SeaMail on

PUGW-2G for Coral

Administration manual

3 General Description

. . . .

VoIP Endpoints

The PUGW-2G provides full support and services offered on the enterprise network for up to 240 Media Channels and IP ports in any physical location.

The Coral system can accept as many PUGW-2G cards as required and provides full support and services for up to 1,950 IP ports in a single Coral system, including:

- IP stations, such as P-Series, T200 series, T300 series, T40 series, FlexSet-IP 280S, FlexIP SoftPhone, SeaBeam softphone, 3rd party SIP phones, etc.

- Coral SIP and NET_IP trunks

- External telephony gateways for analog SLTs and Loop-Start/Ground-Start trunks

> **NOTE:**
>
> *The maximum number (2,000) of IP ports does not include Media Channels and is also subject to change depending on the combination of peripheral cards installed. The available number of IP ports and Media Channels in a Coral system is subject to SAU authorization.*

Media Channels

Pure-IP calls supported by the PUGW-2G that do not use shared services are carried out entirely on the network even though they are controlled by Coral. This enables heavy traffic configurations. Media channels are used:

- To convert PCM calls to IP Packets, thereby converting standard Coral "talk" into Internet Protocol "talk"

- When one of the calling parties is not an IP host

The MRC integrates media channel gateway, DTMF Receiver (DTR), MFC-R2 (MFR) circuits, FSK tone generator for Caller ID, and Conference bridges. These circuits are embedded onto DSP units located on the PUGW-2G card.

MAC Address

The MAC address is a unique 6 byte hexadecimal address coded on every IP entity. Each PUGW-2G card provides one MAC address. The MRC and UM do not have any private coded MAC address, they get it from the PUGW-2G holding them.

The MAC address of the MRC and UM is automatically supplied by the PUGW-2G card to the Coral database. The MAC address label of the PUGW-2G, UM, and MRC is affixed to the component side of the PUGW-2G card.

Survivability and Load Sharing

If two or more PUGW-2G cards are installed in the Coral, the system supports:

- Survivability (functional redundancy)
- Load sharing media and signalling control

Survivability

Survivability is defined as the ability to connect to an alternative call agent when connection to the primary call agent is lost. Many keysets can be programmed to automatically connect to a secondary PUGW-2G whenever communication with the primary PUGW-2G is lost (for example, P-335, P-450, FlexSet 280S-IP, T207M, T207M/NP, T208M and T208M/BL). These keysets automatically re-establish communication with the primary call agent as soon as it is re-detected.

The maximum number of CA's IP addresses that can be defined per IP keyset is 2 for P-335, P-450; and 10 for FlexSet 280S-IP, T207M, T207M/NP, T208M, T208M/BL. Each CA can be configured as either a primary or a secondary CA. If a network problem occurs, causing the keyset to lose its primary CA, it attempts to connect to a secondary CA from the list (or another primary CA, if more than one has been configured).

When connected to the secondary call agent, the phone will periodically attempt to communicate with a primary call agent. When a primary call agent is found, the phone will reconnect back to that call agent. If the phone is engaged in a call, the phone will connect to a primary call agent only after the active call has been completed.

SLTs and trunks also make use of this redundancy function.

Load Sharing

Upon successful initialization, the Coral assigns IP ports to a PUGW-2G card. The card is selected by rotation, with each new IP Keyset, SLT and trunk being registered with a different PUGW-2G from the required signaling group, providing that the card has enough resources to support it. This may not necessarily be one of the cards defined in the primary or secondary CA.
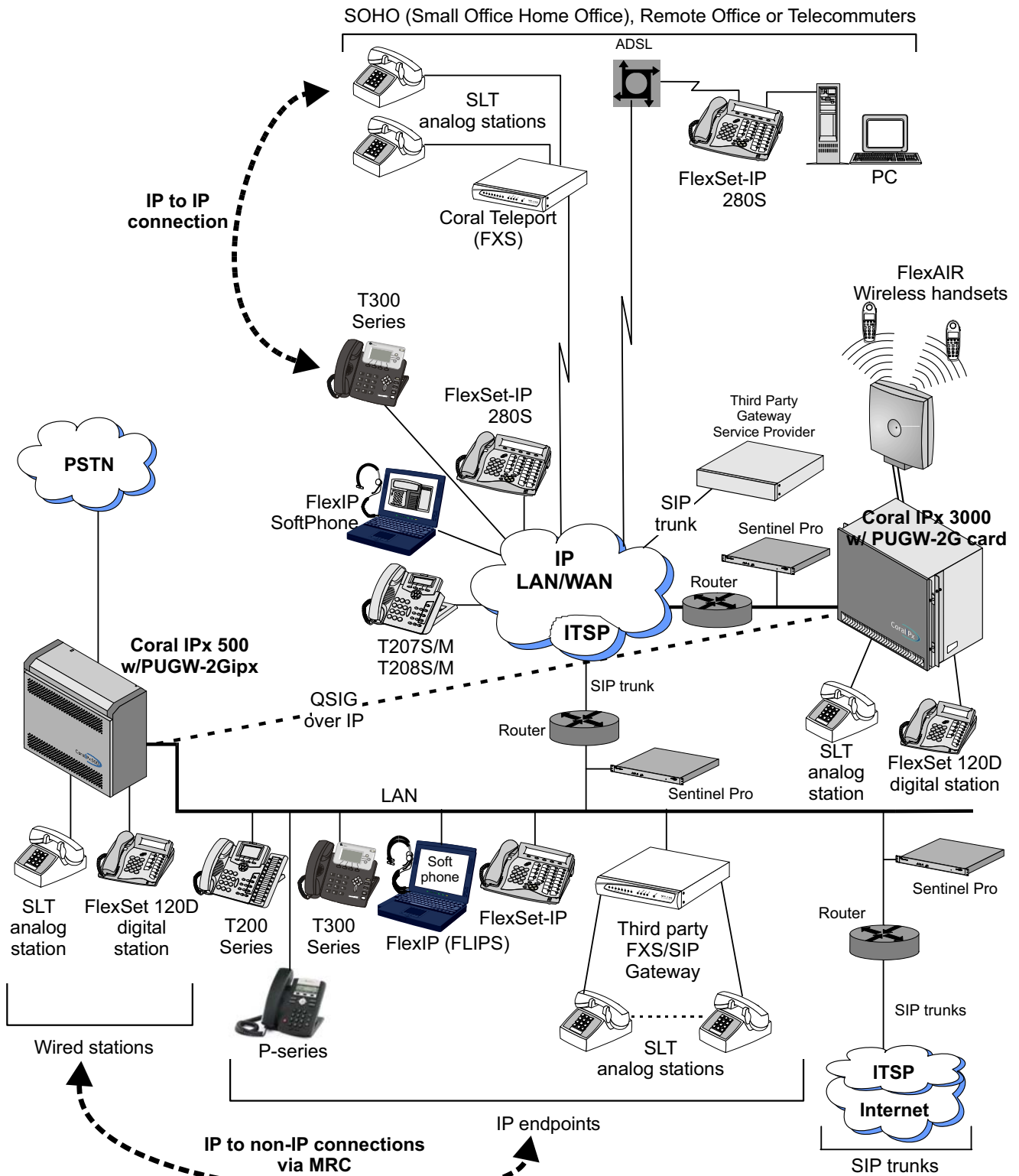
If an IP port was previously registered in one PUGW-2G card, the system will first attempt to assign an alternative card for that port.

If at any stage one PUGW-2G card becomes inactive, the ports connected to it are reassigned to a different PUGW-2G.

PUGW-2G Connection Diagram

Figure 10-1 depicts schematically the difference between pure IP connections and connections between an IP port and a non-IP port made via the Coral. Media channels are not required for pure IP connections.

PUGW-2G, PUGW-2Gipx Peripheral Universal Gateway (2nd Generation) Card

10

Figure 10-1 **Coral with PUGW-2G Configuration Diagram**

SOHO (Small Office Home Office), Remote Office or Telecommuters

ADSL

SLT analog stations

Coral Teleport (FXS)

FlexSet-IP 280S

PC

IP to IP connection

T300 Series

FlexAIR Wireless handsets

FlexSet-IP 280S

Third Party Gateway Service Provider

FlexIP SoftPhone

PSTN

SIP trunk

Sentinel Pro

Coral IPx 3000 w/ PUGW-2G card

IP LAN/WAN

Router

ITSP

T207S/M T208S/M

Coral IPx 500 w/PUGW-2Gipx

QSIG over IP

SIP trunk

SLT analog station

FlexSet 120D digital station

Router

Sentinel Pro

LAN

SLT analog station

FlexSet 120D digital station

T200 Series

T300 Series

Soft phone

FlexIP (FLIPS)

FlexSet-IP

Third party FXS/SIP Gateway

Sentinel Pro

Router

SIP trunks

P-series

Wired stations

SLT analog stations

ITSP Internet

IP to non-IP connections via MRC

IP endpoints

SIP trunks

10

4 **Card Components**

. . . .

The PUGW-2G card components are displayed in *Figure 10-2* and *Figure 10-3*.

The PUGW-2Gipx card components are displayed in *Figure 10-4*.

Table 10-3 **PUGW-2G Card Components**

Component	Description
System Diagnostic (MAIN) LED Indicator	Card (red) LED indicates card functionality. See *page 10-27, System Diagnostic LED*.
MG (MRC) Status LED Indicator	MRC (green) LED. When continuously on, indicates that the MRC functions are properly operated. See *page 10-27, MG (MRC) LED*.
MAINT LED Indicator	Maintenance (red) LED. When continuously on, indicates that PUGW-2G software version is being upgraded. See *page 10-27, PUGW-2G Maintenance LED*.
LNK LED Indicator (PUGW-2Gipx ONLY)	Network LINK and ACTIVE (green) LED indicates LAN functionality. See *page 10-28, LAN and PC RJ-45 Functionality LEDs*.
Unified Messaging (UM) Status Indicator	UM (green) LED. When continuously on, indicates that the UM functions are operating properly. When no USB stick is installed or the UM application does not initialize the LED is off. See *page 10-27, UM LED*.
LNK LED Indicator (PUGW-2G ONLY)	Network LINK and ACTIVE (green) LED indicates LAN functionality. See *page 10-28, LAN and PC RJ-45 Functionality LEDs*.
SPD LED Indicator (PUGW-2G ONLY)	Network SPEED (yellow) LED indicates LAN transmission rate. See *page 10-28, LAN and PC RJ-45 Functionality LEDs*.
LAN RJ-45 Connector	LAN connector. Positioned: - On front panel of large cards - On top panel of "ipx" cards See *page 10-19, Connecting the Card to the Network (LAN)*.

Component	Description
PC RJ-45 Connector	PC connector. Positioned: - On front panel of large cards - On top panel of "ipx" cards See *page 10-19, Connecting the Card to the Network (LAN)*. It provides two functions: ■ Ethernet port for multiple PUGW-2G card chaining, see *page 10-20, Daisy-chain Wiring*. ■ Maintenance port for sniffing (no need for hub), used by manufacturer's technicians for debug purposes.

DEBUG DA-9S Connector	**For manufacturer's use, only.**
	DA-9S (RS-232) male connector D-Type - Maintenance port.
	    Pin 2 - Rx
	    Pin 3 - Tx
	    Pin 5 - Ground
	    Pin 1,4,6,7,8,9 - not connected
	The baud rate is set during first initialization at 115200 bps, No parity, 8 data bits, 1 stop bit, VT-100.
	See *page 10-25, Connecting the DEBUG port to the Workstation*.

UM USB Connector	Unified Messaging (SeaMail) connector, USB interface. Used to store the Unified Messaging package on a USB stick. The PUGW-2G is delivered to customers with the SeaMail application on USB stick ready for use and only requires appropriate authorizations.

Figure 10-2   **PUGW-2G**
Front Panel

PUGW
2G

System diagnostic indicator (red)

MG ——— MRC (MG) status indicator (green)

MAINT ——— PUGW maintenance status indicator (red)

UM ——— Unified Messaging status indicator (green)

PC
RJ-45 Connector

LNK ——— LINK/ACTIVE status indicator (green)

SPD ——— SPEED status indicator (yellow)

PC

LAN
RJ-45 Connector

LNK ——— LINK/ACTIVE status indicator (green)

SPD ——— SPEED status indicator (yellow)

LAN

DEBUG
RS-232 Connector

DA-9S D-Type
maintenance port
**For manufacturer's
use, only**

PUGW-2G, PUGW-2Gipx Peripheral Universal Gateway (2nd Generation) Card

10

Figure 10-3   **PUGW-2G Layout**

MAC address coded during manufacturing process

MAC:000A6B004DA1

Zip tie holder

UM

USB Stick Unified Messaging application

PUGW 2G

MG
MAINT
UM

LNK
SPD
PC

LNK
SPD
LAN

PC

LAN

DEBUG
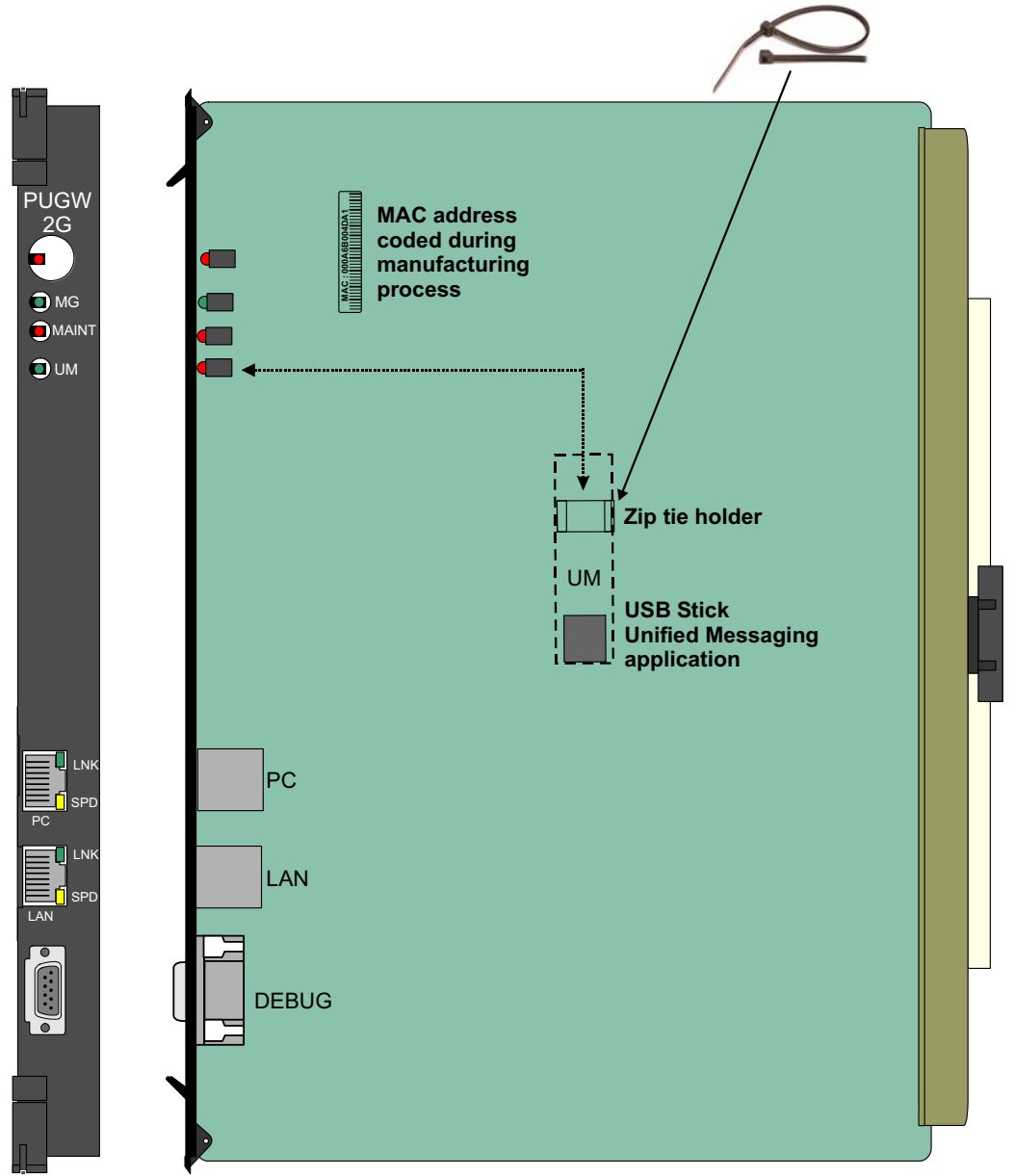
Figure 10-4 **PUGW-2G ipx Front, Top and Component Side Views**

Network and PC
Interface Connectors

LAN   PC

RJ-45   RJ-45

System diagnostic indicator (red)

MAIN

MRC (MG) status indicator (green)

MG

PUGW maintenance status indicator (red)

MAINT

Network LNK/ACT (green)

LAN

UM

Unified Messaging status indicator (green)

DEBU
DA-9S D-Type maintenance port
For manufacturer's use, only

**USB Stick
Unified Messaging
Application**

UM

MAC - 000ABB00ADA1

Zip tie holder

MAC address coded during manufacturing process

PUGW-2G, PUGW-2Gipx Peripheral Universal Gateway (2nd Generation) Card

PUGW-2G

10

About the MRC Application in the PUGW-2G

The MRC (Main Resources Center) is embedded on the PUGW-2G card. There is no need for external daughter boards to the PUGW-2G.

The MRC supports various services used by the Coral, including media channels.

Resources supplied by the PUGW-2G are shared between the IP terminals and the MRC. The PUGW-2G can supply a maximum of 240 IP terminals. The number of available IP terminals is limited by the number of media channels enabled for the MRC. The media channels enabled are reserved exclusively for media channels even when they are not being used.

The range of the maximum IP (SIP and MGCP) terminals supplied by the PUGW-2G is between 176 and 240. The actual maximum value of IP terminals is reduced by the value programmed for MEDIA_CHANNELS under REQUIRED CAPACITY. In other words: the number of IP terminals = 240 endpoints - MRC media channels programmed.

See *page 10-33, REQUIRED CAPACITY:* MEDIA_CHANNELS, under UGW: Current Configuration (Route: UGWC, 1).

Table 10-11 through *Table 10-13* on page 10-34 give examples of how the number of IP terminals that can be defined varies with the number of media channels programmed under REQUIRED CAPACITY for the MRC in the PUGW-2G.

The MRC integrates media channel gateway, DTMF Receiver (DTR), MFC-R2 (MFR) circuits, FSK tone generator for Caller ID, and Conference bridges. These circuits are embedded onto DSP units located on the PUGW-2G card.

The MG (MRC) green LED indicator is located on the front panel of the following:

■ PUGW-2G card, the second LED from the top. See *Figure 10-2* on page *10-11*.

■ PUGWipx-2G card, the second LED from the top. See *Figure 10-4* on page *10-13*.

Table 10-4 describes the different states of the MRC status LED indicator.

Table 10-4 **PUGW-2G MG (MRC) Status Indicator**

MG LED State	Indication
Steadily Off	The MRC has not been initialized.
Steadily On	Normal operation. The MRC is initialized and fully operational.

About the UM (Unified Messaging) in the PUGW-2G

The PUGW-2G card includes a USB connector, which is used to store a Unified Messaging package, such as SeaMail, loaded on a USB stick. There is no need for an external server.

The PUGW-2G is delivered to customers with the SeaMail application on USB stick ready for use and only requires appropriate authorizations.

The USB stick is securely fastened to the PUGW-2G card with a plastic zip tie.

The SeaMail application on a USB stick supports up to **8 voice channels**[1] and requires separate licenses. See *page 10-56, Licensing*. It is sold separately at specific customer request.

The UM status (green) LED indicator is located on the front panel of the following:

■   PUGW-2G card, the fourth LED from the top. See *Figure 10-2* on page *10-11*.

■   PUGWipx-2G card, the fifth LED from the top. See *Figure 10-4* on page *10-13*.

Table 10-5 describes the different states of the UM status LED indicator.

*Table 10-5   **PUGW-2G UM Status Indicator***

UM LED State	Indication
Steadily Off	The USB stick is not installed or the UM application has not been initialized.
Steadily On	Normal operation. The UM is initialized and fully operational.

---

1. Option for more channels will be available in a future version, check availability.

This section provides general guidelines for inserting a PUGW-2G or PUGW-2Gipx card into its slot. For recommendations on designating a card slot, refer to *page 2-33, Coral System Consideration*. For general instructions on inserting peripheral cards, refer to *page 2-1, Installation Procedure and Troubleshooting*.

The PUGW-2G card assembly (PUGW-2G + UM) is installed in Coral FlexiCom peripheral or shared service slots, or Coral IPx peripheral slots. For specific system limitations, refer to *page 2-33, Coral System Consideration*. More than one PUGW-2G card can be installed in the system, enabling survivability and load sharing as described on page 10-7.

NOTE:

PUGW-2G card assemblies are interchangeable. Coral automatically recognizes the resources available on the replaced card when inserted. However, a replacement that supports fewer IP endpoints will only support the number within its capacity. The remaining ports will be undefined.

Unpacking the Card

1. Before proceeding, read and comply with:
   - All of this section
   - *page 2-1, Handling Procedures*

CAUTION!

Do not proceed before reading and complying with the above material. Damage to equipment could result if these procedures are not carried out properly.

2. Inspect the shipping carton for physical damage or mishandling prior to opening.

3. Inspect all parts and report any damage to the carrier immediately.

4. If it is necessary to make a damage claim for the carrier, do not move the shipping carton until it has been examined by a representative of the carrier.

5. Dispose of empty cartons according to local regulations.

6. Verify that the card contains a USB stick that includes Unified Messaging.

NOTE:

The USB stick on the PUGW-2G is delivered to customers with the SeaMail application ready for use and only requires appropriate authorizations.

Inserting the Card into its Slot

To insert the PUGW-2G card into the Coral:

1. Refer to the component side of the PUGW-2G card and record the MAC address into the designated fields of *Table 10-22 on page 60*. See *Figure 10-2* and *Figure 10-3* on page 10-11.

2. Select a card slot according to recommendations relevant to your Coral system specified on *page 2-33, Coral System Consideration*.

3. The PUGW-2G is delivered to customers with the SeaMail application on USB stick ready for use and only requires appropriate authorizations.
If required, insert the USB stick into the PUGW-2G card and verify it is securely fastened to the PUGW-2G card with a plastic zip tie.

4. Insert the PUGW-2G assembly into the designated slot, according to the card installation procedures described in *page 2-1, Installation Procedure and Troubleshooting*.

5. Verify that the system diagnostic LED on the front panel (the first red LED from top) turns on to indicate card initialization and then turns off after initialization is complete. Initialization takes around five minutes. During normal operation, the system diagnostic LED should be off. If it remains continuously on or flashes, refer to *Interpreting the LED Indications* on page 10-27.

6. Verify that the MG (MRC) green LED turns on continuously once the card has been installed. If the LED does not turn on, restart the PUGW-2G card via its web administration, as described in *page 10-83, Administration Restart/Shut Down*.

7. If a USB stick (Unified Messaging) is installed on the PUGW-2G, verify that the UM green LED turns on continuously. It takes around a minute after the MG (MRC) green LED has been turned on (*Step 6.* above). If the LED does not turn on, restart the PUGW-2G card via its web administration, as described in *page 10-83, Administration Restart/Shut Down*.

8. In the PI database, verify that the card has initialized.
(See *page 10-29, Card List (Route: CLIS)*.
The card is identified by the name **PUGW**, version **12.xx**.

9. If the PUGW-2G card replaces an old PUGW or UGW card, perform *Step 6.* in page 10-18.

10

6 Replacing UGW, UGW-E or PUGW cards with PUGW-2G card

. . . .

This section describes how to replace an old UGW/UGW-E/PUGW card with a new PUGW-2G card. This may be used in case of card malfunction.

NOTE: You can install all type of GW cards (UGW, UGW-E, PUGW, PUGW-2G, etc.), together, in any order, in the same Coral system.

