

DRAFT

Coral SeaMail Administration Manual

(Version 15.8)

CoralIPx

Creating a new world of IPportunities

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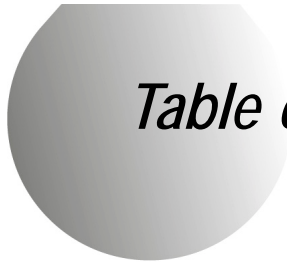


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1 Overview

This chapter includes the following sections:

- [Introduction to this Manual](#) below
- [Introduction to SeaMail](#), page 6
- [Support](#), page 13
- [Related Documentation](#), page 14

Introduction to this Manual

This manual describes how the system administrator configures the SeaMail system and defines mailboxes, departments, Classes of Services, and system wide parameters such as site parameters and PBX settings, and roles. In addition, the manual describes available SeaMail reports, utilities, and maintenance tools.

This SeaMail manual applies to Coral IPx Office telephony systems. For Coral Sea Softswitch systems, the SeaMail configuration and administration is described in the *SeaMail Administration and Configuration Manual for Coral Sea Softswitch*.

Intended Audience

The instructions in this manual are written for administrators of the SeaMail system. Administrators have the authority to configure mailboxes, Classes of Services (COS), departments, permissions, and so on.

Document Structure

The following table provides a detailed outline of each chapter.

Where it is	What it is about	When to use it
Chapter 1	<i>Overview</i> (this chapter)	To learn about this manual. This chapter offers an outline of the SeaMail system, describes basic SeaMail terms, specifies the target audience, provides a list of related documentation, and describes the conventions used in the manual.
Chapter 2	<i>Initial Configuration</i>	For instructions on how to configure the initial setup of the SeaMail application and the PBX system on which it runs.
Chapter 3	<i>Getting Started</i>	For instructions on how to log in to the SeaMail PortalRemote Controller Client. This chapter also describes how to perform basic tasks.
Chapter 4	<i>Mailboxes</i>	To learn about mailboxes and for instructions on how to configure mailbox parameters and settings.
Chapter 5	<i>Departments</i>	To learn about departments and for instructions on how to configure department parameters and settings.
Chapter 6	<i>Classes Of Service</i>	To learn about COS concepts and parameters.
Chapter 7	<i>Site</i>	For instructions on how to configure site parameters and settings.
Chapter 8	<i>PBX</i>	For instructions on how to configure PBX related parameters and settings.
Chapter 9	<i>Utilities</i>	For instructions on how to use the Utilities Menu for displaying license information, displaying a list of mailboxes, defining SeaMail permissions, searching for mailboxes, and more.
Chapter 10	<i>Reports</i>	For a description of the available SeaMail reports.

Where it is	What it is about	When to use it
Chapter 11	<i>Phone Menu for Administrators</i>	For a description of how to use the administrator's phone interface menu for recording voice prompts, defining groups, and performing other administrative tasks. This chapter also describes the prompts that have to be recorded.
Chapter 12	<i>Fax</i>	For a description of the optional SeaMail fax application components. This chapter also describes the fax parameters that have to be defined at department level and for the individual mailboxes.
Chapter 13	<i>Dialer</i>	For instructions on how to configure and use the optional SeaMail dialout functionality.
Chapter 14	<i>Scripts</i>	For instructions on how to set up script mailboxes and program scripts for customized SeaMail procedures. This chapter also includes examples for scripts.
Chapter 15	<i>System Maintenance</i>	For a description of the t3adm SeaMail configuration utility. This chapter also lists the location of SeaMail files.



Manual Conventions

It is important to understand the symbols and typographical conventions used in this manual. These conventions and symbols indicate information that requires special attention, as illustrated in the following examples:

CAUTION!

There is a risk of causing the SeaMail service to malfunction.



NOTE:

Indicates important information demanding special attention.



Tip:

Advice that makes it easier to follow the steps of a procedure.

NOTES:

A page that is intentionally left blank, and may be used for note-taking.



In addition, the following typographical conventions are used throughout this manual.

Table 1 **Typographical Conventions**

Convention	Use
<i>Italics</i>	<ul style="list-style-type: none"> ■ Names of Web pages, windows, and dialog boxes ■ Entered parameter values ■ Tab/menu path denotation used for accessing specific fields, such as <i>Department>Properties>Directory Mode</i> ■ Directory path denotations ■ Titles of related documentation
Bold type	<ul style="list-style-type: none"> ■ Emphasized text ■ Names of buttons, icons, and menus ■ Names of fields, parameters, and options in the GUI or on a Web page ■ Selectable drop-down list values ■ Text usually displayed in italics when it appears in cautions, notes, and tips ■ Names of keys on a telephone, including softkeys ■ Text prompts and commands in a Linux terminal window or on a DOS screen <p>NOTE: <i>A softkey is a button under the display panel of a phone that changes its function according to the context.</i></p>
ALL CAPS	Keyboard names, combinations, and sequences, such as CTRL and SHIFT+P
<i>Blue font</i>	Clickable cross-reference links
Message style	<ul style="list-style-type: none"> ■ Programming code ■ Text displayed on the display panel of a telephone (except for softkey labels)



● Introduction to SeaMail

This section provides basic information about the purpose and features of the SeaMail Voicemail application.

About SeaMail

The SeaMail module is a SIP-based voicemail system that manages telephone messages for users connected to Coral Sea Softswitch or Coral IPx Office systems users. It allows users to retrieve incoming messages from personalized mailboxes associated with their alias number. Its users can perform a wide range of activities on voice messages, such as:

- Listen to received messages and manage them
- Record and forward messages to another mailbox or group
- Set up individual voicemail settings, including password, introductory greeting, and wake-up calls
- Activate or disable screening of calls

The SeaMail provides an automated attendant facility, enabling callers to a “main” business number to access directory service or self-route the call to various places such as a specific department, an alias number, or a mailbox.

In addition, the SeaMail offers an Unified Messaging (UM) option enabling users to receive voice messages as email attachments, or have their emails be converted to voice files and listen to them from their voice mailbox.

SeaMail Building Blocks

The SeaMail application consists of the following components:

- **VM**—the basic voicemail module that provides the functionality of the application
- **Database**—the module that stores all SeaMail data
- **SeaMail Remote Controller Client**—a Web-based user interface for administrators used for managing SeaMail users, departments, and Classes of Services, as well as site and PBX information. This manual mainly describes the SeaMail Remote Controller Client.
- **t3adm**—a configuration utility for setting up the network and for starting or stopping the application. The t3adm is run from HyperTerminal and described in this manual in [t3adm, page 249](#).

SeaMail as a Part of the Coral IPx Office System

The SeaMail is implemented as an add-on component of the Coral IPx Office system and works as an integrated part of the Coral IPx Office. Therefore, the users and their devices must first be defined in the IPx Office before their voicemail settings can be configured in the SeaMail.



NOTE:

*Programming the IPx Office users and other components is described in detail in the **Program Interface Database Reference Manual**.*

IPx Office administrators can access the Remote Controller Client on their workstation (see [Accessing the SeaMail Remote Controller Client, page 41](#)) and monitor SeaMail settings globally or for a specific mailbox (user), as described in this manual. The SeaMail settings and parameters a specific user can access is determined by the **Mailbox Role** the administrator assigns to the mailbox of the user (see [Mailbox Properties, page 52](#) and [Creating Roles, page 165](#)).

Basic Concepts

The section explains basic SeaMail terms:

- [PBX](#) below
- [Automated Attendant](#), page 8
- [Directory Assistance](#), page 8
- [Supervised and Unsupervised \(Blind\) Call Transfer](#), page 9
- [System Prompts](#), page 9
- [First-time User Tutorial](#), page 10
- [No Response from the User](#), page 10
- [Too Many Errors](#), page 10
- [Allowable Time between Key Entries](#), page 10
- [Using the # \(Pound\) Key](#), page 11
- [Using the * \(Star\) Key](#), page 11
- [Park and Page](#), page 11
- [Unified Messaging \(UM\)](#), page 12

PBX

The PBX (Private Branch Exchange) refers to the telephony exchange system (Coral IPx Office) on which the SeaMail is running. It controls the users and devices connected to the system and is used to define and maintain global system and network related settings.

The IPx Office system is described in detail in the relevant manuals and descriptions (see [Related Documentation](#), page 14). The parameters that have to be defined in the SeaMail Remote Controller Client are described in [PBX](#), page 157.

Automated Attendant

The SeaMail Automated Attendant routes incoming calls to the appropriate extension without the assistance of a human operator. One of the benefits of the automated attendant is that it eliminates the bottleneck of calls at the operator's console, particularly during peak hours, and allows callers to reach their desired destination quickly.

Directory Assistance

If a caller does not know the extension number, the automated attendant (see above) offers the caller the option of accessing the Directory Assistance command. This

command prompts the caller to dial a number of up to 9 digits that corresponds to the letters in the called party's name. The system then searches for a matching name and announces the available options.

The directory assistance is defined at department level (see [Directory Assistance, page 110](#)).

Supervised and Unsupervised (Blind) Call Transfer

The automated attendant (see above) can transfer calls as follows to the call destination:

- **Unsupervised (blind) transfer**—this is the standard transfer mode, in which the SeaMail system dials the extension number and hangs up. The SeaMail does not know the result of the call, unless it is informed by the PBX.

Blind transfer requires fewer resources, is much quicker, and allows the system to handle more calls than supervised transfer. Therefore the alternative call transfer methods described below are not commonly used.

- **Supervised (screened) transfer**—the SeaMail system dials the extension number and waits for a response, such as a busy signal, a no answer signal (ring back), or a connected call signal indicating the call has answered. If the call is not answered or the line is busy, the system reconnects the caller and offers to take a message.

During the entire supervised transfer process, the transferring SeaMail port is occupied and cannot receive new calls.

- **Partially supervised transfer**—the system transfers the call and hangs up if it receives a ringing tone, but retrieves the call if a busy signal is received.



NOTE:

*The Transfer Supervision settings are defined in the COS assigned to the specific mailbox and must always be set to **Full** transfer supervision (see [Transfer Supervision, page 128](#)).*

System Prompts

Prompts are the means of communication between the SeaMail system and mailbox users or outside callers. They outline a caller's choices at any given point or give helpful explanations about the system.

As mailbox users become more familiar with the system, they know which keys to press without hearing the entire prompt. The system allows experienced users to press the relevant key and interrupt the prompt. It is possible to enter several commands quickly without waiting for the system to respond with prompts. For example, when

the system first answers, a mailbox user can press #, enter the mailbox number, and enter the password, without listening to the mailbox user's menu.

The SeaMail supports multiple languages and allows administrators to select a primary and a secondary language for the system prompts. In addition, the prompt language can be assigned at the level of the individual mailboxes.

First-time User Tutorial

The first-time tutorial is the prompt the SeaMail system plays to users that access their mailboxes for the first time. The users are prompted to record a name, a personal greeting, and a private password. Upon completion of the tutorial, the mailbox user's menu is played.

No Response from the User

The SeaMail system is designed to respond when any of the 12 keys on a touch tone phone's keypad is pressed. If no key is pressed in response to a prompt, the system assumes the user is uncertain about the correct entry and offers assistance. If there is still no response, the user is politely disconnected from the system.

This scenario occurs only after the system has detected DTMF (dual-tone multi-frequency signaling) during the call, and knows the caller has a touch tone phone. If they system does not detect DTMF at the opening greeting point, it transfers the call to the No Response Mailbox defined for the relevant department (see [Operation Mode Parameters, page 101](#)).

Too Many Errors

The system counts the number of errors (incorrect key entries) that a user makes while interacting with a menu. If the number of errors reaches the predefined threshold number (usually 3), the caller is politely disconnected. Typical errors include entries of invalid extension numbers, passwords, date and time entries, and so on.

Allowable Time between Key Entries

There are numerous places within the system where multi-digit entries must be made, for example, when entering mailbox numbers, group list numbers, phone numbers, and time settings. The system expects to receive a string of a predetermined digit length.

After a digit is pressed, the system waits a few seconds for an additional digit. If no additional digit is entered, the system assumes that the entry is complete and responds according to the received digits. The length of the allowed time between digit entries is defined at department level in the **System timeout** field (*Department>Properties*).

Example: When entering mailbox number 123 as a destination, the system interprets the entered number as 12 and not as 123 if the pause between pressing 2 and pressing 3 is too long.

Using the # (Pound) Key

The # key can be pressed to terminate an entry. Though the system has built-in timers that identify an end of a multi-digit entry by a predetermined pause, a user can shorten the response time by pressing #, such as when quickly entering a phone number.

*Using the * (Star) Key*

There are several uses for the * key:

Use	Description
Instant recording	Throughout the user interface, a series of prompts of greeting typically precede a recording procedure. Press the * key to interrupt the prompt or greeting and hear the prerecording tone. This functionality can be used prior to leaving a message in a mailbox, recording a name, or recording a personal greeting.
Cancel action	Many of the menu choices include an option to cancel a selection by pressing the * key.
Move to previous menu	In all mailbox user interface menus, press the * key to return to the previous menu.

Park and Page



NOTE:

This feature is not supported in the current version.

The Park and Page feature is also referred to as PA paging. This feature can be used when a mailbox user does not answer a call. The system announces the call to the relevant user and allows this user to answer the call from the user's current location.

The PA paging procedure includes the following stages:

- 1 The caller is notified that the called party (the mailbox owner) does not answer. The caller is offered an option to page the called party.
- 2 If the caller selects the Page option, the system uses a dedicated port to dial the code defined in the **Paging Access Code** field in *PBX>Parameters>SIP Dial Strings*.

- 3 The system announces the mailbox owner's name (or extension number, if no name is recorded) and prompts the owner to dial the number defined in the **Voice mail hunt group** field in *Site Parameters>General*, and then to dial ##.
- 4 When the mailbox owner answers, the system prompts the mailbox owner to dial the phone extension number of the current location, and then to hang up.
- 5 The system transfers the caller to the extension that was entered by the mailbox owner.

Unified Messaging (UM)

Unified Messaging (or UM) is an optional feature that allows users to receive different message types, such as voice messages, emails, and fax, in their mailbox. For this purpose, the SeaMail can include Text-To-Speech capabilities, as well as the ability to convert voice messages into email text or attachments.

For UM to work properly, email-related parameters must be properly defined for the user's mailbox (see [Email Settings, page 71](#), [Email Accounts, page 77](#), and [Email Reply Settings, page 80](#)).



Support

The manufacturer is committed to quality service and customer support. Therefore, if any problem related to the SeaMail system occurs, contact technical support as follows:

- Dealers and installers—if any difficulties occur while installing or programming the system, contact the manufacturer’s support center according to the following table:

Country	Email address
All countries	Support@tadirantele.com
U.S.A.	RedSea@tadiran-us.com
Israel	Support@tbsi.co.il

- End users and customers—for any difficulties with using the system, contact your installing dealer for technical support.

In the email, include the following information:

- The caller’s phone number
- The called phone number
- The date and time of the event
- Other details related to the event

Related Documentation

Refer to the following documentation, as required, for information regarding the SeaMail system and the devices that can be connected to the SeaMail network.

Table 2 **Related Documentation**

Item	Subject	Manual
SeaMail	Guide for SeaMail mailbox owners	SeaMail User Guide
Coral systems, Teleport FXS/FXO gateways	General descriptions	Coral IPx and FlexiCom Product Description
Coral IPx/FlexiCom	Database programming	Program Interface and Database Reference Manual, Version 15 and higher
FlexSet-IP 280S terminals	General description	FlexSet-IP 280S User Guide
T207/208 terminals	General descriptions	T207/208-S User Guide
Coral Sentinel Pro	General description and installation	Coral Sentinel Pro Installation Procedure and Reference Manual

2 *Initial Configuration*

The SeaMail is delivered in a complete turnkey configuration. All required voicemail hardware and software is supplied with the IPx Office system. During the SeaMail installation and configuration, active co-operation of the customer's network administrator is necessary to connect the SeaMail to the local network when Unified Messaging or remote programming capability are required.

This chapter includes the following sections:

- *Before You Start*, page 16
- *Minimum Requirements*, page 17
- *SeaMail Configuration Steps*, page 20
- *IPx Office System Programming*, page 22
- *SeaMail Configuration and Programming*, page 28
- *Configuration Tests*, page 32
- *SeaMail Licensing*, page 34

● Before You Start

Proper preparation is the cornerstone of a successful installation and system setup, and will result in improved customer satisfaction. Taking a few moments to secure the necessary equipment, programming information, and manpower requirements will save many hours of frustration during the course of the installation and setup procedure, and enhance the customer's perception of how the new system will work for them.

To properly set up the system, make sure the following items are available **before** starting the initial setup:

- A system-wide Voice Menu design plan that has been discussed with and approved by the end user
- A well-spoken person to do the necessary recordings for the system greetings
- A technician who is capable of doing any required IPx Office system programming
- All required documentation for programming the IPx Office options

It is recommended to start early enough in the day to allow sufficient time for customer changes, integration issues, and so on. A good estimate is to allow 2-4 hours for the procedure, excluding the necessary time for training the end users.

Make sure to review this chapter before the day of installation and initial setup.

Minimum Requirements

Coral Version

The SeaMail operates with Coral version 15.82 and higher. If your system uses a lower Coral version, the system must be upgraded prior to the SeaMail installation.

System Hardware

Hard Drive Requirements

Unlike traditional voicemail systems, which run on TDM platforms, the SeaMail is a pure SIP-based, software-only application. It is installed on the hard drive of the PUGW card located in the IPx Office and run by the main processor of the XScale card (ARM microcontroller). For the SeaMail to work, the IPx Office must additionally include an MRC (media gateway card).

To verify the location and operational status of the hard drive:

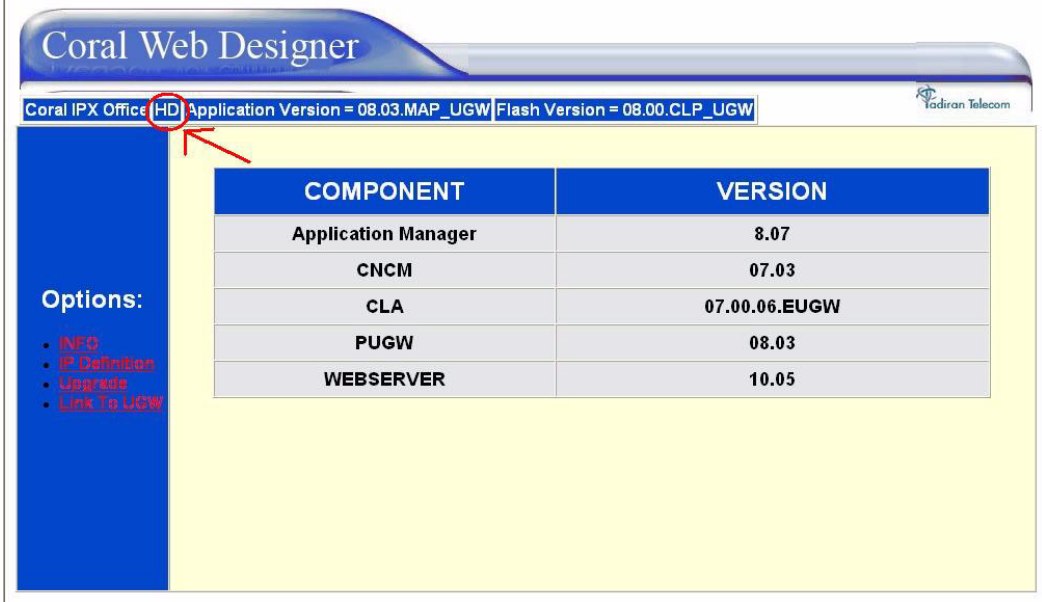
- 1 On a Windows-based workstation connected to the internal network of the IPx Office, open the Internet Explorer and enter the local URL address of the IPx Office. The *Connect to* dialog box is displayed.

Figure 1 **Connect to Coral Web Designer**



- 2 Enter the user name and the password. (The default user name and password are **admin** and **123456** respectively.)
- 3 Click **OK**. The *Coral Web Designer* page is displayed.

Figure 2 Coral Web Designer Page



- 4 The top row on this page displays the following information:
- The Coral IPx Office Flash version
 - The MAP (application) version
 - An **HD** indication if the hard drive is installed on the IPx Office unit (required for operation of the SeaMail)

Hardware Identification MAC Address

Each IPx Office has a unique MAC address assigned to its PUGW card. This MAC address is required to set the SeaMail application licenses.

To obtain the MAC address of an IPx Office, use either of the following procedures.

To obtain the IPx Office MAC address (via Coral Web Designer):

- 1 Log in to the Coral Web Designer (see [Hardware Identification MAC Address, page 18](#)). The *Coral Web Designer* page is displayed.
- 2 On the **Options** side panel, click **Link To UGW**. The *UGW Portal* page is displayed.

Figure 3 UGW Portal Page

CARD STATUS			
IP Addr	172.28.14.24	Card Type	MCBcsx Layout B
Net Mask	255.255.252.0	Card Vers	8.04
Mac Addr	00:00:00:00:00:00	Media	MRC8 Ver-5.08.02

Welcome to UGW Portal

To the left is the Navigation Bar, which contains links to the major functions of the portal.

For more information, click Help

The MAC address is displayed in the **Mac Addr** field in the upper part of the page.

To obtain the IPx Office MAC address (UGW COM serial port connection):

- Use the **ifconfig** command. The following information is displayed.

Figure 4 ifconfig information

```
# ifconfig
ixpl  Link encap: Ethernet HWaddr 00:0A:6B:00:50:44
      inet addr: 172.28.14.24 Bcast: 172.28.255.255 Mask: 255.255.252.0
      UP BROADCAST RUNNING MULTICAST MTU: 1500 Metric: 1
      RX packets: 1302 errors: 0 dropped: 0 overruns: 0 frame: 0
      TX packets: 946 errors: 0 dropped: 0 overruns: 0 carrier: 0
      collisions: 0 txqueuelen: 256
      RX bytes: 173254 (169.1 Kb) TX bytes: 157697 (154.0 Kb)

lo    Link encap: Local Loopback
      inet addr: 127.0.0.1 Mask: 255.0.0.0
      UP LOOPBACK RUNNING MTU: 16436 Metric: 1
      RX packets: 457 errors: 0 dropped: 0 overruns: 0 frame: 0
      TX packets: 457 errors: 0 dropped: 0 overruns: 0 carrier: 0
      collisions: 0 txqueuelen: 0
      RX bytes: 108197 (105.6 Kb) TX bytes: 108197 (105.6 Kb)
```

The first line includes the MAC address in the **Ethernet HWaddr** parameter. (In the example above, this address is **00:0A:6B:00:50:44**.)

SeaMail Configuration Steps

Before starting this procedure, ensure the following conditions apply:

- The hard drive is installed in the IPx Office and is operating (see [System Hardware, page 17](#)).
- The SeaMail Remote Controller Client is installed on your workstation. (To install the application, run the Client Installer program on the workstation.)

To configure the SeaMail on the IPx Office:

- 1 Create a physical connection between your workstation and the IPx Office:
 - a Connect the workstation to the **KB0** serial port of the IPx Office.
 - b Plug a network cable (crossover cable) into the RJ-45 socket on the front of the IPx Office unit and into the LAN socket of the workstation.



NOTE:

The SeaMail Remote Controller Client cannot run before the IP address settings have been properly configured in the IPx Office and on the workstation (see [Step 4](#) and [Step 5](#)).

- 2 In the IPx Office PI, select nine free numbers for the voicemail ports (SIP terminals). The numbers do not have to be consecutive.
- 3 Program the SIP ports for voicemail and define a COS for the SIP terminal keysets (see [Programming SIP Ports for Voicemail, page 23](#)).
- 4 Define the required parameters for the PUGW card, including the LOCAL IP ADDRESS parameters for SIGNALING and for MEDIA (see [Configuring the PUGW Card, page 26](#)).
- 5 Set the IP address and the subnet mask of your workstation according to the values defined for the PUGW card (in the previous step).
- 6 Using the PUGW IP address, run the SeaMail Remote Controller Client on your workstation (see [Accessing the SeaMail Remote Controller Client, page 41](#)).
- 7 In the SeaMail Remote Controller Client, select *Registry>VoIP* and define the parameters as required (see [SeaMail Configuration and Programming, page 28](#)). In particular, enter the IP address of the IPx Office in the **SIP PBX Address** field and set the **Register** fields according to the port numbers assigned in [Step 2](#).
- 8 Start the IPx Office.

- 9 Verify that all SeaMail SIP ports have been successfully registered (see [SeaMail SIP Ports Registered in IPx Office](#), page 32).
- 10 In the PI, define a main hunt group number for voicemail (see [Defining a Hunt Group](#), page 24).
- 11 Verify the USER_COMPRESSION_LIST parameter is correctly set for the COS (see [Setting up a COS for Voicemail](#), page 25).
- 12 Verify that the ZONE parameter is defined correctly in the PUGW and for all SeaMail SIP ports.
- 13 Re-log in to the SeaMail Remote Controller Client using the updated IP address you defined in [Step 7](#).
- 14 Verify that the SeaMail is operating properly (see [Configuration Tests](#), page 32).
- 15 Verify that the temporary (or permanent) SeaMail license is correctly configured (see [A1 Info Option \(t3adm\)](#), page 35 and [License Information Page \(SeaMail Remote Controller Client\)](#), page 37).



NOTE:

If the license is already permanent, skip the following steps.

- 16 Obtain the permanent SeaMail license that matches the MAC address of the IPx Office. (To retrieve the MAC address, see [Hardware Identification MAC Address](#), page 18).
- 17 Update the temporary license with the permanent license (see [SeaMail Licensing](#), page 34).
- 18 Restart the IPx Office.
- 19 Repeat [Step 15](#) to verify that the permanent license has been successfully registered in the system.

● IPx Office System Programming

The IPx Office is programmed through its Programming Interface (PI). Connect your workstation to the Coral IPx Office and access the PI interface.



NOTE:

*For a detailed description of how to access and use the Programming Interface, refer to the **Program Interface Database Reference Manual**.*

Setting up the IPx Office to work with the SeaMail requires the following:

- [Programming SIP Ports for Voicemail, page 23](#)
- [Defining a Hunt Group, page 24](#)
- [Setting up a COS for Voicemail, page 25](#)
- [Configuring the PUGW Card, page 26](#)

Programming SIP Ports for Voicemail

In the Coral IPx Office system, each SeaMail port must be defined as a SIP voicemail port. The IPx Office relates to these ports as to SIP terminal keysets.

Use the following PI branch:

Keyset Definition

Route: KEY [or EKT or 0,2,1,2,0]

Figure 5 Port for Voicemail (PI)

```
5930
-----
PRM_COS- 0
SEC_COS- 0
PRIV_LIBS- 10
TERMIN-N
ORIGIN-N
BLOCK -N
O/G_TK_REST-N
PRIVACY -Y
EXCL_HOLD-N
HARD_HOLD-N
LAST_NUM-Y
SECURITY-N
DND_WP (Y/N) -Y
RECEIVE_SPKR_STATUS (Y/N) -N
IP_FAX_ENABLED (Y/N) - N
IP_MODEM_ENABLED (Y/N) - N
ATT -N
AUTO_UNATT_TRANS- N
AUTO_RELEASED_ALL- N
PASSCODE- NONE
CHECK_OUT -N

MULTI_APPEARANCE-N
M.A MUTED_RING-Y
OPTION
  N=CONTINUOUS, Y=ONE BURST - Y
ANSWER CALL WAITING WITH HF(Y/N)-N

AUTO_ANS-N
IDLE_DISPLAY-N
VOICE_MAIL(dtmf receive) (Y/N) - Y
VM_CAMP_ON (Y/N) - N
```

Make sure to define the following keyset parameters for each SeaMail port:

- **PRM_COS**—enter the number of a class of service that can be used for voicemail (see [Setting up a COS for Voicemail, page 25](#))
- **VOICE_MAIL(dtmf receive)**—set to **Y** (Yes)

Defining a Hunt Group

Create a hunt group and include all SeaMail port keysets as its members. The number of this hunt group is the voicemail access number for internal or external callers.

Use the following PI branch:

```
Hunt Group
Route: HUNT [0,5,0]
```

Figure 6 Hunt Group for Voicemail (PI)

```
5350
-----
NAME:
SHORT(5) - SiVM
FULL(16) - SiMail
GROUP TYPE (Ucd/Acd) - A
IVR_ACD (Y/N)- N
VM_GROUP(Y/N) - Y
LOAD ID - N
CAP_REINTRODUCTION_OF_QUEUED_CALL(Y/N) - N
SEARCH TYPE (0-circ,1-term,2-statis)- 0
EXTENDED_OVERFLOW (Y/N)- N
ONE_STEP_GROUP - N
USER_CANNED_MESSAGE# (0-15/R) - NONE

MUSIC_SOURCE (0..3) - 0
RETAIN_HUNT_MUSIC_SOURCE (Y/N)- N
WRAP-UP_TIME (sec)- 76
NOTE: #_of_q_calls_for_busy greater/equal #_of_q_calls_for_delay
#_OF_Q_CALLS_FOR_DELAY - NONE
CALL_DELAY_TIME (sec)- 30
#_OF_Q_CALLS_FOR_BUSY - NONE

TIME_TO_OVERFLOW (sec)- 120
TIME_TO_2nd_ANN (sec)- 20
TIME_TO_NEXT_MEM (sec)- 20
CALL_WAITING_TONE - N

MEM# 1 - 5930
MEM# 2 - 5931
MEM# 3 - 5932
MEM# 4 - 5933
MEM# 5 - 5934
MEM# 6 - 5939
MEM# 7 - 5940
MEM# 8 - 5941
```

Make sure to define the following parameters for the SeaMail Hunt Group:

- **NAME**—enter the short name and the full name of the hunt group. The name will be displayed on display-equipped keysets of users.
- **GROUP TYPE**—set to **A** (ACD)
- **VM_GROUP**—set to **Y** (Yes) to define the hunt group as a voicemail group.
- **MEM#**—enter the number of the keyset defined for a SeaMail port (see the Keyset Definition section above). Repeat this procedure until all SeaMail ports are included.



NOTE:

If a keyset for a SeaMail port has not been defined for voicemail, it cannot be included in the voicemail hunt group.

Setting up a COS for Voicemail

A class of service (COS) must be assigned to each SeaMail port.

Use the following PI branch:

Station and Trunk COS

Route: COS,0 [0,0,2,0]

Figure 7 COS for Voicemail (PI)

```

ST/TK COS
  0 ←
-----

NAME(16): - BLANK
TOLL_BAR(Pass/Block/Check) :
DIGIT_ANLS(P/B/C)- C
NO_MATCH (P/B) - P
PTRN_TABLE(0-7) - 0

replace by (...) / add by (a,...) / remove by (r,...) / end by <CR>:
TK_GRP5/ROUTING ACCESS-
(9,81,82,83,7080)
.
.
.
.
IP:
SECURED_CALLS[Y/N] - N
compression
0=G.711 with 10ms 1=G.711 with 20ms 2=G.711 with 40ms 11=G.711 with 80ms
4=G.729 with 10ms 5=G.729 with 20ms 6=G.729 with 30ms 7=G.729 with 40ms
13=G.729 with 80ms 3=G.723 with 30ms 9=G.723 with 60ms 12=G.723 with 90ms
10=G.729 20ms+vad 8=G.723 30ms+vad

replace by (...) / add by (a,...) / remove by (r,...) / end by <CR>:
USER_COMPRESSION_LIST - (5,1,11,13,7,2) ←
SIP:
TRANSPARENT_SDP[Y/N] - N

```

Use the following parameter to define the order of the compression types this class of service must use:

- **USER_COMPRESSION_LIST**—set to (5,1,11,13,7,2)



NOTE:

Verify that this class of service has been assigned to each voicemail port defined for the SeaMail (see [Programming SIP Ports for Voicemail](#), page 23).

Configuring the PUGW Card

The PUGW card connects the Coral IPx Office to the IP network and transmits Coral signaling data to its connected IP keysets and external IP gateways. The SeaMail ports work as SIP terminal stations supported by the PUGW.

The PUGW incorporates a Media Gateway (MG) module, which is based on the MRC media card, and is located on Shelf 6, Slot 5 of the IPx Office unit.

For the PUGW card to work properly with the SeaMail, some of its parameters must be configured. Use the following PI branch:

UGW

Route: UGWC,1 or IP,0,1 [9,0,1]

Figure 8 PUGW Configuration (PI)

```
UGW CARD CONFIGURATION
  6,5
-----
replace by (...) / add by (a,...) / remove by (r,...) / end by <CR>:
ZONE_LIST - (0)

SIGNALING:
LOCAL_IP_ADDRESS(#/R) - 172.028.014.024:2427
GLOBAL_IP_ADDRESS(#/R) - 172.028.014.024:2427
SUBNET_MASK(#/R) - 255.255.252.000
DEFAULT_ROUTER_ADDRESS(#/R) - 172.028.014.098
QoS:
DiffServ(Y/N) - N
802.1Q/p(Y/N) - N

MEDIA:
MAC(#/R) - FF:FF:FF:FF:FF:FF
LOCAL_IP_ADDRESS(#/R) - 172.028.014.015:16400
GLOBAL_IP_ADDRESS(#/R) - 172.028.014.015:16400
SUBNET_MASK(#/R) - 255.255.252.000
DEFAULT_ROUTER_ADDRESS(#/R) - 172.028.014.098

Echo Cancellation period(0- 32msec, 1- 64msec, 2- 128msec)
Note: Options 1 & 2 will result in reduced capacity of the MG modules.
      MG24/48/72 will provide 20/40/60 channels respectively : 0

QoS:
DiffServ(Y/N) - N
802.1Q/p(Y/N) - N
Security Type:
DES - N
Triple DES - N
MG_COMPRESSION_CAPABILITY -
0=G.711 with 10ms 1=G.711 with 20ms 2=G.711 with 40ms 3=G.723 with 30ms
5=G.729 with 20ms 7=G.729 with 40ms 8=G.723 30ms+vad 9=G.723 with 60ms
10=G.729 20ms+vad 13=G.729 with 80ms

PHYSICAL CAPACITY:
MEDIA_CHANNELS: - MRC-8
RESOURCES_TYPES: - DTMF MFC
MAX_G711_MEDIA_CHANNELS - 32
TOTAL END POINTS - 240
END POINT TYPES - Keyset SlT Lgs Net SIP Media

REQUIRED CAPACITY:
MEDIA_CHANNELS - 8
KEYSET - 50
SLT - 5
LGS - 5
NET - 5
SIP - 30
```

For the PUGW to support with the SeaMail, the following PUGW card parameters must be configured accordingly:

Parameter	What to Define
SIGNALING	
LOCAL_IP_ADDRESS	The static local IP address and port the PUGW card uses for signaling. This address is also the local IP address of the SeaMail.
GLOBAL_IP_ADDRESS	The static global IP address and port of the PUGW card, which is also the global IP address of the SeaMail
SUBNET_MASK	The subnet mask for the PUGW card
MEDIA	
LOCAL_IP_ADDRESS	The static local IP address and port of the MRC card
SUBNET_MASK	The subnet mask for the MRC card
REQUIRED CAPACITY	
MEDIA CHANNELS	The number of the media channels provided for the MRD card. This number must be high enough to include at least the SIP voicemail channels and the SIP terminals.
SIP	The number of SIP entities (terminal stations) used as voicemail ports



NOTE:

In some cases the SeaMail SIP ports (SIP terminals) must be defined with the same IP zone number, as set in the UGW branch under the ZONE_LIST parameter. The zone assigned to a SIP port (SIP terminal) is displayed under the CURRENT_ZONE parameter.

SeaMail Configuration and Programming

To allow the SIP communication between the SeaMail system and the IPx Office to work, the relevant VoIP parameters must be properly defined.

The initial SeaMail setup includes the configuring of VoIP-related registry parameters. The SeaMail automatically enters the parameter values in the relevant system configuration files.

This section describes how to configure these parameters in the SeaMail Remote Controller Client from a workstation connected via TCP/IP over the local network or to the Internet. (The SeaMail Remote Controller Client is described in detail in the following chapters of this manual.)



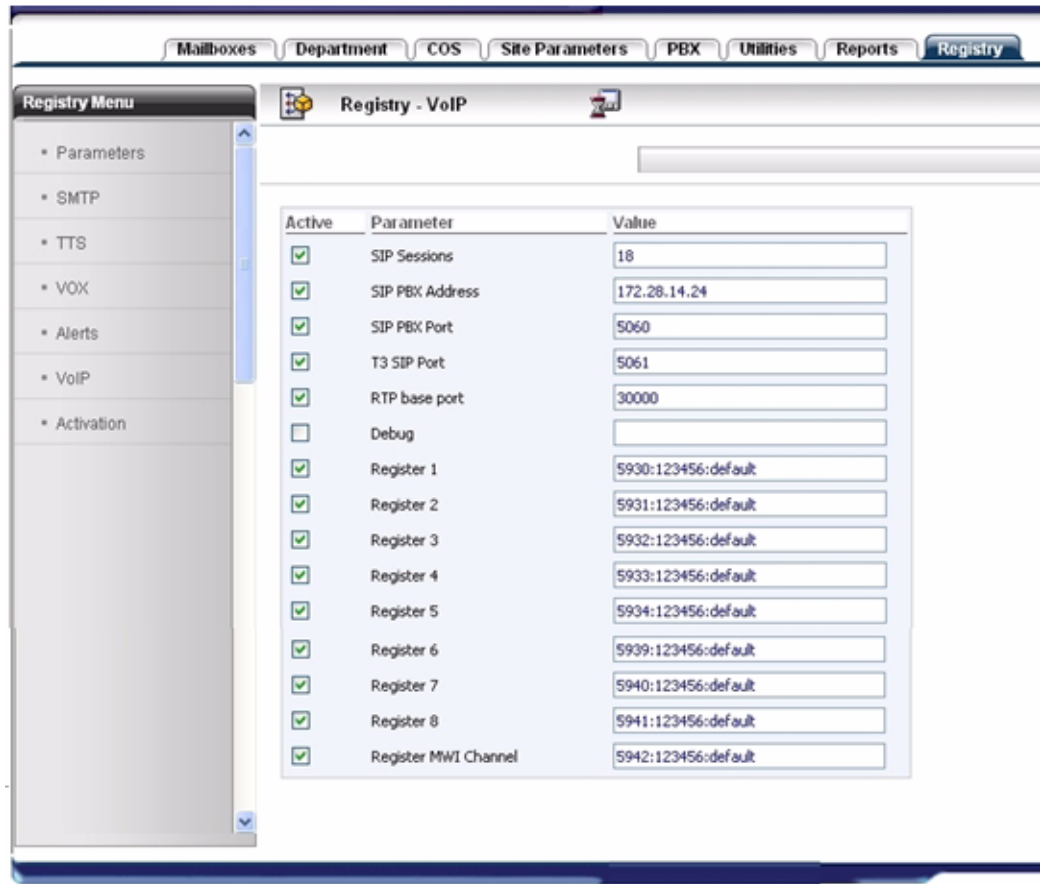
NOTE:

The Remote Controller Client is a stand-alone IP-driven application that has to be installed on the workstation client. To install the application, run the Client Installer program on the workstation.

