



The Friendly **HYBRid Exchange**

GDS-

600

Digital Telephone System
ISDN Digital Telephone System

G2-VMU

Guide

&

Voicemail Installation

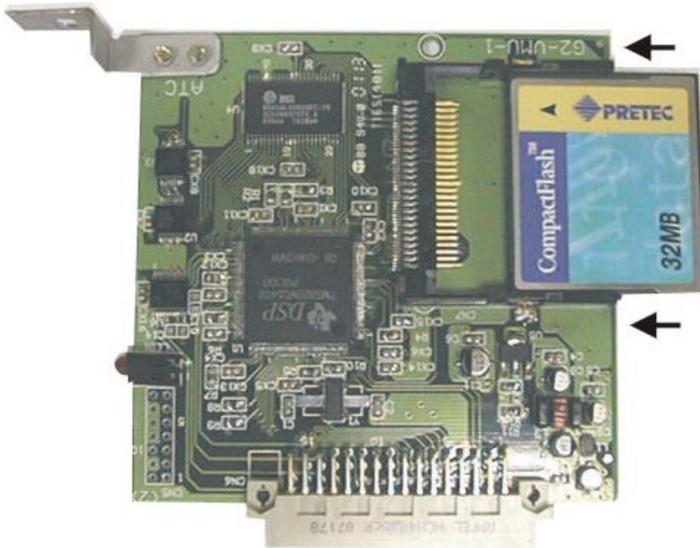
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Hardware Installation for the G2-VMU



The G2-VMU can currently be fitted with either a 32Mb or a 64Mb Flash Ram card. Make sure that a card is installed and that it is correctly pushed home before installing the G2-VMU.

Ensure that the power is turned off and plug the VMU card into the appropriate slot on the MBU. There are 2 VMU slots on the G2-MBU. These slots are on the MBU towards the top of the MBU adjacent to the MSU and MPU slots.

Note: If only 1 G2-VMU is in use install in VMU1 slot only of the G2-MBU. VMU2 slot is used only when 2 VMU cards are installed in one cabinet. The system must be shut down to install the VMU card.

On the GDS 40 there is only one VMU slot which is adjacent to the MSU card.

Once the G2-VMU is installed, power up the system and after the system is running enter Program mode.

Initialise the VMU card in Program Mode 25-8. Be very careful to only press 8 after entering Mode 25. Incorrect operation of Mode 25 can reset the system

Features guide for the G2-VMU

The G2 VMU can be fitted with either a 32Mb or a 64Mb Flash memory card. The 32 Mb card gives a capacity of 2 hours storage and the 64 Mb card gives 4 hours of storage.

The Voice mail card is supplied with already recorded voice prompts for most user functions including default company greetings for Auto Attendant (DISA) and Operator Overflow (ACD-1).

Auto Attendant (DISA) Operation.

In Auto Attendant operation the system will automatically answer incoming calls and allow the caller to dial an extension number or group of extensions direct. The dialling can be Single digit, full extension number or a combination of both. Once a call is answered by the Auto attendant the user cannot interrupt or take over the call until the Voice prompts are complete and the call is transferred again. Default messages within the VMU will handle call processing while Company Greeting Messages for day, night, lunchtime and holidays can be recorded and changed by the user.

Operator Overflow (ACD-1) Operation

In Operator Overflow operation the VMU will answer the incoming calls after a (programmable) period of time and play a message indicating that the operator is busy and the caller is queued behind the operator phone. The call is then placed on hold and is presented to the Operator phone in order of receipt. After a (programmable) period of time if the operator has still not answered the call the VMU will again take the call and play a second message apologising for the delay and placing the call back in the queue. If for any reason the call is not answered then a third timer is available to play a message asking the caller to ring back later and release the call. The incoming call is always shown as a ringing call on the handsets and can be manually answered by the operator or other users even while the caller is listening to the VMU message. Default messages are built into the VMU but all 3 messages are user programmable.

User Mailboxes

Individual extensions can be allocated a Voice mail box by programming. The number of mailboxes and the recording time available to individual handsets depends on whether the 32Mb or 64Mb memory pack is used and how the available memory is allocated to each handset. The 32Mb card allows the allocation of 250 recording units and the 64Mb card allows the allocation of 590 recording units. Each recording unit is 30 seconds. As an example we could with a 64Mb card have 59 extensions with 10 recording units each which is 5 minutes. Programming will also allow the user to set a maximum recording time for each individual message.

Programming Set Up for the G2-VMU

Related programming Modes.

Mode 05-06-04	Reversal On Idle
Mode 13-07.	VMU Password
Mode 25-8.	VMU Initialisation
Mode 41-08	Check a Stations Port number
Mode 43-port-05	Allocate Recording blocks to Stations.
Mode 43-port-06	Set maximum recording length for each message per Station.

When the G2-VMU is installed Or the system software has been upgraded then the first step is to Initialise the VMU. First after the software upgrade is complete and Saved turn off the G2 and then back on again.

- Enter system programming.
- Dial Mode 25 and [SAVE]
- Dial 8.

Be very careful at this point to only dial 8. Other settings can default the system or affect the operation of stations adversely.

A confirmation tone will be heard and the display will revert to the programming screen. The VMU is now ready for use as a Voice Card. For Voice mail use the Extensions need to be allocated recording blocks.

Allocating Voice Mail boxes to extensions.

At this point if any extension in the system dials 86 which is the mailbox access code, the VMU will answer and say "thank you for calling, goodbye". This tells you that the Station from which you are calling has no mailbox allocated.

