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PART 1. SYSTEM OVERVIEW

1.1 GENERAL DESCRIPTION

The CADENCE Voice Mail System is a digitally integrated Auto Attendant, Voice Mail and Fax System on a self contained circuit card. CADENCE is available in two models, the CVM8A and the CVM16A. Each card is comprised of three main components, the single board computer (motherboard), one 2.5" hard disk drive (HDD) and one or more voice processing modules.

CVM8A (Figure 1–1)

The CVM8A card comes standard with four (4) channels to process four simultaneous calls. Shown here without the plastic cover, this card can be expanded to eight (8) channels by simply plugging in one additional four (4) channel Voice Processing Module (VPM). This card plugs directly into the DCS and DCS 50si telephone systems. Only one (1) CADENCE CVM8A can be installed per system.
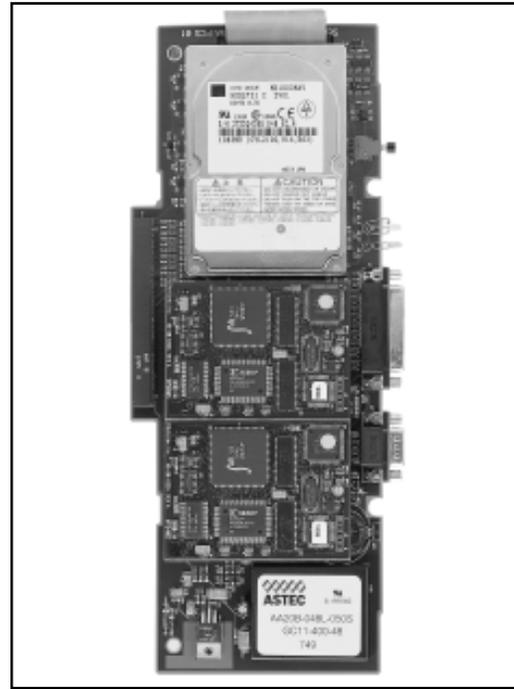
FIGURE 1–1

CVM16A (Figure 1–2)

The CVM16A card comes standard with four (4) channels to process four simultaneous calls. This card can be expanded to sixteen (16) channels by simply plugging in up to three (3) additional four (4) channel Voice Processing Module (VPM). This card plugs directly into the DCS 400si telephone systems.

Because CADENCE is integrated into the data bus of the telephone system it communicates directly with the telephone system's processor. Therefore installation time is minimized, operation is streamlined and many features can be implemented that are not normally possible with a stand alone Voice Mail, Auto Attendant system.
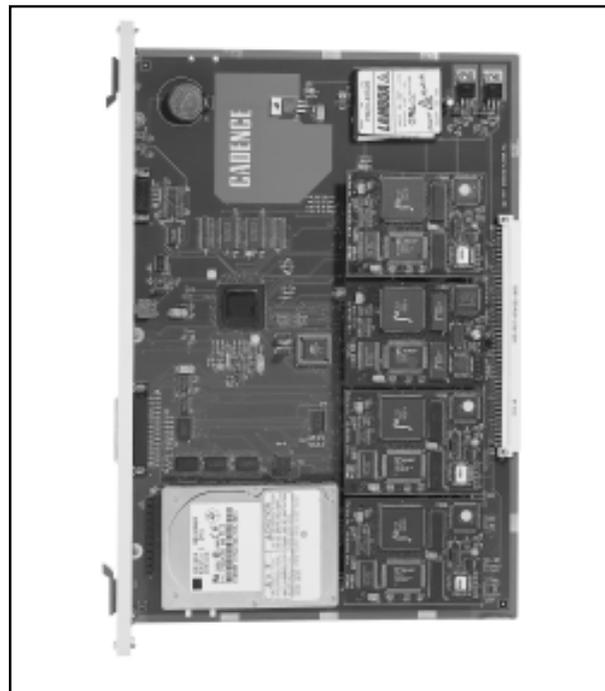
FIGURE 1–2

The CADENCE system provides three basic functions: Auto Attendant, Voice Mail and Fax. Each of these component parts may be used individually or in combination.

AUTO ATTENDANT

CADENCE can be configured to handle phone calls automatically, or through a receptionist. When handling calls automatically (also called automated attendant operation), the system greets callers with a pre-recorded, time of day dependent, welcome message. Callers are then given the option to enter an extension number, search through the name directory for the proper extension, select from a single digit menu (if configured), or transfer to an operator. Other options such as audiotext and fax on demand menus are available.

Once the CADENCE transfers the call, it can monitor the progress of all calls to let callers know whenever a desired extension is busy, or unattended. Then, callers may select to leave a message for that extension, send a fax, transfer to another extension, or transfer to an operator. Other options, such as paging, are also available.

VOICE/FAX MAIL

Voice Mail is a messaging system that allows callers to leave and retrieve recorded messages. If your phone is not answered callers may be routed to your mailbox where they will be greeted by your personal greeting. They can then leave a message or a private fax for you.

Voice Mail also allows you to:

a)   Access a mailbox on the system (with password security) to retrieve private messages or faxes.
b)   Manage the contents of a mailbox.
c)   Send a message to a group of other mailboxes.
d)   Be notified in several different ways when a new message has been received in your mailbox.

NOTE: Fax features are available in CADENCE version 1.1 or later.

FAX ON DEMAND

The fax on demand system allows callers to access CADENCE and retrieve information to their fax machine. This can be on the same call or they may request it to a different fax machine. Single or multiple documents may be requested.

Any one channel at a time on each Voice Processing Module can be used for fax record or playback. This means that a DCS or DCS 50si can have up to 2 channels of fax and the DCS 400si can have up to 4 channels of fax.

NOTE: Fax features are available in CADENCE version 1.1 or later.

PROGRAMMING

CADENCE can be programmed in either of two ways, each can be accomplished on site or remotely.

DTMF

Using the touch tone dial pad on any telephone, programming changes can be made quickly and effectively. This method of administration is unmatched for ease, speed and convenience.

PC INTERFACE

For those who prefer a graphical interface, a PC can be connected either directly or remotely via a modem. Administrative changes can be made via screen and keyboard. Industry standard PC software can be used and the entire CADENCE database can be saved to the PC's hard disk drive for back up. The PC should use Windows™ 95 or better.

1.2 SYSTEM INTEGRATION

The CADENCE can be installed on the DCS 50si, DCS or DCS 400si.

All communication with this card is accomplished through the DCS back plane using out of band signaling. This eliminates the need for DTMF signaling and improves the accuracy and speed of operation. It also places fewer burdens on the phone system DSP resources and eliminates the need to purchase additional SLT cards. All these problems are common with tip and ring PC based systems.

The direct connection to the DCS phone system allows for applications like one touch conversation record, answer machine emulation and interactive keyset displays and soft keys.

1.3 GENERAL SPECIFICATION

	DCS and DCS 50si	DCS 400si
Number of channels	4 or 8	4, 8, 12 or 16
Voice Message storage time	Approximately 100 hours	Approximately 100 hours
Number of user mailboxes	Up to 1000	Up to 1000
Number of group mailboxes	Up to 1000	Up to 1000
Number of cascade mailboxes	Up to 1000	Up to 1000
Number of audiotext boxes	Up to 1000	Up to 1000
Number of messages per mailbox	Up to 255	Up to 255
Number of fax channels	Up to 2	Up to 4

1.4 POWER REQUIREMENTS

See the individual phone system documentation for details.

1.5 DATABASE BACKUP AND RESTORE (CMU)

Each CADENCE card includes the CADENCE Maintenance Utility (CMU). This program loads on a Windows 95™ machine or better and is used for all file transfers to and from CADENCE. This program is not necessary if all you want to do is make online changes.

CADENCE Maintenance Utility (CMU) provides the following utilities:

1. Backup of CADENCE configuration database and message database.
2. Restore of CADENCE configuration database and message database.
3. Sending files to the CADENCE system.
4. Receiving files from the CADENCE system.
5. Receiving of Event Log file, Mailbox Information Data file, and System Information Data file.

PART 2. HARDWARE DESCRIPTIONS

The CADENCE Voice Processing System is comprised of three modular parts: the Motherboard, Hard Disk Drive and Voice Processing Module. Each of these parts can be quickly removed and/or replaced. This permits easy trouble shooting and simple upgrades.

