Overview

The Comdial DXP system offers a highly functional integration with voice mail systems via in-band DTMF digits exchanged between the two systems. The voice mail system must be installed on single line station ports on the KSU.

The integration consists of five functions:

- Call forward busy, ring-no-answer
- One touch message retrieval
- Message waiting light on/off
- Return to operator
- Disconnect Supervision

Necessary setup procedures:

Assign voice mail ports

53, 32, {select voice mail stations}, *

Assign line buttons

56, 02, {select button to use}, {enter line number}, repeat for all lines, #, {enter stations to be programmed}, *, *, *

Assign Line Group 1

[Allows you to press 9 to get an outside line]

35, 1, {Select line buttons}, *, *, *

Assigns direct ringing to the Auto Attendant

[Note: To unassign direct ringing to a station: 54, 1, #, {station}. You will need to unassign the default which is station 10.]

54, 1, {select incoming lines buttons to answer}, #, {Select 1st voice mail port ONLY!}, *. *. *

Assign hunt group of voice mail ports

[Allows rollover to other voice mail ports if the first one is busy.]

53, 18, {1st VM port}, {2nd VM port}, *, {2nd VM port}, {3rd VM port}, *, etc..., {last VM port}, {1st VM port}, *, *, *

Enable auto transfer of voice mail

[Note: Disable this if call screening or announcing wanted.]

25, 1, *

Identify line ports to voice mail

[Allows voice mail to recognize the trunk being used]

43, {Select 1st line button}, #, 015, *, {Select next line}, #, 025, {Select next line}, #, 035, etc...

Voice mail transfer on busy

[Causes selected stations to forward to voice mail on busy.]

53, 31, {Select all stations to be forwarded on busy}

Name the voice mail stations

[So that stations with LCD's can see "Call Vmail".]

06, {1st VM port}, #, 83, 61, 24, 46, 56, *, {Next VM port}, #, etc...., *

Set up intercom hunt groups

[So that stations will transfer to VM on RNA, Busy, DND on an intercom call.]

53, 18, {Station}, {1st VM port}, *, {Station}, {1st VM port}, *, etc...., *, *

Enable call forwarding and set number of rings before transfer

[Number of rings at a station before going to voice mail.]

53, 21, {# of rings (usually 3 - 5)}, {Select stations}, *, *, *

Set up auto dial keys on each station's phone set

[These operations will have to be carried out at each station.]

[Retrieve Messages]

Option, Next, Next, Next, Adial, {Select auto dial button}, Intercom, {1st Vmail port}, {enter your extension}, 3, Save, Speaker.

[Transfer call to voice mail]

Intercom, **1, {select auto dial button}, 6, {1st VM port}, Speaker

Extra setup procedures:

Delayed ringing

[Allows an operator to have a chance to pick up the line]

54, 2, {select line ports}, #, {select 1st voice mail port ONLY}, *, *, *

[Note: You will need to turn on Direct Ringing at the operator's station]

Assign night transfer of ringing

[To have voice mail be auto attendant when night mode is selected on the switch.]

54, 3, {select line ports to route}, #, {Select 1st voice mail port ONLY!}, *, *, *

Programming DSS buttons

56, 03, {Select button}, {Select station}, {Select button}, {Selection station}, etc...,
#, {Select stations to be programmed with the DSS button(s)}, *, *, *

Prime Intercom when picking up handsets

53, 15, 50, {Select stations to program}, *, *, *

Voice mail setup notes:

Select integration 211 (Comdial Impact).

#90, {password}, 3, 2, 2, 211, 1, 1, 9

Make sure that if you're using a Rhetorex board, that it is marked for use with Comdial switches.

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