To configure registry parameters in the SeaMail Remote Controller Client:

- 1 Open the SeaMail Portal (for detailed instructions, see [Accessing the SeaMail Remote Controller Client](#), page 41).
- 2 Click the **Registry** tab and select **VoIP** from the **Registry Menu**.

Figure 9 SeaMail Remote Controller Client—VoIP Registry Parameters




Select the **Active** check box for the following parameters and define them as described in the table below.

Table 3 Registry VoIP Parameters Relevant for SIP

Field	Description
SIP Sessions (Default: 18)	The number of channels the SeaMail initializes for SIP sessions. Set to $2 * \langle \text{number of ports} \rangle + 2$. Example: <ul style="list-style-type: none"> ■ For a 4-port system, set to 10 ($2 * 4 + 2$). ■ For an 8-port system, set to 18 ($2 * 8 + 2$).
SIP PBX Address (Default: 172.28.14.24)	The IP address of the IPx Office. The SeaMail system communicates with the IPx Office by receiving and sending SIP messages from and to this address.
SIP PBX Port (Default: 5060)	The IP port on which the IPx Office is listening for SIP messages. The commonly used default value is 5060.

Field	Description
T3 SIP Port (Default: 5061)	The IP port on which the SeaMail system is listening for SIP messages. Set this field to <i>5061</i> .
RTP base port (Default: 30000)	The base port used for RTP traffic transmission. The commonly used default value is <i>30000</i> . Make sure it does not interfere with the RTP ports of the IPx Office system.
Debug	For the manufacturer's internal use only
Register 1 Register 2 ... Register 9 (Default values: Register 1—5930 Register 2—5931 Register 3—5932 Register 4—5933 Register 5—5934 Register 6—5939 Register 7—5940 Register 8—5941 Register 9—5942)	<p>The IPx Office ports defined for voicemail (see Programming SIP Ports for Voicemail, page 23).</p> <p>Registers 1–8 are used as voice ports. (The system can include up to eight voice ports, depending on the authorization.) Register 9 is the port used for turning the Message Waiting Indicator (MWI) lamp on and off.</p> <p>Define each port separately using the following syntax: <code><port identifier>:<password>:default</code> Example: 5930:123456:default, where 5930 is the port number and 123456 is the password</p>

- 3 Click  (the Save icon); the parameters are saved in the **voip** configuration file under `/mnt/hd2/usr/T3/rmdat`.

The following figure is an example of a VoIP configuration file.

Figure 10 VoIP Configuration File

```
|  
#  
#  
SipSessions          18  
SipPbx              172.28.14.24  
SipPbxPort          5060  
SipPort             5061  
RtpBasePort         30000  
#SipDebug  
register[0]          5930:123456:default  
register[1]          5931:123456:default  
register[2]          5932:123456:default  
register[3]          5933:123456:default  
register[4]          5934:123456:default  
register[5]          5939:123456:default  
register[6]          5940:123456:default  
register[7]          5941:123456:default  
register[8]          5942:123456:default  
sipmwi              3  
#ignoreexpires     1  
rtptimeout          1  
#coraluscodes      1  
coralacdq           5350  
#
```

Verify that the values in the configuration file are the same as the values defined on the *Registry - VoIP* page (see [Figure 9](#)). The register values must be the numbers of the voicemail hunt group members.

Configuration Tests

Use the following procedures to verify the SeaMail has been correctly configured and successfully integrated with the IPx Office:

- [SeaMail SIP Ports Registered in IPx Office](#) below
- [Call Tests, page 33](#)

SeaMail SIP Ports Registered in IPx Office

The SeaMail SIP ports are registered in the IPx Office as SIP terminals. To verify, for each of the ports, that it is properly registered, use the Program Interface as follows:

- 1 Access the **SIP TERMINAL** branch (route: IP,1,4 [9,1,4])
- 2 Use either of the parameters **Index** or **Dial** to access the ports by their index numbers or by their dial numbers.

The following figure shows the details of a port accessed by its dial number.

Figure 11 **SeaMail Port Details in the PI**

```
SIP_TERMINAL
-----
INDEX - 0
CURRENT_ZONE - 0
REQUIRED_ZONE(#/R) - 0
PASSWORD (a-z,A-Z,0-9/R) -
Media negotiation(Early/Late) - LATE
HOLD support(Early/Late) - LATE
TRANSFER METHOD (Refer/re-Invite) - Refer
IP_ADDRESS - 172.028.014.024 ←
USER_AGENT -
STATUS - ACTIVE ←
```

- 3 Make sure that the following parameters are defined for each SeaMail port:
 - **IP_ADDRESS**—the IP address of the SeaMail application
 - **STATUS**—must be ACTIVE

Call Tests

To verify the SIP ports route the calls correctly to the SeaMail:

- 1 Connect a display-equipped telephone to the IPx Office (do not assign a mailbox).
- 2 Dial the number of each SeaMail SIP port (see [Programming SIP Ports for Voicemail, page 23](#)).

Verify that each time you dial a port number, the main greeting prompt of the SeaMail auto attendant is played.

- 3 Dial the SeaMail number. This number is the number of the voicemail hunt group (see [Defining a Hunt Group, page 24](#)).

After dialing the number, verify the following:

- The SeaMail main greeting is played
- On the display of the phone, the number of the used SIP port is displayed.

Repeat this procedure as many times as SeaMail ports are defined, and verify that each time the phone displays the number of another port. Make sure only numbers of SeaMail ports are displayed.

- 4 Create a mailbox for the phone (see [Creating a Mailbox, page 47](#)) and dial the SeaMail number.

Verify that the login prompt to the mailbox number is played.

SeaMail Licensing

The SeaMail is provided with a temporary license. This license provides limited capabilities for a grace period of 30 days. Unless the system is applied a permanent (purchased) license, it will stop working at the end of the grace period.

The items of a permanent license are compiled into a string, saved in a file with the name **key.cf**, and provided to the customer per email. This string must be saved on the SeaMail server to activate the permanent license.

The following procedure stores the string at the required location on the SeaMail server (`/mnt/hd2/usr/T3/vmdat`) and thus activates the license settings defined in the string. Use this procedure to replace the temporary license with a permanent license or to upgrade an existing permanent license.



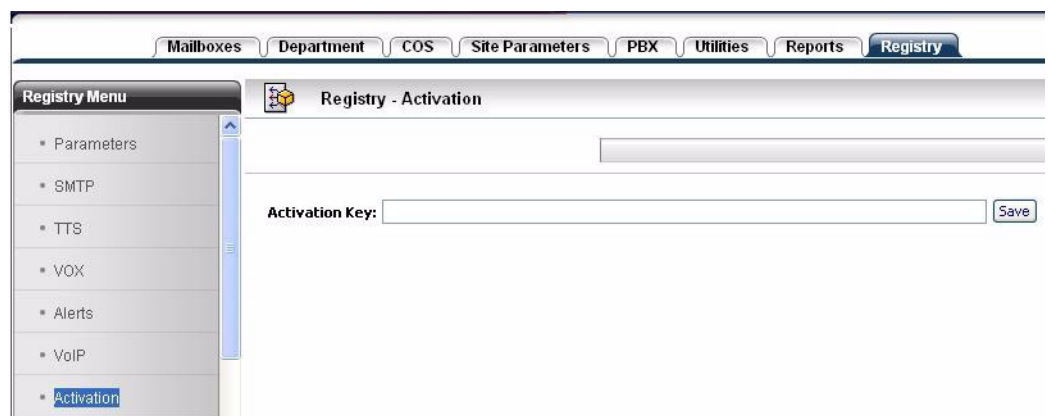
NOTE:

If the key.cf file is faulty or does not exist at the required location, the voicemail application cannot run and cannot be controlled through the Remote Controller Client. In this case, you need to manually store the file on the SeaMail server.

To activate a permanent license:

- 1 Log in to the SeaMail Remote Controller Client, as described in [Accessing the SeaMail Remote Controller Client](#), page 41.
- 2 Click the **Registry** tab and select **Activation** from the **Registry Menu**. The *Registry – Activation* page is displayed.

Figure 12 SeaMail Remote Controller Client—License Activation



- 3 On the same workstation, open the file containing the activation key (string) for the permanent license. (Any text editor can be used).

- 4 Select the string and paste it into the **Activation Key** field of the SeaMail Remote Controller Client.
- 5 Click **Save**. The system is upgraded with the new (permanent) license settings.

**NOTE:**

The MAC address of the SeaMail server is included in the license. If you try to save the license to another server, the system does not replace the license and displays an error message.

- 6 To verify that the procedure was successfully completed, view the license settings using either of the following:
 - [A1 Info Option \(t3adm\)](#) below
 - [License Information Page \(SeaMail Remote Controller Client\)](#), page 37

**NOTE:**

The system does not accept strings that do not comply with the MAC address of the server.

A1 Info Option (t3adm)

To display updated SeaMail license information using the t3adm tool:

- 1 Connect the SeaMail server to the serial UGW COM port of the IPx Office unit.
- 2 On the SeaMail server, open a Terminal window, type **t3adm** in the command line prompt, and press ENTER. The main t3adm menu is displayed.
- 3 Select the **A1 Info** option. The license information is displayed as in the following example.

Figure 13 License Information (t3adm)

```
root@integr2: ~ - Shell - Konsole <2>
Session Edit View Bookmarks Settings Help

***** MAC Matches: 000347D83C6A *****

Serial Number: 0400028
OEM Code: 00000000
Version type: Release
Remaining Time: unlimited
Number of lines: 30
Number of fax lines:1
Fax Server: Y
Number of mailboxes:0
Serial Integration: Yes
IVR: No
Number of TTS sessions: 1
Number of ASR sessions: 1
Network support: No
Number of email clients: 20
Number of GUI clients: 20
AMIS Sessions: N
Role: 0
VPIM support: N
Viometrics: 0
Lotus integration: N
ACD support: N
Dialer support: N
Version: 10.4
SMDR Sessions: N
SIP: Y
English-1 Spanish-0 French-0 German-0 Italian-0
Hebrew-1 Russian-0 Arabic-0 Turkish-0 Portugeuse-0
Romanian-0 Chinese-0 Greek-0 Swahili-0 UKEnglish-0 Flemish-0
Cantonese-0
```

- 4 Verify:
 - The `MAC Matches` line at the top of the list includes the MAC address of the SeaMail server. (For temporary licenses, a No-Match indication is displayed instead.)
 - The `Remaining Time` is set to Unlimited. (For temporary licenses, this item indicates the remaining time before the system is shut down.)
- 5 Make sure the license list includes all purchased license items. (For a description of some of the items, see [Table 4](#).)



NOTE:

For a detailed description of the `t3adm` utility, see [t3adm](#), page 249.

License Information Page (SeaMail Remote Controller Client)

The *Utilities – License Information* Page provides a convenient display of most available license items. It indicates how many licenses have been purchased for each item, as well as how many of them are in use.

To access the *License Information* page, click the **Utilities** tab and then select **License Info** from the **Utilities Menu**.

Figure 14 **Utilities—
License Information Page**

	Licensed	In Use
Serial Number	400011	
Mailboxes	Unlimited	1
Voice Ports	30	
Fax Ports	4	
Email Clients	100	1
Call Control Clients	100	1
Serial Integration	On	
IVR	Off	
TTS Sessions	1	
SR Sessions	4	
Version	10.4	
WebController Version	10.4.2.2	

The following table describes the information displayed in the License Information list.

Table 4 **License Information Fields (Remote Controller Client)**

Item	Description
Serial Number	The SeaMail license number
Mailboxes	The number of mailboxes that can be added to the SeaMail. Under In Use , the number of mailboxes that have already been added to the system is displayed. NOTE: If the number of licensed mailboxes is unlimited, the Number of mailboxes parameter in the <i>t3adm</i> is set to 0.
Voice Ports	The number of voice ports activated by the SeaMail
Fax Ports	The number of fax ports activated by the SeaMail

Item	Description
Email Clients	The number of email clients that can be activated with the current SeaMail license. Under In Use , the number of activated email clients is displayed.
Call Control Clients	The number of call control clients that can be activated with the current SeaMail license. Under In Use , the number of activated call control clients is displayed.
Serial Integration	Setting that indicates whether the IPx Office requires serial integration. Set to Off
IVR	Setting that indicates whether or not the Interactive Voice Response module is activated
TTS Sessions	Setting that indicates whether or not the Text-To-Speech module is activated
SR Sessions	Setting that indicates whether or not the Speech Recognition module is activated
Version	The SeaMail application version
WebController Version	The version of the SeaMail Remote Controller Client
OS Info	The operating system installed on the SeaMail server



NOTE:

The MAC address of the SeaMail server, as well as the remaining time during which the license is valid, are not included on the **License Information** page. To view these parameters, use the [A1 Info Option \(t3adm\)](#) above.

3 Getting Started

This chapter includes the following sections:

- [SeaMail Remote Controller Client](#) below
- [Accessing the SeaMail Remote Controller Client](#), page 41
- [General Procedures](#), page 43

SeaMail Remote Controller Client

The SeaMail system is configured and maintained through the SeaMail Remote Controller Client, a stand-alone IP-driven application that provides access to all SeaMail GUI pages. This Web-based user interface is used for defining voicemail parameters at a variety of levels: individual mailbox, department, COS (Class Of Service), site, PBX, as well as registry entries. In addition, a wide range of reports can be configured and created.

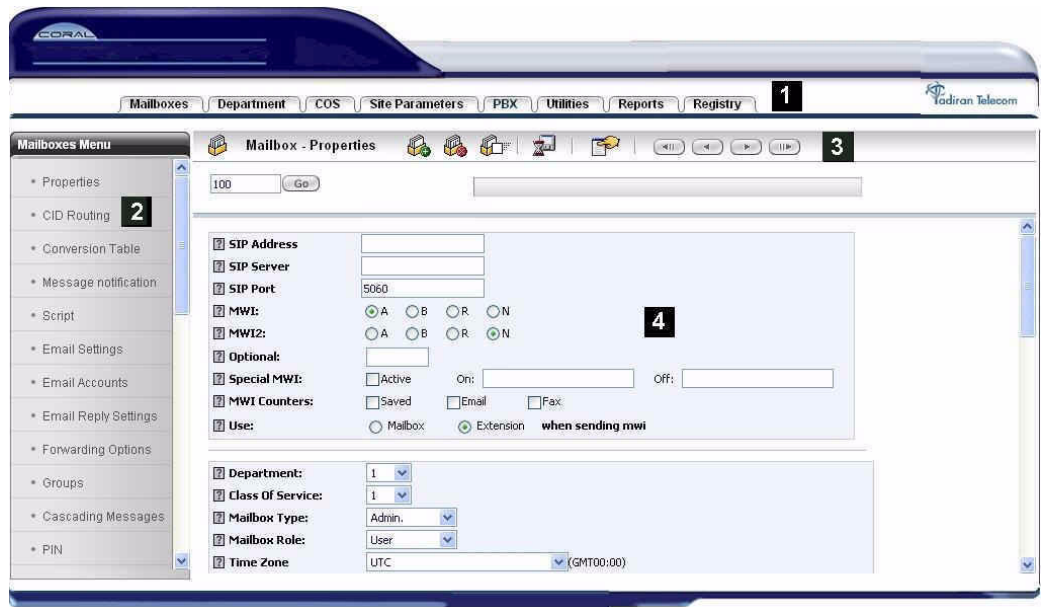


NOTE:

The SeaMail Remote Controller Client application can run only on workstations that have the application installed. To install the Remote Controller Client, run the Client Installer program.

The following figure shows an example page that demonstrates the basic structure of the SeaMail Remote Controller Client.

Figure 15 SeaMail Page



A SeaMail page consists of the following areas:

- Tabs (1)
- Left navigation menu (2) with context based on the selected tab
- Toolbar (3) with icons based on the selected menu option
- Information area (4) displaying the fields of the selected menu option



NOTE:

The tabs, menu, and details displayed on the page depend on the administrator-defined permissions of the user. User permissions are defined through roles (see [Creating Roles, page 165](#)).

Accessing the SeaMail Remote Controller Client

The role assigned to a user determines which SeaMail Remote Controller Client pages and parameters the user can display. The administrator can define several roles to provide different display and edit permissions to individual users (see [Creating Roles](#), page 165).

To access the SeaMail Remote Controller Client (administrators):


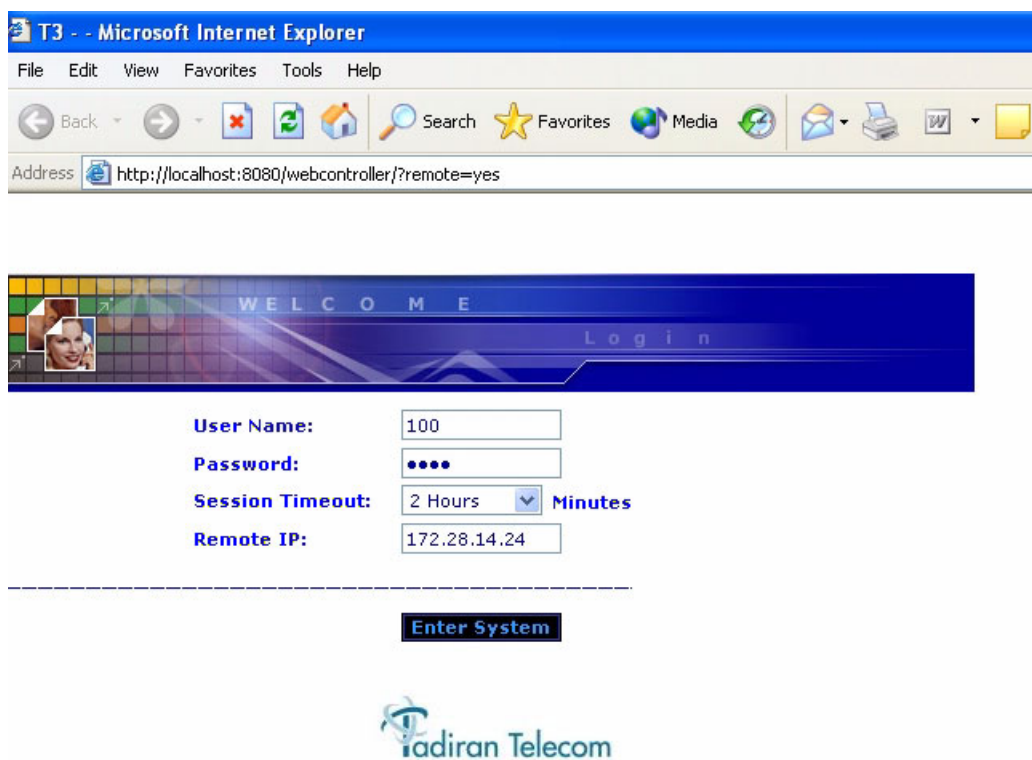
- 1 For local connection, plug a network cable (crossover cable) into the RJ-45 socket on the front of the IPx Office unit and into the LAN socket of a workstation that has the Remote Controller Client program installed.
- 2 On the workstation desktop, click  (the SeaMail Remote Controller icon). The SeaMail Login page is displayed.

Figure 16 **SeaMail Login Page**



T3 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media

Address <http://localhost:8080/webcontroller/?remote=yes>

WELCOME Login

User Name:

Password:

Session Timeout: Minutes

Remote IP:

Enter System

Adiran Telecom

- 3 Enter the **User Name** and the **Password**. (The default user name and password for administrators are **100** and **0000** respectively.)
- 4 From the **Session Timeout** dropdown list, select the hours or minutes after you are automatically logged out unless you perform and save changes.
- 5 Enter the **Remote IP** of the PUGW card (the SeaMail IP address).

- 6 Click **Enter System**. The SeaMail Remote Controller Client GUI is displayed.

Figure 17 **SeaMail Remote Controller Client Page**



- 7 Click the required tab and start using the interface.



NOTE:

Regular users can access the SeaMail Remote Controller Client and view or modify their voicemail settings if they have the required permissions (role) assigned. Refer to the User Guide of the relevant phone for details.

General Procedures

This section describes the following general tasks:

- [Accessing Online Help](#) below
- [Saving Changes](#), page 44

Accessing Online Help


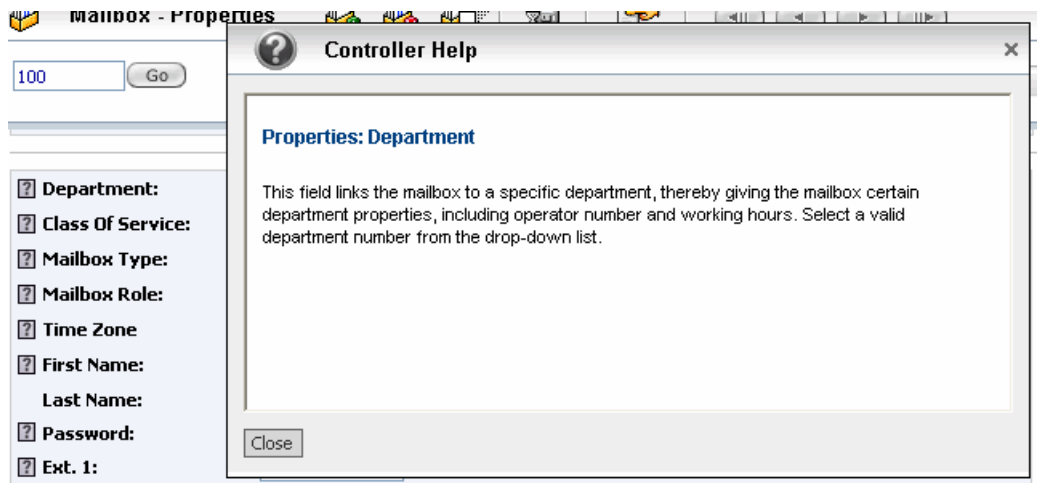
The SeaMail Remote Controller Client features context-sensitive online help for every field. To access online help, click  (the Help icon) next to the relevant field. A description of the relevant field is displayed, as in the following example figure.

Figure 18 **Online Help**



Saving Changes


After making changes, you must click  (the Save icon) to save them in the database. If you try to move to another tab or menu without saving changes first, the following dialog box is displayed:

Figure 19 **Save Dialog Box**



Click **Yes** or **No** as required. The dialog box is closed and the required page displayed.



4 Mailboxes

This chapter includes the following sections:

- [Introduction to Mailboxes](#) below
- [Mailbox Page Actions](#), page 46
- [Configuring a Mailbox](#), page 51

Introduction to Mailboxes

The mailbox is the basic unit in the SeaMail system. Most mailboxes are associated with SeaMail users and administrators. However, certain mailbox types can also be used for customized routines.

Mailboxes are created and maintained through the *Mailbox* page. Click the **Mailboxes** tab to access this page.

Figure 20 *Mailbox Page (Properties)*










The screenshot displays the 'Mailbox - Properties' configuration page. At the top, there are navigation tabs: Mailboxes, Department, COS, Site Parameters, PBX, Utilities, Reports, and Registry. Below the tabs is a 'Mailboxes Menu' on the left with options like Properties, CID Routing, Conversion Table, Message notification, Script, Email Settings, Email Accounts, Email Reply Settings, Forwarding Options, Groups, Cascading Messages, and PIN. The main configuration area includes a search bar with '100' and a 'Go' button. The configuration fields are as follows:

- SIP Address:** [Empty text box]
- SIP Server:** [Empty text box]
- SIP Port:** 5060
- MWI:** Radio buttons for A (selected), B, R, N
- MWI2:** Radio buttons for A, B, R, N (selected)
- Optional:** [Empty text box]
- Special MWI:** Active, On: [Empty text box], Off: [Empty text box]
- MWI Counters:** Saved, Email, Fax
- Use:** Radio buttons for Mailbox, Extension (selected) **when sending mwi**
- Department:** 1
- Class Of Service:** 1
- Mailbox Type:** Admin
- Mailbox Role:** Mail
- Time Zone:** Asia/Jerusalem (GMT+02:00)

Mailbox Page Actions

From the toolbar on this page, you can perform the following actions:

Table 5 Actions Performed from the Mailbox Page

Action	Button/ Icon	Description
Create new mailbox		Click to create a new mailbox or a range of mailboxes (see Creating a Mailbox, page 47).
Delete mailbox		Click to delete a mailbox or a range of mailboxes (see Deleting a Mailbox, page 49).
Clear mailbox		Click to remove the messages from this mailbox, or to reset the mailbox (see Clearing a Mailbox, page 50).
Save		Click to save changes.
Display COS		Click to display the COS (Class Of Service) assigned to this mailbox. NOTE: To learn more about Classes Of Service, see Chapter 6, Classes Of Service .
Browse mailboxes		Click these buttons to navigate between the mailboxes defined in the system.
Display mailbox	<input type="text" value="100"/> <input type="button" value="Go"/>	Enter a mailbox number and click Go or press ENTER to display the mailbox.
Create new CID route (for CID Routing only)		Click to create a new CID routing pattern (see Mailbox CID Routing, page 59).
Create new cascading message (for Cascading Messages only)		Click to create a new cascading message (see Cascading Messages, page 87).
Create new fax contact (for Fax only)		Click to create a new fax contact (see Mailbox Fax Parameters, page 207).

Creating a Mailbox

To create a new mailbox:


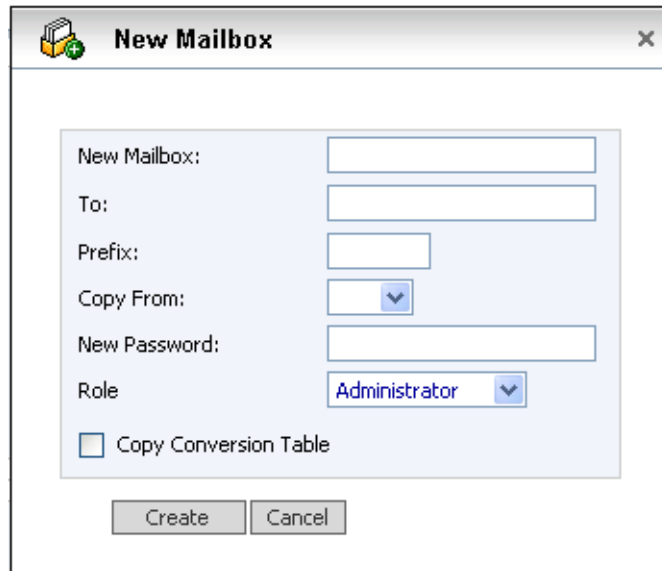
- 1 On the toolbar of the *Mailbox* page, click  (the New Mailbox icon). The *New Mailbox* dialog box is displayed.

Figure 21 **New Mailbox Dialog Box**



- 2 In the **New Mailbox** field, enter a free mailbox number (1-7 digits long).

NOTE:

Consider the following:

- You cannot create a mailbox with the number of an already existing mailbox. If you try to do so, the page of the existing mailbox is displayed. (To display a list of mailboxes defined in the system, see [Quick Glance, page 167.](#))
- Do not use the digits of keys dedicated for language selection or directory assistance (usually 9, 7, or 0) as the leading number of a mailbox, otherwise the mailbox cannot be accessed via the Automated Attendant.

- 3 To create a range of mailboxes, enter the last number of the range in the **To** field. This creates multiple mailboxes with numbers between the **New Mailbox** and the **To** values.

For example, if you type 2323 in the **New Mailbox** field and 2325 in the **To** field, the mailboxes 2323, 2324, and 2325 are created.

- 4 In the **Prefix** field, type a prefix number (optional). This prefix is added to the first extension number (Ext.1) of the mailbox.

- 5 To copy the mailbox properties of an already existing mailbox, select its number from the **Copy From** drop-down list.



NOTE:

The following properties are copied: Email, MWI, Department, Class Of Service, Mailbox Type, Transfer Mode, Wake Up mode, Call Record Timer and Mailbox Language. For a description of these properties, refer to [Mailbox Properties, page 52](#).

- 6 In the **New Password** field, enter the password used for accessing the mailbox.
- 7 From the **Role** drop-down list, select **Administrator** or **User** as required.
- 8 To copy the conversion table definitions of the mailbox selected in the **Copy From** list, select the **Copy Conversion Table** check box.



NOTE:

*If no mailbox is selected in the **Copy From** list, the conversion table settings are taken from the currently displayed mailbox.*

- 9 Click **Create**. The new mailbox is created and displayed on the *Mailbox* page.

Deleting a Mailbox

This procedure describes how to delete one or more mailboxes through the **Mailbox** page. You can also delete a specific mailbox from the **Quick Glance** table (see [Quick Glance](#), page 167).

CAUTION!

Take care not to delete all administrator mailboxes. If no administrator mailbox exists, you cannot access the SeaMail Remote Controller Client for Administrators unless you recreate a default administrator mailbox with the `t3adm` tool (see [t3adm](#), page 249).

To delete a mailbox:


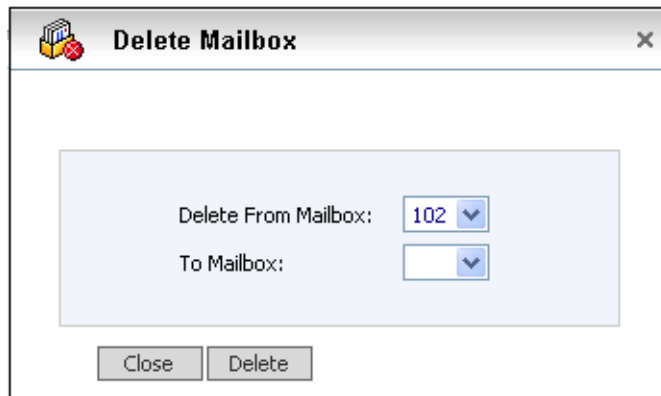
- 1 On the toolbar of the *Mailbox* page, click  (the Delete Mailbox icon). The *Delete Mailbox* dialog box is displayed.

Figure 22 **Delete Mailbox Dialog Box**



- 2 From the **Delete From Mailbox** drop-down list, select the number of the mailbox to be deleted.
- 3 To delete a range of mailboxes, select the last number of the range in the **To Mailbox** drop-down list. This deletes the mailboxes with numbers between the **Delete From Mailbox** and the **To Mailbox** values.
- 4 Click **Delete**, and then click **Delete** again to confirm the deletion. The mailbox or mailboxes are deleted.

Clearing a Mailbox

To clear the content of a mailbox:


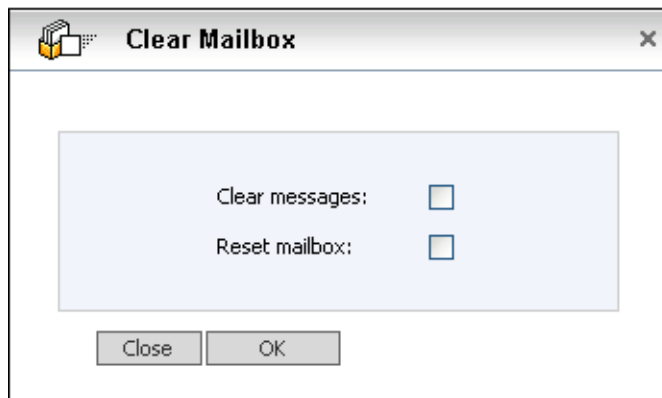
- 1 On the toolbar of the Mailbox page, enter the relevant mailbox number and click Go. You can also access the mailbox from the **Quick Glance** table (see [Quick Glance, page 167](#)).
- 2 Click  (the Clear Mailbox icon). The *Clear Mailbox* dialog box is displayed.

Figure 23 **Clear Mailbox Dialog Box**



- 3 Select **Clear messages** to remove all messages (including deleted messages) from the mailbox.
- 4 Select **Reset mailbox** to cause the mailbox to play the first time user tutorial prompt the next time it is accessed by a user.



NOTE:

*Either or both of these check boxes can be selected. Selecting only **Clear messages** removes the messages, but not the name and greeting recording, whereas selecting only **Reset mailbox** does not remove the messages.*

● Configuring a Mailbox

Mailboxes are configured using the **Mailboxes Menu** options, as described in the following sections:

- [Mailbox Properties, page 52](#)
- [Mailbox CID Routing, page 59](#)
- [Mailbox Conversion Table, page 63](#)
- [Mailbox Message Notification, page 66](#)
- [Email Settings, page 71](#)
- [Email Accounts, page 77](#)
- [Email Reply Settings, page 80](#)
- [Forwarding Options, page 81](#)
- [Private Groups, page 83](#)
- [Cascading Messages, page 87](#)
- [PIN, page 92](#)
- [Viometrics, page 94](#)



NOTE:

The **Script** menu option is only used in Script-type mailboxes. See [Chapter 14, Scripts](#) for details.

The **Fax** menu option is only available in Enterprise version systems that have the optional fax module installed. This menu option is described in [Mailbox Fax Parameters, page 207](#).

Mailbox Properties

To display the general properties of a mailbox, select **Properties** from the **Mailboxes Menu** (see [Figure 20](#)).

The following table describes the Mailbox Properties fields. (Essential fields are displayed in bold.)

Table 6 **Mailbox Properties**

Field	Description
SIP Address	Not used in the current version
SIP Server	Not used in the current version
SIP Port	Not used in the current version
MWI	The message waiting indicator method used for the mailbox. Select the message waiting indicator as follows: <ul style="list-style-type: none">■ A— the MWI lamp flashes (MWI code dialed as if dialed from a SIP station)■ B—not used in the current version.■ R—rings at the primary extension (see Ext.1 below) at the interval set in the corresponding COS. This option is mostly used for phones without an MWI lamp.■ N—disables MWI.
MWI2 (Enterprise Version only)	Activates a message waiting indicator for an additional mailbox. This is useful if, for example, not only the mailbox owner needs to receive the message waiting indication, but also the secretary (who has a different extension number). Set this field as follows: <ul style="list-style-type: none">■ Select the MWI method (see MWI above).■ In the Optional field, enter the extension number to be activated.
Special MWI (Enterprise Version only)	Use to activate a special Message Waiting Indicator, for example, flashing of an additional light or a ring tone. This feature is commonly used for hotel room phones. Enter the relevant MWI start and stop codes in the On and Off fields, and select Active to activate the feature.
MWI Counters (Enterprise Version only)	By default, the message count includes only new messages. To include additional types, select the relevant options. (Certain types of SIP phones can also display the number and type of messages.) NOTE: By default, the system turns off the MWI after the first new message has been heard. This function can be replaced through the MWI Mode field in Registry>Parameters .

Field	Description
Use... when sending MWI	<p>This field defines whether the MWI is sent to the extension specified in Ext.1 below (the default) or to the mailbox.</p> <p>Example: A manager's extension number is 201; however, the primary extension number defined in the mailbox is 222 (the number of the secretary), and incoming calls are transferred to this secretary. If Mailbox is selected in this field and the secretary is not available, messages are left in the manager's mailbox and the MWI activated on the manager's phone.</p>
Department	<p>Select the number of the department to link the mailbox to this department. Department-defined properties include parameters related to automated assistant settings (see Chapter 5, Departments).</p>
Class Of Service	<p>The Class Of Service to be assigned to this mailbox (see Chapter 6, Classes Of Service).</p> <p>To view or edit COS parameters, click the COS icon on the toolbar.</p>
Mailbox Type	<p>The type of a mailbox. The following types can be selected:</p> <ul style="list-style-type: none"> ■ Message—the standard mailbox type for regular users. For Message mailboxes, the SeaMail Web interface is restricted to the personal settings of the mailbox. ■ Script—mailbox type used for defining customized routines (see Chapter 14, Scripts) ■ Admin—functions like a Message type mailbox, but provides access to the SeaMail Remote Controller Client for administrators. In addition, owner of Admin mailboxes can access, on their phones, the Administrative Options menu by pressing the # key after dialing the mailbox password (see Chapter 11, Phone Menu for Administrators). ■ AMIS—mailbox type used for message exchange between different voicemail systems. This type is only available in the SeaMail Enterprise Version and requires optional AMIS software. ■ Hotel—mailbox type with limited features customized for hotel guests. This type is only available in the SeaMail Enterprise Version. ■ Archive—mailbox type used to store messages copied from regular mailboxes for later retrieval. Messages in Archive mailboxes are stored by date and by original message recipient. This mailbox type is often used in combination with Hotel mailboxes and only available in the SeaMail Enterprise Version. ■ Bureau1/Bureau2—regular mailboxes using Octel prompt sets.



Field	Description
Mailbox Role	Select the relevant role to determine the SeaMail pages and fields the mailbox owner can access. NOTE: Roles are defined in Utilities>Create Roles (see Creating Roles, page 165).
Time Zone	The time zone in which the user normally uses the mailbox. This setting determines the date and time the system uses when announcing messages.
First Name Last Name	The first name and the last name of the mailbox user. These parameters identify the mailbox to callers using the directory assistance feature.
Password	The password that must be dialed for accessing the mailbox. To change the password, click Change PWD , type the new password, re-enter the password, and click OK .
Ext.1	The primary extension number of the mailbox owner. By default, the value of this field is set to the mailbox number. Replace this value by another number if needed.
Ext.2 Ext.3	More than one extension can be related to a mailbox. Enter a second and a third extension number as required. Defining multiple extensions allows the system to use the hunt feature. If an incoming call is not answered at the first extension, the system will try the second and the third extensions before taking a message for the mailbox. NOTE: The hunt feature can only be used if in COS>Class Of Service , the Transfer supervision parameter is set to Full (see Transfer Supervision, page 128).
Transfer Mode	The following transfer modes can be selected: <ul style="list-style-type: none"> ■ Yes—transfers incoming calls to the phone extension ■ No—sends incoming calls directly to the mailbox ■ Day—transfers calls only if the system is currently in day mode ■ Announce Call—announces for whom the call is intended before the call is transferred. (This option is useful if two mailboxes share the same extension.)

