1.5, 2.
Target Phone Number	Modem phone number used when the application does not define its own dialed number when making a call. See screen for examples.

Add Serial Port Definition

1. From the eManager Main Menu, click Advanced Configuration > Systems > VM Serial Ports. The Serial Ports screen displays (see [Figure 3-5](#)).
 2. Click *Assigned As* field. Drop-down menu button appears.
 3. From the drop-down menu, select an entry.
- Note** You cannot type into this field.
4. Click in *Telephone System* or *Resource Name* field.
 5. Type in a Resource Name
...or select a name from the drop-down menu. If the port is assigned to SMDI or Resource, you must make an entry in this field.
 6. Set Baud Rate, Data Bits, Parity Bits and Stop Bits for the serial port.
 7. Repeat [Steps 2~6](#) for each port.
 8. Click in the *Target Phone Number* field. Type in the phone number.
 9. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.
 10. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Notification Groups

Any port can be used for traditional notification purposes. Ports can also be grouped to restrict their use to a specific application such as IVR, AMIS, etc. In voice mail, each port can be its own group and a group name can be used to identify a notification group.

The Notification Groups screen (see [Figure 3-6](#), [Table 3-6](#)) requires three entries: Group ID, Group of Voice Ports, and Group Limit (%).

Voice Mail Notification Groups

Optimize Communication

Group ID	Group of Voice Ports	Group Limit(%)
Q1	8-1	70

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Figure 3-6 Notification Groups Screen with Sample Data

Table 3-6 Notification Groups Screen Fields

FIELD	DESCRIPTION
Group ID	Name of Notification Group. Can refer to specific application (e.g., IVR, AMIS).
Group of Voice Ports	Defines ports that belong to the notification group ID (e.g., 1~10, 32, 43).
Group Limit (%)	<p>Defines the percentage of ports within a group that must be busy before outbound notification is suspended.</p> <p>Possible values are: 0~100.</p> <p>Example:</p> <p>IVR Notification Port Group has 10 ports.</p> <p>Group Limit (%) field is set to 75%.</p> <p>When eight ports of the IVR port group are busied by incoming calls, notification requests for the group are suspended until the number of busy ports diminishes.</p>

Add Notification Group

1. From the eManager Main Menu, click Advanced Configuration > Systems > VM Notifications. The Notification Groups screen displays (see [Figure 3-6](#)).
2. Click Add. A pop-up box displays.
3. Type the Group ID in the *Group ID* field for the new Notification Group and click OK.

Note The Group ID should be different than existing Group IDs.

4. In the *Group of Voice Ports* field, select a port group from the drop-down menu or click Add at the bottom of the screen.
5. If you selected Add, a pop-up box displays asking you to type a new Group of Voice Ports into the available field and click OK.

Note The Group should be numerical and an existing port number.

6. In the *Group Limit (%)* field, use the spin-button or typeover the number in the field to select the percentage.
7. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.
8. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Delete Notification Group

1. From the eManager Main Menu, click Advanced Configuration > Systems > VM Notifications. The Notification Groups displays (see [Figure 3-6](#)).
2. Highlight the Group ID you want to delete.
3. Click Delete. A dialog box asks you to confirm the deletion.

Note Do not delete a group that is used in a User Agent Notification Record.

4. Click OK.
5. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.
6. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Port Statistics

The Port Statistics screen (see [Figure 3-7](#), [Table 3-7](#)) provides reporting and troubleshooting tools by displaying the number of calls handled by the ports.

This screen provides the groups and group ID information for the Port Group Statistics Report. See [“Port Group Statistics Report”](#) on page 12-4.

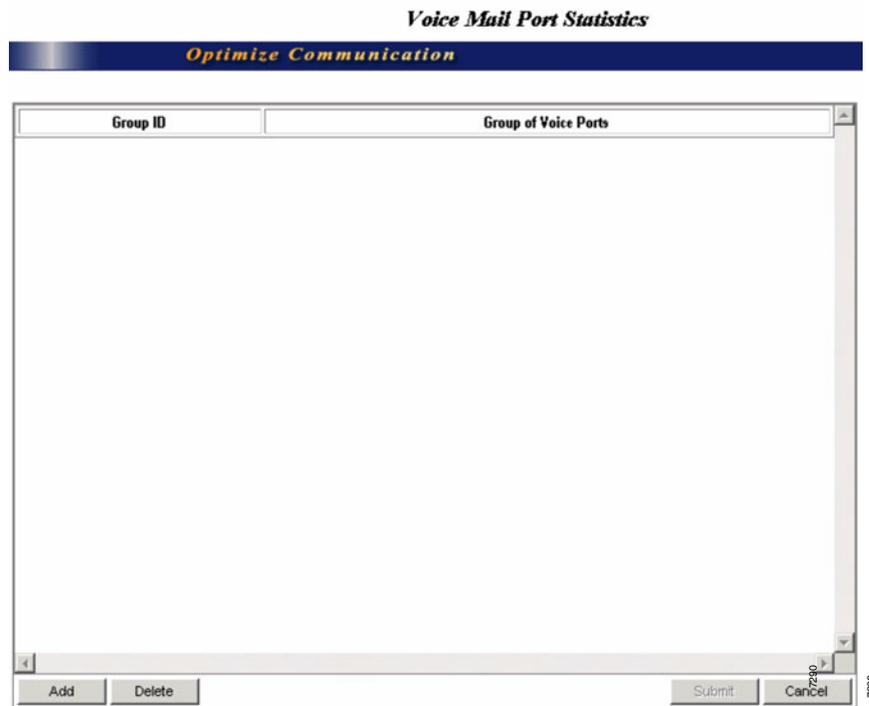


Figure 3-7 Port Statistics Screen with Sample Data

Table 3-7 Port Statistics Screen Fields

FIELD	DESCRIPTION
Group ID	Any number starting with 1.
Group of Voice Ports	Ports in the group. Entry can be a single, multiple or a range of ports (e.g., 1~4, 10, 12).

Add Port Statistics Group

1. From the eManager Main Menu, click Advanced Configuration > Systems > VM Port Statistic. The Port Statistics screen displays (see [Figure 3-7](#)).
2. Click Add. A blank line appears.
3. Double-click on *Group ID* field and type a Group ID.
4. In the *Group of Voice Ports* field, use the drop-down menu to select the ports or select Add. If Add is selected a pop-up box asks you to enter the ports.

Note Entry can be a single, multiple or range of ports (e.g., 1-4, 10, 12).

5. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.
6. Click Yes. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Delete Port Statistics Group

1. From the eManager Main Menu, click Advanced Configuration > Systems > VM Port Statistic. The Port Statistics screen displays (see [Figure 3-7](#)).
2. Highlight the Group ID you want to delete.
3. Click Delete. You are asked to confirm the deletion.
4. Click Yes.
5. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.
6. Click Yes. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Scheduler

The Scheduler screen (see [Figure 3-8](#), [Table 3-8](#)) enables you to create/modify/delete scheduled system tasks. You can set up automatic changes for each action to occur at a specified time, on certain days of the week, and on a specified date.

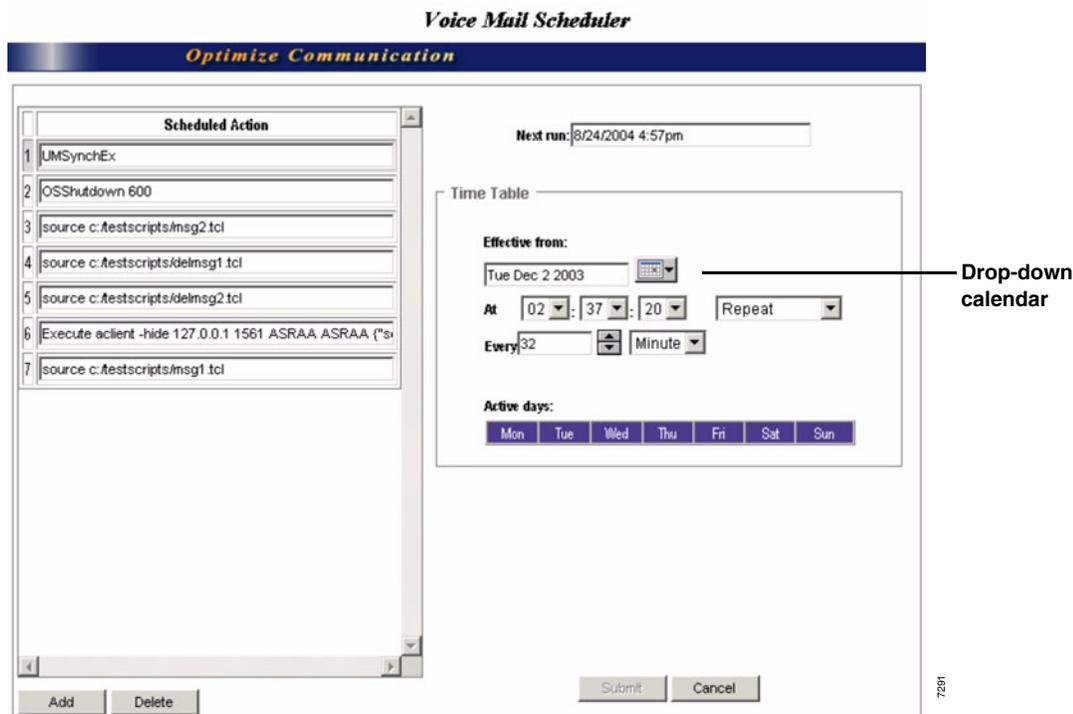


Figure 3-8 Scheduler Screen with Sample Data

Table 3-8 Scheduler Screen Fields

FIELD	DESCRIPTION
Scheduled Action	Name of action to be executed. Action name must be a registered TCL command name.
Next run	(Display only) Date and time the next change occurs (mm/dd/yyyy hh:mm). Time is expressed in military format (24-hour clock). If a record is disabled, this field displays the word NEVER.
Timetable Section	
Effective from	Day of week and calendar date (mm/dd/yy) when the action is scheduled to start.
At	Time in hh:mm:ss format. Designates whether action is to be Repeat or a One Time Only action.
Every	Number of times per minute, hour, day, week, month or year.
Active Days	Days of the week to which the change is restricted.

Add Scheduled Action

1. From the eManager menu, click Advanced Configuration > Systems > VM Scheduler. The Scheduler screen displays (see [Figure 3-8](#)).
2. Click Add. A blank line appears below the already scheduled actions.
3. Click on the blank line and type a name of the action to be executed.
Note The action name must be a registered TCL command name.
4. In the Timetable section, click drop-down arrow in the *Effective from* field. A drop-down calendar displays.
5. Highlight a date on the calendar. Calendar closes and the date is listed in the *Effective from* field.
6. Using the drop-down menu, select the time notation in the three *At* fields.
7. In the second section of the *At* field, use the drop-down menu to select either Repeat or One Time Only. If you select Repeat, another field (*On The*) appears on the screen.
8. Using the drop-down menu, select the number of times you want the action to happen from the first section (numeric) of the *Every* field.
9. Click on the second section of the field and use the drop-down menu to select the frequency of the action. Possible values are: Minute, Hour, Day, Week, Month and Year.
10. (Optional) If you selected Repeat in the *At* field, you must now select a day of the month from the drop-down menu in the *On The* field. Possible values are: 1st, 2nd, 3rd ... 31st.
11. Click on second portion of the *On The* field and use the drop-down menu to select the frequency. Possible values are: Day of Month, Active Day in Month.
12. Highlight the days of the week in the *Active Days* field.
13. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.
14. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.
15. Click the Scheduled Action number (e.g., “1” next to OSShutdown 600). The *Next Run* field refreshes.

Delete Scheduled Action

1. From the eManager menu, click Advanced Configuration > Systems > VM Scheduler. The Scheduler screen displays (see [Figure 3-8](#)).
2. Highlight the action.
3. Click Delete. You are asked to confirm the deletion.
4. Click OK.
5. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.
6. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Note In order to maintain the validity of both Windows XP and voice mail data, a periodic soft boot of the system is required. For that reason the OSShutdown routine cannot be deleted from the Scheduler’s list of Scheduled Actions. If desired, the timetable for this action can be extended to a date and time in the future.

Language

Voice mail can be configured to communicate in different languages (default is American English). The Language screen (see [Figure 3-9](#), [Table 3-9](#)) enables you to configure the new languages for the voice mail. This includes:

- System prompts that give callers and users instructions for message recording and mailbox management.
- Each mailbox can be assigned to one or more of the configured languages, so greetings and instructions for message recording are spoken in the predefined language.

At present the two available languages are American English (system default) and French.

Important! *American English is the standard language of the Stratagy ES software. Spanish prompts are also available as an option (part number SES-SPANISH-SYS). Other languages for system prompts, as well as the Voice Mail Soft Keys, is a custom option that is available from Toshiba DSD's Integrated Software Solutions Group. Please contact a TSD Regional Sales Manager for more details.*

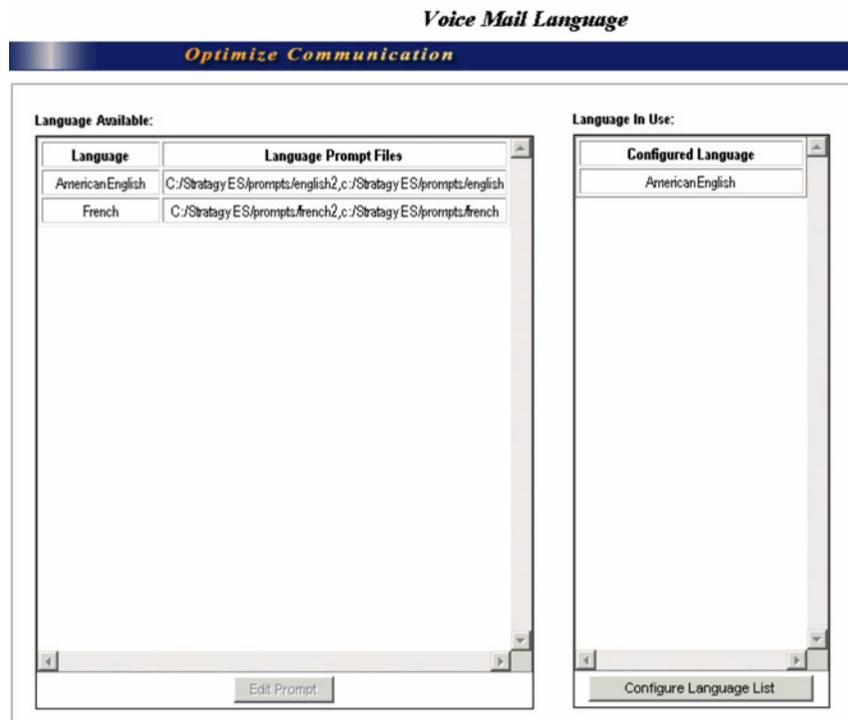


Figure 3-9 Language Screen with Sample Data

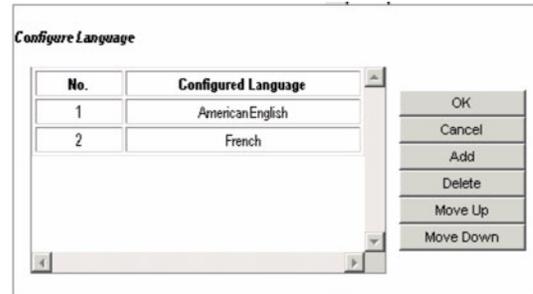
Table 3-9 Language Screen Fields

FIELD	DESCRIPTION
Language	The name of the available languages.
Language Prompt Files	Available prompt files already installed in the system.
Language Configuration	Displays the active language for voice mail.

Change System Language Setting

Important! Prior to performing this procedure, you must set the `sys_language_table` parameter to the correct language file.

1. From the eManager menu, click Advanced Configuration > Systems > VM Language. The Language screen displays (see [Figure 3-9](#)).
2. Click Configure Language List. A dialog box displays (shown right).
3. Click Add. The Add Language screen displays.
4. From the drop-down menu, select the new language and click OK. The dialog box reappears.
5. Click Move Down/Move Up > OK. The Language screen displays.
6. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.
7. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.



Change Mailbox Language Setting

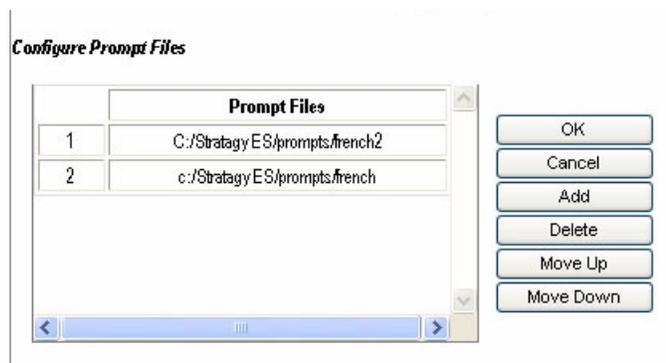
See “Chains/Groups/Fax” on page 4-31 for information on the required settings.

Edit Prompts

The Edit Prompts function enables you to configure the prompts so that specific languages are used where needed in the system.

Important! Prior to performing this procedure, you must have a language prompt file saved in the `c:\stratagyes\prompts` directory with a filename that defines the language. The file must be saved with the `.VOX` extension.

1. From the eManager menu, click Advanced Configuration > Systems > VM Language. The Language screen displays (see [Figure 3-9](#)).
2. Highlight a prompt file on the screen and click Edit Prompts. The Confirm Prompt File screen displays (shown right).
3. Click Add. A dialog box displays.
4. Type in the name of your prompt file and click OK.
5. You can now move the file up or down in the list using the Move Up/Down buttons.
6. Click OK and the new file appears on the screen.
7. When finished, click Submit.



Voice Menu

This feature enables the use of speech enabled single-digit menus that exist in each mailbox.

The Administrator can add/delete voice commands for all the applications available in single digit command menus under the mailbox editor, and record a confirmation recording through the telephone for each command. The recordings are for verifying “voice commands” at runtime, and do not play back unless the system is not confident about the match and wants to confirm the user’s choice.

Note This screen works in conjunction with the Mailbox Menus screen.

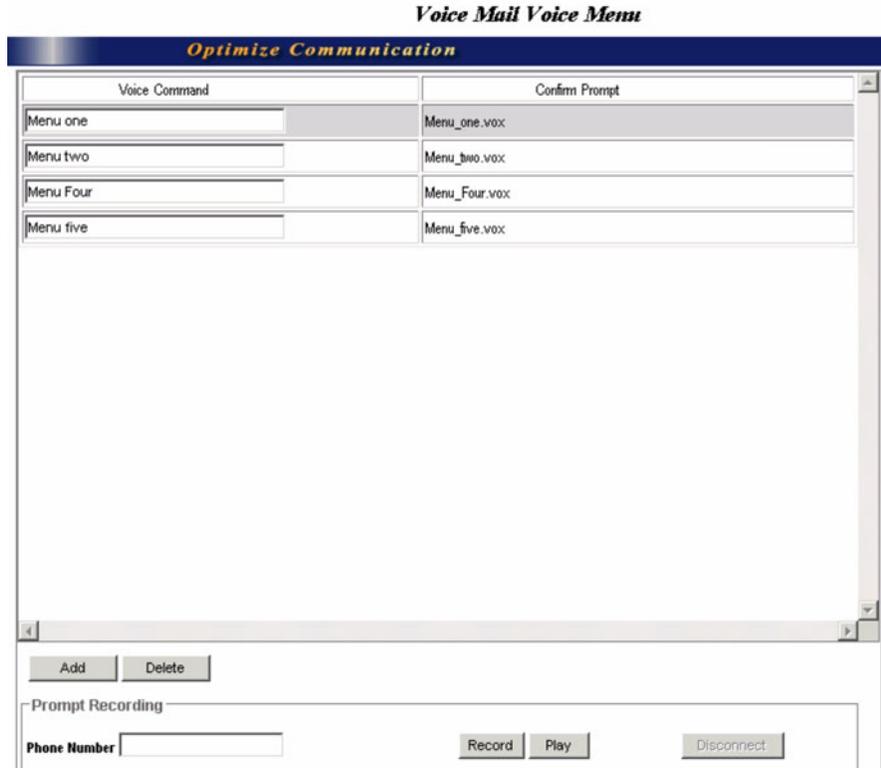


Figure 3-10 Voice Menu Screen

Table 3-10 Voice Menu Screen Fields

FIELD	DESCRIPTION
Prompt Recording	Phone Number: Enter the extension number of the telephone that can be used for recording the corresponding command. Once entered, this number remains consistent for administration of other mailboxes.

Add Voice Command

1. From the eManager Main menu, click Advanced Configuration > System > Voice Menu. The Voice Menu screen displays (see [Figure 3-10](#) on [page 3-26](#)).
2. Click Add and a box appears under the Voice Command column on the screen.
3. Type the voice command in the box.
4. Enter the applicable phone number in the Phone Number field.
5. Click Record and record the command's confirm prompt.

Notes

- You are allowed to record multiple voice commands (voice synonyms).
 - If the voice command recording is missing then the application can't be triggered by speech and the caller must use the keypad to trigger the application.
6. Click Disconnect when you are finished recording.
 7. Click Play to verify what you have recorded.
 8. Click Submit when you are finished.
 9. Proceed to the Menus screen in Mailbox Editor to set the voice command for the application.
- Important!** *Without setting the Menus screen, the voice command is invalid.*

Delete Voice Command

1. From the eManager Main menu, click Advanced Configuration > System > Voice Menu. The Voice Menu screen displays (see [Figure 3-10](#) on [page 3-26](#)).
2. Highlight a voice command and click Delete.
3. Voice mail asks you to confirm the deletion. Click OK and the command is deleted.

Note If a user tries to remove a voice command from the voice menu, a warning message pops up; the system won't delete the voice command until it confirms it with the user.

4. Click Submit when you are finished. A pop-up box displays asking if you want to synchronize the change(s) with ASR files now.
5. Click OK.

Parameters

The Parameters screen enables you to change voice mail's system options and parameters, define timeout values, and set AMIS, VPIM configurations.

Most voice mail system parameters do not require modification. Default values can be modified as required and system parameters can be added or deleted.

Important!

- You must contact Toshiba Technical Support if you need to add or delete a parameter to/from the Parameters List.

A parameter added to the system must be an already recognized system parameter and cannot be created by the individual installer/technician. Deleting a parameter could cause the system to fail if the parameter is tied into more than one operation.

- We recommend that you use the Windows XP Backup Utility (see “Backup Procedure” on page 13-1) to periodically preserve system data. Before making changes to this selection, ensure you have a current backup.

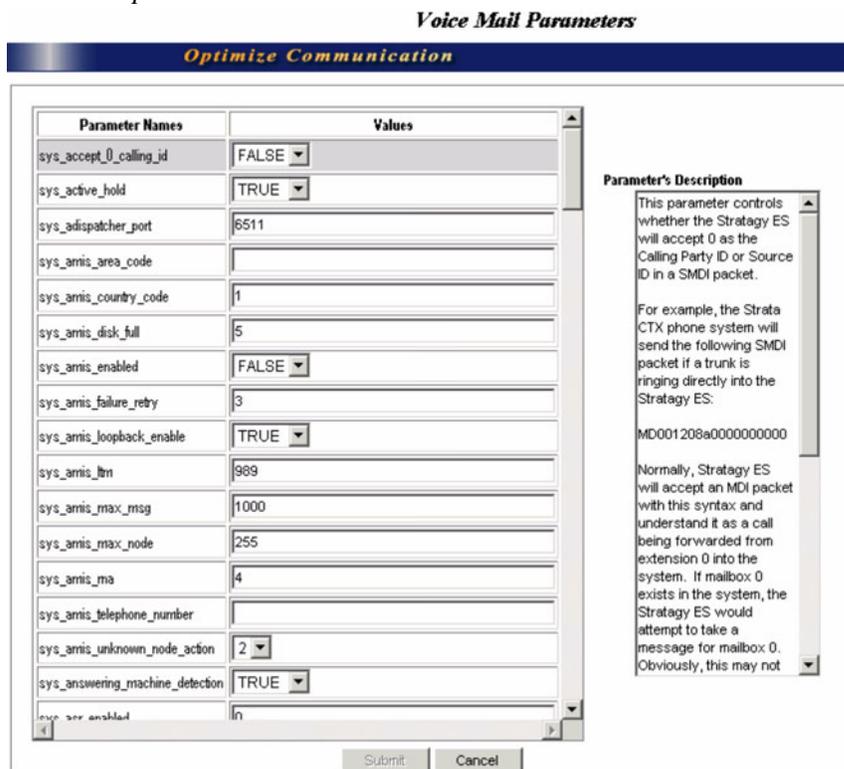


Figure 3-11 Parameters Screen with Sample Data

Table 3-11 Parameters Screen Fields

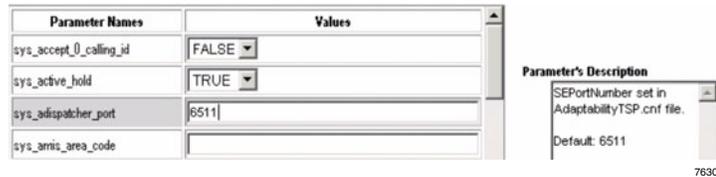
FIELD	DESCRIPTION
Parameter Names	The name of the system parameter.
Values	Current value. When the system is first started, the value is the system default.
Parameter Descriptions	Gives a brief description of the highlighted parameter (left column), the possible values, and the system default value for the parameter.

Methods for Modifying the Parameters

To modify a parameter, you must double-click the parameter's corresponding *Values* field. Depending upon the parameter, the Strategy ES places a cursor at the end of the line, or displays a drop-down list or a dialog box.

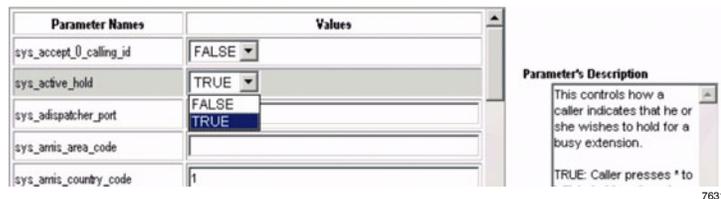
Cursor in Field

A parameter that has many valid values can be changed by placing your cursor in the field. Type over the current value/information in the field. Be sure to check [Table 3-11](#) for the parameter's valid entries.



Drop-down List

A parameter that has set values (e.g., true, false) can be changed using the drop-down list provided for the field. Select one of the values in the list by clicking on the value.

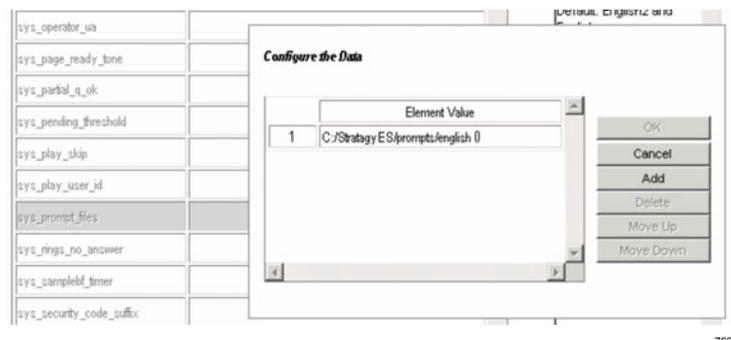


Dialog Box

Double-clicking on a parameter field with element values (e.g., prompt file, etc.), produces a dialog box for editing as well as selection of the value.

Using the Dialog box, you can select, add, delete or reposition the value in the list (move up/down).

Important! *If you are deleting an element value from the box, make sure the correct value is highlighted before clicking Delete. You are not asked to confirm the deletion.*



Modify Parameters

1. From the eManager Main menu, click Advanced Configuration > Systems > VM Parameters. The Parameters screen displays (see [Figure 3-11](#)).
2. Locate the parameter in the list using the scroll bar.
3. Place your cursor in the field and modify the parameter (see “[Methods for Modifying the Parameters](#)” on page 3-29).
4. Click Submit. Your changes are saved and the screen remains open. A dialog box displays.
5. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Add Parameters

1. From the Parameters screen (see [Figure 3-11](#)), right click anywhere in the *Parameter Names* or *Values* fields. A pop-up box displays with the words “Add” and “Remove.”
2. Click Add. The Add a System Parameter screen displays.
3. Type the new parameter’s name and its appropriate value.

Note The required prefix “sys” is automatically added by the system.

4. Click OK. The parameter is saved and displays alphabetically in the parameter list on the screen.

...or Cancel. The parameter is not saved and the dialog box closes.

Delete Parameters

1. From the Parameters screen (see [Figure 3-11](#)), right click anywhere in the *Parameter Names* or *Values* fields. A pop-up box displays with the words “Add” and “Remove.”
2. Click Remove. The Delete the System Parameter screen displays.
3. Click OK. The parameter is deleted and is removed from the list on the screen.

...or Cancel. The parameter is not deleted and the dialog box closes.

Table 3-12 Parameter Definitions

Parameter	Description
sys_accept_0_calling_id	Accept or reject 0 as calling ID in integration packet. Possible values: True: Accept 0. False: (default) Reject 0.
sys_active_hold	Controls how a caller must select to hold for a busy extension. Possible values: True: (default) Caller must continue pressing * to hold for a busy extension, enter another extension, or leave a message at the tone. False: Caller selects * once to hold for a busy extension and the system allows the caller to hold until the is either transferred, selects another extension, or presses * again to leave a message.
sys_amis_area_code	Area code of the resident Strategy ES MAS. Single quotes are required. Default: blank comment line
sys_amis_country_code	Country code of the resident Strategy ES MAS. Single quotes are required. Default: comment line starting with 1 for North America.
sys_amis_disk_full	Percentage of the hard drive that must be free in order for Strategy ES MAS to accept new AMIS messages. If free space is less than this figure, The Strategy ES MAS tells the calling AMIS system that the hard drive is full. Default: 5 (percent)
sys_amis_enabled	Whether Strategy ES processes incoming AMIS calls. Possible values: True: Voice mail processes incoming AMIS calls. False: (default) AMIS calls told that this node is not accepting network calls.
sys_amis_failure_retry	Number of retries after failure. Possible values: 0~9 (default = 3)
sys_amis_loopback_enable	Enables the AMIS loopback test feature. Possible values: True: (default) enables feature False: disables feature
sys_amis_ltm	User Agent number to use for the AMIS Loopback mailbox. User Agent other AMIS nodes can use for testing the network. Any AMIS message to this User Agent is sent back to the sender, if accessible from this voice mail system. Possible values: valid User Agent number. Default: 989
sys_amis_max_msg	Maximum number of messages the AMIS system can receive. Default: 1000
sys_amis_max_node	Maximum number of remote nodes (Gateway and Proxy User Agents) that can be in the network. If the actual number exceeds this value, some nodes are inaccessible. Possible values: 1~256 (default = 255)

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_amis_rna	Enables the ring no answer time-out to be increased to allow for slow answers from AMIS systems. Possible values: 1~10 (default = 4)
sys_amis_telephone_number	Local telephone number of the resident Strategy ES MAS. Single quotes are required. Default: blank comment line
sys_amis_unknown_node_action	Whether voice mail accepts messages from unknown AMIS nodes. Possible values: 1: Refuses to accept messages. 2: (default) Delivers this message even though replies are impossible.
sys_answering_machine	Whether Strategy performs answering machine detection on outgoing calls. Possible values: True: Strategy performs answering machine detection on outgoing calls. False: (default) Strategy does not perform answering machine detection on outgoing calls. Note Do not modify the default value unless instructed to do so by Toshiba personnel.
sys_asr_enabled	Enables system to recognize human speech. Possible values: 0 disabled (default), 1 (enabled)
sys_asr_login_aliases	Aliases for the word Login. To be used in ASR Auto Attendant. Every alias to be separated by a space and multiple words in an alias to be connected with an underscore. Please also add an aslia.vox file in the StrategyES\Scripts\ASR_AA_data\prompts directory. Default: user_log_in mailbox_log_in log_me_in access_mailbox mailbox_log_on user_log_on
sys_asr_sendmsg_aliases	Aliases for the word send_message. To be used in ASR Auto Attendant. Every alias to be separated by a space and multiple words in an alias to be connected with an underscore. Please also add an alias.vox file in the \StrategyES\Scripts\ASR_AA_data\prompts directory. Default: quick_message
sys_begin_rec_prompt	Whether the system says “Begin recording at the tone, ... or hang up” before taking a message. This also affects the “to re-record press 2” and “to append press 3” menu selections during the record menu that is given after a recording. Possible values: True: (default) The system plays the above prompt. False: The system does not play the above prompt. The caller only hears a tone.

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_box_idx	<p>Specifies the digits that a caller must dial to launch the directory application. The auto attendant compares dialed digits with this pattern before attempting to select a user agent for transfer.</p> <p>Note Voice mail builds an index file based on information given in the Directory Name fields. It enables you to use one or more letters to perform the search, matching all entries possible. For every mailbox number that matches, the Strategy ES plays the name recording—which really may play any recording you want, if available.</p> <p>Possible values: any valid digits Default: 411</p>
sys_cancel_busy_hold	<p>Whether the system allows callers to hold for busy extensions.</p> <p>Possible values:</p> <p>True: Callers cannot hold for busy extensions. Calls proceed as if a Ring No Answer.</p> <p>False: (default) Callers can hold for busy extensions.</p>
sys_cng_tone	<p>Fax “CNG” tone in line tone construction format, which is described below. There are four kinds of tones: single frequency, single frequency with cadence, dual frequency and dual frequency with cadence. Each tone description consists of a comma separated by a list of numbers.</p> <p>Possible values: Single Frequency: ID, F1, F1Dev, Leading_Edge Dual Frequency: ID, F1, F2, F1Dev, F2Dev, Leading_Edge Single w/cadence: ID, F1, F1Dev, On, OnDev, Off, OffDev, Repeat Dual w/cadence: ID, F1, F2, F1Dev, F2Dev, On, OnDev, Off, OffDev, Repeat</p> <p>where: ID Fax Carrier Tone (this should be 103) F1, F2 Frequencies in Hz F1Dev, F2Dev Frequency deviations in Hz On Time the tone must be present (ms) Off Time the tone must be absent (ms) OnDev Allowable deviation in the on time (ms) OffDev Allowable deviation in the off time (ms) Leading_Edge If 1, signals the presence of the tone at its leading edge, If 0, at its trailing edge. Repeat The number of on-off cycles that must occur before signalling the presence of the tone.</p> <p>Default: 113, 1100, 100, 500, 100, 3000, 100, 1</p>
sys_company_fax_number	<p>This telephone number is used when sending faxes to identify the source of the fax.</p> <p>Note This parameter is not currently supported.</p> <p>Default: blank comment line</p>
sys_company_name	<p>The name that will appear in the fax header for sent faxes. This field is limited to 32 characters.</p> <p>Note This parameter is not currently supported.</p> <p>Default: blank comment line</p>

Voice Mail
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Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_connect_tone	Determines whether voice mail beeps when completing a transfer. Possible values: True: Voice mail plays a beep when completing a transfer. False: (default) Voice mail does not play a beep when completing a transfer.
sys_default_user_agent	User Agent used by the main application at startup. Default: 990
sys_directory_min_digits	Specifies the number of digits the caller has to enter before the directory lookup application starts searching the directory. Default: 3
sys_discard_SMDI_source	Discards SMDI information for calling party ID when a message is sent from 998 or a Direct Send User Agent. Possible values: True, False (default)
sys_dtmf_gate	Before dialing any User ID extension, voice mail verifies that DTMF was entered since the call last accessed the User ID (default is 991) specified in the DONE chain of the initial User ID (default is 990). This “gate” prevents the transfer of a dead/phantom call to the Operator on those switches that do not have disconnect supervision. Voice mail does not perform the “gate” action when the <i>Extension</i> field begins with the “@” character. Possible values: True: (default) When prompted, the Caller must say “yes” to complete the chain and transfer. False: Caller does not have to say “yes” to complete the chain and transfer.
sys_dtmf_interdigit_delay	Time between digits in DTMF dialing in ms. units. Default: 50
sys_fax_dl_init	A token %A is replaced by this parameter, usually it is a dial code to access an outside line. Note This parameter is not currently supported. Default: 9 (dial 9 and pause for two seconds)
sys_fax_fail_entry	Specifies whether voice mail resends a fax if it detects a failure during transmit. Note This parameter is not currently supported. Possible values: 0 no resent 1 resends starting from the first page 2 resends starting from the failure page Default: 0

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_fax_max_retries	<p>Defines the maximum number of retries.</p> <p>Note This parameter is not currently supported.</p> <p>Possible values: 1, 0 Default: 1</p>
sys_fax_num_rings	<p>The number of rings before voice mail determines the fax machine will not answer.</p> <p>Note This parameter is not currently supported.</p> <p>Default: 3</p>
sys_fax_requeue_interval	<p>Number of milliseconds to wait between retries for <i>fax_max_retries</i>.</p> <p>Note This parameter is not currently supported.</p> <p>Default: 300000 (ms)</p>
sys_fixed_len0	<p>Maximum number of digits voice mail expects when a caller dials a mailbox number beginning with 0.</p> <p>There is only one mailbox that can have zero as its first digit, and that is Mailbox Number 0. If the value of this parameter is changed to 1, and a caller dials 0 in a place where a mailbox number is expected, then voice mail immediately accepts the 0 as the mailbox number and goes to the next processing step. If the parameter's value is left at 8, then a timeout or pound sign (#) is required to terminate the mailbox number. This latter procedure is compatible with earlier versions of Stragaty.</p> <p>Possible values: 1~8 Default: 8</p>
sys_fixed_len1	<p>Maximum number of digits voice mail expects when a caller dials a mailbox number beginning with 1.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing mailboxes that begin with this digit. For example, if there are five-digit mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1~8 Default: 8</p>
sys_fixed_len2	<p>Maximum number of digits voice mail expects when a caller dials a mailbox number beginning with 2.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing mailboxes that begin with this digit. For example, if there are five digit mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1~8 Default: 8</p>

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_fixed_len3	<p>Maximum number of digits voice mail expects when a caller dials a mailbox number beginning with 3.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing mailboxes that begin with this digit. For example, if there are five digit mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1~8 Default: 8</p>
sys_fixed_len4	<p>Maximum number of digits voice mail expects when a caller dials a mailbox number beginning with 4.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing mailboxes that begin with this digit. For example, if there are five digit mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1~8 Default: 8</p>
sys_fixed_len5	<p>Maximum number of digits voice mail expects when a caller dials a mailbox number beginning with 5.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing mailboxes that begin with this digit. For example, if there are five digit mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1~8 Default: 8</p>
sys_fixed_len6	<p>Maximum number of digits voice mail expects when a caller dials a mailbox number beginning with 6.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing mailboxes that begin with this digit. For example, if there are five digit mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1~8 Default: 8</p>
sys_fixed_len7	<p>Maximum number of digits voice mail expects when a caller dials a mailbox number beginning with 7.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing mailboxes that begin with this digit. For example, if there are five digit mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1~8 Default: 8</p>

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_fixed_len8	<p>Maximum number of digits voice mail expects when a caller dials a mailbox number beginning with 8.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing mailboxes that begin with this digit. For example, if there are five digit mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1~8 Default: 8</p>
sys_fixed_len9	<p>Maximum number of digits voice mail expects when a caller dials a mailbox number beginning with 9.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing mailboxes that begin with this digit. For example, if there are five digit mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1~8 Default: 8</p>
sys_hub_count	<p>Number of times that a message can be forwarded automatically by distribution lists and auto copy mailboxes. After this count is exceeded for a message, it can not be distributed or copied. The purpose of this setting is to limit the number of copies that can be created if there is a loop in the distribution list or copy box structure. A loop can occur, for example, when two distribution lists include each other as members.</p> <p>Default: 2</p>
sys_language_table	<p>Sets language name and language ID in system.</p> <p>Possible values: American English (default)</p>
sys_line_begin	<p>The number of the first line that voice mail should use for processing its calls. Lines with numbers greater than this value will not be used by voice mail, and will be available for use by other telephony programs (i.e., ACD). It must be less than or equal to sys_line_end. If not specified, this field defaults to blank.</p>
sys_line_end	<p>The number of the last line that voice mail should use for processing its calls. Lines with numbers greater than this value will not be used by Strategy, and will be available for use by other telephony programs. It must be less than or equal to sys_line_end. If not specified, this field defaults to the largest installed line number in the system.</p>
sys_local_amis_node	<p>Gateway User Agent number that represents the local AMIS node. Messages addressed to this node are delivered directly to the real local box number instead of being shipped out on the network.</p> <p>Possible values: valid User Agent number. Default: blank comment line</p>

Table 3-12 Parameter Definitions (continued)

Parameter	Description
<p>sys_local_trace</p>	<p>Generates trace information in file form and if desired, displays the data on the screen. Syntax: {name filter {list} flags cycle} where: name Subdirectory where trace files are stored. filter Type of trace information to be generated and specifies the components for which the trace information will be generated. Possible values are:</p> <ul style="list-style-type: none"> 1 normal (general nature) 2 support (determines correct installation and configuration of the Stratagy) 4 debug (intended for debugging—useful for software developers) -1 All data <p>list Specifies the list of trace producers. The trace producer is defined in the format of “session/application/userID.” The “*” is the wild character. For example, */*/ specifies all producers.</p> <p>Note {} also specifies all producers.</p> <p>flags Defines the action to be taken on the trace information generated. Possible values are:</p> <ul style="list-style-type: none"> 0 store only 1 store and display 2 neither store nor display 3 display only <p>cycle The number of days of history to keep for this trace.</p> <p>Default: {C:/StratagyES/Message_Log -1 {} 0 5} {Displ -1 {} 3 5} where: C:/StratagyES/Message_Log = file name -1 = all data {} = all producers 0 = store only 5 = store for 5 days Displ = display -1 = all data {} = all producers 3 = display only 5 = store for 5 days</p>
<p>sys_login_pound</p>	<p>Determines whether prompt will say “finish by pressing the pound key” in login process. Possible values:</p> <p>True: (default) Plays prompt, “finish by...” False: Does not play prompt.</p>
<p>sys_max_call_scr_name_dur</p>	<p>Defines the maximum duration for a recording caller’s name when call screening is enabled on a mailbox. Default: 5000 ms</p>