To replace a UGW/UGW-E/PUGW card:

1. Disconnect all cables that are connected to the old UGW/UGW-E/PUGW card.

2. Remove the old UGW/UGW-E/PUGW card from its card slot.

3. Install the new PUGW-2G card, as described in *page 10-16, Installing the Card*.

4. Return all cables that were disconnected from the old UGW/UGW-EPUGW card.

5. In the PI database, verify that the card has initialized.
   (See *page 10-29, Card List (Route: CLIS)*.
   The card is identified by the name **PUGW**, version **12.xx**.

6. Change the Media IP Address value to use a port in the range between 30000 and 38000 (in increments of 10). Route: UGWC,1; See *page 10-32, LOCAL_IP_ADDRESS* and *GLOBAL_IP_ADDRESS*.

   For example:

   MEDIA:

   > **MAC** FF:FF:FF:FF:FF:FF (The MAC parameter is irrelevant for PUGW-2G)
   > **LOCAL_IP_ADDRESS(#/R) -** 192.168.001.128**:30000**
   > **GLOBAL_IP_ ADDRESS(#/R) -** 192.168.001.128**:30000**

7 Card Removal

. . . .

The PUGW-2G card must be removed according to the following procedure:

1. Disconnect all cables that are connected to the card.

2. Restart the card, as described in *page 10-83, Administration Restart/Shut Down*.

3. Verify that all the card's LEDs are lit on.

4. The card can be removed from the cabinet only after all front panel LEDs are lit.

8 Replacing a PUGW-2G Card

. . . .

The PUGW-2G card must be replaced according to the following procedure:

1. Remove the old PUGW-2G card as described in *Card Removal*, above.

2. Install the new PUGW-2G card as described in *page 10-16, Installing the Card*.

23 Configuring the PUGW-2G via the Web

. . . .

Logging onto the PUGW-2G Application

1. Connect the workstation to the PUGW-2G as described in *page 10-62, Connecting the Workstation to the PUGW-2G*.

2. Open the Web browser, and configure it to the IP address and Subnet mask, as defined in *page 10-32, SIGNALLING:*.

3. The Local Web Portal login box is displayed.

> **NOTE:**
>
> *If a security certificate message appears, proceed to page 10-66, Installing a Security Certificate.*

Figure 10-15 **Local Web Portal Login Box**

4. Enter the default user name and password:

   - **User name:** `pugwadmin`
   - **Password:** `123456`

> **NOTE:**
>
> *If you are unable to log in, the PUGW-2G card may need to return to factory defaults. Contact the manufacturer's representative for details.*
>
> *To change password, see page 10-81, Administration Users Page.*

5. The PUGW-2G application opens.

   Figure 10-16 and *Table 10-23* describe the PUGW-2G application elements.

*Figure 10-16 **PUGW-2G Application Page Elements***
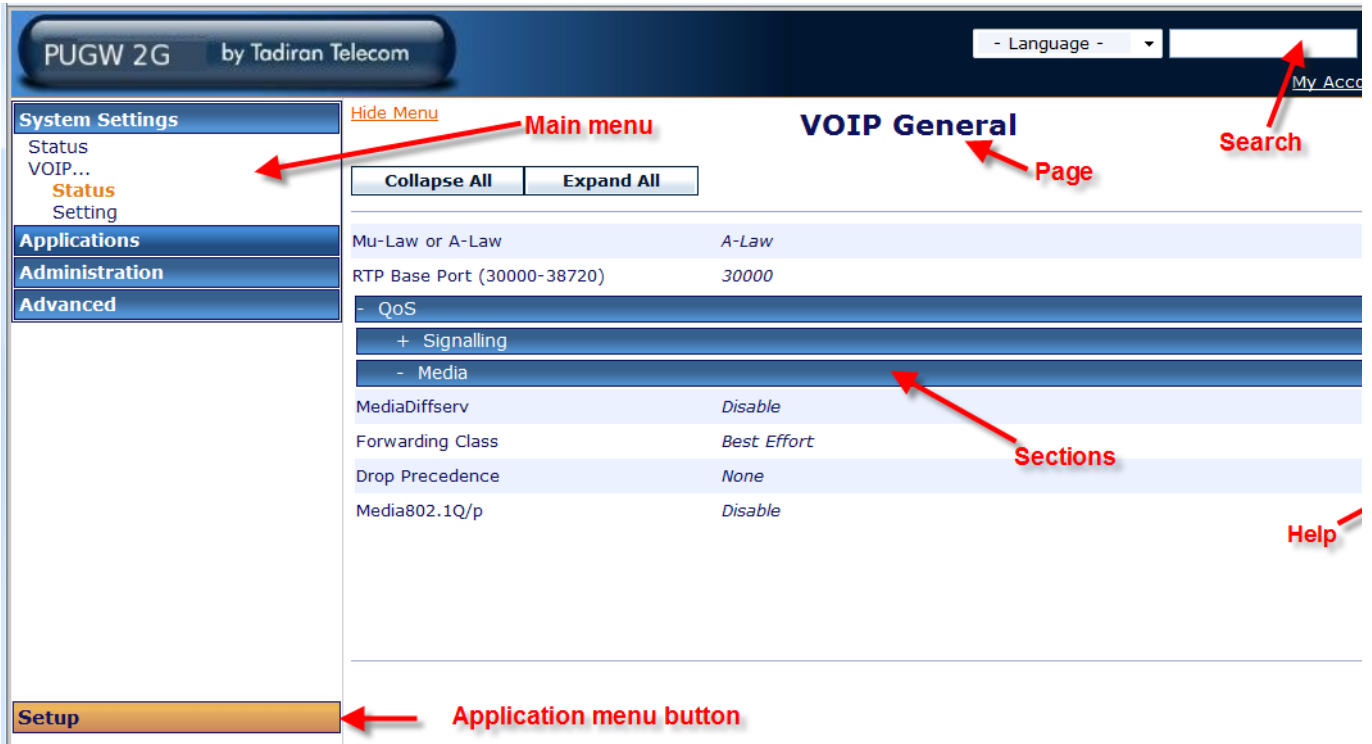
*Table 10-23 **Application Page Elements***

Displayed	Meaning
Main menu	Displayed in the left pane. Two different main menus displayed depending on the Application mode. Each menu includes a sub-menu, the commands on which link to a corresponding page. The menu is permanently displayed and can be accessed from anywhere in the application.
Application menu buttons	For Future use.
Page	Displayed in the right pane. Each page corresponds to a menu command selected and includes common parameters and fields.
Sections	Displayed on each page. The section groups together common parameters and fields within a page. Each section can be expanded and collapsed by a bar displayed at the top of each section.
Search	A powerful search mechanism enables users to efficiently find any required parameter associated with features and capabilities. By using the search engine, the system presents all the relevant info related to the query without the user needing to drill-down and look through multiple screens to find the required items.

6. **Configure the PUGW-2G system as required:**

    - *page 10-70, System settings - PUGW-2G Card Status Page*

    - *page 10-72, System Settings - VoIP General Status Page*

    - *page 10-76, System Settings - VoIP General Settings Page*

    - *page 10-79, PUGW-2G Applications Voicemail Page*

    - *page 10-80, PUGW-2G Software Upgrade Page*

    - *page 10-81, Administration Users Page*

    - *page 10-83, Administration Restart/Shut Down*

    - *page 10-84, Advanced Debug*

    - *page 10-83, Administration Restart/Shut Down*

    - *page 10-92, Upgrading the PUGW-2G Software Files*

    - *page 10-96, Upgrading the SeaMail UM from a Remote Location*

Installing a Security Certificate

When entering the IP address of the PUGW-2G in the address bar of the browser for the first time, the *Local Web Portal Login Box* (page 10-63) does not automatically appear. Instead, the following message appears (varies according to browser):

Figure 10-17 **Security Certificate Message (Internet Explorer 8)**
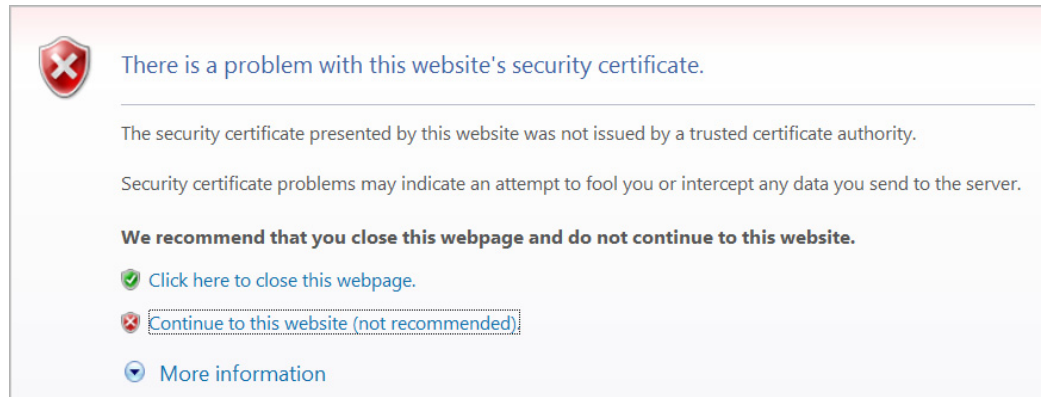
The following procedure describes how to remove this message in Internet Explorer 8. To remove this message in other versions of Internet Explorer or in other browsers, refer to the relevant browsers' online documentation.

To install a security certificate for the local web portal:

1. Upon receiving the Security Certificate message (see *Figure 10-17* above), click **Continue to this website (not recommended)**; the Local Web Portal login box page is displayed with the address bar in red/pink.

Figure 10-18 **Certificate Error Indication in Address Bar**
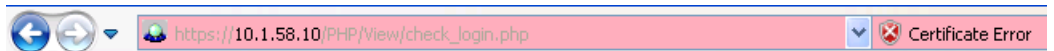
2. To the right of the address bar, click **Certificate Error**; the **Untrusted Certificate** pop-up is displayed (see *Figure 10-19* below).

Figure 10-19 **Untrusted Certificate Pop-up**
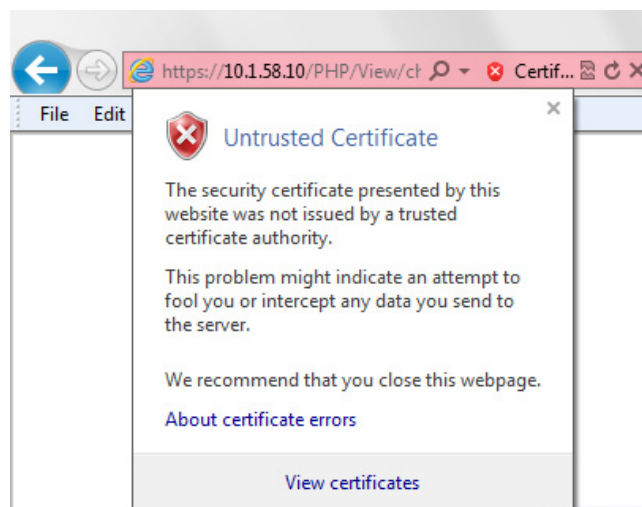
3. Click **View certificates** at the bottom of the pop-up; the following **Certificate** pop-up is displayed.
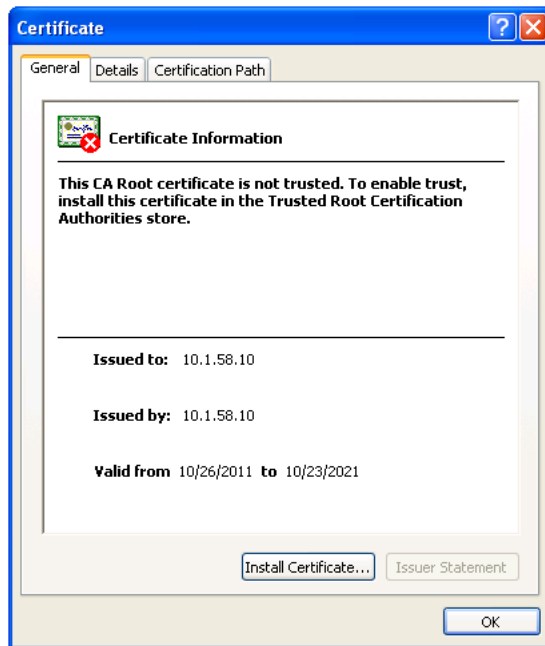
4. Click **Install Certificate...** at the bottom of the pop-up; the **Certificate Import Wizard** starts (see *Figure 10-21*).

5. Click **Next**.

Figure 10-22 **Certificate Store Page**
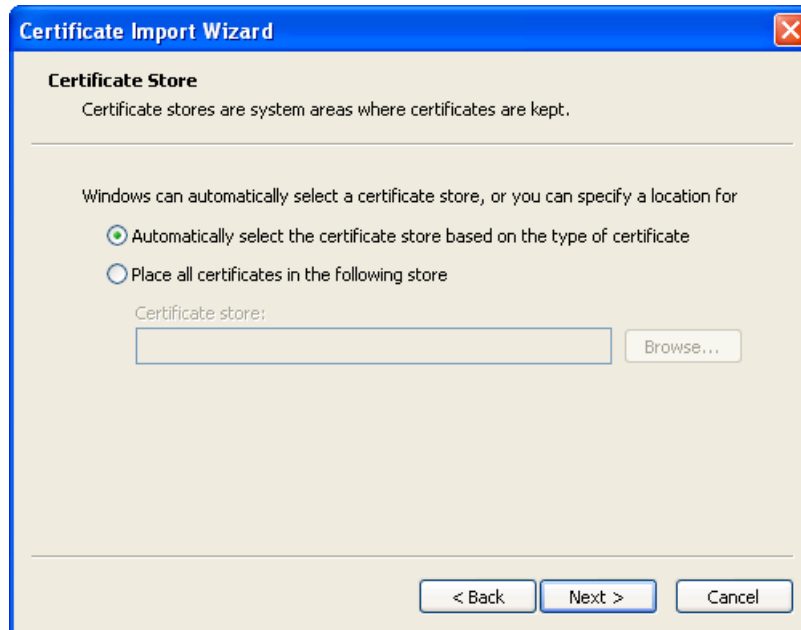
6. Click **Next**.

Figure 10-23 **Completing the Certificate Page**
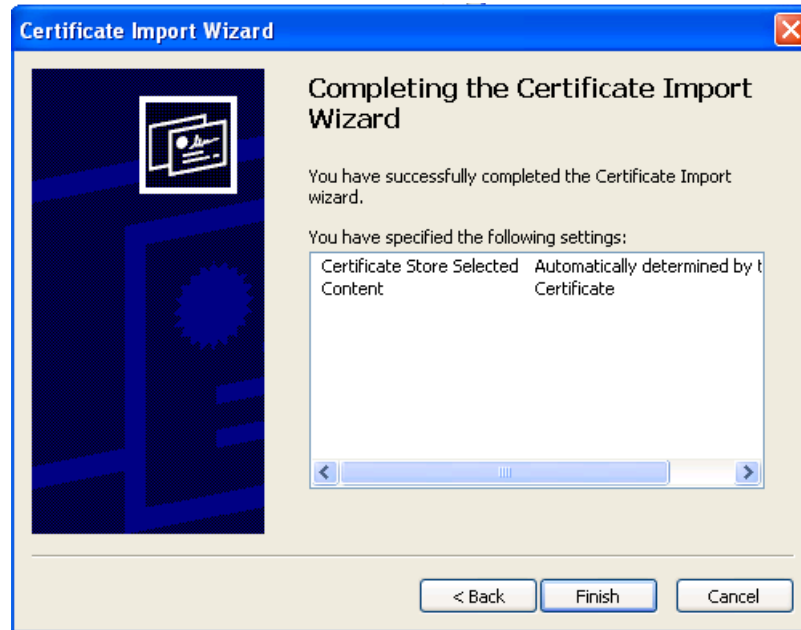
7. Click **Finish**; the **Security Warning** message is displayed.

*Figure 10-24 **Security Warning Message***
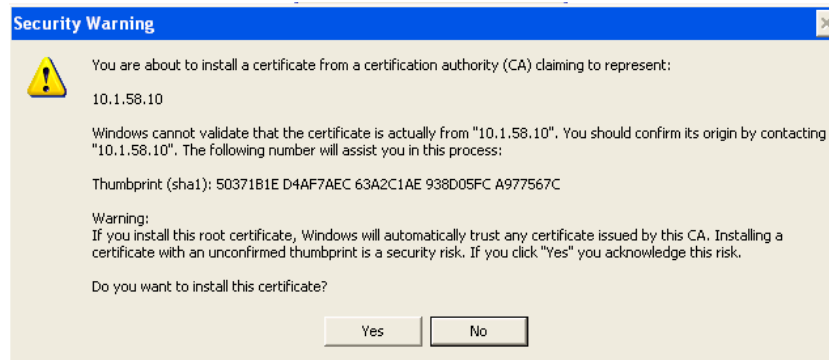
8. Click **Yes** to install the certificate; the **Certificate Import Wizard** message is displayed.

*Figure 10-25 **Certificate Import Wizard Message***

9. Click **OK** to complete the import process.

10. Close and reopen the browser; the security certificate message no longer appears when you log in to PUGW-2G Local Web Portal.
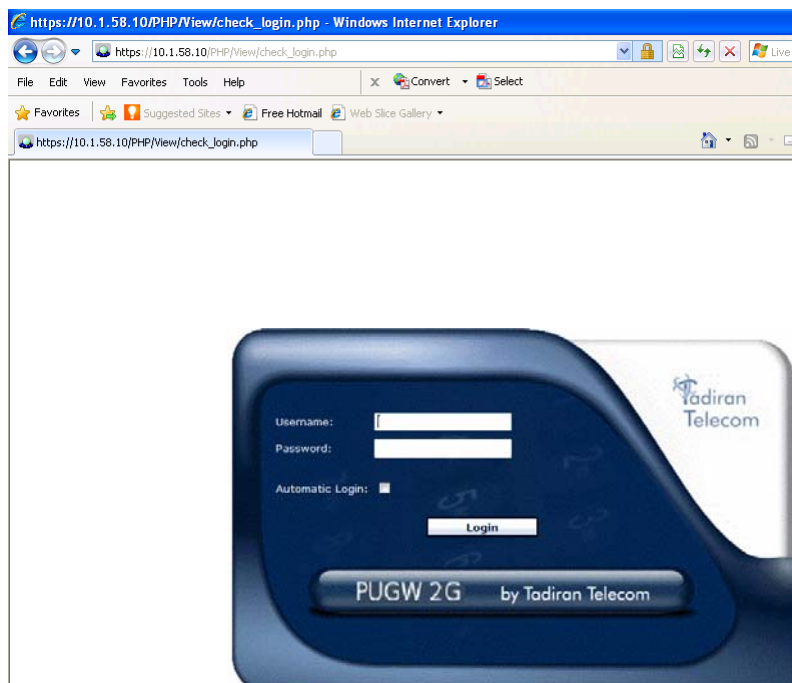
11. Proceed to *Step 4.* on page 10-63.

PUGW-2G, PUGW-2Gipx Peripheral Universal Gateway (2nd Generation) Card

10

System settings - PUGW-2G Card Status Page

Through the Status Page, you can view the PUGW-2G basic parameters, including the SW version, MAC address, IP addresses, Subnet mask, Default gateway, etc.

NOTE:

The PUGW-2G Status parameters are read-only.

*Figure 10-27 **PUGW-2G Status Page***

*Table 10-24 **PUGW-2G Status Table Elements***

Element	Description
User Name	Shows the current user's name that is using the PUGW-2G Web-Based Administration application. Additional user names may be added, see *page 10-81, Administration Users Page*.
Version	Shows the PUGW-2G card's Version (default: 12.16 or higher). This card's version is displayed under the VERSION/SUBVERSION field of the Card List branch (PI Route: CLIS). Refer to *Chapter 6 of* the *Program Interface Reference Manual*. *NOTE:* The PUGW-2G card's name is displayed under the P_TYPE as PUGW and under the I_TYPE as UGW.
MAC	Shows the unique coded MAC address of PUGW-2G card defined by the manufacturer and displayed on PUGW-2G card label.

Element	Description
PUGW IP Address	Shows the static global IP Address for the following applications: ■ **UGW signaling** ■ **Unified Messaging (SeaMail) on USB stick** ■ **iAPA** It is defined in the PI database in the GLOBAL_IP_ADDRESS (#/R) parameter under the SIGNALLING section of the UGW: CURRENT CONFIGURATION branch (Route: UGWC,1 or IP,0,1).
Media IP Address	Shows the static global IP Address for the: ■ **MRC embedded on the PUGW-2G card** It is defined in the PI database in the GLOBAL_IP_ADDRESS(#/R) parameter under the MEDIA section of the UGW: CURRENT CONFIGURATION branch (Route: UGWC,1 or IP,0,1). The port number is shown in *page 10-73, RTP Base Port (30000 - 38000)*.
Subnet Mask	Shows the Subnet Mask address for PUGW-2G card **It is defined in the PI database in the SUBNET_MASK parameter under the SIGNALLING section of the UGW: CURRENT CONFIGURATION branch** (Route: UGWC,1 or IP,0,1).
Default Gateway	Shows the Default Router Address for the PUGW-2G card. **It is defined in the PI database in the DEFAULT_ROUTER_ADDRESS (#/R) parameter under the SIGNALLING section of the UGW: CURRENT CONFIGURATION branch** (Route: UGWC,1 or IP,0,1).
Current Date & Time	Shows the current PUGW-2G time and date. It is **defined only during card restart**, as described in *page 10-83, Administration Restart/Shut Down*.
<u>Software Version Compatibility</u>	Displays whether or not all software files installed are mutually compatible. 1. Click *Software Version Compatibility*; the following page is displayed.

Ensure that all version requirements are met (OK) otherwise the system may malfunction

Requirement	Current	Status	Comment
firmware_01.10	firmware_01.10	OK	used for PUGW 2G
web phase-2 V2.1 support	web phase-2 V2.1 support	OK	used for web management
ftp client support	ftp client support	OK	used for SeaMail backup
send_arp utility support	send_arp utility support	OK	used for router traversal
web multi users & ssl support	web multi users & ssl support	OK	used for web multi users & ssl certificate

2. Check the Status for one of the following possible values:

■ **OK** - All software files are mutually compatible

■ **Mismatch** - One or more software files must be upgraded. Continue to *page 10-80, PUGW-2G Software Upgrade Page*.

System Settings - VoIP General Status Page

The following parameters, when defined in the Coral PI, are applied system-wide for all VoIP calls created in the system by this PUGW-2G card.

> 👁 **NOTE:**
>
> *The PUGW-2G VoIP General Status parameters are read-only.*
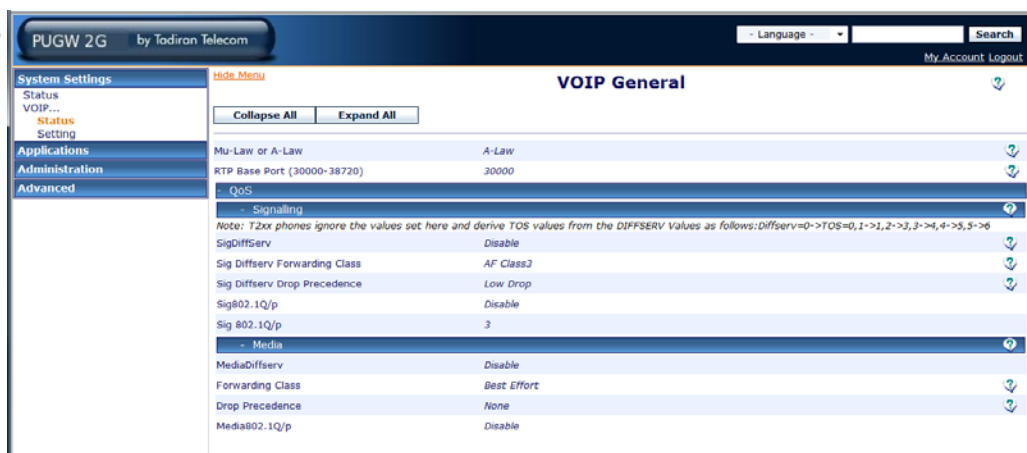
Figure 10-28 **PUGW-2G VoIP General Status Page**

Table 10-25 **PUGW-2G VoIP General Status Table Elements**

Section	Element	Description
Mu-Law or A-Law		Shows the Pulse Code Modulation (PCM) encoding standard used by the system to digitize voice signals for PRI trunks. ■ **A-Law** method is in common use in Europe, Middle East, Africa, Asia, Australasia, South America, and many countries in other continents. ■ **Mu-Law** method is the standard used by common carriers in North America. *NOTE: Neither method has any particular advantage over the other.* You can change the Mu-Law or A-Law in the PI database in the M_LAW parameter under the TONES section of the SYSTEM FEATURES branch (Route: SFE,8 or 0,0,4,1,8). Any change between Mu-Law and A-Law requires restarting the PUGW-2G card (see *Administration Restart/Shut Down* on page10-83).