Field	Description
Call Screening (Enterprise Version only)	<p>Determines whether the mailbox screens incoming calls. The call screening feature prompts callers to identify themselves. If a call is rejected, the system notifies the caller that the called party is not available and provides the option to leave a message.</p> <p>The following call screening options can be selected:</p> <ul style="list-style-type: none"> ■ Disabled—call screening is not activated ■ Screen calls thru phone—the system records the caller's name, calls the mailbox owner, and plays it back to the owner. The owner can accept the call or reject it. ■ Visual screening with name recording—not used in the current version ■ Visual screening without name recording—not used in the current version <p>NOTE: <i>The call screening feature can only be used if in COS>Class Of Service, the Transfer supervision parameter is set to Full (see Transfer Supervision, page 128).</i></p>
Follow Me (Enterprise Version only)	<p>Forwards an incoming call to a specified external number. Select the check box to activate the Follow Me feature, and enter the remote telephone number where the mailbox owner can be reached.</p> <p>NOTE: <i>The prefix code the system uses to dial out to the follow-me destination number is defined in the Dial Second Line field in PBX>Parameters>Conference Sequence. Do NOT include this code in the Follow Me number.</i></p> <p>The Follow Me option supersedes the transfer to extension feature. Therefore, if Follow Me is activated, the SeaMail auto attendant calls the follow me number instead of the internal extension.</p> <p>This feature can also be set or deactivated through the mailbox owner's telephone interface.</p> <p>NOTE: <i>The Class Of Service assigned to the mailbox defines whether the Follow Me feature can be used for this mailbox, as well as the maximum length of the Follow Me destination number. If the entered number has more digits than allowed in the COS, the Follow Me operation cannot be performed (see Chapter 6, Classes Of Service).</i></p>



Field	Description
Follow Me Mode (Enterprise Version only)	<p>Select the relevant option:</p> <ul style="list-style-type: none"> ■ Supervised—the SeaMail participates in the call even after the connection between the calling party and the user has been established (three-way conference). ■ NonSupervised—the SeaMail releases the call once the connection has been established. <p>The Supervised mode allows the SeaMail perform various actions requested by the user, such as call recording, call transfer to mailbox, or transfer to another user (see the <i>SeaMail User Guide</i>). However, this mode entails higher port usage, since the SeaMail remains connected for a longer duration.</p> <p>NOTE: For Supervised mode, make sure the IPx Office system is set to allow three-way conference calls for the voicemail ports.</p>
Callback Mode (Enterprise Version only)	<p>The Callback option is available to a user while listening to a message with caller ID information.</p> <p>Select Supervised or NonSupervised as required. (For a description, see the Follow Me Mode field above.)</p>
Page Q (Enterprise Version only)	<p>The page queue associated with the mailbox. Calls are transferred to this page queue when PA paging is requested for this mailbox. For a general description of the PA paging feature, see Park and Page, page 11.</p>
Page Zone (Enterprise Version only)	<p>The page zone associated with this mailbox. Calls are announced in this page zone when PA paging is requested for this mailbox.</p>
Call Record Timer (Enterprise Version only)	<p>The time during which a call is recorded. After the time has elapsed, the call is not recorded anymore.</p> <p>Enter the duration (between 1 and 999 seconds) or select Unlimited for unlimited record time.</p>
Message Monitor Duration (Enterprise Version only)	<p>Not used in the current version</p>
Mailbox Language	<p>The language of the prompts that the mailbox owner hears when calling into the mailbox. This field is relevant only if the system has more than one language installed (optional).</p> <p>NOTE: If this field is empty, the Default Language selected for the associated department is used (see Department Properties, page 101).</p>

Field	Description
Fax DID (Enterprise Version only, requires optional Fax module)	For inbound fax messages, the DID number associated with the mailbox. Enter the number as it is received from the PBX. An incoming fax to this number automatically triggers a fax tone, and the fax is stored in the mailbox.
Fax Target (Enterprise Version only, requires optional Fax module)	The mailbox to which incoming faxes are re-routed
PA Paging Mode (Enterprise Version only)	Indicates whether the mailbox owner can offer a call announcement over the PA paging system. Select the relevant option: <ul style="list-style-type: none"> ■ None—PA paging is disabled. ■ Always—PA paging can be used at any time. ■ Night—PA paging can be used during night mode only. ■ Day—PA paging can be used during day mode only. <p><i>NOTE: The PA paging procedure is described in Park and Page, page 11.</i></p>
Copy To	Allows you to specify a destination mailbox to which messages left in the current mailbox are copied. When retrieved from the target mailbox, a copied message is announced as a “message from mailbox number from mailbox number [x]” (or from the recorded name for the originating mailbox). An example for the use of this feature is a manager who needs to have a copy of all messages that are left in the secretary’s mailbox for later review and follow-up. Set the Copy To parameters as follows: <ul style="list-style-type: none"> ■ In the Copy To field, enter the target mailbox number. ■ Select the type or types of messages to be copied to the target mailbox. (By default, only Priority messages are copied.) ■ In the Delay field, optionally enter the number of minutes after which the message is copied. If the mailbox owner hears a message before the time has elapsed, the Copy To operation is cancelled for this message.



Field	Description
Wake Up (Enterprise Version only)	<p>Programs the mailbox to place wake-up calls:</p> <ul style="list-style-type: none"> ■ One-time—the system places a wake-up call only once and then deactivates the feature. (This option is typically used for hotel guests.) ■ Normal—the system places a wake-up call every day (during the week or at weekends) until the feature is deactivated. (Week days are defined through the Weekday definition check boxes in <i>Site Parameters>Special Keys</i>, as described in Special Keys, page 105.) <p>NOTE: <i>Whether this feature can be used for a specific mailbox depends on the Allow wake up calls setting of the associated COS.</i></p> <p>To set a wake-up call:</p> <ol style="list-style-type: none"> 1 Select One-time or Normal as required. 2 For one-time wake-up calls, select active to activate the feature; for normal wake-up calls, select Week Day and/or Week End. 3 Using the drop-down lists, set the time at which the system places the wake-up call. 4 Enter the telephone number of the wake-up call destination. If this number contains more digits than defined in the Extension length field (in <i>Site Parameters>Security</i>), the number is dialed as an external number; otherwise it is considered to be internal.

Mailbox CID Routing



NOTE:

CID Routing is only available in the Enterprise Version.

CID Routing is used for routing calls according to the caller ID information. For example, you can define specific numbers to always be transferred to a mailbox to take a message, and others to be transferred to a live extension.

CID routing rules are applied in the following cases:

- Calls to the automated attendant, when the caller dials a mailbox number and **Transfer Mode** is set to **No** (see [Mailbox Properties, page 52](#))
- Calls forwarded to the mailbox
- Calls sent directly to the mailbox via a DID line



NOTE:

CID routing is **not** applied for calls to the automated attendant if **Transfer Mode** is set to **No**.

To display the CID routing list of a mailbox, select **CID Routing** from the **Mailboxes Menu**.

Figure 24 Mailbox Page (CID Routing)

Delete	Caller ID Number	Mailbox	Action
<input type="checkbox"/>	000	121	Take Msg.
<input type="checkbox"/>	111	100	Enter M.B.



NOTE:

CID routing rules can also be defined for a department (**Departments>CID Routing**) and globally (**Site Parameters>Global CID Routing**). They are defined and managed in the same way as mailbox-specific CID routing rules.

The CID routing list includes a list of routing rules for specific callers. If the **Activated** option is selected, the system implements them prior to playing the mailbox greeting.

Each list entry contains the following information:

- **Caller ID Number**—the telephone number of the caller whose calls are re-routed. This number can be complete or partial. A partial number may include only the area code or the area code followed by the exchange code.
- **Mailbox**—the number of the target mailbox to which the calls are rerouted. This number can also be a lead number for an ACD group or a script mailbox.
- **Action**—the routing action performed by the system, as described in the following table.

Table 7 *CID Routing Actions*

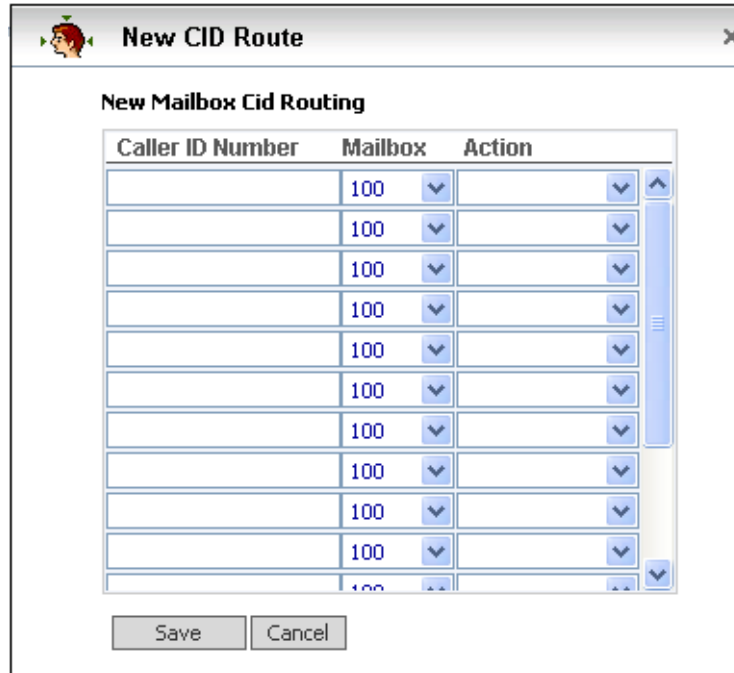
Action	Description
Transfer	The system transfers the call and acts according to the defined mailbox settings.
Enter M.B. (Enter Mailbox)	The system opens the mailbox and prompts the caller for a password.
Take Msg. (Take Message)	The system records a message in the mailbox.
Busy	The system plays the “Busy” greeting in the mailbox.
No Answer	The system plays the “No Answer” greeting in the mailbox.
Hangup	The system hangs up (disconnects the caller).
Trans Ext.	<p>The system transfers the call to the primary extension associated with the mailbox. If the call is supervised and the extension is busy or no answer received, the greeting of the original mailbox is played, and the message is taken in the original mailbox.</p> <p>NOTE: <i>The Transfer Supervision settings are defined in the COS assigned to the mailbox (see Transfer Supervision, page 128).</i></p>

Creating CID Routing Rules

To add CID routing rules to the CID routing list:

- 1 Click  (the New CID icon). The *New CID Route* dialog box is displayed.

Figure 25 *New CID Route Dialog Box*



Caller ID Number	Mailbox	Action
	100	
	100	
	100	
	100	
	100	
	100	
	100	
	100	
	100	
	100	

- 2 For each new CID routing rule, specify the following:
 - **Caller ID Number**—the phone number of the calling party
 - **Mailbox**—the target mailbox number
 - **Action**—the routing action to be performed on the incoming calls


NOTE:

The mailbox owner's mailbox number is only included at the bottom of the **Mailbox** drop-down list if the action **Enter M.B.** is selected. This option allows mailbox users to automatically log in to their mailbox when calling from another specified number, such as their cellular number.

- 3 Click **Save**. The new CID routing rules are added to the CID routing list.

Deleting CID Routing Rules

To delete CID routing rules:

- 1 Select the check boxes to the left of the CID routing rules to be deleted. (To select all entries, click **Delete All**.)
- 2 Click  (the Save icon). The selected entries are removed from the CID routing list.

Mailbox Conversion Table

The conversion table of a mailbox defines to which destination callers are routed if during or after the mailbox greeting, they press a specific key on their dial pad. Mailbox owners and administrators can generate menus by recording a greeting with the requested instructions and specifying the relevant destination mailbox numbers in the conversion table.

To display the conversion table of a mailbox, select **Conversion Table** from the **Mailboxes Menu**.

Figure 26 Mailbox Page (Conversion Table)

The screenshot displays the 'Mailbox - Conversion Table' configuration interface. On the left is the 'Mailboxes Menu' with 'Conversion Table' selected. The main area features a search bar with '121' and a 'Go' button. Below this is a 'Department Override' checkbox. The conversion table is a grid of buttons for digits 1-0, each with a dropdown menu for an action and a small 'S' icon below it. The actions are: 1: 130, 2: Record, 3: Cell, 4: Pager, 5: Greeting, 6: Assistant, 7: (empty), 8: (empty), 9: Main Menu, 0: (empty).

To set the mailbox conversion table:

- 1 Select **Department Override** to apply the mailbox-specific conversion table definitions regardless of the corresponding department settings.


NOTE:

If the **Department Override** check box is not selected (the default), any defined entry in the conversion table of the mailbox's department overrides the corresponding entry in the conversion table of the mailbox. To learn more about departments, see [Chapter 5, Departments](#).

- 2 For any of the dial key digits, select the required call transfer action. The actions are described in the following table.

Table 8 Conversion
Table Options for
Transferring Calls

Option	Action if key is pressed
Pager	The system prompts callers to enter their telephone number and activates the pager of the mailbox owner. NOTE: The system notifies the mailbox owner at the destination or destinations defined in the message notification schedule table (see Mailbox Message Notification, page 66). The message notification includes the number of the caller.
E-Mail	The system prompts callers to enter their telephone number and sends this number via email. NOTE: The system notifies the mailbox owner at the destination or destinations defined in the message notification schedule table (see Mailbox Message Notification, page 66). The message notification includes the number of the caller.
Greeting	The system plays the mailbox greeting again and offers the defined conversion options.
Record	The system immediately begins recording the message and skip the rest of the greeting.
Cell	The systems tries to transfer the call to the telephone number specified in the Follow Me number (see Mailbox Properties, page 52).
Main Menu	The system returns to the main menu.
Language	Not used in the current version
Application	Not used in the current version
Assistant	The system transfers the call to the assistant's telephone number specified in the S field.
PA Paging	The system parks the caller and pages the mailbox owner. NOTE: The PA paging procedure is described in Park and Page, page 11 .
(Number of existing mailbox)	The system transfers the call to the selected mailbox number.

3 Click  (the Save icon) to save the entries.

- 4 From the phone, log in to your mailbox, access the Personal Options menu and record a greeting that prompts callers to press the relevant key for the required option.

Conversion Table Example

Record the following greeting:

“Press 5 at any time to repeat this message. Hello. I am not in the office right now, however you may press 0 to speak to an operator, 1 to be transferred to my secretary, 2 to record a message, 3 to try me at my cellular number, 4 to beep me directly, 6 to be transferred to my assistant or 9 to return to the main menu.”

Select the following entries in the conversion table:

- For 1—secretary mailbox number
- For 2—**Record**
- For 3—**Cell** (the number must be specified in the **Follow Me** field, as described in [Mailbox Properties, page 52](#))
- For 4—**Pager** (the pager destination must be set properly in the message notification schedule table, as described in [Mailbox Message Notification, page 66](#))
- For 5—**Greeting**
- For 6—**Assistant** (enter the assistant’s mailbox number in the **S** field)
- For 9—**Main Menu**



NOTE:

For 0, it is not necessary to select an option, since it is preset to forward callers to the operator.

Mailbox Message Notification



NOTE:

Mailbox message notification is only available in the Enterprise Version.

The SeaMail is able to send remote message notifications to specified locations of the mailbox owner. Schedules specify when exactly the notifications are sent to which destination, and for which message type. In addition, if the selected destination is not available, the notifications are re-routed to alternative destinations.

Message notification can be activated for priority (urgent) messages, external messages (messages left by callers outside of the system), regular messages, and email messages. When a message is left in a mailbox, the system checks the conditions defined in the schedule table and determines where to send the remote message notification. The schedule table also specifies whether to activate the remote message notification immediately or after a delay.

To display the message notification definitions of a mailbox, select **Message Notification** from the **Mailboxes Menu**.

Figure 27 Mailbox Page (Message Notification)

Bin Phone	Type
1	
2	
3	
4	
5	
6	
7	

Days	Active	Reg.	Prio.	Ext.	Email	From	Until	Call Delay	Bin	Tries	Bin	Tries	Bin	Tries
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12 : 00 : AM	12 : 00 : AM	0						
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12 : 00 : AM	12 : 00 : AM	0						
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12 : 00 : AM	12 : 00 : AM	0						

The Message Notification display includes two main areas:

- [Destination List \(page 67\)](#)—this list defines the destinations to which message notifications are sent. Whether and when the destinations are used depends on the schedule table.
- [Schedule Table \(page 68\)](#)—this table specifies the days and time notifications are sent, for which type of messages, and to which destination.



NOTE:

By default, the message notification is deactivated, meaning that no notifications are sent. Select **Activate Notification** to make use of the message notification feature. Mailbox owners can also activate and deactivate this feature from their *Personal Options* phone menu.

Destination List


Up to seven destination numbers can be defined for message notification. The schedule table refers to a destination by its **Bin** number (line number). The same destination can be used multiple times.

To define a destination in the destination list:

- 1 Enter the destination dial code in the **Phone** column. To make the dial code generic, you can use the following characters:
 - **E** or **X**—extension number
 - **M**—mailbox number
 - **T**—total number of messages
 - **N**—number of new messages
 - **S**—number of saved messages
 - **&**—flash
 - **,** (comma)—pause
- 2 From the **Type** drop-down list, select the dialing method used by the system:

Type	Description
Beeper	Used for reaching a beeper service. The system beeps the specified beeper until messages are picked up.
Internal	The system dials an internal IPx Office extension number.
External	The system dials an external number and automatically uses the dial-out prefix defined in the Outbound Calls Prefix field in <i>PBX>Parameters>SIP Dial Strings</i> . After dialing, the system analyzes the dialing result. If the called destination is busy or does not answer, the system calls the specified alternative destination.

Type	Description
OprBeep	Used for paging services that require a verbal message (as opposed to touch-tone signaling). The system calls the paging system and plays a prerecorded message, (e.g. “Mailbox user number xxx call your voicemail”). NOTE: Use the Personal Options phone menu to record the message (see Chapter 11, Phone Menu for Administrators).
EMAIL	The system sends a a notification in the form of an email to the email address specified in the Phone column. This email includes sender information (CID or mailbox number) and a message count.

3 Click  (the Save icon) to save the entries.

Schedule Table

The schedule table includes schedule lines, which are used to define how Remote Message Notification is handled. You can define up to seven different schedules. Set the schedule line parameters as described in the following table, and click the Save icon to save the entries.

Table 9 **Message Notification Schedule Fields**

Field	Description
Days	Specifies the days on which the system calls the selected destination for message notification. Use 1 for Sunday, 2 for Monday, and so on. For example, if you enter 23456 , the message notification is executed for Monday through Friday.
Active	If selected, the schedule line is activated for the mailbox. If cleared, the schedule line and all its parameters are temporarily disabled.
Reg. Prio. Exte. Email	The message notification is activated for the selected message types. Select Reg. for regular messages (messages not marked as priority), Prio. for priority messages, Exte. for external messages and Email for email messages. NOTE: If Exte. is selected but Reg. is not, only external messages trigger a callout.

Field	Description
From Until	Use these drop-down lists to specify the start and end time of the period during which the message notification procedure is active.
Call Delay	Select the number of minutes to delay the message notification procedure. NOTE: Call Delay does not apply to EMAIL message notification.
Bin/Tries	<p>A schedule line includes three Bin/Tries pairs. From the Bin dropdown list, select the Bin (line number) of the relevant destination in the Destination list. From the Tries dropdown list, select the number of attempts the system makes to reach this destination before proceeding to the destination defined in the next Bin.</p> <p>The system accesses the Bin destinations in sequence until a valid connection is established. If the system cannot reach the first destination after the defined number of trials, it tries to contact the destination defined in the second bin. If the second destination is not available either after the specified number of trials, it tries the third destination.</p> <p>If none of the destinations is available, the message notification operation is terminated.</p> <p>NOTE: The system tries to reach the alternative destination or destinations only if the first destination does not answer. In addition, the message notification is cancelled when the mailbox owner logs in to the mailbox.</p>



NOTE:

The system uses a schedule line only if its **Active** check box is selected.

Script

This menu option is used to program customized procedures using script mailboxes. For details, see [Chapter 14, Scripts](#).

Email Settings



NOTE:

For email-related features, optional UM (Unified Messaging) licenses are required.

SeaMail users can log in to their mailbox using any standard POP3 or IMAP4 email client application and retrieve their voice and fax messages. Examples for email clients include Microsoft Office Outlook (excluding the Outlook 97 Corporate Version), Microsoft Outlook Express, Netscape, and others.

The synchronization level between the SeaMail server and the email client depends on the implementation method of the email client. With **POP3**, messages are downloaded from the SeaMail server to the email client. Once they are downloaded, the messages are independent from the server. Therefore, if the user deletes a message through the email client, it is not deleted from the server. Similarly, if the user deletes a message through the telephone, the message still remains in the email client.

IMAP4, in contrast, provides complete synchronization between the SeaMail server and the email client. All server folders appear in the client view, and when messages are deleted or saved, the client automatically updates the server and vice versa.

To display the email settings of a mailbox, select **Email Settings** from the **Mailboxes Menu**.

Figure 28 Mailbox Page (Email Settings)

The screenshot displays the 'Mailbox - Email Settings' page. At the top, there is a navigation bar with tabs for Mailboxes, Department, COS, Site Parameters, PBX, Utilities, Reports, and Registry. Below this is a 'Mailboxes Menu' sidebar with options like Properties, CID Routing, Conversion Table, Message notification, Script, Email Settings, Email Accounts, Email Reply Settings, Forwarding Options, Groups, Cascading Messages, and PIN. The main content area is titled 'Mailbox - Email Settings' and features a search bar with the number '100' and a 'Go' button. The settings are organized into several panels:

- Permissions:** Includes checkboxes for 'Email Client' (checked), 'Client' (checked), 'Speech' (unchecked), and 'Include In Report' (checked). There are also fields for 'Client Password:' and 'Reply to Address:'.
- Status After Pop3 Download:** Includes radio buttons for 'Unheard' (selected), 'Saved', and 'Deleted'.
- Text To Speech:** Includes a 'TTS Mode' dropdown menu set to 'Yes'.
- Downloaded Messages:** Includes checkboxes for 'Add voice attachment' and 'Use Control Panel'.
- Send Mail:** Includes radio buttons for 'Don't Send' (selected), 'Send', 'Voice only', 'Fax only', and 'Voice & Fax'. There is also an 'Address:' field.



NOTE:

Before the unified messaging feature can be used, an email account must be defined on the relevant email client (see [Configuring the Email Client, page 76](#)). In addition, the relevant mail server option must be selected (see [Email Accounts, page 77](#)).

The Email Settings parameters are arranged as described in the following sections:

- [Permissions](#) below
- [Status After POP3 Download, page 74](#)
- [Text To Speech, page 74](#)
- [Downloaded Messages, page 75](#)
- [Send Mail \(IMAP Only\), page 75](#)

Permissions

The following table describes the permission fields related to the email settings of a mailbox.

Table 10 **Mailbox Email Settings Fields (Permissions)**

Field	Description
Email Client	If selected, the mailbox can be accessed by an email client and work as a unified messaging mailbox. NOTE: This check box can be selected only if available email clients are defined in the system.
Client	If selected, the mailbox owner can manage calls from the desktop through a Web-based application. Visual screening with or without name recording must also be activated for this feature to work.
Speech	Must be selected to allow the activation the unified messaging synchronization
Include In Report	If selected, this mailbox is included in the Mailbox Status report (see Mailbox Status , page 169).
Client Password	Optional password that replaces the numeric mailbox password when accessing the system through an email client application
Reply to Address	The IP address to be used when the SeaMail sends a message via SMTP. NOTE: Usually this is the same address as in the Address field under Send Mail (see Send Mail (IMAP Only) , page 75).

Status After POP3 Download

If the email client uses the POP3 protocol, it is not synchronized with the SeaMail server. However, you can use the **Status After POP3 Download** options to maintain some level of synchronization.

Select the relevant option:

- **Unheard**—the message status remains Unheard when the client downloads messages from the server. To make sure that the client does not receive multiple copies of the message, select the **Leave a copy of messages on the server** check box from the advanced settings of the email client.
- **Saved**—the message status is changed to Saved when the client downloads messages from the server. For this option to work, clear the **Leave a copy of messages on the server** check box.
- **Delete**—when the client downloads messages from the server, they are deleted. For this this option to work, clear the **Leave a copy of messages on the server** check box.



NOTE:

*To allow the synchronization, select **Email Accounts** from the **Mailboxes Menu** and make sure the **Synchronize email message** check box is selected (see [Email Accounts, page 77](#)).*

Text To Speech

The **TTS Mode** field defines whether and how email messages are read over the phone. Select the relevant option:

- **No**—reading of email messages is disabled.
- **Yes**—messages are constantly downloaded from the email server and converted to speech. The MWI (message waiting indicator) and message notification features are applied for the email messages.
- **On Request**—messages are downloaded from the email server only when the user chooses to listen to them. MWI and message notification are not applied. Select this option to reduce the traffic between the SeaMail system and the email server.

Downloaded Messages

The **Downloaded Messages** setting defines how voice and fax messages received by email are presented to the user. Select the relevant check boxes:

- **Add voice attachment**—voice and fax messages are received as email attachments.
- **Use Control Panel**—the messages appear on a control panel that allows the user to review them over the telephone.

Send Mail (IMAP Only)

The Send Mail feature can be used in synchronized email server environments, such as Microsoft Exchange. It causes incoming voice or fax message to appear in a specified mailbox. Under **Send Mail**, define the following:

- Select **Voice only**, **Fax only**, or **Voice & Fax** to define the type of messages to be sent.
- In the **Address** field, enter the number of the destination mailbox.

Send Mail pushes arriving messages into the email server. Since the SeaMail is synchronized with the email server, messages removed from the server are also automatically removed from the SeaMail and vice versa.



NOTE:

To ensure the synchronization, set up the email accounts to check the mailbox to which the messages are sent.

Configuring the Email Client

Setting up an email account for POP3 or IMAP4 is different for each client software. However, the following must always be defined:

- User ID—the mailbox number
- Email address—any valid email address
- Password—either the numeric password of the mailbox or the password defined in the **Client Password** field (see [Permissions](#), page 73)
- POP3 / IMAP server—the IP address of the IPx Office server
- SMTP server—any valid SMTP address (the SeaMail system is not used for sending outgoing mail)



NOTE:

The following applies to IMAP only:

- *After setting up the account, retrieve the IMAP folders from the server and enable them. In some email client applications, such as Microsoft Outlook, the folders are only visible after the client has been restarted.*
 - *The IMAP client application GUI includes a dedicated folder for deleted messages. These messages can be retrieved until they are permanently deleted. To permanently delete messages, select **Purge Deleted Message** from the **Edit** menu of the IMAP email server.*
 - *To define the SMTP server through which message notifications are sent, set the relevant fields in **Registry>SMTP**.*
-

Email Accounts



NOTE:

For email-related features, optional UM (Unified Messaging) licenses are required.

Email accounts are used for checking email messages. Five different email addresses can be defined.

The system can be set to automatically check the accounts for new messages and indicate them using an MWI (see [Mailbox Properties](#), page 52) or through message notification (see [Mailbox Message Notification](#), page 66). In addition, if TTS licenses are available and **TSS Mode** is set to **Yes** (see [Email Settings](#), page 71), the system can read out email messages.



NOTE:

To handle email accounts, a dedicated service called *ESYNC* must run on the server. See [t3adm](#), page 249 for details.

To display the email accounts of a mailbox, select **Email Accounts** from the **Mailboxes Menu**.

Figure 29 Mailbox Page (Email Accounts)

The screenshot shows the 'Mailboxes Menu' on the left with 'Email Accounts' selected. The main area displays 'Mailbox - Email Accounts' for mailbox 100. It includes checkboxes for 'Synchronize e-mail messages', 'My mail server is: POP3/IMAP', and 'IMAP is running in Non-Secure mode'. Two account configuration panels, 'Account 1' and 'Account 2', are visible, each with fields for Server, User ID, Password, Delete Voice, Email, Fax, Synchronize msgs, Timeout (seconds), and IP Port, along with a 'Verify' button.

Set the email account fields as described in the following table. After defining and saving the account information, click **Verify** for each account to ensure the system can communicate with the email server.

Table 11 *Email Account Fields*

Field	Description
Synchronize e-mail messages	<p>NOTE: This field applies to POP only and is irrelevant for IMAP.</p> <p>The SeaMail system downloads and stores email messages locally. Select this check box to have the messages synchronized with the email server on which they were originally received. This ensures that if a message is deleted from the server through an email client (e.g. Outlook Express), the message is also deleted from the SeaMail system.</p>
My mail server is	Select the relevant option to synchronize on the server all accounts as either POP3 or IMAP.
Server	The IP address of the POP3 or IMAP server
User ID (for Account 1-5)	Enter the user ID for each email account from which to retrieve messages. (Up to five accounts can be defined.)
Password (for Account 1-5)	<p>Enter the account's password.</p> <p>NOTE: If the mail server password changes, the SeaMail system sends the mailbox owner an email notification.</p>
Delete Voice/Email/Fax (for Account 1-5)	<p>Select the type or types of messages that are to be deleted from the email client when deleted through the telephone. If a check box is not selected, deleted messages of the relevant type are removed from the mailbox, but a copy of them remains in the email client.</p>
Synchronize msgs (for Account 1-5)	<p>NOTE: This field applies to IMAP only and is irrelevant for POP.</p> <p>Select the relevant option to specify whether all messages in the inbox of the IMAP server are to be downloaded to the SeaMail system, or only unseen messages.</p>
Timeout (for Account 1-5)	The synchronization timeout in seconds (the default value is 100).
IP Port (for Account 1-5)	The IP port used for the email application. The commonly used values are 143 for IMAP, 110 for POP3, and 993 for secured IMAP.

**NOTE:**

*When synchronizing with a POP server, the system polls the POP server at a set time interval for new messages. To define this interval, and type the required number of seconds in the **Pop Interval** field in **Registry>TSS**. The default value for this field is 300 seconds (5 minutes).*

Email Reply Settings



NOTE:

For email-related features, optional UM (Unified Messaging) licenses are required.


Email reply settings allow mailbox owners to forward an email message with a recorded message (WAVE file), text, or an attachment. Up to five different forward options can be defined and used for forwarding. Emails can be forwarded to another email address or mailbox as long as the target mailbox or email address is set to send mail.

To display the email forward messages of a mailbox, select **Email Reply Settings** from the **Mailboxes Menu**.

Figure 30 Mailbox Page (Email Reply Settings)

Define one or more forward message as described in the following table.

Table 12 Email Reply Settings Fields

Field	Description
Forward to	The destination email address or addresses
Subject	The subject to be displayed in the subject line of the email (optional)
Attachment file Text file	Click Browse to search for the attachment or text to be forwarded with the email. Select the file and click  (the Save icon). The file name is displayed in the Current file column. NOTE: To remove the attachment from the forward message, click del .
Current file	Displays the name of the attachment or text file

Forwarding Options



NOTE:

The Forwarding Options feature is only available in the Enterprise Version.

This feature is used control the routing of callers according to the call conditions. Calls can be routed according to a combination of the following conditions:

- Time and urgency of call (Day, Lunch, Night, Emergency)
- Call origination (Automated Attendant, System)
- Call result (Busy, No Answer)

Examples:

*A call is received during the day and the auto attendant determines that the extension of the called user is busy. In this case, the **Day Automated Attendant Busy** forwarding option is used.*

*A DID call is received at night, not answered, and forwarded to a mailbox. In this case, the **Night System No Answer** forwarding option is used.*

To display the forwarding routes defined for a mailbox, select **Forwarding Options** from the **Mailboxes Menu**.

Figure 31 Mailbox Page (Forwarding Options)

Condition	Action	Send to	Parameter
Day Automated Attendant: No Answer	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>
Day Automated Attendant: Busy	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>
Day System: No Answer	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>
Day System: Busy	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>
Lunch Automated Attendant: No Answer	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>
Lunch Automated Attendant: Busy	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>
Lunch System: No Answer	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>
Lunch System: Busy	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>
Night Automated Attendant: No Answer	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>
Night Automated Attendant: Busy	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>
Night System: No Answer	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>

The following table describes the actions that can be selected for each forwarding option.

Table 13 **Possible Actions for Forwarding Options**

Action	Description
Main Menu	Sends the caller back to the main menu
Transfer Ext.	Transfers the caller to the extension defined in the Send to field (non-supervised call transfer)
Transfer MBox	Transfers the caller to the mailbox defined in the Send to field. This option can also be used to forward callers to a script or to let callers leave a message in another mailbox. NOTE: <i>Transfer MBox provides more flexibility than Transfer Ext., as the supervision type can be specified in the mailbox properties (see Mailbox Properties, page 52).</i>
Follow Me	Transfers the caller to the external number defined in the Send to field
Take Msg.	Plays the greeting of the current mailbox and allows callers to leave a message. NOTE: <i>This option cannot be used for routing callers to leave a message in another mailbox.</i>
Pager	Prompts the caller to enter a telephone number, which is sent to the mailbox owner's pager. This pager is specified in the message notification schedule table (see Mailbox Message Notification, page 66).
E-Mail	Prompts the caller to enter a telephone number, which is sent to the mailbox owner's email address. This address is specified in the message notification schedule table (see Mailbox Message Notification, page 66). NOTE: <i>For email-related features, optional UM (Unified Messaging) licenses are required.</i>
PA Paging	Initiates the park and page option. The system parks the caller and pages the mailbox owner. NOTE: <i>The PA paging procedure is described in Park and Page, page 11.</i>



NOTE:

The **Parameter** column is not used in the current version.

Private Groups

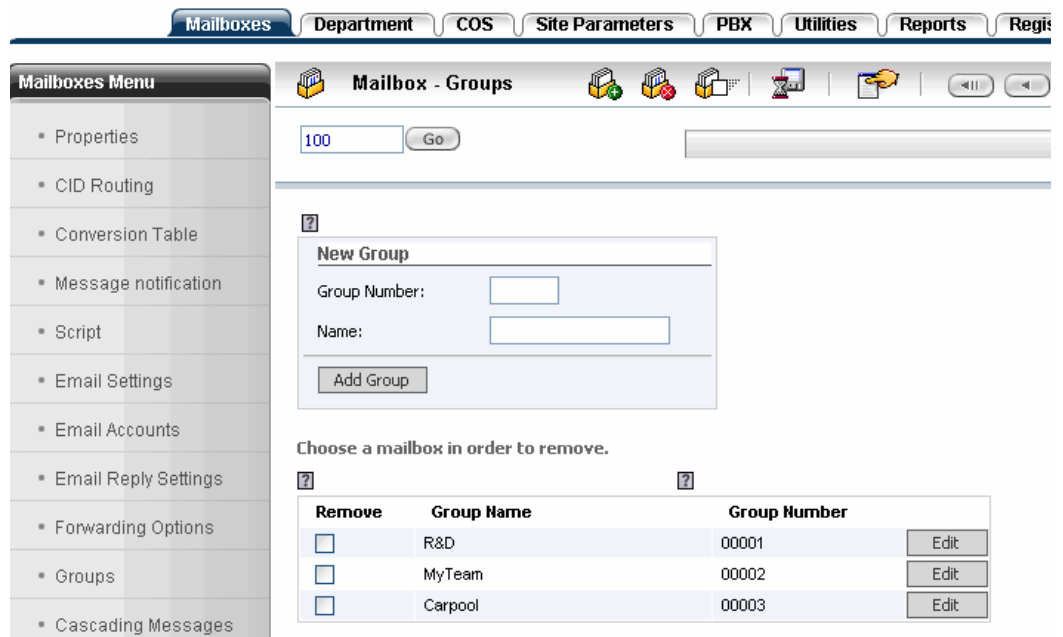
It is often necessary to send a message to a group of people within an organization. A group can include, for example, the members of the Sales department, or the members of a team within the R&D department. When a group is defined, a message can be sent once and reach all the group members.

Up to 99,999 groups can be defined. A group can also be linked to another. The following group types exist:

- **Private groups** created and used by the mailbox owner (described in this section)
- **Global groups** available for all mailbox users. These are managed in *Site Parameters > Global Groups* (see [Global Groups, page 148](#)).

To manage private groups, select **Groups** from the **Mailboxes Menu**.

Figure 32 Mailbox Page (Groups)



The screenshot shows the 'Mailbox - Groups' page. On the left is the 'Mailboxes Menu' with options like Properties, CID Routing, Conversion Table, Message notification, Script, Email Settings, Email Accounts, Email Reply Settings, Forwarding Options, Groups, and Cascading Messages. The 'Groups' option is selected. The main area has a search bar with '100' and a 'Go' button. Below is a 'New Group' form with 'Group Number' and 'Name' fields and an 'Add Group' button. Underneath is a section titled 'Choose a mailbox in order to remove.' with a table of groups:

Remove	Group Name	Group Number	
<input type="checkbox"/>	R&D	00001	Edit
<input type="checkbox"/>	MyTeam	00002	Edit
<input type="checkbox"/>	Carpool	00003	Edit

From this page, the following actions can be performed:

- [Creating a Private Group, page 84](#)
- [Setting up or Editing a Private Group, page 84](#)
- [Deleting Personal Groups, page 86](#)

Creating a Private Group


To create a group:

- 1 In the **Group Number** field under **New Group**, enter a group number between 1 and 99,999.



NOTE:

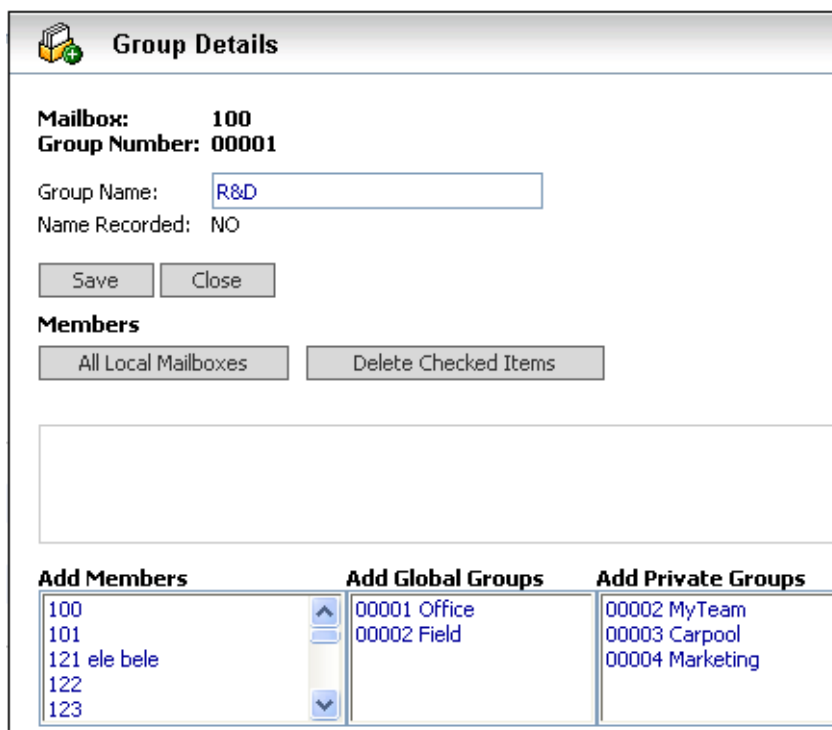
You cannot create a group with the group number of an already existing group.

- 2 In the **Name** field, type a name for the group.
- 3 Click **Add Group**. The new group is added to the group list at the bottom of the page.
- 4 Click  (the Save icon) to save the group.

Setting up or Editing a Private Group

To set up or edit a group, click **Edit** next to the relevant group in the list. The *Group Details* dialog box is displayed.

Figure 33 **Group Details**
Dialog Box



Group Details		
Mailbox:	100	
Group Number:	00001	
Group Name:	<input type="text" value="R&D"/>	
Name Recorded:	NO	
<input type="button" value="Save"/> <input type="button" value="Close"/>		
Members		
<input type="button" value="All Local Mailboxes"/> <input type="button" value="Delete Checked Items"/>		
<div style="border: 1px solid gray; height: 40px; width: 100%;"></div>		
Add Members	Add Global Groups	Add Private Groups
100	00001 Office	00002 MyTeam
101	00002 Field	00003 Carpool
121 ele bele		00004 Marketing
122		
123		

Use this dialog box to modify the group name in the **Group Name** field, to add members to the group, or to remove members from the group.







NOTE:

*In the **Group Details** dialog box, the **Save** button is used for saving group name changes. Changes concerning group members are always applied, even if you do not click this button.*

To add specific members or groups to the group:

- 1 Select the members or groups from the **Add Members**, **Add Global Groups**, and **Add Private Groups** lists. You can select or deselect multiple entries by holding the CTRL key while selecting.
- 2 Click **Save** or **Close** to close the dialog box.
- 3 Click  (the Save icon) to save the group.

To add all existing users to the group:

- 1 Click **All Local Mailboxes**. All mailboxes are added.
- 2 Select the **All** check box to include all current users in the group at any given time. If new users are added to the system, the group is automatically updated.
- 3 Click **Save** or **Close** to close the dialog box.
- 4 Click  (the Save icon) to save the group.