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_max_guest_box	<p>Last mailbox number that can be used when creating a Guest Mailbox. When used with the <i>sys_min_guest_box</i> parameter, they limit the number of Guest Mailboxes that can be created.</p> <p>Example: If this value is 90200, then the last Guest Mailbox that can be created is Mailbox 90200.</p> <p>Possible values: valid mailbox number larger than the <i>sys_min_guest_box</i> parameter setting Default: 90200</p>
sys_max_prompt	<p>Number of times a prompt should repeat until deciding to hang up.</p> <p>Possible values: 1~9 Default: 3</p>
sys_max_sec_code_len	<p>Controls the maximum length security code that voice mail accepts as a new security code when a user attempts to change it from a telephone.</p> <p>Note Value must be greater than or equal to the minimum length security code (i.e., <i>sys_min_sec_code_len</i>).</p> <p>Possible values: 1~16 Default: 16</p>
sys_max_silence	<p>Specifies maximum number of milliseconds in silence before recording is terminated.</p> <p>Default: 5000 ms</p>
sys_maximum_box_length	<p>Maximum number of digits voice mail expects in the case that the maximum number of digits voice mail expects for the beginning digit of that mailbox number is not defined.</p> <p>Default: 5</p>
sys_min_guest_box	<p>Starting mailbox number that may be used when creating a Guest Mailbox. When used with the <i>sys_max_guest_box</i> parameter, they limit the number of Guest Mailboxes that can be created.</p> <p>Examples: If this value is 90000, then the first Guest Mailbox that is created is Mailbox 90000. The second guest has Mailbox 90001, etc.</p> <p>Possible values: valid mailbox number smaller than <i>sys_max_guest_box</i> parameter setting Default: 90000</p>
sys_min_sec_code_len	<p>Controls the minimum length security code that voice mail accepts as a new security code when a user attempts to change it from a telephone.</p> <p>Note Value must be less than or equal to the maximum length security code (i.e., <i>sys_max_sec_code_len</i>).</p> <p>Possible values: 1~16 Default: 3</p>
sys_minimum_message_length	<p>Minimum message length in milliseconds for the system to be able to recognize the message.</p> <p>Default: 1000 ms</p>
sys_minimum_record_length	<p>Minimum record length in milliseconds.</p> <p>Default: 100 ms</p>

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_msg_recording_audio_type	<p>Sets the audio type for incoming messages. There are four different audio types from which you can select.</p> <p>Important! <i>If you change this option on an active system, all previously recorded messages are lost.</i></p> <p>Notes</p> <ul style="list-style-type: none"> ◆ The better the quality, the more disk space is taken by the recordings. ◆ In order to not have to install the Toshiba audio codec on a user PC, this parameter must be set to 5. <p>Possible values:</p> <ul style="list-style-type: none"> 2: Dialogic ADPCM at 6KHz sampling (3000 bps) 3: Dialogic ADPCM at 8KHz sampling (4000 bps) 4: PCM at 6KHz sampling (6000 bps) 5: PCM at 8KHz sampling (8000 bps) <p>Default: 3</p>
sys_multiple_destination	<p>Sets control for destination entry while addressing a message.</p> <p>Possible values:</p> <ul style="list-style-type: none"> 0 - Users must press 04 to add multiple destinations for a message prior to recording. (default) 1: Users can enter multiple destinations before recording a message. Requires users press # at end of entries.
sys_nam_maxlen	<p>Maximum number of milliseconds for recording a user's name. The name recording is used for directory access and whenever voice mail tries to identify the mailbox number.</p> <p>Possible values: number of milliseconds</p> <p>Default: 10000 (ms)</p>
sys_name_announce	<p>Sets the name announcement at user log on.</p> <p>Possible values:</p> <ul style="list-style-type: none"> True: System announces the user's name at log-on time. False: (default) System skips the name announcement at log-on time.
sys_name_recording_audio_type	<p>Sets the audio type for name recordings, list comments, and greetings. There are four different audio types from which you can select.</p> <p>Notes</p> <ul style="list-style-type: none"> ◆ If you change this option on an active system, all previously recorded messages are lost. ◆ The better the quality, the more disk space is taken by the recordings. <p>Possible values:</p> <ul style="list-style-type: none"> 2: Dialogic ADPCM at 6KHz sampling (3000 bps) 3: Dialogic ADPCM at 8KHz sampling (4000 bps) 4: PCM at 6KHz sampling (6000 bps) 5: (default) PCM at 8KHz sampling (8000 bps)
sys_operator_ua	<p>Operators User Agent used by Auto Attendant.</p> <p>Default: 0</p>

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_page_ready_tone	<p>Tone from Page Terminal indicates ready to page.</p> <p>Note This parameter is not currently supported.</p> <p>Possible values: Single Frequency: ID, F1, F1Dev, Leading_Edge Dual Frequency: ID, F1, F2, F1Dev, F2Dev, Leading_Edge Single w/cadence: ID, F1, F1Dev, On, OnDev, Off, OffDev, Repeat Dual w/cadence: ID, F1, F2, F1Dev, F2Dev, On, OnDev, Off, OffDev, Repeat where: ID Fax Carrier Tone (this should be 103) F1, F2 Frequencies in Hz F1Dev, F2Dev Frequency deviations in Hz On Time the tone must be present (ms) Off Time the tone must be absent (ms) OnDev Allowable deviation in the on time (ms) OffDev Allowable deviation in the off time (ms) Leading_Edge If 1, signals the presence of the tone at its leading edge. If 0, at its trailing edge. Repeat The number of on-off cycles that must occur before signalling the presence of the tone.</p> <p>Default: 114, 1850, 1000, 75, 50, 75, 50, 2</p>
sys_partial_q_ok	<p>Enables the Q() token to save the message even though all prompts are not completed.</p> <p>True: Q() token saves the messages. False: Messages are not saved if prompts are not completed.</p> <p>Possible values: true, false Default: false (To enable, remove the starting # and set the value.)</p>
sys_pending_threshold	<p>Threshold value determining message pending in seconds.</p> <p>Default: 2 (secs.)</p>
sys_play_skip	<p>Number of seconds message rewinds or skips forward during message playback when a user presses* or #.</p> <p>Possible values: number of seconds Default: 5 (secs.)</p>
sys_play_user_id	<p>Determines whether directory search feature plays mailbox number that it finds.</p> <p>Possible values: True: (default) If name recording available, the caller hears mailbox number and name recording. If name recording unavailable, the caller hears only the mailbox number. False: Mailbox number never plays. If name recording available, name recording plays.</p>
sys_prompt_files	<p>Default prompt file that voice mail should use on an incoming call. This enables you to redefine the default language prompt file from English. It does not preclude you from changing the prompt file during the call.</p> <p>Possible values: valid prompt file. The brackets are required. Default: {C:/StratagyES/prompts/english2 0}</p>

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_rings_no_answer	When a mailbox is transferring a call to an extension, it needs to know how many ringback cycles to wait before signalling a no-answer. This value is used if the mailbox doesn't provide its own setting. Default: 3
sys_security_code_suffix	Defines the suffix used in constructing the default security code. The default security code for a mailbox number is the mailbox number suffixed with the value specified in this option. For example: Assume that you specify the suffix value as 335, the default security code for Mailbox 200 generated by the system would be 200335. Default: 997
sys_sendfax_line_group	The name of the notification port group to use when sending fax transmissions. This applies to the user mode fax features, the SENDFAX application and IVR programs that send faxes. By creating a notification port group, then assigning that port group to this configuration variable, you can limit fax transmissions to the member ports of that group. Note This parameter is not currently supported. Default: Q1 (enables any line to be used)
sys_short_direct_send	What voice mail plays when the Direct Message Mailbox Number (usually 998) is entered followed by the mailbox number. Possible values: True: "You entered" and the user's name recording plays. False: (default) Mailbox's current greeting plays (as if received a Ring No Answer).
sys_short_pause	Duration of the short pause in ms. Default: 500 (.5 secs.)
sys_skip_to_record	Enables a caller to press # and skip over a user's personal greeting and go directly to recording a message. Possible values: True: A caller can press # during the user's mailbox greeting to skip past the greeting and the prompt to begin recording immediately. False: Only the greeting is skipped and the prompt plays before recording begins.
sys_smdi_tcpport	Defines the port number that Strategy SMDI/SMDI+ TCP server is listening on. This value must match with the IP Port configured in the CIX for IP SMDI. Default: 1000
sys_smtp_retry_count	Defines the maximum number of retries for sending voice messages to the E-mail server. Default: 5
sys_smtp_retry_delay	Number of milliseconds voice mail waits between retries for sys_smtp_retry_count. Default: 60 (milliseconds)

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_smtpserver_gateway	<p>Configures a dedicated SMTP Gateway server for SES UM to use. This gateway can be running on the SES or another server in the network. Enter the Gateway server's Name or IP Address and Port Number. Name;9875</p> <p>Note The server name and the port number should be separated with a blank, a comma, or a semicolon.</p> <p>Default: blank</p>
sys_smtpserver_host	<p>Stratagy ES hosts its own internal SMTP server in order to support the UM feature. SMTP servers require host names to identify them in an SMTP transmission. This parameter defines the host name for the Stratagy ES SMTP server.</p> <p>The host name is used as a part of the source address of an UM message sent to an e-mail server. For example, if the <i>sys_smtpserver_host</i> parameter is set to "stratagyes," then an UM message from mailbox 200 would have a source address of "200@stratagyes".</p> <p>In most cases using the computer name of the Stratagy ES server is sufficient. However, Toshiba recommends that you confirm the appropriate host name for the Stratagy ES SMTP server with your site System Administrator.</p> <p>Default: blank</p>
sys_smtpserver_maxconn	<p>Defines the maximum number of connections allowed to this voice mail SMTP server by client applications. If set to zero, then the server is not available to the client.</p> <p>UM client seats are fixed to mailboxes. This value can be used to limit network traffic, if necessary.</p> <p>Default: 10</p>
sys_smtpserver_types2accept	<p>Defines MIME types that this voice mail server accepts as voice messages.</p> <p>Note There is no validation for this field.</p> <p>Default: audio/x-wav audio/wav audio/microsoft-wave</p>
sys_sofkey_length	<p>Sets softkey template ID length. Set this value to 3 if sofkeys are multilingual.</p> <p>Possible values: 2 (set for Strata CTX Release 1.02 and earlier) (default) 3 (set for Strata CTX Release 1.03 or later)</p>
sys_speakname_dir	<p>Defines the directory where the prompts are located for the Notification Applications (e.g., MsgLampOn, MsgLampOff). Prompts play when the user changes his/her message notification in the Change User Options menu.</p> <p>Possible values: Any valid path/filename.</p> <p>Default: C:/StratagyES/Prompts</p>
sys_startup_apps	<p>Default: Snmp SOFTKEYNOTIFYDialogModuleInit</p>
sys_statistics_interval	<p>Defines the time interval in milliseconds that the information page gets updated.</p> <p>Possible values: number of milliseconds</p> <p>Default: 30000 (ms)</p>

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_tape_length	<p>When a User selects option 1 (Play Messages), and then 78 (Continuous Play) or 76 (Continuous Delete), this parameter specifies the number of minutes to play or delete. Usually it is the length of one side of a tape that might be used for recording a set of messages in a mailbox.</p> <p>Possible values: 0~99 Default: 30</p> <p>Note Setting the value to 0 disables both Continuous Play and Continuous Delete.</p>
sys_timestamp_forward	<p>Controls the date/time stamp the system uses on a forwarded message.</p> <p>Possible values:</p> <p>True: (default) Use the date/time that the message was forwarded. False: Use the original date and time the message was first recorded.</p>
sys_tmo_answer_prompt	<p>Delay in milliseconds to answer a call after line goes off-hook for SMDI.</p> <p>Possible values: number in milliseconds Default: 500 (ms)</p>
sys_tmo_auto_record	<p>Specifies the length of pause time (in ms) during Auto Recording. If the Auto Recording is paused longer than this, the recording is terminated.</p> <p>Default: 60000 (ms)</p>
sys_tmo_dir_interdigit	<p>Specifies the timeout in milliseconds that Strategy waits between two consecutive digits during Directory lookups.</p> <p>Possible values: number of milliseconds Default: 5000ms</p>
sys_tmo_dtmf	<p>Amount of time in milliseconds voice mail waits to determine that the caller has finished entering DTMF digits (provided the caller does not press #).</p> <p>Possible values: number in milliseconds Default: 1200 (ms)</p>
sys_tmo_dtmf_login	<p>Amount of time in milliseconds voice mail waits to determine that the caller has finished entering DTMF digits (provided that the caller does not press #) when entering the mailbox number and security code during the log in process.</p> <p>Possible values: number in milliseconds Default: 2000 (ms)</p>
sys_tmo_dtmf_start_timeout	<p>Specifies the timeout in milliseconds that voice mail waits before receiving the first digit.</p> <p>Possible values: number in milliseconds Default: 4000 (ms)</p>

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_tmo_hold	<p>Number of milliseconds before voice mail attempts to transfer a caller after the caller has pressed * to hold for a busy extension.</p> <p>When a caller presses * to hold for a busy extension, voice mail plays a file called C:\Stratagy\HOLD.VOX after which voice mail attempts to transfer the caller again. If that file is missing, voice mail is silent for the number of seconds specified by this parameter.</p> <p>Note To have callers hear a specialty recording while on hold, record over HOLD.VOX by accessing the System Administration Menu. See System Administrator Guide for details.</p> <p>Possible values: number in milliseconds Default: 20000 (ms)</p>
sys_tmo_host	<p>Name of machine where CIX Adaptability Service is running. Default: localhost</p>
sys_tmo_port	<p>Port on CIX that CIX Adaptability Service is using. This is defined in AdaptabilityTsp.cnf. Default: 4001</p>
sys_tmo_interdigit_timeout	<p>Specifies the timeout (in units of 100 ms) that voice mail waits between two consecutive digits. Possible values: number of milliseconds Default: 1200 (ms)</p>
sys_tmo_menu	<p>Amount of time in milliseconds voice mail waits before repeating a choice menu. Possible values: number of milliseconds Default: 2000 (ms)</p>
sys_tmo_serial	<p>Maximum number of milliseconds voice mail waits for a response when communicating with peripheral devices through a serial port. Otherwise, voice mail could potentially wait forever. Possible values: 2000–9000 (ms) Default: 2000 (ms)</p>
sys_tmo_sound	<p>Maximum amount of sound/dial tone time in milliseconds the system waits before deciding to finish a recording and hang up. Possible values: number of milliseconds Default: 5000 (ms)</p>
sys_tmo_voicehome_login	<p>Specifies the timeout in milliseconds for login to VoiceHome. Possible values: number of milliseconds Default: 10000 (ms)</p>
sys_tsp_host	Default: localhost
sys_tsp_port	Default: 4001
sys_tts_playback_order	See Table 8-1 on page 8-3 of Chapter 8 – Text-to-Speech (TTS) for complete description of this Text-to-Speech (TTS) parameter.

Table 3-12 Parameter Definitions (continued)

Parameter	Description
sys_um_directory suffix	Text value to be appended to the From field when sending Unified Messaging e-mails. Default: None
sys_um_subject_fax_only	Appears in Subject field on Message inbox to identify the type of message received. Note This parameter is not currently supported. Default: Stratagy Fax Message
sys_um_subject_voice_only	Appears in Subject field on Message inbox to identify the type of message received. Default: Stratagy Voice Message
sys_um_subject_voicefax	Appears in Subject field on Message inbox to identify the type of message received. Note This parameter is not currently supported. Default: Stratagy Voice Message
sys_um_unknown_name	Configures a name for unknown senders in SES. Anonymous, unspecified Note Some anti-spam filters do not pass on e-mail from ambiguous sources. Check with your e-mail administrator for acceptable entries. Default: unknown
sys_voicehome_num_rings	Set number of rings before Voice Home application hangs up to call. Default: 4
sys_voicemail_pilot_number	Defines the hunt group pilot for the voice mail ports. This parameter is used in FeatureFlex scripts to direct calls to VM ports. Default: blank
sys_vpim_enabled	Voice Profile for Internet Mail (VPIM) is an industry standard protocol that facilitates server-to-server message exchange between voice processing systems from different manufacturers. VPIM can exchange both voice messages as long as they are of the format dictated by the VPIM standard. Possible values: 0 disabled (default), 1 (enabled)

This chapter gives instructions on using the User Agent function for voice processing. It covers in detail the Mailbox Editor Menu and how to create, modify and delete mailboxes (e.g., COS, user, Distribution List, Direct Send Voice).

User Agent(s)

The Strategy ES is a system capable of numerous applications. Most applications are performed by software objects that hold properties and privileges for various functions. These objects are called User Agents. Similar to the User ID concept in the DOS-based Strategy ES systems, a User Agent can be used to define a COS, a system distribution list, or a user mailbox. It is the properties of the User Agent that determines its identity.

Once a User Agent is created and defined as a mailbox, the system software, voice prompts, and Administration screens refer to it as a mailbox and not a User Agent. To better understand this concept, consider a User Agent to be a template that can be used to form numerous applications.

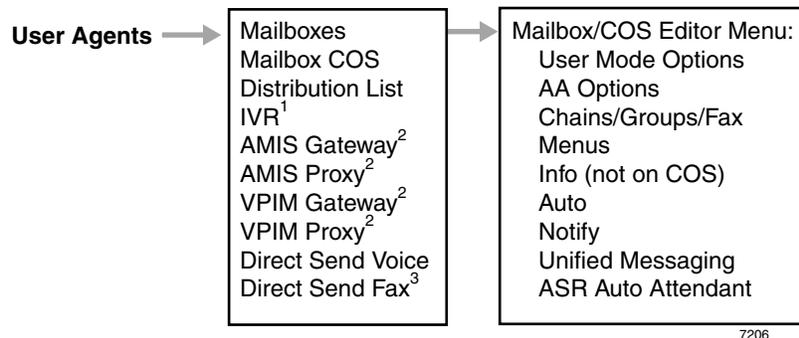
The following User Agents are available:

- COS (see [“Class of Service \(COS\)” on page 4-3](#)).
- Mailbox (see [“User Mailbox” on page 4-5](#)).
- Distribution List (see [“Distribution List \(System\)” on page 4-48](#)).
- IVR
- AMIS Gateway and AMIS Proxy (see [“AMIS Networking” on page 10-5](#)).
- VPIM Gateway and VPIM Proxy (see [“VPIM Networking” on page 10-13](#)).
- Direct Send Voice (see [“Direct Send Voice” on page 4-50](#)).
- Direct Send Fax (see [“Direct Send Fax” on page 4-51](#)).

Note This feature is not currently supported.

Voice Mail Menu

The Voice Mail Menu is available from the eManager Menu, Advanced Configuration and offers the following options:



1. See [Chapter 9 – Interactive Voice Response \(IVR\)](#) for information on IVR User Agents.
2. See [Chapter 10 – Advanced Integrations and Applications](#) for information on AMIS and VPIM User Agents.
3. See [Chapter 5 – Fax Server](#) for information on Direct Send Fax User Agents.

Figure 4-1 eManager Menu – Voice Mail Submenu

Stratagy’s design revolves around user mailboxes. How a user mailbox has been customized determines what a caller hears and is able to do. For example, if Mailbox 990 contains the initial company greeting, a caller accessing Mailbox 990 hears the greeting recorded as the greeting for Mailbox 990.

Defined User Agents

Stratagy ES comes with several defined User Agents. Each of the following User Agents have been defined by Toshiba to perform a specific function.

User Agent 900: ASR Auto Attendant default User Agent – ASR Automated Attendant default User Agent.

User Agent 988: Direct Send Fax –User Agent used to send fax messages to other voice mail users. See the *Stratagy ES User Guide* for details on using this User Agent.

Note This feature is not currently supported.

User Agent 989: AMIS Loopback – User Agent used by other AMIS nodes for testing the network. Any AMIS message directed to this User Agent is sent back to the sender, if accessible to Stratagy. By default, the User Agent is disabled. See the voice mail system configuration parameter `sys_amis_ltm` under “[AMIS User Agents](#)” on [page 10-5](#) .

User Agent 998: Direct Send Voice – Direct Send Voice User Agent for all ports. Voice mail records a message for a mailbox number without having to execute the *Extension* field and/or hear the mailbox’s greeting. This is particularly useful for an Operator transferring directly to voice mail.

Class of Service (COS)

Stratagy ES has the ability to centrally manage the attributes of mailboxes with User Agents called Class of Service (COS).

The COS design is based on a parent/dependent concept. The COS assignment within a mailbox User Agent and any mailbox that references that number in the *Class of Service* field inherits the feature set or properties of the parent COS and is considered a dependent.

Any changes to the parent COS affect the corresponding dependent mailboxes. However, any change made to an individual dependent mailbox does not change other mailboxes belonging to the COS. (See “[Inherit Function](#)” on page 4-3 for instructions on making changes to dependent mailboxes.)

With a COS design, a feature belonging to a group of mailboxes can be modified by simply making the change in the COS User Agent that is the master or parent of the group. If a mailbox has no COS number, it is considered independent and is not affected by a COS.

The following rules apply to Classes of Service:

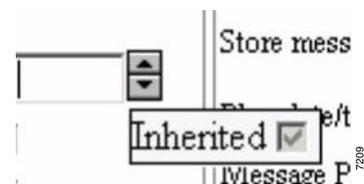
- Mailboxes can be taken out of COS by selecting the No COS selection in the *Class of Service* field.
- Established mailboxes given a COS number after their creation only inherit changes that are made after they have been included in the group.
- A COS User Agent cannot be deleted until its COS number has been removed from all dependent mailboxes.
- If a COS is copied, the new (copied) COS inherits all attributes of the original COS but remains independent from the original COS.
- If a dependent mailbox is copied, the new mailbox becomes a dependent mailbox and a part of the COS group.

Inherit Function

When you right-click a Mailbox Editor screen field, a small “Inherited” box displays. If the box is checked, the field has inherited the setting from the COS parent’s mailbox (shown right). If the box is unchecked, the field has not been inherited.

If you modify the value in an Inherited field, the Inherited check mark is removed when you display the “Inherited” box. To change the field back to the inherited value, right click on the field and when the Inherited box displays, check the box.

Note See “[Reset Function](#)” on page 4-8 for instructions on resetting a group of fields to the inherited features for the mailbox.



Explore Function

The Explore function assists you in selecting a COS parent by displaying the existing Class of Services and the lineage between them. The function is accessed using the Explore button that appears at the top right corner of the Mailbox and Mailbox COS screens.

Select COS Using Explore Button

1. From one of the aforementioned screens, click Explore. The Select COS screen displays (shown at right).
2. Highlight the COS and click OK. The COS parent displays in the *Class of Service* field and the mailbox inherits the COS settings.



Create COS for Mailboxes

1. From the eManager menu, click Advanced Configuration > Voice Mail > Mailbox COS. The Mailbox COS screens display.

Note Currently, only mailboxes can be assigned to COS. Future development may include other User Agents that can be governed by COS.

2. Click Create UA at the bottom of the screen. The Create User Agent screen displays.
3. Type a single User Agent number (e.g., 881), a range of numbers (e.g., 800-804) or a combination of both separated by a comma or a space (e.g., 800-802, 881 888).

Note The number you enter must be unique. If the number already exists, the Strategy ES indicates that the User Agent could not be created.

4. (Optional) Type a COS number into the field or use the drop-down menu to select a pre-existing COS number. The field defaults to No COS.

Note Since COS relationships can have several layers, confusion may occur if layers are not properly planned out and maintained.

5. Click OK. The Creating dialog box displays while the program creates the User Agents. When the process is complete, the screen indicates whether the creation of the User Agent(s) was successful.
6. Click Exit. The Mailbox Editor tab screens display (see “Mailbox Editor Menu” on page 4-7).
7. Modify the screen fields and click Submit (see Figure 4-13 on page 4-9 through Figure 4-17 on page 4-24). The changes are saved and the screen remains open.

Edit COS for Mailboxes

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > Mailbox COS. The Mailbox COS Editor tab screens display (see Figure 4-13 on page 4-9).
2. To the right of the Mailbox COS Editor screen, highlight the Mailbox listing for the mailbox you want to edit
...or type the mailbox number in the mailbox header at the top of the screen and click Refresh. The Mailbox COS Editor screen displays the data for the mailbox number.
3. Edit the mailbox fields.
4. Click Submit. The changes are saved and the screen remains open.

User Mailbox

Strategy's design revolves around user mailboxes. How a user mailbox has been customized determines what a caller hears and is able to do. For example, if Mailbox 990 contains the initial company greeting, a caller accessing Mailbox 990 hears the greeting recorded as the greeting for Mailbox 990.

Reserved Mailboxes

Voice mail comes with several reserved mailboxes. Only Mailbox 999 cannot be assigned to another mailbox number. Each of the following mailboxes performs a specific function.

Mailbox 0: Operator – For an after hours caller who is unable to direct his own call or does not know the extension of the person he wants to reach.

Mailbox 987: IP Address – Plays the Strategy ES MAS IP address to the caller.

Mailbox 990: Company Greeting – The salutation that lets the caller know which company he called.

Mailbox 994: Fax Tone Detect – Mailbox voice mail “jumps” to when voice mail detects a carrier tone originating from a remote fax machine.

Mailbox 995: ASR Auto Attendant COS – Mailbox voice mail uses for the default values when creating a Company Greeting User Agent for an ASR Auto Attendant application other than 900 (see [page 4-2](#)).

Note This mailbox is located in the Mailbox COS option.

Mailbox 996: Guest Defaults – Mailbox voice mail uses for the default values when creating a new Guest User ID. The field values are copied into a new Guest User ID upon initialization.

Note This mailbox is located in the Mailbox COS option.

Mailbox 997: Defaults Box – Mailbox voice mail uses for the default values when creating a new mailbox. The field values are copied into a new mailbox upon initialization. See the System Configuration parameter `sys_default_user_agent` on [page 3-34](#).

Mailbox 999: System Administrator Mailbox – Enables the System Administrator to create system lists, record and delete system announcements, record the busy-hold music or message, manage User IDs, and review system status. See *System Administrator Guide* for details. This mailbox has a pre-programmed extension of **H** for Hang-up. This enables (999) its use as a disconnect code for telephone systems that provide this feature.

Create User Mailbox

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > Mailbox. The Mailbox Editor screen displays.
2. Click Create UA at the bottom of the screen. The Create User Agent screen displays.
3. Type a single User Agent number (e.g., 881), a range of numbers (e.g., 800-804) or a combination of both separated by a comma or a space (e.g., 800-802, 881 888).

Note The number you enter must be unique. If the number already exists, the Strategy ES indicates that the User Agent could not be created.

4. (Optional) Type a COS number into the field or use the drop-down menu to select a pre-existing COS number. The field defaults to No COS.
5. Click OK. The Creating dialog box displays while the program creates the User Agents. When the process is complete, the screen indicates whether the creation of the User Agent(s) was successful.

6. Click Exit. The Mailbox Editor Tab screens display (see “Mailbox Editor Menu” on page 4-7).
7. Modify the screen fields and click Submit (see Figure 4-13 on page 4-9 through Figure 4-17 on page 4-24). The changes are saved and the screen remains open.

Modify User Mailbox

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > Mailbox. The Mailbox Editor tab screens display (see Figure 4-13 on page 4-9).
2. To the right of the Mailbox Editor screen, highlight the Mailbox listing for the mailbox you want to edit
...or type the mailbox number in the mailbox header at the top of the screen and click Refresh. The Mailbox Editor screen displays the data for the mailbox number.
3. Modify the mailbox fields.
4. Click Submit. The changes are saved and the screen remains open.

Delete User Mailbox

Important! *Only available to Department level users or higher. Mailbox must be controlled by user attempting to delete it.*

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > Mailbox. The Mailbox Editor tab screens display (see Figure 4-13 on page 4-9).
2. Click Delete UA. A pop-up box displays.
3. Type a single User Agent number (e.g., 881), a range of numbers (e.g., 800-804) or a combination of both separated by commas (e.g., 800-802, 881, 888) you want to delete in the *Range* field.

Note Field defaults to the user agent on the screen at the time you click Delete UA.

4. Click OK.
5. Click Exit. The database is updated and the deleted user agents are removed from the list on the right.

Copy Mailbox

This function copies a mailbox to one or more new mailboxes.

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > Mailbox. The Mailbox Editor screen displays (see Figure 4-13 on page 4-9).
2. To the right of the Mailbox Editor screen, highlight the Mailbox listing for the mailbox you want to copy
...or type the mailbox number in the mailbox header at the top of the screen and click Refresh. The Mailbox Editor screen displays the data for the mailbox number.
3. Click Copy UA. The Copy User Agent screen displays.
4. Type the new mailbox numbers you want to create in the *To* field. Click OK. The new mailbox(es) are created.
5. Click Exit.

User Mailbox Reports

You can run standard reports on all user mailboxes. The available reports are: Mailbox Call Statistics, Mailbox Usage Summary, Mailbox Info and Status, and Mailbox Message Statistics.

A customized report can also be run using a template and include any or all user mailboxes (see “Custom Reports” on page 12-11 for instructions).

Print Save Email Back

Mailbox User Agent Report

Strategy EG:

Generated At: 2:59:40 PM 3/12/2004

Mailbox Number	Comments	Dir Name1	Dir Name2	Extension	Greeting Max
0	Used to transfer calls to the operator	Operator		0	45
201				201	45
900				900	45
987	Play the Strategy IP address to the caller	IP		@R(G1,%S1,50)KC(999,%S1)P(A,	45
990	Used as the default Company Greeting Mailbox for Autoattendant Company Greeting				45
994	Fax Tone Detect			@H	45
997	Default Copy Mailbox				45
999	Default mailbox for system administration	Admin Mailbox		H	45
1000				1000	45
1001				1001	45
1002				1002	45
1003				1003	45
1004				1004	45

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Figure 4-12 Mailbox Usage Summary Report

Statistics on an individual mailbox can be viewed on the Mailbox Editor’s Info Tab screen (see “Info” on page 4-39).

Mailbox Editor Menu

There are two identical versions of this menu: the Mailbox Editor Menu that displays user mailboxes and the COS Mailbox Editor Menu that displays Classes of Service. Both versions have the same tab screens and fields – User Mode, Auto Attendant, Chains/Groups/Fax, Menus, Info (not on COS), Auto, Notify and Unified Messaging. Together these screens provide the basis for programming all user, information, control and System Administrator mailboxes.

This section will refer to both screens as a Mailbox Editor Menu and only where differences exist will references be made to the COS Mailbox Editor Menu.

Refresh Function

This function enables you to manually refresh the screen with the most up-to-date database information.

- From the Mailbox Editor screen, click Refresh (bottom of screen). The screen displays the current data for the mailbox.

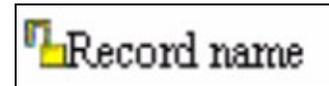
Lock Function

Set fields on the Mailbox Editor screens can be locked so that users cannot enable/disable user option features (e.g., call screening, DND, etc.) from his/her touchtone telephone.

The fields that can be locked on each mailbox is:

- Do Not Disturb
- Screen Calls
- Busy Greeting
- Record Name
- Selected Greeting
- Playback Volume

- To lock/unlock a field, click on the “Lock” icon (shown right) next to the field and the lock closes or opens depending on its initial state.



Reset Function

The Reset button on the bottom of the Mailbox Editor tab screens clears all inheritance overrides and locks from the displayed mailbox. Overrides/locks are cleared from *all* tab screens within the mailbox.

Mailbox Search Function

The display varies depending upon:

- Mailbox Editor – The COS Mailbox Editor only displays existing COS in the system while the Mailbox Editor displays user mailboxes.
- Access Level – If you are assigned a department access level, your screen displays only the mailboxes you have been assigned to administer.

Search for Mailbox

1. From the Mailbox Editor screen, move that portion of the screen (far right hand side) over by clicking and holding the cursor on the right-hand line. The Search screen displays (shown at right) the following fields for each mailbox: *Mailbox*, *Name1*, *Name2* and *Comment*.

2. Enter values in the Search Conditions screen fields.

Note Fields left blank are considered wildcards. If all fields are left blank, the system retrieves all mailboxes.

3. Click Start. System shows search results in a list and displays the first matching mailbox in the editor pane.
4. You can view the listing for any existing mailbox using << >>.

ID	Ext	Name1	Name2	Comment
0	0	Operator		Used to transfer calls to the operator
201	201			
900	900			
987	@R (G1,% S1,50) KC IP (999,% S1)P (A, "P")		Address	Play the Strategy IP address to the caller
990		Company Greeting		Used as the default Company Greeting Mailbox for Autoattendant
994	@H			Fax Tone Detect
997				Default Copy Mailbox
999	H	Admin Mailbox		Default mailbox for system administration
1000	1000			
1001	1001			
1002	1002			
1003	1003			
1004	1004			

Access a Specific Mailbox from the Search Screen

- From the Search screen, double-click a mailbox listing. The desired mailbox displays on the Mailbox Editor tab screen.

Mailbox Editor Screens

The Mailbox Editor consists of the following screens:

- User Mode Options (see [Figure 4-14](#) and [Table](#) on page 4-12)
- Auto Attendant Options (see [Figure 4-15](#) and [Table](#) on page 4-16)
- Unified Messaging (see [Figure 4-16](#) and [Table](#) on page 4-20)
- Notify (see [Figure 4-17](#) and [Table](#) on page 4-24)
- Chains/Groups/Fax (see [Figure 4-18](#) and [Table](#) on page 4-31)
- ASR Auto Attendant (see [Figure 4-19](#) and [Table](#) on page 4-37)
- Info (see [Figure 4-20](#) and [Table](#) on page 4-39)
- Menus (see [Figure 4-21](#) and [Table](#) on page 4-42)
- Auto (see [Figure 4-22](#) and [Table](#) on page 4-44)

Mailbox Header

The first seven fields (i.e., *Mailbox ID*, *Security code*, *Class of Service (COS)*, *Extension*, *Name 1 and 2*, and *Comment*) shown on the top of each Mailbox Editor screen ([Figure 4-13](#)) comprise the message header for the Mailbox Editor screens.

The information in these fields (see [Table](#) on page 4-10) are shared among all the Mailbox Editor screens.

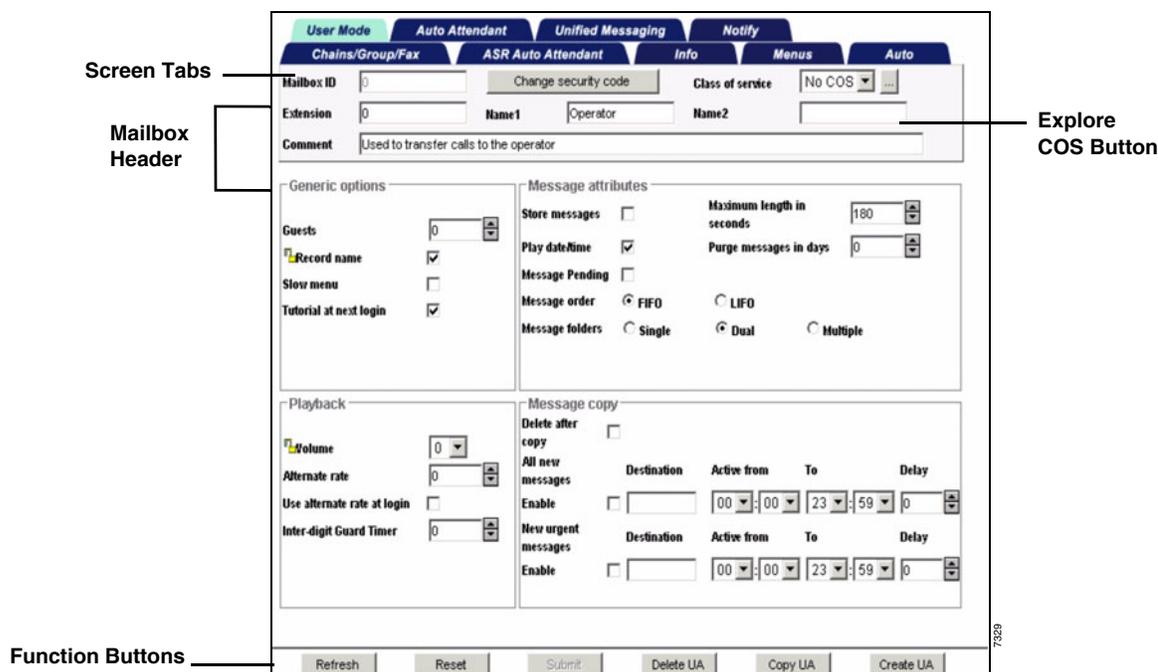


Figure 4-13 Mailbox Editor Menu – Mailbox Header

Table 4-1 Mailbox Editor Menu – Mailbox Header Screen Fields

FIELD	DESCRIPTION
Mailbox ID	<p>Mailbox number. Usually associated with a telephone extension (for simplicity). Employees without a telephone extension can have a mailbox from which they can send and receive messages. Mailboxes can be used for special functions such as directories or question and answer surveys.</p> <p>Note This field displays at the top of all Mailbox Editor screens.</p> <p>Possible values: 0~99999999 (must be unique).</p>
Extension	<p>Programmed dial actions voice mail performs to transfer a call that has accessed the mailbox (i.e., <i>Do Not Disturb</i> is Off). Includes transfer to a mailbox, a remote number, or paging. Normally a simple extension number. Required by a COS mailbox.</p> <p>Note This field may be modified by the Auto Scheduler. Any changes to the field's value (including directly changing the value or reverting the value to the parent's COS) is only temporary, and lasts only until the next scheduled change.</p> <p>Default: value entered in <i>Mailbox ID</i> field.</p>
Comment	<p>Notation or reminder about the function of the mailbox. This field is 16 characters long. Default is a blank field. Only field not affected if changes are made to the COS parent mailbox.</p> <p>For example, a mailbox may be identified by function (extension, information box, etc.) or contents (greeting, directory, etc.).</p>
Name 1	<p>The first of two names voice mail searches when a caller uses the directory (default 411). The field is 16 characters long. Entries can contain any alphabetical characters. Digits 2~9 are allowed for entry by the System Administrator via a tone-dialing telephone's dial pad. They cannot contain spaces or digits 0 and 1. For most companies, this is the mailbox user's first name. For COS mailboxes, this field is used as the mailbox identifier. For example, if you type "Special" in this field and "Mailbox" in the <i>Name 2</i> field, "Special Mailbox" appears in the BoxList <i>Name</i> field and in the COS Explore list.</p> <p>Notes</p> <ul style="list-style-type: none"> • It is important that each user record his/her name. • When the System Administrator enters a user's name into the directory using the telephone dial pad, the name is stored in the Options screen Directory <i>Name 1</i> and <i>Name 2</i> fields as numeric digits. For administration clarity, it is advisable to change the digits to their alpha equivalents. <p>The directory works as follows. If a caller wants to speak with Donna, the caller would enter digits corresponding to these letters on the tone-dialing telephone (i.e., 36662). For the first mailbox <i>Directory Name</i> field that matches the caller's entry, voice mail plays the name recording.</p> <p>Depending upon the System Configuration parameter <i>sys_directory_app_uid</i>, voice mail also plays the digits of the <i>Mailbox ID</i> field. If no name recording is available, depending on the <i>sys_directory_app_uid</i> setting, voice mail does not present an entry or play the digits of the <i>Mailbox ID</i> field.</p>

Table 4-1 Mailbox Editor Menu – Mailbox Header Screen Fields (continued)

FIELD	DESCRIPTION
Name 1 (continued)	<p>Since voice mail plays the name recording of all mailboxes that match a caller's entry for the company directory, you can use this capability as a general search and playback system. The digit string used for directory searching is defined using the <code>sys_box_idx</code> System Configuration parameter.</p> <p>For details about the System Configuration parameters, see Chapter 3 – Voice Mail Configuration. For users who do not wish to have their name accessible from the directory, leave this field blank.</p> <p>Note This field displays at the top of all Mailbox Editor screens.</p>
Name 2	<p>The second of two names voice mail may search when a caller uses the directory (default 411). The field is 16 characters long. Entries can contain any alphabetical characters. Digits 2-9 are allowed for entry by the System Administrator via a tone-dialing telephone's dial pad. They cannot contain spaces or digits 0 and 1. For most companies, this is the mailbox user's last name or another way to reference this user, such as a variation in spelling (Cathy, Kathy) or a nickname (Michael, Mike). It can also be used for the name of an additional user when a mailbox is shared.</p> <p>For COS, this field is used as the mailbox identifier (see "Name 1" on page 4-10). For users who do not wish to have their name accessible from the directory, leave this field blank.</p> <p>Note This field displays at the top of all Mailbox Editor screens.</p>
Security code	<p>Password (up to 16 digits long) that permits the user access to this mailbox. The security code insures that only appropriate users can change a greeting, record a custom busy message, listen to messages left for this mailbox, or change option settings.</p> <p>The initial value is the number of the new mailbox plus the value in the <code>sys_security_code_suffix</code> (default 997) parameter.</p> <p>For example, if a mailbox 234 is created, the default security code for the new mailbox is 234997.</p> <p>If the <code>sys_security_code_suffix</code> parameter is changed, only the mailboxes created after rebooting the system have the new default security code. If the security code is set to something that can not be entered from a telephone (such as an X), no one can log into the mailbox.</p> <p>The user can change the password to assure confidentiality. For added security, the code does not display on the screen. You cannot view the security code; you can only change it.</p>
Class of service	<p>Indicates whether the mailbox is inherited from a COS parent and the COS parent's name. Field is 20 characters long.</p> <p>To enter a COS in this field:</p> <ul style="list-style-type: none"> ◆ Type a COS into the field. ◆ Highlight a COS on the drop-down menu provided. The menu contains a list of all available COS. Choose "No COS" if the mailbox has no COS parent. ◆ Highlight a COS on the explore list using the Explore button (see Figure 4-14). The list shows a detailed view of the available COS mailboxes in the system.