2.1 CADENCE MOTHERBOARD (SBC)

This is the main circuit card that is installed in the appropriate DCS phone system. It is basically a PC on a card and is commonly referred to as a Single Board Computer (SBC). It contains the main processor, low level software control, and proprietary digital interface for the DCS data bus.

A removable 2.5" Hard Disk Drive (HDD) and one or more Voice Processing Modules (VPM) are installed on the motherboard. There are two LEDs positioned on the front of both the CVM8A and CVM16A cards, they are the ACT (Activity) LED and the HDD LED. Both provide specific hardware and traffic status indications.

Both cards have a serial (DB-9) connector and a parallel (DB-25) connector that are used to program the system and upload/download files as needed.

2.2 CADENCE HARD DISK DRIVE

This serves as the storage device for the system program (voice mail software), customer database, generic and customized prompts and customer messages and faxes. Approximately 100 hours of voice messaging is supported on this device.

2.3 CADENCE 4 CHANNEL VOICE PROCESSING MODULE

This unit is a small plug in the daughterboard that provides 4 simultaneous channels or "paths" into the CADENCE system. The total number of channels required varies with each customer according to the number of users, amount of traffic and specific application.

The same Voice Processing Module (VPM) is used for both systems. The CADENCE CVM8A for the DCS and DCS 50si can accommodate up to 2 of these modules (up to 8 channels including 2 channels of fax). The CADENCE CVM16A for the DCS 400si can accommodate up to 4 of these modules (up to 16 channels including 4 channels of fax).

Note: Fax features are available in version 1.1 or later.

PART 3. FEATURES

In the following list of features certain combinations may not be possible, for example a mailbox cannot use PARK and PAGE and ANSWER MACHINE EMULATION at the same time.

3.1 GENERAL FEATURES

AUTOMATIC DAY / NIGHT CHANGE
AUTOMATIC MESSAGE PURGE
CALLER ID COMPATIBLE
HOLIDAY SCHEDULE
INTELLIGENT QUEUING
INTERACTIVE KEYSET DISPLAY
INTERRUPTIBLE VOICE PROMPTS
IVR READY

MODULAR EXPANSION
MOH SUPPLY
MULTI LANGUAGE SUPPORT
RE RECORD PROMPTS
REAL TIME CLOCK
SYSTEM GREETINGS
VOICE / FAX MAILBOXES

AUTOMATIC DAY / NIGHT CHANGE

CADENCE can operate in either the day mode or the night mode. A different greeting will play in each case. This day / night change can occur manually, according to an internal CADENCE schedule or whenever the DCS night key is pressed.

AUTOMATIC MESSAGE PURGE

A feature that will automatically delete old voice mail messages. The range for this setting is 0 to 254 days or unlimited. Each mailbox may have a different time limit. This is used to prevent disk drive space from being used by old messages that users may not delete. New messages will not be purged. Any mailbox can be excluded from this automatic purge.

CALLER ID COMPATIBLE

If your DCS telephone system is equipped for Caller ID, and this service is purchased from the phone company, the Caller ID (CID) information will be collected for each voice mail message you receive. This information is used in the display keyset on your DCS system and also allows you to return a call to the number that left you the message using only one keystroke.

HOLIDAY SCHEDULE

Voice Mail can switch to a holiday mode automatically. Up to 30 holidays can be defined, each with its own set of system greetings (Welcome Message, System Greeting Part 1, Single Digit Menu, and System Greeting Part 2). Holidays may also be forced to the closest weekday or specified as multiple days.

INTELLIGENT QUEUING

CADENCE may be programmed to transfer callers to a station or group of stations. If the stations are busy CADENCE will inform the callers and place them on hold until a station becomes available. If multiple callers are waiting, they will be answered in the order they were received. While waiting the callers can be played

music or recorded announcements from CADENCE. Up to 100 separate messages can be played in sequence or a message may be repeated until the call is answered. Between these announcements the caller can be told how many callers are ahead of them in the queue.

INTERACTIVE KEYSET DISPLAY

Because of the integrated design of CADENCE, full use is made of the display keysets, 32 character display and three soft keys, mailbox status, administration and message playback controls are all supported. See the Keyset User Guide for more details.

INTERRUPTIBLE VOICE PROMPTS

Allows the experienced voice mail user to proceed with voice messaging without listening to all options included in the voice mail system prompt. Power users can simply dial over the prompts.

IVR READY

Interactive Voice Response (IVR) is a technology that allows Voice Response Units (Auto Attendant and Voice Mail Systems) to exchange information with external computer systems. This can result in external computer programs controlling the operation of Auto Attendant / Voice Mail Systems or Auto Attendant / Voice Mail Systems interacting with databases that reside on Host computer systems. Examples of these would be online banking, reservations, or airline information.

CADENCE software is ActiveX compliant. This means that customized applications can be developed in C++, Visual Basic or Java, and these applications running on a Host Windows™ 95, 98 or NT machine can take control of CADENCE. The sophistication and complexity of the IVR application is for most part dependent only on the imagination of the host IVR application programmer.

MODULAR EXPANSION

CADENCE comes equipped with 4 channels. It is expanded in 4 channel increments. The DCS and DCS 50si CADENCE can be expanded up to 8 channels. The DCS 400si CADENCE can be expanded up to 16 channels.

MOH SUPPLY

With the CADENCE it is possible to create your own customized Music On Hold source. This can be your own music or informative announcement. Callers to the DCS phone system who are placed on hold can be connected to this sound file. Up to 100 MOH sound files may be recorded. Whenever a sound file is selected it will play in a continuous loop through a dedicated CADENCE channel.

MULTI LANGUAGE SUPPORT

Allows the incoming caller to select an alternate language for the voice prompts. Up to nine languages are supported but not all are available at this time. Check with your installing company for language availability.

Once a language option is selected it will be set for the duration of the call. All system prompts will be played in the selected language.

RE RECORD PROMPTS

The system has all the necessary recordings and prompts to work right out of the box. However ANY prompt can be re-recorded in your own voice.

REAL TIME CLOCK

A time clock keeps track of the date and times that all messages and faxes are received. This date and time information is derived from the DCS system so you never again have to worry about the system clock and the voice mail clock being different.

SYSTEM GREETINGS

The customized system greetings automatically change according to the DAY, NIGHT, SPECIAL or HOLIDAY operating modes. Additionally these greetings can be assigned for each C.O. line. This arrangement provides maximum flexibility for auto attendant operation.

SYSTEM REPORTS

Several reports are available on the system administration terminal. Additionally system files can be downloaded as .CSV files and formatted using any .CSV compliant database or spreadsheet program to produce professional management reports. Additionally, using the included report generator, reports can be created for system information, corporate directory, group members, calls answered by CADENCE channel, calls answered by extension, abandon call report and message traffic.

VOICE / FAX MAILBOXES

Up to 1000 mailboxes can be configured on the CADENCE. This provides essentially the same functionality as having 1000 answer machines, but with the added advantages of individual password security, fax capability, and message transfer options. For more information on mailbox capability see the CADENCE User Guide.

3.2 AUTO ATTENDANT FEATURES

CALL TRANSFER
    BLIND / NON SUPERVISED
    BUSY OVERRIDE
    CALL QUEUING
    CALL SCREENING
    DAY TRANSFER ONLY
    FOLLOW ME
    NOTIFY BEFORE CONNECT
    SUPERVISED

DIAL BY NAME
EXTENSION NUMBER CONFIRMATION
GREETINGS BY TRUNK NUMBER
OPERATOR TRANSFER
PARK AND PAGE
SINGLE DIGIT DIALING

CALL TRANSFER

Each mailbox may be set up with unique attributes that determine how a call is transferred to each station. Options include:

BLIND / NON SUPERVISED

When a call is transferred to a station CADENCE can transfer and release the call to ring at the station, this is the normal and fastest method.

BUSY OVERRIDE

Each mailbox owner has the option to have transferred Camp on to their station if they are already on a call. The camped on call will appear on the keyset's 2nd call button.

CALL QUEUING

Callers to a busy station or station group will be told their places in queue and will be offered the options to wait or leave a message. This is programmable per mailbox and may apply to a group mailbox or an individual mailbox.

CALL SCREENING

CADENCE can be programmed to ask the caller to speak his/her name and then play the name to the requested destination before the call is released. The destination has a choice of accepting or rejecting the call. Rejected calls go to another programmable destination, station, station group or any voice mailbox. This feature is not available if the station is busy.