To remove members or groups from the group:

- 1 Select the members or groups from the **Add Members**, **Add Global Groups**, and **Add Private Groups** lists. You can select or deselect multiple entries by holding the CTRL key while selecting.




NOTE:

*If the group consists of **All Local Mailboxes**, specific entries cannot be removed. However, if the **All** check box is selected, all members can be removed.*

- 2 Click **Delete Checked Items**. The selected entries are removed from the relevant list.
- 3 Click **Save** or **Close** to close the dialog box.
- 4 Click  (the Save icon) to save the group.

Deleting Personal Groups

To delete one or more groups:

- 1 In the group list, select the check boxes next to the group or groups to be deleted.
- 2 Click  (the Save icon). The groups are deleted and removed from list.

Cascading Messages



NOTE:

The Cascading Messages feature is only available in the Enterprise Version.

The Cascading Messages feature is used for creating sets of independent rules, which define determine what happens to a message after it is received in a mailbox. A particular benefit to this feature is the ability to copy a message over to other mailboxes.

Cascaded messages follow the message notification schedule of the mailbox (see [Mailbox Message Notification, page 66](#)). When playing back a cascaded message, you can hear the envelope information of the message, who has heard it, and the time. To manage the rules for cascading messages, select **Cascading Messages** from the **Mailboxes Menu**.

Figure 34 Mailbox Page (Cascading Messages)

The screenshot shows the 'Mailbox - Cascading Messages' page. On the left is a 'Mailboxes Menu' with options like Properties, CID Routing, Conversion Table, Message notification, Script, Email Settings, Email Accounts, Email Reply Settings, Forwarding Options, Groups, and Cascading Messages. The main area has a search bar with '121' and a 'Go' button. Below is a table titled 'Cascading Messages Rules'.

Send to	From time	To time	Delay	Maturity	If heard	If not heard	Type	Block	Edit	Delete
121	1200PM	0159PM	0:0	0:0:0	DELETE ALL	SAVE	Pri, Reg	NO	Edit	Delete
122	0100PM	0100PM	2:0	0:0:0	SAVE ALL	SAVE	Pri, Reg	NO	Edit	Delete

From this page, the following actions can be performed:

- [Adding a Cascade Rule, page 88](#)
- [Editing a Cascade Rule, page 90](#)
- [Removing a Cascade Rule, page 90](#)

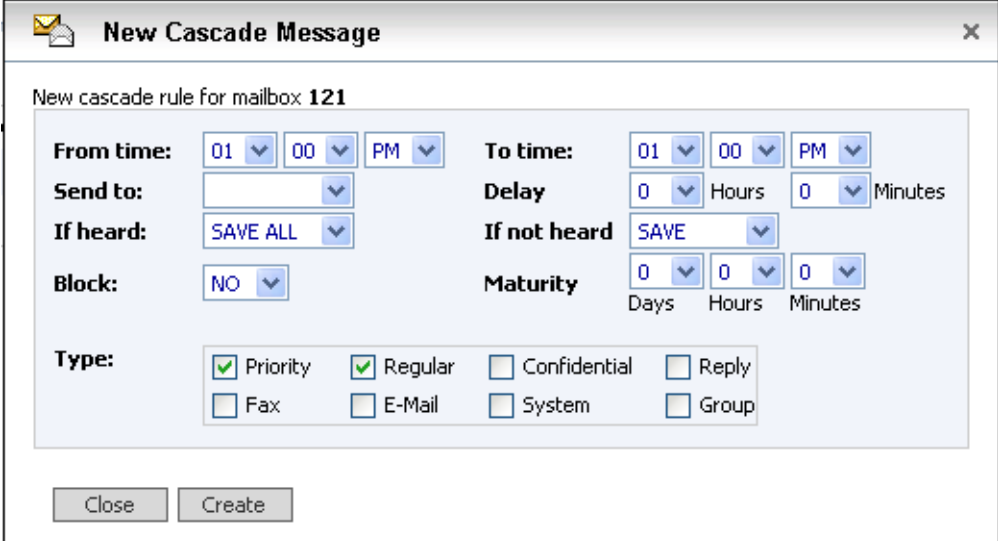
For an example of a cascade rule, see [Cascade Rule Example, page 90](#).

Adding a Cascade Rule

To add a rule for cascading messages:

- 1 Click  (the New Cascading Message icon). The *New Cascade Message* dialog box is displayed.

Figure 35 **New Cascade Message Dialog Box**



- 2 Set the fields for the rule as described in the following table.

Table 14 **Cascade Message Fields**

Field	Description
From time To time	The time range in which the rule is valid
Send to	The target mailbox to which the messages are copied. NOTE: If you select the number of the current (original) mailbox, the cascading message rules are executed when the current mailbox owner retrieves the messages. In this case, the fields From time , To time , and Delay are disabled.
Delay	The delay duration. This is the time from the moment the message arrived in the current mailbox until moment the message is to be copied into the target mailbox.
Maturity	The period from the moment the message arrived in the target mailbox until it is considered not heard

Field	Description
If heard	<p>Determines what happens with a duplicated (cascaded) message if the owner of the target mailbox retrieves the message before its Maturity time:</p> <ul style="list-style-type: none"> ■ DELETE ALL—message duplicates that were sent to other mailboxes through the cascading rules are deleted. ■ SAVE ALL—message duplicates are saved in their target mailboxes. ■ Field left blank—the duplicate messages are left as they are. <p>NOTE: <i>If a mailbox has the Block check box selected in its cascade rule, the messages are left untouched in this mailbox, regardless of the selected If heard option.</i></p> <p>The owner of the current mailbox receives a notification regarding when and by whom the message was heard.</p>
If not heard	<p>Determines what happens with messages that were not retrieved before the Maturity time.</p> <p>Select SAVE or DELETE, or leave this field blank. In contrast to the If heard field, where the selected action is performed on the message duplicates in the target mailboxes, the If not heard action is performed only on the messages in the current mailbox.</p>
Block	<p>If set to YES, the rule is not affected by other mailboxes deleting or saving the message.</p> <p><i>Example: Five rules are set for a mailbox, four of which copy the message to agents and one to a supervisor. The supervisor has the Block field set to YES. The agents have the If Heard field set to DELETE ALL. Once the message is heard by one of the agents, it is deleted from the mailboxes of the other agents, but not from the supervisor's mailbox.</i></p>
Type	<p>Select the relevant check box or boxes to define which type or types of messages are copied.</p>

- 3 Click **Create** to save the new rule and add it to the Cascading Messages Rules list.



Editing a Cascade Rule

To edit a rule:

- 1 Click **Edit** next to the relevant rule. The *Edit Cascade Message* dialog box is displayed.
- 2 Change the fields as required (see [Table 14](#)).
- 3 Click **Update** to save the changes.

Removing a Cascade Rule

To remove a rule:

- 1 Click **Delete** next to the relevant rule. A confirmation dialog box is displayed.
- 2 Click **OK**. The rule is deleted.

Cascade Rule Example

The following is an example of a new cascade rule for Mailbox 121.

Figure 36 **Cascade Rule Example**

New cascade rule for mailbox **121**

From time:	05 ▾	00 ▾	PM ▾	To time:	07 ▾	00 ▾	AM ▾	
Send to:	137 ▾	Delay	0 ▾	Hours	5 ▾	Minutes		
If heard:	DELETE ALL ▾	If not heard	DELETE ▾					
Block:	NO ▾	Maturity	0 ▾	0 ▾	30 ▾	Days	Hours	Minutes
Type:	<input checked="" type="checkbox"/> Priority	<input checked="" type="checkbox"/> Regular	<input type="checkbox"/> Confidential	<input type="checkbox"/> Reply	<input type="checkbox"/> Fax	<input type="checkbox"/> E-Mail	<input type="checkbox"/> System	<input type="checkbox"/> Group

The cascade rule defined in this example is executed as follows:

- From 5:00 PM until 7:00 AM, unheard priority and regular voicemail messages are copied to Mailbox 137 (the target mailbox) after a 5 minutes interval.
- If the message is not heard by either mailbox owner within the defined maturity period (30 minutes), it is deleted from Mailbox 137 but retained in Mailbox 121 (the original mailbox).
- If Mailbox 137 listens to the message within 30 minutes, Mailbox 121 retains the message but is informed by the system that the message has already been retrieved, by whom, and when.
- If Mailbox 121 listens to the message within 30 minutes, the message is deleted from Mailbox 137.

PIN



NOTE:

The PIN feature is only available in the Enterprise Version.

The PIN feature is used to assign a range of Personal Identification Numbers for a mailbox. These PINs can then be part of script mailbox definitions (see [PIN](#), page 236 in [Chapter 14, Scripts](#)).

To manage the PIN assignments of a mailbox, select **PIN** from the **Mailboxes Menu**.

Figure 37 Mailbox Page (PIN)


The screenshot shows the 'Mailbox - PIN' configuration page. At the top, there are tabs for 'Mailboxes', 'Department', 'COS', 'Site Parameters', 'PBX', 'Utilities', 'Reports', and 'Registry'. Below the tabs is a 'Mailboxes Menu' on the left with options like Properties, CID Routing, Conversion Table, Message notification, Script, Email Settings, Email Accounts, Email Reply Settings, Forwarding Options, Groups, Cascading Messages, and PIN. The main area is titled 'Mailbox - PIN' and has a search bar with '100' and a 'Go' button. Below this are two panels: 'New PIN' and 'Delete PIN Range'. Each panel has 'From Number', 'To Number', and 'PIN Width' (set to 1) fields, and an 'Add' or 'Delete' button. At the bottom, there is a section for 'PIN numbers for mailbox 100'.

From this page, the following actions can be performed:

- [Adding a PIN Range](#) below
- [Transferring a PIN to Another Mailbox](#), page 93
- [Deleting PINs](#), page 93

Adding a PIN Range


To add a PIN range:

- 1 Under **New PIN**, enter the relevant numbers in the **From Number** and **To Number** field.
- 2 Select the length of the PIN from the **PIN Width** drop-down list.
- 3 Click **Add**. The PINs are listed on the page.
- 4 Click  (the Save icon).

Transferring a PIN to Another Mailbox

You can quickly assign PIN numbers to mailboxes by defining them in the source mailbox and transferring them to other mailboxes.

To transfer a PIN:

- 1 For the relevant PIN in the PIN list, enter the target mailbox number under the **Transfer To** column.
- 2 Click  (the Save icon).


Deleting PINs

You can delete a specific PIN assignment or remove a range of PINs from the mailbox.

To delete a specific PIN:

- 1 For the relevant PIN in the PIN list, click **Delete**. A confirmation dialog box is displayed.
- 2 Click **OK**.

To delete an entire range of PINs:

- 1 Under **Delete PIN Range**, enter the relevant numbers in the **From Number** and **To Number** field.
- 2 Select the length of the PIN from the **PIN Width** drop-down list.
- 3 Click **Delete**. The PINs within the defined range are removed from the list.
- 4 Click  (the Save icon).



NOTE:

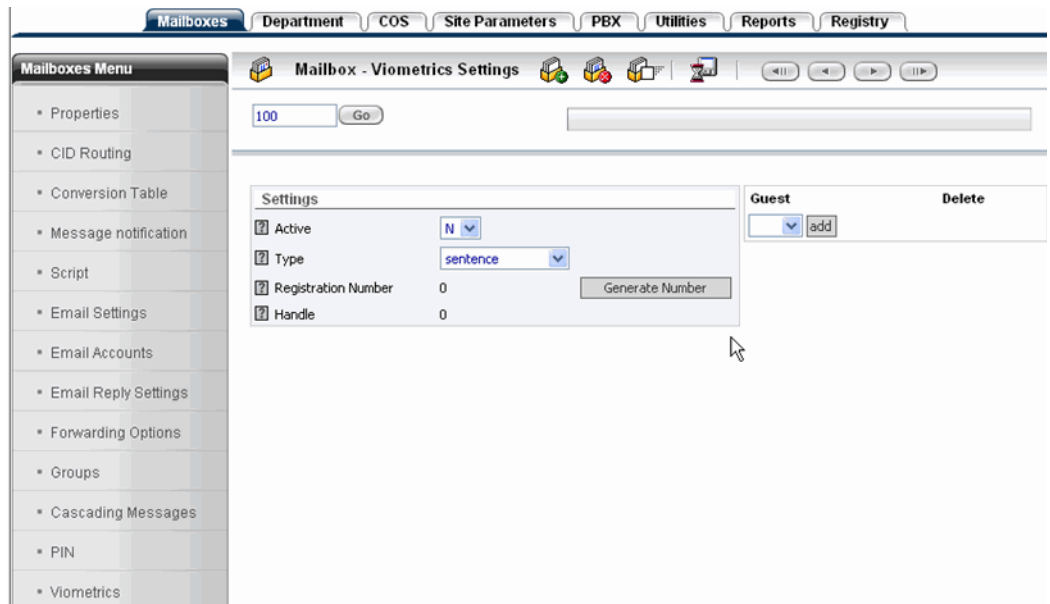
The Viometrics feature is only available in the Enterprise Version and requires authorization for Voice Authentication.

This feature allows users to log in to their mailboxes by using their voice signature, rather than through the common numeric password. The voice authentication process consists of two parts:

- Registration—the first time users access their mailboxes, they are prompted to enter an eight-digit registration number. If the number is correct, they are prompted to repeat a sentence three times. At this point, a user’s unique voice signature is registered in the system.
- Authentication—the users are asked to repeat the authentication sentence once to access their mailboxes.

To manage voice authentication parameters, select **Viometrics** from the Mailboxes Menu.

Figure 38 Mailbox Page (Viometrics)



Set the Viometrics parameters as described in the following table.

**Table 15 Viometrics
(Voice Authentication)
Fields**

Field	Description
Active	Determines whether the Viometrics feature is activated for this mailbox. Select Y (activated) or N (deactivated) as required.
Type	The used authentication method. In the current version, select Sentence .
Registration Number	Click Generate Number to generate a new eight-digit number. This number is used by the user to register with the system. Once the user is registered, the value of the field is set to 999. If the registration needs to be reset, simply generate another number.
Handle	Not used in the current version
Guest	Allows users to provide other users with access to their mailbox. Users logged in to guest mailboxes can access this mailbox. NOTE: <i>This field applies only to voice-authenticated access, not to numeric password access.</i>



NOTES:

5 Departments

This chapter includes the following sections:

- [Introduction to Departments](#) below
- [Department Page Actions](#), page 99
- [Configuring a Department](#), page 101
- [Recording Departmental Prompts \(Auto Attendant\)](#), page 117

Introduction to Departments

The Department definition is used to configure the automated attendant aspect of each department. At least one department must be defined, which uses the automated attendant settings of the site. Up to two departments can be created in the SeaMail Basic Version; in the Enterprise Version, up to 999 departments can be created.

The automated attendant greetings and routing are time sensitive. The operation mode determines which greeting is played and which operator and no response mailbox are used at any given time. The operation mode can be set to rely on the departmental working hours table, or it can be set to a fixed mode.



NOTE:

The department's automated attendant is not activated for calls that are routed directly to a specific mailbox, such as DID calls.

While a department's automated attendant greetings is recorded through the phone, the departments themselves are created and maintained through the *Department* page. Click the **Department** tab to access this page.

Figure 39 Department Page (Properties)

Mailboxes Department COS Site Parameters PBX Utilities Reports Regi

Department Menu

- Properties
- CID Routing
- Working Hours
- Directory Assistance
- Speech Recognition

Department - Properties

1

Operation Mode

Normal: Automatic

Holiday: Automatic

	Day	Lunch	Night
Start with script			
Override integration with script	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No response mailbox			
Operator mailbox			
Rings before answer	1		1

Language









Default: English

Alternate: English

Department Page Actions

From the toolbar on this page, you can perform the following actions:

Table 16 Actions Performed from the Department Page

Action	Button/ Icon	Description
Create new department		Click to create a new department (see Creating a Department, page 100).
Delete department		Click to delete a department (see Deleting a Department, page 100).
Save		Click to save changes.
Browse departments		Click these buttons to navigate between the departments defined in the system.
Display department		Select a department number to display the department.
Create new CID route (available for CID Routing only)		Click to create a new CID routing pattern (see Mailbox CID Routing, page 59).
Create new directory assistance (only for Directory Assistance and Speech Recognition)		Click to create a new directory assistance entry (see Cascading Messages, page 87).
Import mailbox names (only for Directory Assistance and Speech Recognition)		Click to import user names associated with existing mailboxes to the directory assistance (see Cascading Messages, page 87).

Creating a Department

To create a new department:


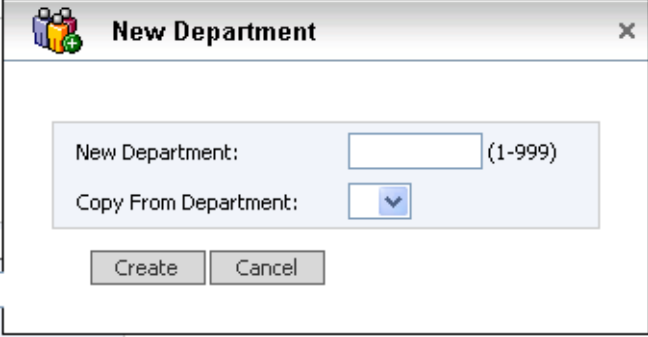
- 1 On the toolbar of the *Department* page, click  (the New Department icon). The *New Department* dialog box is displayed.

Figure 40 **New Department Dialog Box**



- 2 In the **New Department** field, enter a free department number (between 1 and 999).



NOTE:

You cannot create a department with the number of an already existing department. If you try to do so, the page of the existing department is displayed.


- 3 To copy the properties of an already existing department, select its number from the **Copy From Department** drop-down list.
- 4 Click **Create**. The department is created and listed on the *Department* page.

Deleting a Department

CAUTION!

If you delete a department, all mailboxes assigned to this department are deleted also. Consequently, if you delete the department to which the administrator belongs, you will not be able to access the SeaMail Remote Controller Client for Administrators.

To delete the current department:

- 1 On the toolbar of the *Department* page, click  (the Delete Department icon). A confirmation dialog box is displayed.
- 2 Click **OK**. The department is deleted.

Configuring a Department

Departments are configured using the Department Menu options, as described in the following sections:

- [Department Properties](#) below
- [Departmental CID Routing](#), page 108
- [Working Hours](#), page 109
- [Directory Assistance](#), page 110
- [Speech Recognition](#), page 112

Department Properties

To display the general properties of a department, select **Properties** from the **Department Menu** (see [Figure 39](#)).

Operation Mode Parameters

The following tables describes the parameters related to the operation mode of the department.

Table 17 Department Properties (Operation Mode Parameters)

Field	Description
Operation Mode—Normal	<p>The mode in which the department operates under normal conditions. Each mode can include different main greetings, operators, and script routing definitions.</p> <ul style="list-style-type: none"> ■ Automatic—call routing and greetings are handled according to the internal system clock and the department's Working Hours settings (see Working Hours, page 109). ■ Day, Lunch, Night, Emergency—call routing and greetings are based on the specific set of instructions for the selected operation mode.
Operation Mode—Holiday	<p>Select as described above for Normal Operation Mode. This field is used on the holidays defined in <i>Site Parameters>Holidays</i> (see Holidays, page 144).</p>
Start with script—Day/Lunch/Night	<p>Select a script to override the standard automated attendant, which uses the conversion table and the external prompts, and use the script instead. The system automatically executes the selected script, instead of playing the normal main menu. To learn about scripts, refer to Chapter 14, Scripts.</p>

Field	Description
Override integration with script— Day/Lunch/Night	If selected, the system answers every call with the script selected above, even if the call is internal.
No response mailbox— Day/Lunch/Night	The mailbox to which a call is transferred if the caller does not or cannot respond to a prompt with DTMF tones. NOTE: <i>If this field is left empty, the system hangs up on a caller who is not calling from a touch-tone telephone.</i>
Operator mailbox— Day/Lunch/Night	The mailbox number of the operator. If an extension number is defined for the operator's mailbox (see Mailbox Properties, page 52), the system tries to transfer the caller to this number. If more than one extension are defined, the system tries them before transferring the call to the mailbox.
Rings before answer— Day/Night	The number of times a ringing tone is received before the system answers

Language Parameters

The following language parameters can be defined for a department.

Table 18 **Department Properties (Language Parameters)**

Field	Description
Default	The default language used in the system
Alternate	The alternative language the system uses when the key defined in the Digit field below is pressed. NOTE: <i>Alternative languages are optional. The standard system configuration includes only the default language.</i>
Digit	The key the caller presses while listening to the opening message to toggle between the default and the alternate language, or play a prompt for instructions on selecting the required language. NOTE: <i>Make sure the Digit number is not used by the department's conversion table (see Automated Attendant Conversion Table, page 107)!</i>

**NOTE:**

All prompts must be recorded in the selected languages to make the system bi-lingual (see [Chapter 11, Voice Prompts](#)). In the opening message, mention the **Digit** key defined for switching from one language to another.

Directory Mode

This field is used for controlling the directory assistance list feature.

In addition to the lookup directory assistance, in which a caller can dial the digits of a party's name, SeaMail also provides an option to play the entire list of mailbox users and their mailbox number. After pressing the directory assistance key (usually **9**), the caller can press **#** to listen to the list.

**NOTE:**

For internal callers, the directory assistance key is defined in the **Directory Assistance Key** field (see [Special Keys, page 105](#)), while outside callers use the digit defined in the **Default assistant key** field in **Site Parameters>Settings>Special Keys**.

This option can be used in two ways:

- Prerecorded file—the system administrator can record a file for each department, such as 291.eng for Department 1, 292.eng for Department 2, and so on (see [Chapter 11, Voice Prompts](#)). This file contains the recording of the list of names and mailbox numbers of all department members.
- List—the system plays a list of names and numbers of all mailboxes according to the internal database. Owners who prefer not to be included in the list add a space at the beginning in the **First Name** and **Last Name** fields (see [Mailbox Properties, page 52](#)). When the list is played, the system skips their names.

The following table describes the Directory Mode options that can be selected.

Table 19 *Department Properties (Directory Mode)*

Directory Mode Option	Description
Normal	The caller is prompted to enter the first few digits of the first or last name (up to 9 characters). The # key is not active.
Prerecorded	The caller is prompted to either enter the first digits of the name (as with Normal) or press the # key to listen to a list of names. This list is a file recorded by the system administrator.
List	As with Prerecorded , but the played list is compiled according to the internal database.
Prerecorded only	The prerecorded file is played directly after the caller presses the directory assistance key (usually 9). The lookup directory assistance is deactivated.
List only	As with Prerecorded only , but the played list is compiled according to the internal database.
Dial by name	<p>The caller is prompted to enter the first digits of the name (as with Normal).If the name is found, the system reads back the name and the mailbox number of the person, followed by the prompt "to transfer to this person press 1, to continue press 2." If there are more matches to the name entry, this process is repeated.</p> <p>The system plays the confirmation prompt even if there is only one match.</p>
Automatic dial by name	As with Dial by name , but with the slight difference that if there is only one match, the system reads back the name and mailbox number and automatically transfer the call to this mailbox, without prompting the caller to press any key.



NOTE:

The system allows a maximum of 50 matches to any directory assistance request.

Special Keys

Special keys are pressed by callers to activate a specific recording or other voicemail function. Set these keys as described in the following table.

Table 20 **Department Properties (Special Keys)**

Field	Description
End recording key	The key a caller presses to end the message recording. NOTE: If you select @, any key can be used.
Directory Assistance Key (Internal)	The key used for directory assistance in all internal voicemail menus, i.e. when sending a message to another user. NOTE: This key is not used for the automated attendant directory assistance.
Skip Backward/ Forward	The number of seconds (1-99) to define how far the system goes backward or forward when the mailbox owner is listening to messages and presses the digit to fast forward or rewind
Play pause time	The number of seconds after which the system automatically resumes playback if the mailbox owner has pressed the Pause digit while listening to messages. NOTE: Pressing any key while in pause resumes playback immediately.
System timeout	The number of seconds the system waits for an entry from the user. After this time, the system continues with the next defined action.
Script timeout	The number of seconds a script waits for an entry from the user. After this time, the system performs an administrator-defined action (see Chapter 14, Scripts).
Conversion Table Timeout	The number of seconds the system waits for additional digits when a caller is entering digits in a conversion table. After this time, the system terminates the digit entry. For example, if this field is set to 2000 milliseconds, and the caller enters a digit, the system waits 2000 milliseconds for additional digits.

Field	Description
Wait after paging	<p>The number of seconds the system waits after a paging announcement to a user was made. During this period, the user can have the caller on hold transferred to the user's extension. If the caller is not transferred to the user, the system announces to the caller that the user is unavailable, and offers to take a message.</p> <p>NOTE: The PA paging procedure is described in Park and Page, page 11.</p>
No response caller detection	<p>This parameter allows the filtering out of calls that were dropped by the caller, but were not disconnected by the central office or the IPx Office.</p> <p>If this check box is selected, the system validates whether a caller is still connected before the call is transferred to the No Response mailbox. The caller is prompted to press a digit. If the digit is not pressed, the call is disconnected.</p>
Speech Recognition (Enterprise Version only)	<p>Select to activate the speech-recognition automated attendant feature for this department (see Speech Recognition, page 112).</p> <p>NOTE: This feature is not supported in the current version.</p>
Operation mode control	Not used in the current version
On fax tone transfer to (Enterprise Version only)	<p>Select a mailbox with an extension connected to a fax machine. If the system detects a fax signal when answering a line, the call is immediately transferred to this mailbox. This field is relevant when the internal fax server is not in use.</p> <p>NOTE: This feature requires the optional fax module.</p>

Automated Attendant Conversion Table

The automated attendant conversion table defines to which destination callers are routed if during or after the automated attendant greeting, they press a specific key on their dial pad. This conversion table is used for providing callers with one-touch dialing options, in addition to dialing a mailbox number or pressing 0 to reach the operator.



NOTE:

The conversion table settings can be overridden at the level of a specific mailbox (see [Mailbox Conversion Table, page 63](#)).

You can generate the required automated attendant menu by recording the system prompts with the requested instructions and associating the relevant digits with the required routing option in the automated attendant conversion table.

Table 21 **Auto Attendant Conversion Table Options**

Option	Action if Key is Pressed
Application	Not used in the current version
Dir Assist	The system transfers the caller to the directory assistance and plays the directory assistance prompt.
(Number of existing mailbox)	The system transfers the call to the selected mailbox or script mailbox.

The conversion table is used in conjunction with the **Conversion Table Timeout** field above (see [Special Keys, page 105](#)). If the timeout is reached after one digit is pressed, the system checks the conversion table to verify the digit has a corresponding mailbox assigned.

Departmental CID Routing



NOTE:

Departmental CID Routing is only available in the Enterprise Version.

Departmental CID Routing is used for defining department-wide rules for routing calls according to the caller ID information. To display the CID routing list of a department, select **CID Routing** from the **Department Menu**.



NOTE:

For information of CID routing, refer to [Mailbox CID Routing, page 59](#).

Working Hours

The working hours of a department are set individually for every day in a week. To define the hours, select **Working Hours** from the **Department Menu**.

Figure 41 Department Page (Working Hours)

For each day, set the following parameters:

Table 22 Working Hours Parameters

Parameter	Description
Open	The time at which day mode starts. Leaving this field with an entry of 12:00 AM tells the SeaMail remain in the previous operating mode.
Lunch Start	The time when lunch time begins. (If not relevant, select 12 00 AM.)
Lunch End	The time when lunch time ends
Close	The time at which night mode starts



NOTE:

The relevant prompts must be recorded as described in [Chapter 11, Voice Prompts](#).

Directory Assistance

The directory assistance list associates mailbox numbers with names. It is used by the directory assistant for transferring callers to the required extension according to the entered first or last name. To activate directory assistance for a department, select the **Directory Assistance** check box in *Registry>Parameters*.



NOTE:

For further information about the directory assistance feature, see [Directory Mode, page 103](#).

To set the directory assistance list, select **Directory Assistance** from the **Department Menu**.

Figure 42 **Department Page (Directory Assistance)**

Delete	Owner's name	Mailbox
<input type="checkbox"/>	JAMES JOHN	127
<input type="checkbox"/>	JEROME BAY	125
<input type="checkbox"/>	JOHN JAMES	127
<input type="checkbox"/>	JOHN SMITH	126

Add or remove entries as follows:

- [Adding Names to the Directory Assistance List](#) below
- [Removing Names from the Directory Assistance List, page 111](#)

Adding Names to the Directory Assistance List

You can add individual names to the list or import at once the first and last names of the mailboxes in the department.

To add a name to the list:


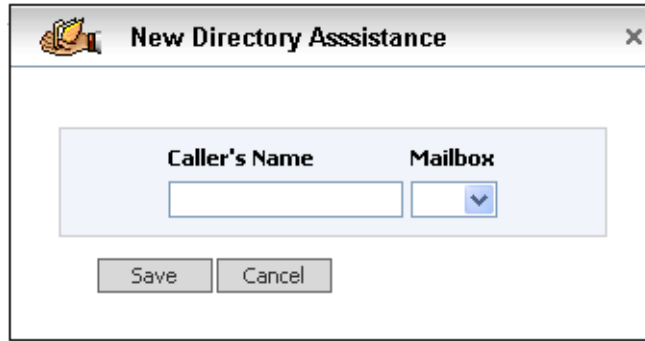
- 1 Click  (the New Directory Assistance icon). The *New Directory Assistance* dialog box is displayed.

Figure 43 **New Directory Assistance Dialog Box**



- 2 In the **Caller's Name** field, enter the name to be associated with the mailbox.
- 3 From the **Mailbox** drop-down list, select the mailbox number.




NOTE:

You can associate multiple names with the same mailbox. This allows a user to be accessed through different names, such as the first name, the last name, nicknames, and so on.


- 4 Click **Save**. The new name is saved and added to the directory assistance list.

To import the names of the existing mailboxes of the department:

- Click  (the Import Mailboxes icon). The names are imported and added to the list.

Removing Names from the Directory Assistance List

To remove one or more names from the list:

- 1 Select the check boxes to the left of the names to be removed.
- 2 Click  (the Save icon). The selected entries are removed from the list.

Speech Recognition



NOTE:

The Speech Recognition feature is not supported in the current version.

The Speech Recognition feature enhances the automated attendant with the ability to interact with callers through speech, in addition (not instead of) the DTMF interface. Speech recognition is based on predefined grammar entries. Grammar entries are a compilation of all possible utterances that the system is supposed to recognize at any given menu. When a caller speaks, the system tries to match the spoken utterance with an existing grammar entry.



NOTE:

The number and length of grammar utterances that can be defined depends on the available speech recognition resources (see [Speech Recognition Resource Sizing, page 115](#)).

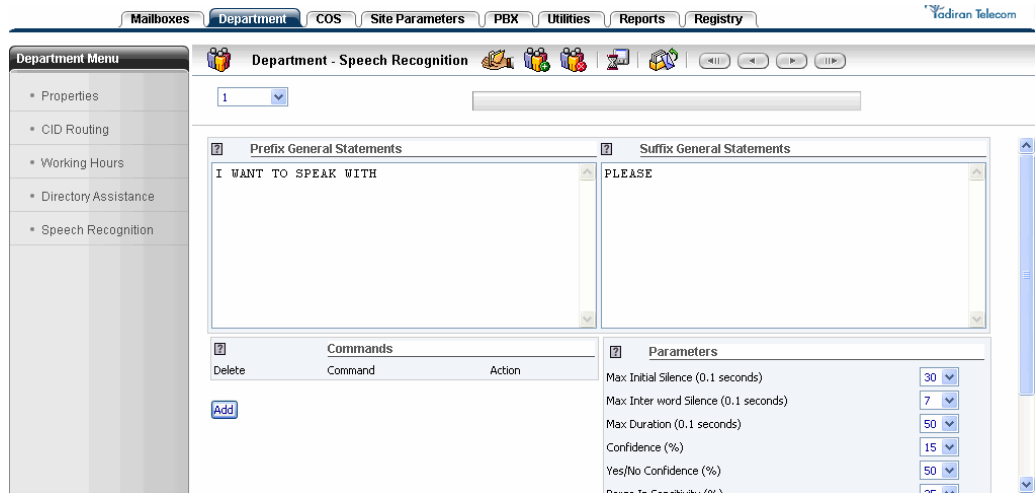
The system automatically adds the names of the users to the grammar file. Each time a mailbox is added and the name field is updated, the grammar file of the relevant department is updated as well. You can define additional names for the same mailbox, or delete names, in the department's directory assistance list (see [Directory Assistance, page 110](#)). Each time this page is saved, the grammar file updated accordingly.

Record the speech recognition prompt instructing the caller to say the name of the required user (see [Recording Departmental Prompts \(Auto Attendant\), page 117](#)). While the prompt is being played, the system tries to identify speech (barge-in). Once the system detects a barge-in event, it terminates the prompt and starts the recognition process. Barge-in takes into account parameters like noise level on the incoming side, as well as the actual content of the noise.

The system also allows speech recognition in sub-menus. In a sub-menu, a caller contacting a specific department can be rerouted to a specified sub-department. Sub-menus are created using scripts. For an example of creating a speech recognition sub-menu, see [Speech Recognition Sub-Menu, page 243](#).

To define speech recognition settings, select **Speech Recognition** from the **Department Menu**.

Figure 44 Department Page (Speech Recognition)



Define the speech recognition settings as described in the following tables. (Table 23 describes how to set up the speech recognition engine to focus on the relevant utterances and react according to defined commands. Table 24 describes how to define response time and further advanced speech recognition parameters.)

To save the settings, click  (the Save icon).



NOTE:

Speech recognition is activated at department level. To activate speech recognition:

- In **Registry>Parameters**, make sure the check box next to the **Directory Assistance** field is selected and set the value of this field to **Y**. The SeaMail service needs to be restarted after this change.
- In **Department>Properties**, select the **Speech Recognition** check box in the **Special Keys** section.



Table 23 **Speech Recognition Statements and Commands**

Field	Description
Prefix/Suffix General Statements	<p>Statements at the beginning (prefix) or end (suffix) of the sentence that are filtered out while the system recognizes the input. This field helps the speech recognizer focus on the relevant utterances.</p> <p>An example for a prefix statement is “I would like to speak with...”.</p> <p>An example for a suffix statement is “...please”.</p>
Commands	<p>Sentences that are interpreted by the speech recognizer as commands. Just as general statements, they help the speech recognizer focus on the relevant information.</p> <p>To add a command, click Add, enter the sentence in the Command field, and select the Action to be associated with the sentence. You can select any of the following commands:</p> <ul style="list-style-type: none"> ■ Help—go back to the main menu. ■ Message—record a message for the requested mailbox. ■ Transfer—transfer the call to the requested mailbox. ■ User—enter the requested mailbox as a user. ■ Operator—transfer the call to the operator mailbox (as defined in <i>Department>Properties</i>) <p>Example:</p> <p><i>The command LEAVE A MESSAGE FOR has the Message action assigned. Upon receiving the utterance “leave a message for SAM JONES”, the system automatically starts recording a message for Sam Jones’ mailbox instead of transferring the caller to Mr. Jones’ extension.</i></p> <p>To delete a command, select the check box next to the command and click the Save icon.</p>

Table 24 **Speech Recognition Parameters**

Field	Description
Max Initial Silence	The time the system waits for an utterance after the prompt has stopped. Enter a value in units of 0.1 seconds.
Max Inter word Silence	The time between words allowed before the recognition process is made. Enter a value in units of 0.1 seconds.
Max Duration	The maximum total duration of the utterance to be recognized. Enter a value in units of 0.1 seconds.



Field	Description
Confidence	The level of confidence above which the utterance is considered as valid, and the system tries to use it for looking up a name. The system does not consider utterances with lower values. Enter a number between 0 and 99.
Yes/No Confidence	The confidence level for Yes/No menus. Enter a number between 0 and 99.
Barge In Sensitivity	The sensitivity level required to trigger a barge-in. Enter a number between 0 and 99.
Detect Full Names	If selected, only the first and the last name together are considered valid entries.
Allow Extension	If selected, the caller can say "Extension xxx" to be transferred to this extension number. (This is in addition to the standard speech-recognition transfer based on names and departments.)
Auto Transfer	If selected, the system, when recognizing a name, announces this name and automatically transfers it to the extension. If not selected, the system announces the name and prompts the caller: "Would you like to be transferred to xxx"?
Play Tone	If selected, the system plays a confirmation tone once it has detected a valid utterance.

Speech Recognition Resource Sizing

The speech recognition option is sold on a resource basis. The utilization of each resource is dependent on the size of the speech fragment at any given time point.

For example, with a four-resource board and a speech fragment of 500 utterances, four simultaneous speech recognition calls can be made at the same time. With the same four-resource board, if the speech fragment includes only 100 utterances, eight simultaneous calls can be made. For small grammar applications, such as speech-enabled voicemail, up to 16 simultaneous calls can be made using a four-resource board.

The speech recognition resource configuration options are indicated in the following table. Any combination of large, medium and small resources can be used

Resources/ Fragments	20	100	500
2	8	4	2
4	16	8	4
12	48	24	12
30	120	60	30
120	480	240	120

The SeaMail can be preconfigured to allocate a certain number of resources of any given call type. To increase the efficiency of the speech engine, the system assigns the resources dynamically; therefore, the resources are only occupied for a fraction of the call.

Recording Departmental Prompts (Auto Attendant)

When setting up a system, you need to record the automated attendant greetings. These greetings are not mailbox numbers, but simple prompts that are saved in the system in three different formats: G.729, G.711 a-law, and G.711 mu-law. The prompts can be recorded in either of the following ways:

- Directly through a SeaMail administrator mailbox (see [Recording Departmental Prompts on the Phone](#) below)
- Outside of the system, such as in a professional studio. [Importing Recorded Prompts](#), page 118 describes how to save and import external prompts into the system.



NOTE:

The procedure below provides instructions on how to record the basic greetings for a department. For further information, refer to [Chapter 11, Phone Menu for Administrators](#) and [Chapter 11, Voice Prompts](#).

Recording Departmental Prompts on the Phone

To record the greetings for a department:

- 1 Through the phone, log in to the administrator box using the password defined in *Site>Settings> Security*.
- 2 Press # for the administrator menu.
- 3 Press 2 (Record a Prompt).
- 4 Enter the greeting number to be recorded and follow the instructions. Record the following greetings:
 - 100—good morning
 - 101—good afternoon
 - 102—good evening
 - 11X—organization’s greeting (“Thank you for calling ...”). Replace X with the number of the department. For example, the organization’s greeting for Department 2 is 112.
 - 12X—regular (daytime) automated attendant instructions (“With a touch tone phone... Press 1 for...”). Replace X with the department number.
 - 13X—regular automated attendant instructions for lunchtime mode. Replace X with the number of the department.

- **14X**—regular automated attendant instructions for night mode. Replace **X** with the number of the department.
- **15X**—regular automated attendant instructions for emergency mode. Replace **X** with the number of the department.

Typically, this prompt instructs callers to say the first and last name of the person they are looking for, to say the name of the department, or to dial the extension number. Prompts 100, 101, 102, and 11X can be played before, or prompt 72X can be played directly.

Importing Recorded Prompts

To import externally recorded prompts:

- 1 Record the prompt file in mu-law format (800Hz, mono, 16 bit).
- 2 Copy the recorded file into the system in the relevant directory and with the suitable file extension depending on the prompt language.