User Mode

Figure 4-14 User Mode Tab Screen with Sample Data

Table 4-2 User Mode Tab Screen Fields

FIELD	DESCRIPTION
Mailbox Header	See "Mailbox Header" on page 4-9 for field definitions.
Generic Options	
Guests	Number of Guest Mailboxes the user can create. For each Guest Mailbox created, the value decrements by 1. For example, if the <i>Guests</i> field was set to 5 and the user created 3 Guest Mailboxes, <i>Guests</i> would now display 2. Possible values: 1-99: Number of Guest Mailboxes the user can create. 0: (Default) User cannot use the Guest Mailbox feature
Record Name	Whether the user can record his/her name for playback/identification to a caller. Possible values: On: (Default) User can record his/her name Off: User cannot record his/her name.
Slow menu	Defines whether voice mail pauses between mailbox menu choices when stating them to the user (e.g. Main Menu options). Possible values: On: Add extra time between menu choices. Off: (Default) Do not add extra time.

Table 4-2 User Mode Tab Screen Fields (continued)

FIELD	DESCRIPTION
Tutorial at next login	<p>Whether the mailbox plays the tutorial when the user logs in the next time.</p> <p>Note Once the user logs in to his/her mailbox and hears the tutorial, the field is turned off automatically.</p> <p>Possible values:</p> <p>On: (Default) Mailbox plays the tutorial</p> <p>Off: Mailbox does not play the tutorial</p>
Message Attributes	
Store Messages	<p>Whether voice mail enables the mailbox to store messages. If this field is set to Off, the mailbox plays information only and does not record messages.</p> <p>Possible values:</p> <p>On: (Default) This mailbox stores messages.</p> <p>Off: This mailbox does not store messages.</p>
Maximum length in seconds	<p>Maximum message length in seconds a caller is allowed when leaving a message.</p> <p>Possible values: -0 (unlimited), 1~6000 (seconds)</p> <p>Default: 180 (180 seconds = 3 minutes)</p> <p>CAUTION! Setting this value to -1 (unlimited length) should be done with extreme caution. If the Strategy ES port does not properly detect the abandonment of a call, it could remain off hook and recording until there is no recording space left on the hard drive.</p>
Purge Messages in days	<p>Number of days before a message is set for purging/deletion. Whenever a user accesses his/her User ID and presses 1 to Play Messages, the system tells the user how many messages will be automatically deleted when he/she exits the Main Menu. This field is three-digits long.</p> <p>CAUTION! Once a message is deleted by purging, there is no way to retrieve it.</p> <p>Possible values: 0 (purging disabled), 1~999 (days)</p> <p>Default: 0</p>
Play date/time	<p>During message playback, voice mail plays the date and time a message was recorded.</p> <p>Possible values:</p> <p>On: (Default) The date and time plays before the message.</p> <p>Off: The date and time does not play before the message.</p>
Message Pending	<p>Messages that a user partially hears (two seconds or longer) are called Pending messages and are processed differently than unheard (new) messages. They remain in the new message folder but the Message Waiting LED is turned off and a Return Receipt is sent, if applicable.</p> <p>Possible values:</p> <p>On: (Default) The system marks partially heard messages as Pending.</p> <p>Off: The system does not mark partially heard messages as Pending. All messages (partially heard and new) are stored in the new message folder, the Message Waiting LED remains on and a Return Receipt is not sent, if applicable.</p>

Voice Processing

Table 4-2 User Mode Tab Screen Fields (continued)

FIELD	DESCRIPTION
Message Order (FIFO/LIFO)	Order in which voice mail plays back caller messages to the user. Possible values: FIFO: (Default) First-In First-Out. Voice mail plays the oldest messages first. LIFO: Last-In First-Out. Voice mail plays the most recent message first.
Message folders (Single/Dual/Multiple)	Number of folders voice mail uses to store the caller messages. Possible values: Single: One folder, no separate save folder. Dual: (Default) New and Saved Message folders. Multiple: New and Saved Message folders and up to seven personal folders that are created by the mailbox user for the purpose of saving messages.
Playback	
Volume	Volume at which messages are played back to the user. This value can be set by the user through the telephone, using the Play Message Controls. Possible values: -4 (softest), 0 (normal) 4 (loudest) Default: 0
Alternate rate	Alternate speed voice mail uses while playing messages or prompts. While listening to a message, the user can press ## to toggle between the two speeds. Note Alternate rate can only be implemented while listening to a message. When the user exits the Play Messages Menu, the system returns to default speed unless the User alternate rate at login field is set On. Possible values: 0 (normal), 1~10 (fastest) Default: 0 (normal)
User alternate rate at login	Whether the selected Alternate Rate applies at login. Possible values: On: (Default) Alternate Rate applies at login. Off: Alternate Rate does not apply at login. Default speed applies.
Inter-digit Guard Timer	Used to define the time delay between repetitive entries of the same digit pressed by a user while playing messages. For example, users who press the digit 1 (i.e., 111) in quick succession may cause the system to jump over messages and give the users the perception of delayed messages. Possible values: 0 (default)~1000 msec. Note 0 default equals 50 msec.
Message Copy	There are two types of new messages that can be copied to a specific destination mailbox using this feature—all new or new urgent messages. Only one type of message can be enabled at one time.
Delete after copy	Deletes the message from the original target mailbox after copying the message to the destination mailbox. Possible values: On: Deletes a message after copying to another mailbox. Off: (Default) Does not delete a message after copying it to another mailbox.
All New Messages	

Table 4-2 User Mode Tab Screen Fields (continued)

FIELD	DESCRIPTION
Enable	Copies all new messages to the destination mailbox. Possible values: On: Copies all new messages to another mailbox. Off: (Default) Does not copy new messages to another mailbox.
Destination	Mailbox that receives a copy of this mailbox's messages. Possible values: blank, valid mailbox Default: blank (<i>Message Copy</i> is Off)
Active (From/To)	Time frame, expressed in military time, when the copy request is active. Possible values: 00:00~23:59 Default: 00:00~23:00
Delay	Length of time voice mail delays after the normal message arrives at this mailbox before copying the message to the destination mailbox. Possible values: 0~999 (minutes) Default: 0
New Urgent Message	
Enable	Copies an urgent message to the destination mailbox. Possible values: On: Copies urgent message to another mailbox. Off: (Default) Does not copy a urgent message to another mailbox.
Destination	Mailbox that receives a copy of this mailbox's urgent messages. Note Messages can be copied more than once. System parameter <i>sys_hub_count</i> determines how many times a message can be copied. Possible values: blank, valid mailbox Default: blank (<i>Message Copy</i> is Off)
Active (From/To)	Time frame, expressed in military time, when the copy request is active. Possible values: 00:00~23:59 Default: 00:00~23:00
Delay	Length of time voice mail delays after the urgent message arrives at this mailbox before copying the message to the destination mailbox. Possible values: 0~999 (seconds) Default: 0

Auto Attendant

Figure 4-15 Auto Attendant Tab Screen with Sample Data

Table 4-3 Auto Attendant Tab Screen Fields

FIELD	DESCRIPTION
Mailbox Header	See “Mailbox Header” on page 4-9 for field definitions.
Call Processing	
Telephone System	<p>Telephone System Integration group to which mailbox belongs. Determines dial codes used to:</p> <ul style="list-style-type: none"> ◆ Call transfer ◆ Turn On/Off Message Waiting Lamp (MWL) <p>Note If the target destination for a mailbox is on a different phone system than the voice mail is connected to, different transferring dial codes and progress tones may be required. Use this field to define that phone system. Telephone System Integration groups are added using the eManager’s Advanced Configuration > Systems > VM Phone Systems option (see “Telephone Systems” on page 3-7).</p> <p>Select integration group from drop-down menu. Default: Default (Strata CIX)</p>

Table 4-3 Auto Attendant Tab Screen Fields (continued)

FIELD	DESCRIPTION
Maximum rings	<p>When transferring a call to the mailbox, the number of rings voice mail waits before determining a RNA status. This option only works when voice mail is controlling the call transfer during a monitored, or supervised, transfer.</p> <p>For example, if the telephone is not answered within four rings, voice mail can play this mailbox's greeting and take a message, or transfer the call to another extension if an RNA chain is being used.</p> <p>Note This field may be modified by the Auto Scheduler. Any changes to the field's value (including directly changing the value or reverting the value to the parent's COS) is only temporary, and lasts only until the next scheduled change.</p> <p>Possible values: 1~9 (Default = 4)</p>
Do not disturb	<p>Whether voice mail transfers callers directly to a mailbox without ringing the user's phone. If <i>Do Not Disturb</i> is not locked, the user can toggle this feature On or Off through the telephone.</p> <p>If the intention of the mailbox is to offer recorded information, set <i>Do Not Disturb</i> to On and lock the field.</p> <p>Note This field may be modified by the Auto Scheduler. Any changes to the field's value (including directly changing the value or reverting the value to the parent's COS) is only temporary, and lasts only until the next scheduled change.</p> <p>Possible values:</p> <p>On: <i>Do Not Disturb</i> is On. Calls to this mailbox are never transferred to an extension. The greeting plays immediately.</p> <p>Off: (Default) <i>Do Not Disturb</i> is Off.</p>
Screen calls	<p>Whether voice mail asks the caller to record his/her name before attempting a transfer to the user's extension, enabling a user to accept, decline, or transfer the call:</p> <p>Possible values:</p> <p>On: Voice mail asks the caller to record his name, and then attempts to reach the user. If the user answers, voice mail plays that recording. The user can press:</p> <ol style="list-style-type: none"> 1 to accept the call. Voice mail connects the caller to the user. 2 to reject the call and hang up. Voice mail reconnects to the caller and plays the user's mailbox greeting. Voice mail follows the procedures used for the RNA chain. 3 to transfer the call with an announcement. The user dials the extension to transfer the call and hangs up. Voice mail plays "Your call is being transferred to" and the name recording or the mailbox of the extension where the call is being transferred. Voice mail transfers the caller to the new extension. 4 to transfer the call without announcement. The user dials the extension to transfer the call and hangs up. Voice mail asks the caller to continue to hold and transfers the caller to the new extension. <p>Off: (Default) Voice mail transfers the caller to the extension without inquiry.</p> <p>Note This field may be modified by the Auto Scheduler. Any changes to the field's value (including directly changing the value or reverting the value to the parent's COS) is only temporary, and lasts only until the next scheduled change.</p>

Table 4-3 Auto Attendant Tab Screen Fields (continued)

FIELD	DESCRIPTION
ID call	<p>When a user answers a transferred call, voice mail plays the name recording of the mailbox the caller dialed.</p> <p>Possible values:</p> <p>On: Voice mail plays the name recording of the mailbox accessed to reach the extension. Used when more than one mailbox is assigned to the same telephone extension.</p> <p>Off: (Default) Voice mail plays a connection tone to the answering party.</p>
Busy hold	<p>Whether a caller can press * to hold when the extension is busy.</p> <p>Possible values:</p> <p>On: The caller can press * to hold.</p> <p>Off: (Default) The caller cannot hold.</p>
Caller menu	<p>Whether voice mail presents a message menu to outside callers.</p> <p>Possible values:</p> <p>On: (Default) Before pressing # to send a message, outside callers can review, re-record, append, add destinations, set urgent or private, or cancel.</p> <p>Off: Outside callers can only press # to send a message.</p>
Play "Please hold" prompt	<p>Whether voice mail plays "Please hold while I try to dial that extension..." while transferring a call.</p> <p>Possible values:</p> <p>On: (Default) Plays recording while transferring a call.</p> <p>Off: Does not play recording.</p>
ASR Enabled	<p>If this field is set to On, the mailbox user can use speech recognition features.</p> <p>Possible values:</p> <p>On: (Default) Plays recording while transferring a call.</p> <p>Off: Does not play recording.</p>
Personal Call Routing Enabled	<p>If this field is set to On, the mailbox user can use personal call routing features.</p> <p>Possible values:</p> <p>On: (Default) Plays recording while transferring a call.</p> <p>Off: Does not play recording.</p>
Busy Detect Enabled	<p>Important! <i>This feature is available to iES32 users only and is not currently supported.</i></p> <p>If this field is set to On, the system uses DOAI to find out whether the extension is busy or not.</p> <p>Possible values:</p> <p>On: (Default) Plays recording while transferring a call.</p> <p>Off: Does not play recording.</p>

Table 4-3 Auto Attendant Tab Screen Fields (continued)

FIELD	DESCRIPTION
Greetings	
Selected Greeting	<p>Which of seven mailbox greetings plays. This value can be set by the user through the telephone unless this field is set to 0. Each mailbox user can record up to seven custom greetings. The system default greeting is "Please leave a message for [name]," as per the user's name recording.</p> <p>Note This field may be modified by the Auto Scheduler. Any changes to the field's value (including directly changing the value or reverting the value to the parent's COS) is only temporary, and lasts only until the next scheduled change.</p> <p>Possible values: 0, 1~7 Default: 0 (system greeting)</p>
Selected Instructional Greeting	<p>Determines which of seven mailbox voice instructions play. Each mailbox user can record up to seven custom instructional greetings. This value can be set by the user through the telephone unless this field is set to 0. The Instructional Greeting will only play when the mailbox has been defined in the Answer Method screen as a Greeting User Agent. This field may be modified by the Auto Scheduler. Any changes to the field's value (including directly changing the value or reverting the value to the parent's COS) is only temporary, and lasts only until the next scheduled change.</p> <p>Possible values: 0,1~7 Default: 0 (no instructional greeting plays)</p>
Maximum length in seconds	<p>Maximum greeting length (seconds) for each custom greeting recorded by the user. Whether the user can change the current greeting.</p> <p>Possible values: 0 (user cannot record or change greetings), 1~999 Default: 45</p>
Busy Greeting	<p>Greeting caller receives when the extension is busy. This value can be set by the user through the telephone unless <i>Maximum length in seconds</i> is set to 0. (See "Manage Your Mailbox" in the <i>Stratagy ES User Guide</i> for more information.)</p> <p>Possible values:</p> <p>System:(Default) System busy greeting. Voice mail advises the caller that he/she may hold for the extension by pressing *, dial another extension, or leave a message by waiting for the tone. If the caller chooses to hold, voice mail informs the caller of his/her position in the hold queue and then plays 30 seconds of the Busy-Hold Music file before trying the extension again. After each transfer attempt, the caller is given the same options.</p> <p>Custom:Custom busy greeting.</p>
Maximum length in seconds	<p>Maximum greeting length (seconds) for the custom busy greeting recorded by the user. Whether the user can change the busy greeting.</p> <p>Possible values: 0 (user cannot record or change greeting), 1~999 Default: 45 (seconds)</p>

Unified Messaging

The Strategy ES provides Unified Messaging (UM) as an optional feature group. UM enables users to retrieve their voice, and e-mail messages from within their e-mail client inbox screen.

The Unified Messaging Tab screen (see [Figure 4-16](#) and [Table](#)) enables you to program the feature for the individual user mailboxes. See [Chapter 7 – Unified Messaging \(UM\)](#) for details.

The screenshot displays the Unified Messaging configuration interface. At the top, there are tabs for 'User Mode', 'Auto Attendant', 'Unified Messaging' (which is selected), and 'Notify'. Below these are sub-tabs: 'Chains/Group/Fax', 'ASR Auto Attendant', 'Info', 'Menus', and 'Auto'. The main form area includes fields for 'Mailbox ID' (0), 'Extension' (0), 'Name1' (Operator), and 'Name2'. A 'Class of service' dropdown is set to 'No COS'. A 'Comment' field contains the text 'Used to transfer calls to the operator'. Below this is a 'Unified messaging' section with an 'Enable' checkbox. The 'Email configuration' section contains fields for 'Email account', 'Email username', 'Email server', and 'SMTP server'. The 'Target Email service supports' section has checkboxes for 'IMAP4' and 'POP3', with sub-options for 'Save the message to Personal folder' and 'Delete the message'. The 'Email play back' section has dropdowns for 'Voice type' (Normal) and 'Authentication method' (None). At the bottom, a toolbar contains buttons for 'Refresh', 'Reset', 'Submit', 'Delete UA', 'Copy UA', and 'Create UA'. A small number '7287' is visible on the right side of the toolbar area.

Figure 4-16 Unified Messaging Tab Screen with Sample Data

Table 4-4 Unified Messaging Tab Screen Fields

FIELD	DESCRIPTION
Mailbox Header	See “Mailbox Header” on page 4-9 for field definitions.
Unified Messaging	Enable/Disable the Unified Messaging for this mailbox.
Email configuration	
Email account	E-mail account number assigned by the server. Example: jdart@toshiba.com Default: blank
Email username	Alternative e-mail user name. If this field is filled in, voice mail uses it to log into the e-mail server for IMAP4 and POP3 functions. If this field is left blank, voice mail uses the user name preceding the @ of the existing <i>Email account</i> field.
Email server	Identifies the network server providing POP3/IMAP4 services (IP Address or Computer Name). Example: Exchange Server Note In most installations the Email server and SMPT server are the same. However, both fields still need to be filled in.
SMTP server	Identifies the network server providing SMTP services. Example: Email Server

Table 4-4 Unified Messaging Tab Screen Fields (continued)

FIELD	DESCRIPTION
Target Email service supports	Sets the e-mail retrieve protocol. Note You can only choose one protocol—IMAP4 or POP3.
IMAP4	Internet Message Access Protocol 4 (IMAP4) Synchronization. You can select IMAP4 or POP3 but not both. If IMAP4 is selected, the following occurs: <ul style="list-style-type: none"> ◆ If a user logs into his/her voice mail via the TUI and deletes a message, Strategy uses IMAP to identify and delete the message in the e-mail server. This also deletes the messages from the user's e-mail client inbox screen if the messages were displayed on it at the time. If a user logs into his/her voice mail via the TUI and listens to a message in the NEW folder, the corresponding message in the e-mail server or e-mail client inbox is flagged as "read" or "seen." This includes the messages that are marked by Strategy as Pending and kept in the New Message folder. Messages marked as Deleted are not actually deleted until the user logs out from his or her UM-enabled mailbox. ◆ If Strategy voice messages are deleted in the e-mail client, the corresponding messages in the Strategy system are deleted or saved to a Personal message folder of the user's voice mailbox. Whether the messages is deleted or moved to a Personal Folder is a configurable option within each mailbox. This synchronization is performed periodically via the Strategy Scheduler feature. ◆ IMAP4 will be used by the Strategy ES software to access user's e-mail messages so that they can be read by the TTS feature.
Save the message to Personal folder	(Default for IMAP4 field) Saves the message to a personal folder. Field defaults to 1 for users with dual or multiple message folders and to 0 for single queue users. To use folders 2-8, the user's mailbox must be set for multiple folders. Note Message folders (single, dual, multiple) are set in the User Mode tab screen.
Delete the message	Deletes the message.
Message Disposition Notification (MDN)	Available only if Message Transport Scheme is set to IP Standard. Can be chosen along with IMAP4 or POP3. Strategy adds a Message Disposition Notification (MDN) request when it sends a voice message to the e-mail server. When the user opens up a voice/ message (sent by Strategy), a MDN is sent to Strategy voice mail. As soon as Strategy receives the MDN, it deletes or saves the messages in the user's mailbox. Whether the message is deleted or saved is a configurable option within each mailbox.
Save the message to Personal folder	(Default for MDN field) Saves the message to a personal folder. Field defaults to 1 for users with dual or multiple message folders and to 0 for single queue users. To use folders 2-8, the user's mailbox must be set for multiple folders. For Dual and Multiple message folder users you can also set this field to 0. In this case, the message becomes a "Pending" message (but still remains in the New folder) when this feature is executed. Note Message folders (single, dual, multiple) are set in the User Mode tab screen.
POP3	Post Office Protocol 3 (POP3) Default for Target Email Service. POP3 will be used by the TTS feature to access and read e-mail messages to users. No UM synchronization is provided by POP3. Note Cannot be chosen if IMAP4 is already selected.

Table 4-4 Unified Messaging Tab Screen Fields *(continued)*

FIELD	DESCRIPTION
StrategyES to E-mail Server Integration	
Message Transport Scheme	Type of message transport in use. Possible values: SES Proprietary, IP Standard (Default)
Email play back	
Voice type	Indicates the TTS voice pitch to be used when reading e-mail messages. Possible values: Normal (Default), Lower Pitch, Higher Pitch
Authentication method	Indicates the authentication method to be used when accessing TTS. Possible values: None: (Default) No password encryption supported. Only: Only sends e-mail password if Authenticated Post Office Protocol (APOP) encryption is supported. Try: Tries sending password if APOP encryption is supported, otherwise sends password as text.
	Note APOP is a POP3 setting that encrypts the user's password and name.

Notify

The Notify Tab screen (see [Figure 4-17](#) and [Table on page 4-24](#)) enables you to program voice mail to automatically call a user to notify him/her of messages. Each record represents one method of notifying the user of new messages. The voice mail allows an unlimited number of notification records for each mailbox.

Events (normal, relay, pickup, disk, and urgent) are based on the action that activates the notification. Notification methods can be created in one of two ways. The voice mail provides a number of preconfigured routines called “Templates” that can be triggered by one of the five notification events. If the predefined Templates do not perform the desired action, you can custom create notification Templates with the use of Token Programming Language and include message waiting lights, beepers, pagers, other telephones (inside extensions or outside numbers), and office paging systems.

By using available templates (predefined notification instructions), fields can be defined and assigned to one or more mailboxes that require the same type of notification (for example, message waiting lights). The Strategy ES accommodates variable information, such as the mailbox’s extension number when lighting a message light, to streamline notification set up.

Notification can occur based on the following:

- Days of the week
- Hours of the day
- Time interval between notifications (e.g., every 30 minutes)
- Number of times to repeat notification process (e.g., two times)

Templates

Templates are general notification actions which may be used for any number of Notify records and mailboxes. By having mailboxes share templates, you can make changes to all notification records for those mailboxes by simply changing one template.

Voice mail provides a group of preset templates covering notification methods for Toshiba telephone systems, and paging applications. The paging Templates use the *Variable* field for the callout number.

The Telephone System field in the Auto Attendant screen dictates the mechanism that will be implemented for Notification Titles `MsgLampOn` and `MsgLampOff`. If the defined telephone system uses DTMF integration, then Message Waiting LEDs will be managed by DTMF commands from the Strategy. If the telephone system uses SMDI integration, then the Message Waiting LEDs will be managed by serial port commands.

Inband or DTMF Commands for message waiting light functionality can be modified in the Configuration Properties, Telephone System Integration screen. Make sure that any modifications that are made are performed using the Telephone System Integration Group to which the mailbox is assigned.

Record Summary

Owned	Enabled	Title	Event	Days	From	To	After	Every	Retries	Va
No	Yes	MsgLampON	Normal Message	MTWTFSS	00:00	23:59	0	60	1	
No	Yes	MsgLampOFF	Pickup	MTWTFSS	00:00	23:59	0	60	1	

Figure 4-17 Notify Tab Screen with Sample Data

Table 4-5 Notify Tab Screen Fields

FIELD	DESCRIPTION
Mailbox Header	See “Mailbox Header” on page 4-9 for field definitions.
Notify Record Summary	Display only—One-line descriptions of existing notifications. Includes owned, enabled, title, event, days, from, to, after, every, retries, and variable.
Notify Record Setup	
Event	<p>Notification type for this record.</p> <p>Possible values:</p> <p>Normal Message: Notify user of new messages in his mailbox by lighting the message light or calling a telephone number.</p> <p>Notification begins when a message is left in the mailbox.</p> <p>User notified of new messages in his mailbox by lighting the message light, calling a home telephone, calling a cellular telephone, or calling any off-premise location.</p> <p>Notification ends when the user picks up messages or when the maximum number of tries (Max Times) has been reached.</p>

Table 4-5 Notify Tab Screen Fields (continued)

FIELD	DESCRIPTION
	<p>Relay: Notify user by relaying the caller's telephone number to the user's beeper display.</p> <p>Notification begins when a caller uses the relay paging feature to record a telephone number. Voice mail prompts the caller to:</p> <ol style="list-style-type: none"> 1. Press # while connected to the personal greeting of the mailbox. 2. Enter his/her telephone number and press #. <p>Voice mail stores the telephone number in the <i>Method</i> field token %R.</p> <p>User notified when the caller's telephone number is relayed to the user's beeper display or forwarded to a voice answered telephone.</p> <p>Notification ends when the maximum number of tries (Maximum Times) has been reached.</p> <p>Pickup: Turn off a message waiting light after a user has retrieved messages from his/her mailbox.</p> <p>Notification begins after the user picks up all new messages and exits from the Play Messages selection.</p> <p>Notification ends when the maximum number of tries (Maximum Times) has been reached. Therefore, be sure to enter 1 when you define Maximum Times.</p> <p>Disk Space: Notify user (usually System Administrator) when available hard drive space is low.</p> <p>Notification begins when the available hard drive storage space reaches the predefined limit. Notification ends when the maximum number of tries (Maximum Times) has been reached.</p> <p>There are four possible settings for this event—Disk Space <5%, Disk Space <10%, Disk Space <20%, and Disk Space <30%. You can program one notification record to warn you of disk low or if you want, you can program multiple notification records to notify you at different stages of disk low. For example, you can have voice mail notify you at 20%, 10% and again at 5%.</p> <p>Urgent Message: Notify user of an urgent message in his/her mailbox.</p> <p>Notification begins when a mailbox receives a message the caller marked as urgent.</p> <p>Notification ends when the maximum number of tries (Maximum Times) has been reached.</p> <p>Fax Failure Notify user that there was a fax Strategy ES transmission error.</p> <p>Fax Success Notify user that a Strategy ES fax was transmitted successfully.</p> <p>Note Fax Failure and Fax Success is best used with the EmailFaxNotify template (see previous page).</p> <p>Default: None</p>

Table 4-5 Notify Tab Screen Fields (continued)

FIELD	DESCRIPTION
Title	<p>The title of the Template or application that performs notification. The voice mail comes with six preconfigured Templates:</p> <ul style="list-style-type: none"> ◆ AUTOMATICFAX – Transmits any new incoming fax messages of a mailbox to an external fax device using the digits in the <i>Variable</i> field. ◆ MsgLampON – Turns on the message waiting lamp of a telephone. ◆ MsgLampOFF – Turns off the message waiting lamp of a telephone. ◆ PagerNotify – Calls a pager using the digits stored in the <i>Variable</i> field. ◆ TokenNotify – Allows the free use of tokens to perform custom notifications. ◆ VoiceHome – Calls a residence using the digits in the <i>Variable</i> field. Notifies user that new messages have arrived in their mailbox. ◆ EmailNotify – E-mails the user at a valid e-mail address entered in the variable field. Notifies user that voice messages are in his/her mailbox. ◆ EmailFaxNotify – E-mails the user at a valid e-mail address entered in the variable field. Notifies user that a fax message has been sent. Use this title with Fax Failure and Fax Success events. ◆ EmailNotifyUrgent – E-mails the user at a valid e-mail address entered in the variable field. Notifies user that urgent voice messages are in his/her mailbox. <p>Default: None</p>
Enabled	<p>Enable or disable the current Notify record.</p> <p>Possible values:</p> <p>Yes: Enable the record. Voice mail carries out the instructions defined by the record.</p> <p>No: (Default) Disable the current Notify record.</p> <p>Important! <i>Using Strategy's User Notification option for his/her mailbox, a user can enable or disable an existing Notify record and modify the contents of the record's Variable field.</i></p>

Table 4-5 Notify Tab Screen Fields (continued)

FIELD	DESCRIPTION
Variable	<p>Value voice mail inserts in place of the %V in a Token Notify string. The Variable is also used by the other Notify templates to insert pager or home phone numbers and e-mail addresses. Typically, this is pager or similar value associated with the record rather than the template.</p> <p>The uses include:</p> <ul style="list-style-type: none"> ◆ Enables notification templates to be used for many users. ◆ Enables field personnel to be notified at different destinations during the day or week. <p>Important!</p> <ul style="list-style-type: none"> • <i>Using Stragy's User Notification option for his/her mailbox, a user can enable or disable an existing Notify record and modify the contents of the record's Variable field.</i> • <i>For users that are in a remote node of Strata Net where the dialing plan is NOT transparent, you must enter the node number plus the extension number in the Variable field. For example, if to reach a remote node user you must dial :</i> <i>10 = node number</i> <i>3752 = user extension number</i> <i>then enter 103752 in mailbox 3752's Notification Variable field.</i> <p>Possible values: any digit strings (e.g., telephone number, extension, Token Programming Language) up to 17 characters long.</p> <p>Default: blank</p>
Active Days	<p>Days of the week to which notification is restricted. Highlighted days are active. Days not highlighted are inactive.</p> <p>Possible values: Mon~Sun</p> <p>Default: All days</p>
From	<p>Start notification time (hh:mm). Military format (24-hour clock); e.g., 5:30 p.m. is represented as 17:30. Always less than <i>To</i> field. To specify 24 hours, set <i>From</i> at 00:00 and <i>To</i> at 23:59.</p> <p>Possible values: 00:00~23:59 (Default = 00:00)</p>
To	<p>End notification time (hh:mm). Military format (24-hour clock). Always more than <i>From</i> field. To specify 24 hours, set <i>From</i> at 00:00 and <i>To</i> at 23:59.</p> <p>Possible values: 00:00~23:59 (Default = 23:59)</p>
Holidays always	<p>Whether voice mail uses the system "Holiday Table" in conjunction with the days selected in <i>Days of Week</i> field. (See "Holidays" on page 3-4 for instructions on assigning holidays.)</p> <p>Possible values:</p> <p>Ignored:(Default) Days defined in the Holiday table are not included in the selected <i>Active Days</i>.</p> <p>ActiveDays defined in the Holiday table are included with the selected <i>Active Days</i> for this record. For example, if a holiday occurs on an inactive day the record becomes active on that day(s).</p> <p>Inactive:Holiday table is excluded from the selected <i>Active Days</i>. For example, if a holiday occurs on a selected <i>Active Day</i>, the record becomes inactive on that day.</p>

Table 4-5 Notify Tab Screen Fields (continued)

FIELD	DESCRIPTION
Notify after	<p>Number of minutes before voice mail attempts the first notification to a user after someone leaves a new message.</p> <p>Possible values: 0~ 60 (minutes) Default: 0 (immediately)</p>
Continue every	<p>Number of minutes before voice mail re-attempts notification after the first notification. For example, every 60 minutes means notify this user every hour after the first notification.</p> <p>Possible values: 0~60 Default: 60 (minutes)</p>
Maximum times	<p>Number of notification attempts when new messages exist in this mailbox. Voice mail counts only successful tries; i.e., successfully performing each action in the Method field.</p> <p>Possible values: 0~999 Default: 0 (Voice mail continues until the user has played every new message.)</p>
User mode accessible	<p>Whether the specific record can be accessed by the user via mailbox's User Mode Options Tab screen.</p> <p>Possible values:</p> <p>On: (Default) User can access record via mailbox's user mode menu. Off: User can not access record via mailbox's user mode menu.</p>
Notification Port Group	<p>Indicates the notification port group to be used when this record is executed.</p> <p>Note Notification port groups are added using the Notification Port Groups option (see "Notification Groups" on page 3-18).</p> <p>Possible values: Available groups are in a drop-down menu for the field. Default: blank</p>

Add Notify Record

1. From the eManager Main Menu, click Advanced Configuration > Voice Mail > Notify tab screen, the Notify screen displays.
2. Click Add. The Add screen displays.

3. You can now add the desired values in the available parameter fields and click Next to advance to the next fields

...or you can click Advanced to display all the fields at once (shown right).

4. Click Finish when you have filled in all the applicable fields. The information is added to the record line in the record summary section of the screen.

5. Click Submit. The notify record is saved.

Modify Notify Record

1. From the eManager Main Menu, click Advanced Configuration > Voice Mail > Notify tab screen, the Notify screen displays.
2. Highlight a record in the Notify record summary section of the screen.
3. Click Edit or Advanced.

Note Clicking Edit enables you to see a few fields at a time. Clicking Advanced displays all the fields for the selected Notify record.

4. Make appropriate changes.

Note If you are using the Edit screens you need to click Next to advance to the next screen.

5. Click Finish. The changed information is added to the record line in the record summary section of the screen.
6. Click Submit. The notify record is saved.

Delete Notify Record

Important! *The mailbox must own the notify record in order to delete it.*

1. From the eManager Main Menu, click Advanced Configuration > Voice Mail > Notify tab screen, the Notify screen displays.
2. Highlight a record in the notify record summary section of the screen.
3. Click Delete. The notify record line disappears from the notify record summary section of the screen.

Enable/Disable Notify Record

1. From the eManager Main Menu, click Advanced Configuration > Voice Mail > Notify tab screen, the Notify screen displays.
2. Highlight a record in the notify record summary section of the screen.
3. Click Edit to display the notify record fields and navigate through the screens by clicking Next until the *Enabled* field displays
...or click Advanced to see the entire notify record fields.

Note Click the *Enabled* field to enable/disable the record. If you are disabling the record, the *Next Change* field changes to N/A.

4. Click Finish. The changed information is added to the record line in the record summary section of the screen. Disabled records can be enabled at a later date.
5. Click Submit. The notify record is saved.

Template Editor

The Template Editor enables you to create new Templates by either renaming existing applications, or by using Token Programming Language.

Add Template

1. From the eManager Main Menu, click Advanced Configuration > Voice Mail > Notify tab screen, the Notify screen displays.
1. Click Template Editor. The Template Editor screen displays.
2. Click Add. The Add Template screen displays.
3. Type a new template name into the *Template Name* field.
4. From the *Application Name* field drop-down menu, select an application.
5. Type a parameter in the *Parameter* field, if required. If you chose the TokenNotify application in [Step](#) , you must enter the token string in this field. See [Chapter 11 – Token Programming](#) for information on using tokens. The screen at right is a sample template entry.
6. Click OK. The template is saved to the server and the previous screen displays.

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Edit Template

1. From the eManager Main Menu, click Advanced Configuration > Voice Mail > Notify tab screen, the Notify screen displays.
 2. Click Template Editor. The Template Editor screen displays.
 3. From the *Template Name* field's drop-down menu, select a template and click Edit (shown at right). The Edit Template screen displays.
 4. From the *Application Name* field's drop-down menu, select an application.
- Note** You can only edit the *Application Name* and *Parameter* fields.
5. Modify the parameter, if required.
 6. Click OK. The changes to the template is saved to the server and the previous screen displays.

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Chains/Groups/Fax

Figure 4-18 Chains/Groups/Fax Tab Screen with Sample Data

Note The Fax feature group is not currently supported.

Table 4-6 Chains/Groups/Fax Tab Screen Fields

FIELD	DESCRIPTION
Mailbox Header	See “Mailbox Header” on page 4-9 for field definitions.
Chains	<p>Chains are how we tell voice mail what to do with a caller when one of five specific conditions apply: Done, RNA, Busy, Fax and Modem.</p> <p>CAUTION! Avoid programming chains that create loops. If you create a loop when programming voice mail with chains of mailboxes, all voice mail ports become busy and you must reboot the system.</p> <p>For normal voice mail operation, we recommend that you program all chains to eventually end at System Administrator Mailbox 999 (which defaults to disconnect, @H) and never change the Mailbox 999 default.</p> <p>Voice mail permits you to program chains, giving you the flexibility you need to provide call routing solutions to many varied customer applications.</p>

Table 4-6 Chains/Groups/Fax Tab Screen Fields (continued)

FIELD	DESCRIPTION
	<p>Conditions that create loops include:</p> <ul style="list-style-type: none"> The most common condition is usually triggered by no caller DTMF action followed by a hang up. <p>For the following explanation assume that the reserved mailboxes are set to their default values.</p> <p style="padding-left: 40px;">Operator Mailbox 0 Company Greeting Mailbox 990 System Administrator Mailbox 999</p> <p>By default, if there is no caller DTMF action, all voice mail mailboxes return to the Instructional Greeting for Mailbox 990. At <i>sys_dtmf_gate</i>, voice mail asks the caller to say “yes” if he would like to transfer to the Operator. If voice mail detects any verbal response, voice mail transfers the caller to the extension for the Operator Mailbox 0. If there is no response, voice mail disconnects the caller. This is normal operation for Strategy.</p> <p>Some applications require <i>sys_dtmf_gate</i> to be False, so there is no query from the caller. But even if the gate is False, the Done chain for Operator Mailbox 0 is by default set to the System Administrator Mailbox 999 (Mailbox 999 defaults to disconnect, H).</p> <ul style="list-style-type: none"> Programming one or more mailbox <i>Done</i> chains to loop back to the same mailboxes causes voice mail ports to lock up. For example; do not program Mailbox 200 <i>Done</i> chain to Mailbox 200. And, do not program Mailbox 200 <i>Done</i> chain to Mailbox 201 and Mailbox 201 <i>Done</i> chain to Mailbox 200, etc.
Chain done	<p>Instructs voice mail where to send a caller who remains on the line after leaving a message or after listening to an announcement only mailbox.</p> <p>Possible values: <Default>, applications found in field's drop-down menu. Default: <Default> (returns to instructional greeting of mailbox that answers the port)</p>
Parameter	<p>Associated parameter for the Done application. This field can be a mailbox number where voice mail sends the caller who remains on the line after leaving the message or after listening to the announcement of this mailbox.</p> <p>This field can contain alphanumeric characters. If set to blank, voice mail uses the instructional greeting of the mailbox that answers the port.</p> <p>Possible values: blank, mailbox number, variables required by application Default: blank</p>
Chain RNA	<p>Instructs voice mail where to send a caller when there is a RNA at this mailbox's extension. Defining an <i>RNA</i> chain enables voice mail to control extension hunting.</p> <p>Possible values: RECORD, applications found in field's drop-down menu Default: RECORD</p>
Parameter	<p>Associated parameter for the RNA application. This field can be a mailbox number where voice mail sends the caller who remains on the line after returning from RNA at this mailbox extension.</p> <p>This field can contain alphanumeric characters. If set to blank, voice mail references the current mailbox number if the application requires one to be defined.</p> <p>Possible values: blank, mailbox number, variables required by application Default: blank</p>
Chain busy	<p>Instructs voice mail where to send a caller when this mailbox's extension is Busy.</p> <p>Possible values: RECORD, applications found in field's drop-down menu Default: blank</p>

Table 4-6 Chains/Groups/Fax Tab Screen Fields (continued)

FIELD	DESCRIPTION
Parameter	<p>Associated parameter for the Busy application. This field can be a mailbox number where voice mail sends the caller when this mailbox's extension is busy. This field can contain alphanumeric characters. If set to blank, voice mail plays the busy greeting for the mailbox and takes a message.</p> <p>Possible values: blank, mailbox number, variables required by application Default: blank</p>
Chain fax	<p>Instructs voice mail where to send a fax call when a fax tone is detected while the mailbox is active.</p> <p>Examples:</p> <ul style="list-style-type: none"> ◆ TRANSFER – transfers the call to a specified mailbox (default 994) ◆ RECEIVEFAX – stores the fax message in a specified mailbox <p>Default: TRANSFER</p>
Parameter	<p>Associated parameter for the Chain Fax application. This field is the mailbox number where voice mail sends the fax call when it detects fax tone. This field can contain alphanumeric characters.</p> <p>Possible values: another mailbox (up to eight digits) Default: 994</p>
Chain modem	<p>Important! <i>This field and the associated parameter field are currently not operational.</i></p> <p>Instructs voice mail what application to run when a modem tone is detected.</p> <p>Possible values: <Default>, values found in field's drop-down menu Default: <Default></p>
Parameter	<p>Associated parameter for the modem application. This field can be a mailbox number where voice mail sends the call when a modem tone is detected. This field can contain alphanumeric characters. If set to blank, voice mail plays the busy greeting for the mailbox and takes a message.</p> <p>Possible values: blank, another mailbox Default: blank</p>
Chain delay	<p>Number of tenths of seconds voice mail waits after playing this mailbox's greeting before continuing processing. Callers can enter DTMF to transfer processing to another mailbox.</p> <p>This field is three-digits long.</p> <p>Possible values: 0~999 (milliseconds) Default: 0 (no additional delay)</p>

Table 4-6 Chains/Groups/Fax Tab Screen Fields (continued)

FIELD	DESCRIPTION																									
DesktopFax																										
Allow Fax Delivery from Desktop to a Fax Machine	<p>Checking this box enables the mailbox user to send faxes out via voice mail fax resources with the client fax printer driver.</p> <p>Note This feature is not currently supported.</p>																									
Groups	<p>Groups control which mailboxes a call can access. A user mailbox can belong to multiple groups. Separate the group numbers by commas; e.g., 1,2,4,5.</p> <p>Note Also restricts what mailboxes an AA can access.</p> <p>To be able to access another mailbox, the caller mailbox must share at least one group number with the currently accessed mailbox. If all groups are set to 0, then no other mailbox may be accessed.</p> <p>For example, assume the following:</p> <table border="1"> <thead> <tr> <th>Mailbox</th> <th>Group 1</th> <th>Group 2</th> <th>Group 3</th> <th>Group 4</th> </tr> </thead> <tbody> <tr> <td>100</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>222</td> <td>1</td> <td>5</td> <td>0</td> <td>0</td> </tr> <tr> <td>303</td> <td>5</td> <td>7</td> <td>0</td> <td>0</td> </tr> <tr> <td>440</td> <td>7</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>For the above example, Mailbox 100 may access Mailbox 222 only. Mailbox 222 may access Mailboxes 100 and 303. Mailbox 303 may access Mailboxes 222 and 440. Mailbox 440 may access Mailbox 303 only.</p> <p>Groups are useful for isolating different departments in the same company or different companies sharing one system. For example, suppose two companies share the same President, Vice President, and Controller and you would want them accessible to all companies; but each company has a different Human Resources department that you may want to prevent caller access from one to the other.</p>	Mailbox	Group 1	Group 2	Group 3	Group 4	100	1	0	0	0	222	1	5	0	0	303	5	7	0	0	440	7	0	0	0
Mailbox	Group 1	Group 2	Group 3	Group 4																						
100	1	0	0	0																						
222	1	5	0	0																						
303	5	7	0	0																						
440	7	0	0	0																						
Group names	<p>List the group numbers that the mailbox can access. Multiple group numbers can be entered using commas (,) and dashes(-); e.g., 1, 23, 10-14. A group number string can be a single digit or any string of digits up to eight digits long.</p> <p>Possible values: 1~99999999 Default: 1</p>																									
Host/Guest mailboxes																										
Host mailbox	(Display Only) This field is blank if you are viewing a host mailbox. If you are viewing a guest mailbox, this field displays the host's mailbox number.																									
Guest mailboxes	(Display Only) This field is blank if you are viewing a guest mailbox. If you are viewing a host mailbox, this field displays the guests' mailbox numbers.																									
Time Zone	<p>Enables you to set the time zone for individual mailboxes.</p> <p>Messages that arrive for a configured mailbox are date and time stamped based on the time zone defined here rather than the time zone configured in the Strategy ES operating system. Message playback and future delivery are based on this selection.</p> <p>Drop-down menu lists all global Time Zones, based on Greenwich Mean Time (GMT).</p>																									

Table 4-6 Chains/Groups/Fax Tab Screen Fields *(continued)*

FIELD	DESCRIPTION
Language	These fields are not active until the Language Configuration screen has been set for a language other than American English (default).
Multilingual	If this box is checked, this mailbox can have multiple language greetings and name announcements.
Set Mailbox language	Method to be used for setting language for prompts.
Admin	If this box is checked, the language must be set in the eManager screens.
Phone	If this box is checked, the language must be set using the telephone.
Language	Selects the default language for this mailbox. Possible values: American English, French

ASR Auto Attendant

Strategy ES provides Automatic Speech Recognition (ASR) Auto Attendant as an optional feature group. ASR AA enables callers to speak a person's name or a command to be transferred to an extension, send a voice message, and/or login to a mailbox.