To allocate a Mailbox you will need to know the port number of the station. This can be found by pressing [6] on a display handset or in program mode 41-st-08 as shown below,

```
41-112-08 STSPE
1 1 0 1 0 0 12
```

From this screen we can see that Station 112 is connected to Port 12.

In Mode 43 Port 12 item 05 allocate recording blocks to this station.

```
43-112-05 PORT
112 2 4 0 03 02
```

- 01 = 5 storage units are available
- 02 = 10 storage units are available
- 03 = 15 storage units are available
- 04 = 20 storage units are available
- 05 = 25 storage units are available

06 = 30 storage units are available

07 = 35 storage units are available

08 = 40 storage units are available

09 = 45 storage units are available

10 = 50 storage units are available

.....

50 = 250 storage units are available

(Note: Total number of recording blocks is 250 for 32MB capacity; and 590 for 64MB capacity)

In this example Station 112 has been allocated 15 storage units which is 7.5 minutes of recording time. The Mailbox has also been set in item 06 to a maximum message length of 1 minute using the following table.

Default = 0 (no limit)

01 = 1 storage unit

02 = 2 storage units

03 = 3 storage units

04 = 4 storage units

.....

90 = 90 units (max.)

ON systems with PSTN lines where Reversal on idle is not fitted then it is most important that a maximum time is allocated for a mailbox message otherwise if a caller hangs up without pressing # the recording will continue until the mailbox is full and then the system will clear the call down. If the maximum time is set to 1 minute then if the caller neglects to press # the mailbox will only record until the message is 1 minute long then clear down the call.

Recording Auto Attendant and ACD Messages on the G2-VMU

Recording greeting messages

On Console press [89][PASSWORD]
 |__ 13-07-XXXX(default=1234)
[2] -- record greeting message
 |__ [1] To record greeting message
 | |_ [1] to record day time greeting message
 | |_ [2] to record lunch break time greeting message
 | |_ [3] to record night time greeting message
 | |_ [4] to record holiday greeting message
 | |_ [#] to finish
 |__ [2] To record ACD message
 | |_ [1] to record ACD1 greeting message
 | |_ [2] to record ACD2 greeting message
 | |_ [3] to record ACD3 greeting message
 | |_ [#] to finish
 |__ [3] To record special function message
 | |_ [1] to record department introduction
 | . This segment will play after 1st
 | welcome voice if 05-15-01=4
 | |_ [2] to record music on hold
 | |_ [3] to record wake up call
 | |_ [4] to record emergency call alert
 | |_ [#] to finish

b. Switch between greeting messages from VMU

On Console press [89][PASSWORD]
 |__ 13-07-XXXX(default=1234)
[1] -- setup greeting message
 |__ [1] To change Day/Night service mode
 | |_ manual mode <-> auto mode
 | |_ auto mode : follow mode 20 change
 | DAY/NIGHT/LUNCH BREAK time
 | |_ manual mode :
 | |_ [1] day
 | |_ [2] lunch break
 | |_ [3] night
 | |_ [4] holiday
 |__ [#] finish

c. Changing Password for Console

On the Console press [89][1234]
 [3] – Change Password
Follow the Voice prompts.

d. Changing Password for other Stations

On the Console press [89][1234]
 [4] – Change Password for other station
Follow the Voice prompts.

e. Checking the recording capacity of the VMU card.

On the Console press [89][1234]
[7] -- Check Mail Box Total
| [0/0/12/7]=32M
| [0/2/1/12]=64M

Setting up and using your personal Mailbox on the G2-VMU

You must firstly record your greeting message. To do this dial 86 from your handset. If the VMS answers and says “thank you for calling” and hangs up, check in the system programming that recording blocks have been allocated to the extension. If the Mailbox is created it will ask for your password. The default is 1234 or 0000. Once in the mailbox follow the Voice prompts.

[1] – to play the current message
|___ [1] To record greeting message
| | [1] to record day time greeting message

[2] – to record greeting message
|___ [1] To record greeting message
| | [2] to delete your greeting message

Press [1] and record your message after the beep. Press # # to save the message

[3] – to change your password
|___ [Enter new password
| | [#] to save new password

[4] – to setup notification
|___ [1] To change message lamp function
| | [1] to change message lamp function [toggle]

|___ [2] To change external notification
| | [2] to delete your greeting message

Using VoiceMail

The access code for the User mailbox is 86. The user will normally call forward their extension to the Voicemail number using the same method as normal Call Forward.

The user should call forward their phone to 86 using 1 (Call Forward all Calls) or 2 (Call Forward Busy) or 3 (Call Forward Busy No Answer) depending on their requirements. Call Forward settings are done with the phone idle and on hook.

Example: Station 112 will enter [PRG] [3] [86]

Once this is done if a call is transferred to Stn 112 while the station is busy then the call will forwarded immediately to Voice mail and the Caller will hear Station 112’s Personal Greeting and may leave a message

The Voicemail gives the option of the caller leaving a message or going to the operator once they are in a personal mailbox. The user can record a greeting which just says “leave a message” or alternatively the message can say “leave a message or dial 0/9 now to return to the operator”. If the caller dials 0/9 at this point they will not leave a message but will go back to the Console.

Once a message is recorded for the station then the normal method of delivery is that the MSG light will flash on the Stn or the Message light will flash on an analogue phone. On a digital phone the user can press the MSG button and be immediately connected to the Voicemail. An analogue phone user will need to dial 76 to be connected to the voicemail.