For example, use the extension *.ENG* for English, *.FRA* for French, and *.HEB* for Hebrew.

- 3 Use the `save_vox` command to convert the file into the different file formats and store the converted files at the required location.

An example code might look as follows:

```
# save_vox 555.ENG
Language is ENG
Source codec is assumed ULAW
Proceed? y
```

The file is converted and saved in the following directories (same file name):

- `/vox/ENG/555.ENG`
- `/vox.alaw/ENG/555.ENG`
- `/vox.g729/ENG/555.ENG`

6 *Classes Of Service*

This chapter includes the following sections:

- [Introduction to Classes Of Service](#) below
- [COS Page Actions](#), page 121
- [Configuring a Class Of Service](#), page 123

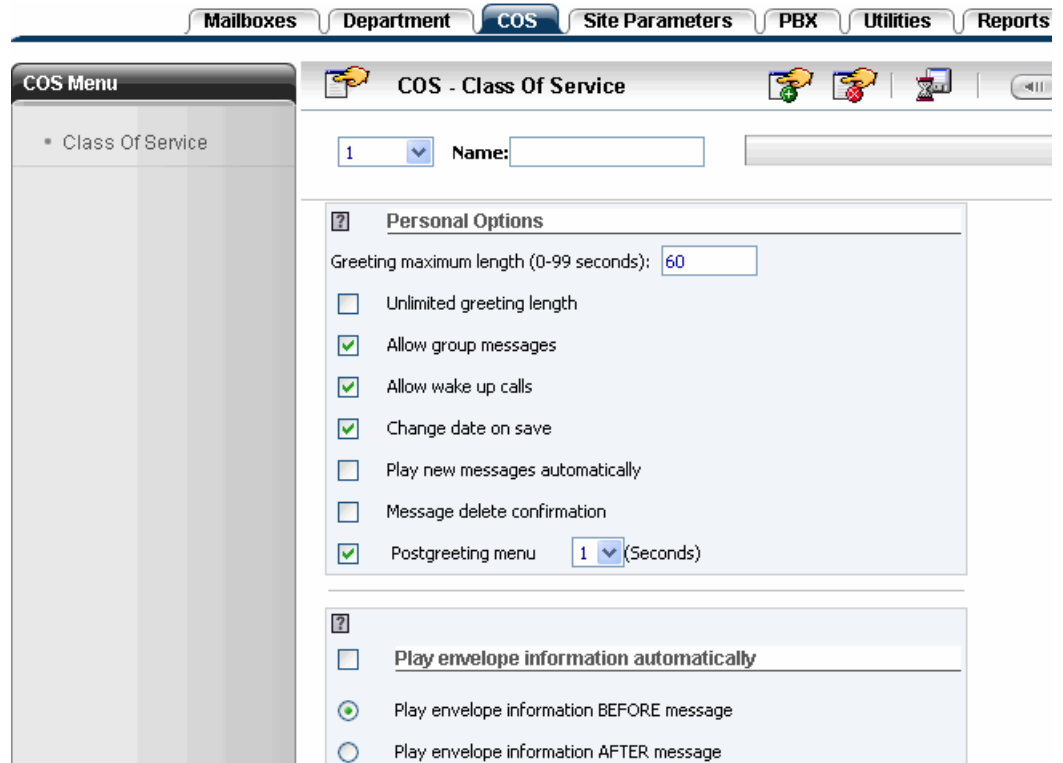
● Introduction to Classes Of Service

A Class Of Service (COS) controls the activities of mailboxes. Each mailbox must be assigned a specific class of service.

The system comes with a default class of service. Up to 999 different classes of service can be defined.

Classes of service are created and maintained through the *COS* page. Click the **COS** tab to access this page.






Figure 45 COS Page



COS Page Actions

From the toolbar on this page, you can perform the following actions:

Table 25 Actions Performed from the COS Page

Action	Button/ Icon	Description
Create new COS		Click to create a new class of service (see Creating a Class Of Service below).
Delete COS		Click to delete a class of service (see Deleting a Class Of Service, page 122).
Save		Click to save changes.
Browse classes of service		Click these buttons to navigate between the classes of service defined in the system.
Display department		Select a COS number to display the relevant class of service.

Creating a Class Of Service

To create a new class of service:


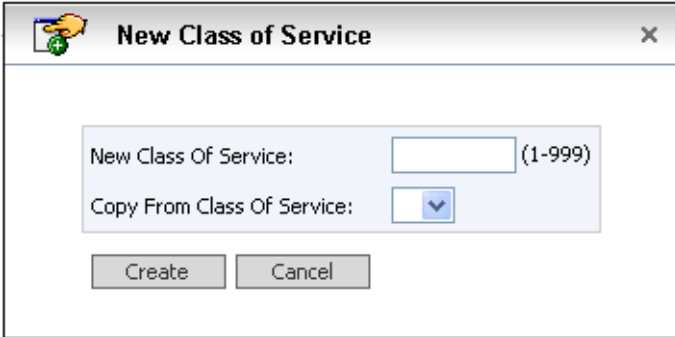
- 1 On the toolbar of the *COS* page, click  (the New COS icon). The *New Class of Service* dialog box is displayed.

Figure 46 New Class of Service Dialog Box



- 2 In the **New Class Of Service** field, enter a free COS number (between 1 and 999).



NOTE:

You cannot create a class of service with the number of an already existing COS. If you try to do so, the page of the existing class of service is displayed.

- 3 To copy the properties of an already existing COS, select its number from the **Copy From Class Of Service** drop-down list.
- 4 Click **Create**. The new class of service is created and displayed on the *COS* page.


Deleting a Class Of Service



NOTE:

The system default COS cannot be deleted.

To delete the current class of service:

- 1 On the toolbar of the *COS* page, click  (the Delete Class Of Service icon). A confirmation dialog box is displayed.
- 2 Click **OK**. The COS is deleted.

Configuring a Class Of Service

The fields that can be defined for a class of service are arranged as follows:

- [Personal Options](#) below
- [Envelope Information Play Mode](#), page 124
- [Play Message Order](#), page 124
- [Messages](#), page 125
- [Incoming Calls](#), page 127
- [Transfer Supervision](#), page 128
- [Ringer MWI](#), page 129
- [COS Housekeeping Options](#), page 129

Personal Options

Table 26 **COS: Personal Options**

Field	Description
Greeting maximum length	Maximum length allowed for recording the mailbox greeting. Enter the maximum recording time (up to 99 seconds) or select the Unlimited greeting length check box below.
Allow group messages	If selected, mailbox users associated with this COS can send messages to mailbox groups. NOTE: Groups are defined as described in Private Groups , page 83 and Global Groups , page 148.
Allow wake up calls (Enterprise version only)	If selected, users of this COS can make use of wake-up calls. (Wake-up calls are configured through the user's Wake Up settings, as described in Mailbox Properties , page 52.)
Change data on save	If selected, the date of a message changes to the current date when saving the message. If not selected, the date of the message remains unchanged when saving the message.
Play new messages automatically	If selected, the system automatically starts playing new messages (if there are any), without waiting for a command from the user. If not selected, the user must press 1 in the main menu to listen to messages and 1 to listen to new messages.

Field	Description
Message delete confirmation	If selected, the system prompts the caller to press a key to confirm the deletion of a message. If not selected, the message is deleted directly.
Postgreeting menu	Not used in the current version

Envelope Information Play Mode

Table 27 COS—Envelope Information

Field	Description
Play Envelope Information Automatically	Envelope information indicates the number of a message, who left it, and when it was recorded. If selected, the envelope information is automatically played for a user listening to messages. If not selected, the user must press a key to play the envelop information.
Play Envelope Information BEFORE/AFTER Message	Determines whether the envelope information is played before or after the message playback

Play Message Order

Table 28 COS—Play Message Order

Field	Description
General Saved E-Mail Deleted	For each message type, select the order in which the messages are to be played back to the mailbox owner. <ul style="list-style-type: none"> ■ FIFO (first in, first out)—the oldest message is played first, the newest message is played last. ■ LIFO (last in, first out)—the newest message is played first, the oldest message is played last.



Messages

Table 29 COS—Message Fields

Field	Description
Maximum number of messages	<p>The maximum number of messages the system stores for a mailbox associated with the COS.</p> <p>Enter 0 if mailboxes associated with this COS are to function as greeting-only mailboxes.</p> <p>NOTE: Messages take up disk space, therefore the maximum number allowed must be carefully controlled.</p>
Maximum message length	<p>The maximum recording time allowed for messages recorded in a mailbox associated with the COS, before the caller is required to add more time to the recording.</p> <p>Enter the maximum recording time (up to 999 seconds) or select the Unlimited message length check box below.</p> <p>NOTE: For script mailboxes, this field defines the live message length the caller is allowed to record. To learn more about scripts, see Chapter 14, Scripts.</p>
Minimum message length	<p>The minimum recording time. Messages shorter than this time are not considered valid.</p>
Maximum silence during recording	<p>During the recording of a message, the system uses the silent period (when the caller stops speaking) to determine when to end the recording.</p> <p>Enter the length of the silence in seconds (maximum 20 seconds). If the silence period is longer than this value, the system alerts the caller. Once the caller has finished recording the message, the system compresses the silence period and stores the message.</p>
Alert caller on end of recording	<p>The length of a message can be limited (see the Maximum message length field above). A caller leaving a message is informed if the message length is about to reach this limit.</p> <p>This field defines how many seconds before reaching the maximum message length the caller receives an alert. The alert informs the user of how many seconds are left for recording.</p>

Field	Description
Continue	<p>The action the system takes after a caller has finished recording a message.</p> <ul style="list-style-type: none"> ■ Continue or left blank—returns to the entry-level menu ■ Hang Up—disconnects the call ■ Mailbox number—executes required action for the selected mailbox. This action can be executing a script mailbox, transferring a call, or handling a regular message.
Automatic group mailing (Enterprise Version only)	If selected, users of this COS can compile a list of mailboxes on-the-fly while creating a message

Incoming Calls

Table 30 COS—Incoming Calls

Field	Description
Auto hold	Not used in the current version
Call screening	<p>If selected, mailbox owners are allowed to use the call screening feature, provided the Call Screening field is set accordingly in their mailbox properties (see Mailbox Properties, page 52).</p> <p>If not selected, call screening is disabled for this COS and overrides the Call Screening field.</p>
Follow me	<p>If selected, callers to a mailbox user associated with this COS can be linked to external phones, such as the user's home phone.</p> <p>The Follow Me feature requires fully supervised transfer and therefore overrides the Transfer Supervision settings of the COS.</p> <p>NOTE: The Follow Me function requires the PBX>Parameters fields to be properly configured (see PBX Parameters, page 158).</p> <p>If not selected, the Follow Me feature is disabled for this COS and overrides the related fields in the mailbox properties.</p>
Follow me connect verification	<p>The connect verification feature prompts users to press the # key to connect a call forwarded to their Follow Me number.</p> <p>If selected, connect verification is activated.</p> <p>If not selected, connect verification is canceled.</p>
Maximum calls on hold	<p>The number of callers that can be put on hold for a mailbox associated with this COS. Take into account that held calls use port resources until they are transferred to the mailbox.</p> <p>NOTE: This parameter must be set in accordance with the Site Parameters>Settings>Call Queuing fields (see Call Queuing, page 139).</p>
Maximum callout length	<p>The maximum number of digits allowed in a callout operation.</p> <p>This field is useful for toll restriction. By limiting the number of digits to the length of a local number, you can prevent users from making long-distance calls.</p> <p>NOTE: This field affects the Follow Me functionality.</p>

Transfer Supervision

Transfer supervision defines how the system handles call transfers.

Table 31 COS—Transfer Supervision

Field	Description
Transfer supervision	<p>Set to Full. (Transfer supervision is described in Supervised and Unsupervised (Blind) Call Transfer, page 9.)</p> <p>NOTE: For call transfer to work properly, the fields in PBX>Parameters>SIP Dial Strings must be set accordingly (see PBX Parameters, page 158).</p>
Number of rings before no answer	<p>This field defines how many times a called extension rings before the system decides the phone has not been answered, and retrieves the call for further action.</p> <p>Select the number in accordance to the mailbox owners' working routine. If they are normally near their extensions, select a low number of rings (typically 4 or 5). If they usually work at a distance from their extensions, increase the number accordingly.</p> <p>NOTE: This setting is relevant only for full transfer supervision.</p>

Ringer MWI

These fields apply to mailboxes of this COS, if their **MWI** field is set to **R** (see [Mailbox Properties](#), page 52). Set the times and intervals at which SeaMail calls the extension to notify that new messages have arrived.

Table 32 **COS—Ringer MWI**

Field	Description
From To	The daily time period for this COS during which the MWI is activated for the mailbox
Every...minutes ring...times	The first field determines how often to ring an extension for message reminders. The second field determines how many times to ring the extension.

COS Housekeeping Options

Table 33 **COS—Housekeeping Options**

Field	Description
Days to keep NEW messages	The number of days to store a new message before it is automatically deleted by housekeeping
Days to keep SAVED messages	The number of days to store a saved message before it is automatically deleted by housekeeping
Days to keep FAX messages	The number of days to store a fax message before it is automatically deleted by housekeeping
Days to keep DELETED messages	The number of days to store a deleted message before it is automatically deleted by housekeeping. During this period, the user can undelete the message through the telephone or (if supported) using IMAP unified messaging.
Erase NEW messages automatically	If selected, a new message is automatically erased at the end of the Days to keep NEW messages period. If not selected, the message is marked for deletion, and the user is prompted to either erase or save the message.
Erase SAVED messages automatically	If selected, a saved message is automatically erased at the end of the Days to keep SAVED messages period. If not selected, the message is marked for deletion, and the user is prompted to either erase or save the message.

Field	Description
Erase FAX messages automatically	If selected, a fax message is automatically erased at the end of the Days to keep FAX messages period. If not selected, the message is marked for deletion, and the user is prompted to either erase or save the message.



NOTE:

*The exact time interval and hour the housekeeping mechanism is activated depends on the settings defined in **Site Parameters>Settings>House Keeping** (see [Site Housekeeping, page 141](#)).*

7 Site

This chapter includes the following sections:

- [Introduction to Sites](#) below
- [Site Parameters Page Actions](#), page 133
- [Configuring Site Parameters](#), page 134

Introduction to Sites

Each customer location where a SeaMail system is installed is referred to as a Site. To customize a site to its environment, the following must be configured:

- Site-specific voicemail parameters (described in this chapter)
- In the Coral Programming Interface, the IPx Office ports and related parameters (see [IPx Office System Programming](#), page 22)
- Departments (see [Chapter 5, Departments](#))

Site-related parameters are managed through the *Site Parameters* page. Click the **Site Parameters** tab to access this page.

Figure 47 Site Parameters Page (General)

Mailboxes Department COS **Site Parameters** PBX Utilities Reports

Site Parameters Menu

- General
- Settings
- Global CID Routing
- Fax Settings
- Holidays
- PA Settings
- Global Groups
- NET Mapping
- AMIS
- Electronic Business Card
- Import Data From File
- Mailbox Mapping

Site Parameters - General

Company name

Address 1

Address 2

PO Box

City

State

Zip

Telephone

Modem

Fax

Administrator name







Administrator mailbox

Number of trunks

Site Parameters Page Actions

From the toolbar on this page, you can perform the following actions:

Table 34 Actions Performed from the Site Parameters Page

Action	Button/ Icon	Description
Save		Click to save changes.
Create new CID route (available for CID Routing only)		Click to create a new CID routing pattern (see Mailbox CID Routing, page 59).
Provide server with access to the SeaMail database (only for NET Mapping)		Click to provide the defined servers with the permission to access the database (see NET Mapping, page 148).
Create a new EBC (only for Electronic Business Card)		Not used in the current version
Edit EBC categories (only for Electronic Business Card)		Not used in the current version
New mapping (only for Mailbox Mapping)		Click to create a new mapping definition of extension numbers to mailboxes (see Mailbox Mapping, page 154).

● Configuring Site Parameters

Site parameters are configured using the Site Parameters Menu options, as described in the following sections:

- [General](#), page 135
- [Site Settings](#), page 137
- [Global CID Routing](#), page 143
- [Holidays](#), page 144
- [PA Settings](#), page 146
- [Global Groups](#), page 148
- [NET Mapping](#), page 148
- [AMIS](#), page 150
- [Import Data From File](#), page 152
- [Mailbox Mapping](#), page 154



NOTE:

The Fax Settings feature is only available in the Enterprise Version and requires the optional fax module. It is described in [Fax Mail System](#), page 202.

The Electronic Business Card menu option is not used in the current version.

General

To display the general site parameters, select **General** from the **Site Parameters Menu** (see [Figure 47](#)).

General site parameters provide information about the organization at which the system is installed. The following table describes these parameters.

Table 35 Site—General Parameters

Field	Description
Company name	The organization name of the site where the system is installed (1-30 characters)
Address 1	The address where the system is installed (1-30 characters)
Address 2	Additional address information, such as room numbers
PO Box	The P.O. box number, if applicable (1-6 characters)
City	The city where the system is installed (1-30 characters)
State	The two-letter abbreviation of the state where the system is installed
Zip	The site location zip code, or zip code + four-digit number (5 or 9 numeric characters)
Telephone	The site's primary phone number
Modem	The modem number of the site
Fax	The fax number of the site (up to 10 numeric characters)
Administrator name	The name of the SeaMail administrator (1-31 characters)
Administrator mailbox	The mailbox number of the SeaMail administrator. This number is used for defining administrative rights, and is essential for accessing the system remotely.
Number of trunks	The number of Central Office trunks connected to the IPx Office (between 1 and 999)
Number of extensions	The number of extensions connected to the IPx Office (between 1 and 99,999)

Field	Description
Voice mail hunt group (relevant only for Enterprise Version)	<p>The hunt group number used by the IPx Office in the PA paging feature (1-7 digits). The system announces the name of the called user and asks him/her to dial this number in order to connect to the caller.</p> <p>NOTE: <i>The PA paging procedure is described in Park and Page, page 11.</i></p>

Site Settings

To display the site setting parameters, select **Settings** from the **Site Parameters Menu**.

Figure 48 Site Parameters Page (Settings)

The screenshot displays the 'Site Parameters - Settings' page. The top navigation bar includes 'Mailboxes', 'Department', 'COS', 'Site Parameters', 'PBX', 'Utilities', 'Reports', and 'Registry'. The 'Site Parameters Menu' on the left lists various settings categories, with 'Settings' currently selected. The main content area is divided into several sections:

- Special Keys:** Default assistant key is set to 3.
- System Parameters:** Wait after paging (pre-recorded paging) is set to 120 seconds.
- Weekday definition:** Checkboxes for Sun, Mon, Tue, Wed, Thu, and Fri are visible, with Sun, Mon, Tue, and Wed checked.
- Security:** Administrator password is 3333. Mailbox length is 4 digits, Extension length is 5 digits, and Password length is 4 digits.
- Call Queuing:** Maximum ports on hold is 4, Time interval between busy is 15 seconds, and Maximum retries on busy is 3.
- Greeting Hours:** Morning starts at 12:00 AM and Afternoon starts at 12:00 PM.
- House Keeping:** Day is set to Daily and Time is set to 02:00 AM.

The following section describe the site setting fields:

- [Special Keys and System Parameters, page 138](#)
- [Security, page 139](#)
- [Call Queuing, page 139](#)
- [Greeting Hours, page 141](#)
- [Site Housekeeping, page 141](#)
- [Call Out Retries, page 142](#)
- [Run Backup, page 142](#)
- [Synchronized Network Directory Assistance, page 143](#)

Special Keys and System Parameters

Table 36 **Site Settings—
Special Keys and System
Parameters**

Field	Description
Default assistant key	<p>The default key a caller must press to reach the assistance mailbox of the mailbox owner. (The assistance mailbox is defined through the telephone user interface, as described in the <i>SeaMail User Guide</i>.)</p> <p>This field applies only if no other assistance key has been defined in the conversion table of the individual mailbox (see Mailbox Conversion Table, page 63).</p>
Wait after paging (relevant only for Enterprise Version)	<p>The duration of the paging feature (in seconds). This is the time a caller can wait on the line while the system is paging the called user. If the user has not contacted the system within this time, the caller is instructed that the user is not available.</p> <p>NOTE: The PA paging procedure is described in Park and Page, page 11.</p>
Week definition (relevant only for Enterprise Version)	<p>Selected days are handled by the system as week days. If a day is not selected, it is handled as a weekend day.</p> <p>This field is used for the wake-up feature (see the Wake Up parameters in Mailbox Properties, page 52).</p>

Security

Table 37 Site Settings—
Security-related
Parameters

Field	Description
Administrator password	The login password required, along with the mailbox number, for access to all System Administrator functions from the PortalRemote Controller Client. The administrator password consists of 1-4 digits (0000-9999.)
Mailbox length	The number of digits that make up a valid mailbox number. The SeaMail automated attendant uses this value to determine if a caller has dialed a mailbox number or a conversion table digit. NOTE: The system responds more quickly if the defined number of digits is entered.
Extension length	The number of digits that make up a valid extension number
Password length	The number of digits that make up a valid password number. NOTE: The system responds more quickly if the password is short.

Call Queuing

SeaMail support call queuing through its automated attendant. When the auto-attendant detects a called extension is busy, it can place the callers on hold, in a queue. At defined intervals, the system tries to transfer the caller at the beginning of the queue to the extension. If the extension is still busy, the system announces the callers their relative position in the queue.

The system can play promotional announcements to the callers put on hold. For details about how to create and activate these prompts, see [Chapter 11, Voice Prompts](#).



NOTE:

Call queuing requires a fully supervised environment. The COS **Transfer Supervision** parameters (see [Transfer Supervision, page 128](#)) have to be set accordingly.

Table 38 Site Settings—
Call Queuing Parameters

Field	Description
Maximum ports on hold	<p>The total number of ports (1-24) that may be used simultaneously for placing calls on hold. This number defines the maximum, regardless of the value entered in the Maximum calls on hold field of a specific COS (see Incoming Calls, page 127).</p> <p>NOTE: For optimum efficiency, the maximum number of ports on hold must not exceed more than half the total number of available ports.</p>
Time interval between busy	<p>Defines how often the system checks for a call on hold whether the called party's extension is still busy. This field is used in conjunction with the Maximum retries on busy field below.</p> <p>Enter the duration between the checks (5-999 seconds).</p>
Maximum retries on busy	<p>Defines how many times (1-99) the system retries to reach a busy extension. When this maximum is reached, the caller is offered an opportunity to leave a message, or to try another number.</p>

Greeting Hours

The system plays “Good morning” (prompt 100), “Good afternoon” (prompt 101), or “Good evening” (prompt 102) to callers, depending on the time of the day.

Use the Greeting Hours drop-down lists to define the start time for each of these categories. The default values are 12:00 AM for Morning, 12:00 PM for Afternoon, and 05:00 PM for Evening.

The Greeting Hours prompt is followed by the Working Hours prompt of the relevant department. For example, a caller may receive the announcement “Good morning” followed by the announcement “Our office is currently closed” (the department’s night mode greeting).



NOTE:

To learn more about prompts, see [Chapter 11, Voice Prompts](#).

Site Housekeeping

SeaMail has a housekeeping mechanism, which cleans old messages according to the definitions in the relevant COS (see [COS Housekeeping Options, page 129](#)).

Table 39 Site Settings—
Housekeeping

Field	Description
Day	The day on which housekeeping is performed. Select Daily (recommended), None to deactivate the feature, or any day of the week.
Time	The time of day at which the housekeeping procedure begins. Set this time at a low traffic period (usually between midnight and 6 AM).
Purge Reports	The number of months after which the system deletes old report data (message log, outgoing fax log, and call report data)
Script	The system-defined script used by the housekeeping mechanism. This field is read-only.

Call Out Retries



NOTE:

Call Out Retries parameters are only relevant for the Enterprise Version.

Call out operations the SeaMail system performs include wake-up calls, remote message notification, and so on.

**Table 40 Site Settings—
Call Out Retries**

Field	Description
No answer	The time interval (1-999 minutes) between call out attempts, if no answer is received from the extension. The default value is 30.
Busy	The time interval (1-999 minutes) between call out attempts, if the extension is busy. The default value is 3.

Run Backup

The SeaMail backup procedure runs a specified script, which creates a data backup and stores it in the standard backup directory. This directory can be changed through the t3adm configuration utility (see [System Backup, page 251](#)).

**Table 41 Site Settings—
Run Backup**

Field	Description
Day	The day on which the backup script is run. Select Daily , None to deactivate the feature, or any day of the week.
Time	The time of day at which the backup script is run
Script	The name of the backup script

Synchronized Network Directory Assistance

In a network based voicemail environment, the system synchronizes the directory assistance table for each node on the network, in order to provide complete directory assistance to callers on each node.

Table 42 **Site Settings—Synchronized Network Directory Assistance**

Field	Description
Day	The day on which the synchronization occurs. Select Daily , None to deactivate the feature, or any day of the week.
Time	The time of day at which the synchronization occurs

Global CID Routing



NOTE:

Global CID Routing is only available in the Enterprise Version.

Departmental CID Routing is used for defining system-wide rules for routing calls according to the caller ID information. To display the global CID routing list, select **Global CID Routing** from the **Site Parameters Menu**.



NOTE:

For information of CID routing, refer to [Mailbox CID Routing, page 59](#).

Holidays

You can define up to 16 holidays in the system, specify their dates, and record the relevant prompts. When the internal calendar matches one of these dates, the relevant holiday greeting replaces the instruction greeting (e.g., prompts 121, 131, 141, and so on). In addition, the **Operation Mode** for holidays is activated in *Department>Properties* (see [Operation Mode Parameters](#), page 101).

After the holiday message, the defined department greeting is played. To learn about departmental and holiday-related prompts, refer to [Recording Departmental Prompts \(Auto Attendant\)](#), page 117.

To display the holidays, select **Holidays** from the **Site Parameters Menu**.

Figure 49 Site Parameters Page (Holidays)

Prompt	Holiday Name	Date	
170	<input type="text"/>	1	1
171	<input type="text"/>	1	1
172	<input type="text"/>	1	1
173	<input type="text"/>	1	1
174	<input type="text"/>	1	1
175	<input type="text"/>	1	1
176	<input type="text"/>	1	1
177	<input type="text"/>	1	1
178	<input type="text"/>	1	1
179	<input type="text"/>	1	1
180	<input type="text"/>	1	1
181	<input type="text"/>	1	1

Define each holiday as described in the following table.

Table 43 **.holiday Parameters**

Field	Description
Prompt	The number of the prompt that is played on the specified holiday (read-only). NOTE: The prompt is recorded on the phone through the administrator's menu using the To Record a Prompt option. See Chapter 11, Phone Menu for Administrators for details.
Holiday Name	The name of the holiday (for information purposes)
Date	The date of the holiday (month and day). The relevant holiday message is played during the entire 24-hour period of the selected date.

PA Settings



NOTE:

PA Settings parameters are currently irrelevant since the park and page feature is not supported in the current version.

The PA Settings parameters are used for specifying the day and time the system plays a scheduled paging announcement. Up to 20 paging announcements can be defined.



NOTE:

The PA paging procedure is described in [Park and Page](#), page 11.

To display the PA Settings fields, select **PA Settings** from the **Site Parameters Menu**.

Figure 50 Site Parameters Page (PA Settings)

Number	Prompt	Day	Time	Zone
1		None	12 : 00 : AM	
2		None	12 : 00 : AM	
3		None	12 : 00 : AM	
4		None	12 : 00 : AM	
5		None	12 : 00 : AM	
6		None	12 : 00 : AM	
7		None	12 : 00 : AM	
8		None	12 : 00 : AM	
9		None	12 : 00 : AM	
10		None	12 : 00 : AM	
11		None	12 : 00 : AM	

Define the PA prompt language and scheduled paging announcement prompts as described in the following table.

Table 44 PA Parameters

Field	Description
Prompt language	The language of the listed paging announcements. <i>NOTE: The prompts are recorded on the phone through the administrator's menu using the To Record a Prompt option. When recording the prompts, make sure you are logged in using the correct language.</i>
Number	The ID number of the scheduled paging announcement (read-only)
Prompt	The prompt number of the paging announcement
Day	The day or days on which the announcement is played. Select Daily , None to deactivate the feature, or any day of the week.
Time	The time at which the announcement is made. (The default value is 12:00 AM.)
Zone	Not used in the current version



Global Groups

Global groups are similar to private groups, except that they are available for all mailbox users in the system.

To display global groups, select **Global Groups** from the **Site Parameters Menu**.



NOTE:

For instructions on how to create and manage global groups, see [Private Groups](#), page 83.

NET Mapping



NOTE:

NET Mapping is only available in the Enterprise Version and requires optional SeaMail Networking or AMIS software.

NET Mapping is used to define SeaMail and other voicemail systems that are on remote locations, but can be accessed using the SeaMail Networking or AMIS protocol.

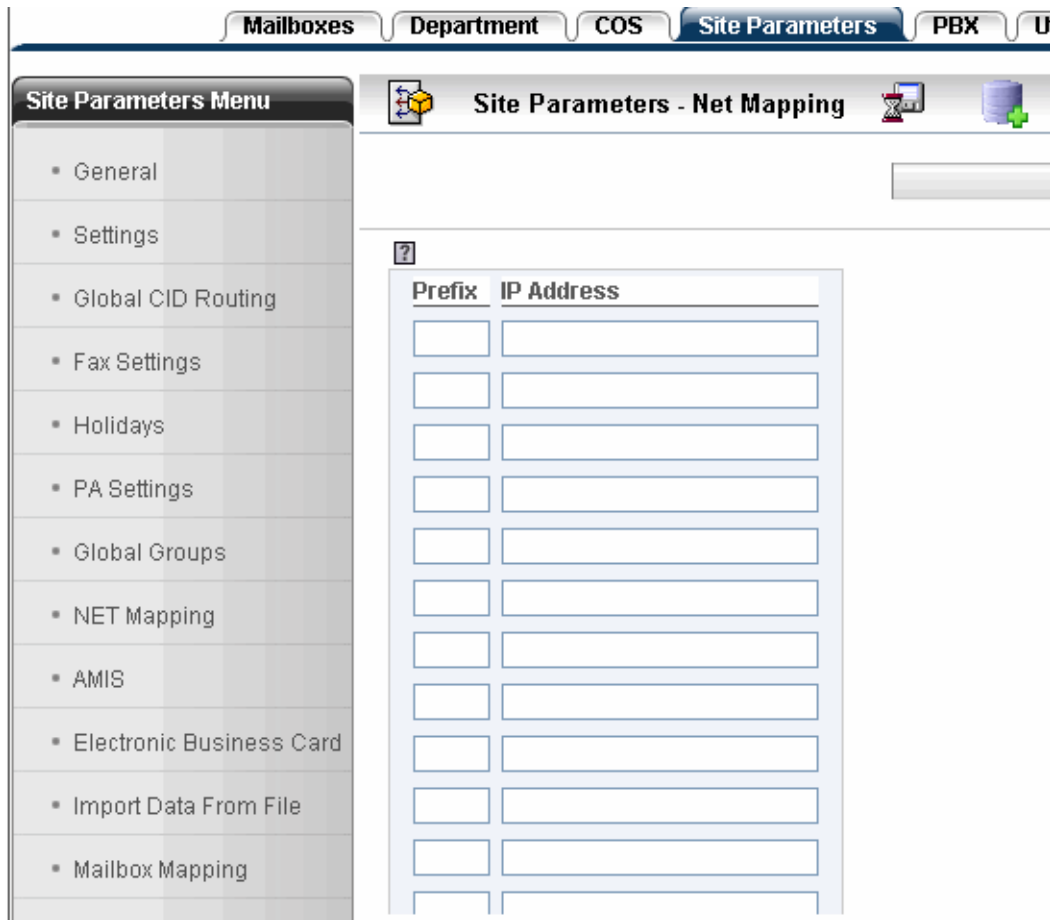
SeaMail Networking provides a common directory for all voicemail systems, thereby supporting mutual groups and COS restrictions. If the COS settings of a recipient do not allow for a specific action, the sender is alerted accordingly.

The main purpose of the **AMIS** protocol is to allow users from separate locations to send and reply to messages to each other. The AMIS protocol does **not** support:

- Priority messages
- Confidential messages
- Return Receipt notifications
- Return of No Receipt notifications
- Group message (to a group at a remote location)

To map remote voicemail systems, select **NET Mapping** from the **Site Parameters Menu**.

Figure 51 Site Parameters Page (NET Mapping)



For each voicemail system, set the fields as described in the following table.

Table 45 Net Mapping Parameters

Field	Description
Prefix	The prefix number of the system to be added to the network
IP Address	The IP address of the system to be added to the network. (For AMIS, this is a destination phone number.)

AMIS



NOTE:

AMIS is only available in the Enterprise Version and requires optional software.

You can define the settings for the SeaMail system to transfer voice messages from AMIS mailboxes to another voicemail system.

To define AMIS settings, select **AMIS** from the **Site Parameters Menu**.

Figure 52 Site Parameters Page (AMIS)

Site Parameters Menu	Site Parameters - AMIS
• General	
• Settings	
• Global CID Routing	
• Fax Settings	
• Holidays	
• PA Settings	
• Global Groups	
• NET Mapping	
• AMIS	
• Electronic Business Card	
• Import Data From File	
• Mailbox Mapping	

?	Maximum message length:	8	(minutes)
?	Country code:	1	
?	Area code:		
?	Origin phone number:		
?	Out dial prefix:	9	
?	International dial access:	011	
?	Loopback test mailbox:		
?	Interdigit delay:	5	(Seconds)
?	Number of retries:	3	
?	Interval between retries:	60	
?	Transmission delay:	2	
?	General AMIS Mailbox:		

Set the fields as described in the following table.

Table 46 AMIS Parameters

Field	Description
Maximum message length	The maximum time in minutes each message is transferred to the destination, as required by the AMIS protocol. This field is used to ensure that no single message transfer takes too much time, and required since with AMIS, message transmission is not accelerated or compressed in any form.
Country code Area code Origin phone number	These fields compose the AMIS access number into the system. Remote systems use this number to identify and call back the system.
Out dial prefix	The trunk access code used when dialing to remote AMIS systems. This number is automatically inserted before the target number when dialing an AMIS session.
International dial access	Not used in the current version
Loopback test mailbox	Not used in the current version
Interdigit delay	The amount of time in seconds between each two digits when receiving an AMIS session. If a digit is not received within this time frame, it is considered a timeout.
Number of retries	The number of retries for each AMIS session in case of a failure (no dial tone, busy, no answer)
Interval between retries	The time between retries of failed attempts (in seconds)
Transmission delay	The time to wait after receiving data and until sending data. This delay is useful to prevent line errors resulting from low quality connections.
General AMIS Mailbox	Not used in the current version
Start/End transmission	The time frame in which the system is allowed to send AMIS messages to remote locations



Import Data From File

This feature is used to add a batch of new mailboxes or caller ID (CID) routing numbers to the system. Select **Import Data From File** from the **Site Parameters** menu.

Figure 53 Site Parameters Page (Import Data From File)

The screenshot shows the 'Site Parameters - Import Data From File' page. On the left is a 'Site Parameters Menu' with options: General, Settings, Global CID Routing, Fax Settings, Holidays, PA Settings, Global Groups, NET Mapping, AMIS, Electronic Business Card, and Import Data From File. The main area has a header 'Site Parameters - Import Data From File' and a search bar. Below is a form with two sections:

- Mailbox Text File Name:** A text input field, a 'Browse...' button, and a 'Load Mailbox File' button.
- Ignore Existing Mailboxes:** A radio button (checked).
- Update Existing Mailboxes:** A radio button.
- Update and reset Mailboxes:** A radio button.
- Cid Text File Name:** A text input field, a 'Browse...' button, and a 'Load Cid File' button.

The data can be imported from a text file stored on the local computer.

To import data from a file:

- 1 Click **Browse** in the **Mailbox Text File Name** area or **Cid Text File Name** area, as required, and select the relevant text file.
- 2 For mailbox text files, select the relevant option of how to handle imported mailboxes that already exist in the system:
 - **Ignore Existing mailboxes**—if a mailbox in the file already exists in the system, the mailbox from the file is ignored.
 - **Update Existing mailboxes**—the data in the file overrides the data in the existing mailbox.
 - **Update and reset mailboxes**—the data in the file overrides the data in the existing mailbox, all messages in the mailbox are deleted, and the first time user flag is reset.
- 3 Click **Load Mailbox File** or **Load Cid File**, as appropriate.

Text File Format

All fields in the file must be separated by a comma followed by a space.

Empty fields must only contain a space.

For importing mailboxes, the file must contain the following data (order is of importance): Mailbox (mailbox number), FirstName, LastName, COS, Department, Ext. 1, Reply_to_address, email_address, password, Role

For CID routing, the file must contain the following data (order is of importance):

- cid—the CID number
- owner—the mailbox to which this routing rule belongs. If the owner is a department, it is indicated as **D**, such as **D1** for Department 1.
- cidmb—the transfer destination mailbox
- type—the action to be taken

Mailbox Mapping



Non-existent extension numbers can be mapped to existing mailboxes. As a result, when the system receives the specified source number, it tries to access the mailbox defined as the target. This applies both to automated attendant calls and to calls directly forwarded to SeaMail by the IPx Office.

Select **Mailbox Mapping** from the **Site Parameters** menu.

Figure 54 Site Parameters Page (Mailbox Mapping)

Delete	Source	Target	Manual Entry
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

To map a non-existent extension number to an existing mailbox:

- 1 On the toolbar, click  (the New Mapping icon). A new row appears in the mailbox mapping list.
- 2 In the **Source** field, enter the non-existing extension number.
- 3 Do either of the following:
 - From the **Target** drop-down list, select the target mailbox number.
 - Select the check box right of **Manual Entry**, and type the target number.
- 4 Click  (the Save icon) to save the mapping definition.




NOTE:

You can use **X** wildcards for mapping several extensions that begin with the same number to one or more target mailboxes that begin with the same number, at one time. If you use wildcards for the source as well as for the target, make sure that you enter the same number of wildcards for both.

For example, if you type **4XXXX** in the **Source** field and **5XXXX** in the **Manual Entry** field, all calls to extensions beginning with 4 are directed to leave a message for all mailboxes beginning with 5.

To delete a mailbox mapping definition:

- 1 Select the **Delete** check box next to the mapping definition to be deleted.
- 2 Click  (the Save icon). The mapping definition is deleted and removed from the list.

NOTES:

8 PBX

This chapter includes the following sections:

- [Introduction to PBX Parameters](#) below
- [Configuring PBX Settings](#), page 158

Introduction to PBX Parameters

The PBX parameters are required to allow the integration between the SeaMail system and the IPx Office. These parameters are mostly defined from the *PBX* page. Click the **PBX** tab to access this page.