The ASR Auto Attendant Tab screen (see [Figure 4-19](#) and [Table](#)) enables you to configure the ASR feature for individual user mailboxes and is broken into two sections:

- The top section configures which system functions can use speech recognition. All options are, by default, enabled for use. See [Chapter 6 – Automatic Speech Recognition \(ASR\)](#) for details.
- The bottom section of the page provides the ability of adding synonyms for the main user name for the mailbox. Also included in this section is an interface for making a recording that is assigned to the synonym.

NO	Synonyms	Prompt
----	----------	--------

Figure 4-19 ASR Auto Attendant Tab Screen with Sample Data

Table 4-7 ASR Auto Attendant Tab Screen Fields

FIELD	DESCRIPTION
Mailbox Header	See "Mailbox Header" on page 4-9 for field definitions.
Use these entries for:	Assignment of ASR AA privileges. For example, the Log in setting would facilitate users who wish to use ASR to log into their mailbox, but wish to restrict callers from using the ASR feature to reach their extension, or leaving them a message.
Transfer	By selecting this option a caller can speak the user's name and be transferred to the assigned extension number of the mailbox. Default: Enabled
Log in	By selecting this option, a user may call into the system and speak one of the log in commands, i.e. "Log me in," "Log on," "Access Mailbox," to begin the mailbox log in process. Default: Enabled
Send message	By selecting this option, a caller can record and send a direct message to the user by speaking one of the available ASR commands, i.e. "Send Message," "Direct Message," "Quick Message." Default: Enabled
Synonyms	<p>The synonym name entered should include the last name for quicker interpretation by the speech application. However, a single name can be listed as well. As a suggestion to make it simpler for a caller to decide on the proper name choice, single name synonyms should be accompanied by a recording that gives some additional information, such as "John Dart in the sales department".</p> <p>Notes</p> <ul style="list-style-type: none"> • If there is more than one mailbox that lists the same synonym, then the Strategy ES will give the caller the ability to choose the correct name by playing the recording assigned to the synonym. • There is no limit to the number of synonyms that can be created for any one mailbox.
Prompt	For display only. Telephone handset – Indicates a recording exists and the synonym is active. Red circle – Indicates that a recording does not exist and the synonym is not active.
Phone #	Extension number for telephone to be used for recording the corresponding synonym name. Once entered, this number remains consistent for administration other mailboxes.

Add Synonym

1. From the eManager Main Menu, click Advanced Configuration > Voice Mail > ASR Attendant tab screen, the ASR Attendant screen displays.
2. Select the mailbox in which you want to add a synonym.
3. Type the synonym and phone number into the fields at the bottom of the screen.
4. Click Add. The synonym is added to the record portion of the screen. Until a recording is made, a red circle displays in the prompt section of the screen.
5. Click Record. The telephone rings and a prompt is played saying “Record the synonym after the tone, finish by pressing pound.”
6. Record the synonym and press #. The recording is stored in the prompts subdirectory of the ASR AA application.
7. The red circle (stop sign) on the screen is replaced with a microphone icon.
8. Click Play to listen to the recording.
9. Click Submit to save the synonym.

Delete Synonym

1. From the eManager Main Menu, click Advanced Configuration > Voice Mail > ASR Attendant tab screen, the ASR Attendant screen displays.
2. Select the mailbox you want to change.
3. Highlight the synonym on the screen you want to delete.
4. Click Delete. The synonym is removed.

Info

The screenshot shows the 'Info' tab of the Mailbox Editor. At the top, there are tabs for 'User Mode', 'Auto Attendant', 'Unified Messaging', and 'Notify'. Below these are sub-tabs for 'Chains/Group/Fax', 'ASR Auto Attendant', 'Info', 'Menus', and 'Auto'. The 'Info' sub-tab is active. The form contains the following fields and data:

- Mailbox ID:** 0
- Change security code:** [button]
- Class of service:** No COS
- Extension:** 0
- Name1:** [empty]
- Operator:** [empty]
- Name2:** [empty]
- Comment:** Used to transfer calls to the operator

User's statistics:

- Box created: 10/09/2004 16:07:04
- Box saved: 10/09/2004 15:07:04
- Connected secs: 39
- User secs: 0

Messages:

- Current: 0
- Maximum: 0
- New: [0 secs]
- Total: 0
- Faxes: 0
- Total faxes: 0

Statistics:

- Calls: 0
- Transfers: 2
- Logins: 0
- Notifies: 0
- Last called: [empty]
- Last transferred: 10/09/2004 13:55:51
- Last login: [empty]
- Last notified: [empty]

Buttons: RefreshStatistics, History start date: [empty]

Bottom navigation: Refresh, Reset, Submit, Delete UA, Copy UA, Create UA

Figure 4-20 Info Tab Screen with Sample Data

Table 4-8 Info Tab Screen Fields (Display only)

FIELD	DESCRIPTION
Mailbox Header	See “Mailbox Header” on page 4-9 for field definitions.
User Statistics	Statistics (creation, saved and connect) for the mailbox.
Box created	Date (mm/dd/yy) and time (hh:mm) this mailbox was originally created. Time is in military format (24-hour clock).
Box saved	Date (mm/dd/yy) and time (hh:mm) this mailbox was last updated. Time is in military format (24-hour clock).
Connected secs.	Number of seconds callers have been connected to this mailbox since it was created.
User secs.	Number of seconds users have been connected to this mailbox since it was created.
Messages	Voice and fax message statistics for the mailbox.
Current	Number of voice messages currently stored.
New	Number of new voice messages and number of seconds for playback of these stored messages.
Maximum	Maximum number of messages (voice) stored at the same time since the mailbox was created.
Total	Number of voice messages stored since the mailbox was created.

Voice Processing

Table 4-8 Info Tab Screen Fields (Display only) (continued)

FIELD	DESCRIPTION
Faxes	Number of fax messages currently stored. Note The Fax feature group is not currently supported.
Total Faxes	Number of fax messages stored since the mailbox was created. Note The Fax feature group is not currently supported.
Statistics	Call, transfer, log in and notify statistics for the mailbox.
Calls	Number of times the mailboxes was accessed by a caller since <i>History Start Date</i> was selected.
Last called	Date (mm/dd/yy) and time (hh:mm) of the last call. Time is in military format (24-hour clock).
Transfers	Number of times voice mail successfully completed a call transfer to the extension associated with this mailbox since <i>History Start Date</i> was selected.
Last transferred	Date (mm/dd/yy) and time (hh:mm) of the last transfer. Time is in military format (24-hour clock).
Logins	Number of times the mailbox user accessed the mailbox for message retrieval or other mailbox functions since <i>History Start Date</i> was selected.
Last login	Last time (date and time) this mailbox user accessed this mailbox for message retrieval or other mailbox functions since statistics were last reset. Time is in military format (24-hour clock).
Notifies	Number of times this mailbox user was notified of new messages since <i>History Start Date</i> was selected.
Last notified	Last time (date and time) this mailbox user was notified of new messages. Time is in military format (24-hour clock).
History start date	Last time statistics were reset. Statistics can be reset by selecting reset after running a System Report, using the Report option on the Main Menu, or by using the System Administrator Mailbox option of Reset Mailbox Number. If this field is left blank, tab screen reflects all statistics that has been collected.

Menus

The screenshot displays the 'Menus' configuration screen for a mailbox. At the top, there are tabs for 'User Mode', 'Auto Attendant', 'Unified Messaging', 'Notify', 'Chains/Group/Fax', 'ASR Auto Attendant', 'Info', 'Menus' (selected), and 'Auto'. Below the tabs, the 'Mailbox ID' is set to 0, and there is a 'Change security code' button. The 'Class of service' is set to 'No COS'. The 'Extension' is 0, and there are fields for 'Name1', 'Operator', and 'Name2'. A 'Comment' field contains the text 'Used to transfer calls to the operator'. The main area contains ten menu items, numbered 1 through 0, each with a dropdown menu currently set to 'None'. Below the menu items are two sections: 'Voice Menu' with an 'Enabled' checkbox, and 'Legend' with input fields for 'Application', 'Parameter', and 'Voice Command'. At the bottom of the screen, there are buttons for 'Refresh', 'Reset', 'Submit', 'Delete UA', 'Copy UA', and 'Create UA'. A vertical scroll bar is visible on the right side of the menu items.

Figure 4-21 Menus Tab Screen with Sample Data

Table 4-9 **Menus Tab Screen Fields**

FIELD	DESCRIPTION												
Mailbox Header	See “Mailbox Header” on page 4-9 for field definitions.												
Menu Applications One~Nine, Zero	<p>Menu Applications define the destination the call is sent or the special application to be executed when the caller presses 1 of the 10 possible menu options while listening to the greeting of this mailbox. Menus can accommodate an unlimited number of special applications.</p> <p>Each mailbox may reference up to 10 single-digit menu selections. Each menu selection may be assigned to a particular mailbox. If the caller dials an assigned menu selection, voice mail executes the defined application. In voice mail to have a single-digit selection send a caller to another extension, the application TRANSFER is used. Voice mail processes unassigned menu digits normally. For example, if the menu digit 0 is not defined and the caller dials 0, voice mail selects Mailbox 0 (typically, the operator).</p> <p>A special function mailbox set up for customer service using menus can be defined as follows. For Sales Assistance, press 1; for Product Information, press 2; for Service, press 3; or press 0 for the operator. The menu set up would look like:</p> <table data-bbox="540 789 1289 898"> <tr> <td>1:TRANSFER 222</td> <td>2: TRANSFER 350</td> <td>3: TRANSFER 516</td> </tr> <tr> <td>4:</td> <td>5:</td> <td>6:</td> </tr> <tr> <td>7:</td> <td>8:</td> <td>9:</td> </tr> <tr> <td></td> <td>0: TRANSFER 240</td> <td></td> </tr> </table> <p>If the caller selects 1 (Sales Assistance), the call is transferred to Mailbox 222. If the caller selects 2 (Product Information), the call is transferred to Mailbox 350. If the caller selects 3, the call is transferred to Mailbox 516 (Service). If the caller selects 0 (Operator), the call is transferred to the customer service secretary at extension 240. If the caller presses a menu digit that does not contain a mailbox number, the call is transferred to that mailbox (e.g., presses 7, caller is transferred to Mailbox 7).</p> <p>Possible values: An existing application available from field’s drop-down menu. Default: blank</p>	1:TRANSFER 222	2: TRANSFER 350	3: TRANSFER 516	4:	5:	6:	7:	8:	9:		0: TRANSFER 240	
1:TRANSFER 222	2: TRANSFER 350	3: TRANSFER 516											
4:	5:	6:											
7:	8:	9:											
	0: TRANSFER 240												
Associated Parameter for Menu Applications One~Nine, Zero	<p>Associated parameter for the Menu application. This field can contain alphanumeric characters.</p> <p>Possible values: blank, another mailbox Default: blank</p>												
Voice Command	Select from the drop-down list the voice command to execute this application.												
Voice Menu	<p>If this option is checked, call screening is turned on. If not, call screening is disabled. Default: Disabled (unchecked)</p>												

Auto (Scheduling)

The Auto (Scheduling) Tab Screen (see [Figure 4-22](#) and [Table on page 4-44](#)) enables you to set up automatic changes for each mailbox. You can set these changes to occur at a specific time, on certain days of the week, or on a specified date. For example, based on your Auto definition, voice mail can answer your company's telephone during the day with your daytime (open) greeting and during off-hours with your nighttime (closed) greeting. The Stratagy ES software allows an unlimited number of auto scheduling records for each mailbox.

By defining Auto fields, you can schedule when a mailbox can change the:

- DND setting
- Call Screening setting
- Greeting number
- Voice Menu
- Destination defined in the Extension field
- Number of rings before taking a message for this extension

The following concepts are the keys to understanding how voice mail uses Auto Scheduling records:

- Voice mail waits for the right date, time, and day, and then makes the specified changes.
- The changes remain in effect until you either disable the Auto Scheduling record or another record with different options is scheduled to start.
- If the re-schedule information does not fall on a valid day, voice mail increments the *Next Change* date until it falls on a valid day as defined by the *Active Days* field.

For example, to schedule a greeting to play on Thanksgiving Day each year you would set the following fields to:

- *Enabled*—checked (On)
- *Change On*—11/25/99 (Thanksgiving Day in 1999)
- *At*—8:00
- *And Every*—12 Months
- *Active Days*: MTWTFSS
NNNYNNN

Voice mail checks for the next Thursday after 11/25/99 and displays *Next Change*:11/23/00, which is the next day that meets the criteria specified in the record.

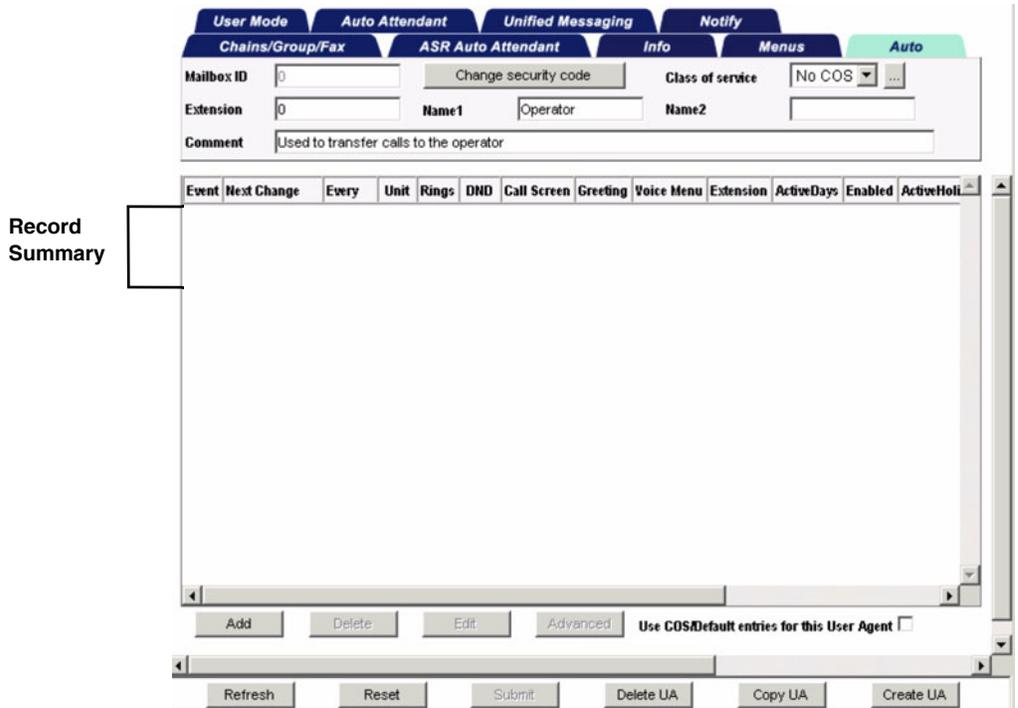


Figure 4-22 Auto Tab Screen with Sample Data

Table 4-10 Auto Tab Screen Fields

FIELD	DESCRIPTION
Mailbox Header	See “ Mailbox Header ” on page 4-9 for field definitions.
Auto Scheduling Record Summary	Display only—one-line descriptions of each existing Auto Scheduling record Includes event, date, at time, every, rings, DND, call screen, greeting voice menu, extension.
Auto Record Setup	
Enabled	Enable or disable the current Auto record (auto scheduling). Possible values: On (Default) Enable the record. Voice mail carries out the instructions defined by the record. Off Disable the current Auto Schedule record.
Use COS/Default schedule entries for this User Agent	Enable or disable the scheduling record from the COS parent. Possible values: On Mailbox inherits the scheduling record from the COS parent. Off (Default) Mailbox does not inherit the scheduling record from the COS parent.

Table 4-10 Auto Tab Screen Fields (continued)

FIELD	DESCRIPTION
When to apply changes	
Change on	Date (mm/dd/yyyy) of first scheduled change. Default: system date
At	Time (hh:mm) of first scheduled change. Military format (24-hour clock). To guarantee that voice mail programs a holiday schedule after the open greeting schedule, set the holiday greeting's <i>Change On/At</i> time one minute after the regular open greeting time in case the holiday and open greeting schedules take place on the same day. Default: system time
and Every	Number of seconds, minutes, hours, days, weeks, months or years before this change re-occurs at the time defined under <i>Change On/At</i> . For example, most holiday greetings are set to occur every 12 months on the day specified. Possible values: 0~999 (Default = 0)
Active days	Number of days before this change re-occurs at the time defined under <i>Change On/At</i> . Days that are highlighted are On; days not highlighted are Off. Possible values: Mon, Tue, Wed, Thu, Fri, Sat, Sun Default: all days selected (On)
Holidays always	Indicates whether the holiday table will be used in conjunction with the selected <i>Active days</i> . (See " Holidays " on page 3-4 for holiday assignments.) Possible values: Ignored:(Default) Days defined in the Holiday table are not included in the selected <i>Active Days</i> for the record. ActiveDays defined in the Holiday table are included with the selected <i>Active Days</i> for this record. For example, if a holiday occurs on an inactive day the record becomes active on that day(s). Inactive:Holiday table is excluded from the selected <i>Active Days</i> . For example, if a holiday occurs on a selected <i>Active Day</i> , the record becomes inactive on that day.
Next change	Display only—date and time the next change occurs (mm/dd/yyyy hh:mm). Time is expressed in military format (24-hour clock). If an Auto Scheduling record is disabled, this field displays N/A.
Changes to make	
Extension	New extension voice mail rings when this record is active. More specifically, programmed dial actions voice mail performs after the change occurs to transfer a call that has accessed the mailbox (i.e., <i>Do Not Disturb</i> is Off). For example, ring a different extension after hours rather than during the day. Valid entries: valid extension number, Token Programming Language Default: blank
Rings	When the change occurs, the maximum number of rings voice mail must wait when transferring a call to this mailbox before determining a RNA. Possible values: blank (uses system default), 1~9 Default: blank

Table 4-10 Auto Tab Screen Fields (continued)

FIELD	DESCRIPTION
Do not disturb	<p>Value for DND when the change occurs, even if the Auto Attendant Options Tab screen's <i>Do Not Disturb</i> is locked and On.</p> <p>Possible values:</p> <p>On: Voice mail plays the mailbox greeting to the caller without attempting to ring the extension.</p> <p>Off: Voice mail follows the dialing instructions provided in the <i>Extension</i> field.</p> <p>Don't Care: (Default) Feature remains unchanged.</p>
Call screening	<p>Value for <i>Call Screening</i> when the change occurs, even if the Auto Attendant Options Tab screen's <i>Screen calls</i> field is locked and On.</p> <p>Possible values:</p> <p>On: Voice mail asks the caller to record his name, and then attempts to reach the user. If the user answers, voice mail plays that recording. The user can press:</p> <ol style="list-style-type: none"> 1 to accept the call. Voice mail connects the caller to the user. 2 to reject the call and hang up. Voice mail reconnects to the caller and plays the user's mailbox greeting. Voice mail follows the procedures used for the RNA chain. 3 to transfer the call with an announcement. The user dials the extension to transfer the call and hangs up. Voice mail plays "Your call is being transferred to" and the name recording or the mailbox number of the extension where the call is being transferred. Voice mail transfers the caller to the new extension. 4 to transfer the call without announcement. The user dials the extension to transfer the call and hangs up. Voice mail asks the caller to continue to hold and transfers the caller to the new extension. <p>Off: Voice mail transfers the caller to the extension without inquiry.</p> <p>Don't Care: (Default) Feature remains unchanged.</p>
Greeting	<p>Which of eight greetings—the system greeting or one of seven mailbox greetings—this extension/mailbox plays when the change occurs. Plays even if Auto Attendant Tab screen's <i>Selected Greeting</i> is set to 0 (user cannot change greeting).</p> <p>Possible values: 0, 1-7</p> <p>Default: 0 (system greeting)</p>
Instructional Greeting	<p>Which of seven mailbox custom voice instructions plays when the change occurs. Plays even if Auto Attendant Tab screen's <i>Selected Instructional Greeting (voice menu)</i> is set to 0 (no instructional greeting plays). The Instructional Greeting will only play when the mailbox has been defined in the Answer Method screen as a Greeting User Agent.</p> <p>Possible values: 0, 1-7</p> <p>Default: 0 (no instructional greeting plays)</p>

Create Auto Record

1. From the Auto tab screen, click Add. The Add screen displays.
2. You can now add the desired values in the available parameter fields and click Next to advance to the next fields

...or you can click Advanced to display all the fields at once (shown right).

Note For the *Change on* field, a drop-down calendar screen is available (shown at right).

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3. Click Finish when you have filled in all the applicable fields. The information is added to the record line in the record summary section of the screen. Verify that the date and time displayed in the *Next Change* field is correct.
4. Click Submit. The auto record is saved.

Modify Auto Record

1. From the Auto tab screen, highlight a record in the auto record summary section of the screen.
2. Click Edit or Advanced.

Note Clicking Edit enables you to see a few fields at a time. Clicking Advanced displays all the fields for the selected Auto record.

3. Make appropriate changes.

Note If you are using the Edit screens you need to click Next to advance to the next screen.

4. Click Finish. The changed information is added to the record line in the record summary section of the screen.
5. Click Submit. The auto record is saved.

Enable/Disable Auto Record

1. From the Auto tab screen, highlight a record in the auto record summary section of the screen.
2. Click Edit to display the auto record fields and navigate through the screens by clicking Next until the *Enabled* field displays
...or click Advanced to see the entire auto record fields.

Note Click the *Enabled* field to enable/disable the record. If you are disabling the record, the *Next Change* field changes to N/A.

3. Click Finish. The changed information is added to the record line in the record summary section of the screen. Disabled records can be enabled at a later date.
4. Click Submit. The auto record is saved.

Delete Auto Record

1. From the Auto tab screen, highlight a record in the auto record summary section of the screen.
2. Click Delete. The auto record line disappears from the auto record summary section of the screen.
3. Click Submit. The information is saved.

Distribution List (System)

System lists are created using the Distribution List Editor screen (see [Figure 4-23](#) and [Table](#)) and are an excellent means of distributing interoffice memos to a large group of people in a timely manner. The lists also eliminate the need of every user creating a similar personal list. You can create as many system-wide lists as you need. Examples of such lists include all users in the system or in a specific department and all company managers.

Note Messages can only be sent to Distribution Lists from within a mailbox. A Distribution List cannot be dialed by outside callers.

Voice mail processes mail sent to mailing lists as a low-priority task. Therefore, it may take several minutes to send the message to everyone on a large list, especially if the system is busy.



Figure 4-23 Distribution List Editor Screen

Table 4-11 Distribution List Editor Screen Fields

FIELD	DESCRIPTION
Distribution List Number	(Display Only) This field is filled in automatically by voice mail after you create a Distribution List or highlight a list at the bottom of the screen.
Distribution List Name	Enter a descriptive name for the list such as purchasing, expediting, code committee, etc.
Group	Group of User Agents defined in the Mailbox Editor, Chains/Groups Tab screen. Groups control which mailboxes a user can access. See “Groups” on page 4-34 . For example, if group number 2 is entered in this field and mailbox 3766 does not belong to that group, then 3766 cannot use this Distribution List to send messages. Default: 1
Distribution List Members	Enter valid user mailbox number(s). Numbers can be separated using commas (,), dashes (–) or spaces. Possible values: Any valid mailbox number. Default: blank

Create Distribution List

1. From eManager Main menu, click Advanced Configuration > Voice Mail > Distribution List. The Distribution List screen displays.
2. Click Create. The Create User Agent screen displays.
3. Type a single User Agent number (e.g., 881), a range of numbers (e.g., 800-804) or a combination of both separated by commas (e.g., 800-802, 881, 888).

Note The number you enter must be unique. If the number already exists, the Strategy ES software indicates that the User Agent could not be created.

4. Click OK. The Creating dialog box displays while the program creates the User Agents. When the process is complete, the screen indicates whether the creation of the User Agent(s) was successful.
5. Click Exit. The Distribution List Editor screen displays (see [Figure 4-23](#) on [page 4-48](#)).
6. From the Distribution List Editor screen, type an identifying name (e.g., purchasing) in the *Distribution List Name* field.
7. Type a group number (see [“Chains/Groups/Fax”](#) on [page 4-31](#)) in the list’s *Group* field. Defaults to 1.

Note Multiple group numbers can be entered. Separate numbers by commas; e.g., 2,4,6.

8. Highlight the *Distribution List Members* field and type a single User Agent number (e.g., 881), a range of numbers (e.g., 800-804) or a combination of both separated by commas (e.g., 800-802, 881, 888).

Note This list represents all the mailboxes that are members of the list.

9. Click Submit. The data is saved and placed in the list portion of the screen.

Modify Distribution List

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > Distribution List. The Distribution List screen displays (see [Figure 4-23](#) on [page 4-48](#)).
2. Highlight the Distribution List you want to modify. Voice mail automatically loads the Distribution List data for the list you highlighted.
3. Modify the fields, as needed. See [Table](#) on [page 4-48](#) for field descriptions.
4. When finished, click Submit. The data is placed in the list portion of the screen and saved.

Delete Distribution List

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > Distribution List. The Distribution List Editor screen displays (see [Figure 4-23](#) on [page 4-48](#)).
2. Highlight the Distribution List you want to delete. Voice mail loads the Distribution List data for the list you highlighted.
3. Click Delete. You are asked to confirm the deletion.
4. Click OK. A dialog box displays while the program deletes the distribution list. When the process is complete, the screen indicates whether the deletion of the list was successful.
5. Click Exit. The list is removed from the screen.

Direct Send Voice

The Direct Send Voice User Agent is used to enable callers to send a message directly to voice mail user's mailbox without first ringing the user's phone.

Create/Modify Direct Send Voice User Agent

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > Direct Send Voice. The Direct Send Voice screen displays.
2. Click Create. The Create User Agent screen displays.
3. Type a single User Agent number (e.g., 881), a range of numbers (e.g., 800-804) or a combination of both separated by commas (e.g., 800-802, 881, 888).

Note The number you enter must be unique. If the number already exists, the Strategy ES software indicates that the User Agent could not be created.

4. Click OK. The Creating dialog box displays while the program creates the User Agents. When the process is complete, the screen indicates whether the creation of the User Agent(s) was successful.
5. Click Exit. The Direct Send Voice User Agents screen displays.
6. Highlight the User Agent you just created in the list to the right of the screen.
7. Type the Group number to which the User Agent belongs. See [“Chains/Groups/Fax” on page 4-31](#) for instructions on creating group numbers. Field defaults to 1.
8. Type an identifying name in the *Name 1/2* fields (shown right).
9. Type a comment in the *Comment* field.
10. Click Submit. The data is saved.
11. Repeat [Steps 2~10](#) for any other agents you created.

The screenshot shows a web-based form titled "Direct Send Voice". The form contains the following fields:

- UA Number:** 998
- Group:** 1
- Name 1:** DirectSend
- Name 2:** (empty)
- Comment:** Mailbox used to send messages to other voice mail users

The number 7340 is visible in the bottom right corner of the form area.

Direct Send Fax

Note The Fax feature group is not currently supported.

The Direct Send Fax User Agent is used to enable callers to send a fax directly to a voice mail user's mailbox without first ringing the user's phone.

Create/Modify Direct Send Fax User Agent

1. From the eManager, click Advanced Configuration > Voice Mail > Direct Send Fax. The Direct Send Fax screen displays.
2. Click Create. A pop-up box displays.
3. Type a single User Agent number (e.g., 881), a range of numbers (e.g., 800-804) or a combination of both separated by commas (e.g., 800-802, 881, 888).

Note The number you enter must be unique. If the number already exists, the Strategy ES software indicates that the User Agent could not be created.

4. Click OK. The Creating dialog box displays while the program creates the User Agents. When the process is complete, the screen indicates whether the creation of the User Agent(s) was successful.
5. Click Exit. The new user agent is added to the UA ID list on the right of the screen.
6. Highlight the new user agent in the list. The screen displays a new entry screen with the new user agent number in the *UA Number* field (shown right).
7. Type the Group number to which the User Agent belongs. See [“Chains/Groups/Fax” on page 4-31](#) for instructions on creating group numbers. Field defaults to 1.
8. Type an identifying name in the *Name 1/2* fields.
9. Type a comment in the *Comment* field.
10. Click Submit. The data is saved.

The screenshot shows a dialog box titled "Direct Send Fax" with a red border. Inside the dialog, there are several input fields:

- UA Number:** 888
- Group:** 1
- Name 1:** DirectSendFax
- Name 2:** (empty)
- Comment:** Mailbox used to send fax messages to other voice mail users

 The dialog box is positioned over a background that appears to be a list of user agents.

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The Voice Over IP connection between the Strata CIX and the Media Application Server (MAS) requires the use of the IP fax protocol, T.38, to guarantee continuity of fax transmissions over IP.

In the initial release of the Strata CIX and MAS, T.38 will not be available. Therefore we recommend that if fax server features are required with the Strata CIX that either a Strategy iES32 or a standalone Strategy ES be selected for voice processing instead of the MAS.

Toshiba is currently working on T.38 in both the CIX and the MAS, and will make it available for upgrade in a subsequent release of both systems.

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Automatic Speech Recognition (ASR) 6

Automatic Speech Recognition (ASR) is the term for recognizing human speech. It is used to create a more natural way of interacting with machines.

ASR functionality is dynamically allocated as a resource or channel to a voice port. This means that a channel of ASR resources is only tied to a voice port for as long as the voice mail software dictates its need. If the voice port no longer requires the channel or resource, it is freed up to be used by another port. Therefore, to estimate the amount of ASR channels a system may require, you must first estimate how many voice ports will simultaneously need access to ASR resources.

The ASR AA Feature Group is a speech enabled Automated Attendant Feature Group that supports up to 250 names in its directory, and comes with a User Login and Quick Message feature. The ASR AA Feature Group enables the user to call voice mail and:

- speak a user's name to reach an extension

Note Strategy ES can be configured to recognize variations of a user name such as Bill, Billy, or William, and be directed to the proper mailbox. Synonym names are not included in the 250 name limit of the ASR AA. The mailbox user name and all synonyms for that user name are counted as one.

- speak a command to log in to his/her mailbox

Note The system is pre-programmed for several commands to log into a mailbox. They are: mailbox login, mailbox logon, user login, user logon, access mailbox, and log me in. Additional phrases can be added, if desired.

- say "send message" or "quick message" to send a message to a user
- screen calls by voice prompts
- transfer a call to another mailbox by speaking the name of another user while the first user's personal greeting is playing
- speech enable single-digit menus in the mailbox.

ASR AA Version 5 Software Features

Version 5 of the ASR Automated Attendant (AA) Feature Group includes the following features:

- An ASR AA administration page for mailbox users within the Mailbox Editor of the Strategy ES software, which provides:
 - The ability of creating synonyms for a user's name. For example, a user with a name of John Dart can also be assigned alternative names; e.g., Johnny, Jonathan, and if spoken by a caller still routes to the proper mailbox.
 - Option settings for assigning a mailbox' ASR AA privileges; e.g., auto attendant transfer, user log in, and direct messaging. For example, the Log in setting would facilitate users who wish to use ASR to log into their mailbox, but wish to restrict callers from using the ASR feature to reach their extension, or leaving them a message.

- Callers who press star (*) while listening to a user's personal greeting can initiate the mailbox log in process.
- The ASR AA application coordinates with the Strategy ES System Configuration table to determine whether the entered mailbox number or security code is subject to the fixed-digit parameters.
- Strategy ES voice ports configured for ASR AA can now intercept incoming calls from fax devices sending CNG fax tone and dispatch the call to the pre-configured mailbox for accepting incoming fax messages.
- The mechanism to synchronize the voice mail database with that of the ASR engine directory has now been embedded as a drop-down menu choice in the Administration screens.

ASR AA with Continuous Speech Processor

The ASR AA feature is only supported as a host-based application. The resident processor within the Media Application Server provides the processing power for ASR, no additional speech-related hardware is required.

The ASR AA Feature Group includes two channels of ASR resources. Additional ASR resources can be purchased in two channel increments (up to a maximum of eight channels).

Processing is performed by Intel®'s Host Media Processing (HMP) software. All media processing takes place on the host processor.

Important! *Ports that are configured for ASR AA can only accept inbound voice mail integration using Simplified Message Desk Interface (SMDI). Dual Tone Multi-frequency (DTMF) in-band integration is not supported on these ports.*

Hardware/Software Requirements

The following requirements apply for an ASR system:

- a license (part number MAS-FG-ASR-AA) for the feature group must be purchased through the Toshiba FYI site at <http://fyi.tsd.toshiba.com>. Once you have purchased the license, follow the detailed instructions in “MAS Licensing” on page 2-9 to activate the license.
- ScanSoft® software (This software is provided on the software CD-ROM that ships with each system.)

Prior to Installing

- We recommend that you back up your database prior to starting any upgrade procedure.
- Make sure you have all the necessary parts and tools.
- Since all of the procedures require voice mail be out-of-service, coordinate with the customer a time for voice mail to be taken off line.

ASR Installation

Step 1: Verify SAM is Feature Activated

1. From the desktop, click Start > Programs > Strategy Enterprise Server Administration > SAM Query. The Strategy ES Activation Module screen displays (shown at right).
2. Verify that the ASR settings display in the lower left-hand corner.



Step 2: Stop Strategy Enterprise Server



1. Click the StartStrategy icon on the desktop. The Strategy Enterprise Server Control screen displays.
2. Click Stop. The screen displays “Stop Pending” and then “Stopped.”

Step 3: (Optional) Install Strategy ES Update

If the latest software version of Strategy ES is not resident on the Media Application Server’s hard drive, you should load the voice mail software update and Administration.

- To verify the version of software currently installed, view the version.txt file in the voice mail directory.
- From the Software Menu screen, select Software Component Update. The update prompts you for the pathname etc. Accept the defaults. When the installation is complete, you are asked to restart your computer.

Step 4: Install ScanSoft Software

This software is provided on the software CD-ROM that ships with each system.

1. Insert the Strategy ES Software CD-ROM into the CD-ROM drive. The Software Menu screen displays.
2. Select ScanSoft 6.5 Second Edition. The Welcome screen displays.
3. Follow the prompts until the Select Components screen displays. Select ScanSoft Runtime (selecting Documentation is optional). Remove the check from ScanSoft SDK. Click Next.
4. Click Next to accept the default on all screens until the ScanSoft Configuration Tool screen displays.
5. Select Dialogic CSP in the *Integration Type* field and click OK.
6. Click Finish.
7. Select ScanSoft March Update. Follow the prompts.
8. Click Finish. The setup is complete.
9. Reboot the server.

Step 5: Load ASR AA Software

Note Loading the ASR AA software creates Mailbox 900 and a scheduled automatic directory synchronization in the Configuration Scheduler.

1. From the Software Menu screen, select ASR AA. The Welcome screen displays.
2. Click Next. The ASR Class of Service id screen displays (shown right). The screen defaults to mailbox 995.

Note Adding a COS id enables you to create additional ASR user agents.

3. Click Next to accept the default on all screens until the Select Components screen displays. On the Select Components screen, select the appropriate ASR Auto Attendant version. The screen choices are: ASR Auto Attendant to work with voice processing (default), ASR Auto Attendant without Voice Processing. Click Next.

4. Accept the defaults on the remaining screens. When the installation is complete, reboot the server.

Step 6: Add Answer Method for Mailbox 900

1. Restart Strategy ES Admin.
2. From the eManager Main menu, click Advanced Configuration > System > VM Ans Methods.

Answer Method Name	Greeting User Agent	Number of Rings To Answer	Telephone System Integration Name
Default_Name	990	1	Default
ASR_AA	900	1	Default

- The Answer Methods Tab screen displays (shown above).
3. Click Add. A blank line displays below the other entries.
4. Place the cursor in the *Answer Method Name* field and type ASR_AA. The entry cannot be longer than 34 alphanumeric characters. An underscore is allowed (e.g., Default_Name).
5. Using the drop-down menu, select 900 as the Greeting User Agent.
6. Accept the defaults for the next two fields.
7. Click Submit. A dialog box displays.
8. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Step 7: Add Voice Port Definition for Mailbox 900

1. From the eManager Main Menu, click Advanced Configuration > System > VM Voice Ports. The Voice Ports Tab screen displays.
2. Using the drop-down menu, select the ASR_AA in the *Answer Method* field.
3. Click Submit. A dialog box displays.
4. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Step 8: Modify Operator Mailbox

Note This enables the user to say “Operator help” at anytime during the speech recognition process and reach the operator in case of difficulties.

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > Mailbox. The Mailbox Editor screen displays.
2. To the right of the Mailbox Editor screen, double-click the Mailbox listing for the “0” mailbox ...or type the mailbox number and click Refresh. The Mailbox Editor screen displays the data for mailbox “0.”
3. From the User Mode Options screen, type “Help” in the *Name2* field.
4. Click Submit. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted.

Step 9: Record Greetings for ASR AA

Note For more details on recording greetings, see the *Strata CIX Strategy ES User Guide*.

1. Enter voice mail’s extension. The Strategy ES answers.
2. Press *900.
3. Enter the security code (default is 900997) + #.
4. From the Main menu, press 3. The Manage Mailbox menu plays.
5. Press 1. The Change Your Greeting menu plays.
6. Enter the greeting number you want to change or add (1~7).
7. Press 2 to record the greeting (speak slowly and clearly). Press # when done. You are prompted to record the company greeting.
8. (Optional) After recording, you can press:

Note You can repeat options 1~3 below as many times as you wish.

- 1 Review recording. The complete greeting plays.
 - 2 Re-record. Press # when done. The system prompts you to record at the beep.
 - 3 Append recording. Press # when done. Appending a greeting enables you to add information to the end of your already recorded greeting. The system prompts you to record at the beep.
 - 4 Cancel recording. The greeting is canceled. The system returns to the previous menu.
 - 9 Save recording. Voice mail tells you that greeting (number) has been recorded and returns to the previous menu. Again, you are given the option to review or record over the greeting you have just recorded.
 9. Press 9 to return to the previous menu. You are given the option to record another greeting.
 10. Press 1 and select another greeting number (1~7).
 11. Repeat [Substeps 1~9](#) for any additional greetings you want to record. When you are finished recording greetings, pressing 9 in [Substep 9](#) takes you back to the Manage Mailbox menu.
- Important!** *The last greeting selected or recorded is the greeting that callers hear as your mailbox greeting.*
12. Press 6. The Instructional Greeting Menu plays.
 13. Repeat [Substeps 1~9](#) as often as necessary to record the instructional greeting(s).
 14. To return to the Main Menu, press 999. Voice mail plays the Main Menu options.

Step 10: Select Greetings

1. From the Mailbox Editor menu, access Mailbox 900.
2. Using the spin button on the Auto Attendant tab screen, select the greetings that will play for the *Selected greeting* and *Selected instructional greeting* fields. (See [Chapter 4 – Voice Processing](#) for instructions on the Mailbox Editor screens.)
3. (Optional) On the Auto tab screen, you can schedule the greetings to play on specified days and times.

Step 11: (Optional) Speech Enable Single-digit Menus

Note Starting with Strategy ES Release 5.0, users have the option of speech enabling single-digit menu commands.