DAY TRANSFER ONLY

Calls are only transferred to your station during the day mode, in night mode calls are sent directly to your voice mailbox.

FOLLOW ME

If the follow me option is set, mailbox owners calls will be transferred to the programmed number. If there is no answer at the number called, the call will go to the voice mailbox.

NOTIFY BEFORE CONNECT

Calls transferred by CADENCE can be announced to the station user before the call is connected. This is useful when a station has more than one mailbox as the announcement may include the number dialed by the caller.

SUPERVISED

When a call is transferred to a station CADENCE can monitor its progress, and when the station answers transfer the call.

DIAL BY NAME

Callers reaching the auto attendant who do not know the extension number they are looking for can dial the first three letters of the person's name on the keypad they will be transferred. This can be set for first name, last name or either.

EXTENSION NAME CONFIRMATION

When incoming callers select a person from the dial by name directory, voice mail can be programmed to disclose the extension name of the voice mail user or not.

EXTENSION NUMBER CONFIRMATION

When incoming callers select a person from the dial by name directory, voice mail can be programmed to disclose the extension number of the voice mail user or not.

GREETINGS BY TRUNK NUMBER

A different welcome message can be programmed for each C.O. line. This can be useful if you require different departments or companies to share the same CADENCE. Up to 16 individual greetings can be supported. If multiple languages are used, all trunks must be answered with the same greeting.

OPERATOR TRANSFER

At any time a caller can dial 0 from the auto attendant or voice mail and reach an operator. The operator can be anyone in the system and can be a different destination for day or night.

PARK AND PAGE

Callers reaching an unavailable party may be given the option of holding while CADENCE pages the party. The paged party can then simply dial a code from any station to be connected with the caller. This option is programmable for each mailbox. Each mailbox is associated with a particular internal or external page zone. This feature cannot be used with answer machine emulation. This feature will only work for new incoming calls answered by the auto attendant.

SINGLE DIGIT DIALING

Callers can dial extension numbers directly or dial single digits to be routed to other options, departments, destinations, or other single digit menus for multilevel call routing.

3.3 VOICE MAIL FEATURES

ANSWER MACHINE EMULATION
AUDIOTEXT
AUTO FORWARD
AUTOMATIC CONVERSATION RECORD
AUTOMATIC GREETING CHANGE
AUTOMATIC LOG IN TO MAILBOX
CALL FORWARD TO VOICE MAIL
CALL RECORD
CALLER RE ROUTE
DATE AND TIME STAMP
DIRECT MESSAGING
GROUP MAILBOXES
   BROADCAST GROUP
   DISPATCH GROUP
   RETRIEVAL GROUP
INDIVIDUAL MAILBOX GREETINGS
INDIVIDUAL PASSWORD SECURITY
MESSAGE COUNTER
MESSAGE HANDLING
   CALL RETURN
   DELETE
   DELIVERY CONFIRMATION
   FAST FORWARD
   FORWARD
   MESSAGE SKIP
   PAUSE

   REPLAY
   REPLY
   REWIND
   SEND
   TIME AND DATE
   UNDELETE
   VOLUME CONTROL
MESSAGE LENGTH
MESSAGE NOTIFICATION
   BEEPER NOTIFICATION
   CASCADE NOTIFICATION
   MESSAGE WAITING LIGHT
   OUTBOUND MESSAGE NOTIFICATION
   URGENT MESSAGE NOTIFICATION
MESSAGE PURGING
MESSAGE SENDING
   APPEND TO MESSAGE
   FUTURE DELIVERY
   PRIVATE MESSAGES
   URGENT MESSAGES
ORDER OF MESSAGE PLAY (LIFO, FIFO)
PERSONAL OPERATOR
QUESTION AND ANSWER BOX
SELF MEMO
WAKE UP

ANSWER MACHINE EMULATION

This feature allows mailbox owners to monitor callers leaving messages in their mailbox and decide whether to take a call or let the caller finish leaving a message. This feature functions in a similar manner to screening calls on a home answer machine. This feature is not available if a station is busy and cannot be used with the access to paging feature (page always). This uses the DCS conference feature. The number of people that can use this simultaneously are limited by the number of available conference circuits in the DCS system.

AUDIOTEXT

Mailboxes can be configured to provide recorded information useful for frequently requested information, for example, "…to hear about our special of the month, press 1" or "…for directions to our office press 2". This saves time for both the caller and the employee.

AUTO FORWARD

Messages from each mailbox can be programmed to automatically forward to another mailbox after a programmable number of days.

AUTOMATIC CONVERSATION RECORD

Like the CALL RECORD feature this will record conversations in a mailbox but in this case a station is assigned this feature and will record ALL conversations. Any

stations mailbox can be selected as the destination for recordings and the system can be configured to record only incoming calls, only outgoing calls or all calls (in and out). Each station assigned this feature must have a dedicated CADENCE channel. A warning may be played to the caller that the conversation will be recorded and additionally a 'beep' may be played intermittently to the caller. This uses the DCS conference feature. The number of people that can use this simultaneously are limited by the number of available conference circuits in the DCS system.

WARNING: Before using this feature make sure that you are not violating any state or federal laws. Some states require that the recorded party be notified. STA is not responsible for any illegal use of this feature.

AUTOMATIC GREETING CHANGE

CADENCE can be assigned to automatically change the system and/or each mailbox greeting when the system changes from day to night service.

AUTOMATIC LOG IN TO MAILBOX

Internal CADENCE users can log into their mailboxes by pressing one key when calling from a DCS keyset. When CADENCE answers, it knows the station number calling and prompts the caller for a password. This simplifies the log in procedure and saves time.

CALL FORWARD TO VOICE MAIL

DCS stations can be call forwarded to the CADENCE. CALL FORWARD ALL, CALL FORWARD BUSY and CALL FORWARD NO ANSWER are all supported.

CALL RECORD

Like the Automatic Conversation Record feature this will record conversations in a mailbox but in this case, each station that is allowed this feature can turned on and off at will. Any mailbox can be programmed as a recording mailbox. The conversation recording can be paused for real time editing. A keyset user must have a call record button to use this feature. Call record cannot be used in conjunction with barge in. Only one party in an intercom call can use this feature. This feature takes up one channel in a conference. A beep may be played intermittently while a call is being recorded. This uses the DCS conference feature. The number of people that can use this simultaneously are limited by the number of available conference circuits in the DCS system.

WARNING: Before using this feature make sure that you are not violating any state or federal laws. Some states require that the recorded party be notified. STA is not responsible for any illegal use of this feature.

CALLER RE ROUTE

When an extension number is busy, not available, or its owner rejected the call using call screening, the caller may be automatically rerouted to another destination. Possible destinations are the voice mail, another extension, or the operator. This feature is available with supervised transfers only.

DATE AND TIME STAMP

Each message that arrives at a mailbox has an associated date and time stamp for the time it was left. This date and time information can play automatically with each message or can play only on request. When a message is moved to another mailbox a new date and time stamp is created.

DIRECT MESSAGING

It's never been easier to leave a message. Simply dial # plus an extension number to leave a message directly in another mailbox without ringing that station.

GROUP MAILBOXES

Group mailboxes are used to send a voice mail message or a fax to a list of other mailboxes. Up to 40 mailboxes may be defined in a group. Three types groups are available:

BROADCAST GROUP

This type of group is used when all the group members must hear a message. The message is sent to all members of the group. Each member of the group can retrieve and listen to the message.

DISPATCH GROUP

This type of group is used when any one member of the group can hear a message. The message is sent to all members of the group. When any member of the group retrieves and listens to the message it is deleted from all the other mailboxes.

RETRIEVAL GROUP

Allows a user to access the group mailbox and listen to all the messages for all the group members.

INDIVIDUAL MAILBOX GREETINGS

You can program your own personal greeting and change it as often as you like. There are up to 9 different greetings available. The mailbox can be setup to automatically select a greeting to play according to the current mode of operation (day, night, or special) and call status (busy or no answer).

INDIVIDUAL PASSWORD SECURITY

Each mailbox has its own secure password. This can be up to 8 digits. Your messages are always remained private because a password is required to retrieve them.

MESSAGE COUNTER

Upon access of a mailbox you are told the number of new and old messages.

MESSAGE HANDLING

Having received a message in a mailbox, the mailbox owner has several ways of handling the message or fax.