Figure 55 *PBX Page (Parameters)*

The screenshot displays the 'PBX - Parameters' configuration page. At the top, there are navigation tabs: Mailboxes, Department, COS, Site Parameters, **PBX**, Utilities, Reports, and Registry. A 'PBX Menu' sidebar on the left lists: Parameters, Integration, Trunks, and Port Definition. The main content area is titled 'PBX - Parameters' and includes a dropdown menu for 'Primary PBX'. Below this, the 'PBX: SIP Dial Strings' section contains several input fields with help icons: Transfer Sequence, Outbound Calls Prefix (value: 9), Direct Dialing To Extensions, Default Area Code, Paging Access Code (value: 360), After Busy, After No Answer, After Call Screening, and Pick Up. The 'Signaling' section has radio buttons for 'Tone' (selected) and 'Pulse'. The 'Message Waiting Indicator' section has fields for 'MWI on' and 'MWI off' for both 'A' and 'B'. The 'Timers' section includes 'Flash timer' (value: 500, unit: 1-999 milliseconds) and 'Wait for Dial Tone' (value: 0, unit: 1-999 milliseconds).



● Configuring PBX Settings

The PBX parameters and settings are configured using the PBX Menu options, as described in [PBX Parameters](#) below.



NOTE:

*The SeaMail system communicates with the IPx Office PBX using SIP (Session Initiation Protocol). For SIP to function properly, you need to define the relevant VoIP parameters under the **Registry** tab, as described in [SeaMail Configuration and Programming, page 28](#).*

PBX Parameters

To display the main PBX parameters, select **Parameters** from the **PBX Menu** (see [Figure 55](#)).



NOTE:

*In the current version, the **Primary PBX/Alternate PBX** field is not used.*

PBX—SIP Dial Strings

These parameters define the digits or prefixes the system uses for dialing operations, such as transferring calls or making outbound calls. For most of these parameters, the default values can be left unchanged.



Table 47 PBX Parameters (SIP Dial Strings)

Field	Description
Transfer Sequence	<p>The SeaMail uses standard SIP transfer methods (see Supervised and Unsupervised (Blind) Call Transfer, page 9 to learn more about call transfer). Use this field to add digits before or after the transfer destination number.</p> <p>You can enter any digit, *, or #. Use the following format to define the transfer sequence:</p> <ul style="list-style-type: none"> ■ , (Comma)—make a pause. The length of the pause is defined in the Normal Pause field (see Timers, page 160). ■ ; (Semicolon)—make an extended pause. Its length is defined as multiples of pauses in the Extended Pause field. ■ E—transfer to a specified extension. Any number preceding E is dialed before the call is transferred to the extension. Any number following E is dialed after the call transfer. For example, E111 transfers a call to an extension and then dials 111, while 111E dials 111 before the call is transferred.
Outbound Calls Prefix	<p>The prefix that the system needs to access an outside trunk. The prefix must be a dialed number and can only be used if:</p> <ul style="list-style-type: none"> ■ The adequate permissions have been assigned in the Sea Softswitch ■ The Maximum callout length (see <i>COS>Incoming Calls</i>) is long enough to place external calls.
Direct Dialing To Extensions	<p>By default, this field is left blank, and the system dials extension numbers directly.</p> <p>If required, enter the prefix number the system must dial before the extension.</p>
Default Area Code	<p>The default area code where the system is located. This field is used for the Follow Me and call-out features.</p> <p>NOTE: Leave this field blank to avoid having the system truncate the number by deleting the area code.</p>
Paging Access Code	<p>The code the system dials to activate the Paging Announcement system.</p> <p>NOTE: The PA paging procedure is described in Park and Page, page 11.</p>
After Busy	Not used in the current version
After No Answer	Not used in the current version



Field	Description
After Call Screening	Not used in the current version
Pick Up	Not used in the current version

Signaling and Message Waiting Indicator Parameters

These parameters are not used in the current version. The system uses standard SIP NOTIFY messages to turn MWI on or off.

Timers

In the current version, the system uses standard SIP REFER messages to transfer calls. As a result, most of these fields are not used in this version. However, you can define the length of pauses.

Table 48 **PBX Parameters (Pause Length Parameters)**

Field	Description
Normal Pause	The standard pause interval in milliseconds. The use of a standard pause is indicated by a comma.
Extended Pause	Extended pause interval defined as multiples of normal pauses (commas). The use of an extended pause is indicated by a semicolon. For example: If Normal Pause is set to 2000 , ,,, , defines an extended pause of 8000 milliseconds.

Disconnect Detection Parameters

The **Reorder Tone** and **DTMF** parameters are not used in the current version.

Under **Dial Tone**, the field **Max No Silence** defines length of the period after which the system disconnects a call if there is background noise on the line, such as a dial tone. This field is used to avoid interference caused by background noise.



Conference Sequence and Mode

Conference sequence codes are used in Follow Me and callback scenarios.

Set the relevant conference-related PBX parameters as described in the following table.

Table 49 PBX Parameters (Conference Sequence and Mode)

Field	Description
Put First On Hold	Not used in the current version
Dial Second Line	The prefix the system dials to access a second line. Valid entries are any digit, *, #, and /. Use , (a comma) for a pause.
Conference	Not used in the current version
Reconnect If Busy	Not used in the current version
Reconnect If No Answer	Not used in the current version
Conference Mode	Select the relevant option: <ul style="list-style-type: none">■ Supervised—the system creates the conference call and stays on the line.■ Non Supervised—the system creates the conference call and drops off the line.

NOTES:

9 Utilities

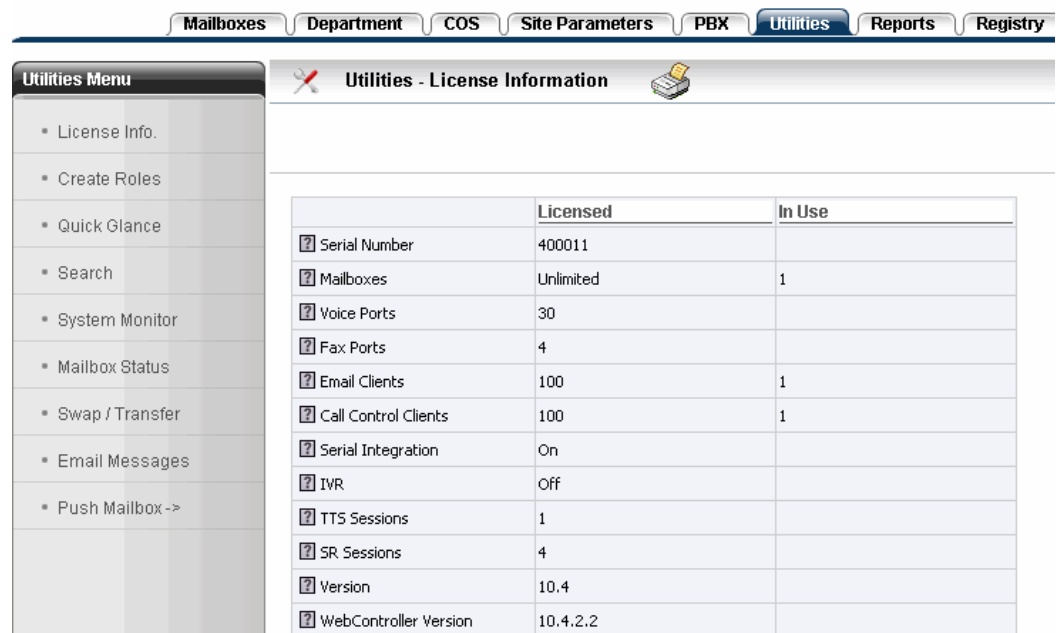
This chapter includes the following sections:

- [Utilities Page](#) below
- [Using Utilities](#), page 164

Utilities Page

The *Utilities* page provides concise information about the SeaMail system. It also includes search and bulk operation options. Click the **Utilities** tab to access this page.

Figure 56 **Utilities Page**
(License Information)



The screenshot displays the 'Utilities - License Information' page. At the top, there are navigation tabs: Mailboxes, Department, COS, Site Parameters, PBX, Utilities (selected), Reports, and Registry. Below the tabs is a 'Utilities Menu' on the left with options: License Info., Create Roles, Quick Glance, Search, System Monitor, Mailbox Status, Swap / Transfer, Email Messages, and Push Mailbox ->. The main content area shows a table with the following data:

	Licensed	In Use
Serial Number	400011	
Mailboxes	Unlimited	1
Voice Ports	30	
Fax Ports	4	
Email Clients	100	1
Call Control Clients	100	1
Serial Integration	On	
IVR	Off	
TTS Sessions	1	
SR Sessions	4	
Version	10.4	
WebController Version	10.4.2.2	

Using Utilities

From the *Utilities* page, the following **Utilities Menu** options can be accessed:

- [License Information](#) below
- [Creating Roles](#), page 165
- [Quick Glance](#), page 167
- [Search](#), page 168
- [Mailbox Status](#), page 169
- [Swap/Transfer](#), page 171
- [Email Messages](#), page 172
- [Push Mailbox](#), page 174


The **Utilities Menu** can also include the Dialer option if the system has an IVR license. To learn about the Dialer, see [Chapter 13, Dialer](#).

The **System Monitor** option is not used in the current version.

License Information

The SeaMail license information display lists the SeaMail modules that can be purchased. For each of these modules, it displays the purchased licenses, as well as the number of activated or used licenses.

Select **License Info.** from the **Utilities Menu** (see [Figure 56](#)). For a detailed description of the License Information fields, see [License Information Page \(SeaMail Remote Controller Client\)](#), page 37.

Click  (the Print icon) to print the license information.

Creating Roles



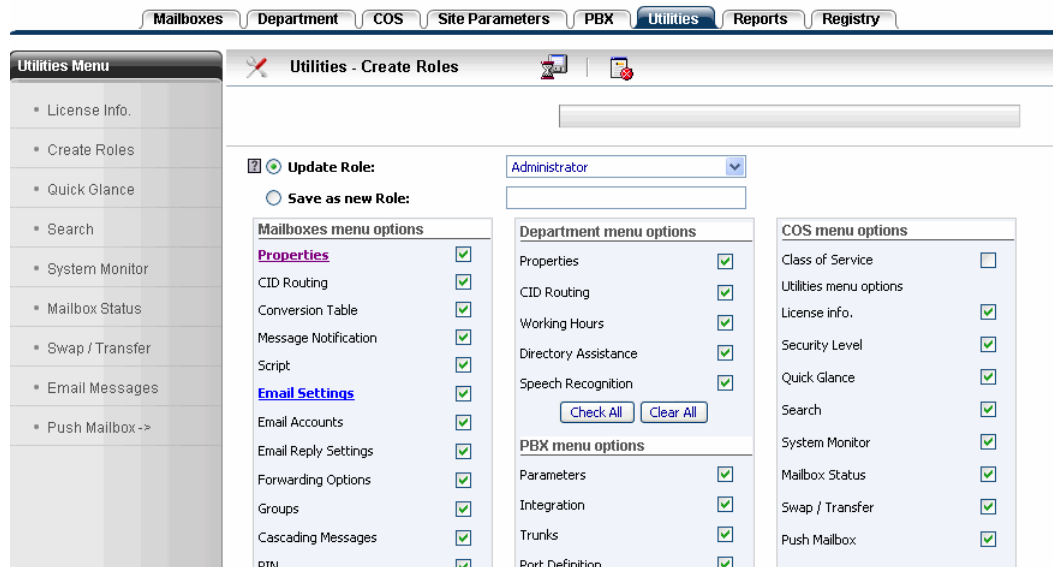
NOTE:

Roles can be only created in the Enterprise Version.

This menu option allows the main system administrator to customize the SeaMail Remote Controller Client for different levels of users and administrators. For each role, the pages allowed for viewing and editing can be specified.

To define roles, select **Create Roles** from the **Utilities** menu.

Figure 57 **Utilities Page (Create Roles)**



Mailboxes menu options	Department menu options	COS menu options
<u>Properties</u> <input checked="" type="checkbox"/>	Properties <input checked="" type="checkbox"/>	Class of Service <input type="checkbox"/>
CID Routing <input checked="" type="checkbox"/>	CID Routing <input checked="" type="checkbox"/>	Utilities menu options <input type="checkbox"/>
Conversion Table <input checked="" type="checkbox"/>	Working Hours <input checked="" type="checkbox"/>	License info. <input checked="" type="checkbox"/>
Message Notification <input checked="" type="checkbox"/>	Directory Assistance <input checked="" type="checkbox"/>	Security Level <input checked="" type="checkbox"/>
Script <input checked="" type="checkbox"/>	Speech Recognition <input checked="" type="checkbox"/>	Quick Glance <input checked="" type="checkbox"/>
<u>Email Settings</u> <input checked="" type="checkbox"/>	<input type="button" value="Check All"/> <input type="button" value="Clear All"/>	Search <input checked="" type="checkbox"/>
Email Accounts <input checked="" type="checkbox"/>	PBX menu options	System Monitor <input checked="" type="checkbox"/>
Email Reply Settings <input checked="" type="checkbox"/>	Parameters <input checked="" type="checkbox"/>	Mailbox Status <input checked="" type="checkbox"/>
Forwarding Options <input checked="" type="checkbox"/>	Integration <input checked="" type="checkbox"/>	Swap / Transfer <input checked="" type="checkbox"/>
Groups <input checked="" type="checkbox"/>	Trunks <input checked="" type="checkbox"/>	Push Mailbox <input checked="" type="checkbox"/>
Cascading Messages <input checked="" type="checkbox"/>	Port Definition <input checked="" type="checkbox"/>	
PTN <input checked="" type="checkbox"/>		

The screen contains a list of all pages. If you click an underlined page name, the fields of this page are listed. Select all pages and fields which are to be allowed for the current role.


Mailboxes are associated with roles in their **Mailbox Role** field in *Mailboxes>Properties*. In the current version, only administrators can log into the SeaMail Remote Controller Client.




NOTE:

Access to the administrator's phone menu requires the **Mailbox Type** field of a mailbox to be set to **Admin**.


To create a new role:

- 1 Select **Save as new Role** and enter a name for the role.
- 2 Select the pages and fields to assign the relevant permissions to this role.
- 3 Click  (the Save icon) to save the role.

To update a role:

- 1 Select **Update Role**, and then select the role to be updated.
- 2 Make changes as required.
- 3 Click  (the Save icon).

To delete a role:

- Click  (the Delete Role icon). The role is removed from the system.

CAUTION!

Do NOT delete a role that is in use, as this will impact the capability of users to access their mailbox properties in the SeaMail Remote Controller Client.

Quick Glance

The Quick Glance utility displays a list of the mailboxes in the system, and allows you to easily locate or delete mailboxes.

Select **Quick Glance** from the **Utilities** menu.

Figure 58 Utilities Page (Quick Glance)

Mailbox	Ext.	First Name	Last Name	COS	Dep.	Type	MWI	Tran. Mode	Email Client	CC/Fax Client	TTS Client	Mailbox
0000100	100			1	1	Admin.	A	Y	Y	Y	Y	DELETE
0002000	2000			1	1	Message	A	Y	N	N	N	DELETE
0002001	2001			1	1	Message	A	Y	N	N	N	DELETE
0002002	2002			1	1	Message	A	Y	N	N	N	DELETE
0002003	2003			1	1	Message	A	Y	N	N	N	DELETE
0002004	2004			1	1	Message	A	Y	N	N	N	DELETE
0002005	2005			1	1	Message	A	Y	N	N	N	DELETE
0002006	2006			1	1	Message	A	Y	Y	N	N	DELETE
0002007	2007			1	1	Message	A	Y	N	N	N	DELETE
0002008	2008			1	1	Message	A	Y	N	N	N	DELETE
0002009	2009			1	1	Message	A	Y	N	N	N	DELETE
0002010	2010			1	1	Message	A	Y	N	N	N	DELETE
0002011	2011			1	1	Message	A	Y	N	N	N	DELETE
0002012	2012			1	1	Message	A	Y	N	N	N	DELETE

For each mailbox, the following information is displayed:

Field	Description
Mailbox	The mailbox number. Click to display the page of this mailbox.
Ext.	The primary extension number associated with the mailbox.
First Name Last Name	The first and last name defined for the mailbox. NOTE: Press the TAB key to scroll through the mailbox names in the list.
COS	The COS assigned to the mailbox.
Dep.	The department to which the mailbox belongs.
Type	The mailbox type.
MWI	The Message Waiting Indicator operation mode of the mailbox (see the MWI field in Mailbox Properties, page 52).
Tran. Mode	The transfer mode defined for the mailbox (see the Transfer Mode field in Mailbox Properties, page 52).

Field	Description
Email Client	Defines whether or not the mailbox can be accessed by an email client, and thus operate as a unified messaging mailbox. This is defined by the Email Client check box in <i>Mailbox>Email Settings>Permissions</i> (see Email Settings, page 71).
CC/Fax Client	Defines whether or not the Call Control or fax application is activated for the mailbox. This is defined by the Client check box in <i>Mailbox>Email Settings>Permissions</i> .
TTS Client	Defines whether or not Unified Messaging synchronization is activated for the mailbox. This is defined by the Speech check box in <i>Mailbox>Email Settings>Permissions</i> .

To delete a mailbox:

- 1 To the right of the relevant mailbox, click **Delete**. A confirmation message is displayed.
- 2 Click **OK**. The mailbox is deleted.

Search

The Search utility allows you to quickly locate a mailbox. Select **Search** from the **Utilities Menu**.

Figure 59 **Utilities Page (Search)**

The screenshot shows the 'Utilities - Search' page. At the top, there is a navigation bar with tabs for 'Mailboxes', 'Department', 'COS', 'Site Parameters', 'PBX', 'Utilities' (which is active), and 'Reports'. On the left side, there is a 'Utilities Menu' with the following items: License Info, Create Roles, Quick Glance, Search (highlighted), System Monitor, Mailbox Status, Swap / Transfer, Email Messages, and Push Mailbox ->. The main content area is titled 'Utilities - Search' and contains a search form. The form has a header that says 'You can search for mailboxes according to one or more of these criteria:'. Below this header is a table with the following columns: 'Ext.', 'First Name', 'Last Name', 'COS', 'Dep.', and 'Type'. Each column has a corresponding input field. Below the table are two buttons: 'Search' and 'Fuzzy Search'.

To search for a mailbox:

- 1 Enter the relevant information in one or more of the following fields:
 - Extension
 - First Name
 - Last Name
 - COS
 - Department
 - Type
- 2 Click **Search**. The matching mailbox or mailboxes are displayed in the Quick Glance list (see [Quick Glance](#), page 167).



NOTE:

If you do not remember the exact field value for a mailbox, enter the partial information in the relevant field and click **Fuzzy Search**.

System Monitor

This utility is not used in the current version.

Mailbox Status

The Mailbox Status utility displays which mailbox owners have new voice and fax messages. A mailbox is only included in this display if under **Permissions** in *Mailboxes>Email Settings*, the **Include In Report** check box is selected for this mailbox.

Select **Mailbox Status** from the **Utilities Menu**. The *Mailbox Status* page is displayed.

Figure 60 **Mailbox Status Page**

Mailbox	First Name	Last Name	New Messages	Fax Messages
0000320	BABIS	HALDAS	1	0
0000401	Elana	Yellin	1	0
0000444			3	0



The following table describes the information displayed for the included mailboxes.

Column	Description
Mailbox	The number of the mailbox.
First Name Last Name	The first name and last name defined for the mailbox (in <i>Mailboxes>Properties</i>).
New Messages	The number of received new voice messages.
Fax Messages	The number of received new fax messages.

Swap/Transfer

You can transfer a mailbox to a different mailbox number, or swap between numbers. Mailbox swapping or transfer can be performed on single mailboxes, or on a range of mailboxes.

To swap or transfer mailboxes, select **Swap/Transfer** from the **Utilities Menu**.

Figure 61 Utilities Page (Swap/Transfer)

The screenshot displays the 'Utilities - Swap / Transfer' interface. On the left is the 'Utilities Menu' with options: License Info, Create Roles, Quick Glance, Search, System Monitor, Mailbox Status, Swap / Transfer, Email Messages, and Push Mailbox ->. The main area is titled 'Utilities - Swap / Transfer' and contains two sections:

- Swap Mailbox or Mailbox Range:** Includes 'Source' and 'Destination' fields, each with 'From Mailbox' and 'To Mailbox' sub-fields. A 'Swap' button is present. A note below states: 'Swap will be able only if all boxes are active.'
- Transfer Mailbox or Mailbox Range:** Includes 'Source' and 'Destination' fields, each with 'From Mailbox' and 'To Mailbox' sub-fields. A 'Transfer' button is present. A note below states: 'Transfer will be able only if destination boxes are empty.'

To swap or transfer mailboxes:

- 1 Select range of mailboxes to be swapped or transferred.
- 2 Select the range of the destination mailboxes.
- 3 Click **Swap** or **Transfer** as required. The following information is swapped or copied:
 - All Mailbox Properties fields
 - Any references in the mailbox mapping table
 - Any entries in group distribution lists
 - Any auto attendant entries

If the destination mailbox range is larger than the source range, the additional destination mailboxes are created with the original settings of the first destination range.

If the destination range is smaller than the source range, the source mailboxes at the higher end of the range are not transferred or swapped.



NOTE:

*Swapping is only possible if all involved mailboxes are active.
Transfer is only possible if all destination mailboxes are empty.*

Email Messages



NOTE:

For email-related features, optional UM (Unified Messaging) licenses are required.

The Email Messages utility is used for sending or resending messages from a specific mailbox to an email address. This feature is useful when a user has lost messages, or in cases of law enforcement.

Select **Email Messages** from the **Utilities Menu**.

Figure 62 Utilities Page (Email Messages)

The screenshot shows the SeaMail Administration interface. At the top, there are navigation tabs: Mailboxes, Department, COS, Site Parameters, PBX, Utilities (selected), Reports, and Regis. On the left, there is a 'Utilities Menu' sidebar with the following items: License Info., Create Roles, Quick Glance, Search, System Monitor, Mailbox Status, Swap / Transfer, Email Messages (highlighted), and Push Mailbox ->. The main content area is titled 'Utilities - Email Messages' and contains a form with the following fields and options:

- Mailbox:** A dropdown menu showing '100'.
- Message Type:** Radio buttons for 'All', 'New', 'Saved', 'Deleted', 'Fax'.
- Start Date:** A text input field with a calendar icon.
- End Date:** A text input field with a calendar icon.
- Email Address:** A text input field.
- Send Email:** A button at the bottom of the form.

To send messages by email:

1 Specify the following:

Field	Description
Mailbox	The mailbox that holds the messages to be sent
Message Type	The type of messages to be sent. Select the required message type or types, or select All .
Start Date End Date	Use these fields to specify a time period. Only those messages are sent that were received during this period.
Email Address	Enter the destination email address

2 Click **Send Email**. Each message is sent in a separate email.



NOTE:

This feature requires the SMTP server settings to be correctly defined (see [Configuring the Email Client](#), page 76).

Messages that have been removed from the system (see [Site Housekeeping](#), page 141) cannot be retrieved.

Push Mailbox

The Push Mailbox utility allows you to update a range of mailboxes with the content of one or more fields. Select **Push Mailbox** from the **Utilities Menu**.


Figure 63 **Utilities Page (Push Mailbox)**

The screenshot shows the 'Push - Mailbox Properties' configuration page. At the top, there are navigation tabs: Mailboxes, Department, COS, Site Parameters, PBX, Utilities (selected), Reports, and Registry. Below these are sub-tabs: Properties (selected), Email Settings, Message Notification, and Conversion Table. The main content area is titled 'Push - Mailbox Properties' and features a list of mailbox numbers (100, 111, 112, 113, 114) with '113' selected. Below the list is a 'Check all fields in section:' checkbox. The configuration options are organized into sections: SIP Address, SIP Server, SIP Port, MWI (with radio buttons for A, B, R, N), MWI2 (with radio buttons for A, B, R, N), Optional (with a text input), Special MWI (with checkboxes for Active, Saved, Email, Fax and radio buttons for Mailbox, Extension), and Use (with radio buttons for Mailbox, Extension, and 'when sending mwi').

The fields that can be updated are arranged under the following tabs:

- Properties (see [Mailbox Properties, page 52](#) for a description of the fields)
- Email Settings (see [Email Settings, page 71](#))
- Message Notification (see [Mailbox Message Notification, page 66](#))
- Conversion Table (see [Mailbox Conversion Table, page 63](#))

To update a range of mailboxes:

- 1 Select the fields to be updated and change them as required.
- 2 Enter the range of the mailboxes to be updated. Use dashes [-] and commas [,] to separate mailboxes.
Example: 100-200,205 updates all mailboxes between 100 and 200 (inclusive), as well as mailbox 205.
- 3 Click  (the Save icon) to save the changes.

10 Reports

This chapter includes the following sections:

- [Reports Page](#) below
- [Using Reports, page 177](#)

● Reports Page

The SeaMail includes a variety of reports, which help you manage the system efficiently and achieve optimum performance. Reports are available for viewing and printing.

Click the **Reports** tab and select the required report from the **Reports Menu**.

Figure 64 Reports Page
(Creating a Full Report)

The screenshot displays the 'Reports Page' in a web application. At the top, there is a navigation bar with tabs for 'Mailboxes', 'Department', 'COS', 'Site Parameters', 'PBX', and 'Utilities'. Below this, a 'Reports Menu' is visible on the left side, listing various report options: Full Reports, Mailbox List, System Group List, Mailbox Usage By Date, Mailbox Usage Daily, Port Statistics, System Statistics, System Hourly Statistics, Outbound Calls, Messages By Mailbox, Unattended Mailboxes, and UM Users. The main content area is titled 'Reports - Full Report' and contains a help icon, a question mark icon, and a prompt: 'Please pick start and end dates for the report:'. Below this prompt are two date input fields, each with a calendar icon. A 'Continue...' button is located at the bottom of the main content area.

Using Reports

The following reports can be displayed on the *Reports* page:

- [Full Reports](#), page 178
- [Mailbox List](#), page 179
- [System Group List](#), page 180
- [Mailbox Usage By Date](#), page 181
- [Mailbox Usage Daily](#), page 183
- [Port Statistics](#), page 184
- [System Statistics](#), page 185
- [System Hourly Statistics](#), page 187
- [Outbound Calls](#), page 188
- [Messages By Mailbox](#), page 189
- [Unattended Mailboxes](#), page 190
- [UM Users](#), page 191

Full Reports

This report provides information of incoming and outgoing calls for a specified period.

Select **Full Reports** from the **Reports Menu** (see [Figure 64](#)). Specify the **Start Date** and the **End Date** of this period, and click **Continue**.

If calls were made during the specified period, the following information is displayed for each call:

- The date and time of the call
- The channel through which the call was performed
- The department associated with the call
- The mailbox that placed or received the call
- The duration of the call (in seconds)
- The type of the SeaMail user that placed or received the call (system, outside caller, or owner)
- The direction of the call (**In** for incoming, **Out** for outgoing)
- Whether or not the call was transferred
- The call result (Busy, No Answer, Answered, or unknown)
- The dialed number (dial string)
- The Caller ID number (if available)

Figure 65 Full Report Example

From date: 11/05/2006 To Date: 11/20/2006

Enter your mail address:

Date	Channel	Time	Department	Mailbox	Duration(in sec)	User Type	Transferred	Direction	Call Result	Dial String	Caller ID
11/05/06	1	07:13:00	1	2209	9	Outside caller	No	In	-	-	097411615
11/05/06	1	07:35:29	1	2266	4	Owner	No	In	-	-	2266
11/05/06	1	07:41:37	1	2209	9	Outside caller	No	In	-	-	0546627069
11/05/06	1	07:55:51	1	2209	12	Owner	No	In	-	-	2209
11/05/06	1	07:57:33	1	2318	20	Outside caller	No	In	-	-	2209
11/05/06	1	08:09:36	1	2318	3	Outside caller	No	In	-	-	2209
11/05/06	1	08:15:48	1	-	53	Outside caller	Yes	In	-	-	UnAvailable



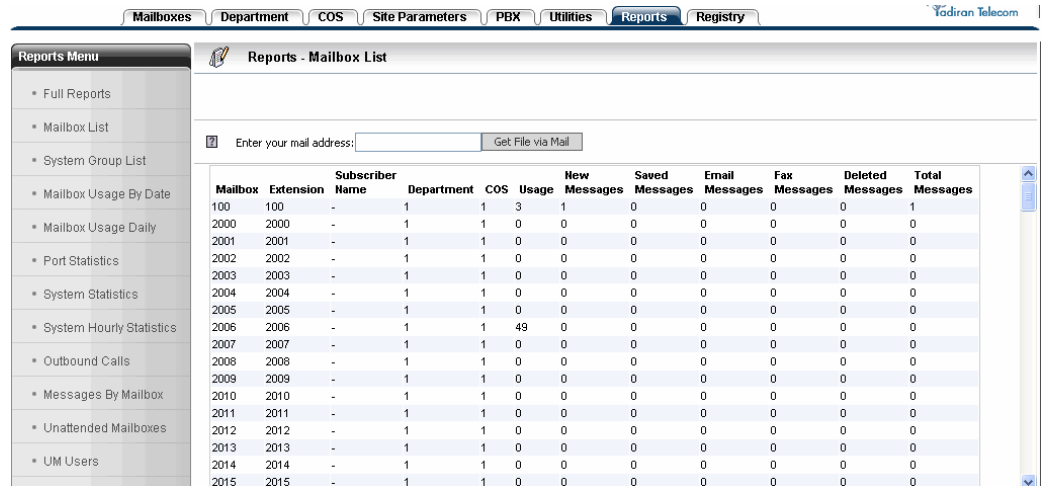
NOTE:

You can send the report as a file attachment to a your email address. Enter the email address and click **Get file via Mail**.

Mailbox List

This report lists the available mailboxes and provides detailed information of each mailbox. Select **Mailbox List** from the **Reports Menu**.

Figure 66 Reports Page (Mailbox List)



Mailbox	Extension	Subscriber Name	Department	COS	Usage	New Messages	Saved Messages	Email Messages	Fax Messages	Deleted Messages	Total Messages
100	100	-	1	1	3	1	0	0	0	0	1
2000	2000	-	1	1	0	0	0	0	0	0	0
2001	2001	-	1	1	0	0	0	0	0	0	0
2002	2002	-	1	1	0	0	0	0	0	0	0
2003	2003	-	1	1	0	0	0	0	0	0	0
2004	2004	-	1	1	0	0	0	0	0	0	0
2005	2005	-	1	1	0	0	0	0	0	0	0
2006	2006	-	1	1	49	0	0	0	0	0	0
2007	2007	-	1	1	0	0	0	0	0	0	0
2008	2008	-	1	1	0	0	0	0	0	0	0
2009	2009	-	1	1	0	0	0	0	0	0	0
2010	2010	-	1	1	0	0	0	0	0	0	0
2011	2011	-	1	1	0	0	0	0	0	0	0
2012	2012	-	1	1	0	0	0	0	0	0	0
2013	2013	-	1	1	0	0	0	0	0	0	0
2014	2014	-	1	1	0	0	0	0	0	0	0
2015	2015	-	1	1	0	0	0	0	0	0	0

The following information is displayed for each mailbox:

- The mailbox number and the primary extension number
- The name of the subscriber (i.e. mailbox owner)
- The department to which the mailbox belongs
- The COS associated with the mailbox
- The mailbox usage (i.e. the number of times the mailbox was accessed)
- The number of new messages, saved messages, email messages, fax messages, and deleted messages, as well as the total number of messages



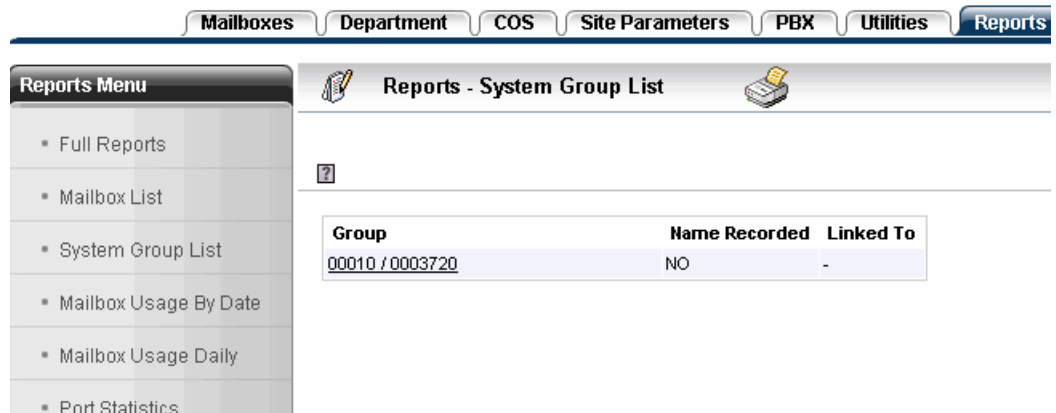
NOTE:

You can send the report as a file attachment to your email address. Enter the email address and click **Get file via Mail**.

System Group List

This report displays all groups defined in the system. Select **System Group List** from the **Reports Menu**.

Figure 67 Reports Page (System Group List)



The screenshot shows a web interface with a top navigation bar containing tabs for Mailboxes, Department, COS, Site Parameters, PBX, Utilities, and Reports. The Reports tab is active. On the left, a 'Reports Menu' sidebar lists several options, with 'System Group List' selected. The main content area is titled 'Reports - System Group List' and contains a table with the following data:

Group	Name Recorded	Linked To
00010 / 0003720	NO	-

The following information is displayed for each group:

- The group number and the number of the mailbox to which the group belongs, separated by a slash.
If the group is global, a sequence of zeros is displayed after the slash, instead of a mailbox number.
- Whether a group name has been recorded

Mailbox Usage By Date

This report shows the mailbox usage, arranged by date, for each mailbox. Usage relates to any activity made from the mailbox extension, including all placed and received calls, whether they are internal or external.


Select **Mailbox Usage By Date** from the **Reports Menu**. Specify the **Start Date** and the **End Date** of the usage period, and click **Continue**.

For each mailbox with usage, the report displays the date and the duration of each call. The report also displays the total number of calls and their accumulated duration per mailbox.

To receive more information about the calls, click **Get Details**. The following additional information is displayed:

- The weekday on which the call was placed
- The time at which the call was placed
- The call result (Busy, No Answer, Answered, or unknown)
- The port used for the transmission of the call
- The type of the SeaMail user that placed or received the call (system, outside caller, or owner)
- The caller's phone or extension number
- The department associated with the call
- The dialed number (dial string)
- The direction of the call (**In** for incoming, **Out** for outgoing)
- Whether or not the call was transferred

Figure 68 Example for Mailbox Usage By Date Report

Reports - Mailbox Usage By Date Details 

From date: 11/01/2006 To Date: 11/20/2006

Enter your mail address:

Mailbox 100

No.	date	Week Day	Time	Duration	Result	Port	User	Caller	Department	Dial String	Direction	Transfers
1	11/09/06	Thursday	09:17:20	103 Sec.	No answer	1	Outside caller	0547455436	1	-	In	Yes

1 Calls Total time: 1 min. 43 sec.

Mailbox 2027

No.	date	Week Day	Time	Duration	Result	Port	User	Caller	Department	Dial String	Direction	Transfers
1	11/15/06	Wednesday	08:17:55	14 Sec.	0	1	Outside caller	2027	1	-	In	No
2	11/15/06	Wednesday	15:44:26	12 Sec.	0	1	Outside caller	2027	1	-	In	No
3	11/15/06	Wednesday	16:09:46	54 Sec.	0	1	Owner	2027	1	-	In	No
4	11/15/06	Wednesday	16:11:33	7 Sec.	0	1	Outside caller	2027	1	-	In	No
5	11/15/06	Wednesday	17:13:54	36 Sec.	Answer	2	Outside caller	2147	1	-	In	Yes
6	11/15/06	Wednesday	17:15:12	23 Sec.	0	1	Outside caller	2147	1	-	In	Yes
7	11/15/06	Wednesday	17:20:18	26 Sec.	0	1	Outside caller	2147	1	-	In	No



NOTE:

You can send the report as a file attachment to a your email address. Enter the email address and click **Get file via Mail**.


Mailbox Usage Daily

This report resembles the Mailbox Usage By Date report (see [Mailbox Usage By Date](#), page 181), except that the usage information is arranged by date rather than for each mailbox.

Select **Mailbox Usage Daily** from the **Reports Menu**. Specify the **Start Date** and the **End Date** of the usage period, and click **Continue**.

The report displays, for each call, the mailbox and the call duration. Click **Get Details** for additional call information.

Figure 69 Example for Mailbox Usage Daily Report

Reports - Mailbox Usage Daily Details 

From date: **11/01/2006** To Date: **11/20/2006**

Enter your mail address:

Wednesday 11/01/2006											
No.	Mailbox	Time	Duration	Result	Port	User	Caller	Department	Dial String	Direction	Transfers
1	2209	03:35:51	26 Sec.	0	1	Outside caller	0544786104	1	-	In	No
2	2209	06:45:49	44 Sec.	0	1	Owner	2209	1	-	In	No
3	2266	06:50:40	27 Sec.	0	1	Owner	2266	1	-	In	No
4	2209	07:41:56	30 Sec.	0	1	Outside caller	UnAvailable	1	-	In	No
5	2318	07:55:21	6 Sec.	0	1	Outside caller	2458	1	-	In	No
6	2318	08:03:56	7 Sec.	0	1	Outside caller	2762	1	-	In	No
7	2171	08:19:11	4 Sec.	0	1	Outside caller	2762	1	-	In	No
8	2006	08:26:16	5 Sec.	0	1	Outside caller	2571	1	-	In	No
9	2145	08:37:48	13 Sec.	0	1	Outside caller	2830	1	-	In	No
10	2209	08:48:57	8 Sec.	0	1	Outside caller	089246473	1	-	In	No
11	2266	08:49:02	4 Sec.	0	2	Outside caller	9210233	1	-	In	No



NOTE:

You can send the report as a file attachment to a your email address. Enter the email address and click **Get file via Mail**.

Port Statistics

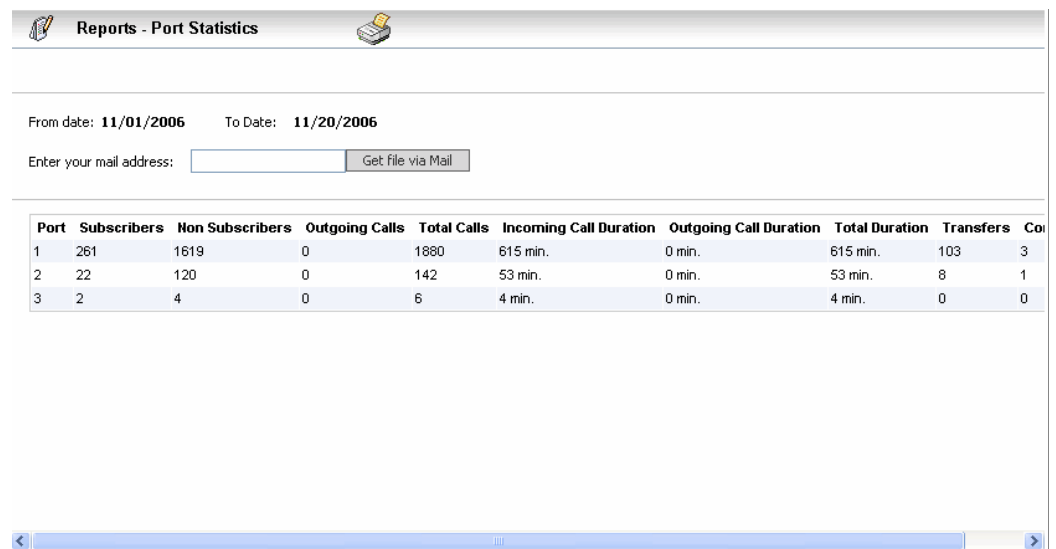
This report provides information of port activity for a specified period.