1. From the eManager Main menu, click Advanced Configuration > System > Voice Menu. The Voice Menu screen displays.
2. Add the voice command(s) and recordings (see [“Add Voice Command”](#) on [page 3-27](#) for instructions).
3. From the eManager Main menu, click Advanced Configuration > Voice Mail > Mailbox. The Mailbox Editor screen displays.
4. Access the individual user’s mailbox and click the Menus tab.
5. At the bottom of the screen, check *Voice Menu Enabled* field.
6. Starting with Menu 1, select the application required from the drop-down menu (i.e., transfer). In the next field enter the mailbox number to which the call should be transferred, etc. In the last field, select a voice command from the drop-down menu (entered in Step 2 above).
7. When you are finished adding voice commands to the Menu screen, click the Auto Attendant screen and under Call Processing, check ASR Enabled.
8. Click Submit to save your changes.

Note The *sys_asr_enabled* parameter must be enabled in Step 12 below for this feature to work.

Step 12: (Optional) Add Aliases for Login and Sending Messages

The ASR AA Feature Group enables the user to call voice mail and:

- speak a command to log in to his/her mailbox

Note The system is pre-programmed for several commands to log into a mailbox. They are: mailbox login, mailbox logon, user login, user logon, access mailbox, and log me in. Additional phrases can be added, if desired.

- say “send message” or “quick message” to send a message to a user

% To modify the User Login and/or Quick Message features

- Modify the system parameter settings shown in the table below. See [“Modify Parameters”](#) on [page 3-30](#) for instructions on modifying the settings for these ASR parameters.

Table 6-1 System Parameter Definitions

Parameter	Description
sys_asr_enabled	Enables system to recognize human speech. Possible values: 0 disabled (default), 1 (enabled)
sys_asr_login_aliases	Aliases for the word Login. To be used in ASR Auto Attendant. Every alias to be separated by a space and multiple words in an alias to be connected with an underscore. Please also add an aslia.vox file in the StrategyES\Scripts\ASR_AA_data\prompts directory. Default: user_log_in mailbox_log_in log_me_in access_mailbox mailbox_log_on user_log_on
sys_asr_sendmsg_aliases	Aliases for the word send_message. To be used in ASR Auto Attendant. Every alias to be separated by a space and multiple words in an alias to be connected with an underscore. Please also add an alias.vox file in the \StrategyES\Scripts\ASR_AA_data\prompts directory. Default: quick_message

Step 13: Synchronize the Strategy ES Database with the ASR Database

To complete the installation of the ASR Auto Attendant application it is necessary to synchronize the Strategy ES database with that of the ASR application.

1. From the eManager Main menu, click Advanced Configuration > Utilities > Tools.
2. Select ASR Sync. A dialog box is presented confirming your request for synchronization.
3. Click OK.

Step 14: Stop and Restart the Strategy ES Server Service

Step 15: (Optional) Add User Name Synonym(s) for Mailbox(es)

Note ASR AA v.5 software must be installed for this step.

There is no limit to the number of synonyms that can be created for any one mailbox. The synonym name entered should include the last name for quicker interpretation by the speech application. However, a single name can be listed as well. If there is more than one mailbox that lists the same synonym, then the Strategy ES gives the caller the ability to choose the correct name by playing the recording assigned to the synonym.

For synonym entries to become active, it is necessary to make a corresponding name prompt recording. If a recording is not made, the synonym is ignored by the ASR application. After synonyms have been added for a mailbox, it is necessary to synchronize the additional name(s) with the ASR application before the new synonym(s) are recognized.

1. Select the desired mailbox.
2. Click on the ASR Auto Attendant tab (see [“ASR Auto Attendant” on page 4-36](#)).
3. In the provided box labeled “#Phone,” enter the extension number of the telephone that can be used for recording the corresponding synonym name. Once entered, this number remains consistent for administration of other mailboxes.
4. Type in the new synonym name.
5. Click Add. A new line becomes active.

6. Click Record (located beneath the phone number entry). The Record button changes to a Stop button. After a few moments, the defined telephone begins to ring.
7. Go off-hook on the telephone. A short tone should be instantly heard.
8. Record the name that corresponds with the synonym. When finished click Stop.
9. (Optional) Click Play to review the recording or Record to re-record, if necessary.
10. Once a name prompt has been recorded, the administration screen displays a telephone icon in the Prompt column.

Note If the synonym name is added but a recording is not made, a red circle icon displays in the Prompt column next to that name, indicating that a recording does not exist and the synonym is not active.

11. When you are finished adding synonyms, select Tools > ASR Synch. This synchronizes the voice mail database with the ASR database and makes the new synonyms active. A dialog box is presented for confirmation.
12. Click OK.

Step 16: Verify System's Basic Functions

Follow the instructions below to verify that the voice mail's basic functions are working.

% To verify that each port works and voice playback and basic auto attendant function

- Dial the extension number for each port. Voice mail should (for each port) answer and play the default company greeting (“Thank you for calling...”), greeting 1 in User ID mailbox 990.

Step 17: Check Strategy ES Components Screen

1. Click Strategy ES Components icon. The Strategy ES Components screen displays.
2. Click Resource. Check that ASRHost is listed on the screen.

Automatic Directory Synchronization for ASR AA Feature Group

With Automatic Directory Synchronization, the ASR AA receives user information from the voice mail mailbox database. Only mailbox users who have their full names added to the User Mode Options Name1 and Name2 fields and have recorded their names are added to the directory used by the ASR AA.

After a new mailbox has been added in the Strategy ES software, the Automatic Directory Synchronization routine updates the ASR AA directory with the new entry. The ASR AA then automatically translates the new name into an accurate phonetic pronunciation based on standard English speech patterns.

The directories for voice mailboxes and the names directory of the ASR Automated Attendant are two separate directories in the system. For the ASR AA to function properly, the names in both directories must be synchronized.

When ASR AA V.5 software is installed on the Media Application Server, a routine is added to the Scheduler table to automatically synchronize these two directories on a daily basis.

The Unified Messaging (UM) Feature Group enables users of the Strata Enterprise Server to retrieve their voice messages, along with their e-mail messages from within an e-mail client inbox screen.

The Unified Messaging (UM) Feature Group requires the voice mail to communicate with multiple client computers simultaneously, so that voice messages can be delivered from Strata ES to a user's desktop.

To enable the UM feature, the following must be present on the Client PC:

- Voice Mail Outlook Integration software (for Microsoft Outlook users)
- Toshiba Audio CODEC driver

In addition, the following remote upgrades must be electronically activated by Toshiba:

- The Unified Messaging Feature Group (MAS-FG-UM). The UM Feature Group includes five free UM client seats.
- Additional UM client seats are offered in increments of 10, 25 or 50 (MAS-UM-10-SEATS, MAS-UM-25-SEATS or MAS-UM-50-SEATS). Each seat allows Unified Messaging privileges for one mailbox. These seats cannot be shared, which means each seat is permanently assigned to a mailbox. So if 25 users want UM privileges, 25 seats will be required.
- In addition to the specified number of seats, an unlimited number of seats can be purchased (MAS-UM-UNLIMITED).

Feature Description

When installed, the Strategy ES exists as a peer Simple Message Transport Protocol (SMTP) server on a network along with the e-mail server. When new voice messages arrive, the voice mail generates an e-mail message that is sent to the e-mail server using the SMTP standard. The actual content of the message is dependent on the UM integration scheme that is in use (see [“Microsoft Outlook Integration” on page 7-4](#) and [“Internet Protocol Integration” on page 7-5](#) for details). When the user logs in to his/her e-mail account, the voice messages display in that e-mail inbox.

To communicate with an e-mail server, the voice mail uses Internet Message Access Protocol Version 4 (IMAP4), SMTP, or POP3 Internet standards. By integrating solely on the principles of these standards, the voice mail can incorporate a UM solution with any e-mail server that supports these same standards. In this day and age of the Internet, most e-mail server products, from Microsoft Exchange to inexpensive shareware software, is compliant to these Internet standards.

Voice File Compression

Voice messages are transported to the e-mail client as .wav files. A .wav file consists of a voice file with a header attachment that defines the voice compression algorithm that was used to record the voice file.

Unified Messaging sends voice files with the same low frequency compression algorithm that is used to store voice messages on the system’s hard drive. By default this compression algorithm is Adaptive Delta Pulse Code Modulation (ADPCM) 32K or 4 bit x 8 kilohertz.

Using a low compression algorithm means that the bandwidth of the network should not be adversely affected by the periodic transport of these .wav files. For example, a voice message lasting one minute, which is double the time of an average message, creates a voice file just under 250K. Voice File compression can be changed using the *sys_msg_recording_audio_type* parameter.

UM Synchronization

UM synchronization uses IMAP4 to provide users a synchronized message set (of voice messages) both in their SES mailbox and in the e-mail server mailbox. When new voice messages are received, Strategy sends the referenced message (or the WAV file with the Internet Protocol Integration method for UM) via SMTP to the e-mail server with a special identifier in the message.

This feature must be programmed in the Mailbox Editor, Unified Messaging tab screen.

IMAP4

When you select IMAP4 on the Unified Messaging screen, the following occurs:

- If a user logs into his/her voice mail via the TUI and deletes a message, Strategy uses IMAP to identify and delete the message in the e-mail server. This also deletes the messages from the user’s e-mail client inbox screen if the messages were displayed on it at the time.

If a user logs into his/her voice mail via the TUI and listens to a message in the NEW folder, the corresponding message in the e-mail server or e-mail client inbox is flagged as “read” or “seen.” This includes messages that are marked by Strategy as Pending and kept in the New Message folder. Messages marked as Deleted are not actually deleted until the user logs out from his or her UM-enabled mailbox.

- If Strategy voice messages are deleted in the e-mail client, the corresponding messages in the Strategy system are deleted or saved to a Personal message folder of the user's voice mailbox. Whether the message is deleted or moved to a Personal Folder is a configurable option within each mailbox. This synchronization is performed periodically via the Strategy Scheduler feature.

Message Disposition Notification (MDN)

Note This feature is only for IP-standard users.

Strategy adds a Message Disposition Notification (MDN) request when it sends a voice message to the e-mail server. When the user opens up a voice message (sent by Strategy), a MDN is sent to Strategy voice mail. As soon as Strategy receives the MDN, it deletes or saves the messages in the user's mailbox. Whether the message is deleted or saved is a configurable option within each mailbox.

Components

To program the Strategy ES software for the Unified Messaging Feature Group, you must configure two components — Server and Client. (See [Step 4: Configure User Mailboxes for UM](#) on [page 7-7](#).)

Server Components

In the Strategy ES software, you must configure a mailbox by:

- Designating the e-mail server location, as well as that mailbox user's account information in the e-mail server
- Setting a few UM System Parameters (see [Step 5: Configure Voice Mail System Parameters](#) on [page 7-7](#).)

Note Keep in mind that every mailbox within voice mail can be configured to communicate with a different e-mail server.

Client Components

The Strategy ES provides two solutions for UM, called Microsoft Outlook Integration and Internet Protocol (IP) Integration. These two solutions depend on the e-mail client that a customer is using.

Microsoft Outlook Integration

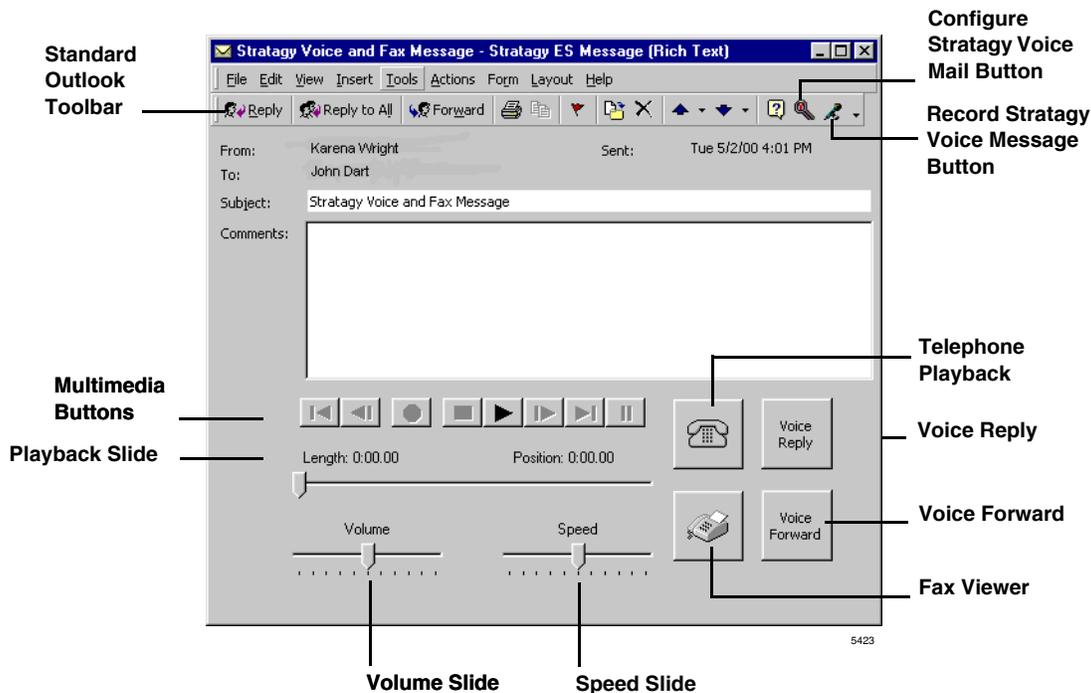
The Strategy ES has a proprietary integration designed to work with Microsoft Outlook. With this proprietary integration, the Strategy ES can provide custom functionality, while remaining within the Internet standards.

Note Though there is an Outlook integration for UM, this does not imply that Microsoft Exchange must be the e-mail server. The Strategy ES software works with any standards compliant e-mail server. In fact, Outlook itself works with any standards compliant e-mail server.

Here's how it works. When the Strategy ES receives a voice message, it sends a reference (header information) of that message to the e-mail server, not the entire message containing the voice file. This method cuts down on network traffic and e-mail server storage. When the user logs on to his/her e-mail account, the referenced message is listed in the Inbox. When the user selects a voice mail message, the proprietary integration, goes directly to the Strategy ES and requests the message be downloaded to the client, bypassing the e-mail server. Once the message has been successfully downloaded, Outlook launches the voice mail proprietary Message Window or form.

Microsoft Outlook presents messages in screen images called Forms. Microsoft Outlook enables developers to create custom Forms for specific types of messages. Toshiba uses this ability to create a proprietary Form that launches exclusively when voice messages are selected. This Form (see example below) contains feature buttons that enable a user to control the playback of voice messages. The proprietary Form can be configured to play the voice messages either over the client computer's multimedia speakers, or for more privacy, the Strategy ES can call a predefined telephone number, so that messages can be played over the telephone's handset.

Note When you listen to and delete a voice mail message by telephone, the e-mail listing is not deleted from the Outlook screen. If you click on the screen listing, you are alerted that the message has already been deleted by telephone. You must now delete it from the Outlook screen.



Important! *Voice Mail proprietary Microsoft Outlook integration is only supported on Windows NT Workstation, 2000, or higher, and Outlook 2000 or higher.*

Due to the nature of the communication between the Strategy ES software and the Outlook Client, this solution may not be workable for some customer’s remote users. To encompass security concerns, remote users will need to be set up in a Virtual Private Network (VPN). If this type of connection is not available remote user’s mailboxes should be configured for Internet Protocol (IP) integration. The IP Integration should be selected for users retrieving e-mail via Microsoft’s Outlook Web Access.

Internet Protocol Integration

In addition to the Microsoft Outlook integration, the Strategy ES software offers UM features to any e-mail client that supports the Internet standards (e.g. Eudora Pro, Netscape Messenger). This is called Internet Protocol (IP) Integration.

Since there is a wide range of Internet compliant e-mail clients, not all of the proprietary integration features can be used. Though not as proficient as the Microsoft Outlook Integration, the Internet Protocol Integration provides limited UM capabilities for users who wish to use an e-mail client other than Microsoft Outlook.

Some of the more substantial differences between the Microsoft Outlook and Internet Protocol integrations are:

Outlook Integration	Internet Protocol Integration
Only a reference of a message is sent to the e-mail server by the Strategy ES. The actual message is sent directly to the client PC.	The entire message is sent to the e-mail server by the Strategy ES.
Message selection launches voice mail proprietary Form.	Message selection launches the e-mail client’s standard message screen with an audio (voice message) file attachment.
Provides embedded control keys for voice message playback.	A separate multimedia program must be launched to play the voice message.
Messages can optionally be played over a telephone.	Messages can only be played over multimedia speakers.
Provides an additional Address Book for Outlook that synchronizes with voice mail mailbox directory.	Individual user must manually add addresses to an Address Book.

Installation

The following steps comprise the UM installation.

Performed on the server:

- [Step 1: Verify SAM is Feature Activated](#)
- [Step 2: Stop Strategy Enterprise Server](#)
- [Step 3: \(Optional\) Install Strategy ES Update](#)
- [Step 4: Configure User Mailboxes for UM](#)
- [Step 5: Configure Voice Mail System Parameters](#)

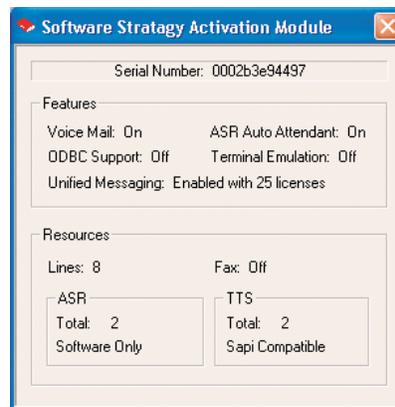
Performed on the client PC:

- [Step 6: Install Voice Mail Audio Codec](#)
- [Step 7: \(Optional\) Install Strategy ES Proprietary Outlook Integration Software on Client PCs](#)
- [Step 8: Installing Strategy ES Services in Microsoft Outlook](#)
- [Step 9: Configure Strategy ES Proprietary Outlook Form](#)

Server Installation

Step 1: Verify SAM is Feature Activated

1. From Windows XP, click Start > Programs > Strategy Enterprise Server Administration > SAM Query.
2. Verify that the Unified Messaging Feature Group and the required number of Unified Messaging Client licenses have been enabled (sample screen shown at right).



Step 2: Stop Strategy Enterprise Server



1. Click the StartStrategy icon on the desktop. The Strategy Enterprise Server Control screen displays.
2. Click Stop. The screen displays “Stop Pending” and then “Stopped.”

Step 3: (Optional) Install Strategy ES Update

If the latest software version of the Strategy ES is not resident on the Media Application Server’s hard drive, you should load the voice mail update and Administration.

- To verify the version of software currently installed, view the version.txt file in the voice mail directory.
- From the Software Menu screen, select Software Component Update. The update prompts you for the pathname etc. Accept the defaults. When the installation is complete, you are asked to restart your computer.

Step 4: Configure User Mailboxes for UM

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > Mailbox. The Mailbox Editor screen displays.
2. Type the Mailbox number to be modified into the header of the screen and click Refresh.
3. Click Unified Messaging tab.
4. Check the *Enable* field.
5. Fill in remaining fields on the screen (see “Unified Messaging” on page 4-20 for an explanation of all the fields.)
6. Configure additional mailboxes for UM as needed.

Step 5: Configure Voice Mail System Parameters

For UM to operate correctly, you must check the UM configuration parameter settings in the voice mail system and modify their settings appropriately. See “Modify Parameters” on page 3-30 for instructions on modifying the settings for the Unified Messaging parameters shown in Table 7-1.

Table 7-1 System Parameter Definitions

Parameter	Description
sys_smtp_retry_count	Defines the maximum number of retries for sending voice messages to the E-mail server. Default: 5
sys_smtp_retry_delay	Number of milliseconds voice mail waits between retries for <code>sys_smtp_retry_count</code> . Default: 60 (milliseconds)
sys_smtpserver_gateway	Configures a dedicated SMTP Gateway server in SES. Enter the Gateway server's Name or IP Address and Port Number. (See “SMTP Dedicated Gateway Server” on page 7-13 .) Example: PCName;9875 <ul style="list-style-type: none"> • The server name and the port number should be separated with a blank, a comma, or a semicolon. • Keep in mind that when you intend to use a custom TCP port for your services, you should always pick a number greater than 1000. • You cannot use the default TCP port number of 25 for the Gateway server if it resides in the same PC as the Stratagy ES (port 25 is being used for Stratagy's own SMTP server). Default: blank
sys_smtpserver_host	Stratagy ES hosts its own internal SMTP server in order to support the UM feature. SMTP servers require host names to identify them in an SMTP transmission. This parameter defines the host name for the Stratagy ES SMTP server. The host name is used as a part of the source address of an UM message sent to an e-mail server. For example, if the <code>sys_smtpserver_host</code> parameter is set to “stratagyes,” then an UM message from mailbox 200 would have a source address of “200@stratagyes”. In most cases using the computer name of the Stratagy ES server is sufficient. However, Toshiba recommends that you confirm the appropriate host name for the Stratagy ES SMTP server with your site System Administrator. Default: blank

Table 7-1 System Parameter Definitions (continued)

Parameter	Description
<p>sys_smtpserver_maxconn</p>	<p>Defines the maximum number of connections allowed to this voice mail SMTP server by client applications. If set to zero, then the server is not available to the client.</p> <p>UM client seats are fixed to mailboxes. This value can be used to limit network traffic, if necessary.</p> <p>Default: 10</p>
<p>sys_smtpserver_types2accept</p>	<p>Defines MIME types that this voice mail server accepts as voice messages.</p> <p>Note There is no validation for this field.</p> <p>Default: audio/x-wav audio/wav audio/microsoft-wave</p>
<p>sys_um_directory suffix</p>	<p>Enables UM users to effectively use the same address (name) for both the SES mailbox addresses and the e-mail address. Text value to be appended to the From field when sending Unified Messaging e-mails.</p> <p>Default: None</p>
<p>sys_um_subject_fax_only</p>	<p>Appears in Subject field on Message inbox to identify the type of message received.</p> <p>Note This parameter is not currently supported.</p> <p>Default: Strategy Fax Message</p>
<p>sys_um_subject_voice_only</p>	<p>Appears in Subject field on Message inbox to identify the type of message received.</p> <p>Default: Strategy Voice Message</p>
<p>sys_um_subject_voicefax</p>	<p>Appears in Subject field on Message inbox to identify the type of message received.</p> <p>Note This parameter is not currently supported.</p> <p>Default: Strategy Voice and Fax Message</p>
<p>sys_um_unknown_name</p>	<p>Configures a name for unknown senders in SES.</p> <p>Example: Anonymous, unspecified</p> <p>Note Some anti-spam filters do not pass on e-mail from ambiguous sources. Check with your e-mail administrator for acceptable entries.</p> <p>Default: unknown</p>

Client PC Installation

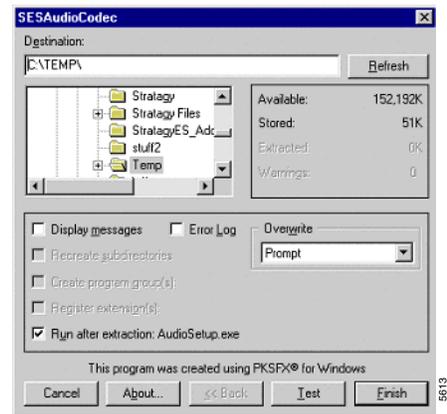
Step 6: Install Voice Mail Audio Codec

When the Strategy ES software sends a voice message to an e-mail client (i.e., Microsoft Outlook or any other Internet compliant e-mail client), it sends the voice file as a .wav attachment. As was discussed earlier in this chapter, voice mail's default audio compression format is ADPCM 32KHz. Most computers do not normally have a driver for this compression format, therefore, a new driver must be installed on each client PC using voice mail's UM.

1. Before beginning, close all open programs.
2. Insert the software CD-ROM in the target computer.
3. From the Software Menu, click SESEAudioCodec. The SESEAudioCodec screen displays (shown at right).
4. Select a target directory on your computer for the installation of temporary files for the install or just click Finish to select the Temp directory as a default.

Voice mail extracts the appropriate files.

5. Click OK on the remaining screens.



Step 7: (Optional) Install Strategy ES Proprietary Outlook Integration Software on Client PCs

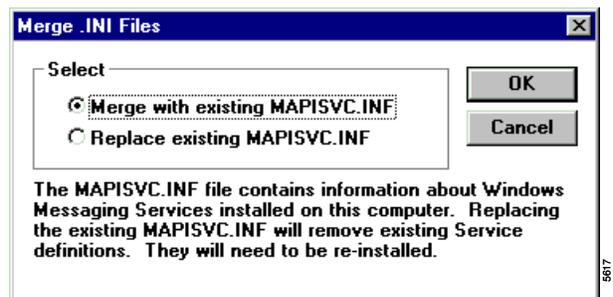
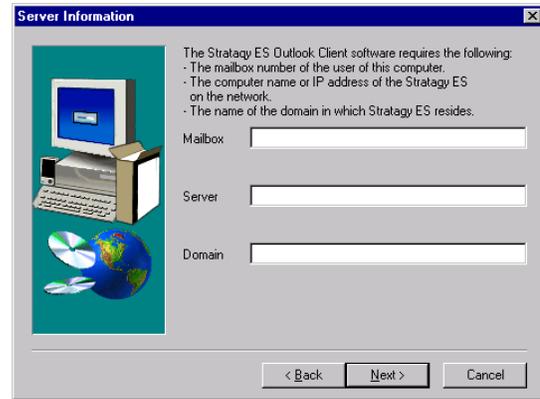
Important! *Strategy ES proprietary Outlook integration is only supported on Outlook 98 and Outlook 2000 and Windows 98 or higher.*

This step is only for users who want to use Microsoft Outlook for UM and whose PCs have a direct network access to the Strategy ES.

Installation

1. Insert the Software CD-ROM into the CD-ROM drive of the client computer. The Software Installation Menu displays.
2. Click on the icon labeled SES Outlook Integration. The Welcome Screen displays.
3. Click Next. The Address Book Work Directory screen displays.

- Click Next to accept the default folder. The Server Information screen displays (shown at right).
 - Type the Strategy ES mailbox number of the computer user in the *Mailbox* field.
 - Type the Strategy ES computer name or IP address in the *Server* field. This is required for the Strategy ES Outlook Integration to work properly.
 - In the *Domain* field, type the name of the Domain in which the Strategy ES software resides.
 - Click Next. The Merge .INI Files screen displays (shown at right).
 - Select Merge with existing MAPISVC.INF and click OK to merge the files. The Warning: Opening “Untitled” screen displays.
- Important!** Always select Merge for this step.
- Click Enable Macros.



- Click Enable Macros.

Important! Always select Enable Macros for this step.

- Restart Outlook.

Note During the Strategy ES Outlook Integration software installation on some computers, an error may appear stating that the MSVBVM60.dll file could not be found. This is typically followed with an error stating that formpublish.exe could not be launched. To address this issue locate and launch the vbrun60 file on the software CD-ROM.

Step 8: Installing Strategy ES Services in Microsoft Outlook

Note If the IP Integration has been configured for the user, skip this step and go to the next step.

In order for Strategy ES Unified Messaging to use Microsoft Outlook Integration more efficiently, two Services need to be installed on each client PC. These two Services are the Strategy ES Address Book and the Strategy ES Transport Provider.

Using Outlook 2000/98

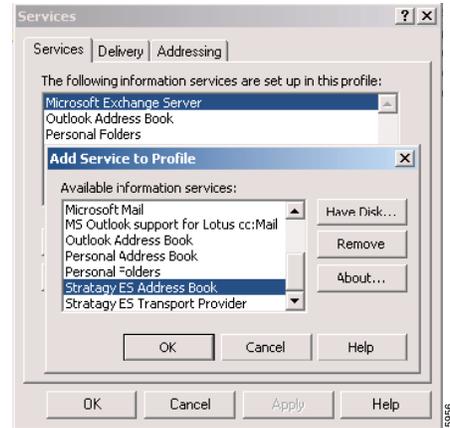
Installing Strategy ES Address Book

The Strategy ES Address Book provides users an efficient means to address messages created with the Strategy ES Outlook Client for delivery to voice mail mailboxes.

Important! This Address Book can only be installed after the Strategy ES Proprietary Outlook Integration has been successfully installed.

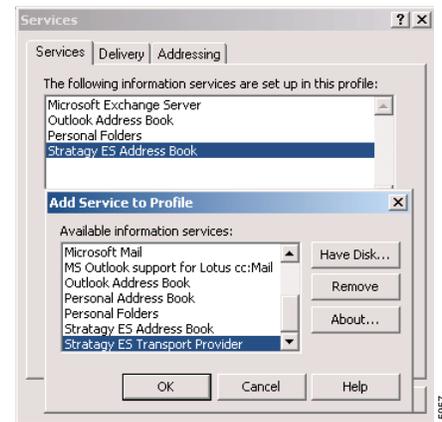
- From the Outlook menu click Tools > Services tab.
- From the Services page, click Add. The Add Service to Profile box opens.

3. In the Add Service to Profile list, scroll down and highlight the Strategy ES Address Book.
4. Click OK. A configuration page displays with the user information greyed out because it was entered during the installation of the CTX Proprietary Integration. The only editable field is the selection of the method in which the Strategy ES Address Book should sort user names.
5. Select either Name1 Name2 or Name2 Name1. These values refer to the *Name 1* and *Name 2* fields in the Mailbox Editor screens of Strategy ES Administration.
6. Click OK, and the Strategy ES Address Book appears in the Services list.



Install Strategy ES Transport Provider

1. Highlight the Strategy ES Transport Provider in the Add Service to Profile list.
2. Click OK. A configuration page is presented to confirm the information that was entered during the installation of the Strategy ES Proprietary Integration in [Step 7](#).
3. Click OK and the Strategy ES Transport Provider appears in the Services list.



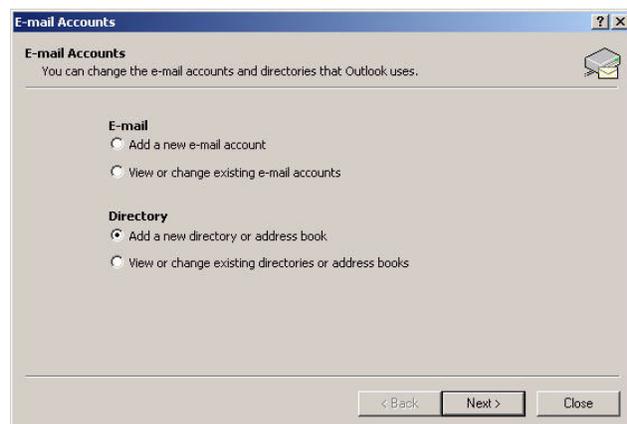
Using Outlook XP/2002/2003

Installing Strategy ES Address Book

The Strategy ES Address Book provides users an efficient means to address messages created with the Strategy ES Outlook Client for delivery to voice mail mailboxes.

Important! *This Address Book can only be installed after the Strategy ES Proprietary Outlook Integration has been successfully installed.*

1. From the Outlook menu click Tools > E-mail Accounts.
2. From the E-mail Accounts screen (shown right) under Directory, select Add a new directory or address book. Click Next.
3. From the Directory or Address Book Type screen, select Additional Address Books. Click Next.
4. From the Other Address Book Types page, select Strategy ES Address Book. Click Next.



A configuration page displays with the user information greyed out because it was entered during the installation of

the Strategy ES Proprietary Integration. The only editable field is the selection of the method in which the Strategy Address Book should sort user names.

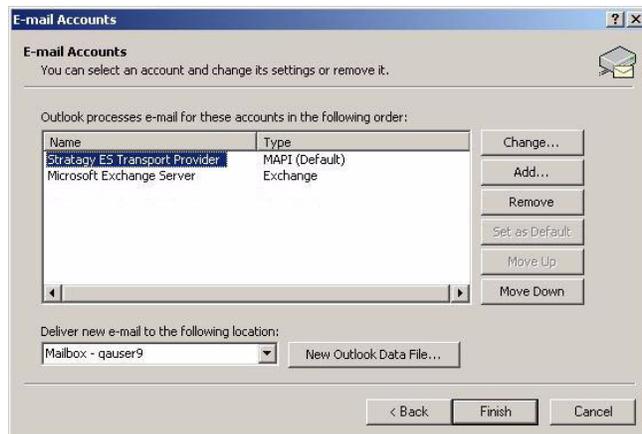
5. Select either Name1 Name2 or Name2 Name1. These values refer to the *Name 1* and *Name 2* fields in the Mailbox Editor screens of Strategy ES Administration.
6. Click OK. The Strategy ES Address Book appears in the Directories and Address Book list.

Install Strategy ES Transport Provider

1. From the E-mail Accounts screen under E-mail, select Add a new e-mail account. Click Next.
2. From the Server Type page, select Additional Server Types. Click Next.
3. Highlight the Strategy ES Transport Provider in the list on the Additional Server Types page. Click Next.

A configuration page is presented to confirm the information that was entered during the installation of the Strategy ES Proprietary Integration in [Step 7](#).

4. Click OK and the Strategy ES Transport Provider appears in the E-mail Accounts list (shown right).



MS Outlook 2003 Only

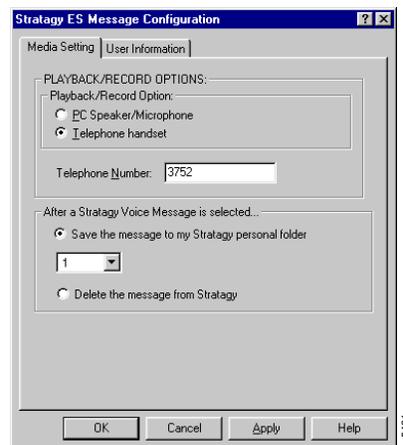
This procedure must be performed so that message deletions do not display on your screen.

1. From the MS Outlook client, right click Toolbar > Advanced. The Advanced toolbar displays.
2. In the drop-down box, select Hide messages marked for deletion.

Step 9: Configure Strategy ES Proprietary Outlook Form

Once the Strategy ES Proprietary Form has been installed some final parameters need to be set to complete the installation. These parameters can only be set up *after* the Proprietary Form is installed (see [Step 7: \(Optional\) Install Strategy ES Proprietary Outlook Integration Software on Client PCs on page 7-9](#)).

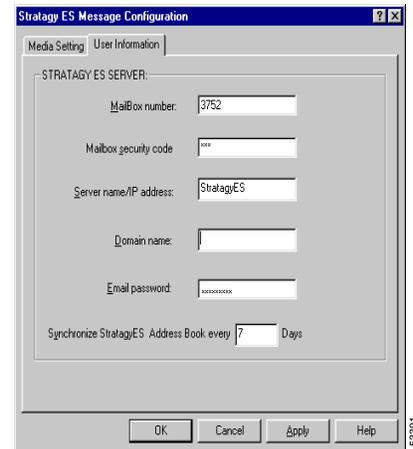
1. On the client PC, launch Outlook.
2. From the Outlook main menu, click Tools.
3. Select Config Strategy voice mail. The Voice Mail Message Configuration screen displays (shown at right).
4. From the Media Setting tab screen, select a Playback/Record Option.
 - PC Speaker/Microphone – Incorporates the multimedia properties of the client PC to playback and record Voice Mail voice messages.
 - Telephone handset – When a play command is issued for a voice message within the Voice Mail Proprietary Form, voice mail calls the number defined in the *Telephone Number* field and proceeds to play the voice message over the telephone handset.



- Click on the User Information tab (shown at right).

Note Though the mailbox Server name/IP address number and Server domain name is entered during the installation process, these parameters display on this screen and can be changed.

- Verify the user mailbox number in the *Mailbox number* field is correct.
- Make sure the user enters his/her mailbox security code before attempting to play a voice mail via the Outlook Client.
- Verify the Server Name/IP Address of the Media Application Server.
- Verify the “Domain Name” in which the Strategy ES software resides.



- Note** If the machines involved in the UM network belong to a workgroup, leave this field blank.
- Skip the *Email password* field. If the user is going to be using the e-mail Text-to-Speech (TTS) feature, they need to fill in this field. Follow-up with the user to make sure he/she fills in this field. (See [Step 8: Set E-mail Password on page 8-4.](#))

Notes

- Without the password, the TTS e-mail feature does not work.
 - This password must match the E-mail Server (e.g., Exchange) account password for the TTS feature to work.
- In the *Synchronize StrategyES Address Book every ___ Days* field, the user should type the interval (number of days) he/she wishes to have Outlook synchronize with the Strategy ES software for the latest directory updates. To disable automatic synchronization, type zero for the number of days.

Note After the specified amount of days, an automatic synchronization takes place.

- Click Apply.

SMTP Dedicated Gateway Server

An optional SMTP Gateway server that is dedicated to Strategy ES Unified Messaging can be configured to satisfy authentication constraint(s) that is required by the user’s e-mail server(s).

An SMTP Gateway may already be configured to operate on the end users e-mail network. If a Gateway is not configured, the SMTP Server can be configured to reside on the Strategy ES PC. When the SMTP Server is configured on the Strategy ES PC the default TCP port number of 25 cannot be used. Toshiba recommends using a TCP port number higher than 1000. See [“Configuration” on page 7-14](#) for details.

Installation

Note Skip these installation procedures if you already have the IIS Manager installed, as in the case of a Media Application Server (MAS), and continue to the Configuration procedures.

► To open Internet Information Services (IIS) Manager

- Click Start > Settings > Control Panel > Administrative Tools > Internet Services Manager.
- Click Start > Run.

3. Type `mmc c:\winnt\system32\inetrv\iis.msc` and click OK.

You can install IIS or select additional components by using the Add/Remove Programs application in the Control Panel.

► **To install IIS**

1. Click Start > Settings > Control Panel > Add/Remove Programs.
2. Select Add/Remove Windows Components and follow on-screen instructions to install, remove or add components to IIS.

Configuration

► **To configure the Strategy ES**

► Set the following parameters:

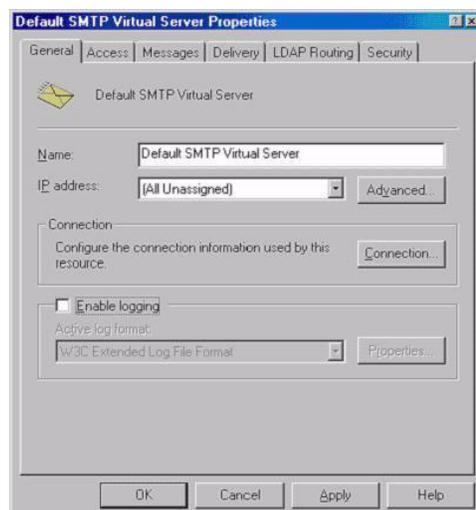
- `sys_smtpserver_gateway` parameter (see “[sys_smtpserver_gateway](#)” on page 7-7)
- `sys_um_unknown_name` (see “[sys_um_unknown_name](#)” on page 7-8)

► **To install TCP Port for SMTP Gateway Server**

1. From the IIS Manager, right-click Default SMTP Virtual Server > Properties. The Default SMTP Virtual Server Properties screen displays (shown right).
2. Select the General Tab.
3. Click Advanced. The Advanced dialog box displays.
4. Select [All Unassigned] and click Edit. The Identification dialog box appears.
5. In the *TCP port* field, enter a custom TCP port number for the dedicated SMTP Gateway Server for Strategy ES. Keep in mind that when you intend to use a custom TCP port for your services, you should always pick a number greater than 1000.

Note You cannot use the default TCP port number of 25 for the Gateway server if it resides in the same PC as the Strategy ES (port 25 is being used for Strategy’s own SMTP server).

6. Click OK.
7. In the Advanced dialog box, click OK.
8. On the General tab, click Apply.



Record Voice Messages (Using Windows Sound Recorder)

This procedure explains one way in which to record a .wav file that can be sent into the voice mail as a voice message. Other multimedia software can be used to perform this function provided that this software provides a way to set the recording compression rate. To use Microsoft Sound Recorder, perform the following:

1. From Windows XP, click Start > Programs > Accessories > either Multimedia (Windows XP) or Entertainment (Windows 98 & Windows 2000) > Sound Recorder.
2. Click Record (red button) and record your message through the multimedia microphone connected to your PC.
3. When finished recording, click on File and then Save As.
4. Select a folder in which to save the .wav file.
5. Enter a File name for the .wav file.
6. Click Change. The Sound Selection window displays.
7. From the *Name* field's drop-down menu, select Strategy ES Format. The attributes should change to reflect the proper compression of 8.000 KHz, 4 Bit, Mono.
8. Click OK to close the Sound Selection window. The Save As window displays.
9. If the target folder information is correct, click Save.

Send WAV File as Voice Message

1. To send the .wav file into voice mail as either a new, reply, or forwarded voice message to a mailbox, attach the .wav file to an e-mail message (shown right).
2. Make sure that the address for the message is correct. The addressing convention for sending voice messages into a Strategy ES is defined as <target mailbox number>@<system computer name.domain>.

Note As a quick tip, every time you get a voice message from a Strategy ES voice mail user, add that address to your personal address book.



If other Strategy ES mailbox addresses are entered in either the To:, cc:, or bcc: fields, those mailboxes also receive your message.

TTS is the term for converting text to computer-generated speech. It enables selected information from a computer database or e-mail messages to be read back to users.

The TTS/Email Feature Group enables e-mail messages to be read back to users via the Telephone User Interface (TUI). The TTS/Email Feature Group requires the Media Application Server be equipped with the UM Feature Group and an e-mail password set.

Stratagy ES TTS/Email Feature Group employs the ScanSoft ETI-Eloquence™ TTS system. ETI-Eloquence is a Speech Application Programming Interface (SAPI) compliant system from ScanSoft®.

With the TTS/Email Feature Group, individual mailbox users that have e-mail addresses can have their e-mail messages read to them. Each mailbox can be configured independently to query any e-mail service compatible with SMTP/POP3/IMAP4 for messages. If messages are present, voice mail announces how many e-mail messages there are and if any of them contain attachments.

This gives users that do not have immediate access to their local network, the Internet, or even a computer, the ability to check for important e-mail messages from anywhere in the world. All that is required is a telephone.

The TTS feature is a host-based application. TTS uses the Media Application Server's resident processor to provide the processing power required, no additional speech-related hardware is required. This Feature Group includes the first two channels and has a maximum capacity of four channels of TTS that can be invoked simultaneously.