Section	Element	Description
RTP Base Port (30000 - 38000)		Shows the Real Time Protocol (RTP) port base (in increments of 10), system-wide, for all IP voice calls. Default: 30000

CAUTION:*PUGW-2G card will not initialize unless the RTP base port is within 30000-38000 range, in increments of 10.*

NOTE: *This parameter is also relevant for the iAPA feature and must be defined in order for the iAPA port to be recognized by the CTI application computer as an IP socket.*

You can change the RTP port in the PI database in the following parameters:

■   LOCAL_IP_ADDRESS(#/R) -

■   GLOBAL_IP_ ADDRESS(#/R) -

under the MEDIA section of the UGW: CURRENT CONFIGURATION branch (Route: UGWC,1 or IP,0,1 or 9,0,1). See *page 10-32, LOCAL_IP_ADDRESS*

PUGW-2G, PUGW-2Gipx Peripheral Universal Gateway (2nd Generation) Card

10

Section	Element	Description
-QoS -Signaling		Defines the Quality of Service (QoS) for the IP Layer analyzed by Routers, for Signaling parameters, for this PUGW-2G card. Signaling information in the Voice over IP is less critical than the voice (media) information and the parameter default values reflect this situation. However, should signaling information be equally important at any given time, these parameters may be easily changed to reflect such situations.
	SigDiffServ	Displays whether this PUGW-2G card should use the defined DiffServ protocol for the IP layer. This protocol is used to improve the Quality of Service given by Routers. You can change the SigDiffServ in the PI database in the DiffServ (Y/N) parameter, under the SIGNALLING: / QoS: section of the UGW: Current Configuration (Route: UGWC,1 or IP,0,1).

	Sig Diffserv Forwarding Class	Displays the urgency for sending this signaling packet.
		  0: Best Effort - *the least prioritized option*
		  1: AF Class-1 (Assured Forwarding1)
		  2: AF Class-2
		  3: AF Class-3 (Default value)
		  4: AF Class-4
		  5: EF (Expedited Forwarding)- *the most prioritized option*
		You can change the Sig Diffserv Forwarding Class in the PI database in the Forwarding Class parameter, under the QoS: DiffServ Value: / SIGNALLING: section of the IP: General (Route: IP,3 or ROOT,9,3).

	Sig Diffserv Drop Precedence	Displays the importance of this signaling packet information for occasions when the Router is overloaded and may need to drop packets.
		  0: None (*the packet may be dropped first during congestion*)
		  1: Low Drop (Default value)
		  2: Medium Drop
		  3: High Drop - *the packet is very important and should be dropped last*
		You can change the Sig Diffserv Drop Precedence in the PI database in the Drop Precedence parameter, under the QoS: DiffServ Value: / SIGNALLING: section of the IP: General (Route: IP,3 or ROOT,9,3).

	Sig802.1Q/p	Displays whether to use the defined 802.1Q/p protocol for the Ethernet Layer used by Ethernet switches. You can change the Sig802.1Q/p in the PI database in the 802.1Q/p (Y/N) parameter, under the SIGNALLING: / QoS: section of the UGW: Current Configuration (Route: UGWC,1 or IP,0,1).
	Sig 802.1Q/p	Displays the 802.1Q/p protocol value system-wide values. You can change the Sig 802.1Q/p in the PI database in the QoS: 802.1Q/p Value parameter, under the QoS: DiffServ Value: / MEDIA: section of the IP: General (Route: IP,3 or ROOT,9,3).

Section	Element	Description
-QoS -Media		Defines the Quality of Service (QoS) for the IP Layer analyzed by Routers, for the Voice (media) parameters, for this PUGW-2G card and its embedded MRC.
	MediaDiffserv	Displays whether this PUGW-2G card and its media should use the defined DiffServ protocol for the IP layer. This protocol is used to improve the Quality of Service given by Routers. You can change the SigDiffServ in the PI database in the DiffServ(Y/N) parameter, under the MEDIA: / QoS: section of the UGW: Current Configuration (Route: UGWC,1 or IP,0,1).
	Forwarding Class	Displays the level of urgency for sending this media packet. This parameter is defined with the highest priority because it relates to the sending of voice (media) information (packets), and is used to improve call quality. 0: Best Effort - *the least prioritized option* 1: AF Class-1 (Assured Forwarding1) 2: AF Class-2 3: AF Class-3 4: AF Class-4 5: EF (Expedited Forwarding) - (Default value) *the most prioritized option* You can change the Forwarding Class in the PI database in the Forwarding Class parameter, under the QoS: DiffServ Value: / MEDIA: section of the IP: General (Route: IP,3 or ROOT,9,3).
	Drop Precedence	Displays the importance of this media packet information for occasions when the Router is overloaded and may need to drop packets. 0: None (*the packet may be dropped first during congestion*) 1: Low Drop 2: Medium Drop 3: High Drop - (Default value) *the packet is very important and should be dropped last* You can change the Sig Diffserv Drop Precedence in the PI database in the Drop Precedence parameter, under the QoS: DiffServ Value: / MEDIA: section of the IP: General (Route: IP,3 or ROOT,9,3).
	Media802.1Q/p	Displays whether to use the defined 802.1Q/p protocol for the Ethernet Layer used by Ethernet switches. You can change the Sig802.1Q/p in the PI database in the 802.1Q/p(Y/N) parameter, under the MEDIA: / QoS: section of the UGW: Current Configuration (Route: UGWC,1 or IP,0,1).

PUGW-2G, PUGW-2Gipx Peripheral Universal Gateway (2nd Generation) Card

10

Figure 10-29 **PUGW-2G VoIP General Settings Page**

Table 10-26 **PUGW-2G VoIP General Settings Table Elements**

Section	Element	Description
Media Setup	Media setup section is used by stations supported by the embedded MRC	
	DTMF Transport Method	Used to configure the DTMF relay protocols used by the equipment supported by the embedded MRC. Range: ■ **Relay RFC-2833** used to sent DTMF digits according to RFC-2833. ■ **Inband** used to send DTMF digits as signals. Default: RFC-2833
	Payload Type	Defines the payload type when Relay RFC-2833 is selected in the above *DTMF Transport Method* parameter. Range:95/96/97/98/99/100/101 Default:101
	Fax Mode	Used to define the fax transmission protocol, T.38 or Bypass (G.711). In order for either option to function, the Coral database must be configured accordingly. See General Trunk Definitions (Route: TRK, 0) on *page 10-42, T.38 Fax via Net-IP & Modem Database Programming*, IP_FAX_ENABLED parameter must be set to Yes for all call's parties. Range: ■ **Proxy** - for Coral to synchronize the switching to T38. The PUGW-2G will switch to T38 upon receiving MDCX from Coral main software. ■ **IPnet** - for two PUGW-2G cards connected with IP_Net switching automatic to T38 ■ **Bypass** - the PUGW-2G will switch to G.711 from any CODEC Default: Proxy
	Echo Cancellation Period	Define the LINE echo cancellation period required for the PUGW-2G. Range:32msec, **64msec, 128msec** Default:32msec
	RTCP	Defines whether or not Real Time Control Protocol (RTCP) is Enabled. RTCP provides statistics and control information for an RTP flow. RTCP gathers statistics for a media connection and information such as transmitted octet and packet counts, lost packet counts, jitter, and round-trip delay time. It is used to control QoS parameters, perhaps by limiting flow, or using a different codec. Range: Enable/Disable Default: Disable

PUGW-2G, PUGW-2Gipx Peripheral Universal Gateway (2nd Generation) Card

10

Section	Element	Description
Resources Setup		Resources Setup section shows the various types of Shared Services provided by the embedded MRC in this PUGW-2G card.
	DTR	Defines whether or not PUGW-2G provides DTMF Receivers (DTR). *NOTE: This parameter is read-only.* Range: Enable/Disable See *page 10-43, DTMF Receivers (DTR)*
	MFR	Defines whether or not PUGW-2G provides MFC-R2 Receivers (MFR). *NOTE: This parameter is read-only.* Range: Enable/Disable See *page 10-54, MFC-R2 Receivers (MFR)*
	SLT CID	Defines whether or not PUGW-2G provides FSK Transmitters (Caller ID for SLT). *NOTE: This parameter is read-only.* Range: Enable/Disable See *page 10-45, FSK Transmitters (Caller ID)*
	Conference	Defines whether or not PUGW-2G provides Multi-Party (Meet Me) Conference bridges. *NOTE: This parameter is read-only.* Range: Enable/Disable See *page 10-50, Multi-Party (Meet Me) Conference*
	3Way	Defines whether or not PUGW-2G provides Three-Way Conference Circuits. *NOTE: This parameter is read-only.* Range: Enable/Disable See *page 10-48, Three-Way Conference Circuits*
Apply		Click *Apply*; the PUGW-2G accepts the *Media Setup* (*on page 77*) parameters. Transfers the updated card database immediately to the PUGW-2G card.

*Figure 10-30 **PUGW-2G Applications Voicemail Page***
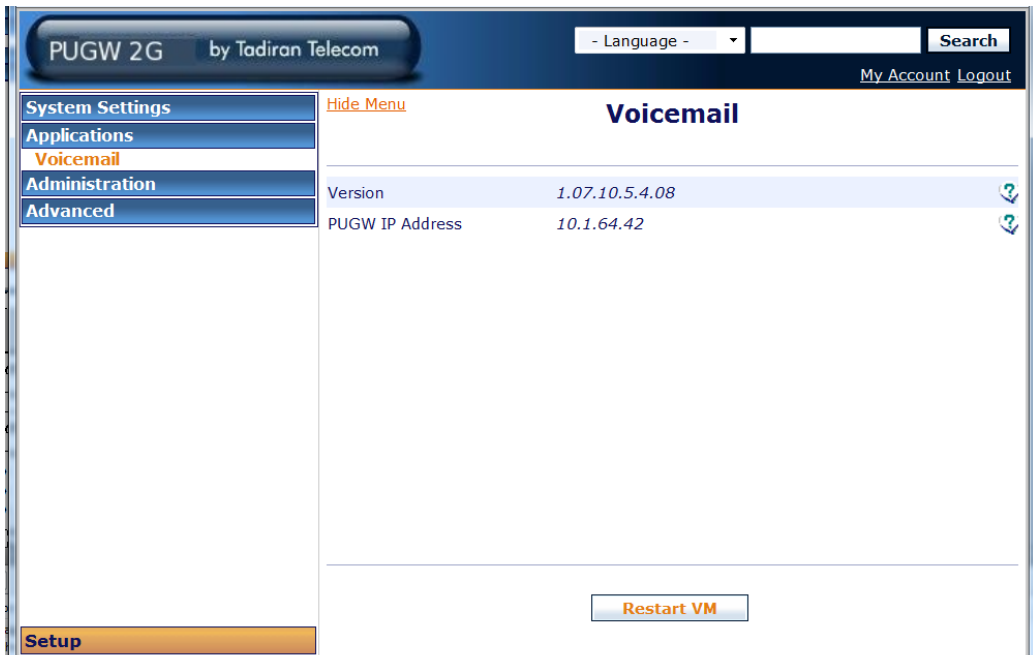
*Table 10-27 **PUGW-2G Applications Voicemail Table Elements***

Element	Description
Version	*NOTE: This parameter is read-only.* Shows the software version of the Unified Messaging (SeaMail) on USB stick.
PUGW IP Address	*NOTE: This parameter is read-only.* Shows the static global IP Address for the following applications: • **Unified Messaging (SeaMail) on USB stick** • **UGW signaling** • **iAPA** The SeaMail system communicates with the PUGW by receiving and sending SIP messages from and to this IP address. You can change the IP address in the PI database in the GLOBAL_IP_ADDRESS (#/R) parameter under the SIGNALLING section of the UGW: CURRENT CONFIGURATION branch (Route: UGWC,1 or IP,0,1).
Restart VM	Click Restart VM; the SeaMail application restarts. The UM LED turns off and Immediately turns on. If the UM LED does not turn on after the PUGW-2G is initialized, perform the following steps: 1. **Remove the PUGW-2G card.** 2. **Remove the USB stick.** 3. **Insert the USB stick and verify it is securely fastened to the PUGW-2G card with a plastic zip tie.** 4. **Reinsert the PUGW-2G card.**

PUGW-2G, PUGW-2Gipx Peripheral Universal Gateway (2nd Generation) Card

10

*Figure 10-31 **PUGW-2G Administration Software Upgrade Page***

The PUGW-2G software is regularly enhanced to provide new features. You can upgrade the PUGW-2G application by downloading its latest version from the manufacturer's website.

*Table 10-28 **PUGW-2G Applications Voicemail Table Elements***

Element	Description
Upgrading Type	Used to select one of the following software file categories to be upgraded: ■ **Application** - PUGW-2G and its embedded MRC application version (described in page 10-5) ■ **Firmware** - PUGW-2G main board firmware version ■ **System Files** - Linux operating files
Transfer Protocol	Used to select TFTP or FTP (FTP recommended when available)
TFTP/FTP Server IP Address	Used to enter the TFTP/FTP server IP address.
File Name	Used to enter the name and suffix of the upgrade file.
Apply	Click **Apply**; the PUGW-2G application restarts with the upgraded file.

> **NOTE:**
>
> *For full upgrading procedure, see page 10-92, Upgrading the PUGW-2G Software Files.*

Administration Users Page

The Users page displays the system user, who is authorized to open and access the PUGW-2G's Web Admin. The default username/password for logging in to the card is pugwadmin/123456. You can change your password at any time.

To protect the card from unauthorized access, change your password after logging in for the first time and at regular time intervals.

Figure 10-32 **PUGW-2G Administration Users Page**

To change your password:

1. Click the current username (Default: pugwadmin). The User account dialog box is displayed. (see next page).

Figure 10-33 **PUGW-2G Administration User Account Page**

2. In the **Password** box, type the new password.

3. In the **Retype Password** box, type the new password again for verification.

> 👁 **NOTE:**
>
> *Passwords are case-sensitive.*

4. Click **Save**.

To return password to factory default:

1. Click **Reset Password**.

*Figure 10-34 **PUGW-2G Administration Shut Down Page***
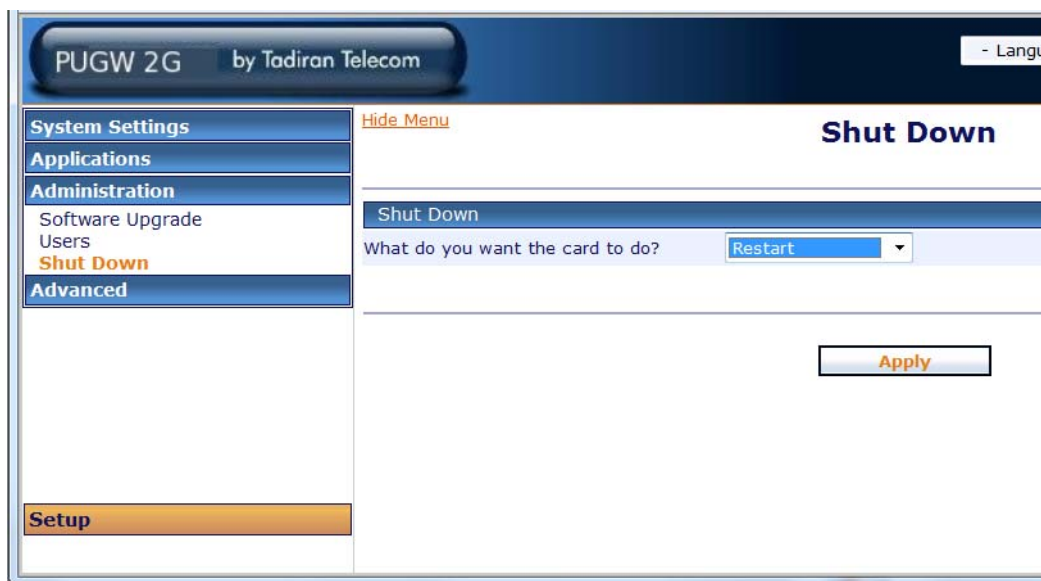
*Table 10-29 **PUGW-2G Administration Shut Down Table Elements***

Element	Description
What do you want the card to do?	Used to select one of the following actions: ■ **Restart** - PUGW-2G reboots. All LEDs lit on for 2 minutes, during which the card can be removed from the card cage. Then card initialization will start, during which card removal is not allowed. ■ **Shut Down** - all PUGW-2G applications and tasks will turn off. Card initialization will restart when Watch Dog will be activated by the card's operating system. Card can be removed after 30 seconds or when all LEDs turn on.
Apply	Click *Apply*; the selected action starts.

PUGW-2G, PUGW-2Gipx Peripheral Universal Gateway (2nd Generation) Card

10

Advanced Debug

Access to the Debug page is allowed only for qualified personnel.

Once this route is selected the following Options are available:

Figure 10-35 **PUGW-2G Advanced Debug Page**

File Name	Modified (Y/M/D - H:M)
▼	▼

0 items

- Software Version Compatibility

Ensure that all version requirements are met (OK) otherwise the system may malfunction

Requirement	Current	Status	Comment
firmware_01.10	firmware_01.10	OK	used for PUGW 2G
web phase-2 V2.1 support	web phase-2 V2.1 support	OK	used for web management
ftp client support	ftp client support	OK	used for SeaMail backup
send_arp utility support	send_arp utility support	OK	used for router traversal
web multi users & ssl support	web multi users & ssl support	OK	used for web multi users & ssl certificate

- Lan Switch

Port Mirror   Disable ▼

Apply

Setup

*Table 10-30 **PUGW-2G Advanced Debug Table Elements***

Section	Element	Description
Log Level		Used to select which software elements will be shown in a printed log file and for each element, the required debugging level (currently only level-1 and level-2 are available).
	AM	Defines whether or not the Application Manager (AM) software element will be shown in PUGW-2G log files. Also defines the required debugging level. Range: Disable/Level1 (Level 3,4,5 not used)
	MRC	Defines whether or not the Main Resources Center (MRC) software element will be shown in PUGW-2G log files. Also defines the required debugging level. Range: Disable/Level1/Level2 (Level 3,4,5 not used)
	UGW	Defines whether or not the Universal Gateway (UGW) software element will be shown in PUGW-2G log files. Also defines the required debugging level. Universal Gateway (UGW) provides the Coral with the ability to connect to the IP World. Range: Disable/Level1 (Level 3,4,5 not used)
	Web	Defines whether or not the Web Admin software element will be shown in PUGW-2G log files. Also defines the required debugging level.
Components Version		Used to display the installed version of the various PUGW-2G software elements.
	AM	Shows the Application Manager (AM) version. *NOTE: This parameter is read-only.*
	MRC	Shows the Main Resources Center (MRC) version. *NOTE: This parameter is read-only.*
	UGW	Shows the Universal Gateway (UGW) version. *NOTE: This parameter is read-only.*
	Firmware	Shows the PUGW-2G Firmware version. *NOTE: This parameter is read-only.*
	WDogDRV	Shows the Watch Dog Driver (WDogDRV) version. *NOTE: This parameter is read-only.*
	MSP	Shows the Mindspeed (MSP) version. *NOTE: This parameter is read-only.*

10

Section	Element	Description

SSH	SSH Access	Defines whether or not access to the PUGW-2G Web Admin via SSH is allowed.
		
		    Username: `tadiran`
		    Password: `123456`
		
		Range: Yes/No
		Default: No

Keep Alive		Defines whether or not Keep Alive is activated for the following PUGW-2G software elements. ***NOTE: For manufacturer's personnel only***.
	MRC	Defines whether or not Keep Alive is activated for the Main Resources Center (MRC). Range: Yes/No Default: Yes - Set by manufacturer **** DO NOT CHANGE THE DEFAULT**!
	UGW	Defines whether or not Keep Alive is activated for the Universal Gateway (UGW). Range: Yes/No Default: Yes - Set by manufacturer **** DO NOT CHANGE THE DEFAULT**!

Section	*Element*	*Description*
Sys Log		The following parameters are used to define how system log files are sent or printed.
	Print to Console	Defines whether or not to send system log files to the DEBUG connector. Range: On/Off Default: Off **The** DEBUG connector is located on the card's front panel, see *Figure 10-2* on page 10-11 for **PUGW-2G and** *Figure 10-4* on page 10-13 for **PUGW-2Gipx card.** It is a DA-9S (RS-232) male connector D-Type. 　　Pin 2 - Rx 　　Pin 3 - Tx 　　Pin 5 - Ground 　　Pin 1,4,6,7,8,9 - not connected The baud rate is set during first initialization at 115,200 bps, No parity, 8 data bits, 1 stop bit, VT-100 See *page 10-25, Connecting the DEBUG port to the Workstation*
	Logging	Defines whether or not to send system log files to a remote PC that is located in the *IP Address* and *IP Port* parameters below. Range: Disable/Remote Default: Disable
	IP Address	This parameter is only relevant when *Logging*, above, is set to Remote. Defines a remote IP address to which system log files will be sent. Default: 10.10.10.1
	IP Port	This parameter is only relevant when *Logging*, above, is set to Remote. Defines a remote IP port to which system log files will be sent. Default: 514 - Set by manufacturer **DO NOT CHANGE THE DEFAULT, UNLESS IT IS ALREADY USED.**

Section	Element	Description
MRC Debug	The following debugging parameters are relevant for the embedded MRC.	
	Internal MSP IP Address	Shows the internal Mindspeed (MSP) IP address. *NOTE: This parameter is read-only.*
	Internal CSP IP Address	Shows the internal CSP IP address. *NOTE: This parameter is read-only.*
	Current Channels	Shows the number of occupied channels (currently) in this PUGW-2G card. *NOTE: This parameter is read-only.* *Current Channels* and *Max Channels Used* allow to decide whether addition card is required or not.
	Max Channels Used	Shows the maximum number of occupied channels in this PUGW-2G card since the last initialization. *NOTE: This parameter is read-only.* *Current Channels* and *Max Channels Used* allow to decide whether addition card is required or not.

Section	Element	Description
Send Core Dump file		Allows you to send Core Dump files to a specific FTP server. These files include software malfunctions or other problems that caused the PUGW-2G card to restart. *To upload a file:* 1. Select the file you want to be sent, by clicking the relevant file name. 2. Click *TFTP/FTP Server IP Address* to start uploading the highlighted file.
	TFTP/FTP Server IP Address	Defines a remote IP address to which Core Dump files will be sent. Default: 10.10.10.1
		Select the file you want to send 		File Name	Modified (Y/M/D - H:M)
1	core.vm.1401.dump	2013/05/21 - 01:15
2	core.vm.1415.dump	2013/05/27 - 01:15
3	core.vm.1416.dump	2013/05/12 - 13:29
4	core.vm.1433.dump	2013/05/20 - 01:15
5	core.vm.1934.dump	2012/03/26 - 17:28
6	core.vm.19366.dump	2013/05/17 - 01:15
7	core.vm.19594.dump	2013/05/20 - 01:18
	14 items		
Software Version Compatibility		Displays whether or not all software files installed are mutually compatible, otherwise the system may malfunction. | Requirement	Current	Status	Comment
---	---	---	---
firmware_01.10	firmware_01.10	OK	required for PUGW 2G
web phase-2 V2.1 support	web phase-2 V2.1 support	OK	required for web manageme
ftp client support	ftp client support	OK	required for T3 VM backup
send_arp utility support	send_arp utility support	OK	required for router traversa	 1. Check the **Status** for one of the following possible values: ▪ **OK** - All software files are mutually compatible. ▪ **Mismatch** - Software file must be upgraded. 2. For every item whose Status field displays **Mismatch**, compare the **Requirement** field with the **Current** field. 3. Record the value displayed in the **Requirement** field for reference in *page 10-92, Downloading Software Files from the Manufacturer's Website*.