CALL RETURN

Pressing one key will call back the phone number of the person who left you the message.

DELETE

Deletes a message. Deleted messages may be recovered (undeleted) within the same business day.

DELIVERY CONFIRMATION

When you send someone a message and use delivery confirmation, you are informed when the message is listened to.

FAST FORWARD

Moves 10 seconds forward in the message. This duration is programmable.

FORWARD

Messages may be forwarded to another mailbox. If forwarded a copy will remain in your mailbox.

MESSAGE SKIP

After hearing the beginning of a message you may skip to the next message. Because it is not necessary to hear each message in its entirety, it is easy to search for a specific recording.

PAUSE

Pauses message playback. For 15 seconds or until pause is pressed again.

REPLAY

Replays the current message again from the beginning.

REPLY

Replies to a message. The reply is placed in the original sender's mailbox.

REWIND

Rewinds the message 10 seconds. This duration is programmable.

SEND

This allows you to send the message to someone else, no copy will remain in your own mailbox.

TIME AND DATE

Plays the date and time when the message was left.

UNDELETE

Undeletes previously deleted messages. Messages may be undeleted during the same day that they are deleted.

VOLUME CONTROL

While the user is listening to messages, the playback volume can be adjusted up or down for comfort.

MESSAGE LENGTH

Allows a message to be as long as necessary. Message length can be set for both regular messages and call recordings. Each mailbox has its own programmable values for this option.

MESSAGE NOTIFICATION

The message notification lets the voice mailbox owner designate how often and what type of notification to receive, if there is a new message in his mailbox.

BEEPER NOTIFICATION

When the first new message is received in your mailbox, the system can be programmed to alert you via your personal pager. Both tone and digital pagers are supported. Options for each mailbox include number of times to page and duration between pages.

CASCADE NOTIFICATION

Several levels of pager notification are possible. If the first number called provides no response, the next pager number is also tried. Up to 15 pagers can be programmed each with their own repeat and delay options.

MESSAGE WAITING LIGHT

The CADENCE system will turn your keyset message waiting indication on or off, according to the status of your messages. The message light and keyset display information is refreshed every time the status of your mailbox changes.

OUTBOUND MESSAGE NOTIFICATION

When a new message is received in your mailbox, the system can be programmed to alert you at a programmed phone number. This number is programmed by the mailbox owner. When called you are prompted to enter a password to receive new messages.

URGENT MESSAGE NOTIFICATION

If your personal mailbox options allow urgent messages to be left, you will be notified ONLY if someone leaves you an URGENT message.

MESSAGE PURGING

If people do not delete old messages there is a possibility that the disk drive may become full. CADENCE has automatic routines that will remove old messages if the disk becomes full. Messages are purged (deleted) after a programmable number of days, but only if the disk drive is more than a programmable percentage full. Any mailbox can be made exempt from this automatic purge.

MESSAGE SENDING

When sending (or forwarding and copying) the following options are available:

APPEND TO MESSAGE

When you compose, forward or copy a message to another mailbox or group you can add your own additional comments to it.

FUTURE DELIVERY

When sending or forwarding messages, mailbox owners have an option of future message delivery. A time and date can be specified and the message will be delivered automatically.

PRIVATE MESSAGES

When leaving a message you can mark it as private. Private messages cannot be sent or forwarded to another mailbox.

URGENT MESSAGES

Callers may mark a message as urgent, these messages are given a higher priority by the mailbox message notification system and will be played first during messages retrieval.

ORDER OF MESSAGE PLAY (LIFO, FIFO)

Each mailbox has the option of playing messages, oldest first or newest first. A separate setting is available for both new messages and saved messages.

PERSONAL OPERATOR

Individual operator can be assigned to each mailbox. When a caller dials 0 during or after hearing the mailbox personal greeting of the mailbox, he or she will be transferred to the mailbox (station) assigned as the operator for the original mailbox. If no per-mailbox operator is assigned, the caller is transferred to the system-wide operator.

QUESTION AND ANSWER BOX

A mailbox can be set up to conduct a survey. Multiple questions can be asked to the caller and as the caller responds to each one, the results are then collated and placed in a designated mailbox for easy retrieval.

SELF MEMO

Simply press ## and leave a message in your own mailbox as a reminder.

WAKE UP

This feature allows mailbox owners to program wake up or reminder calls, for a specific time. Up to three wake up calls, each with a different number can be made from each mailbox.

3.4 ADMINISTRATION FEATURES

ACTIVITY LOGGING
ADMINISTRATION MAILBOX
AUTOMATIC MAINTENANCE UTILITY
AUTOMATIC SETUP
DATABASE BACKUP
DISK ALARM
EASY MAILBOX DUPLICATION
MAILBOX PROGRAMMING
MULTILEVEL SECURITY CODE CONTROL

ON LINE ADMINISTRATION
PRE PROGRAMMED DEFAULT SETTINGS
PROGRAMMABLE MBX # LENGTH
PROGRAMMING
   DTMF
   PC PROGRAMMING
REAL TIME DISPLAY OF SYSTEM ACTIVITY
SYSTEM REPORTS

ACTIVITY LOGGING

Voice mail logs all of its activities to provide a detailed information about such events as messages left, beeper notification attempts and audiotext mailbox access. The log file has a text comma delimited format (CSV), so customers may use any report generating software that is capable of importing data in this format (e.g. Microsoft Access).

ADMINISTRATOR MAILBOX

Used for ongoing system administration. It allows access to advanced programming features.

AUTOMATIC MAINTENANCE UTILITY

Maintenance and integrity checks are periodically performed to ensure file structures and unfragmented disks.

AUTOMATIC SETUP

An automatic set up sequence takes place when CADENCE is initialized. Information is exchanged to set the CADENCE date and time and create mailboxes according to the system extension numbers.

DATABASE BACK UP

Any information on the disk drive can be backed up for emergency situations, even messages and prompts can be saved.

DISK ALARM

As the hard disk reaches capacity, an alarm is generated at a designated keyset to inform the system administrator. The percentage full and alarm destination are programmable.

EASY MAILBOX DUPLICATION

After creating one mailbox with a certain set of options and attributes it can be easily duplicated. For example mailbox 225 can be duplicated as all mailboxes from 250 to 290. All mailboxes attributes are duplicated except the extension number.

MAILBOX PROGRAMMING

Allows or limits the available system features for each mailbox.

MULTI LEVEL SECURITY CODE CONTROL

A multilevel security system allows up to three different people access to different programming options.

ON LINE ADMINISTRATION

Almost all the system administration can be performed while the system is up and running. This represents a tremendous advantage to a busy company.

PRE PROGRAMMED DEFAULT SETTINGS

All of the programming options in CADENCE come with a default value. This means CADENCE works right out of the box and there is less programming for the technician.

PROGRAMMABLE MBX # LENGTH

Mailboxes can be two or three digits in length.

PROGRAMMING

Administration is accomplished in either of two ways:

DTMF

Voice prompted programming using any tone telephone (on site or remote). Dial into CADENCE, enter a password and follow the instructions as you are guided through each step in plain English. There are no special commands or programming.

PC PROGRAMMING

A PC or laptop may be connected to the CADENCE card to provide full screen administration, or connect through a modem and program remotely.

REAL TIME DISPLAY OF SYSTEM ACTIVITY

If a PC is connected to CADENCE, it can display a log of system activity. This log is a useful troubleshooting tool, and can also be saved to the CADENCE hard drive.

SYSTEM REPORTS

Several system reports are available at a connected PC. Alternatively a data file can be exported and manipulated by a third party program to produce customer reports.

3.5 FAX FEATURES

BROADCAST FAX   FAX AND VOICE MAILBOX
COVER DOCUMENT   INTERNATIONAL DIALING BLOCK
FAX ID   OPTIONAL COVER PAGE
FAX MAIL   SAME CALL AND FAX BACK TRANSMISSIONS
FAX ON DEMAND   SET NUMBER OF DOCUMENTS PER CALL
FAX ONLY MAILBOX   TIME AND DATE STAMP
FAX TONE RECOGNITION   VOICE COMMENTS

BROADCAST FAX

A fax can be broadcasted to a group of fax mailboxes for easy distribution, or a list of up to ten external fax machines.

COVER DOCUMENT

An optional cover document can be added to all faxes sent from the CADENCE fax on demand system.

FAX I.D.