Hardware/Software Requirements

The following requirements apply for TTS:

- a license (part number MAS-FG-TTS-ETI) for the feature group must be purchased through the Toshiba FYI site at <http://fyi.tsd.toshiba.com>. Once you have purchased the license, follow the detailed instructions in “MAS Licensing” on [page 2-9](#) to activate the license.
- ScanSoft ETI-Eloquence software

Note The TTS provides up to eight channels of TTS resources.

Installation

The following steps comprise the TTS installation.

Performed on the server:

- [Step 1: Verify SAM is Feature Activated](#)
- [Step 2: Stop Strategy Enterprise Server](#)
- [Step 3: \(Optional\) Install Strategy ES Update](#)
- [Step 4: Install ScanSoft ETI-Eloquence Software](#)
- [Step 5: Verify System's Basic Functions](#)
- [Step 6: Verify E-mail Settings in Mailbox Editor](#)
- [Step 7: \(Optional\) Change Playback Order](#)

Performed on the client PC:

- [Step 8: Set E-mail Password](#)

Prior to Installing

- We recommend that you back up your database prior to starting any upgrade procedure.
- Make sure you have all the necessary parts and tools.
- Since all of the procedures require voice mail be out-of-service, coordinate with the customer a time for voice mail to be taken off line.

Server Installation

Step 1: Verify SAM is Feature Activated

1. From the desktop, click Start > Programs > Strategy Enterprise Server Administration > SAM Query. The Strategy ES Activation Module screen displays (shown at right).
2. Verify that the TTS settings display in the lower right-hand corner.



Step 2: Stop Strategy Enterprise Server



1. Click the StartStrategy icon on the desktop. The Strategy Enterprise Server Control screen displays.
2. Click Stop. The screen displays “Stop Pending” and then “Stopped.”

Step 3: (Optional) Install Strategy ES Update

If the latest software version of the Strategy ES is not resident on the Media Application Server hard drive, you should load the latest version of software, Administration and any accompanying software component update.

- To verify the version of software currently installed, view the version.txt file in the voice mail directory.
- From the Software Menu screen, select Software Component Update. The update prompts you for the path name etc. Accept the defaults. When the installation is complete, you are asked to restart your computer.

Step 4: Install ScanSoft ETI-Eloquence Software

1. From the Software Menu screen on the Strategy ES CD-ROM, select ScanSoft.

Note If this is the first time installing this software, you may be asked to reboot before you can use the new software.

2. From the ScanSoft submenu, select Eloquence TTS Common Software and follow the instructions.
3. From the ScanSoft submenu, select Eloquence TTS US English Software and follow the instructions.
4. From the ScanSoft submenu, select MS SAPI runtime library and follow the prompts.
5. Reboot.

Step 5: Verify System's Basic Functions

Follow the instructions below to verify that the voice mail's basic functions are working.

- **To verify that each port works and voice playback and basic auto attendant function**
 - Dial the extension number for each port. Voice mail should (for each port) answer and play the default company greeting (“Thank you for calling...”), greeting 1 in User ID mailbox 990.

Step 6: Verify E-mail Settings in Mailbox Editor

- You should verify that the *Email server* and *Email play back* fields on the Unified Messaging Tab Screen (Mailbox Editor) have been configured with the proper e-mail settings. See [“Unified Messaging” on page 4-20](#) for details.

Step 7: (Optional) Change Playback Order

%% **To modify the TTS playback order**

Modify the system parameter setting shown in the table below. See [“Modify Parameters” on page 3-30](#) for instructions on modifying the settings for these TTS parameter.

Table 8-1 System Parameter Definition

Parameter	Description
sys_tts_playback_order	System wide setting that determines the order in which the SES selects email messages to be read to users via the TTS feature group. The possible settings are: 0 = FIFO First In, First Out (Default) 1 = LIFO Last In, Last Out

Client PC Programming

Step 8: Set E-mail Password

You need to set an e-mail password for each user wishing to use the TTS feature. Only one of the following procedures is required.

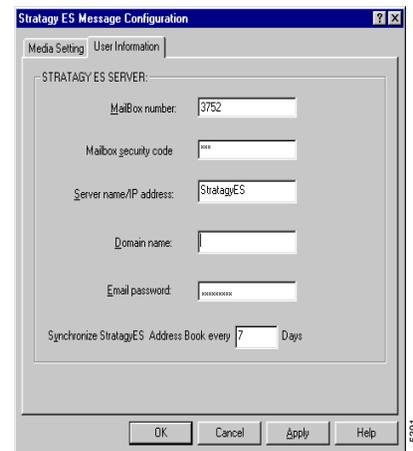
Using Strategy ES Proprietary Outlook Integration Software

Important! *The Strategy ES Proprietary Form must be installed before you start this procedure (see [Step 7: \(Optional\) Install Strategy ES Proprietary Outlook Integration Software on Client PCs on page 7-9](#)).*

1. On the client PC, launch Outlook.
2. From the Outlook main menu, click Tools.
3. Select Config Strategy voice mail. The Strategy ES Message Configuration screen displays.
4. Click on the User Information tab (shown at right).
5. Verify the user mailbox number in the *Mailbox number* field is correct.
6. In the *Email password* field, enter the password that the user enters to log into their e-mail service.

Notes

- Without the password, the TTS/Email feature does not work.
- This password must match the e-mail server (e.g., Exchange) account password for the TTS feature to work.



Using Internet Protocol Integration

This procedure enables you to update the Strategy ES software with the user's e-mail log on password so that the system can retrieve e-mail messages and read them via Text-to-Speech.

To update the Strategy ES with a user's e-mail password, the Strategy ES Remote User Password Administration applet must be installed on the user's computer.

% To install Strategy ES Remote User Password Administration applet

Perform one of the following two procedures:

Procedure 1

1. Insert the Strategy ES Software CD-ROM into the target user's computer.
2. From the Main Menu, select Remote User Password Administration. The Strategy ES Remote User Password Administration screen displays (shown right).
3. Enter the Strategy ES mailbox number for the user.
4. Enter that mailbox's security code.
5. Enter the password that the user enters to log into their e-mail service.
6. Enter the computer name or IP address of the host Strategy ES system on the local network.
7. Enter the computer name or IP address of the host SMTP server on the local network.
8. Click Send Update. The applet will securely send your e-mail password directly into the Strategy ES system.

Procedure 2

1. From the Internet Explorer, access the My Phone Manager application by typing <http://<PC Name>/MyPhoneManager> (example: <http://NETWORK/MyPhoneManager>) and press **<Enter>**.
2. Follow the instructions in the *Program Administrator Manual* for logging on to the program.
3. From the menu, click Voice Mail Settings > Mailbox Settings. The Mailbox Settings screen displays (shown right).
4. Type in your Email address, username and password.
5. Click Apply.

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The Interactive Voice Response (IVR) Feature Group can relay specific computer database information to callers over the telephone based on an individual's unique input from the touchtone dial pad. Database information can reside on the IVR system's hard drive or in an external database.

A voice mail IVR application script is customized so that callers can get the information they need anytime that data is available. Information received from the database, can be spoken back to the caller in a number of different ways: date, time, dollars and cents, numbers or predetermined phrases.

This chapter gives instructions on using the IVR User Agent and IVR Alias Editor functions.

IVR User Agents

A User Agent is defined as an automated object in the system that represents and processes calls on behalf of a user. For the IVR Application Suite, the IVR User Agent is defined as a company or department who authorized an application to run.

Notes

- Only an Administrator or higher level user can create/delete/edit a User Agent.
- IVR User Agent is not Class of Service (COS) dependent.

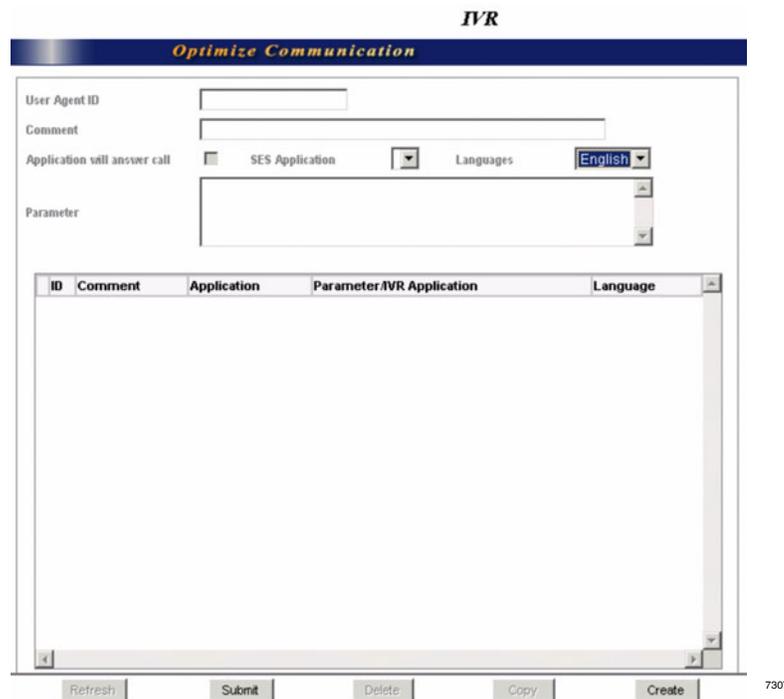


Figure 9-24 IVR Screen

Table 9-1 IVR Screen Fields

FIELD	DESCRIPTION
User Agent	Type a user agent number.
Comment	(Optional) Any text that will help identify the user agent.
Application will answer call	(Optional) When selected, this option indicates that this User Agent is assigned to answer an incoming port in the Answer Methods screen (see “Answer Methods” on page 3-12). This option also indicates that the associated IVR application must: <ul style="list-style-type: none"> • Be programmed within its scripting to answer incoming calls. • Successfully complete its load process before answering the port. By not selecting this option, the system answers the port and then starts the loading of the IVR application.
SES Application	Select an application from the drop-down list.
Languages	This option designates the language used for prompting. At present the only language available is English.
Parameter	The parameter consists of a file name and the file’s pathway. Example: source C:/test/sample.tcl.

Create IVR User Agents

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > IVR. The IVR screen displays.
2. Click Create. The Create User Agent screen displays.
3. Type a single User Agent number (e.g., 881), a range of numbers (e.g., 800-804) or a combination of both separated by commas (e.g., 800-802, 881, 888).

Note The number you enter must be unique. If the number already exists, Voice Mail Administration indicates that the User Agent could not be created.

4. Click OK. The Creating dialog box displays while the program creates the User Agents. When the process is complete the screen indicates whether the creation of the User Agent(s) was successful.
5. Click Exit. The IVR User Agent screen displays (shown right).
6. (Optional) Click *Comment* field and type in comment.
7. (Option) Check “Application will answer call” box on the screen.
8. In the *Application* field, select the Application from the drop-down menu.
9. In the *Language* field, select the Language from the drop-down menu.
10. Click on *Parameter* field and enter the Parameter.

Note The file name can be entered with forward slashes (/) or backward slashes (\).

11. Click Submit. The data is saved. The IVR User Agent screen remains.
12. Repeat [Steps 6~11](#) for any other agents you created.

Delete IVR User Agents

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > IVR. The IVR screen displays.
2. Highlight the User Agent you want to delete.
3. Click Delete. The Delete User Agent screen displays.
4. Type the User Agent number.
5. Click OK. A pop-up box asks you if you want to continue.
6. Click OK > Exit. The User Agent is removed from the screen.

Edit/Modify IVR User Agents

1. From the eManager Main menu, click Advanced Configuration > Voice Mail > IVR. The IVR screen displays.
2. Highlight the User Agent you want to modify.
3. Change the necessary data. Click Submit. The data is saved. The IVR User Agent screen is still displayed.

Answer Methods

The IVR Answer Methods must be set. See [“Answer Methods” on page 3-12](#) for procedures.

Voice Ports

The IVR Answer Methods must be assigned to a port and extension number. See [“Voice Ports” on page 3-14](#) for procedures.

IVR Alias Editor

To automatically run applications in the background when voice mail starts up, you must first define the application as an IVR Alias using the Edit IVR Alias function and then activate the Alias in the Run IVR Alias screens.

Applications can be added or deleted from the startup list whenever necessary. All functions and screens are accessed using the eManager Tools Menu.

Edit IVR Alias

You can add, delete and edit IVR Alias Editors using this function.

Add IVR Alias Editor

1. From the eManager Main menu, click Utilities > Tools > IVR Alias Editor. The IVR Alias Editor screen displays (shown right).

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2. Click Add. The Add IVR Alias screen displays (shown right).
3. Enter the following on the Add IVR Alias screen:
 - Type an Alias name.
 - Select an Application Name from the drop-down list provided for the field.
 - Type the following:

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sourcecx [pathname]

4. Click OK. The IVR Alias Editor screen displays with the new Alias Editor added to the Alias name list.

Delete IVR Alias Editor

1. From the eManager Main menu, click Utilities > Tools > IVR Alias Editor. The IVR Alias Editor screen displays.
2. Select an IVR Alias name from the drop-down list. Click Delete. You are asked to confirm the deletion.
3. Click OK. The IVR Alias Editor screen displays with the Alias Editor removed from the Alias name list.

Edit IVR Alias Editor

1. From the eManager Main menu, click Utilities > Tools > IVR Alias Editor. The IVR Alias Editor screen displays.
2. Select an IVR Alias name from the drop-down list. Click Edit. The IVR Alias screen displays.
3. Make the required changes to the *Application Name* and/or *Parameter* field.
4. Click OK. The data is saved and the IVR Alias Editor screen displays.

Run IVR Alias

This function enables you to add or delete Application Names to/from a startup or “register list.” Applications placed on this list automatically run on startup and continue to run until you shut down the voice mail.

Add/Delete Application Names from Startup List

1. From the eManager Main menu, click Utilities > Tools > Run IVR Alias. The IVR Alias screen displays (shown at right).

Note The Application Names list on the left-hand side of the screen is static and cannot be added or deleted using this screen. To add or delete Application Names, you must use the IVR Alias Editor function.

The screenshot shows a window titled "Run IVR Alias" with a subtitle "Optimize Communication". Inside the window, there are two sections. The left section is labeled "Application names:" and contains a drop-down menu with "AATCLRUN" selected. To the right of this menu are two buttons: "Add >>" and "<< Delete". The right section is labeled "Application to run at startup:" and contains a drop-down menu with "ASRDialogModuleInit" selected. At the bottom center of the window are two buttons: "Submit" and "Cancel".

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2. Select an Application Name from the list on the left. Click Add. The Application Name is added to the startup list on the right of the screen.
...or select an Application Name from the drop-down list on the right-hand side of the screen and click Delete. The name is removed from the startup list on the screen and replaced in the Application Name list on the left.
3. When finished, click Submit. The data is saved and the IVR Alias screen remains open.
4. You must now shutdown and restart the voice mail for any deletion or addition to take effect.

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This chapter covers procedures for enabling and testing Simplified Message Desk Interface (SMDI), Audio Messaging Interchange Specification (AMIS) for the voice mail, CTX Proprietary Integration for the Stratagy ES/Strata CIX, and Voice Profile Internet Mail (VPIM) for the Stratagy ES.

CIX Integration

With the Stratagy ES software application on the MAS and Strata CIX, all integration communication is performed over the IP network connection between the two systems.

All Stratagy ES systems require a network connection to facilitate the integration. This section provides the steps needed to configure the Stratagy ES for this integration.

Note For additional information, see [“Proprietary Integration” on page 1-7](#).

You can perform the two wizards—Configuration Wizard and User Setup—in the eManager/Basic Configuration menu or you can follow the steps below to configure your Stratagy ES system.

Step 1: Program CIX for Integration

The following Strata CIX programs must be configured for Voice Mail to work with the CIX:

Set up Telephone Station Ports

- From eManager, click Advanced Configuration > Station > Assignments and configure Program 200 Station Assignments (or VMID Wizard) for the following:
 - FB19 – VM ID sent to Voice Mail = mailbox number. This is usually the same as the PDN, however, it can be different (do not include 91, or 92 Vmail integration codes).
 - FB22 – Message Center (this is VM distributed hunt group pilot number)

Optional Station Programming

- From eManager, click Advanced Configuration > Station > Assignments and configure Program 204 Station Assignments DKT Programming
 - FB23 – Used for the Record to VM feature. Default setting is “Manual” and may be changed to “Auto.”

- From eManager, click Advanced Configuration > Station > Phantom DN and configure Program 206 Stations Phantom DN Programming
 - FB06 – VM ID sent to Voice Mail (if different from the owner). CIX sends the owners VM ID if left blank.
 - FB09 – Message Center

Voice Mail Ports Only

- From eManager, click Advanced Configuration > Station > Assignments and configure Program 260 Full IP Station Assignment (create VM extensions as IPT_L resources/VM ports)
 - Enter equipment number (ex. 0101).
 - FB3 – Assign ports as voice mail ports.
 - FB15 – Display DN. This MUST be the same Pilot DN for VM distributed hunt group.
- From eManager, click Advanced Configuration > Station > Assignments and configure Program 204 Station Assignments DKT Programming
 - FB05 – Tone First
 - FB19 – Not Continuous.
- From eManager, click Advanced Configuration > Station > Hunt Group and configure Program 209 Station Programming Hunt Groups (Create Hunt Group)
 - FB01 – Hunt Method = Distributed
 - FB02 – Pilot Number = _____ (DN)
 - FB05 – Multiple DN = Disable
- From eManager, click Advanced Configuration > Station > Assignments and configure Program 218 Station Programming Hunt Group Members
 - Assign Vmail ports members in the newly created Hunt Group (Program 209)

CTX Proprietary Integration

- From eManager, click Advanced Configuration > System > VM Data and configure Program 579 System Voice Mail Data

Note Only use this FB for Centralized VM and QSIG.

- FB10 – Message Center Network DN used in Centralized Voice Mail across QSIG. This is the call back number for Remote nodes for Message Waiting Light control across Nodes. If entry must contain the Local Node ID and VM Pilot number; i.e., 103090, if the Network table is not used.
- FB16 – Pilot Number of VM Hunt Group used for the “Transfer Direct to Voice Mail” feature.

Voice Mail Port Data

- From eManager, click Advanced Configuration > System > VM Data and configure Program 580 Voice Mail Port Data
 - FB00 – Enter VM Port DN from list.
 - FB01 – Select VM Control = SMDI.
 - FB02 – Enable A/D Tones.
 - FB04 – Enable End-to-End Signaling
 - FB07 – VM to VM Call Blocking (non-blocking = default)

SMDI IP Integration

Assign LAN Device for SMDI

- From eManager, click Advanced Configuration > System > I/O Devices and configure Program 803 I/O Devices SMDI Integration

- FB00 – Set for SMDI Code 300

Note Do not use Code 301.

- FB01 – Select Device Connection to LAN (Set Device Port Number – 10)

Configure LAN Device

- From eManager, click Advanced Configuration > System > I/O Devices and configure Program 801 LAN Device

- FB00 – Select LAN port number defined in Program 803 (recommended 10)
- FB01 – Protocol (TCP)
- FB02 – PC Operation Type (Client)
- FB03 – Data Flow (Asynchronization)
- FB04 – Server Port Number (0 = default)
- FB06 – Client Port Number (1000)
- FB05~08 – Client IP (Enter the IP address of the MAS)
- FB07 – Read Retry No. (1 = default)
- FB08 – Write Retry No. (1 = default)

Step 2: Configure Telephone System Integration

- Verify that the Strategy ES system is up and functional.
- Connect to the MAS with eManager.
- From the eManager Main Menu select Advanced Configuration > System > VM Phone Systems. The Telephone Systems screen displays (shown at right).
- In the *Integration Group Name*, *Switch Type*, and *Integration Type* fields, leave the default.
- Scroll down to the bottom of the Integration Dial Codes list to locate three parameters: CIX/CTX IP Address, Simple Network Management Protocol (SNMP) Community, LIPU IP Address (MAS).
- Change the “CIX/CTX IP Address” to the IP address that has been assigned to the Strata CIX (LCTU). Default is 192.168.254.253.
- Enter the SNMP Community name that has been assigned in the target Strata CIX. Default is communityName.
- Verify/change the “IPU IP Address” that has been assigned to the Strata CIX (LIPU).
- Click Submit.

Integration Pattern	Integration Timeout (milliseconds)
Forward From Ring No Answer	A0000000000000000000
Forward From Ring No Answer	A00000000000000000ss
Forward From Ring No Answer	A00000000000000000ssss

Dial code	Integration Dial Codes
Dial code to put a caller on transfer hold	F-
Dial code to use when there is no transfer dial tone	F-
Dial code to return to caller after Ring No Answer	F-
Dial code to return to caller after Busy	F-
Dial code to use after call screening reject	F-

Step 3: Assign Telephone System Integration Group Name to Answer Method

1. From eManager, click Advanced Configuration > System > VM Ans Methods.
2. Leave at Default or enter a new Answer Method name.
3. Leave at 990 or enter a new Greeting User Agent number.
4. Enter the desired number of rings that the Strategy ES should wait before answering the port, or leave this value at its default of 1.
5. Enter the Integration Group Name that was assigned in Step 1 for the Strata CIX.
6. Click Submit.

Step 4: Configure the Voice Ports Connected to Strata CIX

1. From eManager, click Advanced Configuration > System > VM Voice Ports.
2. In the *Extension* field, enter the extension number for the LIPU IPT VM ports originating from the Strata CIX. For the integration to work properly, the extension numbers entered here must exactly correspond with the extension numbers of the ports that are configured to the system.
3. Enter the Answer Method name that was created in [Step 3](#), or leave at default.

Step 5: Set Strategy ES Parameter

1. From eManager, click Advanced Configuration > System > VM Parameters.
2. Set Strategy ES *sys_voicemail_pilot_number* parameter to the pilot number of the Voice Mail Hunt group. See “[sys_voicemail_pilot_number](#)” on [page 3-46](#) for more detailed information.
3. Set Strategy ES *sys_line_begin* to the first voice mail port (should always be Port 1). Example: If installing four port voice mail system, set this to 1.
4. Set Strategy ES *sys_line_end* to be the last voice mail port to be used. Example: If installing a four port voice mail system, this should be set to 4.

Step 6: Test Integration

After the integration has been enabled in voice mail and the CIX, initial testing can be done by making test calls into voice mail. Program a Mailbox Number with default options. Use the default System Greeting and default System Busy greetings for the mailbox.

1. Make a call into voice mail from an extension that is the same number as the Mailbox Number. Voice mail should answer “Please enter your security code.”

Note If the system plays the Company Greeting, then the link is not working. Recheck the installation.

2. Call forward a telephone All Calls. The System or Personal Greeting for the mailbox plays.

Note If the system plays the Company Greeting, then the link is not working. Recheck the installation.

3. From another extension, call the forwarded telephone.

4. Call forward a telephone for Busy. Make the extension busy, then call the busy extension from another telephone. The System Busy or Custom Greeting plays.

Note If the system plays the Company Greeting, then the link is not working. Recheck the installation.

5. If Steps 1, 2 and 3 were successful, make another call from an internal extension (that has a mailbox number assigned on the system) to the forwarded extension, and leave a message.
6. Log on to the mailbox number that has the message. Play the message.
The header information for the message should include the mailbox number of the extension that left the message.

If these tests are successful, the integration is working properly.

AMIS Networking

(AMIS) is the analog networking protocol that enables voice mail to pass voice messages to any remote voice mail system that supports the AMIS protocol.

This section discusses the following:

- AMIS User Agents
- AMIS node
- Destination System Number
- Configuring voice mail for AMIS
- Testing AMIS
- AMIS operation

AMIS User Agents

Voice mail implements AMIS by using two specific User Agents – Gateway and Proxy – that contain information and direction about a remote voice mail system or node (see [Figure 10-25](#) and [Table on page 10-7](#)). The node identifies itself to voice mail by a local telephone number (i.e., Destination System Number) that is sent to the receiving voice mail system during the transmission process.

Remote User Agents, whether represented by Proxy User Agents or through Gateway User Agents, can be members of distribution groups.

Messages are forwarded to, or received from, the remote locations via the Gateway or Proxy User Agents. The Gateway and Proxy User Agents must be programmed for AMIS networking to operate properly and involves defining the Edit AMIS Gateway/Proxy User Agent screen. Voice mail processes the notification information in order to perform AMIS out-dialing and access the AMIS network.

Gateway User Agents

Each system in the AMIS network must have a *unique* address called a node. The only requirements for a node number is that it be one~eight digits long and be unique. For example, the voice mail system's Gateway User Agent might address the Dallas office as node "40," while the voice mail at Los Angeles might be "33."

To send a message to another voice mail system user using a Gateway User Agent, you must enter the voice mail system's node number plus the addressee's User Agent number.

For example, when a user in the Dallas office (node 40) sends a message to User Agent 200 in Los Angeles (node 33), the destination address is: "33200." Once the message is addressed and sent, the local voice mail system (node 40) does the following:

1. Accesses its Gateway User Agent (node 40) and uses the information stored there to contact the remote voice mail system (node 33).
2. Provides some handshake signals requesting User Agent 200.

3. Audibly transmits the message.

The remote system (node 33) receives the message and stores it in User Agent 200.

An exception occurs if the 33200 destination address also exists on the local voice mail system. The user must follow the node number with “*” (e.g., 33*200) when entering the destination. This flags the message as an AMIS message and the voice mail system delivers the message to Gateway User Agent 33 at Los Angeles instead of Dallas mailbox 33200.

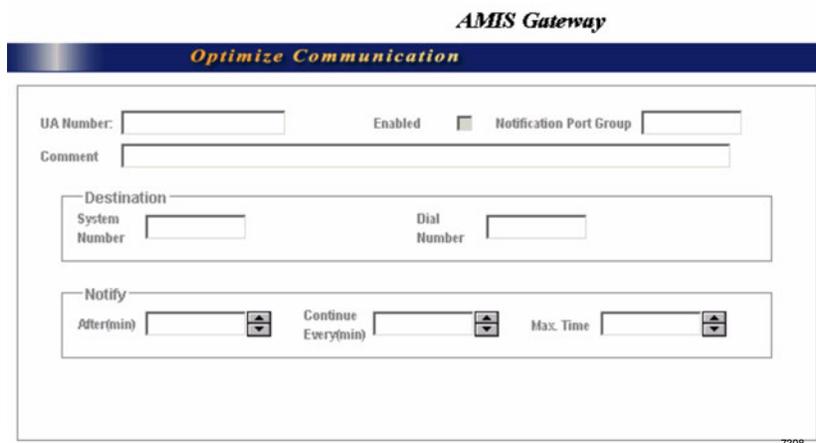


Figure 10-25 AMIS GatewayScreens

Proxy User Agents

The Proxy User Agent represents a specific User Agent on a remote node and resides on the local voice mail system. A voice mail user addresses a message to a Proxy User Agent in the same manner as he/she would a local user. Once the message is addressed and sent, the Proxy User Agent initiates the AMIS transfer. This gives the appearance to the local user that the remote user is part of the local system.

For example, assume 2300 is an address on a voice mail system in Dallas. The same number also resides as a Proxy User Agent on the local voice mail. When messages are left for Proxy address 2300 on voice mail, the system uses the information stored there to contact the Dallas voice mail system, provides some handshake signals requesting address 2300, then audibly transmits the message. The Dallas voice mail system would receive the message and store it in address 2300.

Important! *It is not necessary for the remote address to match the Proxy User Agent number in voice mail.*

AMIS Proxy

Optimize Communication

UA Number: Enabled Notification Port Group

Comment

Destination

System Number System Number Dial Number

Notify

After(min) Continue Every(min) Max. Time

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Figure 10-26 AMIS Proxy Screens

Table 10-1 Edit AMIS Gateway and AMIS Proxy Screen Fields

FIELD	DESCRIPTION
UA Number	(Display Only) User Agent Number. This field is filled in automatically by voice mail when you create an AMIS User Agent.
Comment	Notation, reminder, or name of remote node. Default is a blank field.
Enabled	Enable or disable the current Gateway/Proxy User Agent by checking/unchecking the box. Default: Enabled
Destination System Number	Telephone number remote node uses as identification. The format (including # signs): 1#area code#telephone number#. Example: 1#714#5551212#
Destination Dial Number	The telephone number including the area code and any special digits (e.g., 9) for dialing out. Example: 917144833777
Destination Mailbox	The mailbox on the remote system which an AMIS Proxy User Agent represents. This number does not have to be the same as the Proxy User Agent that supports it. Default: blank
Notification Port Group	Select a Notification Port Group from the drop-down menu. Note Notification port groups are added using the Notification Port Groups option (see “Notification Groups” on page 3-18). Possible values: Any available notification port group within the system. Default: Q1
Notify After (min)	Number of minutes after the message has been sent to the Gateway/Proxy User Agent that voice mail should attempt to contact the remote node. Default: 0 (Gateway), 5 (Proxy)

Advanced Integrations and Applications

Table 10-1 Edit AMIS Gateway and AMIS Proxy Screen Fields *(continued)*

FIELD	DESCRIPTION
Continue Every (min)	Number of minutes between each retry attempt to contact the remote node. Default: 1 (Gateway), 30 (Proxy)
Notify Max Time	Number of times Strategy should attempt to contact the remote node. Default: 5

AMIS Node

An AMIS node is a voice mail system in an AMIS network. Each node in the network is identified in two ways. First, there is a unique node number (the Gateway's User Agent's number) that must be used as part of the message address when sending, forwarding or replying to a message. Second, the nodes use the Destination System Number, which is part of the AMIS protocol, to identify themselves to each other during AMIS connections.

Destination System Number

The Destination System Number consists of a country code (the digit “1” in North America), area code, and seven-digit phone number. This number not only identifies the calling system, but can also be used by the administrator to configure the local system to enable message replies.

Configuring Voice Mail for AMIS

There are two steps to configuring voice mail to act as an AMIS node:

1. Set the voice mail AMIS system parameters.
2. Create Gateway User Agents for each remote system with which voice mail communicates and Proxy User Agents for each remote user that wishes to have a local address.

Step 1: Set AMIS Parameters

For AMIS to operate correctly, you must check the AMIS configuration parameter settings in the voice mail system and modify their settings appropriately. See “[Modify Parameters](#)” on page 3-30 for instructions on modifying the settings for the AMIS parameters shown in [Table](#) .

Table 10-2 AMIS Parameters

Parameter	Description
sys_amis_area_code	Area code of the resident voice mail system. Single quotes are required. Default: blank comment line
sys_amis_country_code	Country code of the resident voice mail system. Single quotes are required. Default: comment line starting with 1 for North America.
sys_amis_disk_full	Percentage of the hard drive that must be free in order for voice mail to accept new AMIS messages. If free space is less than this figure, voice mail tells the calling AMIS system that the hard drive is full. Default: 5 (percent)
sys_amis_enabled	Whether voice mail processes incoming AMIS calls. Possible values: True: Voice mail processes incoming AMIS calls. False: (default) AMIS calls told that this node is not accepting network calls.
sys_amis_failure_retry	Number of retries after failure. Possible values: 0-9 (default = 3)
sys_amis_loopback_enable	Enables the AMIS loopback test feature. Possible values: True: (default) enables feature False: disables feature
sys_amis_ltm	User Agent number to use for the AMIS Loopback mailbox. User Agent other AMIS nodes can use for testing the network. Any AMIS message to this User Agent is sent back to the sender, if accessible from this voice mail system. Possible values: valid User Agent number. Default: 989
sys_amis_max_msg	Maximum number of messages the AMIS system can receive. Default: 1000

Table 10-2 AMIS Parameters (continued)

Parameter	Description
sys_amis_max_node	Maximum number of remote nodes (Gateway and Proxy User Agents) that can be in the network. If the actual number exceeds this value, some nodes are inaccessible. Possible values: 1~256 (default = 255)
sys_amis_rna	Enables the ring no answer time-out to be increased to allow for slow answers from AMIS systems. Possible values: 1~10 (default = 4)
sys_amis_telephone_number	Local telephone number of the resident voice mail system. Single quotes are required. Default: blank comment line
sys_amis_unknown_node_action	Whether voice mail accepts messages from unknown AMIS nodes. Possible values: 1: Refuses to accept messages. 2: (default) Delivers this message even though replies are impossible.
sys_local_amis_node	Gateway User Agent number that represents the local AMIS node. Messages addressed to this node are delivered directly to the real local box number instead of being shipped out on the network. Possible values: valid User Agent number. Default: blank comment line

Step 2: Create/Modify AMIS Gateway and/or Proxy User Agents

1. From the eManager screen, click Advanced Configuration > Voice Mail > AMIS Gateway or AMIS Proxy. The appropriate screen displays.
2. Click Create. The Create User Agent screen displays.
3. From the Create screen, enter a single User Agent number (e.g., 881), a range of numbers (e.g., 800-804) or a combination of both separated by commas (e.g., 800-802, 881, 888).

Note The number you enter must be unique. If the number already exists, Voice Mail Administration indicates that the User Agent could not be created.

4. Click OK. The Creating dialog box displays while the program creates the User Agents. When the process is complete, the screen indicates whether the creation of the User Agent(s) was successful.
5. Click Exit. The AMIS Gateway or AMIS Proxy screen displays (see [Figure 10-25 on page 10-6](#)).
6. Highlight the User Agent number in the list to the right of the screen. The user agent is displayed on the active screen.
7. (Optional) Click Comment field and type in a comment.

Note Comment should consist of GATEWAY or PROXY USER AGENT and any other identifying information.

8. Check “Enabled” box on the screen.
9. In the *Destination System Number* field, type the Destination System Number.

Note The Destination System Number is the telephone number the remote node uses as identification. The format (including # signs): 1#area code#telephone number#. Example 1#714#5551212#

10. In the *Destination Dial Number* field, type the telephone number including the area code and any special digits (e.g., 9) for dialing out. Example: 917145833777
 11. (For AMIS Proxy User Agent only) In the *Destination Mailbox* field, accept the default or type in a different User Agent. Default is User Agent 998.
 12. In the *Notification Port Group* field, accept the default or type in a different port group. Default is Q1.
- Note** See [Chapter 3 – Voice Mail Configuration](#) for instructions on creating Notification Port Groups.
13. Using the spin button, set the *Notify After(min)*, *Continue Every(min)* and *Notify Max Time* fields.
 14. Click Submit. The data is saved.
 15. Repeat [Substeps 6~14](#) above for any other agents you created.

Testing AMIS

One method of testing AMIS involves using the AMIS Loopback User Agent (default 989). Once enabled using the *sys_amis_ltm* parameter, this User Agent can be used by other AMIS nodes for testing the network. Voice mail sends any AMIS message to this User Agent back to the sender, assuming the sending system is accessible from the voice mail system.

A line monitor can be used to analyze AMIS transmissions. However, to validate AMIS completely, an in-depth knowledge of AMIS Analog Protocol is required.

AMIS Operation

Note AMIS messages can only be sent from mailboxes.

AMIS networking operation consists of the following steps:

Send Message Over AMIS Network

1. The user logs into his/her mailbox.
2. From the Main Menu, the user presses 2 for the Send Messages menu.
3. The user specifies the destination address as one of the following:
 - node + mailbox number – if the address is a unique combination of the Gateway mailbox and destination mailbox.
 - node + * + mailbox number – if the address is not a unique combination of the Gateway mailbox and destination mailbox.
 - Proxy User Agent number – if addressing the message to a Proxy User Agent.

where:

NODE = up to eight digits

remote address = up to 16 digits

4. The user records the message and presses # to stop recording.
5. The user presses # again to send the message to the specified node.

Once the message has been sent, voice mail dials the remote Destination System Number. The message is placed in the remote mailbox and the user is returned to the Main Menu. If the transmission fails, voice mail retries up to nine times before returning the message back to the user for one of the following reasons:

- Remote node does not answer
- Remote node is busy
- Message is too long
- Node's phone number is incorrect
- Mailbox number does not exist
- Mailbox not accepting messages
- Mailbox is full
- Protocol error

Private/Urgent Message Handling

Because AMIS does not support Special Delivery Options, the voice mail proprietary options such as “private” or “urgent” are striped off when the message is sent via AMIS. These messages at the receiving mailbox are handled as normal messages.

However by using the Notify record, voice mail can use the “urgent” option to determine the timing of the AMIS transmission. For example, normal messages can be delivered after 5:00 p.m. and the urgent messages immediately.

Notification

Each remote node is represented by a Gateway mailbox in the local node. The node number is the mailbox number. When a message is addressed to a remote node, it is placed in the Gateway mailbox, with information in its header that identifies the remote box number, and the fact that it is an AMIS-deliverable message.

A notify task is started to deliver messages to the remote site. There can be several notification tasks for a Gateway mailbox. For each notification task, a maximum of nine messages can be transmitted. The number of messages that can be stored in the Gateway mailbox is set by the system maximum.

If a notify task was started as the result of an urgent message being placed in the Gateway mailbox, it is only allowed to deliver the urgent message to the remote node. The urgent status is stripped from the message when it is sent.

AMIS User Agent Reports

A customized report (Figure 10-27) can be run using a template (see “Reports” on page 12-2 for instructions).

AMIS User Agent Report(gateway)				
Strategy ES:	puddytat			
Generated At:	2:48:45 PM 2/24/2004			
Mailbox Number	Class Of Service	Enable	Destination Dial	Dest System Number
654	AMIS_GATEWAY 2		AmisDestinationSystem	

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Figure 10-27 AMIS User Agent Report with Sample Data

VPIM Networking

VPIM is an industry standard protocol that facilitates server-to-server message exchange between voice processing systems from different manufacturers. VPIM can exchange both voice messages as long as they are of the format dictated by the VPIM standard.

VPIM User Agents

Voice mail implements VPIM by using two specific User Agents – Gateway and Proxy – that contain information and direction about a remote voice mail system or node (see Figure 10-28 and Table 10-1 on page 10-14). The node identifies itself to voice mail by a local telephone number (i.e., Destination System Number) that is sent to the receiving voice mail system during the transmission process.

VPIM Gateway

Optimize Communication

UA Number:	<input type="text"/>	Enabled	<input type="checkbox"/>
Comment	<input type="text"/>		
Destination Fully qualified domain name	<input type="text"/>		
Notify	After(min) <input type="text"/>	Continue Every(min) <input type="text"/>	Max. Time <input type="text"/>

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Figure 10-28 VPIM Gateway Screens

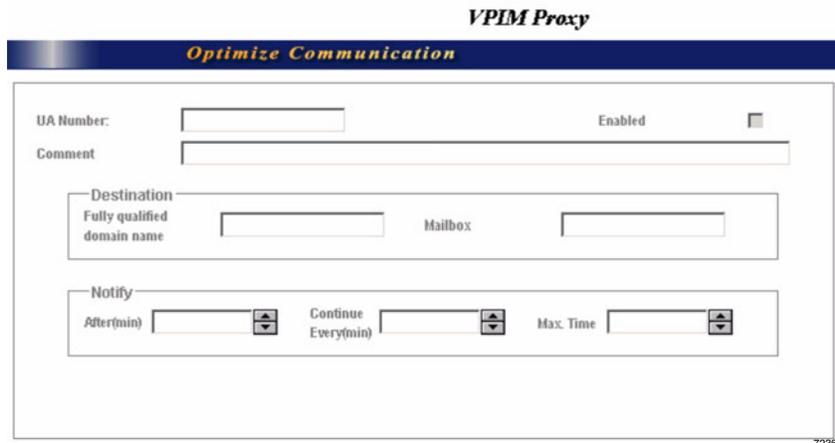


Figure 10-29 VPIM Proxy Screens

Table 10-1 Edit VPIM Gateway and VPIM Proxy Screen Fields

FIELD	DESCRIPTION
UA	(Display Only) User Agent Number. This field is filled in automatically by voice mail when you create a VPIM User Agent.
Comment	Notation, reminder, or name of remote node. Default is a blank field.
Enabled	Enable or disable the current Gateway/Proxy User Agent by checking the box. Default: Enabled
Destination's fully qualified domain name	The Fully Qualified Domain Name of the remote VPIM mail server (i.e., stratagyes.tais.toshiba.com).
Destination Mailbox	The mailbox on the remote system which a VPIM Proxy User Agent represents. This number does not have to be the same as the Proxy User Agent that supports it. Default: blank
Notify After (min)	Number of minutes after the message has been sent to the Gateway User Agent that voice mail should attempt to contact the remote node. Default: 0
Continue Every (min)	Number of minutes between each retry attempt to contact the remote node. Default: 1
Notify Max Time	Number of times Strategy should attempt to contact the remote node. Default: 5

Step 1: Set VPIM Parameter

For VPIM to operate correctly, you must enable the VPIM configuration parameter setting, *sys_vpim_enabled*, in the voice mail system. See “[Modify Parameters](#)” on page 3-30 for instructions on modifying the setting for the VPIM parameter.

Important! *If both the “local” and “remote” systems are Stratagy ES, you must have the *sys_vpim_enabled* parameter set to 1 for enable.*

Step 2: Create/Modify VPIM Gateway and/or Proxy User Agents

1. From the eManager screen, click Advanced Configuration > Voice Mail > VPIM Gateway or VPIM Proxy. The appropriate screen displays.
2. Click Create. The Create User Agent screen displays.
3. From the Create screen, enter a single User Agent number (e.g., 881), a range of numbers (e.g., 800-804) or a combination of both separated by commas (e.g., 800-802, 881, 888).

Note The number you enter must be unique. If the number already exists, Voice Mail Administration indicates that the User Agent could not be created.

4. Click OK. The Creating dialog box displays while the program creates the User Agents. When the process is complete, the screen indicates whether the creation of the User Agent(s) was successful.
5. Click Exit. The VPIM Gateway or VPIM Proxy screen displays (see [Figure 10-28](#) on page 10-13).
6. Highlight the User Agent number in the list to the right of the screen. The user agent is displayed on the active screen.
7. (Optional) Click Comment field and type in a comment.