Section	Element	Description
LAN Switch	Port Mirror	Defines whether or not to activate port mirroring on the PC connector. This maintenance port is used for sniffing (no need for hub) by manufacturer's technicians for debug purposes. Range: Disable/Enable Default: Disable PC connector. Positioned: ■ **On front panel of PUGW-2G card, see** *Figure 10-2* on page 10-11 ■ **On top panel of PUGW-2G card, see** *Figure 10-4* on page 10-13
Apply		Click Apply; the changes are Saved and the page refreshes.

> **NOTE:**
>
> *For upgrading Unified Messaging, see* page 10-96, Upgrading the SeaMail UM *from a Remote Location*

About PUGW-2G Software Files

The PUGW-2G card is delivered to the site with factory-loaded software. The PUGW-2G software is regularly enhanced to provide new features. These features are embedded into software files that can be downloaded from the manufacturer's website or sent by email and uploaded into PUGW-2G cards in the field.

Software files are categorized as:

- **Application** - the PUGW-2G and its embedded MRC application version (application functions are described in page 10-5)

- **Firmware** - the PUGW-2G main board firmware version

- **System Files** - Linux operating files

The software files installed (application version, firmware version, and system files) must be mutually compatible in order for the PUGW-2G to function. It is possible that an upgraded file might be incompatible with other files currently installed on the system, necessitating their upgrade as well. Therefore, it is necessary to check the status of the **Software Version Compatibility** field after any file has been upgraded or integrated into the system. See *page 10-94, Checking the Software Version Compatibility*.

Upgrading Procedure

Download the new software files, then upgrade the PUGW-2G files, file by file according to the order defined by the manufacturer.

Downloading Software Files from the Manufacturer's Website

1. Access the manufacturer's website at http://www.tadirantele.com.

2. Go to **Partners login**, and type your user name and password.

3. Click **Enter**; the Main Partners page is displayed.

4. Go to **Support**, and enter the PUGW-2G page.

5. Download the relevant application, firmware, or system file version.

6. Upload the file to a TFTP/FTP server located on the same LAN as the PUGW-2G and verify that the server is working.

Upgrading PUGW-2G Software files via the Web admin

1. Log in to the PUGW-2G Web Admin, as described on page 10-63.

2. Click the **Administration** menu button; the **Administration** menu is displayed.

3. From the **Administration** menu, select **Software Upgrade**; the Software Upgrade page is displayed. See *Figure 10-36*.

Figure 10-36 **PUGW-2G Administration Software Upgrade Page**

4. Select the component type from the **Upgrade Type** drop-down menu:

   ■ **Application** - PUGW-2G and embedded MRC application version

   ■ **Firmware** - PUGW-2G board firmware version

   ■ **Filesys** - Linux operating system files

5. Select TFTP or FTP (FTP recommended when available) from the **Transfer Protocol** drop-down list.

6. Enter the TFTP/FTP server IP address in the **TFTP/FTP Server IP Address** field.

> **NOTE:**
>
> *Once a version has been upgraded, the previous one cannot be retrieved.*

7. Enter the name and suffix of the upgrade file in the **File Name** field.

8. Click **Apply**; the following is displayed:
   ```
   This change will cause Reboot. Are you sure?
   ```

9. Click **OK**; the PUGW-2G card reboots and initializes with the upgraded file. The upgrade may take some minutes.

10. Verify whether another software file needs to be upgraded as a result of having performed the most recent upgrade as described in the following procedure. If there are any incompatible files, download the latest files from the manufacturer's

website and upgrade them into the system as described in *Checking the Software Version Compatibility* below and continue to *Step 11.*.

11. Download the necessary files from the manufacturer's website. See *page 10-92, Downloading Software Files from the Manufacturer's Website*.

12. Repeat *Step 2.* through *Step 11.* until all software files are mutually compatible.

Checking the Software Version Compatibility

The **Software Version Compatibility** field on the **Status** page displays whether or not all software files installed are mutually compatible.

To display the Software Version Compatibility:

1. Click the **System Settings** menu button; the **System Settings** menu is displayed.

2. From the **System Settings** menu, select **Install** > **Status**; the Status page is displayed. See *Figure 10-37*.

Figure 10-37 **PUGW-2G Status Page**

3. Check the **Software Version Compatibility** status for one of the following possible values:

   ■ **OK** - All software files are mutually compatible

   ■ **Mismatch** - One or more software file must be upgraded. Continue to *Step 4.*.

4. Click the *Software Version Compatibility* link; the Software Version Compatibility page is displayed. See *Figure 10-38*.

Figure 10-38 **Software Version Compatibility Page (Display Only)**

Ensure that all version requirements are met (OK) otherwise the system may malfunction

Requirement	Current	Status	Comment
firmware_01.10	firmware_01.10	OK	used for PUGW 2G
web phase-2 V2.1 support	web phase-2 V2.1 support	OK	used for web management
ftp client support	ftp client support	OK	used for SeaMail backup
send_arp utility support	send_arp utility support	OK	used for router traversal
web multi users & ssl support	web multi users & ssl support	OK	used for web multi users & ssl certificate

5. For every item whose Status field displays **Mismatch**, compare the **Requirement** field with the **Current** field.

6. Record the value displayed in the **Requirement** field for reference in *page 10-92, Downloading Software Files from the Manufacturer's Website*.

NOTE:

> *The Software Version Compatiblity field must be checked after every file is upgraded into the system.*

The purpose of this section is to show how to upgrade the SeaMail on the USB stick from a remote location.

The SeaMail software is regularly enhanced to provide new features. You can upgrade the SeaMail application by downloading its latest version from the manufacturer's website.

Prerequisites

The following actions are recommended prior to performing the upgrade procedure.

1. The DATE in Linux and the DATE in Coral must be updated.

2. Copy **key.cf** file from the **usr/vmdat** directory to the local folder on your PC.

3. Copy the following files from the `usr/T3/backup` **directory to the local folder in your PC:**

    ■ VERSION

    ■ DATE

    ■ Key.cf

    ■ KEYINFO

    ■ vmuser.dump

    ■ vmdat.tgz

    ■ menu.txt

    ■ gen.txt

    ■ mailbox.tgz

    ■ messages.tgz

    ■ vox.tgz

4. The upgrade procedures are performed using any free **ssh** source tool, such as Bitvise Tunnelier (Win SSH2 Client) – Ver 4.29

Upgrading SeaMail

1. **Login to the PUGW-2G via Putty.**

Username: `tadiran`

Password: `123456`
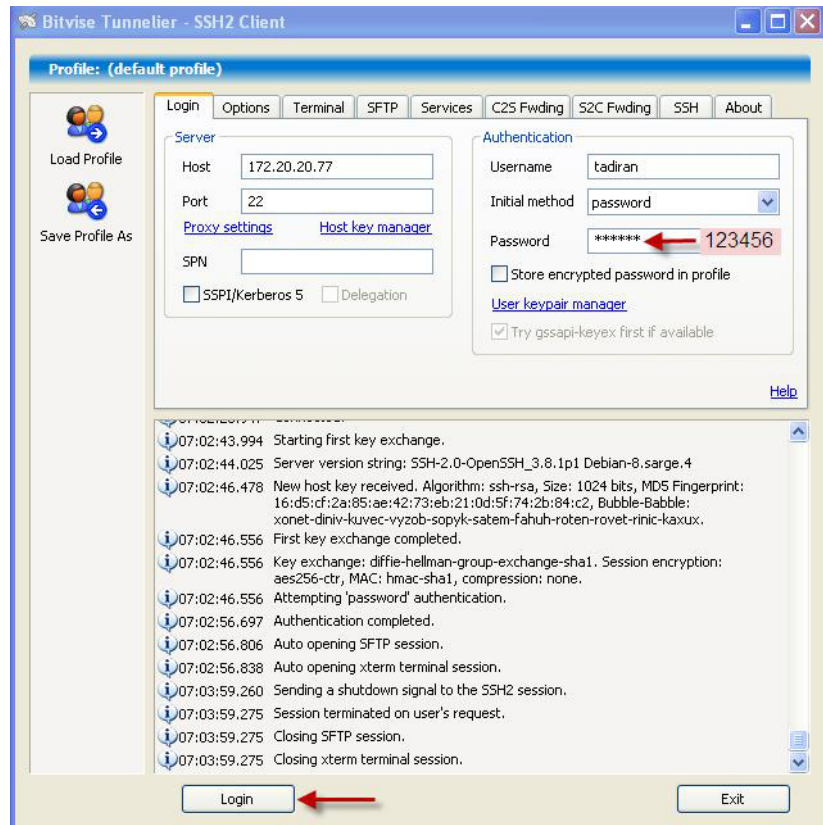
2. **Change to higher privileged user via Linux command.**

`su`

password: `root123`

3. Copy the new SeaMail Service Pack to `/mnt/usb_dok/T3` using WinSCP.

Example:

t3sp10.5.4.15_GPR.sh
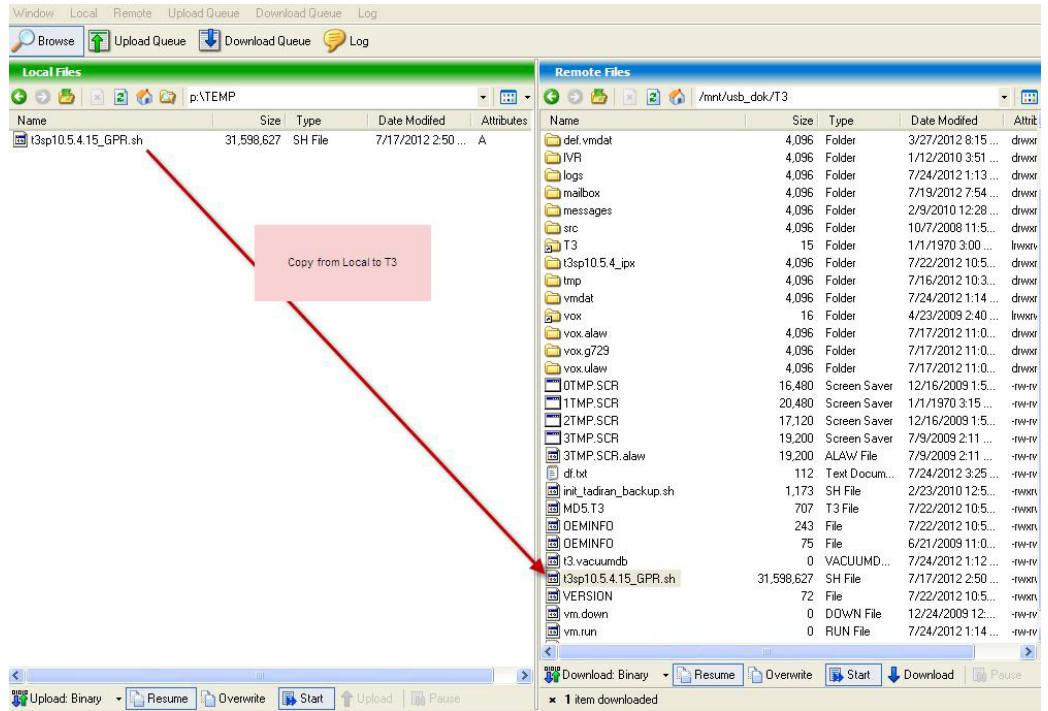
4. The transfer must be binary. Verify that the binary transfer icon appears at the lower left corner of the screen; otherwise, the upgrade will cause problems.

5. Change the mode of the Service Pack file to Executable.

6. Select the 'X' column for all permission categories.
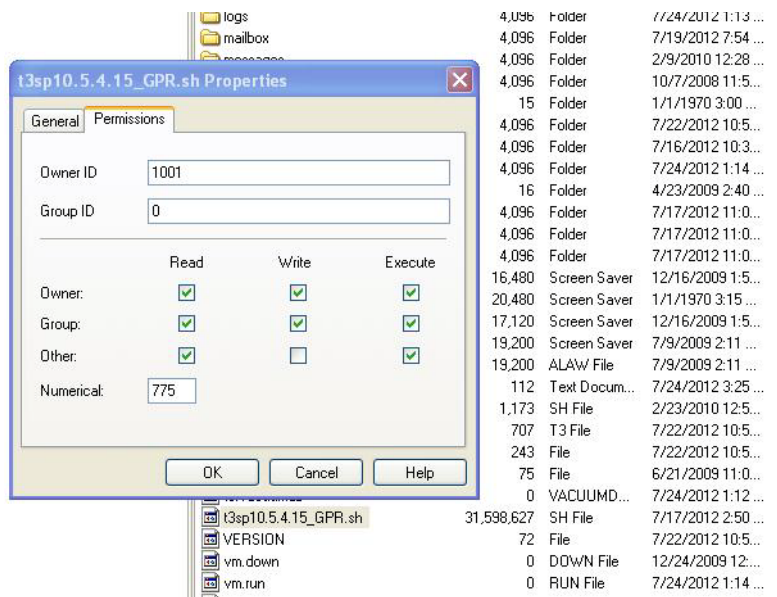
This can also be done using Putty as follows:

a. Change to /mnt/usb_dok/T3 directory

```
tadiran@comcerto:/$  cd /mnt/usb_dok/T3 <enter>

tadiran@comcerto:/mnt/usb_dok/T3
```

b. Show file permission

```
tadiran@comcerto:/mnt/usb_dok/T3  ls t3sp10.5.4.15_GPR.sh -l<enter>

tadiran@comcerto:/mnt/usb_dok/T3  -rw-r--r-- … t3sp10.5.4.15_GPR.sh
```

c. Change file permission to be executable

```
tadiran@comcerto:/mnt/usb_dok/T3  chmod +x  t3sp10.5.4.15_GPR.sh

tadiran@comcerto:/mnt/usb_dok/T3  -rwxr-xr-x ...t3sp10.5.4.15_GPR.sh
```

7. Run the Service Pack

```
cd usr/T3

tadiran@concerto:/usr/T3 ./t3sp10.5.4.15_GPR.sh
```

8. The upgrade takes a few minutes.
    Once completed, the following message appears.

9. The PUGW-2G card will reboot automatically.
    If not, restart the PUGW-2G card via its web administration, as described in *page 10-83, Administration Restart/Shut Down*.

PUGW-2G, PUGW-2Gipx Peripheral Universal Gateway (2nd Generation) Card

10

26 Specifications

. . . .

Coral Software Version .... **15.85.49 or higher**

Wave Gateway Version for Aeonix ...... **3.12 or higher**

Total number of IP terminals available **between 176 and 240**, see *page 10-14, About the MRC Application in the PUGW-2G*

Total number of resources available

Category	Type		Max. Size
Receivers	DTMF Receivers (DTR)		64
	MFC Receivers (MFR)		64
Transmitters	Caller ID	(Requires Coral Version 16.05.03 or higher)	64
Conference	3-way	(Requires Coral Version 16.05.03 or higher)	8x3
	Multi-Party	Requires: ■ PUGW-2G version 12.16 or higher ■ Coral version 16.06 or higher Max. 8 simultaneous conversations in a conference bridges. Max. 14 participants per single conference bridge. Max. 32 participants per PUGW-2G card.	
Media Channels	G.729		32
	G.723 (NET_IP)		32
	FoIP T.38 (NET_IP)		16
	G.711 and G.722		64

DTR

Detection Level:	-28 to 0 dBm
Detection Threshold:	-32 dBm Min.
Signal Duration:	50 ms Min.
Interdigit Time:	50 ms Min.
Frequency Tolerance:	Less than ±1.5%
Frequency Reject:	More than ±3.5%

DTR sizing factors .... DISA, FlexiCall, IRSS (Freedom) features, and the number of DTMF phones

Caller ID for SLT

FSK Tone Standard .... BellCore GR-30; or
.... ETSI 300-659-1 para. 6.1.1

Unified Messaging (SeaMail)

Number of Voice Channels.................. **8**
.... Option for more channels will be available in a future version, check availability.

10 PUGW-2G, PUGW-2Gipx Peripheral Universal Gateway (2nd Generation) Card

5   Configuring SeaMail for Coral systems

Overview

This chapter describes how to configure SeaMail Unified Messaging on a stand-alone server for the Coral IPx 500, 800, 3000, 4000 and Coral FlexiCom 400 (with HDC controller), 5000, 6000 systems.

The SeaMail on PC requires:

- Coral software version 16.01 or higher
- PUGW version 11 or higher
- Third-party SIP terminal license per Voicemail channel
- SIP Voicemail license per SIP port dedicated for Voicemail

SeaMail on PC versus Internal SeaMail (on PUGW-2G, IPx Office or UCx)

- Can go higher than 8 ports
- Does not use the SeaMail Controller. The technician can browse directly to it from the administration.

Connection Using SIP

The SeaMail is a completely VoIP system. The audio and signaling connectivity to the Coral is based on the standard Session Initiation Protocol (SIP). The PC is connected to the Coral using a standard Ethernet (LAN) connection. Where traditional voice messaging systems used a port on the Coral, the SeaMail is addressed using an IP address. No APA connection is needed.

When licensing the Coral system each "concurrent session" (port) of the SeaMail requires a 'Third-party SIP TERMINAL' authorization. (The "Tadiran SIP terminal" authorizations are specially designated for Tadiran SIP telephones, and not for Tadiran SIP voicemail.) These "Third-party SIP TERMINAL" authorizations must be available on the Coral's SAU before the SeaMail can function.

Programming the Coral via the PI to Support SeaMail

This chapter describes how to integrate the SeaMail server with the Coral IPx/FlexiCom system. The connection between the server and the Coral is implemented by a number of SIP terminals for voice ports and one SIP terminal for MWI port. These SIP terminals (voice ports and MWI port) will be grouped as members of a dedicated ACD Hunt group.

The purpose of the voice ports is to announce and receive voice messages.

The purpose of the MWI port is to dial the Coral Message Leaving feature code (#175 or #5) to light the message lamp at a station which has received a new message in their mailbox. This MWI port is not designed to answer incoming calls and therefore must be defined as a station that may only originate calls (and not receive any calls).

The Coral is programmed through its Programming Interface (PI). Connect your workstation to the Coral and access the PI interface. In order for the Coral to support SeaMail, the following Coral branches must be configured via the PI:

- Authorization - see page 33
- System Sizes - see page 34
- PUGW - see page 35

> **NOTE:**
>
> *Depending on the Coral system, this may be a PUGW, PUGWipx, and CUGW card, herein referred to as the "UGW".*

- IP Zone - see page 36
- SIP Terminals - see page 37
- COS - see page 38
- Keyset Definitions - see page 38
- Feature Control - see page 39
- Hunt Group - see page 40
- Libraries - see page 41
- System Features- see page 39

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

Setting Voicemail Authorization Parameters

When licensing the Coral system, each "concurrent session" (port) of the SeaMail requires a 'Third-party SIP TERMINAL' authorization. (The "Tadiran SIP terminal" authorizations are specially designated for Tadiran SIP telephones, and not for Tadiran SIP voicemail.) These "Third-party SIP TERMINAL" authorizations must be available on the Coral's SAU before the SeaMail can function.

Feature Control...(Route: FEAT,1)

Verify that the SeaMail has been authorized to operate on this Coral IPx/FlexiCom system. If the SeaMail has not been authorized to operate on this system, contact the manufacturer's representative.

The following display-only parameters display the maximum number of third-party SIP terminals and SeaMail ports that are authorized for use with this Coral system. If the number of phones and SeaMail ports to be installed exceeds the number authorized, contact your manufacturer's representative to increase the number of authorized phones in the system.

The following two parameters must be defined:

- 13 - **SIP TERMINAL**

One license for each SIP voicemail channel connection to the SeaMail and one license for MWI operation and connection to the SeaMail.
Examples:
- Enter 5 licenses for SeaMail with 4 voice ports.
- Enter 9 licenses for SeaMail with 8 voice ports.
- Enter 17 licenses for SeaMail with 16 voice ports.

- 24 - **SIP VOICE MAIL** - same as 13 - SIP TERMINAL above.

Programming the Coral via the PI to Support SeaMail

5

System Sizes

Verify that an adequate number of ports have been defined for the SeaMail.

Size Definition...(Route: SIZ)

The system database allocates resources to manage the operation of the SeaMail based on the values entered in the SIP_TERMINAL parameter. If insufficient resources have been allocated in Sizes, the entry must be increased or the SeaMail will not operate. For more information, refer to Chapter 4, Size Definition of the *Program Interface Reference Manual*.

■ **SIP_TERMINAL**

SeaMail requires one entry for each voicemail port and one entry for MWI port. Examples:
- Enter 5 licenses for SeaMail with 4 voice ports.
- Enter 9 licenses for SeaMail with 8 voice ports.
- Enter 17 licenses for SeaMail with 16 voice ports.

CAUTION!

Modifying the System Sizes initializes the entire system database, and requires the re-entry of all database information.

Configuring the PUGW Card

The PUGW card connects the Coral 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 card must be programmed with an IP address, subnet mask and default gateway for Signaling and Media. (In the Coral IPx Office the CUGW is located on virtual shelf 6, slot 5).

UGW: Current Configuration ....(Route: UGWC,1)

The following parameters must be defined:

- ZONE_LIST: Define a separate, dedicated zone for the SeaMail. This parameter must be defined in order that calls to the SeaMail do not experience a "no audio" condition (e.g. we can assume the local IP stations will use default zone 0 and we will assign the SeaMail zone 2 (PCM)).

Signalling Parameters

- LOCAL_IP_ADDRESS (#/R) **-** Define the static local IP address for the PUGW card signalling in the following format: ---.---.---.---:2427
- GLOBAL_IP_ADDRESS (#/R) - Define the static global IP Socket (IP Address and IP Port) for the PUGW card signalling in the following format: ---.---.---.---:2427
- SUBNET_MASK (#/R) - Define the Subnet Mask address for the PUGW card.
- DEFAULT_ROUTER_ADDRESS (#/R) - Define the Default Router Address for the PUGW card.

Media Parameters

- MAC - Leave this parameter as all F's (FF:FF:FF:FF:FF:FF). The Coral will automatically assign a MAC number to the MRC.
- LOCAL_IP_ADDRESS (#/R) - Define the static local IP socket (IP Address and IP Port) for the media module in the following format: ---.---.---.---:----
- GLOBAL_IP_ADDRESS (#/R) - Define the static, global IP Socket (IP Address and IP Port) for the media module in the following format: ---.---.---.---:----
- SUBNET_MASK (#/R) - Define the Subnet Mask address for the media module.

Programming the Coral via the PI to Support SeaMail

5

- DEFAULT_ROUTER_ADDRESS (#/R) - Define the Default Router Address for the media module.

Required Capacity
- SIP - Allocate the minimum number of ports, according to the number of voice ports of the SeaMail.

IP Zone

This branch enables programming parameters of the separate, dedicated IP Zone for the SeaMail. (In our example we assigned the SeaMail zone 2).

IP: Zone ....(Route: IP,6)

The following parameters must be defined for the selected IP Zone (see):

0-Update Parameters
- NAME **-** Define a name for this dedicated IP Zone (up to 16 alphanumeric characters, use underscore: "_" to indicate space). (e.g. enter **SeaMail**)
- USED, MAX, LIMIT - Leave unchanged (default).
- INTER_ZONE_SELECTION - Define the "traffic" direction for this IP Zone. Ensure that this parameter is set to **PCM**.
- CALC_BW_ON_PURE_IP_CALLS, IP_ADDR - Leave unchanged (default).