An unique ID or name can be programmed into CADENCE to identify the faxes sent from CADENCE. The ID will appear at the top of any faxes sent.

FAX MAIL

Any mailbox within CADENCE can also accommodate faxes. This allows each mailbox owner the advantages of having their own private fax mailboxes. Callers do not have to wait for a fax machine in the company to become free, they can send a private fax directly to a fax mailbox. Mailbox owners who receive faxes can redirect the fax to any fax machine so that it can be read.

FAX ON DEMAND

Callers may access CADENCE and request information, which will then be automatically faxed to them. Up to 999 documents can be stored in CADENCE. The documents are retrieved through a menu system allowing the caller to make single digit selections. The documents can be sent on the same call or if allowed in CADENCE programming as a call back to a fax machine specified by the caller.

FAX ONLY MAILBOX

Mailboxes can be defined as fax only. No voice mail message can be left at these mailboxes.

FAX TONE RECOGNITION

If CADENCE receives a call and detects a fax tone, it will automatically switch the call to a fax extension. If the fax is busy, CADENCE can store the fax in a fax mailbox.

FAX AND VOICE MAILBOX

Any mailbox in the system can receive voice messages and / or fax messages with or without a voice introduction.

INTERNATIONAL DIALING BLOCK

The fax on demand system can be restricted from dialing international numbers. This will force callers to retrieve faxes on the same call.

OPTIONAL COVER PAGE

Any customized document can be sents as an optional cover page with each fax back.

SAME CALL AND FAX BACK TRANSMISSIONS

The fax on demand system can use two methods of fax back. It can require that the caller be calling from a fax machine, or may use a different fax machine specified by the caller.

SET NUMBER OF DOCUMENTS PER CALL

The fax on demand system can be programmed to only allow a caller up to a specific number of documents.

TIME AND DATE STAMP

All faxes can be date and time stamped. This will indicate the fax arrival information.

VOICE COMMENTS

When leaving a fax in a mailbox the caller can add voice comments allowing the mailbox owner to know who the fax is from and what it is about before redirecting it to a fax machine (this feature must be allowed in CADENCE programming).

TABLE OF CONTENTS

SYSTEM ADMINISTRATION

PART   DESCRIPTION   PAGE

PART 1. INTRODUCTION

The CADENCE System is a fully featured Voice and Fax Processing System designed for small to medium size business applications. It provides an affordable and dependable means for effectively communicating with customers, employees, and other callers 24 hours a day.

CADENCE provides your business with the benefits of an Automated Attendant and a Voice / Fax Mail System.

The operation of CADENCE is divided into three functional parts:

> ***The Caller***
> ***The Mailbox Owner***
> ***The System Administrator***

1.1 THE CALLER

Callers are defined as those who call the system from the outside.

CADENCE can be configured to handle phone calls automatically, or through a receptionist. When handling calls automatically (also called Automated Attendant operation), the system greets callers with a pre-recorded, time of day dependent, welcome message. Callers are then given the option to enter an extension number, search through the name directory for the proper extension, select from a single digit menu (if configured), or transfer to an operator. Other options such as audiotext and fax on demand menus are available.

Once CADENCE transfers the call, it can monitor the progress of all calls to let callers know whenever a desired extension is busy, or unattended. Then, callers may select to leave a message for that extension, send a fax (if equipped), transfer to another extension, transfer to an operator or page the desired party.

1.2 THE MAILBOX OWNER

Mailbox Owners are those who have personal voice mailboxes on the CADENCE System.

Mailbox owner functions allow mailbox owners to easily set up and control their mailboxes to meet their personal needs. Using these functions, mailbox owners can record their personal greeting message, set their own confidential access codes, and manage various other functions, such as call and message forwarding.

Mailbox owners can also retrieve voice and fax messages left in their mailbox from any touch-tone phone, 24 hours a day. Messages can be reviewed, replayed, saved, deleted, forwarded, or sent to another mailbox. In addition, all messages contain a time and date stamp, that indicates when they were received.

Please refer to the Mailbox Owner Functions Flow Diagram on page 1.3 for a graphic representation. For more information, refer to the Mailbox Owner's User Guide.

1.3 THE SYSTEM ADMINISTRATOR

The *System Administrator* is the person in charge of the regular maintenance and administration of the system.

All system set-up and administration functions can be performed through a PC (or VT-100 compatible terminal) connected to the CADENCE serial channel, or from any touch-tone telephone.

This section explains the system programming for the system administrator and covers the most common CADENCE features. Often, this section alone will provide enough information for the typical installation. This section is presented in the format used for DTMF programming and can be used from any DTMF telephone.
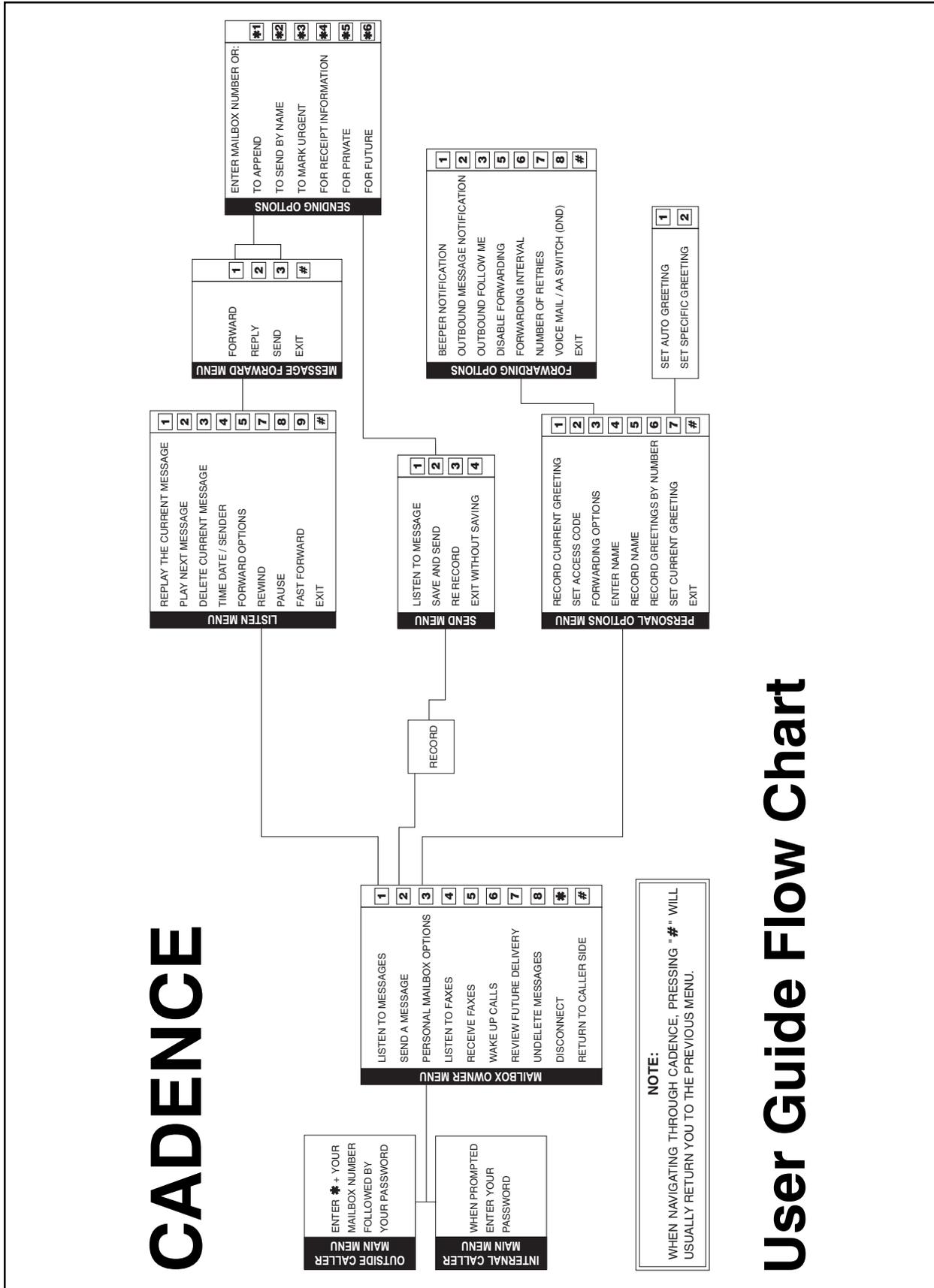
CADENCE