Select **Port Statistics** from the **Reports Menu**. Specify the **Start Date** and the **End Date**, and click **Continue**.

The following information is displayed for each port in the system:

- The port number
- Number of subscribers (i.e. mailbox owners)
- Number of non-subscribers (i.e. external callers)
- Number of outgoing calls, such as wake-up calls
- Total number of calls
- Incoming call duration
- Outgoing call duration
- Total duration of all calls (incoming and outgoing)
- Number of transferred calls
- Number of calls performed through call connection

Figure 70 **Port Statistics Example**



Port	Subscribers	Non Subscribers	Outgoing Calls	Total Calls	Incoming Call Duration	Outgoing Call Duration	Total Duration	Transfers	Co
1	261	1619	0	1880	615 min.	0 min.	615 min.	103	3
2	22	120	0	142	53 min.	0 min.	53 min.	8	1
3	2	4	0	6	4 min.	0 min.	4 min.	0	0



NOTE:

You can send the report as a file attachment to a your email address. Enter the email address and click **Get file via Mail**.

System Statistics

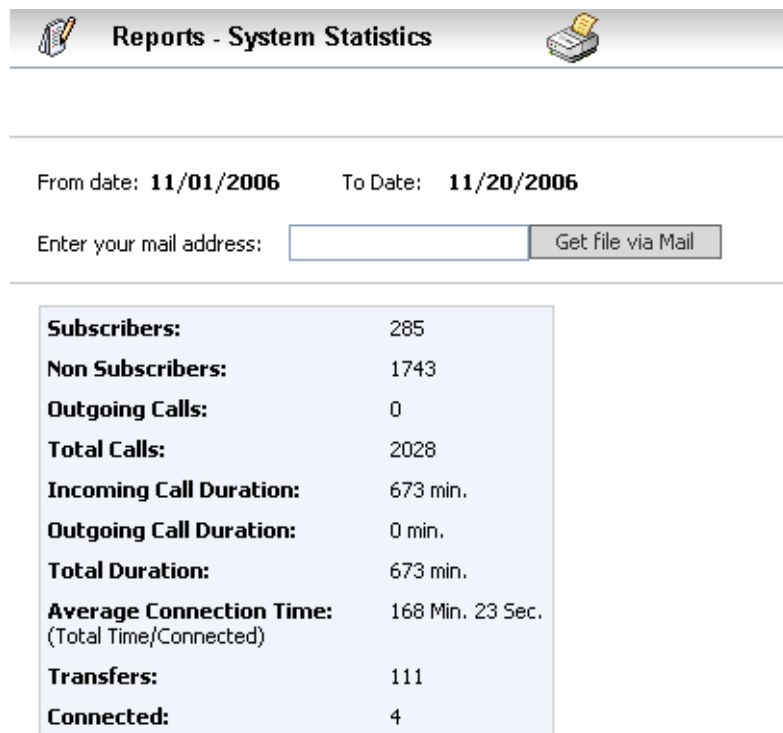
This report shows the total activity of the SeaMail for a specified period.

Select **System Statistics** from the **Reports Menu**. Specify the **Start Date** and the **End Date**, and click **Continue**.

The following information is displayed:

- Number of subscribers (i.e. mailbox owners)
- Number of non-subscribers (i.e. external callers)
- Number of outgoing calls, such as wake-up calls
- Total number of calls
- Incoming call duration
- Outgoing call duration
- Total duration of all calls (incoming and outgoing)
- Average connection time (total time/connected)
- Number of transferred calls
- Number of calls performed through call connection

Figure 71 **System Statistics Example**



Subscribers:	285
Non Subscribers:	1743
Outgoing Calls:	0
Total Calls:	2028
Incoming Call Duration:	673 min.
Outgoing Call Duration:	0 min.
Total Duration:	673 min.
Average Connection Time: (Total Time/Connected)	168 Min. 23 Sec.
Transfers:	111
Connected:	4



NOTE:

You can send the report as a file attachment to a your email address. Enter the email address and click **Get file via Mail**.

System Hourly Statistics

This report resembles the System Statistics report (see [System Statistics, page 185](#)), but shows the SeaMail activity on an hourly basis for the specified period. This report is used for troubleshooting system overload at specific hours.

Select **System Hourly Statistics** from the **Reports Menu**. Specify the **Start Date** and the **End Date**, and click **Continue**.

For each hour, the following information is displayed:

- Number of non-subscribers (i.e. external callers)
- Number of outgoing calls, such as wake-up calls
- Total number of calls
- Incoming call duration
- Outgoing call duration
- Total duration of all calls (incoming and outgoing)
- Load percentage
- Number of transferred calls
- Number of calls performed through call connection

Figure 72 **System Hourly Statistics Example**

Hour	Subscribers	Non Subscribers	Outgoing Calls	Total Calls	Incoming Call Duration	Outgoing Call Duration	Total Duration	Load %	Transfers	Connected
0	0	1	0	1	0 min.	0 min.	0 min.	0.00%	0	0
1	0	2	0	2	0 min.	0 min.	0 min.	0.00%	0	0
2	0	0	0	0	0 min.	0 min.	0 min.	??%	0	0
3	0	2	0	2	0 min.	0 min.	0 min.	0.00%	0	0
4	0	0	0	0	0 min.	0 min.	0 min.	??%	0	0
5	0	0	0	0	0 min.	0 min.	0 min.	??%	0	0
6	13	2	0	15	10 min.	0 min.	10 min.	0.03%	0	0
7	11	37	0	48	11 min.	0 min.	11 min.	0.03%	0	0
8	20	126	0	146	33 min.	0 min.	33 min.	0.09%	0	0
9	20	212	0	232	65 min.	0 min.	65 min.	0.18%	0	1
10	34	250	0	284	83 min.	0 min.	83 min.	0.23%	0	0
11	31	225	0	256	96 min.	0 min.	96 min.	0.27%	0	0
12	24	164	0	188	63 min.	0 min.	63 min.	0.18%	0	0



NOTE:

You can send the report as a file attachment to your email address. Enter the email address and click **Get file via Mail**.

Outbound Calls

This report shows the total number of outbound calls made by the SeaMail system during a specified period. Outbound calls include Follow Me calls, message notifications to a number, and transfers to the automated attendant.

Select **Outbound Calls** from the **Reports Menu**. Specify the **Start Date** and the **End Date**, and click **Continue**.

The report includes the following information:

- The mailbox for which the outbound call was placed
- The date, weekday, and time of the call
- The call result
- The duration of the call
- The dialed call destination number



NOTE:

*You can send the report as a file attachment to a your email address. Enter the email address and click **Get file via Mail**.*

Messages By Mailbox

This report displays the messages received by a specific mailbox during a defined period, as well as detailed information and history data for each of these messages.

Select **Messages By Mailbox** from the **Reports Menu**. Specify the **Start Date** and the **End Date**, select the relevant **Mailbox**, and click **Continue**.



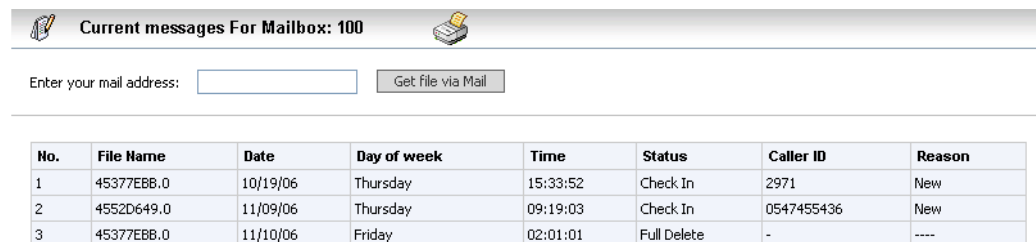
NOTE:

Select the **Include all status types** check box to display messages of any status, including deleted messages. If this check box is not selected, only **Check In** and **Not Heard** messages are included in the report.

For each message, the following information is displayed:

- File Name—the message ID
- The date, weekday, and time the message was received
- The current message status (Check In, Not Heard, Full Delete)
- Caller ID—the number of the caller who left the message
- Reason (New, Cascaded, Copy, Unified)

Figure 73 Messages By Mailbox Report Example



No.	File Name	Date	Day of week	Time	Status	Caller ID	Reason
1	45377EBB.0	10/19/06	Thursday	15:33:52	Check In	2971	New
2	4552D649.0	11/09/06	Thursday	09:19:03	Check In	0547455436	New
3	45377EBB.0	11/10/06	Friday	02:01:01	Full Delete	-	----

Click any message to display detailed history information about this message. The message history indicates when the message was heard for the first time, as well as the message origin.



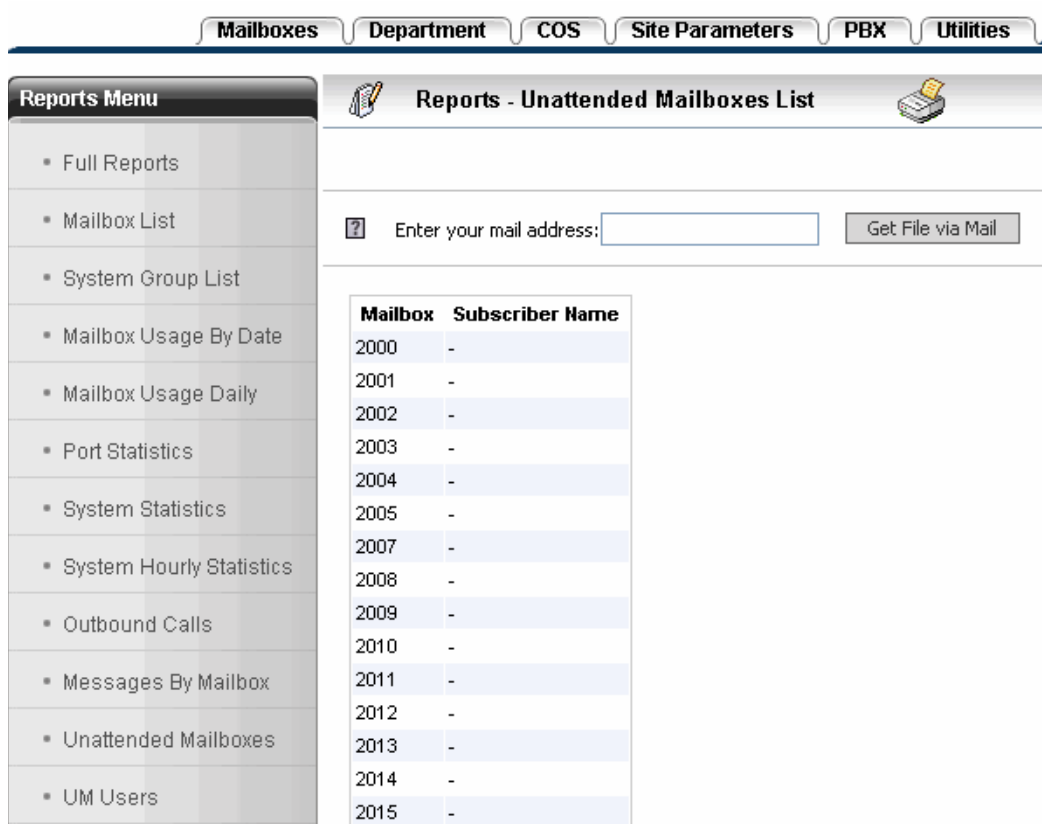
NOTE:

You can send the report or the history of a message as a file attachment to a your email address. Enter the email address and click **Get file via Mail**.

Unattended Mailboxes

This report lists all mailboxes that have not been activated on the telephone through the subscriber's menu. Select **Unattended Mailboxes** from the **Reports Menu**.

Figure 74 Reports Page (Unattended Mailboxes)



Mailboxes Department COS Site Parameters PBX Utilities

Reports Menu

- Full Reports
- Mailbox List
- System Group List
- Mailbox Usage By Date
- Mailbox Usage Daily
- Port Statistics
- System Statistics
- System Hourly Statistics
- Outbound Calls
- Messages By Mailbox
- Unattended Mailboxes
- UM Users

Reports - Unattended Mailboxes List

Enter your mail address:

Mailbox	Subscriber Name
2000	-
2001	-
2002	-
2003	-
2004	-
2005	-
2007	-
2008	-
2009	-
2010	-
2011	-
2012	-
2013	-
2014	-
2015	-



NOTE:

You can send the report as a file attachment to your email address. Enter the email address and click **Get file via Mail**.

UM Users



NOTE:

This report is only relevant if optional UM (Unified Messaging) licenses are available on the system.

This report lists all mailboxes that have unified messaging defined, as well as the account number and the login status for each mailbox. Select **UM Users** from the **Reports Menu**.

Figure 75 Reports Page (UM Users)

Enter your mail address:

Mailbox	Account Number	Result
0002027	1	Verification successful
0002037	1	Verification successful
0002145	1	Verification successful
0002155	1	Verification successful
0002168	1	Verification successful
0002171	1	Verification successful
0002218	1	Verification successful
0002236	1	Failed: Protocol Error: "Provided username is not valid".
0002698	1	Failed: Protocol Error: "Provided username is not valid".
0002749	1	Verification successful
0002923	1	Verification successful
0003700	1	Verification successful
0003702	1	Verification successful
0003704	1	Failed: Logon failure: unknown user name or bad password.
0003705	1	Verification successful



NOTE:

You can send the report as a file attachment to a your email address. Enter the email address and click **Get file via Mail**.

NOTES:

11 Phone Menu for Administrators

This chapter includes the following sections:

- [Using the Subscriber's Phone Menu for Administration](#) below
- [Voice Prompts](#), page 197

Using the Subscriber's Phone Menu for Administration

The SeaMail Subscriber's Phone Menu allows users and administrators to listen to messages, record and send messages, and manage their voicemail settings. The phone menu provides step-by-step recorded instructions of which keys to press in order to access the required voicemail feature. (For a detailed description of the Subscriber's Menu, refer to the *SeaMail User Guide*.)

For owners of Administrator mailboxes, an additional menu, the System Administrator Menu, allows recording of system-wide and departmental voice prompts. Using this menu, administrators can also perform various administrative tasks through their phone.



NOTE:

You can access the System Administrator menu only if you are the owner of an Admin mailbox.

To access the System Administrator Menu, log in to the voicemail from your touch-tone phone, enter your password, and press # (Pound). Access the required option by pressing the related key:

- Emergency greeting—press **1**
- Record a prompt—press **2**
- Add a password—press **3**
- Change the operation mode—press **4**
- Record names—press **5**
- Set group names—press **6**
- Set the system time and date—press **7**
- Mailbox administration—press **8**
- Speech recognition—press **9** (not currently used)
- Hear the menu in another language—press # (Pound)
- Go to the Subscriber's Menu—press * (Star)

There is no need to listen to the entire length of the prompt if you already know your selection; instead, you can press the relevant key before the prompt has finished or even started. If you forgot which key to press for what option, or if you pressed an invalid key, wait a few seconds without pressing any key, until the system repeats the menu of options.

At any stage, you can press * (Star) to cancel and listen again to the menu options.

Emergency Greeting

A department's emergency greeting is played to callers when the department is in emergency mode.

If only one department is defined in the system, you can use the Emergency Greeting menu option to activate the emergency mode, or switch back to another operation mode. Through this menu, you can also record or review the emergency greeting message.



NOTE:

*If more than one department are defined, you need to set the operation mode of the relevant department in the SeaMail Remote Controller Client (see [Operation Mode Parameters, page 101](#)) and record its emergency greeting through the **Record a Prompt** menu option (see [Chapter 11, Voice Prompts](#)).*

Record Prompt

Use this option to record all required system-wide and departmental voice prompts. For details, see [Voice Prompts, page 197](#).

Add Password

Use this option to change the password for a specific mailbox. You can also delete the current password and reset it to the default value (0000).

Change Operation Mode

If only one department is defined in the system, you can use this option to set its operation mode. Available operation modes are Day, Lunch, Night, Emergency, and Automatic. The current operation mode is reflected in the greeting played to callers.

To set the system to emergency mode, you can also use the Emergency Greeting menu option described above.



NOTE:

*If more than one department are defined, you need to set the operation mode of the relevant department in the SeaMail Remote Controller Client (see [Operation Mode Parameters, page 101](#)). The operation mode greetings are recorded through the **Record a Prompt** menu option (see [Chapter 11, Voice Prompts](#)).*

Record Names

Use this option to record or re-record a name for a specific mailbox. The menu prompts allow you to conveniently repeat this process for all mailboxes in the system.

Group Names

Use this option to manage global groups:

- Create a global group
- Record the name of a group
- Add members to a group, or remove members
- Delete a group



NOTE:

Global groups can also be managed from the SeaMail Remote Controller Client (see [Global Groups, page 148](#)).

System Time and Date

Use this option to define the current time and date for the system.

Mailbox Administration

Using this option, you can add mailboxes and defined their main properties through the phone. You can also update or delete existing mailboxes, as well as reset the message waiting light (MWI).

The following mailbox properties can be defined through the phone:

- Mailbox number
- Extension numbers (optional)
- COS
- Department
- Last and first name (optional)



NOTE:

It is recommended to manage mailboxes using the SeaMail Remote Controller Client (see [Chapter 4, Mailboxes](#)) rather than through the phone, since most mailbox parameters can only be set by computer.

Speech Recognition

This option is not used in the current version.

Change Language

Use this option to hear the System Administrator menu prompts in another language than the default language.



NOTE:

This option can only be used if the relevant languages are installed in the system.

Voice Prompts

System greetings are recorded on the phone through the System Administrator menu (Option 2 – see [Using the Subscriber's Phone Menu for Administration, page 193](#)).

In the current version, all greetings are recorded in mu-law format (8000Hz sampling, mono, 16 bit). Record the prompts in a quiet location using the telephone handset, since most speakerphones have poor voice quality.

All prompts of the same language are stored in a dedicated directory. The language of the prompt is defined by its file extension: for example, ENG is used for English, FRA for French, SPA for Spanish, and so on.

Except for the three introductory prompts (100, 101 and 102), the holiday greetings (171-185) and the paging announcements (281-288), which are system wide, each department has its own set of prompts. The last digit or digits of a prompt number indicate the department.

For example:

Prompt 111.ENG is the main greeting for department 1.

Prompt 1134.ENG is the main greeting for department 34.

Prompt 11567.ENG is the main greeting for department 567.

The following table lists the different prompts that have to be recorded in English. (For other languages, the same prompts have to be recorded with the relevant file extensions.)

Table 50 Voice Prompts to be Recorded

Prompt	Description
100.ENG Good morning	System-wide organization prompts that are played first, except for scheduled holidays. The SeaMail plays these prompts automatically according to: <ul style="list-style-type: none"> ■ The system time settings (see System Time and Date, page 196) ■ The Greeting Hours definitions in <i>Site Parameters>Settings</i> (see Site Settings, page 137)
101.ENG Good afternoon	
102.ENG Good evening	
111.ENG - 11999.ENG	Main greeting for each department. <i>Example: "Thank you for calling the XYZ Company".</i>

Prompt	Description
121.ENG - 12999.ENG	<p>Daytime actions for each department. This greeting tells callers what actions they can take, such as dialing an extension number. These actions are determined by the operating settings of the system (such as the operator's extension, alternate operator, etc.).</p> <p><i>Example: "With a touch tone phone you may dial your party's extension at any time. For directory assistance dial '9', or hold for an operator."</i></p>
131.ENG - 13999.ENG	<p>Lunchtime actions for each department. If recorded, this prompt tells callers what actions they can take during lunchtime. Record this prompt if, for example, different extensions are assigned to answer as operator and alternate operator during lunchtime.</p> <p>This prompt is played when the system enters into the lunch mode. The lunch mode can be activated automatically or manually through the Operation Mode parameters in <i>Department>Properties</i> (see Operation Mode Parameters, page 101). If only one department is defined in the system, it can also be activated from the phone through the System Administrator menu (see Change Operation Mode, page 195).</p>
141.ENG - 14999.ENG	<p>Nighttime actions for each department. If recorded, this prompt tells callers what actions they can take at night (usually after work hours).</p> <p><i>Example: "Our office is currently closed. However, you may dial your party's extension at any time to leave a message. For directory assistance dial '9'."</i></p> <p><i>This prompt is played when the system enters into the night mode. The night mode can be activated automatically or manually (as for the prompt described above).</i></p>
151.ENG - 15999.ENG	<p>Emergency mode actions for each department. This prompt is played in case of emergency, when the system is switched to the emergency mode.</p> <p><i>Example: "We are closed today due to bad weather conditions. If you wish to leave a message, dial your party's extension, or for a general message, wait for the tone."</i></p> <p>This mode is manually activated, as for the lunch mode described above. If there is only one department in the system, the emergency greeting can also be recorded and activated on the phone through the System Administrator menu (see Emergency Greeting, page 194).</p>



Prompt	Description
171.ENG - 185.ENG	<p>Holiday mode greeting (system wide). A holiday prompt is played before all other prompts if a call comes in on a scheduled holiday.</p> <p>Holidays are defined and associated with prompts in <i>Site Parameters>Holidays</i>.</p> <p><i>Example: "We are closed for the holiday. If you wish to leave a message, dial your party's extension. To leave a general message, wait for the tone."</i></p>
791.ENG - 79999.ENG (used only if speech recognition is available and activated)	<p>Speech recognition instructions.</p> <p><i>Example: "You may say the name of the person or department you would like to reach or use the keypad to enter their extension number. Say 'Operator' or press '0' at any time to speak with an operation."</i></p> <p>NOTE: Speech recognition is not supported in the current version.</p>
191.ENG - 19999.ENG	<p>On Hold announcements. These announcements can be promotional and are recommended not to exceed 60 seconds per prompt.</p> <p>On Hold announcements are defined per department and are not the system-wide music on hold. An On Hold announcement is only played in the following instances a caller is put on hold:</p> <ul style="list-style-type: none"> ■ While paging a user (see Park and Page, page 11) ■ In call queuing (see Call Queuing, page 139) ■ While a caller is put on hold through the SeaMail
281.ENG - 288.ENG	<p>Up to eight system-wide paging announcements to be played on the PA system, according to the paging zone. To learn more about paging, see Park and Page, page 11.</p>
291.ENG - 29999.ENG	<p>Directory assistance list. In this prompt, all mailbox owners in the department and their numbers are recorded. When a caller requests a list of all members, this prompt is played (see Directory Assistance, page 110).</p> <p><i>Example: "For Joe Smith dial 123, for Jane Doe dial 321"</i>.</p>

NOTES:

12 Fax



NOTE:

The SeaMail Fax module is not supported in the current version.

This chapter includes the following sections:

- [SeaMail Fax Module Components](#) below
- [Fax Mail System](#), page 202
- [Fax On Demand](#), page 204
- [Mailbox Fax Parameters](#), page 207

SeaMail Fax Module Components

The SeaMail Fax module consists of the following three components:

- **Fax Mail System** allows users to receive faxes in their voicemail box mailbox and view them via unified text messaging (for example, as email attachments), or use the telephone interface to re-route the incoming fax to a physical fax machine. The latter is particularly useful from a remote location like a hotel, since users can access their mailboxes remotely.
- **Fax on Demand** allows incoming callers to access a library of documents and select a specific fax document to be faxed to them.
- **Fax Print Server** allows users to send faxes from their desktops through a central system, instead of sending them via fax modem. This option is particularly beneficial to a server environment with multiple users.

The following sections describe how to configure and use these components. In addition, for each mailbox user, personal fax settings have to be configured (see [Mailbox Fax Parameters](#), page 207).

Fax Mail System

The Fax Mail system allows users to retrieve faxes as email attachments (see [Email Settings, page 71](#)) or through the telephone interface (refer to the *SeaMail User Guide*).

To configure fax mail settings, click the **Site Parameters** tab and then select **Fax Settings** from the **Site Parameters Menu**.

Figure 76 Site Parameters Page (Fax Settings)

Set the Site Fax Settings parameters as described in the following table.

Table 51 Fax Settings Parameters (for Site)

Field	Description
Company name	The organization name to be displayed on the fax header
Outbound calls prefix	The prefix to be used when sending faxes
Default area code	Not used in the current version
Area code prefix	Not used in the current version

Field	Description
General delivery mailbox	The mailbox to which faxes are directed, unless otherwise specified
Length of local extension (DN)	The length of internal extension numbers. If the number to be dialed is longer than this length, the system adds the Outbound call prefix (see above) to the number when dialing.
Dialing method	Not used in the current version
Number of tries	The number of attempts to transmit a fax before it is removed from the send queue
Delay after NA	The number of minutes the system waits before retrying to dial out if the destination does not answer (No Answer condition)
Delay after busy	The number of minutes the system waits before retrying to dial out if the destination is busy
Delay after error	The number of minutes the system waits before retrying to dial out if a transmission error has occurred

The page also displays a list of fax devices defined in the SeaMail system.

Fax On Demand

The Fax-On-Demand application is implemented using a script mailbox (see [Chapter 14, Scripts](#)). The fax-on-demand script commands are used for selecting and verifying a document; entering and verifying a callback fax machine number; and submitting the fax.



NOTE:

For an example of a Fax-On-Demand implementation script, see [Fax On Demand Script Example](#), page 206.

To set up Fax On Demand:

- 1 Create a new script mailbox (see [Creating a Mailbox](#), page 47).
- 2 Set the script commands (see [Creating Scripts](#), page 222). The following fax-on-demand related commands are available:
 - [Choose Document](#) (page 231)—use for receiving a fax document number from the caller
 - [Get Phone Number](#) (page 231)—use for receiving the number of the fax machine to which the selected document is to be sent
 - [Transfer Fax](#) (page 232)—use for sending the document to the specified destination

For a full list of commands, see [Script Actions and Parameters](#), page 225.

- 3 Copy the fax documents to the directory of the script mailbox (`/usr/T3/mailbox/<mailbox number>`). The format of the fax files can be either TIFF (Tagged Image File Format) or text.

The files are displayed under the script commands in the Fax File List.



NOTE:

*To be accessible by phone, the names of the fax files must be numeric. For example, to retrieve a fax file called **1234.fax**, callers dial **1234** when prompted to select a document number.*

See also [Uploading Documents to the Fax On Demand Server](#), page 205.

- 4 Provide access to the script mailbox, for example, through a DID line.

Uploading Documents to the Fax On Demand Server

You can use FTP to copy the files to the server.

- 1 If the original document is a hard copy, fax it to any fax mail enabled mailbox.
If the original document is in electronic format, use a TIFF conversion program. Make sure the document is converted to Black & White G3 fax format with No End Of Line (No EOL).
- 2 Download the relevant message to the local computer and rename it to the correct format.
- 3 Using FTP, copy the message the relevant directory on the server.

Fax On Demand Script Example

The following script prompts callers to enter a phone number (the system expects 7-11 digits), and then to enter a three-digit document number. Subsequently, the system reads out the received information and puts the relevant fax document in the sending queue.

Line	Prom.	Action	Parameter	Ok	Err
1	1	Get PhoneNo.	7,11	2	
2	2	Choose Doc.	3	3	
3	3	Trans. Fax	PlayBack selected Doc	4	
4	4	Trans. Fax	PlayBack selected Phone num	5	
5	5	Trans. Fax	Submit Fax	8	15
6					
7					
8	8	Play		Main Menu	
9					
10					
11					
12					
13					
14					
15	15	Play		Main Menu	

Record the following voice files:

- Prompt 1—*“Please enter your fax number.”*
- Prompt 2—*“Please choose the required document number.”*
- Prompt 3—*“The document number you selected is...”*
- Prompt 4—*“Your fax number is...”*
- Prompt 5—*“Trying to send the fax”*
- Prompt 8—*“Fax sent successfully”*
- Prompt 15—*“Error sending fax”*

Mailbox Fax Parameters

Personal fax settings and parameters can be displayed and edited for mailbox users. Select **Fax** from the **Mailboxes Menu** of the relevant mailbox.

Figure 77 Fax Page for Mailbox (Fax Settings)

The screenshot displays the 'Fax - Fax Settings' page. On the left is the 'Mailboxes Menu' with 'Fax ->' selected. The main area has tabs for 'Fax Settings', 'Fax Contacts', 'Fax Log', and 'Fax Que'. Below the tabs is a search bar with '2027' and a 'Go' button. The 'Settings' panel includes: Busy/Err Delay (1), No Answer Delay (1), Retries (3), No. of rings before No Answer (4), and Incoming Format (PDF). The 'Fax Confirmation' panel includes: Incoming Faxes (Accept fax) and Outgoing Faxes (All). A 'Personal CSID (Identification Phrase)' field is also present.

A mailbox's **Fax** menu option includes the following fax-related properties:

- [Fax Settings, page 208](#)
- [Fax Contacts, page 210](#)
- [Fax Log, page 211](#)
- [Fax Queue, page 212](#)

Fax Settings

For a mailbox, the fax parameters can be set on the **Fax Settings** tab in *Mailboxes>Fax* (see [Figure 77](#)). They are described in the following table.

Table 52 **Fax Settings Parameters (for Mailbox)**

Field	Description
Busy/Err Delay	The number of minutes to wait between attempts when faxing out, if the previous attempt failed because of a busy signal or a transmission error.
No Answer Delay	The number of minutes to wait between attempts when faxing out, if the previous attempt failed because no answer was received.
Retries	The total number of attempts to transmit a fax
No. of rings before No Answer	Not used in the current version
Incoming Format	The format of fax documents to be sent as email attachments— TIF , PDF , or DCX . <i>NOTE: This field applies also to the format of faxes sent as attachments to fax verification emails when outbound faxes are sent.</i>
Personal CSID (Identification Phrase)	The CSID for incoming and outgoing faxes transmitted for the mailbox
Confirmation Incoming Faxes	Indicates whether to receive or deny faxes: <ul style="list-style-type: none">■ Deny Fax—the mailbox does not receive faxes, except if a Fax DID is defined (in <i>Mailboxes>Properties</i>) for the mailbox and the call was received on the DID number. Use this option to minimize spam faxes to non-fax users.■ Accept Fax—the mailbox receives faxes sent to the mailbox number.

Field	Description
Confirmation Outgoing Faxes	<p>The type of confirmation the mailbox user receives for outbound faxes:</p> <ul style="list-style-type: none">■ Deactivated—no email confirmation is received.■ Successful only—a notification is sent only if the fax transmission was successful.■ Failed only—a notification is sent only if the fax transmission failed.■ All—a notification is sent for any fax attempt. <p><i>NOTE: Confirmation emails are sent to the Address defined in Mailboxes>Email Settings>Send Mail.</i></p>

Fax Contacts

The **Fax Contacts** tab (in *Mailboxes>Fax*) contains a mailbox user's personal address book that is used with the fax client application. When sending out faxes, the user can choose the destination addresses either from this address book or from the MAPI (standard Windows Mail API) address book.

To create a personal fax contact:



- 1 Click  (the New Fax Contact icon). The *New Fax Contact* dialog box is displayed.

Figure 78 **New Fax Contact Dialog Box**



- 2 Enter the contact information and click **Create**. The new contact is added to the fax contact list.

To update a personal fax contact:

- 1 Click **Edit** to the right of the contact.
- 2 In the dialog box, make the required changes and click **Update**.

To delete a personal fax contact:

- Click **Delete** to the right of the contact.

Fax Log

The **Fax Log** tab (in *Mailboxes>Fax*) displays the user's outbound faxes, including the information described in the following table. Click a fax to view its sending history.

Table 53 Fax Log Information (for Mailbox)

Field	Description
Recipient	The name of the person to whom the fax was sent (as entered in the outbound fax request)
Fax Number	The dialed fax number (as entered in the outbound fax request)
Date and Time	The date and time of the fax transmission
Pages	The number of the transmitted pages
Size	The size of the fax file (in Kilo Bytes)
Quality	The transmission quality— Normal or Fine (as entered in the outbound fax request)
Account Code	The account code dialed before the number (if available)
Billing Code	The billing code number entered by the user
CSID	The CSID of the receiving fax device
Requested CSID	The CSID requested by the user as the authorized recipient (optional)
Result	The result of the transmission
Error Msg	An error message generated in the case of a transmission failure
View Fax	Click the link to display the actual fax file.

Fax Queue

The **Fax Queue** tab (in *Mailboxes>Fax*) displays all outbound faxes currently queued for transmission, including the information described in the following table.

Table 54 Fax Queue Information (for Mailbox)

Field	Description
Recipient	The name of the person to whom the fax was sent (as entered in the outbound fax request)
Fax Number	The dialed fax number (as entered in the outbound fax request)
Date and Time	The date and time of the fax transmission
Status	The transmission status of the fax
Tries	The number of transmission attempts already made
Priority	Not used in the current version
Quality	The transmission quality— Normal or Fine (as entered in the outbound fax request)
CSID	The CSID of the receiving fax device
Error Msg	An error message generated in the case of a transmission failure
Resubmit	Click the link to immediately submit the fax again
Delete	Click the link to delete the fax from the queue

13 Dialer

This chapter includes the following sections:

- [Introduction to the SeaMail Dialer](#) below
- [Dialout Page](#), page 214
- [Configuring a Dialout Campaign](#), page 216
- [Operating the Dialer](#), page 219
- [Generating a Dialer Report](#), page 220

Introduction to the SeaMail Dialer

The SeaMail Dialer is a telephone campaign tool used for automated dialing of a predefined list of numbers. The dialing can be followed by a variety of actions, including:

- Playing a prompt
- Transferring the call to a mailbox or script mailbox
- Hanging up



NOTE:

The Dialer application is only available in Enterprise version, IVR equipped systems.

Dialout Page

Dialer campaigns are managed through the *Dialout* page. Click the **Utilities** tab and then select **Dialer** from the **Utilities Menu** to access this page.







Figure 79 *Dialout Page*
(for an Existing Campaign)

The screenshot displays the 'Dialout Page' interface. At the top, there is a navigation bar with tabs: Mailboxes, Department, COS, Site Parameters (selected), PBX, Utilities, and Reports. Below the navigation bar is a 'Site Parameters Menu' on the left, listing various options: General, Settings, Global CID Routing, Fax Settings, Holidays, PA Settings, Global Groups, NET Mapping, AMIS, Electronic Business Card, Import Data From File, and Mailbox Mapping. The main content area is titled 'Site Parameters - General' and contains a form with the following fields:

?	Company name	<input type="text"/>
?	Address 1	<input type="text"/>
?	Address 2	<input type="text"/>
?	PO Box	<input type="text"/>
?	City	<input type="text"/>
?	State	<input type="text"/>
?	Zip	<input type="text"/>
?	Telephone	<input type="text"/>
?	Modem	<input type="text"/>
?	Fax	<input type="text"/>
?	Administrator name	<input type="text"/>
?	Administrator mailbox	<input type="text"/>
?	Number of trunks	<input type="text"/>

From the toolbar on this page, you can perform the following actions:

Table 55 Actions Performed from the Dialout Page

Action	Button/ Icon	Description
New dialout		Click to create a new dialout campaign (see Creating a Dialout Campaign, page 216).
Delete dialout		Click to delete a dialout campaign (see Deleting a Dialout Campaign, page 218).
Save		Click to save a new dialout campaign. NOTE: This icon is only available if the dialout campaign has not been saved before.
Update dialout		Click to update an existing dialout campaign (see Updating a Dialout Campaign, page 217).
Recreate dialout		Click to load a new list of numbers to an existing campaign (see Recreating a Dialout Campaign Table, page 218).
Browse dialouts		Click these buttons to navigate between the dialout campaigns defined in the system.

Once a dialout campaign has been defined, you can run it and issue dialout reports (see [Operating the Dialer, page 219](#) and [Generating a Dialer Report, page 220](#)).

Configuring a Dialout Campaign

Configuring dialout campaigns includes the following procedures:

- [Creating a Dialout Campaign](#) below
- [Updating a Dialout Campaign](#), page 217
- [Recreating a Dialout Campaign Table](#), page 218
- [Deleting a Dialout Campaign](#), page 218

Creating a Dialout Campaign

To create a new dialout campaign:



- 1 On the *Dialout* page, click  (the Add Campaign icon).
- 2 Set the fields as described in the following table.

Table 56 *Dialout Parameters*

Field	Description
Table Name	The name of the dialout campaign, such as <i>AllStudents</i> . NOTE: The table name must not include spaces.
Feed File Name	The name of the file containing the phone numbers to be loaded. Click Browse to locate the file on the local machine.
Priority	Not used in the current version
From Date To Date	The start date and the end date of the campaign
From Time To Time	The time frame during which the Dialer is allowed to dial during the campaign, for example, 8am-5pm
Schedule Days	The day or days of the week the Dialer is allowed to dial during the campaign
Ports	The SeaMail ports to be used for the campaign, for example, 1,4,20-24

Field	Description
If Answer Action	<p>The action to be performed by the Dialer if the call is answered. Select one of the following options:</p> <ul style="list-style-type: none"> ■ Play—plays the voice file related to a specified prompt number in the selected language. For example, to play the prompt <i>121.ENG</i>, enter 121 in the Prompt Number field and select English for the Language. The prompt files are recorded by the administrator (see Phone Menu for Administrators, page 193) and stored in <i>/usr/T3/vox/LANG</i>. ■ Go To Mailbox—transfers the call to a specified Message or Script mailbox and follows this mailbox's rules once the call is answered ■ Hang Up—hangs up once the call is answered
If No Answer Redial	The number of times the Dialer redials a number if the call is not answered (No Answer condition), as well as the time interval (in minutes) between the attempts.
If Busy Redial	The number of times the Dialer redials a number if the call destination is busy, as well as the time interval (in minutes) between the attempts.
Intercept Tone	The number of times the Dialer redials a number in case of an Operator Intercept Tone condition, as well as the time interval (in minutes) between the attempts.

- 3 Click  (the Save icon) to save the dialout campaign.

Updating a Dialout Campaign

Use this procedure to add numbers to an existing campaign, or to modify its setup parameters.

To update the settings of an existing dialout campaign:

- 1 On the *Dialout* page, use the browse arrow buttons to access the relevant campaign.
- 2 Make changes as required. (For a description of the fields, refer to [Table 56.](#))
- 3 Click **Update**. The changes are saved.

Recreating a Dialout Campaign Table

To load a new list of numbers to an existing campaign:

- 1 On the *Dialout* page, use the browse arrow buttons to access the relevant campaign.
- 2 Next to the **Feed File Name** field, press **Browse** and select the relevant file from the local machine.
- 3 Click **Recreate**.




NOTE:

This operation stops a currently running campaign.

Deleting a Dialout Campaign

To delete a dialout campaign:

- 1 On the *Dialout* page, use the browse arrow buttons to access the relevant campaign.
- 2 Click  (the Delete Campaign icon). A confirmation message is displayed.
- 3 Click **OK** to delete the campaign.

● Operating the Dialer

Once a dialout campaign has been defined, you can activate or stop it as follows:

- To initiate an existing campaign, click **Start**.

The **Active** mode changes to *Yes*. The **Status** is initially set to *Idle*, but changes to *Busy* if you click **Check Status**. Unless manually stopped, the campaign remains active until the end of the campaign period even if all numbers have been dialed.

- To stop a currently running campaign, click **Stop**.

The **Active** mode changes to *No*. The **Status** changes back to *Idle* if you click **Check Status**.