SIP Terminals

The SeaMail voice ports are treated as SIP terminals in the Coral. All SeaMail SIP voice ports including the MWI port (e.g. four voice ports 5930-5933, one MWI port 5934) must be programmed the same and assigned the same Zone for each of the SIP voicemail ports.

The SeaMail voice ports must be allocated their own separate Zone (e.g. 2).

SIP Terminal ....(Route: IP,1,4)

The following parameters must be defined:

- REQUIRED_ZONE - Ensure that this parameter is set to 2
- AUTHENTICATION_REQUIRED, PASSWORD - Leave unchanged (default)
- Media Negotiation - Ensure that this parameter is set to **Late**
- HOLD Support, TRANSFER METHOD- Leave unchanged (default)
- SUPPORT_SESSION_PROGRESS_183 - Leave this parameter set to Y (default)
- XFER_ON_RING_WITHOUT_REPLACES - Ensure that this parameter is set to Y
- NOTIFY_OF_XFER_ALLOWED_AFTER_BYE - Ensure that this parameter is set to N
- DIVERSION_HEADER_URI_TYPE - Leave this parameter set to N (default)
- N_BLF_BUTTONS, BLF_REPORTS_TABLE - Leave unchanged 0 (default)
- SUPPORT_RING_TYPE - Leave this parameter set to Y (default)
- ADD_VM_IND_TO_MSG_LAMP - Leave this parameter set to N (default)

Programming the Coral via the PI to Support SeaMail

5

Setting up a COS for Voicemail

SeaMail SIP terminals must be defined with a separate COS (e.g. 5).

> **NOTE:**
>
> *Verify that this class of service has been assigned to each voicemail port defined for the SeaMail (*See "Programming Keyset Definition for Voicemail SIP Ports" on page 38. **PRM_COS** and **SEC_COS** parameters*).*

ST/TK Class-Of-Service Definition ....(Route: COS,0)

The following parameters must be defined:

- USER_COMPRESSION_LIST - For best audio quality, set the compression to use 7.11 first and 7.29 last in the list (e.g. (1, 5))

> **NOTE:**
>
> *SeaMail also has a prompt G7.22 (high definition). If you have High Density voice capable phones (such as P-Series) set the following parameter* TRANSPARENT_SDP *to Yes.*

- TRANSPARENT_SDP - Ensure that this parameter is set to Y

Programming Keyset Definition for Voicemail SIP Ports

In the Coral system, each SeaMail port must be defined as a SIP voicemail port. The Coral relates to these ports as to SIP terminal keysets. All SeaMail SIP voicemail ports including the MWI port (e.g. four voice ports 5930-5933, one MWI port 5934) must be programmed the same and assigned the same COS for each of the SIP voicemail ports.

Keyset Definition..(Route: KEY)

The following parameters must be defined:

- PRM_COS - Set to the COS number selected above (e.g. 5)
- SEC_COS - Set to the COS number selected above (e.g. 5)
- HARD_HOLD - Ensure that this parameter is set to Y
- VOICE_MAIL **(DTMF receive)** - Ensure that this parameter is set to Y
- VM_CAMP_ON - Leave this parameter set to N (default)

MWI Terminal Feature Control

The MWI port is used strictly to set Message waiting indicators. It is not used to answer incoming calls to the SeaMail. The MWI port (e.g. 5934) must be defined with Do-Not-Disturb and Originating Only as being active.

Feature Control..(Route: FEAT,0)

The following parameters must be defined:

- 4 - DONT_DIST -
  - for the voice ports (e.g. 5930-5933) **R**emove (cancel) feature (default)
  - for the MWI port (e.g. 5934) **A**ssign feature. This will prevent this port from being presented with incoming calls.

- 10 - ORIGIN_ONLY -
  - for the voice ports (e.g. 5930-5933) **R**emove (cancel) feature (default)
  - for the MWI port (e.g. 5934) **A**ssign feature. This will prevent this port from being presented with incoming calls.

- 43 - WRAP_UP_TIME -
  - for the voice ports (e.g. 5930-5933) **A**ssign feature
  - for the MWI port (e.g. 5934) **A**ssign feature.

System Features

System Features - Station Options................................(Route: SFE,2)

The following parameters must be defined:

KEYSET Parameters

- MSG_AUTO_ACTIVE **-** Ensure that this parameter is set to **Y,** so the MSG key on the phone will dial the SeaMail and prompt for the user's password (otherwise, the Dial softkey must be pressed after pressing the MSG button).

Defining a Hunt Group

Create a hunt group and include all SeaMail ports as its members. All SeaMail SIP voicemail ports including the MWI port must be programmed into this dedicated hunt group. Program a hunt group (e.g. 5350) for the 5 SeaMail SIP ports. The dial number of this hunt group is the voicemail access number for internal or external callers.

Hunt Group ....(Route: Hunt,0)

The following parameters must be defined:

- Name: SHORT (5) - Define a short name for this Hunt Group (e.g. SeaVM).
- Name: FULL (16) - Define a name for this Hunt Group (e.g. SeaMail_5350). The names will be displayed on display-equipped keysets of users.
- GROUP TYPE - Ensure that this parameter is set to **A (ACD)**
- VM_GROUP - Ensure that this parameter is set to **Y**
- SEARCH TYPE - Ensure that this parameter is set to 0 (circular)
- OVERFLOW - Ensure that this parameter is set to a public library dial number (e.g. 6000), which will direct calls to a user (e.g. Operator) to alert users that All voicemail ports are busy (see PUB_LIB# - 6000, page 41).
- ONE STEP GROUP - Ensure that this parameter is set to Y
- WRAP-UP TIME - Ensure that this parameter is set to 3 (seconds)
- TIME_TO_OVERFLOW - Ensure that this parameter is set to 1 (second)
- MEM # - Add the keyset dial numbers of all SeaMail SIP voicemail ports including the MWI port (e.g. four voice ports 5930-5933, and one MWI port 5934). Repeat this procedure until all SeaMail ports are included.

Programming the Coral via the PI to Support SeaMail

5

Setting Public Library

Public Library...(Route: LIB,0)

PUB_LIB# - 6000

We set the hunt group to overflow to public library 6000 (see OVERFLOW on page 40). This library will direct the call to a user (e.g. Operator) to alert the user that All voicemail ports are busy. If this occurs frequently then the recommendation is to increase the number of voicemail ports.

The following parameter must be defined (e.g., for Public Library 6000):

- NAME: FULL - Define a name for this Public Library
  (e.g. **All_VM_Ports_Bsy**). This name will be sent as a text message to indicate to station users that all voicemail ports are busy.

NOTE:

If voicemail ports are frequently busy, it is recommended to increase the number of voicemail ports.

- DIAL NUM - Ensure that this parameter is set to E0 (stop dial)
- OUT TK - Enter the operator's extension number used when directing overflow calls (e.g. 4000)

PUB_LIB# - 6400

We also use the public libraries so we may do a direct transfer of a caller into a person's mailbox (without ringing the phone). In this example, we'll assume the Mailboxes are from 400 to 499. We'll use libraries 6400 to 6499. Library 6400 will be used to transfer a caller directly into mailbox 400.

The following parameter must be defined (e.g., for Public Library 6400):

- NAME: FULL - Define a name for this Public Library
  (e.g. **VM_Xfer_to_MB400**). This name will be used to directly transfer callers into a person's mailbox (without ringing the phone). For example, Public Library 6400 can be used to transfer callers directly to mailbox 400.
- DIAL NUM - Ensure that this parameter is left blank
- OUT TK - Ensure that this parameter is set to a Hunt group dial number (e.g. 5350), which include the voice ports (see Defining a Hunt Group on page 40).

Programming the Coral via the PI to Support SeaMail

5

SeaMail....................(SeaMail Route: Site Parameters>Mailbox Mapping)

In SeaMail, map the Public Library to go to the relevant Mail Box (MB). Log in to admin MB 100, and go to **Site Parameters>Mailbox Mapping**. Click the **Add Mapping Icon**. Enter 64xx for the Source and 4xx for the Target, and click **Save**.

*Figure 18 **SeaMail New Mail Box Mapping Page***
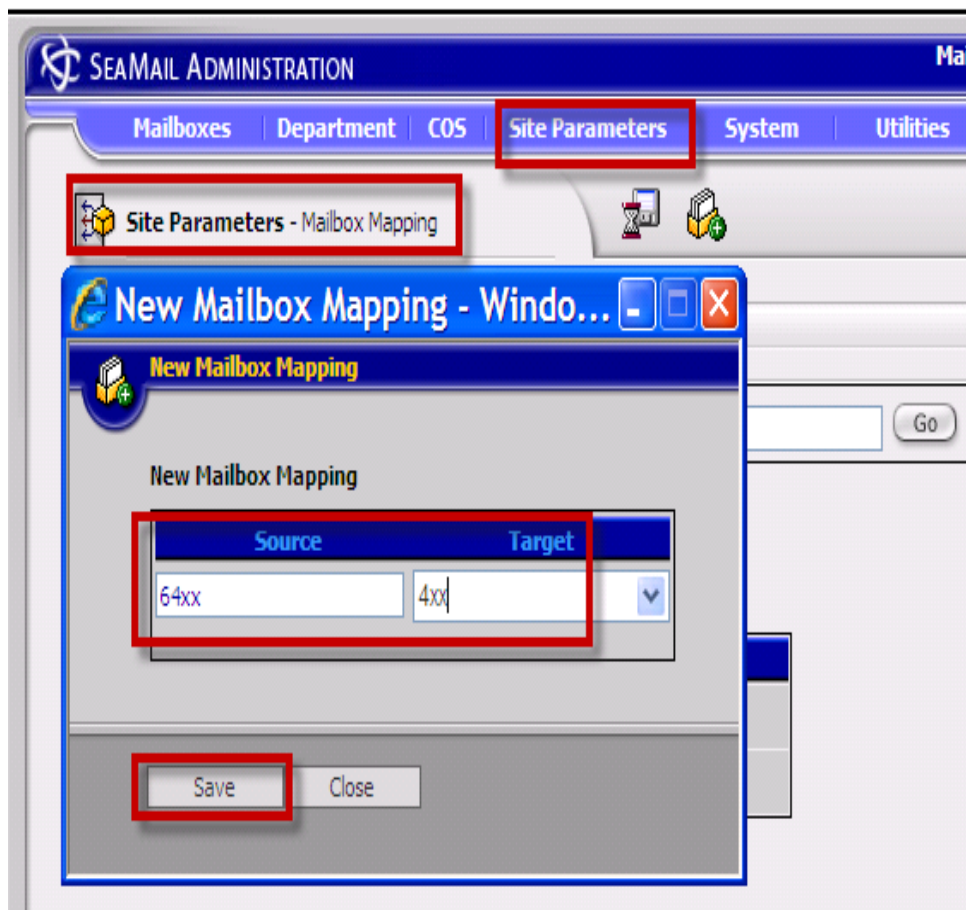
Configuring the External SeaMail Server

Network Settings

SeaMail is shipped on a Dell server with:

- IP address = 192.168.0.10
- Subnet mask 255.255.255.0

Configure SeaMail to an available static IP address that is compatible for the 192.168.100.x network (e.g. 192.168.100.12) on which the Coral is installed.

Connect to the External Server in one of the following ways:

- Connect a monitor and keyboard to the server

- Set your laptop to an IP address within the range of the server's default IP address (e.g. 192.168.0.20). Then connect to the server IP address (192.168.0.10) via PuTTY (secure shell program) using:

  - User = aeonixadmin
  - Password = anx

To configure SeaMail network settings:

1 At the command prompt, type **setup**.

2 Scroll down to **Network configuration** and press **Enter**. Select **Yes** when prompted to enter network setup.

3 Use the tab key to move to the various fields. Enter the new IP address, Netmask, Default Gateway and Primary Name server. After all entries have been entered, select **OK**.

4 Use the tab key to select **Quit**. This will save the network configuration settings and return you to the command line.

5 At the command line, type **service network restart** to restart the network service. After the server restarts, the newly configured network settings will apply.

Configuring the External SeaMail Server

5

Configuring Coral Parameters in the SeaMail Registry

After completing the SeaMail installation procedures described in the previous sections, the following parameters must be specified in the SeaMail VoIP Registry to allow communication between the Coral and SeaMail:

■ Coral IP Address and related parameters

■ Register and related parameters

> **NOTE:**
>
> The factory default IP address of the Aeonix server is **192.168.0.10**.

To specify the Coral IP address and mode in the SeaMail VoIP registry:

1 From a workstation connected to your network, open an Internet browser (Internet Explorer Version 7.0, or higher).

2 Enter **http://\<Coralserver IP\>** in the Address bar (replace **\<Coralserver IP\>** with the IP address of the SeaMail external Server, (e.g. 192.168.100.12)).

3 Click the **Go** button or press ENTER. The SeaMail login page is displayed.

*Figure 19   **SeaMail Login Page***

4 Enter the **User Name** and the **Password**.
  The default user name and password for administrators are:

  ■ User Name = 100

  ■ Password = 0000

5 From the **Session Timeout** drop-down list, select the hours or minutes after which you are automatically logged out unless you perform and save changes.

6 Click **Enter System**. The main SeaMail page is displayed showing the Tadiran Telecom logo.
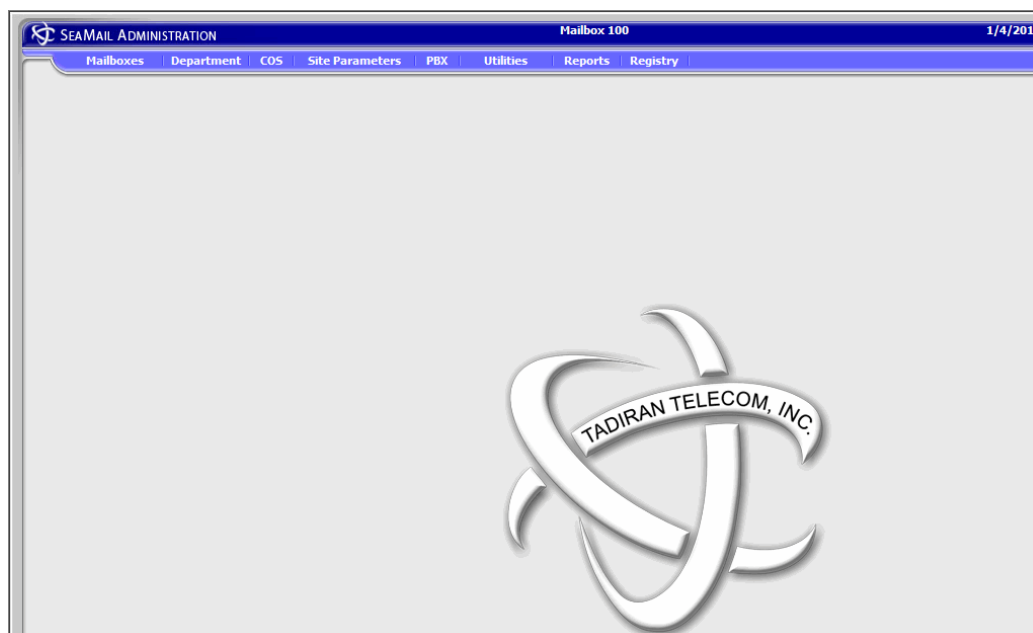
7 Click the **Registry** tab and select **VoIP** from the **Registry Menu**.

Configuring the External SeaMail Server

5
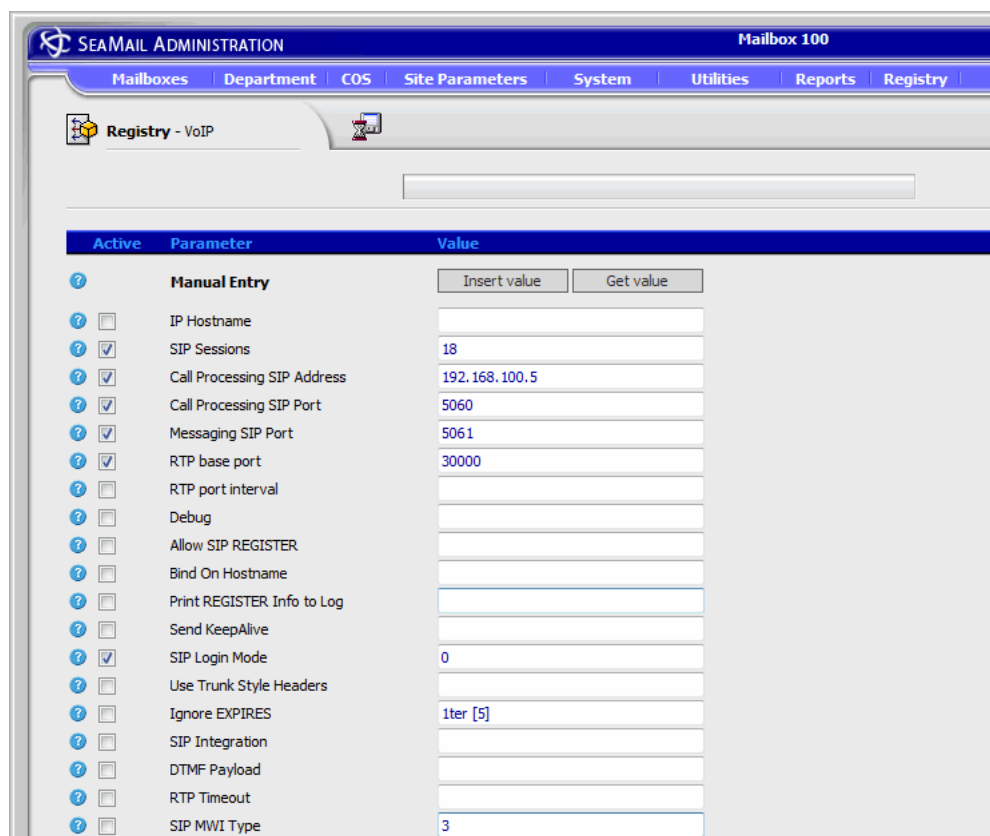
8 For **SIP Sessions**, select the **Active** check box and enter the maximum number of SIP sessions that will be created. For example, if you set this parameter to 18 the messaging system will start 18 SIP sessions. This is useful for debugging purposes. **Note**: This parameter is superseded by the maximum number of channels allowed in the system license.

9 For **Call Processing SIP Address**, select the **Active** check box and enter the Coral's CUGW or PUGW IP address, as assigned in the PI. This is the IP address that the SeaMail registers with, from which it expects to see SIP messages, and to which it sends SIP messages.

10 For **Call Processing SIP Port**, select the **Active** check box and enter the IP port on which the PBX is listening for SIP messages (default is 5060).

11 For **Messaging SIP Port**, select the **Active** check box and enter the IP port on which the messaging system is listening for SIP messages (default is 5061).

12 For **RTP Base Port**, select the **Active** check box and enter the first IP port to be used for audio transmission (via RTP). Ensure that this parameter does not conflict with other port ranges in the system. For example, if the messaging system is co-resident with a Coral, the Coral will use its own range of RTP ports. (Default is 30000.)

13 For **SIP Login Mode**, select the **Active** check box and enter **1** (default).

14 Configure the **Register** settings. For example, for a 4-port SeaMail, select the **Active** check boxes for **Register 1** to **4** and enter the matching SIP terminal numbers allocated in the Coral to process SeaMail calls (in the screenshot below, the Dial Numbers are 5930 to 5933). **Note**: For an 8-port SeaMail, define **Register 1** to **8**.

*Figure 22 **SeaMail
Register Parameters***
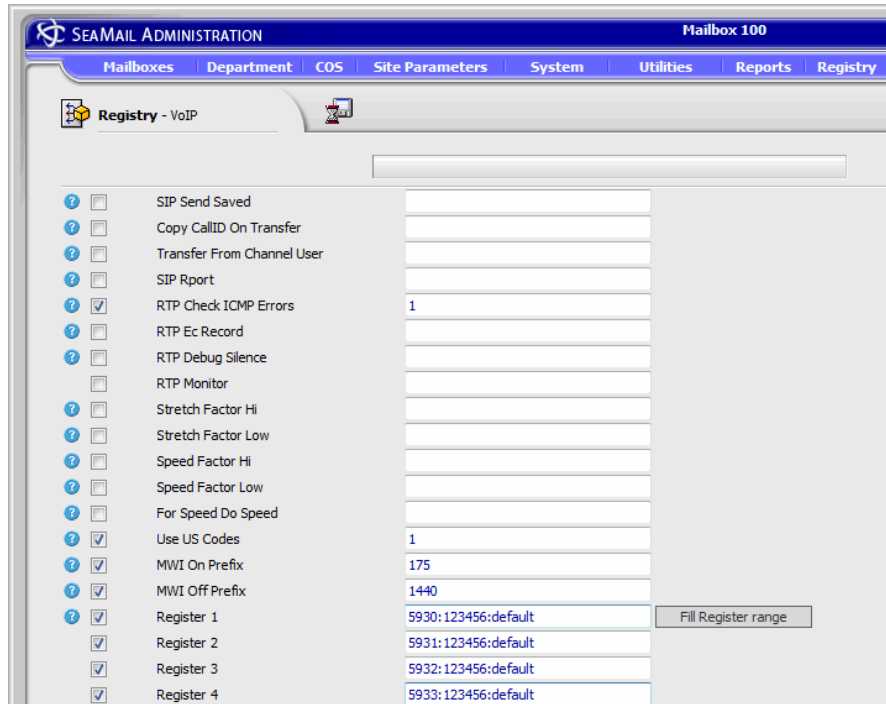
*Figure 23 **SeaMail
Register MWI Channel
Parameter***
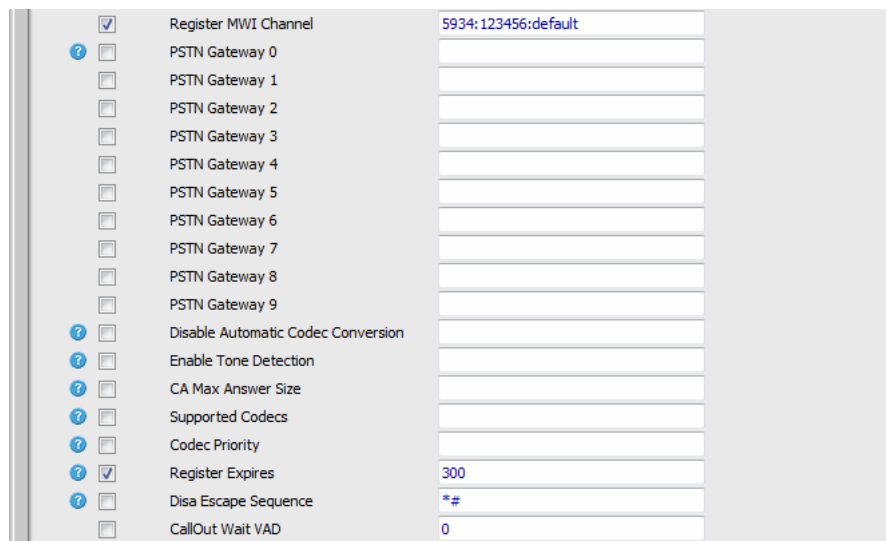
15 Configure the **Register MWI Channel** parameter, which is to be used for lighting message waiting indicators when new messages are left in the mailboxes. Select the **Active** check box and enter the last SIP terminal number in the SeaMail Hunt Group.

16 Click (the Save icon); the parameters are saved in the voip configuration file.

17 Click the **Utilities** tab and select **Services** from the **Utilities Menu**.

Configuring the External SeaMail Server

5

18 Stop then start the **VM** service; the SeaMail will now register to the Coral according to the parameters that were saved in the SeaMail VoIP registry.