User Guide Flow Chart

SENDING OPTIONS

ENTER MAILBOX NUMBER OR:	
TO APPEND	✳1
TO SEND BY NAME	✳2
TO MARK URGENT	✳3
FOR RECEIPT INFORMATION	✳4
FOR PRIVATE	✳5
FOR FUTURE	✳6

MESSAGE FORWARD MENU

FORWARD	1
REPLY	2
SEND	3
EXIT	#

FORWARDING OPTIONS

BEEPER NOTIFICATION	1
OUTBOUND MESSAGE NOTIFICATION	2
OUTBOUND FOLLOW ME	3
DISABLE FORWARDING	5
FORWARDING INTERVAL	6
NUMBER OF RETRIES	7
VOICE MAIL / AA SWITCH (DND)	8
EXIT	#

SET AUTO GREETING	1
SET SPECIFIC GREETING	2

LISTEN MENU

REPLAY THE CURRENT MESSAGE	1
PLAY NEXT MESSAGE	2
DELETE CURRENT MESSAGE	3
TIME DATE / SENDER	4
FORWARD OPTIONS	5
REWIND	7
PAUSE	8
FAST FORWARD	9
EXIT	#

SEND MENU

LISTEN TO MESSAGE	1
SAVE AND SEND	2
RE RECORD	3
EXIT WITHOUT SAVING	4

PERSONAL OPTIONS MENU

RECORD CURRENT GREETING	1
SET ACCESS CODE	2
FORWARDING OPTIONS	3
ENTER NAME	4
RECORD NAME	5
RECORD GREETINGS BY NUMBER	6
SET CURRENT GREETING	7
EXIT	#

RECORD

MAILBOX OWNER MENU

LISTEN TO MESSAGES	1
SEND A MESSAGE	2
PERSONAL MAILBOX OPTIONS	3
LISTEN TO FAXES	4
RECEIVE FAXES	5
WAKE UP CALLS	6
REVIEW FUTURE DELIVERY	7
UNDELETE MESSAGES	8
DISCONNECT	✳
RETURN TO CALLER SIDE	#

OUTSIDE CALLER MAIN MENU

ENTER ✳ + YOUR MAILBOX NUMBER FOLLOWED BY YOUR PASSWORD

INTERNAL CALLER MAIN MENU

WHEN PROMPTED ENTER YOUR PASSWORD

NOTE:

WHEN NAVIGATING THROUGH CADENCE, PRESSING "#" WILL USUALLY RETURN YOU TO THE PREVIOUS MENU.

PART 2. SYSTEM GREETINGS

When callers reach CADENCE they will hear a system greeting. The greeting may change depending on the time of a day, day of a week or holiday.

The system greeting may consist of up to four distinct prompts, strung together in the desired sequence to form a greeting.

These 4 parts are called:

- The Welcome Message
- Main Menu Part 1
- An optional Single Digit Menu
- Main Menu Part 2

System greetings do not have to use all 4 parts.

2.1 DEFAULT GREETINGS

System Mode	System Greeting Mode	Prompt Number	Message Default Text
Day Mode	Welcome	01	"Welcome to CADENCE."
	Main Menu 1	04	"If you have a touch tone telephone and know your party's extension number, please enter the extension number now. If you don't know the extension number, but you know the name of the person you're trying to reach, please press 2."
	Single Digit	05	*None*
	Main Menu 2	06	"To speak with an operator you may press 0 or stay on the line."
Night Mode	Welcome	02	"Welcome to CADENCE. Our normal business hours are 9 AM to 5 PM Monday through Friday."
	Main Menu 1	04	"If you have a touch tone telephone and know your party's extension number, please enter the extension number now. If you don't know the extension number, but you know the name of the person you're trying to reach, please press 2."
	Single Digit	05	*None*
	Main Menu 2	06	"To speak with an operator you may press 0 or stay on the line."

System Mode	System Greeting Mode	Prompt Number	Message Default Text
Special Mode	Welcome Main Menu 1	03 04	"Welcome to CADENCE." "If you have a touch tone telephone and know your party's extension number, please enter the extension number now. If you don't know the extension number, but you know the name of the person you're trying to reach, please press 2."
	Single Digit Main Menu 2	05 06	*None* "To speak with an operator you may press 0 or stay on the line."

The CADENCE system uses this multiple part main greeting method for greater flexibility and greeting reusability. Using the above example, to quickly create night and lunch time greetings, one only needs to record a different Welcome Message.

2.2 CUSTOM GREETINGS

The following is an example of multiple part system greetings.

For night you could record "Welcome to Samsung Telecommunications America, our business hours are from 8 a.m. to 5 p.m.", and for lunch "Welcome to Samsung Telecommunications America, we are closed for lunch between 12 p.m. and 1 p.m.". To complete the lunch greeting you would also record a single digit menu recording to say "for emergency technical support press 7".

Record the Night Welcome Message and the Special Welcome Message (if needed).

To complete this example we need to setup the single digit menu to match the greetings (see section 3.5.6 and 3.5.7).

The system would now greet the caller at night with: "Welcome to Samsung Telecommunications America, our business hours are 8 a.m. to 5 p.m. If you know your party's extension you may dial it now. For company directory dial 411".

During lunch the system would greet the callers with: "Welcome to Samsung Telecommunications America, from 12 p.m. to 1 p.m. we are closed for lunch. If you know your party's extension you may dial it now. For company directory dial 411. For emergency technical support press 7".

2.3 RECORDING THE GREETINGS

This administrative menus provide access to greeting recordings. They cannot be changed via PC programming.

From the Administrator Main Menu select option 2 – Record System Greetings.

You will be presented with options to record each part of the System Greeting. Simply follow the prompts:

Press **[1]** to record the Day Greetings (Welcome, Main Menu part 1, Single Digit Menu, Main Menu part 2).

Press **[2]** to record the Night Greeting (Welcome, Main Menu part 1, Single Digit Menu, Main Menu part 2).

Press **[3]** to record the Special Greeting (Welcome, Main Menu part 1, Single Digit Menu, Main Menu part 2).

Press **[4]** to record the Holiday Greeting (Select a holiday message 00 – 29 , then record Welcome, Main Menu part 1, Single Digit Menu, Main Menu part 2).

Press **[5]** to record the Multilingual Greeting.

Press **[6]** to record Greetings by number (you will be prompted to enter the number of the message you wish to record).

Press **[#]** to Exit.

PART 3. SYSTEM ADMINISTRATION

From the Administration Menu programming is accomplished by using DTMF commands.

3.1 ACCESSING THE ADMINISTRATOR MAILBOX

Administration can be through any phone that can generate DTMF. The phone can be on the system or anywhere else in the world. This is usually the quickest and easiest way to program CADENCE.

The Administration Options Menu can only be accessed through the mailbox number which is reserved for the System Administrator. The administration mailbox number is 999.

To access the Administration Options Menu, perform the following steps:

1 Call CADENCE from any touch-tone phone.

2 Press [✱] at the CADENCE welcome message.

3 When asked for a mailbox number, enter 999.

4 When asked for the access code, enter 9876 (default).

5 Enter 9 when the Mailbox Owners Main Menu is played. This option will not be played during the Mailbox Main Menu, but it can be selected.

6 The Administrators Main Menu will play.

The Administration Menu offers the system administrator these choices:

1 OPERATION AND CONFIGURATION. A commonly accessed area when all system wide programming is accomplished.

2 SYSTEM GREETING RECORDING. An important area where system greetings are recorded. These will be different for each customer. A full understanding of the 4 parts of a main greeting is important before accessing this area. See recording greetings and prompts.

3 ADVANCED SWITCH SETTINGS. A password protected area normally only used by an experienced technician.

4 MAILBOX ADMINISTRATION. A commonly accessed area when all mailbox programming is accomplished.

5 RECORD DEFAULT SYSTEM PROMPTS. This is used to re record any system prompt. This is not normally needed as all system prompts are created in a default system.

6 PLAY BACK DEFAULT SYSTEM PROMPTS. This is a reference tool for checking system prompts.

In order to maintain system security, it is highly recommended to change the default access codes. Before changing an access code, write down the new access code and keep it in a secure place for future reference.

After successfully accessing the desired area from the system administration you will be asked to enter an option code.