- To restart a stopped campaign, click **Start**. The campaign resumes dialing from the point at which it was stopped.
- To rerun a campaign from the beginning, click **Rerun**. The campaign restarts dialing from the first number in the list.

Generating a Dialer Report

The Dialer logs the results of all calls in each campaign. A report of these results can be displayed on the screen or sent to a specified email address as a Microsoft Excel file. In addition, a specified call number can be searched in the campaign table, and related call results can be displayed.

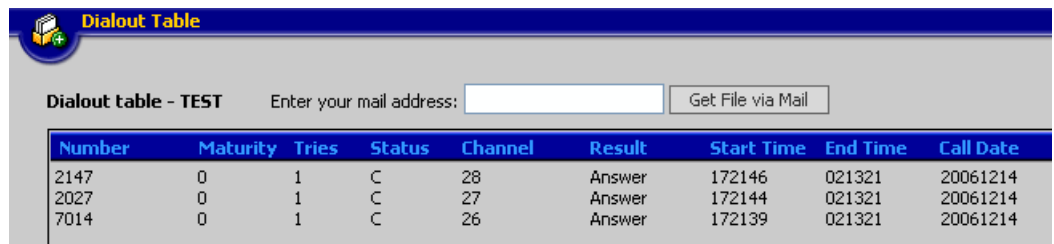
Dialer report actions are performed from the *Dialout* page of the relevant dialout campaign.

Table Name:	TEST	Show Table
Search Table:	<input type="text"/>	Search
Email Address:	<input type="text"/>	Get File via Mail

To display a report for a dialout campaign:

- On the *Dialout* page, click **Show Table**. A list of numbers and their results is displayed, as in the following report.

Figure 80 Campaign Dialout Report



Number	Maturity	Tries	Status	Channel	Result	Start Time	End Time	Call Date
2147	0	1	C	28	Answer	172146	021321	20061214
2027	0	1	C	27	Answer	172144	021321	20061214
7014	0	1	C	26	Answer	172139	021321	20061214

To display a report for a specific number in the campaign:

- Enter the number in the **Search Table** field and click **Search**. The report is displayed for the number.

To send the report by email:

- Enter your email address and click **Get File via Mail**.

14 Scripts

This chapter includes the following sections:

- [Introduction to Scripts](#) below
- [Creating Scripts](#), page 222
- [Script Actions and Parameters](#), page 225
- [Script Voice Files](#), page 238
- [Script Examples](#), page 239

Introduction to Scripts

In addition to the standard department menus and mailbox greetings, the SeaMail allows for customized routines called **scripts**.

Scripts are used for offering various non-standard options to callers; for setting up announcement-only mailboxes; and for building custom applications.

A script can be constructed to provide interactive information to callers, ask questions and save the recorded answers as incoming messages, or provide callers access to other areas in the system. Scripts can also replace the standard opening greetings of a department. Such a script resides in an already created mailbox and is referenced by diverting a call to the mailbox. Once a caller is routed to the mailbox that holds the script, a list of choices is provided to the caller.

Scripts have many different applications. To mention just a few:

- Transferring callers to other mailboxes
- Enabling callers to interactively answer a questionnaire
- Providing callers access to other departments
- Providing callers with access to recorded information

Scripts can be simultaneously operated in different languages (if available).



NOTE:

In the SeaMail Basic Version, up to two script mailboxes can be defined. In the Enterprise Version, the number of script mailboxes is unlimited.

Creating Scripts

Scripts are defined in script mailboxes through the **Script** menu option.

Figure 81 Mailbox Page (Script)

Line	Prom.	Action	Parameter	Ok	Err
1	▼	▼		▼	▼
2	▼	▼		▼	▼
3	▼	▼		▼	▼
4	▼	▼		▼	▼
5	▼	▼		▼	▼
6	▼	▼		▼	▼
7	▼	▼		▼	▼
8	▼	▼		▼	▼
9	▼	▼		▼	▼
10	▼	▼		▼	▼
11	▼	▼		▼	▼
12	▼	▼		▼	▼
13	▼	▼		▼	▼

Scripts are composed of action lines. They always begin on line 1 and can contain up to 15 lines. Longer scripts can be created by executing a **Transfer** action to another script located in another script mailbox. This process allows for greater flexibility, and restrictions on the length and complexity of a script are eliminated.



NOTE:


At the bottom of the page, the Fax File List displays all fax documents stored for the script mailbox (if any). Callers can retrieve these documents if fax on demand functions have been defined (see [Fax On Demand, page 204](#)).

A script line typically consists of the following elements:

Column	Description
Line	The action line number (predefined)
Prompt	The number of the prompt to be played for this line. If this field is left blank, no prompts are played. The same prompt can be selected for more than one line if the prompt message needs to be repeated. The prompt number does not have to correspond with the line number.
Action	The action to be executed by the system if a caller is directed to this line
Parameter	The parameter or parameters that need to be defined for the selected action
Ok Error	Field that indicates what happens if the action succeeded (Ok) or failed (Err): <ul style="list-style-type: none"> ■ Main Menu—the original main menu is played to the caller. ■ Line number (1-15)—the system goes to the selected script line and performs the action defined for this line. ■ Dir Assist.—the departmental directory assistance prompt is played to the caller (see <i>Directory Assistance</i>, page 110). ■ Hang Up—the system hangs up, and the caller is disconnected.

To create a script:

- 1 Create a mailbox (see *Creating a Mailbox*, page 47).
- 2 In *Mailbox>Properties*, set **Mailbox Type** to **Script**.
- 3 In *Mailbox>Properties*, set the **Transfer Mode** field as required:
 - **No**—the script is started automatically.
 - **Yes**—the system first transfers the call to the extension, just like for a normal mailbox. The script commands are executed only if the call cannot be transferred.

This is useful for ACD groups, in which case the script is executed only if the ACD group extension is busy or does not answer.
- 4 Select **Script** from the **Mailboxes Menu** (see *Figure 81*), and enter the script commands and parameters (see *Script Actions and Parameters*, page 225).
Click  (the Save icon) to save the script.

- 5 Record the required voice prompts for the script (see [Script Voice Files](#), page 238).

Script Actions and Parameters

This section describes the actions (commands) that can be selected for a script line, the required parameters for these actions, and the possible system response in case the action succeeds or fails.

The following commands can be selected from the **Action** drop-down list:

- [Menu 1 Digit, page 226](#)
- [Play, page 227](#)
- [Play \(Num\), page 227](#)
- [PlayDel \(Num\), page 228](#)
- [Record \(Num\), page 228](#)
- [Delete \(Num\), page 228](#)
- [Transfer, page 229](#)
- [Choose Document, page 231](#)
- [Get Phone Number, page 231](#)
- [Transfer Fax, page 232](#)
- [Change Language, page 233](#)
- [Message To Mailbox, page 233](#)
- [Record, page 234](#)
- [Branch, page 234](#)
- [CID Routing, page 235](#)
- [PIN, page 236](#)
- [Speech Recognition, page 236](#)
- [Manual Entry, page 237](#)

Menu 1 Digit

This command plays a message to callers and allows them to interact with the system by pressing one of the keys on their dial pad. For each key, any of the following actions (system responses) can be defined:

- **Main Menu**—the original main menu is played to the caller.
- **Line number (1-15)**—the system goes to the selected script line and performs the action defined for this line.
- **Dir Assist.**—the departmental directory assistance prompt is played to the caller (see [Directory Assistance, page 110](#)).
- **Hang Up**—the system hangs up, and the caller is disconnected.

You need to record a script prompt that provides callers with the corresponding instructions.

To configure the command:

- 1 In the script line, select the **Menu 1 Digit** action. The following dialog box is automatically displayed. (Click **Edit** under **Parameter** to update the parameters of an existing Menu 1 Digit action.)

Use repeating menu

Number of menu repetitions: Post repetition action:

1	<input type="text"/>	2	<input type="text"/>	3	<input type="text"/>
4	<input type="text"/>	5	<input type="text"/>	6	<input type="text"/>
7	<input type="text"/>	8	<input type="text"/>	9	<input type="text"/>
*	<input type="text"/>	0	<input type="text"/>	#	<input type="text"/>

Accept values Cancel

- 2 Select the actions for the keys as required.
- 3 To repeat the instructions to callers, select **Use repeating menu**.

If the caller does not press any key, this menu is repeated the number of times defined in the **Number of menu repetitions** drop-down list. If there is still no

response from the caller, the system performs the action selected from the **Post repetition action** drop-down list.



NOTE:

The period during which the system waits for a response from the caller is defined per department in the **Script timeout** field (see [Special Keys](#), page 105).

- 4 Click **Accept values**. The defined settings are displayed for the script line in the **Parameter** column.
- 5 Record the instructions through the phone (see [Script Voice Files](#), page 238) and select the relevant voice file number from the **Prom.** drop-down list.
- 6 Define the action results:
 - **Ok**—this field is not used for Menu 1 Digit.
 - **Err**—the action the system performs if the caller presses a key for which no action has been selected.

Play

This command simply plays a message to callers. Record the prompt (see [Script Voice Files](#), page 238) and select the corresponding voice file number from the **Prom.** drop-down list.

Define the action results as follows:

- **Ok**—the action the system performs if the message prompt exists and was played.
- **Err**—the action the system performs if the prompt does not exist.

Play (Num)

This command requires the caller to enter digits, and subsequently plays the corresponding voice file. This voice file must be previously recorded using the Record (Num) command (see [Record \(Num\)](#), page 228).

The number of digits the caller has to enter is selected from the first **Parameter** drop-down list. Use the second drop-down list if the relevant voice file is to be played from another mailbox than the current script mailbox.

The Play (Num) command is very useful in applications where information changes day by day, or week by week. Examples are lottery results or weather reports. This command is also used for applications that require the entry of a customer claim

number or a tracking order number. An example is a call service center to which a customer can call and enter a claim number to find out if the car is ready.



NOTE:

You can remove one or a range of outdated script voice files through the phone using the System Administrator's script handling menu.

Define the action results as follows:

- **Ok**—the action the system performs if the voice file exists and was played.
- **Err**—the action the system performs if the file was not found during the **Script timeout** period defined for the department (in *Department>Properties*).

PlayDel (Num)

This command is similar to **Play (Num)** (see above), but also deletes the script voice file immediately after it has been played.

Record (Num)

This command requires the caller to enter digits and subsequently records a message from the caller. The message is stored in a voice file that corresponds with the digits entered by the caller.

The number of digits the caller has to enter is selected from the first **Parameter** drop-down list. Use the second drop-down list if the relevant voice file is to be recorded to another mailbox than the current script mailbox.

Define the action results as follows:

- **Ok**—the action the system performs if the voice file was successfully recorded.
- **Err**—the action the system performs if the file was not recorded, or if no digits were entered during the **Script timeout** period defined for the department (in *Department>Properties*).

Delete (Num)

This command deletes a script voice files that corresponds with the entered digits.

The number of digits to be entered is selected from the first **Parameter** drop-down list. Use the second drop-down list if the relevant voice file to be deleted is associated with another mailbox than the current script mailbox.

Define the action results as follows:

- **Ok**—the action the system performs if the voice file was successfully deleted.
- **Err**—the action the system performs if the file to be deleted could not be found, or if no digits were entered during the **Script timeout** period defined for the department (in *Department>Properties*).

Transfer

This command is usually reached from a Menu 1 Digit choice selection. It allows a caller to be directed to a regular mailbox or to another script for further processing, or to exit the system. Use this command to manually define transfer codes.

If the transfer action routes the system to another script, there is no need to record a voice prompt for the transfer action line; instead, record an opening prompt in the destination script. If, however, the transfer action is made to another mailbox, record a message such as “one moment, please” for the action line, to inform callers that they are transferred.

Define the action results as follows:

- **Ok**—the action the system performs if it received the response digit or digits entered by the caller, but the transfer destination mailbox does not exist.
- **Err**—the action the system performs if it did not receive any digits from the caller within the **Script timeout** period defined for the department (in *Department>Properties*).

The following parameters can be defined for the Transfer action:

Parameter	Description
To X MB [n]	The system waits until the caller has entered the digits of a mailbox number, and then transfers the caller to this mailbox. <i>NOTE: In the drop-down list, define the number of digits the caller must enter.</i>
Append X to MB [Mn]	The system waits until the caller has entered the number of digits specified in the drop-down list, appends the entered digits to the digits entered for the previous Transfer action, and transfers the call to the complete mailbox number.
Append X to Ext. [Dn]	The same as for the Append X to MB parameter above. However, the system transfers the call to an extension number, not to a mailbox.

Parameter	Description
Enter as Subscriber [#n]	Callers enter the number of digits specified in the drop-down list and are logged in to the relevant mailbox as mailbox subscribers (user).
Enter X in RecMode [*n]	Callers enter the specified number of digits and are directly transferred to the mailbox greeting.
Enter to X Ext [!n]	Callers enter the specified number of digits and are transferred to the entered extension number (not to a mailbox).
Enter MB as Subscriber [T#n]	Callers are logged in as users to the mailbox specified in the drop-down list.
Enter MB to Rec Msg [T*n]	Callers are transferred to the specified mailbox to leave a message.
To Extension [T!n]	Callers are transferred to the specified extension.
To MB X [Tn]	Callers are transferred to the specified mailbox.
Enter MB to Rec no Greet [TDn]	Callers are transferred to the specified mailbox to leave a message. The greeting is skipped, and only the record beep is played.
Manual Entry	Define the parameter using codes. The code of a parameter is displayed in this table in square brackets, under the relevant parameter name.
Manual Entry [UNN]	Callers are transferred to Department NN. This option provides callers access to other departments.



NOTE:

For additional codes, refer to the **Tadiran Coral ACD Technical Note** (separate document).

Choose Document



NOTE:

This command is used for creating a fax-on-demand script and is only used in the Enterprise Version, if the optional fax module is installed. For further details, see [Fax On Demand, page 204](#).

Use this command to receive the document number required by the caller. From the **Parameter** drop-down list, select the number of digits to be received.

Record a prompt such as “please enter the document number” for the action line. The Choose Document command can be used more than once to let the caller select multiple documents.

Define the action results as follows:

- **Ok**—the action the system performs if document number entered by the caller is valid.
- **Err**—the action the system performs if the document number does not exist, or if no digits were received within the **Script timeout** period defined for the department (in *Department*>*Properties*).



NOTE:

*Alternatively, you can use the **Menu 1 Digit** command (see [Menu 1 Digit, page 226](#)) to let callers select a fax document. Record a message containing a list of available documents and assign a corresponding menu entry for each document. For each of the menu entries, define an action line with the **Transfer Fax** command (see [Transfer Fax, page 232](#)) for the relevant document.*

Get Phone Number



NOTE:

This command is used for creating a fax-on-demand script and is only used in the Enterprise Version, if the optional fax module is installed. For further details, see [Fax On Demand, page 204](#).

Use this command to receive the telephone number of the fax machine to which the document is to be sent (see the **Choose Document** parameter above).

Enter two values in the **Parameter** field (separate them with a comma):

- The minimum number of digits to receive from the caller
- The maximum number of digits

The caller can use the # (Pound) key to terminate the number entry if it is shorter than the maximum number of digits.

Define the action results as follows:

- **Ok**—the action the system performs if the caller entered enough digits.
- **Err**—the action the system performs if the caller did not enter enough digits within the **Script timeout** period defined for the department (in *Department>Properties*).

Transfer Fax



NOTE:

This command is used for creating a fax-on-demand script and is only used in the Enterprise Version, if the optional fax module is installed. For further details, see [Fax On Demand, page 204](#).

Use this command to send the fax to the required destination. The following parameters are available for this command:

Parameter	Description
(No parameter)	The fax specified in the last Choose Document command is sent to the number entered by the caller in the Get Phone Number command. (For details, see Choose Document, page 231 , and Get Phone Number, page 231).
PlayBack selected Doc [D]	The document number specified in the last Choose Document command is played for confirmation by the caller.
PlayBack selected Phone num [P]	The destination number specified in the last Get Phone Number command is played for confirmation by the caller.
Submit Fax [S]	The fax is submitted to a queue in a dedicated line call. NOTE: <i>To send a specific document number (if required by a previous Menu 1 Digit command), add the document number to this parameter. For example, if the document number is 110, type /S110.</i>

Parameter	Description
Divert To Fax Device [/N]	The call is diverted to a fax port. The fax document is saved in the current script mailbox.
Divert To Fax and save in [/Nxxx]	The call is diverted to a fax port. The fax document is saved in mailbox xxx.

Define the action results as follows:

- **Ok**—the action the system performs if the fax was sent.
- **Err**—the action the system performs if the fax could not be sent.

Change Language



NOTE:

To use this command, the target language must be installed and the required prompts recorded in this language.

Use this command to change the language of the prompts played to callers. Usually, this command is activated after a caller presses a dedicated key specified in a Menu 1 Digit script line (see [Menu 1 Digit](#), page 226).

Select the required target language from the **Parameter** drop-down list. In addition, define the action results as follows:

- **Ok**—the action the system performs if the selected language is available in the system.
- **Err**—the action the system performs if the selected language is not available.

Message To Mailbox

After the completion of an interview session in a script mailbox (a set of **Record** actions), use this action to save the message (interview). You can listen to saved messages when entering the mailbox as its owner.

Define the action results as follows:

- **Ok**—the action the system performs if the message was saved.
- **Err**—the action the system performs if the message could not be saved.

Record

This command plays the line's voice file. Use the **Parameter** field to define the number of seconds during which the system records a message after playing the file.



NOTE:

Set the **Parameter** field to **0** if there is no need for recording. In this case, the system continues with the next action line, as specified in the **Ok** drop-down list.

Select the **Append** check box to append the recorded message to the message recorded by the preceding Record action.

If the script mailbox includes several **Record** lines, the recorded answers of the caller are collected and saved as a single message in the mailbox. The recorded answers can be played back in the same order as the questions were answered.

Define the action results as follows:

- **Ok**—the action the system performs if the recording operation was successful.
- **Err**—the action the system performs if the recording operation failed.

Branch

The Branch command is used to schedule an action. If you select **Branch** from the **Action** drop-down list, the following dialog box is displayed.

The following table describes the different options for defining the range. You can define the range either in the dialog box above, or directly in the **Parameter** field.

**NOTE:**

Different range types cannot be combined. Each range must be defined in a different **Branch** script line.:

Range Type	Dialog Box	Parameter Field
Days in a week	In the Pick Days area, select the relevant week days.	Type D followed by the relevant day numbers. For example, <i>D2345</i> means Monday through Thursday.
Time range	In the Pick Time Range area, specify the Start Time and the End Time of the range.	Type the time range. For example, <i>0900-1500</i> stands for the time range between 9AM and 3PM.
Day in every month	In the Pick a day every month area, select the relevant day.	Type C followed the date, day, or date range in the format <i>MMDDMMDD</i> .
All days in a month	In the Pick any day in month area, select the relevant month.	Examples: <ul style="list-style-type: none"> ■ <i>C01010331</i>—between January 01 and March 31 ■ <i>C01</i>—any day in January ■ <i>C0105</i>—only on January 5th ■ <i>C0005</i>—the fifth day of any month
Date range	In the Pick Date Range area, specify the Start Date and the End Date of the range.	

Define the action results as follows:

- **Ok**—the action the system performs if the current day, date, or time is within the defined range.
- **Err**—the action the system performs if the current day, date, or time is not within the range.

CID Routing

**NOTE:**

This command is only relevant for the Enterprise Version.

The CID Routing command is used in conjunction with the global CID routing table. If a caller's number is found in this table, the system performs the associated action

(see [Global CID Routing, page 143](#)). For example, a call with a specific caller ID can be transferred to an ACD group.

The CID Routing script is used for activating the CID routing table within a sequence of activities. Define the action results as follows:

- **Ok**—this field is not used for CID Routing.
- **Err**—the action the system performs if the CID number was not found in the global CID routing table.

PIN



NOTE:

This command is only relevant for the Enterprise Version.

This command is used in conjunction with the mailbox's PIN table (in *Mailbox>PIN*—see [PIN, page 92](#) in [Chapter 4, Mailboxes](#)). For example, you can define a script that starts a conference call between users of mailboxes that have certain PINs assigned.

In the **Parameter** field, enter the PIN (Personal Identification Number) length. The system waits accordingly until the required number of digits have been entered. It then checks whether the entry is included in the PIN table.

Define the action results as follows:

- **Ok**—the entered PIN exists in the PIN table and is therefore valid.
- **Err**—the entered PIN does not exist in the table.

Speech Recognition



NOTE:

This command is not used in the current version.

When a caller asks for a name, this command checks whether this name is included in the departmental directory assistance table. If the name is found, the call is routed according to this table (see [Directory Assistance, page 110](#) and [Speech Recognition, page 112](#)).

The CID Routing script is used for speech recognition tasks within a sequence of activities. Define the action results as follows:

- **Ok**—this field is not used for Speech Recognition.
- **Err**—the action the system performs if the name was not found in the directory assistance table.

Manual Entry

This command allows programmers to define a script action using codes. It is not usually intended for administrators.

Manual entries in relation with transfer actions are briefly described in [Transfer](#), page 229.

● Script Voice Files

The voice file for each line is stored in the subdirectory of the script mailbox. The name of this file is *linexx* (*xx* representing the line number).

To record a script voice file:

- 1 From the phone, log in to SeaMail and enter your password.
- 2 Press # (the pound key).
- 3 Following the prompts, enter the script voicemail number and record the file.
- 4 Save the file under the correct subdirectory and name.



NOTE:

Record the file in a quiet location using the telephone handset, since most speakerphones have poor voice quality.

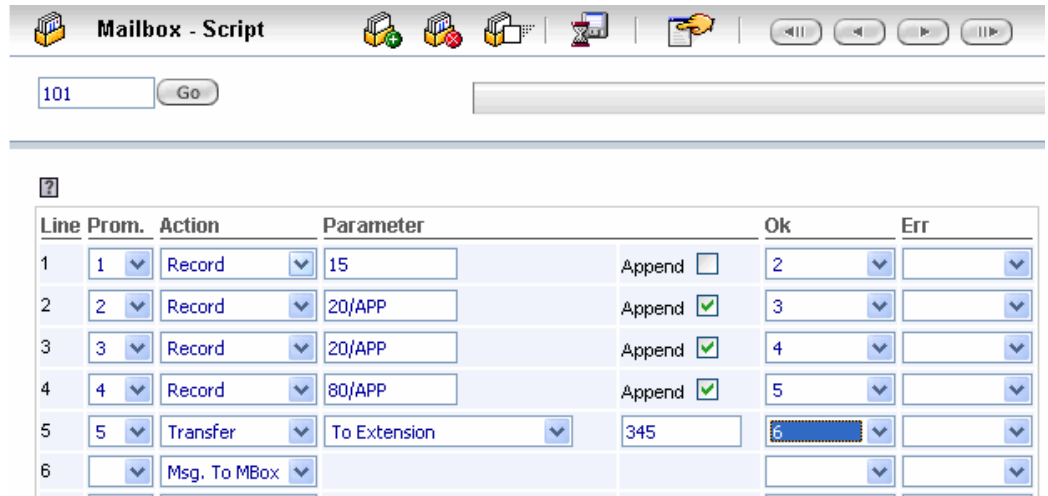
● Script Examples

This section includes examples of commonly used scripts:

- *Preliminary Job Interview*, page 240
- *Customer Information System*, page 241
- *Speech Recognition Sub-Menu*, page 243
- *Lottery Results*, page 244
- *Holiday Scheduler*, page 245
- *Conference Manager*, page 246

Preliminary Job Interview

In this example, a newspaper ad instructs callers to call a number and an extension (such as 555-5555, Ext. 101). When 101 is dialed, the caller reaches Script Mailbox 101 and is asked a series of questions that are appended to one another. After answering the questions, the caller is transferred to the operator.



Line	Prom.	Action	Parameter	Append	Ok	Err
1	1	Record	15	Append <input type="checkbox"/>	2	
2	2	Record	20/APP	Append <input checked="" type="checkbox"/>	3	
3	3	Record	20/APP	Append <input checked="" type="checkbox"/>	4	
4	4	Record	80/APP	Append <input checked="" type="checkbox"/>	5	
5	5	Transfer	To Extension	345	5	
6		Msg. To MBox				

Record the following voice files:

- Prompt 1—“Thank you for calling about the opening in our sales department. I’m going to ask you a few questions...please answer all of them. What is your name?”
- Prompt 2—“What is your complete address?”
- Prompt 3—“Please describe your previous work experience.”
- Prompt 4—“When are you available to start working?”
- Prompt 5—“Thank you for your time. We will now connect you with a live operator.”

Customer Information System

In this example, the script replaces the main menu greeting and at the same time serves as a Customer Information System. (To replace the main menu greeting, set the field **Start with Script** in *Department>Properties* to the script mailbox number.)

Customers call the organization to check the ticket status by entering their ticket number. After entering the ticket number, the customers hear the recorded prompt of their ticket status. The script in this example also includes the following:

- An option for technicians to record (Line 11) or delete (Line 12) ticket status messages.
- All transfer options, including transfer to a fixed supervisor mailbox (Line 7)
- Appended transfer—in this organization, all mailbox numbers begin with the digit 2. If a caller dials a three-digit number, the call is automatically directed to the mailbox that ends with this number. To illustrate, if the caller dials 456, the call is routed to Mailbox 2456.

Line	Prom.	Action	Parameter	Ok	Err
1	1	Menu 1 Digit	Menu Reps.:3 Post Rep Action:Hang Up 1=2 2=5 3=3 6=6 9=Hang Up 0=7 *=8 #=9	Edit	1
2	2	Play (Num)	5	1	15
3	3	Pin	6	10	Hang Up
4					
5		Transfer	Append X to MB	3	
6		Transfer	Enter MB to Rec Msg	2031	
7		Transfer	To MB X	2031	
8	5	Transfer	Enter X in RecMode	4	
9	6	Transfer	Enter as Subscriber	4	
10	10	Menu 1 Digit	1=11 2=12 *=Hang Up	Edit	Hang Up
11	11	Record (Num)	5	10	10
12	12	Delete (Num)	5	10	10
13					
14					
15	15	Play			

The following is a line-by-line explanation of the script, including the prompts to be recorded for each line.

Line 1: This line responds to a digit pressed by the caller. Is set to repeat the prompt three times and to disconnect if no response has been received.

Prompt 1: “Thank you for calling us. If you know your party’s extension you may dial it now. To check on the status of your ticket, please press ‘1’. To leave a message for the supervisor, please press ‘6’. To speak with a supervisor, please press ‘0’. To leave a message for a subscriber, please press ‘star’. If you are a subscriber on the system, press ‘pound’. If you are a technician and would like to record or delete a ticket status, press ‘3’. To hang up, press ‘9’.”

Line 2: This line requests a five-digit ticket number from a caller and plays the pre-recorded ticket status.

Prompt 2: *"Please enter your five-digit ticket number."*

Line 3: This line requests a six-digit PIN number from the technician to authenticate access. The pin number needs to be defined in the PIN table of the technician's mailbox (in *Mailbox>PIN*).

Prompt 3: *"Please enter your PIN number."*

Line 5: This line accepts three more digits and transfers to a mailbox 2xxx (appended to the digit 2 received in Line 1). No prompt is required.

Line 6: This line transfers the call to the greeting of the supervisor's mailbox (2031 in this example). No prompt is required.

Line 7: This line transfers the call to the extension of the supervisor (2031 in this example, based on the transfer status of mailbox 2031). No prompt is required.

Line 8: This line waits for a four-digit entry from the caller and enters the mailbox to leave a message.

Prompt 5: *"Please enter the mailbox number."*

Line 9: This line waits for a four-digit entry from the caller and enters the mailbox as a subscriber. The caller is then asked to enter the password.

Prompt 6: *"Please enter your password."*

Line 10: This line offers the technician the option to choose between recording a ticket and deleting a ticket.

Prompt 10: *"Press '1' to record a ticket status. Press '2' to delete a ticket status. Press 'Star' to disconnect."*

Line 11: This line waits for a five-digit ticket number and prompts technician to record the ticket status.

Prompt 11: *"Please enter a five-digit ticket number and record the ticket status after the beep."*

Line 12: This line waits for a five-digit ticket number and deletes the ticket.

Prompt 12: *"Please enter a five-digit ticket number to delete."*

Line 15: This line plays an error message to the callers stating they have entered an incorrect ticket number and then returns to the main menu (Line 1).

Prompt 15: *"You have entered an incorrect ticket number."*

Speech Recognition Sub-Menu



NOTE:

This example assumes that the system supports speech recognition and is therefore not relevant for the current version.

To create sub-menus in a directory assistance, the menu information must be entered as a new department.

In this example, you create a sub-menu for the accounting department. If a caller says “ACCOUNTING”, the prompt played is “Would you like to speak with Accounts Payable or Accounts Receivable?”, and the caller is connected accordingly.

How to create the script:

- 1 In *Department>Speech Recognition*, define a command that transfers callers to a script mailbox if they say the word “ACCOUNTING” (see [Speech Recognition](#), page 112).
- 2 In the script mailbox, define Line 1 as in the following figure:

Line	Prom.	Action	Parameter	Ok	Err
1		Transfer	Manual Entry	U50	

U50 transfers the user to Department 50.

- 3 Record the appropriate 72x prompt (see [Recording Departmental Prompts \(Auto Attendant\)](#), page 117).
- 4 In *Department>Speech Recognition*, define a commands that transfer callers to the required destination if they say “ACCOUNTS PAYABLE” or “ACCOUNTS RECEIVABLE” (see [Speech Recognition](#), page 112).

Lottery Results

In this example, callers are informed whether their lottery ticket includes a winning number of 10 digits.



Line	Prom.	Action	Parameter	Ok	Err
1	1	Play (Num)	10	3	2
2	2	Play		Hang Up	
3		Transfer	To Extension	4008	

The following is a line-by-line explanation of the script, including the prompts to be recorded for each line.

Line 1: This line plays a greeting to the caller prompting the caller to dial a ten-digit number (the lottery number).

Prompt 1: “Thank you for calling the Lottery Information Line. To see if your 10 digit lottery number is among the winning numbers, please dial it now.”

In addition to this prompt, a file is recorded, named according to the winning number, and played if the dialed number matches the winning number; the system continues afterwards with Line 3.

Recorded file for 10 digits: “Your number has won! Please hold on. You are being transferred to the Lottery Information office.”

Line 2: This line is executed if the dialed number does not match the recorded winning number. This line plays the following prompt and then hangs up.

Prompt 2: “Your lottery number is not among the winning numbers of this lottery. Thank you for participating. We look forward to serving you in the near future.”

Line 3: If the dialed number matches the recorded number, the caller is transferred to extension 4008.

Holiday Scheduler

This script answers callers with a holiday greeting if they call on holidays, and transfers them to the operator if they call on regular days.

Line	Prom.	Action	Parameter		Ok	Err
1		Branch	C0526	Edit	12	2
2		Branch	C06020603	Edit	12	3
3		Branch	C0713	Edit	12	4
4		Branch	C0803	Edit	12	5
5		Branch	C0809	Edit	12	6
6		Branch	C0917	Edit	12	7
7		Branch	C09220925	Edit	12	8
8		Branch	C10011002	Edit	12	9
9		Branch	C10071015	Edit	11	10
10		Branch	C12161223	Edit	12	11
11		Branch	C1231	Edit	12	12
12	2	Transfer	To MB X	4002		
13		Transfer	To MB X	5936		

Incoming calls that are **not** received on the following holidays are transferred to the operator (**Line 13**):

- **Line 1:** May 26
- **Line 2:** June 2-3
- **Line 3:** July 13
- **Line 4:** August 3
- **Line 5:** August 9
- **Line 6:** September 17
- **Line 7:** September 22-25
- **Line 8:** October 1-2
- **Line 9:** October 7-15
- **Line 10:** December 16-23
- **Line 11:** December 31

If an incoming call is received on one of these holidays, the script executes **Line 12**: The system plays the following prompt and then transfers the call to a dedicated mailbox if the caller does not hang up.

Prompt 2: "We are closed for the holiday. Please hold on to be transferred to the after hours message box."

Conference Manager

This script prompts the caller to enter a password. If the password is correct and the call was received at the day and time scheduled for the conference, the caller is transferred to the conference bridge.

The screenshot shows the 'Mailboxes Menu' interface for a mailbox named 'Mailbox - Script' with ID 6301. The script configuration is as follows:

Line	Prom.	Action	Parameter	Ok	Err
1	1	Pin	4	2	5
2		Branch	C0509[3	6
3		Branch	1600-1800	4	6
4	4	Transfer	To Extension	7098	
5	2	Play			
6	3	Play			
7					
8					
9					
10					
11					
12					

The following is a line-by-line explanation of the script, including the prompts to be recorded for each line.

Line 1: This line plays a greeting to the caller prompting the caller to dial a four-digit PIN number.

Prompt 1: "You have reached the Conference Bridge. To join the conference, please enter your four-digit password."

The script verifies that the dialed password is included in the PIN table of the caller mailbox. (To learn more about PIN tables, see [PIN](#), page 92.) The following figure shows an example of PIN numbers defined for mailbox 2031:

PIN numbers for mailbox 2031

1 (1 - 1 of 1)

PIN	Transfer To	Remove
5000		Delete
5001	550	Delete
5002		Delete
5003		Delete
5004		Delete
6331		Delete
8443		Delete

If the dialed password is included in the list of PIN numbers and its **Transfer To** box is empty, it is valid; the script continues with Line 2. If the dialed password is not included, the script continues with Line 5.



NOTE:

*If a **Transfer To** destination is specified for the dialed PIN number, the script is interrupted for the caller. Instead, the caller is transferred to the specified destination for special call handling.*

Line 2: This line verifies whether the call is received at the date scheduled for the conference. If the date is not correct, the script skips the following lines and continues with Line 6.

Line 3: This line verifies whether the call is received at the time scheduled for the conference. If the time is not correct, the script skips the following lines and continues with Line 6.

Line 4: This line transfers the caller to the conference call extension (7098 in IPx Office systems). The following prompt is played to the caller:

Prompt 4: *"Please wait while your call is being transferred."*

Line 5: This line plays the following prompt to callers whose dialed password number is not included in their PIN tables.

Prompt 2: *"You have entered an incorrect password."*

Line 6: This line plays the following prompt to callers whose have called at the wrong date or time.

Prompt 3: *"The conference is not scheduled for the current day and time. Please check the scheduled date and time of the conference."*

NOTES:

15 System Maintenance

This chapter includes the following sections for SeaMail maintenance and troubleshooting:

- [t3adm](#) below
- [File Locations](#), page 254

t3adm

The t3adm is an administration and setup utility. It allows you to start and stop the SeaMail, shutdown the system and change low-level SeaMail parameters.

You can run the t3adm program from the server on which SeaMail is installed.

To run t3adm:

- Open a Terminal window, type **t3adm** at the end of the command line prompt, and press ENTER. The basic t3adm menu is displayed.

Figure 82 **t3adm Menu**

```
# t3adm
T3 Basic Administrator Program
1) Restart services
2) System backup
3) System monitor
4) All Info
5) Verify Installation
6) Recreate admin mailbox
7) Change backup directory
q) Quit
: █
```

The t3adm utility includes the following main menu options:

- [Restart Services, page 251](#)
- [System Backup, page 251](#)
- [System Monitor, page 252](#)
- [A1 Info, page 252](#)
- [Verify Installation, page 253](#)
- [Recreate Admin Mailbox, page 253](#)
- [Change Backup Directory, page 253](#)
- Quit



NOTE:

While using t3adm, press CTRL+C at any time to quit the t3adm. To delete a character, use the Delete key instead of the Backspace key.

Restart Services

Each of the SeaMail components is called a service. The following services exist:

- T3 VM (for main voice processing)
- T3 IMAP
- T3 POP
- T3 ESYNC (for email synchronization)

To start, stop, or restart any of these services, select the **Restart services** option from the t3adm main menu (see [Figure 82](#)) and then select the relevant service.

Figure 83 **t3adm Restart Services Menu**

```
: |
1 ) Restart T3 VM
2 ) Restart T3 IMAP
3 ) Restart T3 POP
4 ) Restart T3 ESYNC
q ) Go back
: |
```



NOTE:

Wait at least 15 seconds after stopping a service before restarting it, to allow all the program components to shut down.

System Backup

To back up the SeaMail files, select the **System backup** option from the t3adm main menu (see [Figure 82](#)). This option copies all SeaMail files to the default backup location. If the backup destination directory is at a remote location, follow the procedure described in [Backup to an FTP Site \(page 251\)](#). (To back up the files under another directory, refer to [Change Backup Directory, page 253](#).)

Before backup, the system displays a shutdown notification. After the backup is complete, the system services must be manually restarted.

Backup to an FTP Site

The system can back up itself and send the data, using FTP transfer, to a remote location for safekeeping.

To back up the SeaMail data using FTP transfer:

- 1 Select the **System backup** option from the t3adm main menu. The system displays a notification that all services are going to be stopped.

- 2 Type **Y** to agree. The system asks whether the backup copying should be performed with FTP.
- 3 Type **Y** to agree.
- 4 Enter the FTP site IP address, or the name of the FTP server.
- 5 Enter the full path of the directory under which the backup data is to be stored on the FTP server.
- 6 Enter the user name and password for accessing the above path on the FTP server specified above.

The system displays the login and path, backs up the SeaMail data, and attempts to copy the file to the FTP site.

- 7 The system asks whether the backup data should be copied to a tape storage. If a tape backup utility is available on the system, type **Y** to copy the data to the tape.



NOTE:

Once this procedure is complete, the system will automatically repeat it in the housekeeping procedure (see [Site Housekeeping, page 141](#)). To change any of the FTP parameters, simply repeat this process.

System Monitor

To display a snapshot of the ports and serial link status indications, select **System monitor** from the t3adm main menu (see [Figure 82](#)).

In addition, you can use the following System Monitor menu options:

- **Start channel**—start or restart any port that is not running
- **Kill channel**—stop a running port
- **Monitor system logs**—display a live image of incoming calls and used server space information
- **Monitor fax queue**—view or delete fax calls in the fax queue
- **Stop T3 VM softly**—stop the service only after all ports are free

A1 Info

This option displays the SeaMail version and SeaMail license information, including numbers of voice and fax ports, email clients, languages, and more. For further details, see [A1 Info Option \(t3adm\), page 35](#).

Verify Installation

Use this option to verify that the system you are working with has all the correct files relative to its version.

Recreate Admin Mailbox

Use this option to recreate the default administrator mailbox if all administrator mailboxes have been deleted in the SeaMail Remote Controller Client.

Change Backup Directory

To save the data in a directory other than the standard backup directory, you can specify a path to a different directory (on the same disk or any other disk mounted on the system).



NOTE:

Make sure the required directory exists before you define it as the backup directory.

To change the backup directory:

- 1 Select the **Change backup directory** option from the t3adm menu.
- 2 Enter the path to the required directory.

This option creates a link from `/usr/T3/backup` to the required directory and stores all backup data under this directory.

● File Locations

The following table displays the locations in which the SeaMail files are stored on the server:

Location	File Type
/usr/T3/bin	Executable files
usr/T3/vox	Voice files
usr/T3/vmdat	PBX and site data
usr/T3/mailbox	Mailbox greeting prompts
usr/T3/mailbox/RPT	Report files
usr/T3/messages	Incoming messages



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