Figure 24 **Stop/Start VM Service**

Configuring the External SeaMail Server

5
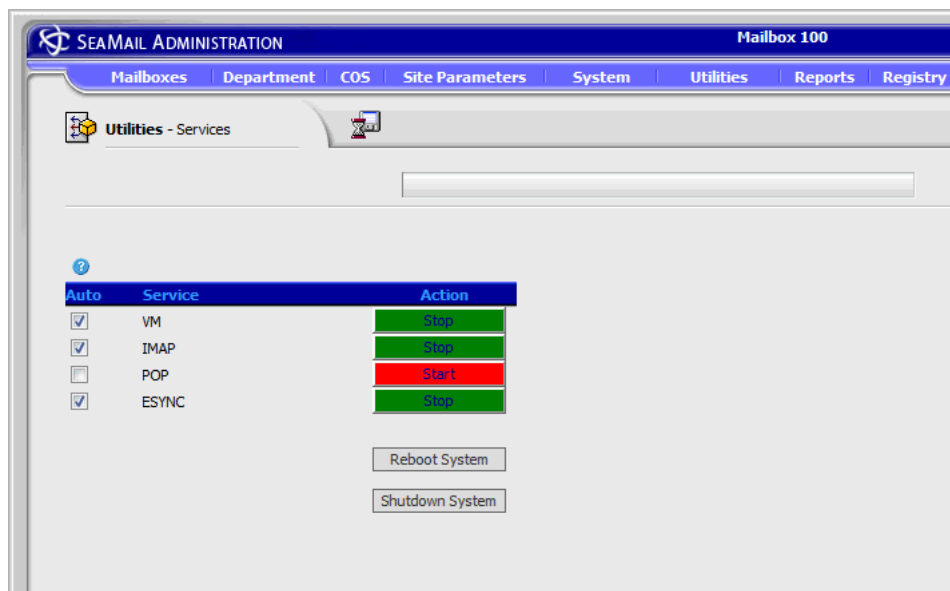
Configuring the SIP Terminals Used for the SeaMail Voice Ports

SIP Terminals

Connect to the PI and confirm the SIP terminal Status. Once the ports become active, the SeaMail will be ready to answer calls:

SIP Terminal...(Route: IP,1,4)

The following parameters must be defined:

- CURRENT_ZONE - Ensure that this parameter is set to 2
- IP_ADDRESS - Ensure that the IP address of the SeaMail application is set
- USER_AGENT - Ensure that this parameter is set to T3 SIP
- STATUS - Ensure that this parameter is set to **Active**

Licensing

- A temporary license is shipped with all new SeaMail applications
- Time decreases only on Run time
- View time remaining in A1 info
- Cannot reload temp if 30 days have expired on that particular SeaMail
- See Tutorial on License and upgrades for details on loading the permanent license

Test Calls

Perform the following test calls to confirm basic functionality:

- Call from a phone **without a mailbox** and confirm you receive the company internal greeting.
- Call from a phone **with a mailbox** and confirm you receive "mailbox setup" prompts.
- Create mail boxes to match phones and some guest mail boxes.
- Set **PW's** and **Record greetings** for phones.
- **Send** and **retrieve** messages and confirm MWI lights when a new message is received.

SeaMail Licensing for Coral Systems

Ordering Information

When the SeaMail on PC is ordered, the manufacturer will assume that Coral SAU is to be authorized for the third-party SIP authorizations. The MAC address of the server will be needed during the setup of the system.

When licensing the Coral system each "concurrent session" (port) of the SeaMail requires a 'Third-party SIP TERMINAL' authorization. (The "Tadiran SIP terminal" authorizations are specially designated for Tadiran SIP telephones, and not for Tadiran SIP voicemail.) These "Third-party SIP TERMINAL" authorizations must be available on the Coral's SAU before the SeaMail can function.

When the SeaMail on PC is ordered for a Coral IPx/FlexiCom that is already installed, the following information must be supplied with the order:

- MAC address of the Server
- SAU number of the Coral IPx/FlexiCom system

In response to such an order, the manufacturer will send an authorization file with SeaMail licenses to be loaded to the SeaMail server, for authorizing the SIP terminals connection, and a license code that must be entered as part of the installation process to enable the operation of the SeaMail on PC with the particular MAC address.

Activating the License

The SeaMail can work for a grace period of 30 days without the MAC related license. This enables partners to test the SeaMail in lab prior to actual installation on the target system. Once the SeaMail is installed on the target system (SeaMail server and its Coral IPx/FlexiCom system), the license must be activated, using the license code that is related to the MAC address of the server. Instructions for license activation are described below.

When licensing the Coral system each "concurrent session" (port) of the SeaMail requires a 'Third-party SIP TERMINAL' authorization. (The "Tadiran SIP terminal" authorizations are specially designated for Tadiran SIP telephones, and not for Tadiran SIP voicemail.) These "Third-party SIP TERMINAL" authorizations must be available on the Coral's SAU before the SeaMail can function.

3 *Getting Started*

This chapter includes the following sections:

- *SeaMail Remote Controller Client* below

- *Accessing the SeaMail Remote Controller Client*, page 43

- *General Procedures*, page 45

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 16 **SeaMail Page***
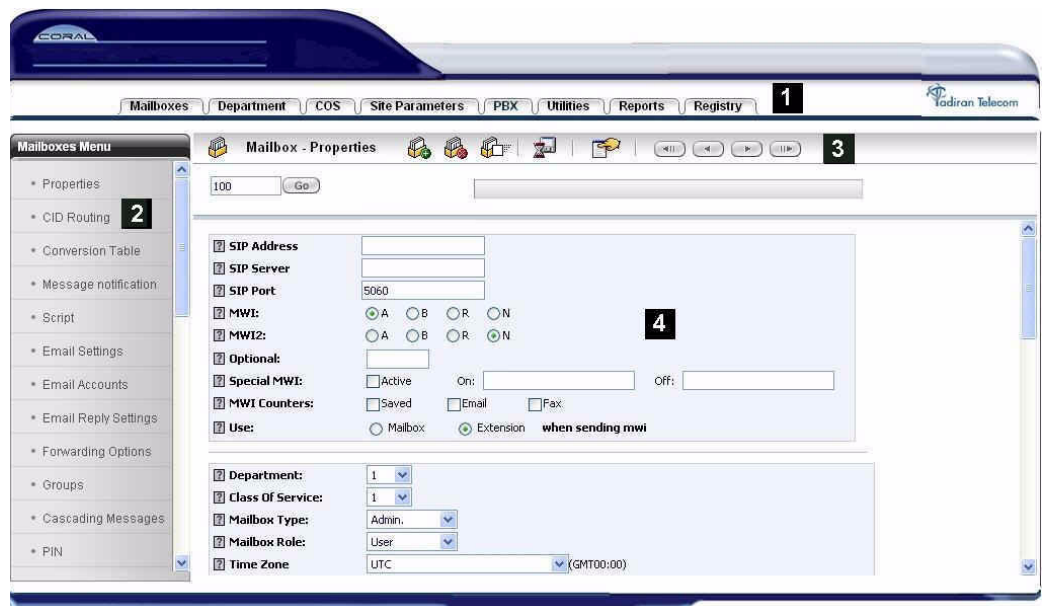
A SeaMail page consists of the following areas:

- 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 [icon] (the SeaMail Remote Controller icon). The SeaMail Login page is displayed.

*Figure 17   **SeaMail Login Page***
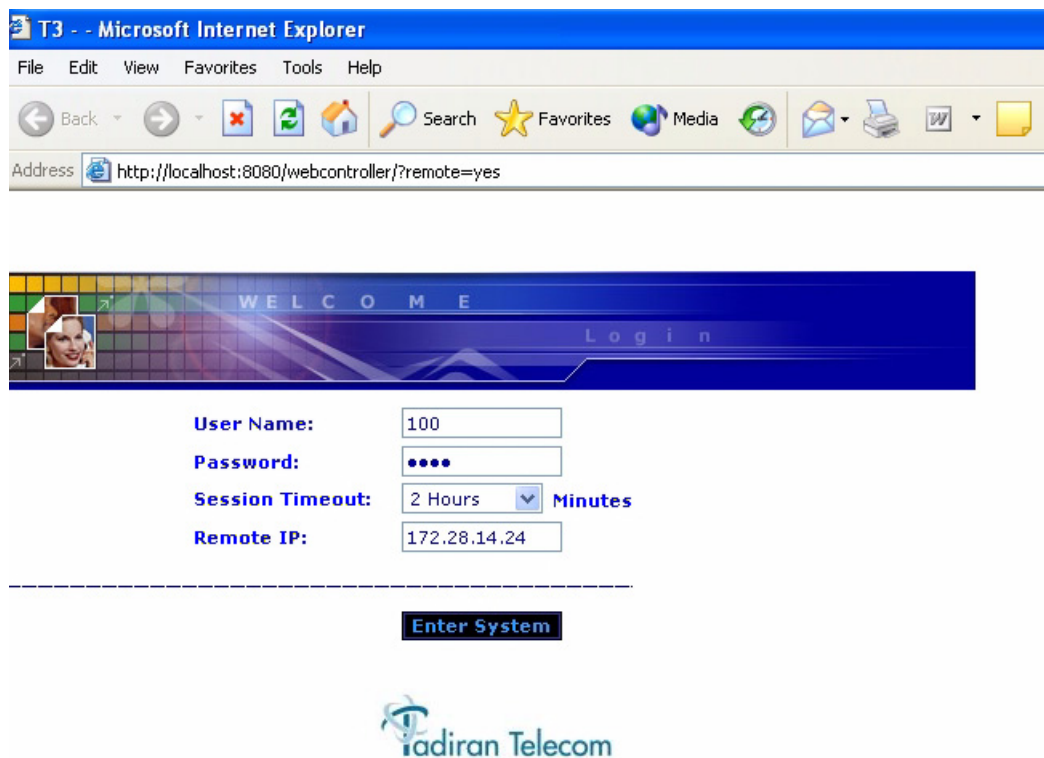
3   Enter the **User Name** and the **Password**. (The default user name and password for administrators are **100** and **0000** respectively.)

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.

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.*

4 *Mailboxes*

This chapter includes the following sections:

- *Introduction to Mailboxes* below
- *Mailbox Page Actions,* page 48
- *Configuring a Mailbox,* page 53

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 21 ***Mailbox Page (Properties)***

Mailbox Page Actions

....

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

Action	Button/ Icon	Description
Create new mailbox		Click to create a new mailbox or a range of mailboxes (see *Creating a Mailbox, page 49*).
Delete mailbox		Click to delete a mailbox or a range of mailboxes (see *Deleting a Mailbox, page 51*).
Clear mailbox		Click to remove the messages from this mailbox, or to reset the mailbox (see *Clearing a Mailbox, page 52*).
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	100 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 61*).
Create new cascading message (for Cascading Messages only)		Click to create a new cascading message (see *Cascading Messages, page 90*).
Create new fax contact (for Fax only)		Click to create a new fax contact (see *Mailbox Fax Parameters, page 207*).

Creating a Mailbox

Up to 1000 mailboxes can be created per SeaMail system.

To create a new mailbox:
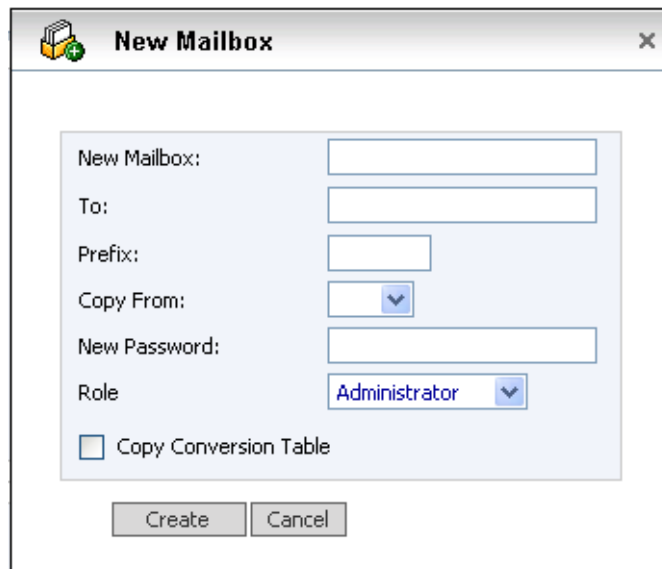
1   On the toolbar of the Mailbox page, click ![icon](the New Mailbox icon). The
    New Mailbox dialog box is displayed.

*Figure 22 **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 54.*

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).

> **NOTE:**
>
> ***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 23 **Delete Mailbox Dialog Box***
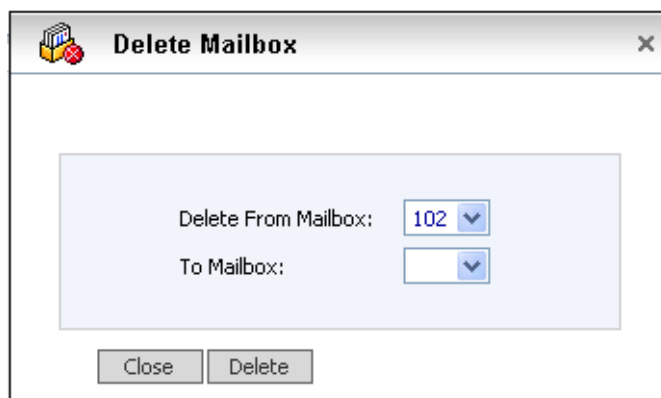
2 From the **Delete From Mailbox** drop-down list, select the number of the mailbox to be deleted.

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 24 **Clear Mailbox Dialog Box***
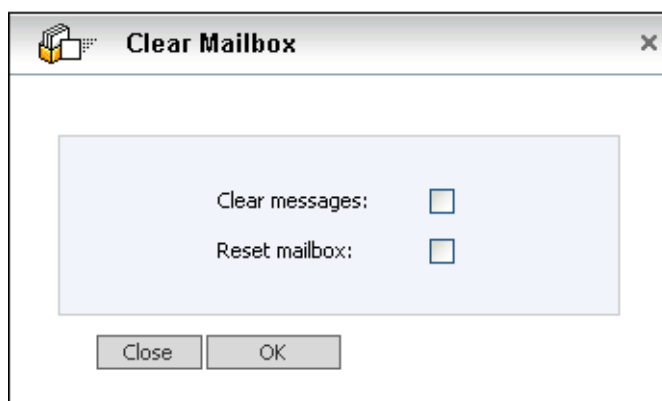
3   Select **Clear messages** to remove all messages (including deleted messages) from the mailbox.

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 54
- *Mailbox CID Routing*, page 61
- *Mailbox Conversion Table*, page 65
- *Mailbox Message Notification*, page 68
- *Email Settings*, page 73
- *Email Accounts*, page 79
- *Email Reply Settings*, page 82
- *Forwarding Options*, page 83
- *Private Groups*, page 86
- *Cascading Messages*, page 90
- *PIN*, 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 21).

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: ■ **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: ■ 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	This field defines whether the MWI is sent to the extension specified in **Ext.1** below (the default) or to the mailbox. 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.
Department	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).
Class Of Service	The Class Of Service to be assigned to this mailbox (see Chapter 6, Classes Of Service). To view or edit COS parameters, click the COS icon on the toolbar.
Mailbox Type	The type of a mailbox. The following types can be selected: ■ **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 * 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: ■ **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)	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. The following call screening options can be selected: ■ **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 ***NOTE:*** *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*).*
Follow Me (Enterprise Version only)	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. ***NOTE:*** *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.* 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. This feature can also be set or deactivated through the mailbox owner's telephone interface. ***NOTE:*** *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*).*

Field	Description
Follow Me Mode (Enterprise Version only)	Select the relevant option: ■ **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. 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 *SeaMail User Guide*). However, this mode entails higher port usage, since the SeaMail remains connected for a longer duration. *NOTE: For Supervised mode, make sure the IPx Office system is set to allow three-way conference calls for the voicemail ports.*
Callback Mode (Enterprise Version only)	The Callback option is available to a user while listening to a message with caller ID information. Select **Supervised** or **NonSupervised** as required. (For a description, see the **Follow Me Mode** field above.)
Page Q (Enterprise Version only)	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 10.
Page Zone (Enterprise Version only)	The page zone associated with this mailbox. Calls are announced in this page zone when PA paging is requested for this mailbox.
Call Record Timer (Enterprise Version only)	The time during which a call is recorded. After the time has elapsed, the call is not recorded anymore. Enter the duration (between 1 and 999 seconds) or select **Unlimited** for unlimited record time.
Message Monitor Duration (Enterprise Version only)	Not used in the current version
Mailbox Language	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). *NOTE: If this field is empty, the **Default Language** selected for the associated department is used (see Department Properties, page 101).*

4

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: ■ **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. ***NOTE:*** *The PA paging procedure is described in Park and Page, page 10.*
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: ■ 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)	Programs the mailbox to place wake-up calls: ■ **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 *Site Parameters>Special Keys*, as described in *Special Keys, page 105*.) *NOTE: Whether this feature can be used for a specific mailbox depends on the **Allow wake up calls** setting of the associated COS.* To set a wake-up call: 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 *Site Parameters>Security*), 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 54*)
- Calls forwarded to the mailbox
- Calls sent directly to the mailbox via a DID line

> **NOTE:**
>
> *CID routing is **not** applied to 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 25 **Mailbox Page (CID Routing)***

> **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
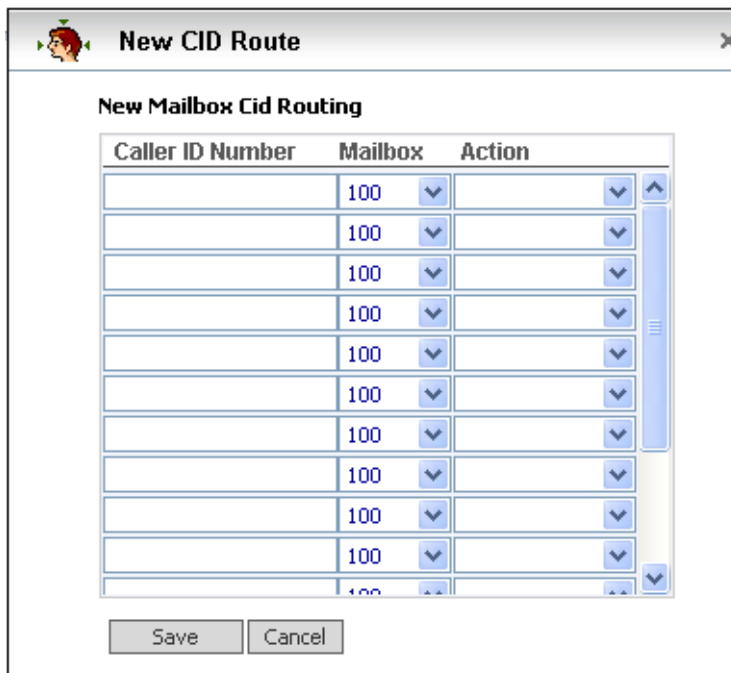
Action	Description
Transfer	The system transfers the call and acts according to the defined mailbox settings.
Enter M.B. (Enter Mailbox)	The system opens the mailbox and prompts the caller for a password.
Take Msg. (Take Message)	The system records a message in the mailbox.
Busy	The system plays the "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.	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. **NOTE:** *The Transfer Supervision settings are defined in the COS assigned to the mailbox (see Transfer Supervision, page 128).*

Creating CID Routing Rules

To add CID routing rules to the CID routing list:

1   Click ![icon] (the New CID icon). The New CID Route dialog box is displayed.

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 27 **Mailbox Page (Conversion Table)***

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 68). 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 68). 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 54*).
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 10.*
(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 54)
- For 4—**Pager** (the pager destination must be set properly in the message notification schedule table, as described in *Mailbox Message Notification,* page 68)
- 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

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 28 **Mailbox Page (Message Notification)***

The Message Notification display includes two main areas:

- *Destination List* (page 69)—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 70)—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 *PBX>Parameters>SIP Dial Strings*. 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 ![Save icon] (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	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**. 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. If none of the destinations is available, the message notification operation is terminated. ***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.*

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 29 **Mailbox Page (Email Settings)***

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 78). In addition, the relevant mail server option must be selected (see Email Accounts, page 79).

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

■ *Permissions* below

■ *Status After POP3 Download*, page 76

■ *Text To Speech*, page 76

■ *Downloaded Messages*, page 77

■ *Send Mail (IMAP Only)*, page 77

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 in 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 77).*

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 79).*

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 to 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 75*)

■ 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 54) or through message notification (see *Mailbox Message Notification,* page 68). In addition, if TTS licenses are available and **TSS Mode** is set to **Yes** (see *Email Settings,* page 73), 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 30 **Mailbox Page (Email Accounts)***

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	***NOTE:*** *This field applies to POP only and is irrelevant for IMAP.* 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.
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)	Enter the account's password. ***NOTE:*** *If the mail server password changes, the SeaMail system sends the mailbox owner an email notification.*
Delete Voice/Email/Fax (for Account 1-5)	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.
Synchronize msgs (for Account 1-5)	***NOTE:*** *This field applies to IMAP only and is irrelevant for POP.* 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.
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 31 **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 32 **Mailbox Page (Forwarding Options)***

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: **Transfer MBox** provides more flexibility than **Transfer Ext.**, as the supervision type can be specified in the mailbox properties (see Mailbox Properties, page 54).*
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: This option **cannot** be used for routing callers to leave a message in **another** mailbox.*
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 68*).
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 68*). *NOTE: For email-related features, optional UM (Unified Messaging) licenses are required.*
PA Paging	Initiates the park and page option. The system parks the caller and pages the mailbox owner. *NOTE: The PA paging procedure is described in Park and Page, page 10.*

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**.

From this page, the following actions can be performed:

- *Creating a Private Group,* page 87

- *Setting up or Editing a Private Group,* page 87

- *Deleting Personal Groups,* page 89

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.
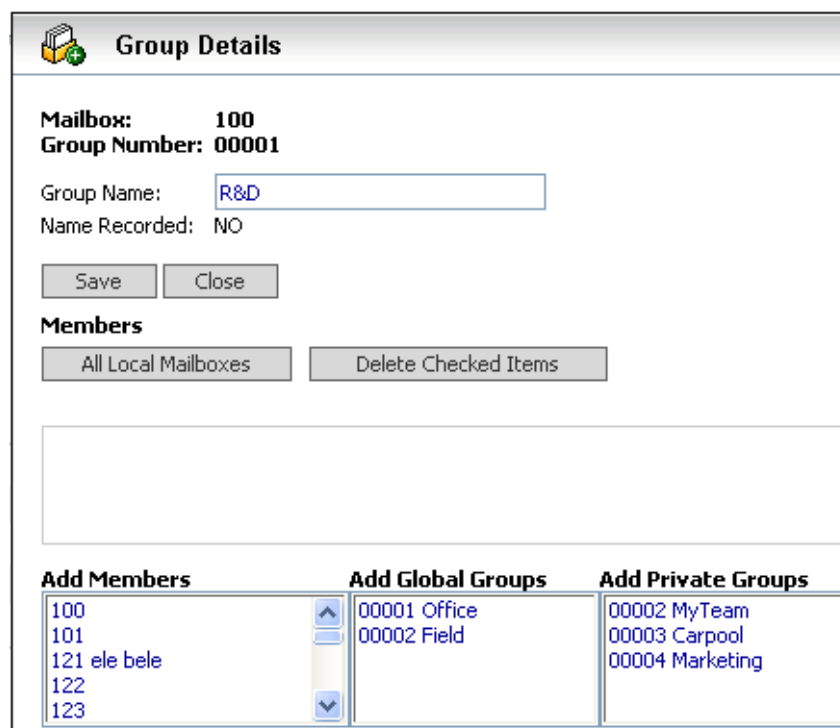
> **NOTE:**
>
> *You cannot create a group with the group number of an already existing group.*

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 34 **Group Details Dialog Box***

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.

*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.