3.2 MAILBOX PROGRAMMING

Mailboxes are assigned by the System Administrator. Each mailbox is a private "answering machine" that allows the mailbox owner to receive, retrieve and send voice messages. For complete details, refer to the Mailbox Owner's User Guide.

This section deals with the programming options for each mailbox. To program mailbox options:

STEP 1:   Access the System Administration Menu and select [4] for mailbox programming.

STEP 2:   Select the mailbox to program

STEP 3:   After entering the mailbox number, program whatever options are required according to the following (3.4.1 - 3.4.24).

After entering a DTMF option code you will have four choices:

1   Hear the current value

2   Enter a new value

3   Hear the range of values

4   Save and exit programming

3.2.1 ACTIVATING A MAILBOX

- Up to 1000 mailboxes can be activated on the CADENCE system.

- This selection will activate or cancel a mailbox.

- The cancel option must be used with care, since it will delete all mailbox attributes and any associated messages left in this mailbox.

1   Dial option code 1400.

2   The current value will be played.

3   To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4   Press 2 to enter new value.

5   Press 1 for Yes (Active) or 2 for No (canceled).

6   The value you entered is played back to you.

7   If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8   If the entered value is correct press 1.

9   Press # to exit or hang up.

3.2.2 ASSIGNING AN EXTENSION

- Each mailbox will usually have an associated extension number. This number will usually be the same as the mailbox number but it does not have to be.

1 Dial option code 1401.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Enter an extension number.

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.3 ASSIGNING ACCESS CODES (PASSCODES)

- A new access code may be assigned to a mailbox by: *The Mailbox Owner* or *The System Administrator.*

- An access code that is set by the administrator has precedence over an access code set by a mailbox owner. The system administrator can change the access code of any mailbox, at any time.

- An access code can be up to 8 digits long. The default access code for all mailboxes is 9876.

1 Dial option code 1402.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Enter the access code (pass code) for the mailbox.

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.4 ALLOW OUTBOUND DIALING

- This is achieved by using option 1424.

- Using this function the system administrator can activate or block outside forwarding functions for each mailbox this option allows. Outside forwarding functions include:

    – Outbound message notification

    – Outbound call forwarding ("Follow Me")

    – Beeper notification

- Note: If you do not activate this option, outbound dialing will remain blocked by default.

1 Dial option code 1424.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Press 1 for Yes (Allowed) or 2 for No (Not allowed).

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.5 DAY TRANSFER ONLY

- When this option is set to Yes, calls will be transferred to the physical extension number only during the system's daytime operation mode. During night ("Off hours") operation, calls will be transferred directly into the voice mailbox.

1 Dial option code 1453.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Press 1 for Yes (active) or 2 for No (canceled).

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.6 NOTIFY BEFORE CONNECT

- When this option is set to Yes, the system will let the mailbox owner know what voice mailbox was dialed before connecting the call. This option may be used to assign more than one voice mailbox to a single extension. For example, an extension can be assigned with one mailbox for sales calls, and another for personal calls. Each time a phone call is received at that extension, CADENCE will announce the mailbox the call is for prior to connecting the call. This option is only valid in a CADENCE supervised call transfer.

1 Dial option code 1454.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Press 1 for Yes (active) or 2 for No (canceled).

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.7 NO CALL PROGRESS

- When this option is activated, it will cause the CADENCE to transfer the call and immediately disconnect itself. It is the responsibility of the station to forward a busy or answered call back to the CADENCE extension.

1 Dial option code 1455.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Press 1 for Yes (active) or 2 for No (canceled).

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.8 DIRECT RECORD

- When this option is set to Yes, after hearing the voice mail greeting, CADENCE will prompt callers to record their message instead of playing the standard menu of options.

1   Dial option code 1456.

2   The current value will be played.

3   To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4   Press 2 to enter new value.

5   Press 1 for Yes (active) or 2 for No (canceled).

6   The value you entered is played back to you.

7   If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8   If the entered value is correct press 1.

9   Press # to exit or hang up.

3.2.9 SPEAKERPHONE ANNOUNCE

- When this feature is activated, the CADENCE will announce the call: "To accept the call, press 1. To reject the call, press # and hang up". After the announcement, the recipient can enter [1] to accept the call, or # to reject it. If the call is rejected it will go to the programmed destination. This option is only valid in a CADENCE supervised call transfer.

1   Dial option code 1458.

2   The current value will be played.

3   To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4   Press 2 to enter new value.

5   Press 1 for Yes (active) or 2 for No (canceled).

6   The value you entered is played back to you.

7   If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8   If the entered value is correct press 1.

9   Press # to exit or hang up.

3.2.10 VOICE MAIL ONLY

- When this feature is set to Yes, this mailbox will have voice mail functionality only; no calls will be transferred for this mailbox. The message notification options will function normally in this mode.

1 Dial option code 1459.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Press 1 for Yes (active) or 2 for No (canceled).

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.11 ALLOW PAGING (OPTIONAL)

- This feature allows callers to page a person through the DCS paging system if the mailbox owner was unavailable at their extension. If after CADENCE plays the message, "Press 1 to leave a message, 2 for another extension, or 3 to page", and the caller enters [3] the system will say "One moment please" and attempt to page the mailbox owner. If the mailbox owner does not respond, the caller is again given the greeting message, but can no longer press [3] to page (to prevent multiple paging). This feature cannot be used with ANSWER MACHINE EMULATION.

1 Dial option code 1460.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Press 1 for Yes (active) or 2 for No (canceled).

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.12 ALLOW PAGING (ALWAYS)

- This feature allows callers to page a person through the DCS paging system. The call will not be transferred to the associated station, and the caller will not be given the choice to page or not. This is useful if certain people have mailboxes but no phone. This feature cannot be used with ANSWER MACHINE EMULATION.

1 Dial option code 1461.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Press 1 for Yes (active) or 2 for No (canceled).

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.13 URGENT

- When this feature is set to Yes, callers will be given an option after leaving a message to mark the message urgent. Marking messages as urgent causes the system to play urgent messages first.

- Also, if the mailbox owner has outbound or beeper notification activated, it will perform notification only if urgent messages have been left.

1 Dial option code 1462.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Press 1 for Yes (active) or 2 for No (not active).

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.14 ALTERNATE MESSAGE NOTIFICATION

- When activated, message notification to this mailbox will use the alternate message notification sequence. This option is useful when proprietary telephones and standard telephones are used on the same switch. In this case, proprietary telephones will have a message light notification and standard telephones will be verbally notified according to the alternate notification sequence. Activate this feature for mailboxes belonging to single line phones with no message waiting light.

1 Dial option code 1463.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Press 1 for Yes (Active) or 2 for No (canceled).

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.15 CALL SCREENING

- When set to Yes, callers are asked to record their name. The call is then transferred to the extension. The person answering the telephone will hear "Call from (caller's name)". This option may be used in conjunction with the notify and speakerphone options, and is only valid in a CADENCE supervised call transfer.

1 Dial option code 1465.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Press 1 for Yes (active) or 2 for No (canceled).

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.16 SET RECORDING TIME

- This parameter sets the maximum length of time (in seconds), allowed for each message recorded on the system. The default setting time is 60 seconds. The maximum time is 9999 seconds.

1 Dial option code 1404.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4   Press 2 to enter new value.

5   Enter the new recording length time.

6   The value you entered is played back to you.

7   If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8   If the entered value is correct press 1.

9   Press # to exit or hang up.

3.2.17 SET MESSAGE LIMIT

- This parameter sets the maximum number of messages each mailbox may receive. The default setting is unlimited messages (255). In this case "unlimited" (255) means any amount up to 1024.

  NOTE: Setting the message limit to zero disables the option to leave a message for this mailbox. In this case, after the personal greeting message is played, the caller is returned to the caller side main menu.

1   Dial option code 1403.

2   The current value will be played.

3   To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4   Press 2 to enter new value.

5   Enter the number of messages allowed for this mailbox.

6   The value you entered is played back to you.

7   If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8   If the entered value is correct press 1.

9   Press # to exit or hang up.

3.2.18 SET MESSAGE PURGE TIME

- This parameter sets the maximum length of time (in days) for messages to be stored in their mailboxes. The default setting is 255 (unlimited) no message purge.