Note Comment should consist of GATEWAY or PROXY USER AGENT and any other identifying information.

8. Check “Enabled” box on the screen.
9. In the *Destination’s fully qualified domain name* field, type the destination.
10. (For VPIM Proxy User Agent only) In the *Destination Mailbox* field, type in a different User Agent.
11. Using the spin button, set the *Notify After(min)*, *Continue Every(min)* and *Notify Max Time* fields.
12. Click Update. The data is saved. The Edit VPIM User Agent screen closes.
13. Repeat [Substeps 6~12](#) above for any other agents you created.

VPIM Operation

Note VPIM messages can only be sent from mailboxes.

VPIM networking operation consists of the following steps:

Send VPIM Message Using Proxy Mailbox

1. The user logs into his/her mailbox.
2. From the Main Menu, the user presses 2 for the Send Messages menu.
3. The user enters the Proxy User Agent number as the destination address.
4. The user records the message and presses # to stop recording.
5. The user presses # again to send the message to the specified UA. The message is sent out as an e-mail through the Internet and saved in the mailbox designated in the *Destination Mailbox* field of the VPIM Proxy User Agent.

Send VPIM Message Using Gateway Mailbox

1. The user logs into his/her mailbox.
2. From the Main Menu, the user presses 2 for the Send Messages menu.
3. The user enters the Gateway User Agent number + the mailbox number at the remote server as the destination address.
4. The user records the message and presses # to stop recording.
5. The user presses # again to send the message to the specified UA. The message is sent out as an e-mail through the Internet and saved in the designated mailbox at the remote server.

Strategy ES's Token Programming Language consists of commands, or tokens, that instruct Strategy ES what actions to perform. The tokens that are generally used are simple and perform standard expected actions such as dialing an extension.

The Token Programming Language gives the system versatility. Its capabilities include, but are not limited to:

- Confirming digits entered by a caller
- Relaying messages to digital pagers
- Controlling message waiting lights
- Simple database searches

The Token Programming Language uses three types of tokens: singular, defined, and replaced. For a detailed description of each token, see [Tables 11-1~11-3](#).

Using the Token Programming Language

The Token Programming Language may be used in the following Mailbox Editor Menu's screens/fields:

Users Mode Screen's Extension Field

Typically the Users Mode screen's *Extension* field contains the actual telephone station/extension number for the corresponding mailbox. It may contain tokens. Or, it may be empty.

Auto Screen's Extension Field

The default value for the Auto record's *Extension* field is the value in the User Mode screen's *Extension* field. However, it may contain tokens. When the Auto record is active, voice mail uses this *Extension* field rather than the Users Mode screen's *Extension* field.

Notify's Template Editor Parameter Field

Programmers who wish to use Tokens to perform custom notifications must create a new template. In the Add Template screen, the Token programming can be entered in the *Parameter* field.

To program the *Extension* or *Parameter* fields, enter a series of commands, or tokens, that instruct voice mail what actions to perform. A field would, therefore, contain *TokenTokenToken...Token*, where *Token* defines how to perform the actions.

Singular Tokens

Singular Tokens are single character commands that perform a single action that cannot be modified. For example, the token 1 performs the action of playing DTMF 1.

Important! *All tokens must be capitalized. Tokens entered in lower case are ignored.*

Table 11-1 Singular Tokens

Token	Syntax	Description
@	@	Suppress normal process—prevents Strategy ES from normally processing an <i>Extension</i> field. <ul style="list-style-type: none"> Normally when Strategy ES evaluates an <i>Extension</i> field, Strategy ES plays the “Please hold...” prompt to the caller, puts the caller on transfer hold, and then evaluates the tokens in the field. If the first character in the field is the @ token, however, Strategy ES immediately begins processing the next token without performing the transfer procedure.
1	1	Plays DTMF tone 1.
2	2	Plays DTMF tone 2.
3	3	Plays DTMF tone 3.
4	4	Plays DTMF tone 4.
5	5	Plays DTMF tone 5.
6	6	Plays DTMF tone 6.
7	7	Plays DTMF tone 7.
8	8	Plays DTMF tone 8.
9	9	Plays DTMF tone 9.
0	0	Plays DTMF tone 0.
*	*	Plays DTMF tone *.
#	#	Plays DTMF tone #.
A	A	Plays DTMF tone A.
B	B	Plays DTMF tone B.
C	C	Plays DTMF tone C.
D	D	Plays DTMF tone D.
- (dash)	-	Short pause—pauses 0.5 (one-half) second
, (comma)	,	Long pause—pauses two seconds
E	E	Earth recall—performs an earth recall. This is used in place of the hookflash (the F token) on some switches.
F	F	Hookflash—performs a hookflash. The length of the hookflash specified under the Telephone System Dial Codes option # <i>Number of 1/100 seconds to use for flash time.</i> (See Chapter 3 – Voice Mail Configuration.)
H	H	Go on hook—immediately hangs up. If entered after an extension number, performs an immediate hang-up without waiting for system tone cadences. This is called a Blind Transfer.

Table 11-1 Singular Tokens (continued)

Token	Syntax	Description
U	U	Return to transferring mailbox if <i>Extension</i> field number busy—if entered after a number in the <i>Extension</i> field, performs a partially supervised transfer. If ringing is returned, the system hangs up for a blind transfer. If busy is returned, the Strategy ES retrieves the call to be processed by the transferring mailbox.
X	x	Remember event—message waiting light control—creates the file LIGHT.ON in the mailbox's directory. Used with the Y and Z tokens to control Strategy ES's processing of tokens, particularly in situations where Strategy ES should perform an action once regardless of the number of times the tokens are attempted. A message waiting light that uses the same codes to turn on the light as it does to turn off the light; i.e., a toggle.
Y	y	Forget event – message waiting light control—deletes the LIGHT.ON file in the mailbox's directory. A message waiting light that uses a different code to turn off the light than to turn on the light.
Z	z	Test event – message waiting light control—tests for the existence of the LIGHT.ON file in the mailbox's directory. If the file is there, immediately stops processing the rest of the tokens for this mailbox.

Replaced or Variable Tokens

Replaced or Variable Tokens are specified with a preceding % sign and cause Strategy ES to replace the token given with the value associated with the token. For example, The token %M would be replaced with the current number of messages for the current mailbox being accessed.

Important! All tokens must be capitalized. Tokens entered in lower case are ignored.

Table 11-2 Replaced Tokens

Token	Description
%%	Substitute a %.
%C	Replaces with the current port number. Syntax %C
%D	Hard drive space remaining—replaces itself with the value that represents the percent of free hard drive space at the time it is used. Syntax %D Example P (%D,N) Says (plays) the percentage of free hard drive space as a number.
%E	Extension field—replaces with the contents of the current mailbox's Extension field. Syntax %E
%F	Mailbox's Directory Name 1, Directory Name 2, or Comment field—replaces with the contents of the Users Mode Options screen's Directory Name 1, Directory Name 2, or Comment field for the mailbox. Syntax %F(n[,uid]) where: n Number representing one of the following Users Menu fields. 1 Directory Name 1 2 Directory Name 2 3 Comment uid Valid mailbox. Defaults to current mailbox if not specified. Example %F(3) Replaces with the contents of the Users Mode Options screen's Comment field for the current mailbox.
%K	Value held in the Calling Party ID buffer. Syntax %K
%M	Number of messages—replaces with the total number of messages for the current mailbox. Syntax %M
%N	Number of new messages—replaces with the number of new messages for the current mailbox. Syntax %N

Table 11-2 Replaced Tokens (continued)

Token	Description																				
%P	<p>Previously accessed mailbox—replaces with the mailbox previously accessed</p> <p>Syntax %P</p> <p>Example</p> <p>If while accessing Mailbox 100 a caller enters 222, then while Mailbox 222 is accessed %P has the value 100.</p>																				
%R	<p>Relay page DTMF—replaces with the DTMF digits entered by the caller who invoked RELAY paging notification. Used mostly for sending a telephone number directly to a User's pager/beeper from his mailbox.</p> <p>Syntax %R</p>																				
%S0~%S19	<p>Store value—Stratagy ES has twenty storage tokens (variables) that enable you to input, modify, retrieve, and output values. Upon each new call, all the variables are initialized to null (no defined value).</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">%S0 storage token 0</td> <td style="width: 50%;">%S10 storage token 10</td> </tr> <tr> <td>%S1 storage token 1</td> <td>%S11 storage token 11</td> </tr> <tr> <td>%S2 storage token 2</td> <td>%S12 storage token 12</td> </tr> <tr> <td>%S3 storage token 3</td> <td>%S13 storage token 13</td> </tr> <tr> <td>%S4 storage token 4</td> <td>%S14 storage token 14</td> </tr> <tr> <td>%S5 storage token 5</td> <td>%S15 storage token 15</td> </tr> <tr> <td>%S6 storage token 6</td> <td>%S16 storage token 16</td> </tr> <tr> <td>%S7 storage token 7</td> <td>%S17 storage token 17</td> </tr> <tr> <td>%S8 storage token 8</td> <td>%S18 storage token 18</td> </tr> <tr> <td>%S9 storage token 9</td> <td>%S19 storage token 19</td> </tr> </table> <p>Each port has a unique set of twenty %S tokens which do not conflict. Therefore, two different ports may use the same %S token without disrupting each other's value.</p> <p>Syntax %S0,%S1,%S2,%S3,%S4,%S5,%S6,%S7,%S8,%S9,%S10,%S11,%S12,%S13,%S14,%S15,%S16,%S17,%S18,%S19</p>	%S0 storage token 0	%S10 storage token 10	%S1 storage token 1	%S11 storage token 11	%S2 storage token 2	%S12 storage token 12	%S3 storage token 3	%S13 storage token 13	%S4 storage token 4	%S14 storage token 14	%S5 storage token 5	%S15 storage token 15	%S6 storage token 6	%S16 storage token 16	%S7 storage token 7	%S17 storage token 17	%S8 storage token 8	%S18 storage token 18	%S9 storage token 9	%S19 storage token 19
%S0 storage token 0	%S10 storage token 10																				
%S1 storage token 1	%S11 storage token 11																				
%S2 storage token 2	%S12 storage token 12																				
%S3 storage token 3	%S13 storage token 13																				
%S4 storage token 4	%S14 storage token 14																				
%S5 storage token 5	%S15 storage token 15																				
%S6 storage token 6	%S16 storage token 16																				
%S7 storage token 7	%S17 storage token 17																				
%S8 storage token 8	%S18 storage token 18																				
%S9 storage token 9	%S19 storage token 19																				
%T	<p>Connect time—replaces with the current connect time, i.e., the total number of seconds that the port/call has been active.</p> <p>Syntax %T</p>																				
%U	<p>Mailbox—replaces with the current mailbox number.</p> <p>Syntax %U</p>																				
%V	<p>Variable—replaces with the value of the current Notify record's <i>Variable</i> field. Useful for defining notification templates for mailboxes that perform the same type of notification with a difference only in the telephone number that Stratagy ES should dial, e.g., pager/beeper telephone numbers.</p> <p>Syntax %V</p>																				
%W	<p>Current day of the week—replaces with the current day of the week, where:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">1 Sunday5</td> <td style="width: 50%;">Thursday</td> </tr> <tr> <td>2 Monday6</td> <td>Friday</td> </tr> <tr> <td>3 Tuesday7</td> <td>Saturday</td> </tr> <tr> <td>4 Wednesday</td> <td></td> </tr> </table> <p>Syntax %W</p>	1 Sunday5	Thursday	2 Monday6	Friday	3 Tuesday7	Saturday	4 Wednesday													
1 Sunday5	Thursday																				
2 Monday6	Friday																				
3 Tuesday7	Saturday																				
4 Wednesday																					

Table 11-2 Replaced Tokens (continued)

Token	Description
%X	<p>Transfer hold codes—replaces with the value of the Telephone System Dial Codes that puts a caller on transfer hold (# Dial code to put a caller on transfer hold). See Chapter 4 – Voice Processing.</p> <p>Syntax %X</p>
%Y	<p>Current date—replaces with the current date (mmddyyyy). This is the same format used in the P() token for dates.</p> <p>Syntax %Y</p> <p>Example P(%Y,D) Says the current date: month, day, year.</p>
%Z	<p>Current time—replaces with the current time in 24-hour format (hhmm). This is the same format used in the P() token for time.</p> <p>Syntax %Z</p> <p>Example P(%Z,T) Says the current time in 24-hour format: hours, minutes.</p>
LEN[]	<p>Length—replaces with the total number of characters in the %Sn variable.</p> <p>Syntax LEN[%Sn]</p> <p>where: %Sn One of the %S storage variables (range: 0~19).</p> <p>Example P(LEN[%S1],N) Says the number of characters in %S1 as a number.</p>

Defined Tokens

Defined Tokens are expressed with left and right parentheses surrounding one or more definitions that determine how the token should work. For example, the Goto token **G()** only takes one definition. Strategy ES immediately “goes to” the mailbox specified for processing. For **G(123)**, Strategy ES continues processing at Mailbox 123.

Strings that contain a space, comma or quotes, must be enclosed with quotes (e.g., “9,%S1”) or Strategy ES may misread the token.

Important! *All tokens must be capitalized. Tokens entered in lower case are ignored.*

Table 11-3 Defined Tokens

Token	Description
G()	<p>Go to mailbox—immediately continues processing at the mailbox specified. Strategy ES continues standard processing at the mailbox per the mailbox processing diagram.</p> <p>Syntax G(uid)</p> <p>where: uid mailbox</p> <p>Example G(299) Goes to Mailbox 299.</p>
H()	<p>Hang-up process—defines the specified uid as the uid that Strategy ES processes when it detects a hang-up condition. This is useful for performing cleanup and/or exit routines when a caller hangs up.</p> <p>Syntax H(uid)</p> <p>where: uid Valid mailbox</p>
I()	<p><i>If conditional</i>—if the relationship between the first <i>string</i> and the second <i>string</i> is true, then continue processing at the mailbox specified by <i>uid</i>. Otherwise, processing continues with the next token.</p> <p>Syntax I(string, relationship, string, uid)</p> <p>where: string Any quoted set of characters, numbers, and/or variables. relationship Either >, <.,=! which test for greater than, less than, equal, or not equal. uid Valid mailbox. Can be a variable.</p> <p>Examples</p> <p>I("111", <, "222", 1000) Immediately continues processing at Mailbox 1000.</p> <p>I("111", >, "222", 1000) Does not continue processing at Mailbox 1000 and instead continues with the next token.</p> <p>I("%S1", =, "1234", 2000) Continues processing at Mailbox 2000 only if %S1 has the value 1234.</p> <p>I("%S1", =, "SPANISH", 2000) Continues processing at Mailbox 2000 only if %S1 = SPANISH.</p>

Table 11-3 Defined Tokens (continued)

Token	Description
<p>J()</p>	<p>Receive fax—the J() token enables you to receive faxes as mailbox messages, to store the fax as a file to be used for Fax Back or Fax on Demand and for later transmission with the T() token. See Chapter 5 – Fax Server for details about fax programming.</p> <p>Note This token is not currently supported.</p> <p>Syntax J(file) J(boxID)</p> <p>where: file File name where you want the fax stored. boxID Mailbox number where the received fax is stored as a message.</p>
<p>KB()</p>	<p>Plays a tone on the channel.</p> <p>Syntax KB(freq,ms)</p> <p>where: freq Frequency of the tone. ms Duration (in milliseconds) of the tone.</p>
<p>KC()</p>	<p>Compare security code—the KC() token compares value of sec to the security code for the mailbox. If equal, processing continues with the next token. Otherwise, processing proceeds to the value defined in the <i>Done</i> chain.</p> <p>Syntax KC(uid,sec)</p> <p>where: uid Valid mailbox. Can be a variable. sec Value to be compared with the security code. Can be a variable.</p> <p>Example KC(375,23456) Compares 23456 with the value of Mailbox 375's security code. If equal, processes the next token. Otherwise, proceeds to the value defined in the <i>Done</i> chain.</p>
<p>KD()</p>	<p>Delete mailbox message—deletes the message in the specified message queue from the mailbox.</p> <p>Syntax KD(msg,msgq[,uid])</p> <p>where: msg Message number. Can be a variable. msgq Message queue. Can be a variable. U Urgent Message Queue N New Message Queue S Saved Message Queue uid Valid mailbox. Can be a variable. Defaults to current mailbox if not specified.</p> <p>Example KD(2,U) Deletes message number 2 in the Urgent Message Queue for the current mailbox.</p>

Table 11-3 Defined Tokens (continued)

Token	Description
<p>KI()</p>	<p>Position of substring in string—the KI() token searches <i>string</i> for the first occurrence of <i>substring</i>. The result of the search is the position of the <i>substring</i> within the <i>string</i>, and it is stored as the variable.</p> <p>Syntax KI(substring, string, %Sn)</p> <p>where:</p> <p>substring Any alphanumeric substring. Can be a variable.</p> <p>string Any alphanumeric string. Can be a variable.</p> <p>%Sn One of the %S storage variables (range: 0-19).</p> <p>Example KI("d", "abcdefg", %S0)</p> <p>Searches <i>string</i> "abcdefg" for the first occurrence of <i>substring</i> "d," and places the value of the position of the <i>substring</i> within the <i>string</i> in storage variable 0. The result is the %S0 variable containing 4, because "d" is the fourth character in the <i>string</i>.</p>
<p>KL()</p>	<p>Log caller into mailbox—immediately logs caller into the mailbox.</p> <p>Note Cannot be used in the Notify Menu.</p> <p>Syntax KL(uid)</p> <p>where:</p> <p>uid Valid mailbox.</p> <p>Example KL(239)</p> <p>Logs the caller into Mailbox 239</p>
<p>KR()</p>	<p>Creates a recording—if the destination is an existing mailbox, Stratagy ES inserts the recording into that mailbox as a new message. Otherwise, the destination is assumed to be the name of an existing file and the recording is placed there.</p> <p>Syntax KR(dest)</p> <p>where:</p> <p>dest Destination—mailbox or file (valid DOS file name). Can be a variable.</p> <p>Example KR(532)</p> <p>Inserts the recording in Mailbox 532 as a new message.</p>
<p>KT()</p>	<p>Directs calls to a designated User ID when DSS function is active (<i>dss_active</i> = true), the DSS port is assigned in the "answering" mailbox, and the Night Transfer on the DSS console is On.</p> <p>Syntax: KT(XXX)G(YYY)</p> <p>where:</p> <p>XXXBox number used when Night Transfer is On.</p> <p>YYYBox number used when Night Transfer is Off.</p>

Table 11-3 Defined Tokens (continued)

Token	Description
KV()	<p>Delete record from a database—for the <i>file</i> specified, deletes the first record with the <i>value</i> in that <i>field</i> (if any). If <i>file</i> ends with .DBF, Strategy ES assumes it is in dBase format. Otherwise, Strategy ES assumes it is the name of an ASCII file with columns separated by commas.</p> <p>Syntax KV(file, field, value)</p> <p>where:</p> <p>file dBase file (.DBF) or ASCII file with columns separated by commas (comma delimited). Valid DOS file name. Can be a variable.</p> <p>field dBase file field name or ASCII file column number. (1 is the value of the field before the comma.) Can be a variable.</p> <p>value Any alphanumeric string. Can contain %S variables.</p> <p>Example KV(xyz.dbf, client, "abc") For dBase file xyz.dbf, deletes the first record where the field named client contains the string "abc."</p>
L()	<p>Switch system language—immediately changes the system prompts to use the specified file (usually the specified file's name indicates the language). All system prompts change, including User mode prompts.</p> <p>Syntax L(language_file)</p> <p>where:</p> <p>language_file File name in the Strategy ES directory that represents a Strategy ES system language file which has the DOS suffix .IDX.</p> <p>Examples</p> <p>L(ENGLISH) Uses the ENGLISH.IDX system prompt file in the C:\Strategy ES directory.</p> <p>L(SPANISH) Uses the SPANISH.IDX system prompt file in the C:\Strategy ES directory.</p>

Table 11-3 Defined Tokens (continued)

Token	Description
M()	<p>Audiotex menu—the M() token enables you to specify fast single-digit entry for audiotex menu selections. While Strategy ES processes this token, it plays (or says) the specified greeting while waiting for a single DTMF digit to be pressed by the caller. When the caller presses the single DTMF digit, Strategy ES looks up the menu selection that matches and continues processing at the specified mailbox. Therefore, this eliminates the normal delay for determining completed DTMF entry.</p> <p>Note While this Token is active, no other digits, except the defined menu selections, is recognized.</p> <p>Syntax M(Gn, count, delay)</p> <p>where:</p> <p>Gn mailbox's greeting number (range: 1~7).</p> <p>count Number of times to play the greeting.</p> <p>delay Time (in 10ths of seconds) to wait after each saying of the greeting.</p> <p>Example M(G1, 2, 20)</p> <p>Plays greeting 1 up to two times with a 2-second delay after each time the greeting plays, waiting for the caller to press a DTMF.</p> <ul style="list-style-type: none"> ◆ If the caller presses 5, Strategy ES immediately continues processing at the mailbox specified in the <i>Menu 5</i> field. ◆ If the caller makes no selection, Strategy ES continues processing at the next token. ◆ If the caller makes an invalid selection, Strategy ES continues processing at the <i>Done</i> chain.

Table 11-3 Defined Tokens (continued)

Token	Description
N()	<p>Update database record—the N() token enables you to update the values of a database record. It searches a file for the first record that has <i>s-value</i> in <i>s-field</i>. It updates the record by placing <i>n-value</i> in <i>r-field</i>, and then saves that record back to the database.</p> <p>Syntax N(file, s-field, s-value, r-field, n-value[, r-field, n-value...])</p> <p>where:</p> <p>file dBase file (.DBF) or ASCII file with columns separated by commas (comma delimited). Valid DOS file name. Can be a variable.</p> <p>s-field Search dBase file field name or ASCII file column number. (1 is the value of the field before the comma.) Can be a variable.</p> <p>s-value Search alphanumeric string. Can contain %S variables.</p> <p>r-field Replacement dBase file field name or ASCII file column number to update.</p> <p>n-value New alphanumeric string. Can contain %S variables.</p> <p>Examples</p> <p>Suppose an ASCII file contains a listing of dealers, available parts, and orders on those parts. You could use the R() token to obtain information about how many parts the dealer wants to order and then use the N() token to update the database.</p> <p>R(G1, %S1, 40)</p> <p>G1 Plays greeting 1: "Please enter your dealer number."</p> <p>%S1 Stores the caller's entry in variable %S1.</p> <p>40 Waits 4 seconds (40 ÷ 10 = 4) for DTMF after playing the greeting.</p> <p>R(G2, %S2, 20)</p> <p>G2 Plays greeting 2: "Please enter the number of telephones you want to order."</p> <p>%S2 Stores the caller's entry in variable %S2.</p> <p>20 Waits 2 seconds (20 ÷ 10 = 2) for DTMF after playing the greeting.</p> <p>R(G3, %S5, 20)</p> <p>G3 Plays greeting 3: "Please enter the number of key systems you want to order."</p> <p>%S5 Stores the caller's entry in variable %S5.</p> <p>20 Waits 2 seconds (20 ÷ 10 = 2) for DTMF after playing the greeting.</p> <p>N(ORDERS.DOC, 5, %S1, 9, %S2, 12, %S5)</p> <ul style="list-style-type: none"> ◆ Searches ORDERS.DOC for the first record that has the value of %S1 in field 5. ◆ Replaces the current value of field 9 with %S2. ◆ Replaces the current value of field 12 with %S5. ◆ Saves the record back to the database.

Table 11-3 Defined Tokens (continued)

Token	Description
O ()	<p>Timed on-hook—an on-hook condition for the specified amount of time. Depending upon the value of <i>tenths</i>, you can effect a flash, or even a hang-up condition. This is useful for generating an intermediate hang-up condition during token processing without terminating the actual continued token processing.</p> <p>Syntax O(tenths)</p> <p>where: tenths Time in tenths of seconds.</p> <p>Example O(60) Goes on-hook for 6 seconds (60 ÷ 10 = 6).</p>
P ()	<p>Play—the P () token enables you to communicate information in a variety of ways to a caller or to a user when used in a Notify record's Method field. While Strategy ES is playing, the skip (*, #) and volume (8, 0) keys on the telephone work.</p> <p>Syntax Prepeat(item)</p> <p>where: repeat Number of times to play the item. If omitted, defaults to 1. item Each item causes Strategy ES to say specific information. The items are defined as follows:</p> <p>where: A, string Alphanumeric string <i>string</i>. D Percentage of remaining disk space. G[n, uid] Greeting <i>n</i> of the current mailbox or mailbox <i>uid</i>. M[, uid] Total number of messages and number of new messages for the current mailbox or mailbox <i>uid</i>. Mn[, uid] Message <i>n</i> in the Saved Message Queue, if enabled, of the current mailbox or mailbox <i>uid</i>. MnN[, uid] Message <i>n</i> in the New Message Queue of the current mailbox or mailbox <i>uid</i>. MSn[, uid] Message <i>n</i> in the Saved Message Queue of the current mailbox or mailbox <i>uid</i>. MUn[, uid] Message <i>n</i> in the Urgent Message Queue of the current mailbox or mailbox <i>uid</i>. nn,V System prompt <i>nn</i>. R DTMF digits entered by a caller who has invoked relay paging (used only in the Notify record <i>Method</i> field). %Sn DTMF digits currently represented by the variable %Sn, where <i>n</i> is a number from 0 to 9. This is most effective for repeating the DTMF entered by a caller for confirmation. %Sn, N DTMF digits currently represented by the variable %Sn, as a number where the range is assumed to be between 0 and 999 million. %Sn, D DTMF digits currently represented by the variable %Sn, as a date, where the format is assumed to be either mmddy (which assumes a year in the 1900s) or mmddyyyy. %Sn, T DTMF digits currently represented by the variable %Sn, as a time of day, where the format is assumed to be hhmm. %Sn, \$ DTMF digits currently represented by the variable %Sn, as a dollar amount, where the last two digits are assumed to be cents. %Sn, F The same as %Sn, \$ except Strategy ES uses francs and centimes. %Sn, P The same as %Sn, \$ except Strategy ES uses pesos and centavos.</p>

Table 11-3 Defined Tokens (continued)

Token	Description
<p>P() (continued)</p>	<p>U[, uid] “Name and extension” recording for the current mailbox or mailbox <i>uid</i>. If there is no recording, Stratagy ES says the current mailbox digits or mailbox digits <i>uid</i>.</p> <p>V Digits in the Notify record’s <i>Variable</i> field.</p> <p>X, file Voice file defined by <i>file</i>.</p> <p>Examples</p> <p>P(G1) Stratagy ES plays greeting 1 for the current mailbox. This enables you to record and play any prompt.</p> <p>P(06261994, D) Stratagy ES says “June twenty-sixth, nineteen ninety-four.”</p> <p>P(06261994, \$) Stratagy ES says “Sixty-two thousand six hundred nineteen dollars and ninety-four cents.”</p>
<p>Q()</p>	<p>Question and answer (Voice Forms)—the Q() token enables you to ask a caller a series of questions and store all the caller’s responses as a single message or multiple messages in the current mailbox. Record each question as a greeting. Stratagy ES plays each question/greeting with a tone, records a response, and then plays the next question/greeting until all the specified questions/greetings have been played.</p> <p>You can ask the caller up to 20 questions. To play more than seven questions (using greetings 1 to 7 for the current mailbox), use questions from other mailboxes by specifying which mailbox’s greeting to access with a # sign followed by the <i>uid</i>. For example, G7#123 would use greeting 7 from Mailbox 123.</p> <p>Syntax Q(Gn, . . . , E . . .)</p> <p>where:</p> <p>Gn Greeting number (range: 1~7).</p> <p>E Groups the responses to the previous greetings as a single message.</p> <p>... Additional greetings or groupings.</p> <p>Examples</p> <p>Q(G1, G2, G3, G4, G5, G6, G7, G1#9000, G2#9000) Stratagy ES asks nine questions as recorded in the specified greetings (seven greetings from the current mailbox and two greetings from Mailbox 9000), records nine responses, and stores the responses as one message.</p> <p>Q(G1, G2, E, G3, E) Stratagy ES groups the responses to greetings 1 and 2 as one message and the response to greeting 3 as a different message.</p>

Table 11-3 Defined Tokens (continued)

Token	Description
R()	<p>Read DTMF from a caller—the R() token enables you to obtain caller information while prompting the caller with the specified recorded greeting. The token plays the greeting specified for the current mailbox and enables the caller to make DTMF entry which is stored in the specified %S variable. Strategy ES interrupts the greeting as soon as the caller enters the first DTMF tone. If there is no caller DTMF entry, Strategy ES initializes the %S variable to empty, i.e., "".</p> <p>Syntax R(Gn, %Sm, delay)</p> <p>where:</p> <p>Gn Greeting number for the current mailbox (range 1~7).</p> <p>%Sm One of the %S storage variables (range: 0~19).</p> <p>delay Time in tenths of seconds to wait for DTMF after playing the greeting (range: 0~99). If omitted, defaults to 0.</p> <p>Example</p> <p>To prompt and have a caller enter a telephone number and have Strategy ES store that telephone number to be used later, you could: Record in greeting 1: "Enter your telephone number. Finish by pressing the # sign."</p> <p>Use R(G1, %S6, 20) :</p> <p>G1 Plays greeting 1.</p> <p>S6 Stores the caller's entry in variable %S6.</p> <p>20 Waits 2 seconds (20 ÷ 10 = 2) for DTMF after playing the greeting.</p>
S()	<p>Serial port access—the S() token gives Strategy ES access to serial ports. By communicating over serial ports, Strategy ES can access other computers and store and/or retrieve information from remote databases.</p> <p>Once an S() token has been executed, the serial port is locked for exclusive access by the current mailbox. The lock is removed only when Strategy ES finishes executing the mailbox's <i>Extension</i> field. This enables several related S() tokens to be executed while the port is locked.</p> <p>To properly use this token, the physical serial port must have certain configuration parameters defined. These parameters are grouped together under "Serial Port Descriptions" of the Strategy ES System Configuration options (Chapter 3 – Voice Mail Configuration).</p> <p>Syntax S(port, S, %Sn, termination, length, timeout)</p> <p>where:</p> <p>port Logical serial port (1 or 2) mapped onto a physical port number by the Strategy ES System Configuration parameter <i>serial_port1</i> for logical port 1 or <i>serial_port2</i> for logical port 2 (Chapter 3 – Voice Mail Configuration).</p> <p>S String sent out on the specified port. It may contain any alphanumeric characters, %S variables, and the following special characters:</p> <p>\A Attention (bell sound), or Ctrl+G</p> <p>\N Newline, or Ctrl+J</p> <p>\R Return, or Ctrl+M</p> <p>\T Tab, or Ctrl+I</p> <p>\\ Backslash, the actual \ character</p> <p>%Sn One of the %S storage variables (range: 0~19), which stores any response from the serial port. If omitted, Strategy ES does not wait for a response.</p>

Table 11-3 Defined Tokens (continued)

Token	Description
<p>S () (continued)</p>	<p>length Maximum number of characters to expect as input on the serial port. If the maximum number of characters is received, processing continues immediately with whatever characters that were received placed in the %Sn variable. If this option is omitted, it defaults to the maximum length of %Sn (128 characters).</p> <p>termination List of characters that defines when Strategy ES should stop reading from the serial port for storing in the specified %Sn variable. If omitted, defaults to "\N\R" as specified under "S". The terminating character, if any, is not part of %Sn.</p> <p>timeout Maximum time (tenths of seconds) Strategy ES waits for input on the serial port when reading into the %Sn variable. When the timeout expires, Strategy ES continues processing with the next token. Whatever characters, if any, received up to that point are placed in the %Sn variable. If this option is omitted, the default is the value of the Strategy ES System Configuration parameter <i>sys_tmo_serial</i> (Chapter 3 – Voice Mail Configuration).</p> <p>Example S(1,"GET INFO",%S1,"\N",80,40) where: 1 Logical serial port. "GET INFO" String sent out of port by Strategy ES. %S1 Store response in %S1 variable. \N Newline (Line feed) 80 Maximum number of characters expected as input from serial port. 40 Four-second time out waiting for input from serial port.</p>
<p>T ()</p>	<p>Transmit fax—performs fax transmissions to either a specified telephone number or to a connected call. For a two-call fax back, use the two-option syntax. For a one-call fax on demand, use the three-option syntax.</p> <p>Note This token is not currently supported.</p> <p>If Strategy ES has a free fax port available, transmission begins shortly on that port. Otherwise, the request will be queued for transmission along with any other such requests. Normally you will install your fax software so that if a transmission fails (for instance, if the remote fax is busy), then the request will be retried automatically at a later time, up to a maximum number of retries.</p> <p>Syntax T(file,string) T(file,"",tokens)</p> <p>where:</p> <p>file File name of the fax you want to transmit. Valid DOS file name.</p> <p>string DTMF digits representing the telephone number to dial to connect to the fax device that accepts the transmission. It can contain %S storage variables. If it is the empty string, i.e., "", then Strategy ES waits until a call rings into the fax port.</p> <p>"" Empty string. Strategy ES implements the defined tokens.</p> <p>tokens Strategy ES implements the defined tokens to transfer the call to the Strategy ES so fax transmission can begin. Typically it would be P(G1), which plays greeting 1: "Start your fax machine at the tone."</p>

Table 11-3 Defined Tokens (continued)

Token	Description
<p>T () (continued)</p>	<p>Examples</p> <p>T (FAX1 . TXT , "9 , %S1 ") Causes Strategy ES to fax the specified file to the caller's fax number previously obtained and stored in %S1.</p> <p>FAX1.TXT Name of the file to transmit. 9 Dials 9 for an outside line. , Pauses (2 seconds). %S1 Dials the DTMF digits stored in %S1.</p> <p>T (FAX2 . TXT , " " , "P (G1) ") Transfers call to fax/modem extension and transmits the specified file.</p> <p>FAX2.TXT Name of the file to transmit. " " Empty string. Strategy ES implements the defined tokens. P(G1) Plays greeting 1:"Start your fax machine at the tone."</p> <p>Note Use two backslashes \\ to signify one backslash \. For example, to specify the file name C:\Strategy ES\NEW.TXT, use C:\\Strategy ES\\NEW.TXT.</p> <p>CAUTION! When creating applications using the J(), T(), and >() tokens, you must use the identical syntax for file identification. Otherwise, fax transmission or reception may fail.</p>

Table 11-3 Defined Tokens (continued)

Token	Description
V()	<p>Search for value—the V() token searches the specified <i>file</i>, in the specified <i>field</i>, for the value given by <i>item</i>. If Strategy ES finds the value, Strategy ES stores the contents of the second field into variable %Sn. If Strategy ES does not find the value, the token terminates and returns to the <i>Done</i> state.</p> <p>If <i>file</i> ends with .DBF, Strategy ES assumes it is in dBase format. Strategy ES assumes field names instead of field numbers and invokes dBase file processing (including record locking, if specified). Otherwise Strategy ES assumes that it is the name of an ASCII file with columns separated by commas.</p> <p>There may be several pairs of <i>fields</i> and %Sn values, and Strategy ES will retrieve them.</p> <p>Syntax v(file, field, item, field, %Sn[, field, %Sn...])</p> <p>where:</p> <p>file dBase file (.DBF) or ASCII file with columns separated by commas (comma delimited). Valid DOS file name. Can be a variable.</p> <p>field dBase file field name or ASCII file column number. (1 is the value of the field before the comma.) Can be a variable.</p> <p>item An alphanumeric string. Can contain %S variables.</p> <p>%Sn One of the %S storage variables (range: 0~19).</p> <p>Examples</p> <p>A caller enters his customer number to hear his credit line:</p> <p>@R(G1, %S1, 20)</p> <p>G1 Plays greeting 1: "Please enter your customer number."</p> <p>%S1 Stores the caller's entry in variable %S1.</p> <p>20 Waits 2 seconds (20 ÷ 10 = 2) for DTMF after playing the greeting.</p> <p>@v(credit.doc, 1, %S1, 2, %S2)</p> <ul style="list-style-type: none"> ◆ Searches CREDIT.DOC for customer number %S1 in field 1. ◆ Stores the contents of field 2 in variable %S2. <p>P(G2) P(%S2, \$)</p> <p>P(G2) Plays Greeting 2: "Your credit line is"</p> <p>P(%S2,\$) Says the value stored in %S2 as a dollar amount: "five thousand dollars."</p>

Table 11-3 Defined Tokens (continued)

Token	Description
<p>W()</p>	<p>Wait (pause) for event—general wait token that enables Strategy ES to wait for confirmation of specific events. It is useful for confirming dial tone and for notification to confirm that the appropriate answer has occurred. If the event does not occur, Strategy ES terminates all remaining token processing.</p> <p>Syntax W(n) W(n,P) W(n,V) W(n,T)</p> <p>where:</p> <p>n Wait (pause) for <i>n</i> tenths of a second. n, P Wait up to <i>n</i> rings for a pager/beeper to answer. n, V Wait up to <i>n</i> rings for a voice to answer. n, T Wait up to <i>n</i> seconds to hear a dial tone.</p> <p>Example W(3,P) Waits up to 3 rings for a paging/beeping system to answer. You can use this to confirm that the paging company answered before playing DTMF to the paging company for pager notification of messages.</p>
<p>X()</p>	<p>Creates a zero length file called file.</p> <p>Syntax X(file)</p> <p>where:</p> <p>file Valid DOS file name.</p> <p>Example X(NEW.TXT) Creates zero length file NEW.TXT.</p>
<p>Y()</p>	<p>Deletes file.</p> <p>Syntax Y(file)</p> <p>where:</p> <p>file Valid DOS file name. Can be a variable.</p> <p>Example Y(OLD.TXT) Deletes the file OLD.TXT.</p>
<p>Z()</p>	<p>Execute Done chain mailbox—checks for the existence of <i>file</i>. If the file exists, Strategy ES executes the <i>Done</i> chain mailbox. If the file does not exist, the system processes additional tokens.</p> <p>Syntax Z(file)</p> <p>where:</p> <p>file Valid DOS file name. Can be a variable.</p> <p>Example Z(CHECK.TXT) Strategy ES checks if the file CHECK.TXT exists. The file exists, and Strategy ES executes the RNA chain mailbox.</p>

Table 11-3 Defined Tokens (continued)

Token	Description
+()	<p>Addition—enables you to perform modifications to values for calculation and control. Ideal for controlling limits and loops.</p> <p>Syntax + (%Sn [, item])</p> <p>where:</p> <p>%Sn One of the %S storage variables (range: 0~19).</p> <p>item Positive or negative value or another %S variable. Defaults to 1 if not specified.</p>
=()	<p>Equate—gives the specified storage variable the value specified. The value may be a sting or a numeric and should be quoted. The four-option syntax enables substring assignments.</p> <p>Syntax = (%Sn, item)</p> <p> = (%Sn, item, start, end)</p> <p>where:</p> <p>%Sn One of the %S storage variables (range: 0~19).</p> <p>item Any alphanumeric string. Can contain %S variables.</p> <p>start Starting character position for assigning a portion of item.</p> <p>end Ending character position to assign when used with start.</p> <p>Examples</p> <p>= (%S1, "FRENCH")</p> <p>Gives %S1 the value of "FRENCH".</p> <p>= (%S1, "FRENCH", 3, 5)</p> <p>Gives %S1 the value of ENC (E is the <i>start</i> character and C is the <i>end</i> character).</p> <p>= (%S1, %S2, 1, 3)</p> <p>where %S2 = 7530414. Extracts prefix of the telephone number in %S2 (the first through third number) and gives %S1 the value of 753.</p>
?()	<p>Exists in file—searches the specified file for the specified item. Strategy ES searches the file on a line-by-line basis and the item is found when it matches an entire line within the file. If the item is found, processing continues at the mailbox specified; if not, processing continues with the next token. One use of this token is to control the use of a fax-on-demand feature (not currently supported). If you find that someone is having a document faxed repeatedly to a phone number (perhaps the phone number of someone who does not want your fax), you can enter such numbers into a file, then program Strategy ES to check an entered fax number against those in the file and, if found, branch to a mailbox which plays a greeting saying that the entered phone number is invalid and then hang up. If the entered number were not found in the file, then processing would continue normally and the fax would be sent to the requester.</p> <p>Note Use two backslashes \\ to signify one backslash \. For example, to specify the file name C:\Strategy ES\NEW.TXT, use C:\\Strategy ES\\NEW.TXT.</p> <p>Syntax ? (item, ffile, uid)</p> <p>where:</p> <p>item Any alphanumeric string. Can contain %S variables.</p> <p>file ASCII text file specified by a DOS file name. Can be a variable.</p> <p>uid Valid mailbox.</p>

Table 11-3 Defined Tokens (continued)

Token	Description
<()	<p>Start Incremental fax—enables you to have a caller request multiple fax documents and then to transmit the requested documents with one call.</p> <p>Note This token is not currently supported.</p> <p>The <() token must be used with the >() token. To fax multiple documents, first initiate the process with this token and as the caller requests faxes, add the requested document using the >() token. The fax is sent automatically after the caller hangs up. See Chapter 5 – Fax Server for details about fax programming.</p> <p>Syntax <(string)</p> <p>where: string DTMF digits representing the telephone number that should be dialed. Can contain %S variables. If it is the empty string, i.e., "", then Stratagy ES waits until a call rings into the fax port.</p>
>()	<p>Add incremental fax—enables you to transmit more than one requested document with one call. Before using this token, you must first start incremental faxing with the <() token. See the <() token for details.</p> <p>Note This token is not currently supported.</p> <p>See Chapter 5 – Fax Server for details about fax programming.</p> <p>Note Use two backslashes \\ to signify one backslash \. For example, to specify the file name C:\Stratagy ES\NEW.TXT, use C:\\Stratagy ES\\NEW.TXT.</p> <p>CAUTION! When creating applications using the J(), T(), and >() tokens, you must use the identical syntax for file identification. Otherwise, fax transmission or reception may fail.</p> <p>Syntax >(file)</p> <p>where: file File name of the fax you want to transmit. Valid DOS file name.</p>
;()	<p>Append variables to file—writes all twenty %S variables (%S0~%S19) to the specified file. If the file already exists, the variable values are appended to the file; otherwise, the file is created. The values are separated by commas and terminated by a new line.</p> <p>Note Use two backslashes \\ to signify one backslash \. For example, to specify the file name C:\Stratagy ES\NEW.TXT, use C:\\Stratagy ES\\NEW.TXT.</p> <p>Syntax ;(file)</p> <p>where: file Valid DOS file name.</p>

Table 11-3 Defined Tokens (continued)

Token	Description
[()]	<p>Read %S variables state—reads the values of all twenty %S variables (%S0~%S19) from the specified file. The format expected is a one line, comma delimited, ASCII file where the first value is %S0, the second is %S1, etc.</p> <p>When the [() token is used with the]() token, you can read, modify, and write (remember) %S variables.</p> <p>Notes</p> <ul style="list-style-type: none"> • Use two backslashes \\ to signify one backslash \. For example, to specify the file name C:\Stratagy ES\NEW.TXT, use C:\\Stratagy ES\\NEW.TXT. • To avoid potential simultaneous access errors: within the same mailbox, if you read with the [() token, write with the]() token. <p>Syntax [(file)</p> <p>where:</p> <p>file ASCII file with columns separated by commas (comma delimited). Valid DOS file name. Can be a variable.</p>
]()	<p>Write %S variables state—writes the values of all twenty %S variables (%S0~%S19) to the specified file. Typically, you would use this with the [() token which reads the %S variables.</p> <p>Notes</p> <ul style="list-style-type: none"> • Use two backslashes \\ to signify one backslash \. For example, to specify the file name C:\Stratagy ES\NEW.TXT, use C:\\Stratagy ES\\NEW.TXT. • To avoid potential simultaneous access errors: within the same mailbox, if you read with the [() token, write with the]() token. <p>Syntax](file)</p> <p>where:</p> <p>file ASCII file with columns separated by commas (comma delimited). Valid DOS file name. Can be a variable.</p>
^()	<p>Change port volume—changes the volume of the current port to the specified level.</p> <p>Notes</p> <ul style="list-style-type: none"> ◆ The Stratagy ES system configuration parameter gain_norm sets the starting volume of all the ports (Chapter 3 – Voice Mail Configuration). ◆ For the user, the current port volume can be set through the Mailbox Editor Menu User Mode Options Tab screen's Playback Volume field and by the user with the Play Message Controls (Chapter 4 – Voice Processing). <p>Syntax ^(n)</p> <p>where:</p> <p>n Volume of current port (range: -8~8). -8 is the softest 0 is the default initial volume 8 is the loudest.</p>

Table 11-3 Defined Tokens *(continued)*

Token	Description
{ }	<p>Input file—the { } token enables you to use an external file to be read for input of additional tokens.</p> <p>Note Use two backslashes \\ to signify one backslash \. For example, to specify the file name C:\Stratagy ES\NEW.TXT, use C:\\Stratagy ES\\NEW.TXT.</p> <p>Syntax {file}</p> <p>where:</p> <p>file ASCII text file containing valid Stratagy ES tokens. Valid DOS file name.</p>

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The Strategy ES system offers you a wide variety of reporting options. You can choose a predefined or customized report and you can view, print and/or save the report to file.