*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

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 68). 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 35 **Mailbox Page (Cascading Messages)***

From this page, the following actions can be performed:

- *Adding a Cascade Rule*, page 91
- *Editing a Cascade Rule*, page 92
- *Removing a Cascade Rule*, page 93
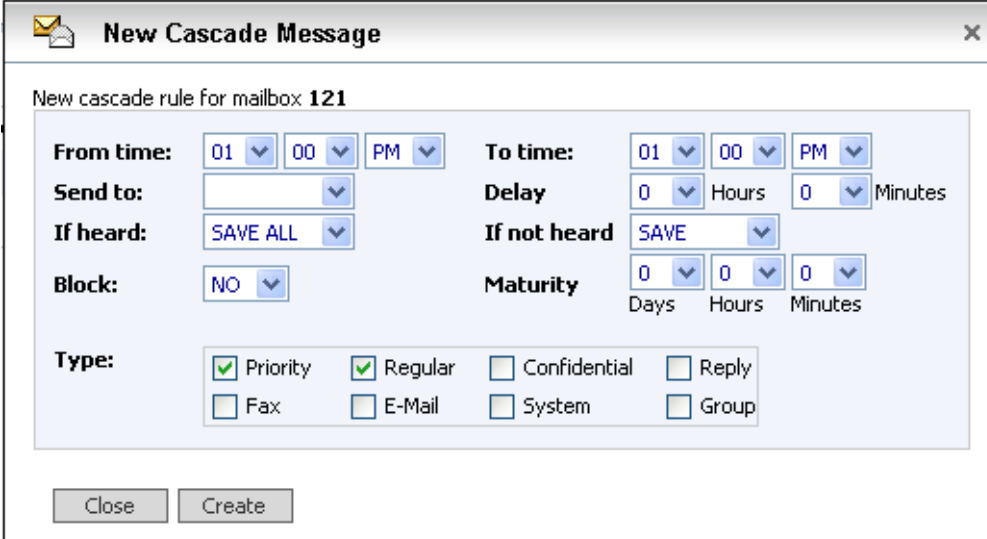
For an example of a cascade rule, see *Cascade Rule Example*, page 93.

Adding a Cascade Rule

To add a rule for cascading messages:

1 Click ![icon] (the New Cascading Message icon). The New Cascade Message dialog box is displayed.

*Figure 36 **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	Determines what happens with a duplicated (cascaded) message if the owner of the target mailbox retrieves the message before its **Maturity** time: ■ **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. *NOTE: 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.* The owner of the current mailbox receives a notification regarding when and by whom the message was heard.
If not heard	Determines what happens with messages that were **not** retrieved before the **Maturity** time. 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.
Block	If set to **YES**, the rule is not affected by other mailboxes deleting or saving the message. *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.*
Type	Select the relevant check box or boxes to define which type or types of messages are copied.

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 37 **Cascade Rule Example***

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 38   **Mailbox Page (PIN)***

From this page, the following actions can be performed:

■ *Adding a PIN Range* below

■ *Transferring a PIN to Another Mailbox,* page 95

■ *Deleting PINs,* page 95

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).

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)

SeaMail Administration and Configuration Manual (for Coral IPx Office)

Department Page Actions

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

*Table 15 **Actions Performed from the Department Page***

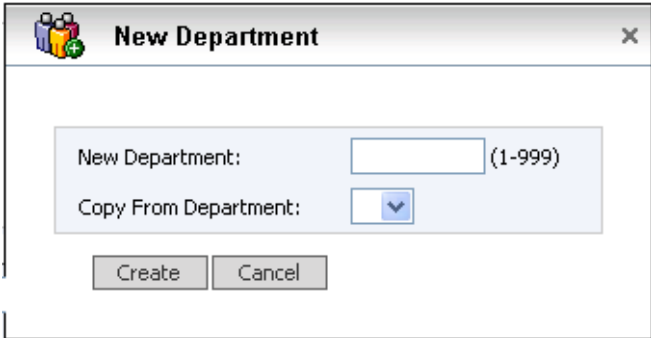| Action	Button/ Icon	Description
Create new department		Click to create a new department (see *Creating a Department,* page 100).
Delete department		Click to delete a department (see *Deleting a Department,* page 100).
Save		Click to save changes.
Browse departments		Click these buttons to navigate between the departments defined in the system.
Display department	1	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 61).
Create new directory assistance (only for Directory Assistance and Speech Recognition)		Click to create a new directory assistance entry (see *Cascading Messages,* page 90).
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 90).

5

Creating a Department

To create a new department:

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

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

> **NOTE:**
>
> *If you delete a department, all mailboxes assigned to this department are
> deleted also. Consequently, i**f 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 [icon] (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 16 **Department Properties (Operation Mode Parameters)***

Field	Description
Operation Mode—Normal	The mode in which the department operates under normal conditions. Each mode can include different main greetings, operators, and script routing definitions. ■ **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	Select as described above for Normal Operation Mode. This field is used on the holidays defined in *Site Parameters>Holidays* (see *Holidays, page 144*).
Start with script—Day/Lunch/Night	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.

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: If this field is left empty, the system hangs up on a caller who is not calling from a touch-tone telephone.*
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 54*), 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 17 **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: Alternative languages are optional. The standard system configuration includes only the default language.*
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: Make sure the **Digit** number is not used by the department's conversion table (see Automated Attendant Conversion Table, page 107)!*

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.

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 54*). When the list is played, the system skips their names.

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

Table 18 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	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. The system plays the confirmation prompt even if there is only one match.
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.

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	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. *NOTE: The PA paging procedure is described in Park and Page, page 10.*
No response caller detection	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. 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.
Speech Recognition (Enterprise Version only)	Select to activate the speech-recognition automated attendant feature for this department (see Speech Recognition, page 112). *NOTE: This feature is not supported in the current version.*
Operation mode control	Not used in the current version
On fax tone transfer to (Enterprise Version only)	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. *NOTE: This feature requires the optional fax module.*

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 65).*

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 20 **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 61.*

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**.

For each day, set the following 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)

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**
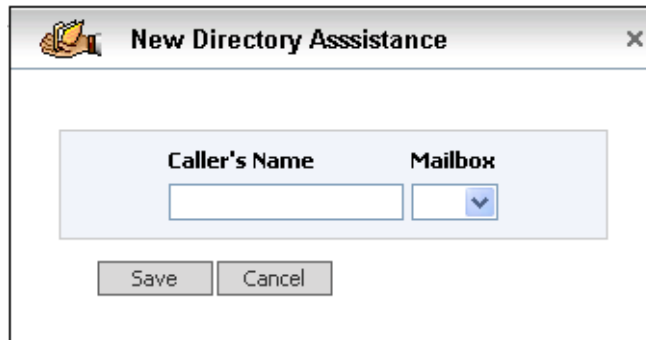
2 In the **Caller's Name** field, enter the name to be associated with the mailbox.

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 to (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 entries 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, see *Speech Recognition Sub-Menu, page 243*.

To define speech recognition settings, select **Speech Recognition** from the **Department Menu**.
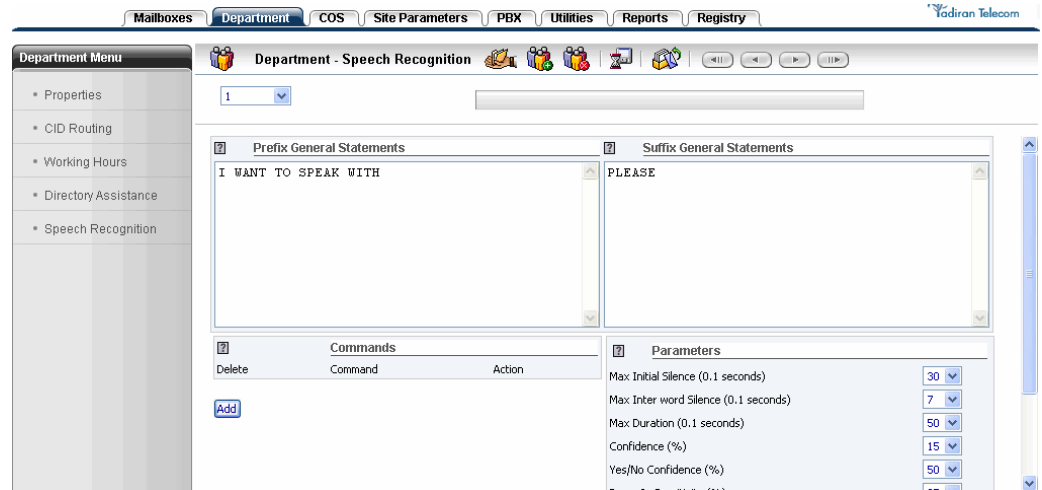
Define the speech recognition settings as described in the following tables. (Table 22 describes how to set up the speech recognition engine to focus on the relevant utterances and react according to defined commands. Table 23 describes how to define response time and further advanced speech recognition 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 22 *Speech Recognition Statements and Commands*	Field	Description
	Prefix/Suffix General Statements	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. An example for a prefix statement is "I would like to speak with...". An example for a suffix statement is "...please".
	Commands	Sentences that are interpreted by the speech recognizer as commands. Just as general statements, they help the speech recognizer focus on the relevant information. 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: ■ **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 *Department>Properties*) Example: *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.* To delete a command, select the check box next to the command and click the Save icon.

Table 23 *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 Press2 (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
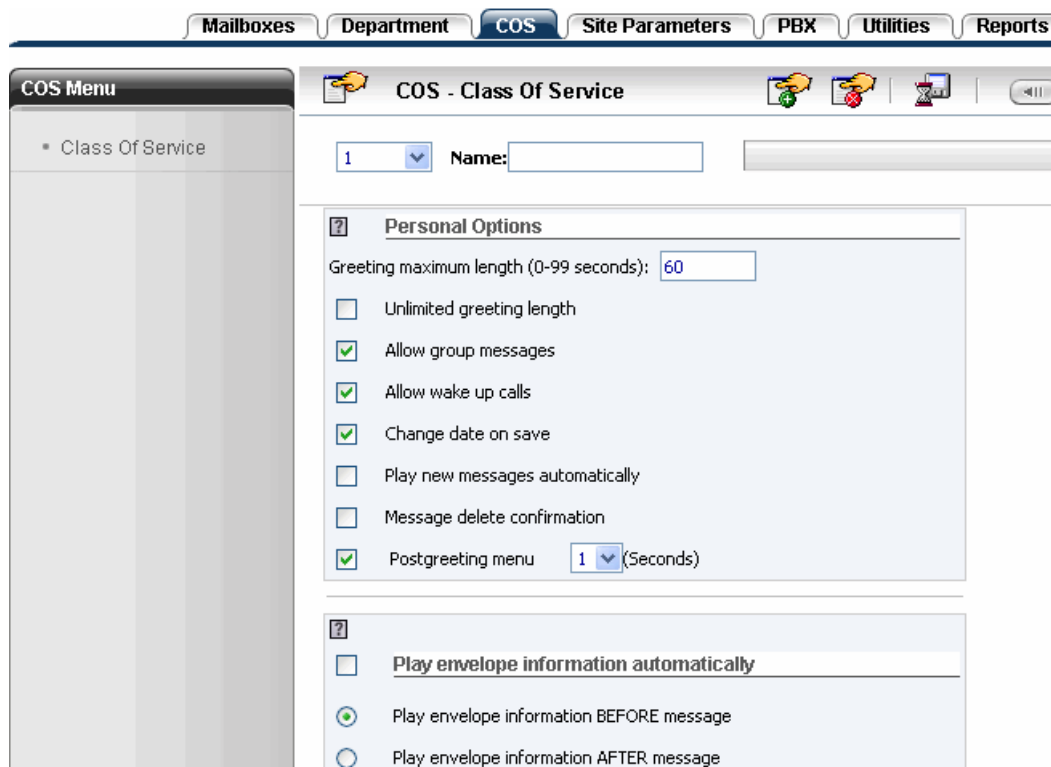
COS Page Actions

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

*Table 24 **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	◄II ◄ ► II►	Click these buttons to navigate between the classes of service defined in the system.
Display department	1 ▼	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 [icon] (the New COS icon). The New Class of Service dialog box is displayed.

*Figure 46 **New Class of Service Dialog Box***

New Class of Service

New Class Of Service: _____ (1-999)
Copy From Class Of Service: ▼

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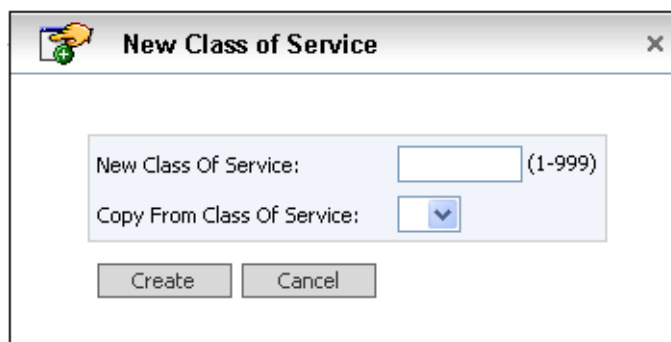
2   In the **New Class Of Service** field, enter a free COS number (between 1 and 999).

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

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

Table 25 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 86 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 54*.)
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

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

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. ■ **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 28 **COS—Message Fields**

Field	Description
Maximum number of messages	The maximum number of messages the system stores for a mailbox associated with the COS. Enter 0 if mailboxes associated with this COS are to function as greeting-only mailboxes. *NOTE: Messages take up disk space, therefore the maximum number allowed must be carefully controlled.*
Maximum message length	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. Enter the maximum recording time (up to 999 seconds) or select the **Unlimited message length** check box below. *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.*
Minimum message length	The minimum recording time. Messages shorter than this time are not considered valid.
Maximum silence during recording	During the recording of a message, the system uses the silent period (when the caller stops speaking) to determine when to end the recording. 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.
Alert caller on end of recording	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. 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.

Field	Description
Continue	The action the system takes after a caller has finished recording a message. ■ **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

Field	Description
Auto hold	Not used in the current version
Call screening	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 54). If not selected, call screening is disabled for this COS and overrides the **Call Screening** field.
Follow me	If selected, callers to a mailbox user associated with this COS can be linked to external phones, such as the user's home phone. The Follow Me feature requires fully supervised transfer and therefore overrides the **Transfer Supervision** settings of the COS. *NOTE: The Follow Me function requires the **PBX>Parameters** fields to be properly configured (see PBX Parameters, page 158).* If not selected, the Follow Me feature is disabled for this COS and overrides the related fields in the mailbox properties.
Follow me connect verification	The connect verification feature prompts users to press# to connect a call forwarded to their Follow Me number. If selected, connect verification is activated. If not selected, connect verification is canceled.
Maximum calls on hold	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. *NOTE: This parameter must be set in accordance with the **Site Parameters>Settings>Call Queuing** fields (see Call Queuing, page 139).*
Maximum callout length	The maximum number of digits allowed in a callout operation. 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. *NOTE: This field affects the Follow Me functionality.*

Transfer Supervision

Transfer supervision defines how the system handles call transfers.

Field	Description
Transfer supervision	Set to **Full**. (Transfer supervision is described in *Supervised and Unsupervised (Blind) Call Transfer,* page 8.) **NOTE:** *For call transfer to work properly, the fields in* **PBX>Parameters>SIP Dial Strings** *must be set accordingly (see* PBX Parameters, page 158*).*
Number of rings before no answer	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. 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. **NOTE:** *This setting is relevant only for full transfer supervision.*

Ringer MWI

These fields apply to mailboxes of this COS, if their **MWI** field is set to **R** (see *Mailbox Properties*, page 54). Set the times and intervals at which SeaMail calls the extension to notify that new messages have arrived.

*Table 31 **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 32 **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)*

Site Parameters Page Actions

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

Table 33 ***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 61*).
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 34 **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)	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. **NOTE:** *The PA paging procedure is described in Park and Page, page 10.*

Site Settings

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

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 35 **Site Settings— Special Keys and System Parameters**	**Field**	**Description**
	Default assistant key	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 *SeaMail User Guide*.) 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 65).
	Wait after paging (relevant only for Enterprise Version)	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.
		NOTE: *The PA paging procedure is described in Park and Page, page 10.*
	Week definition (relevant only for Enterprise Version)	Selected days are handled by the system as week days. If a day is not selected, it is handled as a weekend day. This field is used for the wake-up feature (see the **Wake Up** parameters in *Mailbox Properties,* page 54).

7

Security

Table 36 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 maximum 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 maximum number of digits that make up a valid extension number. *NOTE: The system responds more quickly if the defined number of digits is entered.*
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 37 **Site Settings— Call Queuing Parameters**	**Field**	**Description**
	Maximum ports on hold	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).
		NOTE: *For optimum efficiency, the maximum number of ports on hold must not exceed more than half the total number of available ports.*
	Time interval between busy	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.
		Enter the duration between the checks (5-999 seconds).
	Maximum retries on busy	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.

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 38 **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 39 **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).

*Table 40 **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 41 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 61.
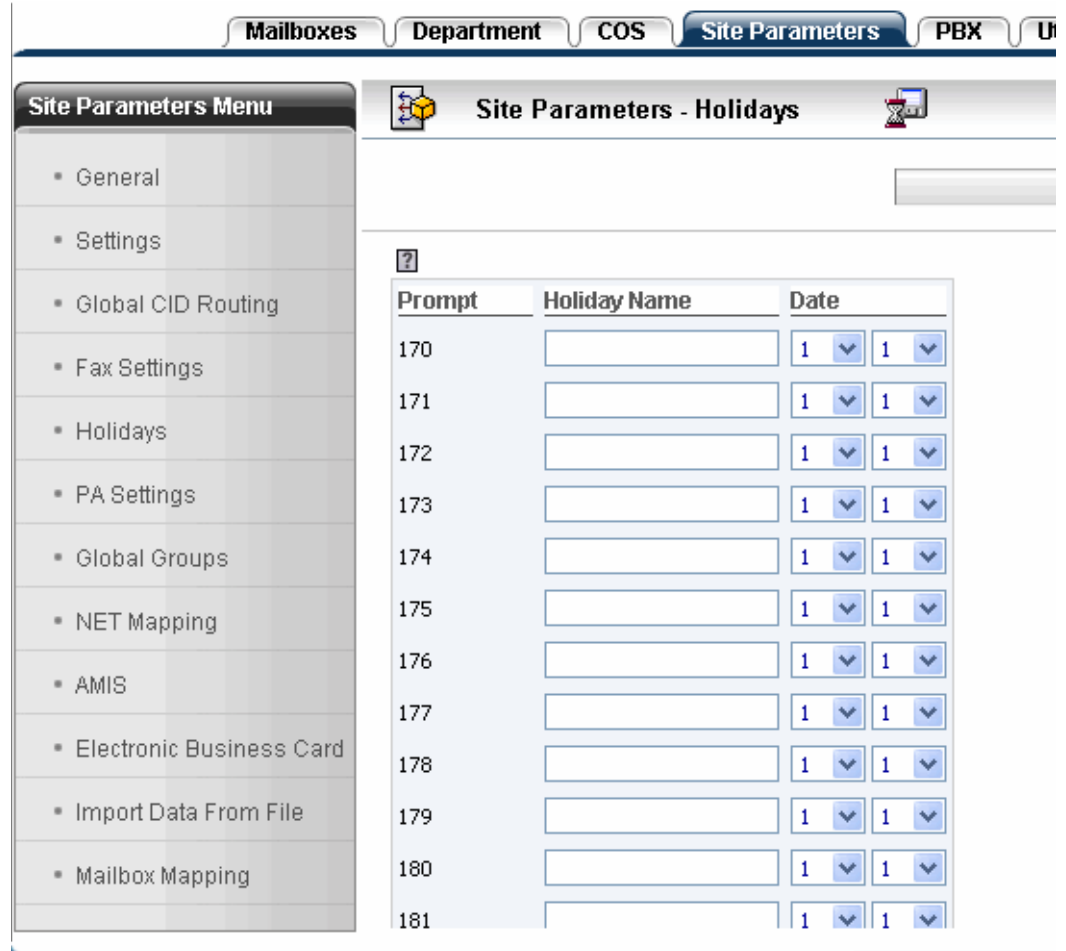
Holidays

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)***

Define each holiday as described in the following table.

	Field	Description
Table 42 .holiday Parameters	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 10.*

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

Figure 50 Site Parameters Page (PA Settings)

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

*Table 43 **PA Parameters***

Field	Description
Prompt language	The language of the listed paging announcements.
	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.*
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 86.*

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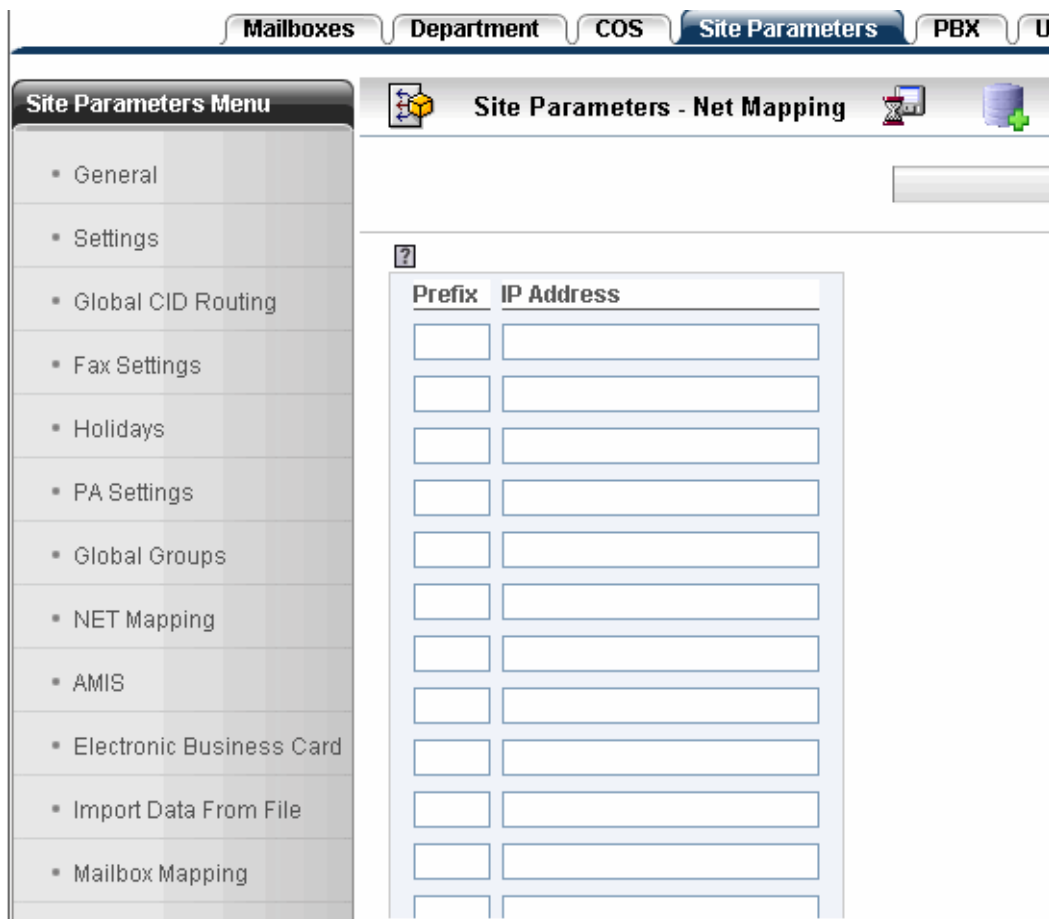
For each voicemail system, set the fields as described in the following table.

Table 44 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

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)***

Set the fields as described in the following table.

*Table 45 **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.

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)

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.

*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)***

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 29.