This chapter covers all reporting options and provides instructions on using the Reports menu.

Data Retention

Voice mail maintains data log information for up two months. After that date, the system automatically moves the data to a compressed summary log file that can be programmed to be kept archived for up to one year.

Report Types

You can generate a variety of reports that provide information about the voice mail system and user mailboxes. There are two types of menus available:

The Reports option contains a predefined set of comprehensive reports covering statistics for ports, calls, messages, system information, and mailbox information. The reports are:

- Individual Port Statistics
- Port Group Statistics
- All Port Statistics
- Mailbox Call Statistics
- Mailbox Usage Summary
- Mailbox Info and Status
- Mailbox Message Statistics
- System Information

The Reports option also provides custom reports that enable you to customize a report for:

- Mailboxes
- AMIS Gateway and Proxy Mailboxes
- VPIM Gateway and Proxy Mailboxes

Report Elements

Each report displays the date it was run (i.e., Generated At) and the period of time that it covers (i.e., Report Period From/To).

Using buttons at the top of the screen, reports can be viewed, printed, saved to a disk, or e-mailed using the Microsoft Internet Explorer program. The reports can be run in either Excel or HTML format.

Reports

Predefined reports fall into the following categories:

- Port Information and Statistics
- Mailbox Information and Statistics
- System Information.

This section gives instructions on running, printing and saving a report as well as descriptions on all the reports.

Run/Print/Save/E-mail Report

1. From the eManager Menu, click Utilities > Reports. The report options display.
2. Select the desired report. For reports that have *From/To* fields, you can enter the dates you need using a calendar drop-down box. If a date is left blank, the report covers the data from the beginning data log period to the current time.

The reports that do not have any *From/To* fields, provide real time statistics of a mailbox at the moment that the report was generated.

3. From the *Format* field, select HTML or Excel.
4. Click Run. The report displays on the screen.
5. (Optional) Click Print to print a report. The printer instructions display.
6. (Optional) Click Email to email the report. The Microsoft Internet Explorer screen displays.
7. (Optional) Click Back to return to the report entry screen. You can then change the format or the report dates and rerun the report.
8. When you are finished, you can save the report to disk, or simply close the window.

Port Information and Statistics

This group of reports contains the statistical information for each configured voice port. The group consists of the following reports:

- Individual Port Statistical – Shows the number of incoming/outgoing calls for each port, number of seconds each port was busy, and the number of seconds each port was disabled by voice mail (due to failure).
- Port Group Statistics – Contains the activities for a group of ports. Enables you to monitor two or more Telephone System Integrations sharing a single port.
- All Port Statistical – Provides total number of incoming and outgoing calls for the entire system, the total number of times the system could not perform the outgoing notification because of the minimum percentage of free ports that were not available. Enables you to better configure the number of reserved outgoing ports for notification.

Individual Port Statistics Report

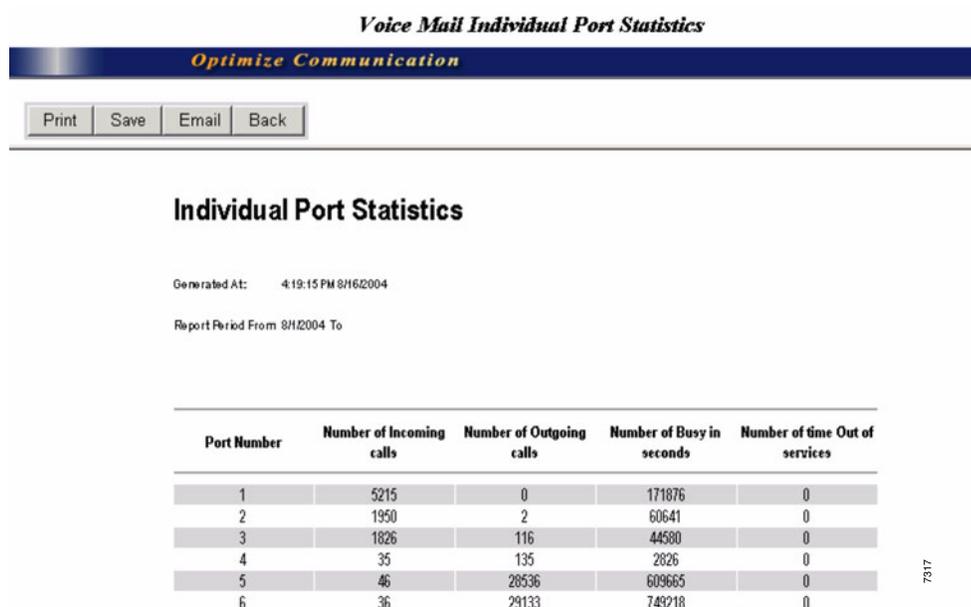


Figure 12-30 Individual Port Statistics Report Screen

Table 12-1 Individual Port Statistics Report Fields

FIELD	DESCRIPTION
Port Number	Assigned port number. Range 1~64.
Number of Incoming Calls	Total number of incoming calls for port for this time period.
Number of Outgoing Calls	Total number of outgoing calls for port for this time period.
Number of Busy in Seconds	Total number of seconds port was found busy.
Number of Times Out of Service	Total number of times port was placed out-of-service by the system due to failure.

Port Group Statistics Report

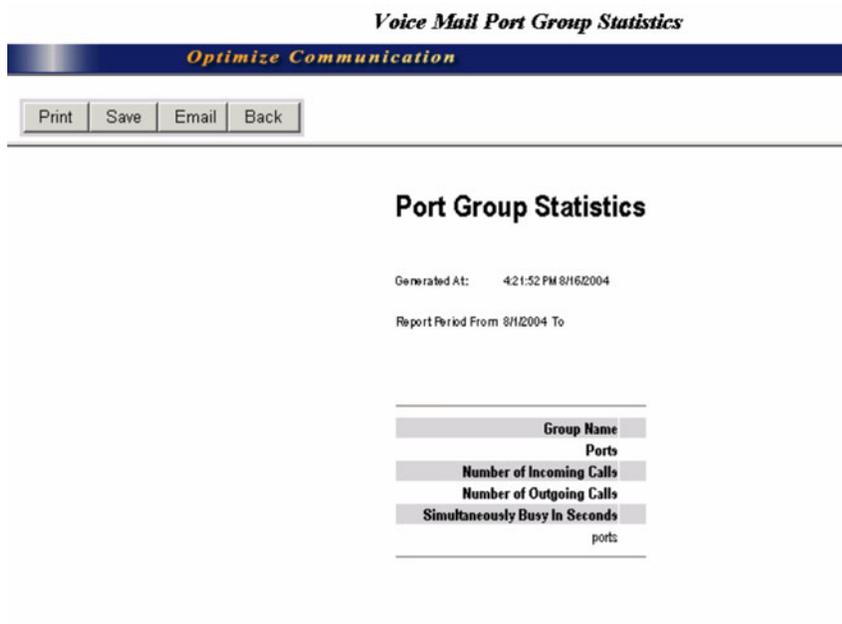


Figure 12-31 Port Group Statistics Report Screen

Table 12-2 Port Group Statistics Report Fields

FIELD	DESCRIPTION
Group Name	Group number assigned in Statistical Port Group Configuration (see “Port Statistics” on page 3-20). Note To run this report you must have defined the port groups in the Statistical Port Group screen.
Ports	Ports belonging to this group.
Number of Incoming Calls	Total number of incoming calls for group for time period.
Number of Outgoing Calls	Total number of outgoing calls for group for time period.
Simultaneously Busy in Seconds	List of ports that are busy at the same time in this group. Report displays: <ul style="list-style-type: none"> ◆ 0 Ports – Total idle time (in seconds) for all available ports. ◆ 1 Ports – Total busy time in seconds for one port during the time period. ◆ 2 Ports – Total busy time in seconds for two ports during the time period. ◆ 3 Ports, etc. – Total busy time in seconds for xx ports during the time period.

All Port Statistics Report

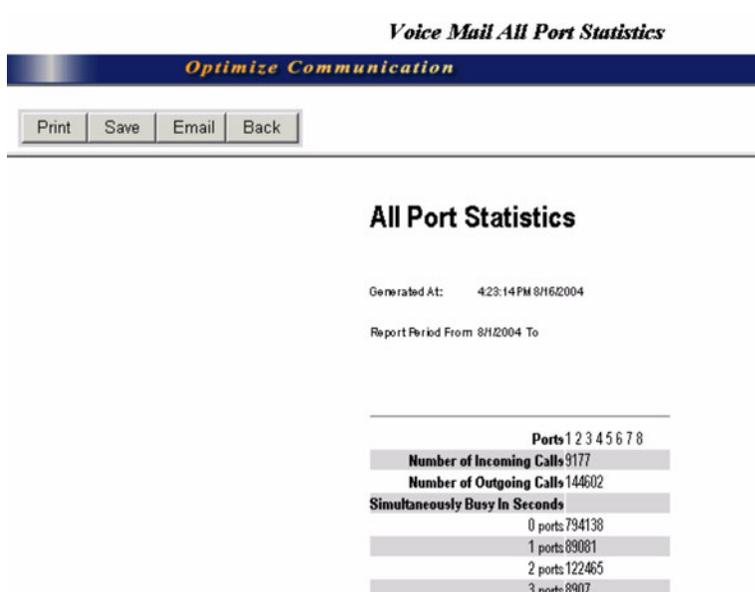


Figure 12-32 All Ports Statistical Report Screen

Table 12-3 All Ports Statistical Report Fields

FIELD	DESCRIPTION
Number of Incoming Calls	Total number of incoming calls for the entire system during time period.
Number of Outgoing Calls	Total number of outgoing calls for the entire system during time period.
Simultaneously Busy in Seconds	List of ports that are busy at the same time. Report displays: <ul style="list-style-type: none"> ◆ 0 Ports – Total idle time (in seconds) for all available ports. ◆ 1 Ports – Total busy time in seconds for one port during the time period. ◆ 2 Ports – Total busy time in seconds for two ports during the time period. ◆ 3 Ports, etc. – Total busy time in seconds for xx ports during the time period.

Mailbox Information and Statistics

This group of reports contains the statistical information for each configured voice mail mailbox. The group consists of the following reports:

- Mailbox Calling Statistics – Provides calling statistics. Useful for monitoring call processing statistics of all mailboxes in the system.
- Mailbox Usage Summary – Contains statistics for individual mailbox usage. Total time (minutes) a mailbox is logged on to the system and total time (minutes) a mailbox is accessed from the caller Main Menu.
- Mailbox Info and Status – Provides individual mailbox information and status in detail.
- Mailbox Message Statistics – Contains essential information related to a mailbox’s messages.

Mailbox Calling Statistics Report

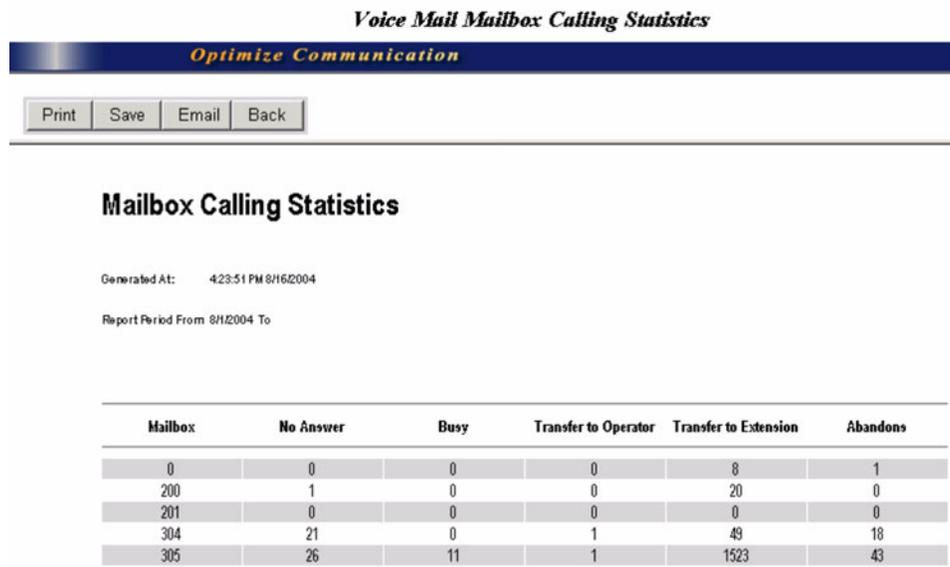


Figure 12-33 Mailbox Calling Statistics Report Screen

Table 12-4 Mailbox Calling Statistics Report Fields

FIELD	DESCRIPTION
Mailbox	Mailbox number.
No Answer	Number of times messages left in the mailbox due to no answer.
Busy	Number of times messages left in the mailbox due to busy.
Transfer to Operator	Number of times callers were transferred to the operator for assistance, either due to time out or caller pressing "0."
Transfer to Extension	Number of times the callers entered another mailbox or extension.
Abandons	Number of times callers hung up after reaching the mailbox extension without leaving a message, transferring to an operator or calling another extension.

Mailbox Usage Summary Report

Voice Mail Mailbox Usage Summary

Optimize Communication

Print Save Email Back

Mailbox Usage Summary

Generated At: 4/24/04 PM 8:16:2004

Report Period From 8/1/2004 To

Mailbox	Extension	Logon Time (min)	Accessed Times (min)
0	0	0	1
200	200	2	37
201	201	0	0
304	304	1985	2217
305	305	50	1961
306	306	2	42
307		9	197
308	308	10	26
315	315	1	7
316	316	0	0
327	327	1	4
328	328	0	0
329		0	0
330	330	2	4
331	331	5	12

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Figure 12-34 Mailbox Usage Summary Report Screen

Table 12-5 Mailbox Usage Summary Report Fields

FIELD	DESCRIPTION
Mailbox	List of mailboxes in the system.
Extension	Associated extension for the mailbox.
Logon Time (min)	Total time in minutes this mailbox has been logged in.
Accessed Time (min)	Total time in minutes this mailbox has been accessed by a caller or transferred to another extension.

Mailbox Info and Status Report

Voice Mail Mailbox Info and Status

Optimize Communication

Print Save Email Back

Mailbox Info & Status

Generated At: 4:25:44 PM 8/16/2004

Mailbox	Name1	Name2	COS	Name Record	Default Security Code	Mailbox Creation	Last Log On	Mailbox Comment
0	Operator		none	No	Yes	07/22/2004 07:18:58	NEVER	Used to transfer calls to the operator
200			none	Yes	No	07/29/2004 15:35:01	08/11/2004 08:42:42	
201	Joe	Sixpack	none	No	Yes	08/07/2004 13:54:24	NEVER	
304	Jeff	Pence	none	Yes	No	08/04/2004 11:37:07	08/16/2004 15:14:27	
305	Bill	Hanks	none	Yes	No	08/06/2004 12:46:35	08/16/2004 15:14:15	
306			none	Yes	No	07/22/2004 07:28:42	08/16/2004 13:39:22	
308			none	Yes	No	07/29/2004 13:37:58	08/13/2004 19:06:58	
315			none	Yes	No	08/06/2004 17:24:07	08/07/2004 11:37:09	
316			none	No	No	07/22/2004 17:56:54	NEVER	
327			none	Yes	No	08/09/2004 12:01:49	08/09/2004 16:07:16	
328			none	No	Yes	08/09/2004 12:01:49	NEVER	
330	Romeo		none	Yes	No	08/09/2004 12:01:49	08/11/2004 09:38:05	
331	Juliet		none	Yes	No	08/09/2004 12:01:49	08/14/2004 18:01:48	
900			995	No	Yes	08/06/2004 12:16:03	NEVER	ASR Automated Attendant default UA
987	IP	Address	none	No	Yes	07/22/2004 07:18:58	NEVER	Play the Strabov IP

Figure 12-35 Mailbox Info and Status Report Screen

Table 12-6 Mailbox Info and Status Report Fields

FIELD	DESCRIPTION
Mailbox	Mailbox number.
Name 1	Directory Name 1.
Name 2	Directory Name 2.
COS	Name/number of the COS for the mailbox.
Name Record	Yes/No – Indicates whether a name recording exists for the mailbox.
Default Security Code	Yes/No – Indicates whether the default security code was changed.
Mailbox Creation	Indicates the date/time when the mailbox was created. Format: MM/DD/YY HH/MM/SS.
Last Log On	Indicates the date/time when the last log-on occurred for the mailbox. Format: MM/DD/YY HH/MM/SS
Mailbox Comment	Mailbox comment line.

Mailbox Message Statistics Report

Voice Mail Mailbox Message Statistics

Optimize Communication

Mailbox Message Statistics

Generated At: 4:26:33 PM 8/16/2004

Mailbox	New Msg Count	Folder Msg Count	Total Msg Count	Average Msg Length	Total Msg Time	Oldest Msg Date	Fax Count	Total Fax Pages	New Msg Length	Last Time Call
0	0	0	0	0	0	NA	0	0	0	NA
200	9	0	9	4	39	8/5/2004	0	0	39	08/11/2004 09:18:27
201	0	0	0	0	0	NA	0	0	0	NA
304	0	2	2	4	8	8/11/2004	0	0	8	08/11/2004 19:01:53
305	0	1	1	6	6	8/14/2004	0	0	6	08/14/2004 10:35:59
306	5	1	6	7	45	8/5/2004	0	0	45	08/07/2004 18:39:47
308	5	3	8	2	23	8/6/2004	0	0	23	08/13/2004 19:10:29
315	4	0	4	1	5	8/7/2004	0	0	5	08/13/2004 19:08:12
316	0	0	0	0	0	NA	0	0	0	NA
327	0	0	0	0	0	NA	0	0	0	NA
328	0	0	0	0	0	NA	0	0	0	NA

Figure 12-36 Mailbox Message Statistics Report Screen

Table 12-7 Mailbox Message Statistics Report Fields

FIELD	DESCRIPTION
Mailbox	Mailbox number.
New Msg Count	Total number of new messages.
Folder Msg Count	Total number of messages in all folders.
Total Msg Count	Total number of all messages (i.e., new, saved, folders).
Average Msg Length	Average message length.
Total Msg Time	Total times in seconds of all messages.
Oldest Msg Date	Date of the oldest message.
Fax Count	Total number of fax messages.
Total Fax Count	Total number of fax pages.
New Msg Length	Message length of new messages.
Last Time Call	Time when last call received.

System Information

This report contains the general system status, usage information and statistical data.

System Information Report

Voice Mail System Information

Optimize Communication

Print Save Email Back

System Information

Generated At: 4:27:23 PM 8/16/2004

Name and Current Software Version	Strategy Enterprise Server Version 5.031
PBX's ID	Default News
Disk Space	5295H:30M — 92%
Number of Voice Ports	8
Number of Amis Boxes	0
Number of Mailboxes	21
Number of Distribution List Boxes	0
Date Time	8/16/2004 — 4:27pm
Last Startup Time	8/16/2004 — 4:16pm
Next Scheduled Shutdown	8/17/2004 — 2:00am

Figure 12-37 System Information Report Screen

Table 12-8 System Information Report Fields

FIELD	DESCRIPTION
Name and Current Software Version	Product name and software release version.
PBX's ID	PBX's Integration Group names programmed in System Configuration (see "Parameters" on page 3-28).
Disk Space	Amount of available disk space.
Number of Voice Ports	Number of voice ports (see "Voice Ports" on page 3-14).
Number of Amis Boxes	Number of AMIS boxes (see "AMIS Networking" on page 10-5).
Number of Mailboxes	Total mailboxes in system.
Number of Distribution List Boxes	Number of system distribution lists (see "Distribution List (System)" on page 4-48).
Date Time	Current system date/time. Format MM/DD/YY HH:MM.
Last Startup Time	Date system last started up. Format MM/DD/YY.
Next Scheduled Shutdown	Next scheduled shutdown for system (date/time).

Custom Reports

You can customize a report by creating/editing and deleting a report template. The available custom reports are: Mailbox, AMIS, VPIM.

Report Templates

The voice mail system uses the report template to define the contents of a report. To define the contents, you must:

- Select the report fields from the Report Template screen that will appear on the report. Using the drop-down list for the field, select a number. The number marks the field for inclusion and designates the column order (e.g., 1 is far-left column) that the field will appear in when the report is run.
- Specify the User mailboxes that will be included in the report.
- Designate the statistic start/end dates. Information for that period of time will be contained in the report.
- You must choose a report format from the drop-down list. Available formats are HTML and Excel.

Once a report template is created, you can run reports using the template (see “[Run/Print/Save/E-mail Report](#)” on page 12-12). After running a report, you can view, print, e-mail or save the report to a file.

Create Voice Mailbox Template

1. From the eManager Menu, click Utilities > Reports > Mailbox Template. The Template screen displays (shown right).
2. From the Template screen, click New. A pop-up box displays.
3. Type the template name into the field. Click OK. The Template screen displays with the name displayed in the drop-down box at top left.
4. Number the Report fields in the column order you want them to appear on the report. Maximum number of columns is 10.

The screenshot shows the 'Mailbox Template' configuration interface. At the top, there are buttons for 'Save', 'New', 'Clear', 'Refresh', and 'Run'. Below this, the 'Current Template Name' is set to '<No template existing>'. The main area is divided into several sections:

- Mailbox:** A grid of fields with dropdown menus for selection. Fields include Mailbox Number, Dir Name 1, Maximum Rings, Store Message, Copy Message To, Guest, Play Name/Ext, Alternate Rate, Message Pending, Comments, Dir Name 2, Do Not Disturb, Msg Max Length, Delay Msg Copy, Busy Message, Message Queue, Group List, Extension, Date/Time, ID Calls, Screen Calls, Current Greeting, Used At Login, Please Hold, Message Volume, Class Of Service, Busy Msg Max, Greeting Max, Slow Menu, Msg Order, Busy Hold, Caller Menu, and Purge Messages.
- Chain:** Fields for Done, RNA, Busy, Fax, Modem, and Delay.
- Messages:** Fields for Current, New, Length (sec), Fax, Maximum, Total, and Total Faxes.
- Menus:** Fields for Menu1 through Menu9.
- Statistics:** Fields for Box Created, Conn Secs, Calls, Logins, Last Called, Last Login, Box Saved, User Secs, Transfer, Notices, Last Transferred, and Last Notified.

For example, if you want a report listing the Mailbox Number, Maximum Rings, Dir Name 1 from left to right, the values for these fields would be:

Mailbox Number: 1

Dir Name 1: 3

Maximum Rings: 2

See [Chapter 4 – Voice Processing](#) for report field definitions.

5. Click Save. The template is saved.

Edit Voice Mailbox Template

1. From the eManager Menu, click Utilities > Reports > Mailbox Template. The Template screen displays.
2. Use the drop-down menu to select an existing Template Name.
3. Edit the template and click Save. The template is saved.

Create Voice Mail AMIS/VPIM Template

1. From the eManager Menu, click Utilities > Reports > AMIS/VPIM Template. The Template screen displays (shown at right).

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2. Click New. A pop-up box displays.
3. Type the template name into the field. Click OK. The Template screen displays with the name displayed in the drop-down box at top left.
4. Number the Report fields in the column order you want them to appear on the report. Maximum number of columns is 9. See [“AMIS Networking” on page 10-5](#) and [“VPIM Networking” on page 10-13](#) for report field definitions.
5. Click Save. The template is saved.

Edit AMIS/VPIM Template

1. From the eManager Menu, click Utilities > Reports > AMIS/VPIM Template. The Template screen displays.
2. Use the drop-down menu to select an existing Template Name.
3. Edit the template and click Save. The changes you made are saved.

Run/Print/Save/E-mail Report

When you run a report, voice mail compiles the report according to the report template and user mailboxes you selected. The reports are compiled in columns, displaying each column's title across the top of the page. Mailboxes are listed in increasing order.

You can view, print, e-mail or save the report to a file on a floppy disk.

1. From the eManager Menu, click Utilities > Reports > Edit/Run Voice Mail (Mailbox or AMIS/VPIM) Template. The Template screen displays.
2. Select the Template Name from the drop-down menu. Click Run. A pop-up box displays.
3. For AMIS/VPIM: Select the *User Agent Type* (Gateway or Proxy) from the drop-down list.
...or

For Mailbox: Enter the *Statistic Start/End* dates using a calendar drop-down box. If a date is left blank, the report covers the data from the beginning data log period to the current time.

4. Type user IDs in the *First User ID* and *Last User ID* fields. These fields default to 0 and 99999999 respectively.
5. From the *Format* field, select HTML or Excel.

6. Click OK. The report displays on the screen.
7. (Optional) Click Print to print a report. The printer instructions display.
8. (Optional) Click Email to email the report. The Microsoft Internet Explorer screen displays.
9. (Optional) Click Back to return to the report entry screen. You can then change the format or the report dates and rerun the report.
10. When you are finished, you can save the report to disk, or simply close the window.

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This chapter discusses how to backup and restore the Strategy ES software.

Strategy ES systems store configuration and messages through a combination of registry settings and database/audio files. To properly backup and restore one of these systems, both elements must be backed up and subsequently restored to the target system. This document outlines the steps required to transfer the configuration, greetings and messages from one system to another.

Backup Procedure

Step 1: System Backup

% To back up the folders containing the database/voice files

1. From the Strategy ES desktop, map to a Network Drive of a network server. This will be the destination of the backup files.
2. Create a new StrategyES folder on the network drive.
3. Open My Computer on the Strategy system.
4. On the C: drive open the StrategyES folder.
5. Hold down the **Ctrl** key on the keyboard and click Database > Messages > Persistence folders, until all three are highlighted. Right-click on one of the folders and select Copy from the pop-up menu.
6. Right-click on the StrategyES folder that you created on the network drive and select Paste.
7. Files should begin copying to the network drive. When completed, the StrategyES folder on the network drive should contain the Database, Messages and Persistence folders, along with their contents.

Step 2: Back Up Registry Key

1. From the Start Menu, click Run.
2. Enter REGEDT32 and then click OK.
3. In HKEY_LOCAL_MACHINE, click on SOFTWARE/TAIS.
4. Highlight the TAIS Key.
5. From the menu, select Registry > Save Key.
6. Select the networked drive that was set up in the previous step, opening the Strategy ES folder. Save the registry key in this folder. Give it an obvious name such as StrategyRegBackup.

Step 3: Backup Default Configuration On New System

To provide a contingency against corrupted data from the original system making the new system unbootable, it is a good idea to back up the original configuration of the new system.

1. Open My Computer on the replacement Stratagy system and open the C: drive.
2. Create a new folder on C: and name it SESBackup.
3. Open the C:\StratagyES folder.
4. Hold down the **Ctrl** Key and click Database > Messages > Persistence folders, until all three are highlighted. Right-click on one of the folders and select Copy from the pop-up menu.
5. Find the SESBackup folder that you created, right-click on it and select Paste.
6. When completed, the SESBackup folder should contain the Database, Messages and Persistence folders, along with their contents.

Step 4: Back Up Default Registry Key

1. Run REGEDT32 (click Start > Run > REGEDT32 > OK) on the new system.
2. Open HKEY_LOCAL_MACHINE/Software/TAIS.
3. Highlight the TAIS Key.
4. From the menu, select Registry > Save Key.
5. Select the SESBackup folder. Save the registry key in this folder. Give it an obvious name such as StratagyRegBackup.

Restore Procedure

Step 1: System Restore

%% To restore the database/voice files

1. On the target Stratagy system, use the Stratagy ES Control to stop the Stratagy Service.
2. Stop the Dialogic Service: Click Start > Programs > Dialogic System Software > Dialogic Configuration Manager-DCM > and finally the Red Stop button on the toolbar.
3. On the target Stratagy system, map to the network computer drive containing the Stratagy ES Registry and database files.
4. Open the StratagyES folder on the network drive and, while holding down the **Ctrl** key, highlight the Database, Messages and Persistence folders.
5. Right-click on one of the folders and select Copy from the pop-up menu.
6. On the target Stratagy system, Open My Computer and drill down to the StratagyES folder.
7. Right-click in the StratagyES folder and select Paste from the pop-up menu.

Step 2: Restore Registry Information

1. On the target Strategy ES system, run REGEDT32.
2. Open HKEY_LOCAL_MACHINE/Software/TAIS.
3. Highlight the TAIS Key.
4. From the menu, select Registry > Restore.
5. Open the C:\StrategyES folder on the local hard drive, highlight your registry backup file and click Open.

Utilities/Tools

Note This option is available only to Prime and Administrator levels.

The Tools menu consists of 6 options – Port Status, Tracer, Tracer File, IVR Alias Editor, Run IVR Alias, and ASR Sync.

VM Port Status

See “[Display Voice Port Status](#)” on page 3-15 for information on using this option.

VM Tracer/Tracer Files

VM Tracer is a diagnostic tool that is designed to assist you in troubleshooting Strategy ES’s activity. It is a program that records events such as digits dialed in, digits dialed out, mailbox access, port activity and more. When troubleshooting problems with Strategy ES’s functionality, running the Trace program should always be one of your first options.

It is automatically turned on when the Strategy ES Server is started (see “[Log on to eManager](#)” on page 2-2) and logs data until the Strategy ES Server is shut down.

The Trace Data screen ([Figure 13-1](#)) consists of three elements: date/time, producer name list and message text. You can view, save, or print the data. Trace files that are not saved cannot be recaptured.

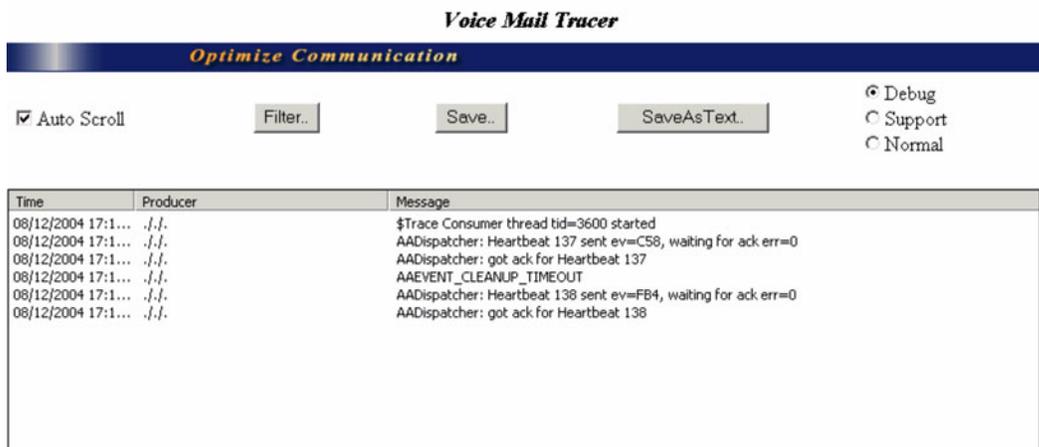


Figure 13-1 Voice Mail Tracer Data Screen

Table 13-1 Voice Mail Tracer Data Screen Fields

FIELD	DESCRIPTION
Date/Time	Date/Time message was generated.
Producer Name List	List includes: <ul style="list-style-type: none"> • Identifies session that generated message. • Application components name within session. • User Agent ID.
Message Text	Brief description of message.

View, Save Trace Data

1. From eManager, click Utilities > Tools > VM Tracer. The VM Tracer screen displays.
2. (Optional) To save the Trace file, click Save or SaveAs Text. Type in the file name and destination.

Note Trace files that are not saved are lost. Trace continues to run until the Strategy ES Server is shut down.

Retrieve Tracer File

1. From eManager, click Utilities > Tools > VM Tracer File. The Browser screen displays.
2. Find and select the tracer file and click Open. The file displays on your screen.

Trace Filters

There are four Trace filters available:

- normal – general nature (Tracer screen defaults to normal)
- support – determines correct installation and configuration of Strategy ES
- debug – intended for debugging (useful for software developers)
- advanced – limits the trace data displayed on the screen by specifying producer list attributes (see [“Advanced Filter” on page 13-4](#)).

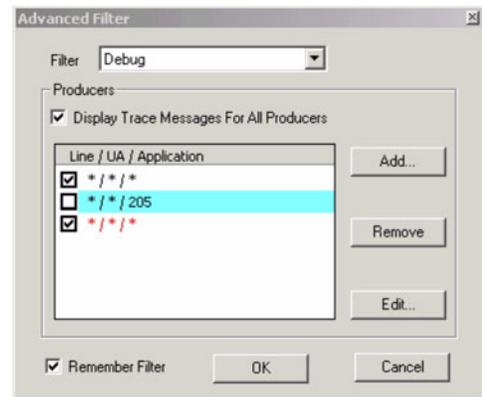
The filters are available from the Filter menu at the top of the Voice Mail Tracer screen. The active option appears with the radio button selected and only that trace data displays on the screen.

Advanced Filter

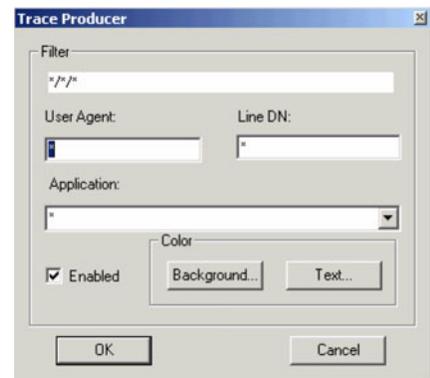
From the Advanced Filter screen, you can add, remove or edit a Producer on the display list. You can override the Producers list entirely and display all trace data or you can select specific producers from the list to appear on the Trace Data screen.

Add Producer

1. From the Voice Mail Tracer screen, click Filter. The Advanced Filter screen displays (shown at right).



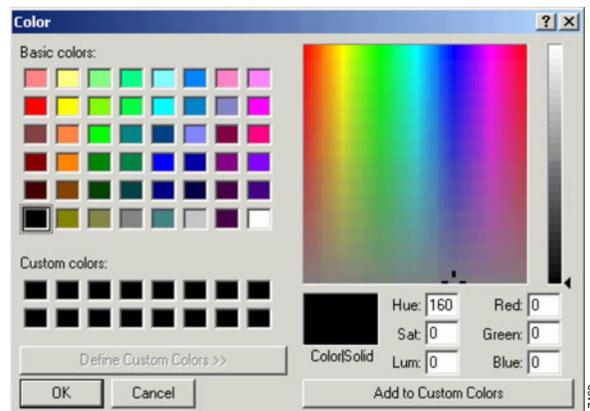
2. Click Add. The Trace Producer screen displays (shown at right).
3. Type the User Agent. For example, 205.



4. Under Color, click Text ...or Background. The Color screen displays (shown at right).

Note Changing the color(s) for a Producer assists you in quickly reading the Trace Data screen.

5. Click on a color and click OK. The sample color appears in the Color/Solid block.
6. Click OK and the Trace Producer screen closes. `*/*/205` displays in the Advanced Filter screen, Line/UA/Application box with a check mark next to it. If you selected special colors, the listing also displays in your color selection.
7. Click OK. The Advanced Filter screen closes and only trace data generated by producer `*/*/205` will display on the Trace Data screen.



Override Advanced Filter Producer List

1. From the Voice Mail Tracer screen, click Filter. The Advanced Filter Screen displays (see [page 13-5](#)).
2. From the Advanced Filter screen, select Display Trace Messages For All Producers at the top of the screen.
3. Click OK. The Advanced Filter screen closes and trace data generated by all producers will display on the Trace Data screen.

Select Specific Producers to Display

1. From the Voice Mail Tracer screen, click Filter. The Advanced Filter Screen displays (see [page 13-5](#)).
2. Remove the check mark from in front of any producer who want to eliminate from the trace.
3. Click OK. The Advanced Filter screen closes and trace data for the producer you removed the check mark from will no longer display on the Trace Data screen.

Edit Producer

1. From the Voice Mail Tracer screen, click Filter. The Advanced Filter Screen displays (see [page 13-5](#)).
2. Highlight the Producer and click Edit or double-click on the producer in the list. The Trace Producer screen displays (shown at right).
3. Make any changes you need. Click OK. The Advanced Filter screen displays.
4. Click OK. The Advanced Filter screen closes and the changes are saved.



Remove Producer

1. From the Voice Mail Tracer screen, click Filter. The Advanced Filter Screen displays (see [page 13-5](#)).
2. Highlight the Producer and click Remove. The Producer is removed from the list.

Important! *No confirmation is requested. Make sure you want to delete the Producer before clicking Remove.*

3. Click OK. The Advanced Filter screen closes and the changes are saved.

IVR Alias Editor

See “[IVR Alias Editor](#)” on [page 9-4](#) for details on using this function.

Run IVR Alias

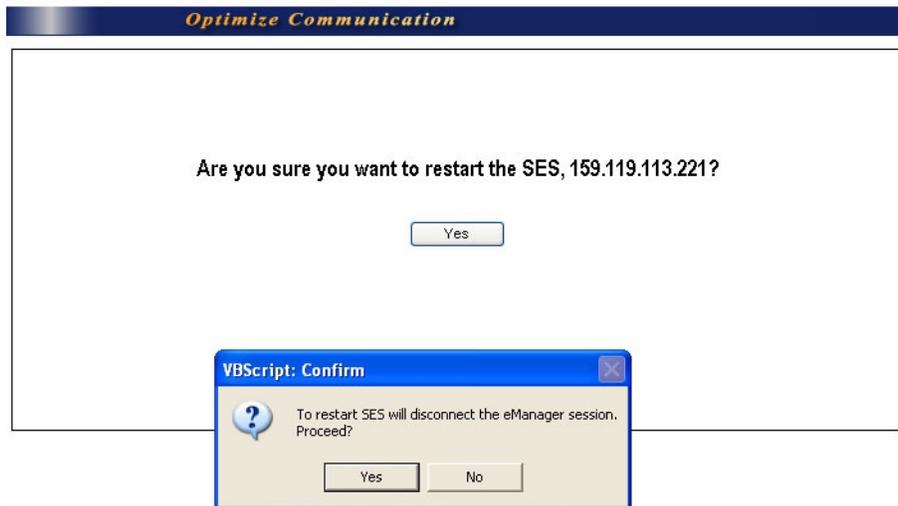
See “[Run IVR Alias](#)” on [page 9-5](#) for details on using this function.

ASR Sync

This mechanism synchronizes the voice mail database with that of the ASR engine directory. See [Chapter 6 – Automatic Speech Recognition \(ASR\)](#) for instructions on using this option.

SES Restart

1. To restart Strategy, from eManager click Utilities > Operations > SES Restart. A dialog screen displays asking you to confirm the restart (shown below).



2. Click Yes and a warning/confirmation box displays telling you that by restarting SES you will disconnect the eManager session.
3. To continue, click Yes. To cancel the process, click No.

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