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 46 **PBX Parameters** (SIP Dial Strings)	Field	Description
	Transfer Sequence	The SeaMail uses standard SIP transfer methods (see *Supervised and Unsupervised (Blind) Call Transfer,* page 8 to learn more about call transfer). Use this field to add digits before or after the transfer destination number. You can enter any digit, *, or #. Use the following format to define the transfer sequence: ■ **,** (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	The prefix that the system needs to access an outside trunk. The prefix must be a dialed number and can only be used if: ■ The adequate permissions have been assigned in the Aeonix ■ The **Maximum callout length** (see *COS>Incoming Calls*) is long enough to place external calls.
	Direct Dialing To Extensions	By default, this field is left blank, and the system dials extension numbers directly. If necessary, enter the prefix number the system must dial before the extension.
	Default Area Code	The default area code where the system is located. This field is used for the Follow Me and call-out features. ***NOTE:*** *Leave this field blank to avoid having the system truncate the number by deleting the area code.*
	Paging Access Code	The code the system dials to activate the Paging Announcement system. ***NOTE:*** *The PA paging procedure is described in Park and Page, page 10.*
	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 47 **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 48 **PBX Parameters (Conference Sequence and Mode)***

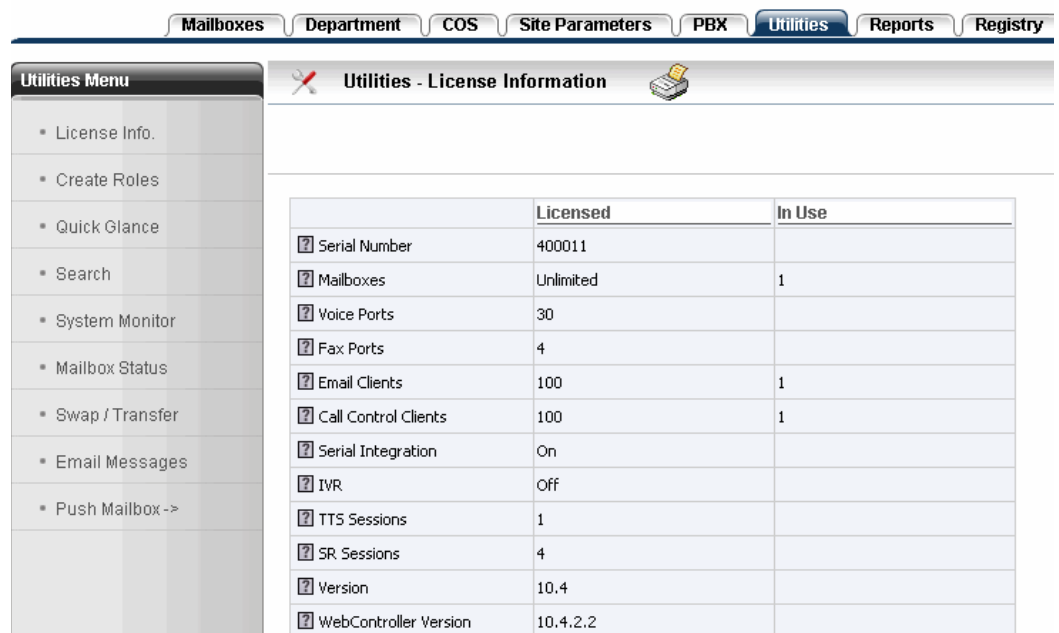| Field	Description
Put First On Hold	Not used in the current version
Dial Second Line	The prefix the system dials to access a second line. Valid entries are any digit, *, **#**, and **/**. Use **,** (a comma) for a pause.
Conference	Not used in the current version
Reconnect If Busy	Not used in the current version
Reconnect If No Answer	Not used in the current version
Conference Mode	Select the relevant option: ■ 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)***

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 38.

Click ![print icon] (the Print icon) to print the license information.

Creating Roles

![NOTE icon] **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)***

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.

> **NOTE:**
>
> ***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)***

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 54*).
Tran. Mode	The transfer mode defined for the mailbox (see the **Transfer Mode** field in *Mailbox Properties, page 54*).

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 *Mailbox>Email Settings>Permissions* (see *Email Settings, page 73*).
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 *Mailbox>Email Settings>Permissions*.
TTS Client	Defines whether or not Unified Messaging synchronization is activated for the mailbox. This is defined by the **Speech** check box in *Mailbox>Email Settings>Permissions*.

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)***

SeaMail Administration and Configuration Manual (for Coral IPx Office)

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 *Mailboxes>Properties*).
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)***

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)**

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 78).*
>
> *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**.

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

- Properties (see *Mailbox Properties, page 54* for a description of the fields)
- Email Settings (see *Email Settings, page 73*)
- Message Notification (see *Mailbox Message Notification, page 68*)
- Conversion Table (see *Mailbox Conversion Table, page 65*)

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 [icon] (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)***
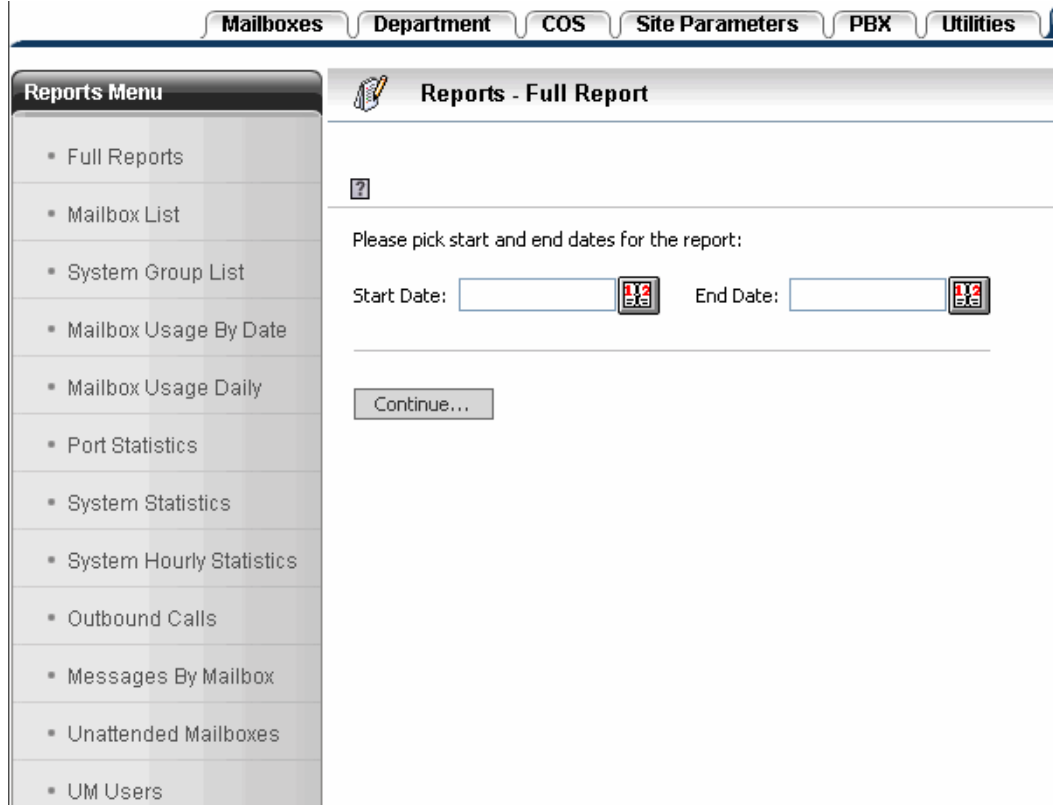
Using Reports

The following reports can be displayed on the Reports page:

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: [   ] Get file via Mail

Date	Channel	Time	Department	Mailbox	Duration(in sec)	User Type	Transfered	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)***

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 a 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**.

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, arrange 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: [   ] [Get file via Mail]

[Back]

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	Wednsday	08:17:55	14 Sec.	0	1	Outside caller	2027	1	-	In	No
2	11/15/06	Wednsday	15:44:26	12 Sec.	0	1	Outside caller	2027	1	-	In	No
3	11/15/06	Wednsday	16:09:46	54 Sec.	0	1	Owner	2027	1	-	In	No
4	11/15/06	Wednsday	16:11:33	7 Sec.	0	1	Outside caller	2027	1	-	In	No
5	11/15/06	Wednsday	17:13:54	36 Sec.	Answer	2	Outside caller	2147	1	-	In	Yes
6	11/15/06	Wednsday	17:15:12	23 Sec.	0	1	Outside caller	2147	1	-	In	Yes
7	11/15/06	Wednsday	17:20:18	26 Sec.	0	1	Outside caller	2147	1	-	In	No

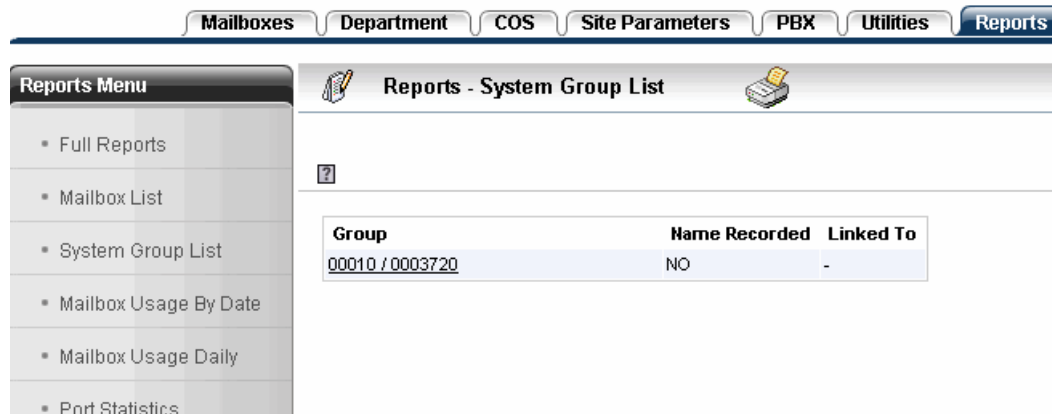**NOTE:**

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

10

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***

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**

Reports - Port Statistics

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

Enter your mail address: [   ] [Get file via Mail]

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**

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**

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**.

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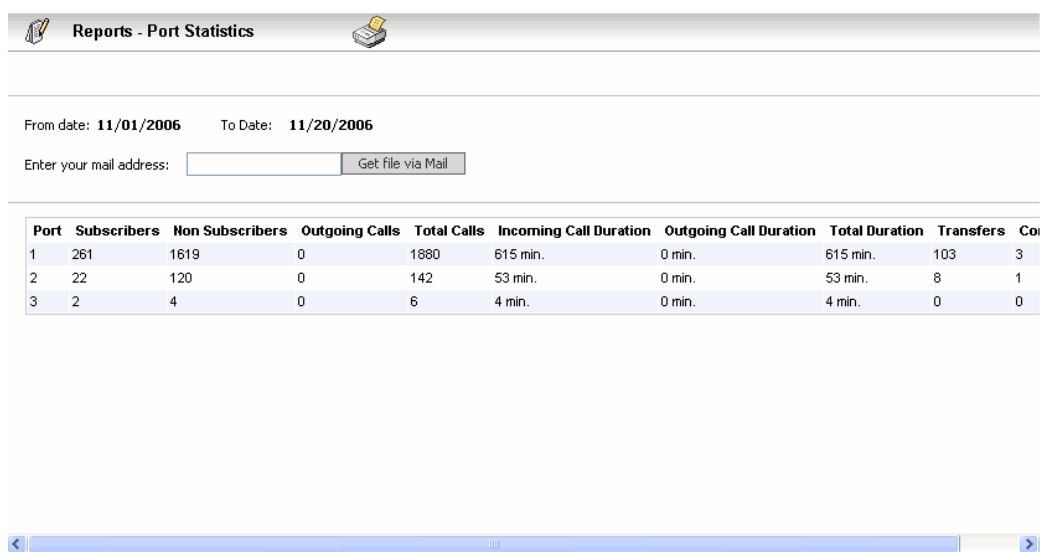
This report shows the total number of outbound calls made by the SeaMail system during a specified period. Outbound calls include Follow Me calls, message notifications to a number, and transfers to the automated attendant.

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**.*
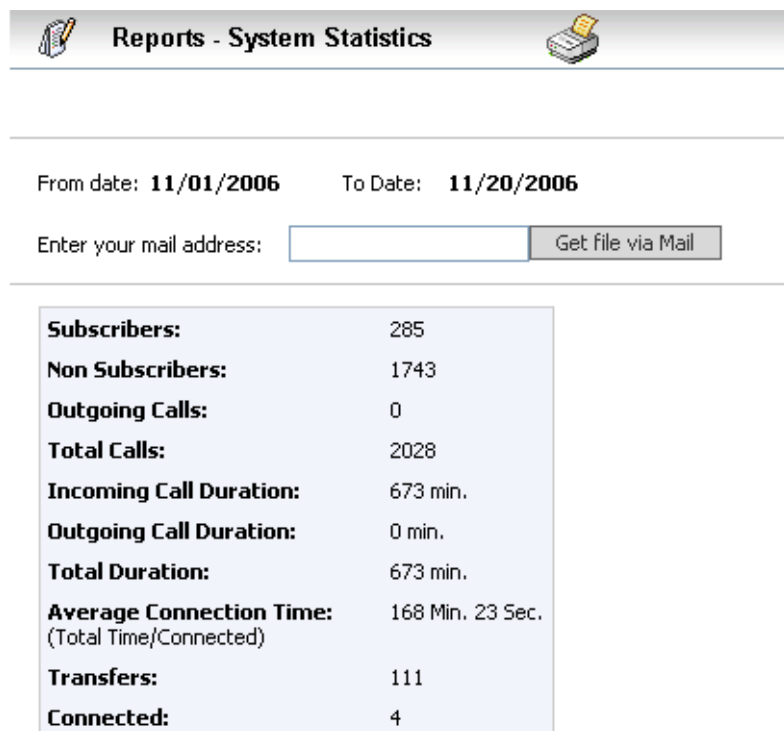
Messages By Mailbox

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***

Current messages For Mailbox: 100

Enter your mail address: [   ] [Get file via Mail]

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 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**.

> **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**.*
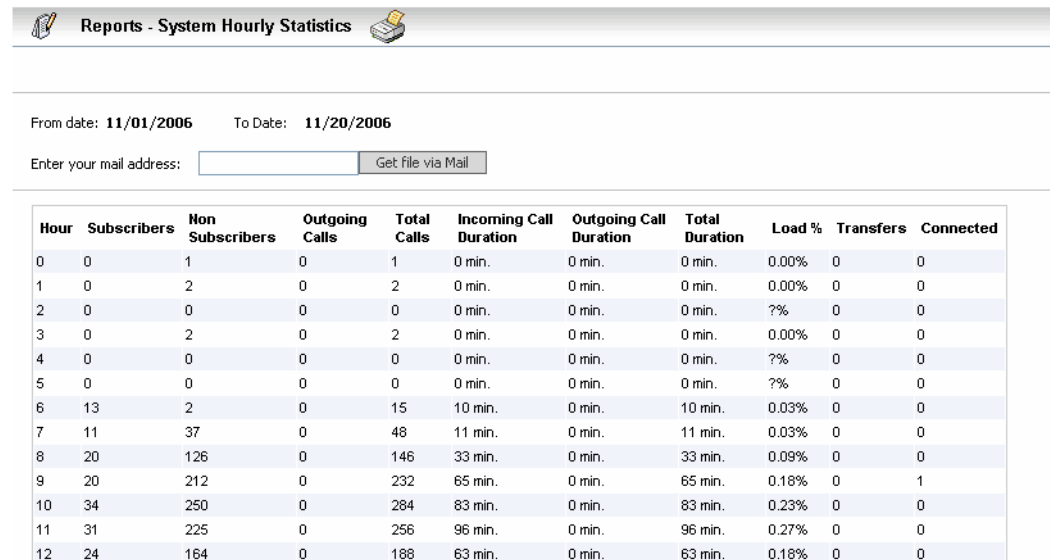
UM Users

> **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)

> **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 Administrators* below

- *Voice Prompts,* page 197

Using the Subscriber's Phone Menu for Administrators

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—press1
- Record a prompt—press2
- Add a password—press3
- Change the operation mode—press4
- Record names—press5
- Set group names—press6
- Set the system time and date—press7
- Mailbox administration—press8
- Speech recognition—press9 (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* 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 Administrators,* 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 11**1**.ENG is the main greeting for department 1.*

*Prompt 11**34**.ENG is the main greeting for department 34.*

*Prompt 11**567**.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 49 **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:
	101.ENG **Good afternoon**	■ The system time settings (see *System Time and Date,* page 196)
	102.ENG **Good evening**	■ The **Greeting Hours** definitions in *Site Parameters>Settings* (see *Site Settings,* page 137)
	111.ENG - 11999.ENG	Main greeting for each department. *Example: "Thank you for calling the XYZ Company".*

Prompt	Description
121.ENG - 12999.ENG	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.). *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."*
131.ENG - 13999.ENG	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. 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 *Department>Properties* (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).
141.ENG - 14999.ENG	Nighttime actions for each department. If recorded, this prompt tells callers what actions they can take at night (usually after work hours). *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'."* *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).*
151.ENG - 15999.ENG	Emergency mode actions for each department. This prompt is played in case of emergency, when the system is switched to the emergency mode. *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."* 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).

Prompt	Description
171.ENG - 185.ENG	Holiday mode greeting (system wide). A holiday prompt is played before all other prompts if a call comes in on a scheduled holiday. Holidays are defined and associated with prompts in *Site Parameters>Holidays*. *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."*
791.ENG - 79999.ENG (used only if speech recognition is available and activated)	Speech recognition instructions. *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."* **NOTE:** *Speech recognition is not supported in the current version.*
191.ENG - 19999.ENG	On Hold announcements. These announcements can be promotional and are recommended not to exceed 60 seconds per prompt. 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: ■ While paging a user (see *Park and Page*, page 10) ■ In call queuing (see *Call Queuing*, page 139) ■ While a caller is put on hold through the SeaMail
281.ENG - 288.ENG	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 10.
291.ENG - 29999.ENG	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). *Example: "For Joe Smith dial 123, for Jane Doe dial 321".*

11

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 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 73) 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 50 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 49*).

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.

12

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)***

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 51 **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**. *NOTE: This field applies also to the format of faxes sent as attachments to fax verification emails when outbound faxes are sent.*
	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: ■ **Deny Fax**—the mailbox does not receive faxes, except if a **Fax DID** is defined (in *Mailboxes>Properties*) 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.

12

Field	Description
Confirmation Outgoing Faxes	The type of confirmation the mailbox user receives for outbound faxes: ■ **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. *NOTE: Confirmation emails are sent to the **Address** defined in **Mailboxes>Email Settings>Send Mail**.*

12

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 ![icon] (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 52 **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 53 **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

12

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)***

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

*Table 54 **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	Update	Click to update an existing dialout campaign (see *Updating a Dialout Campaign*, page 217).
Recreate dialout	Recreate	Click to load a new list of numbers to an existing campaign (see *Recreating a Dialout Campaign Table*, page 218).
Browse dialouts	◄ll ◄ ► ll►	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 55 **Dialout Parameters***

Field	Description
Table Name	The name of the dialout campaign, such as **AllStudents**. ***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**

13

Field	Description
If Answer Action	The action to be performed by the Dialer if the call is answered. Select one of the following options: ■ **Play**—plays the voice file related to a specified prompt number in the selected language. For example, to play the prompt 121.ENG, 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 */usr/T3/vox/LANG*. ■ **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 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 55.)

3 Click **Update**. The changes are saved.

13

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.

13

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:		Search
Email Address:		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***

Dialout Table

Dialout table - TEST   Enter your mail address: [   ]   Get File via Mail

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).

Creating Scripts

....

Scripts are defined in script mailboxes through the **Script** menu option.

Figure 81 Mailbox Page (Script)

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).

14

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**): ■ **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.

To create a script:

1 Create a mailbox (see *Creating a Mailbox*, page 49).

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.

14

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.)

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. ***NOTE:*** *In the drop-down list, define the number of digits the caller must enter.*
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.

14

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).*

14

Choose Document

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*).

Get Phone Number

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:** *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.*
Divert To Fax Device [/N]	The call is diverted to a fax port. The fax document is saved in the current script mailbox.

Parameter	Description
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.

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, **D2345** 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, **0900-1500** 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 MMDDMMDD. Examples: ■ **C01010331**—between January 01 and March 31 ■ **C01**—any day in January ■ **C0105**—only on January 5th ■ **C0005**—the fifth day of any month
All days in a month	In the **Pick any day in month** area, select the relevant 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 94 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.
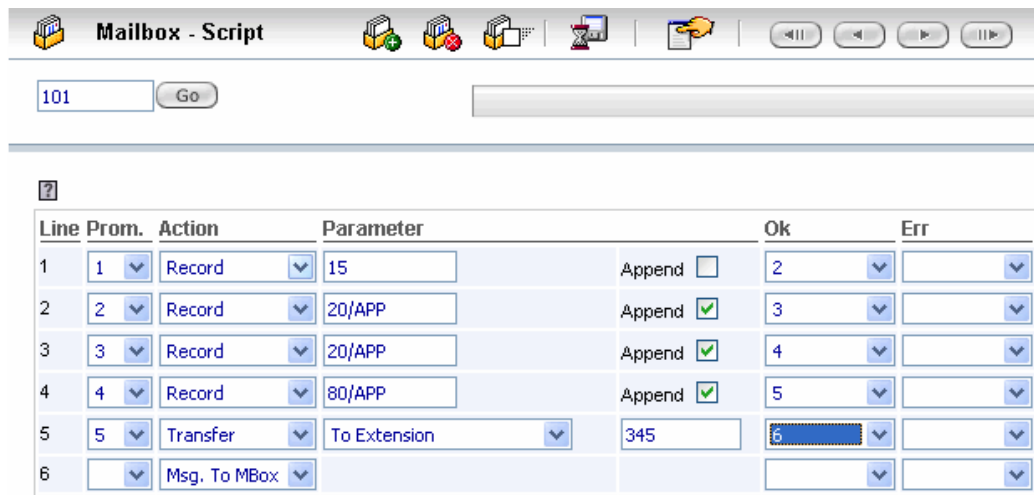
Script Examples

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.

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 responses 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).

14

Lottery Results

In this example, callers are informed whether their lottery ticket includes a winning number of 10 digits.

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 wining 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.
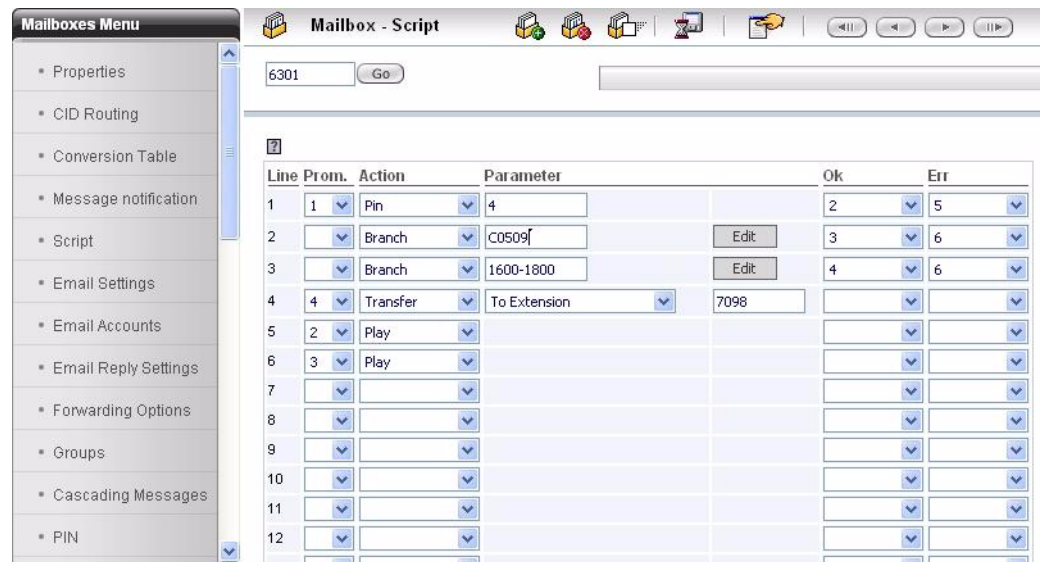
The following is a line-by-line explanation of the script, including the prompts to be recorded for each line.

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 94*.) The following figure shows an example of PIN numbers defined for mailbox 2031:

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."

14

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) AI 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 253*

- *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

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.

15

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 36.

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

15