1   Dial option code 1404.

2   The current value will be played.

3   To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4   Press 2 to enter new value.

5   Enter the purge time in days.

6   The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.2.19 SET RINGS AT EXTENSION

- This parameter determines the number of rings CADENCE should wait before transferring callers to the extension's voice mailbox.

- The factory default setting is 4 rings. This option is only valid in a CADENCE supervised call transfer.

1 Dial option code 1406.

2 The current value will be played.

3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.

4 Press 2 to enter new value.

5 Enter the number of rings.

6 The value you entered is played back to you.

7 If this is correct press 1, to re enter it press 2, to exit without saving press 3.

8 If the entered value is correct press 1.

9 Press # to exit or hang up.

3.3 SYSTEM PROGRAMMING

This section deals with system programming. Sometimes it is possible to change just one piece of data such as a timer or destination mailbox to build an application but more often, customizing your system will involve multiple programming changes that all work together.

Here is a list of the most common applications. Understanding these will give you a good overview of how CADENCE works.

3.3.1 ANNOUNCE ONLY MAILBOX

■ EXAMPLE

ABC Corporation wishes to have one mailbox play directions to their facilities. Their greeting will say, "If you would like directions to our facility, please dial 111." Once the caller dials 111, the directions will be played. After this message is played, the caller will be returned to the Main Menu Part 1 greeting.

NOTE: This would usually be set up as a choice from a single digit menu.

■ STEP BY STEP INSTRUCTIONS

CREATE A NEW MAILBOX TO BE USED FOR ANNOUNCEMENT ONLY

1 Go to the Administration Main Menu.
2 Select mailbox 111.
3 If the mailbox is not currently active, use option code 1400 to activate it.
4 Select option code 1400 and make the extension number none by entering #. Normally setting no extension number would prevent auto attendant transfers to the mailbox, but setting voice mail only (step 6) will override this.

SET THE MAILBOX TO PLAY ANNOUNCEMENTS ONLY

5 Select option code 1403 and make the maximum messages 0. This will prevent messages from being left and return the caller to the main system greeting after the announcement.
6 Select option code 1459 and make the mailbox voice mail only. This will prevent CADENCE from attempting any transfer.

RECORD THE MAILBOX GREETING

7 Record the personal greeting for this mailbox as any other mailbox greeting.

3.3.2 AUTOMATIC CALL RECORD

■ EXAMPLE

A small service company wants to record ALL telephone conversations for station 203. The recordings should go into mailbox 257.

■ NOTES

The station user at 203 may have no knowledge that they are being recorded. Make sure that the use of this feature does not violate any legislation applicable to your area. You can only assign as many auto record stations as you have dedicated voice mail channels. Using MMC 501 you can set an intermittent tone to play to the parties being recorded.

■ **STEP BY STEP INSTRUCTIONS**

1 DCS programming, access MMC 743 (Auto Record).

2 Select station 203.

3 Select mailbox 257 for the recordings.

4 Assign a specific channel. This channel will be reserved for this station's conversation recording.

5 Select the type of call to record, incoming, outgoing or both.

6 DCS programming access MMC 501 and set an intermittent record time if needed.

3.3.3 BEEPER NOTIFICATION

■ **EXAMPLE**

ABC Corporation wants to have the owner of mailbox 210 notified by beeper if a message is left in his mailbox. They wish for the beeper to display their mailbox number in the message field.

■ **NOTES**

Steps 5 and 6 below can be set through individual mailbox options by the mailbox owner.

■ **STEP BY STEP INSTRUCTIONS**

CONFIGURE THE MAILBOX TO PERFORM BEEPER NOTIFICATION

1 Go to the Administration Main Menu.

2 Select mailbox 210.

3 If the mailbox is not currently active, use option code 1400 to activate it.

4 Select option code 1424 and to allow outbound forwarding.

5 Select option code 1425 and select beeper.

6 Select option code 1426 and program the beeper number.

7 At this point, the mailbox is configured to notify the mailbox owner on all messages. To configure the mailbox to perform beeper notification on urgent messages only, select option code 1462 and select 1 to allow urgent messages.

3.3.4 BROADCASTING MESSAGES

■ **EXAMPLE**

ABC Corporation wants to set up a technical support department. The manager of the department would like to have the ability to leave a message in one mailbox (280) which will then broadcast to all of the members in the department (225, 226 and 227).

NOTE: If you would like CADENCE to transfer the incoming call (for 280) to the other

extensions in the group, and then if there is no answer take a message. Set this option code 1492 to 1 or 2.

■ STEP BY STEP INSTRUCTIONS

SET A MAILBOX AS A GROUP MAILBOX

1   Go to the Administration Main Menu.
2   Select a mailbox, for example 280.
3   If the mailbox is not currently active, use option code 1400 to activate it.
4   Select option code 1457 and make the mailbox a group mailbox.

CONFIGURE THE MAILBOX AS A BROADCAST GROUP

5   Select option code 1491 and make the group mailbox (280) a broadcast mailbox (option 0).

ENTER THE GROUP MEMBERS

6   Select option code 1493 and select number of group members as 3.
7   Select option code 1494, 1495 and 1496, add extension 225, 226 and 227.

3.3.5 CASCADE NOTIFICATION

■ EXAMPLE

ABC Corporation wishes to establish an emergency technical support mailbox. The CADENCE System will notify the three technicians of any message left in mailbox 911. The technicians will be notified in a cascading fashion such that Technician 1 will be notified immediately. If Technician 1 does not respond within 15 minutes, Technician 2 will be notified. If Technician 2 does not respond within 10 minutes, Technician 3 will be notified. Five minutes later, the cycle will begin again for a maximum of three tries for each technician.

■ NOTES

On CADENCE systems there is a maximum of 40 members per group. Please note that you must enter the members in the order you wish to have the mailbox owner notified of the message.

■ STEP BY STEP INSTRUCTIONS

CONFIGURE A DISPATCH GROUP MAILBOX

1   Go to the Administration Main Menu.
2   Select a mailbox, for example 911.
3   If the mailbox is not currently active, use option code 1400 to activate it.
4   Select option code 1457 and make the mailbox a group mailbox.

**SELECT DISPATCH FOR THE GROUP SETUP OF THE MAILBOX
THAT WAS CREATED**

   5   Select option code 1491 and make the group mailbox a dispatch mailbox (option 1). This will ensure that whenever a technical retrieves a message it will be removed from all the group mailboxes.

ENTER THE GROUP MEMBERS

   6   Select option code 1493 and select number of group members as 3.
   7   Select option code 1494, 1495 and 1496, add extension 210, 220 and 250.

**CONFIGURE THE INDIVIDUAL MAILBOXES TO PERFORM
BEEPER NOTIFICATION**

Enter the phone number of the beeper in the FWD NUM field. Please note that this number should be entered as it would be dialed. Do not however include any digits required for an outside line by the switch.

   8   Go to the Administration Main Menu.
   9   Select mailbox 210.
  10   If the mailbox is not currently active, use option code 1400 to activate it.
  11   Select option code 1424 to allow outbound forwarding.
  12   Select option code 1425 and select beeper.
  13   Select option code 1426 and program the beeper number.
  14   Repeat steps 10 to 13 for mailboxes 220 and 250.

SET NOTIFICATION DELAY AND ATTEMPTS FOR EACH MAILBOX

Next we must configure the three fields which pertain to the notification cycle.

The three entries we must make for each mailbox are:

Option code 1443   Notify delay
Option code 1444   Number of notifies
Option code 1445   Notify time

Since we want a delay between pages, make the following settings for each mailbox.

	Technician 1	Technician 2	Technician 3
Notify Delay	0	15	25
Number Notifies	3	3	3
Notify Time	40	40	40

3.3.6 CUSTOMIZED MOH

■ EXAMPLE

XYZ Company wants callers placed on hold to hear an announcement explaining their product line.

NOTE: When a caller is on hold listening to the announcement, the announcement will be repeated continuously.

■ STEP BY STEP INSTRUCTIONS

RECORD THE ON HOLD ANNOUNCEMENT

1   To record the CADENCE "on hold" messages, go to the Administration Main Menu and select option 5 for recording default system prompts.
2   Enter the prompt number to record (valid numbers are from 5000 to 5099).
3   Record the announcement for your MOH. These messages may be voice announcements, music, or both. It is recommended that these messages be at least 30 seconds in length.

PROGRAM THE DCS

4   In MMC 748 assign a specific channel for the prompt number specified in step 2.
5   In MMC 408 assign each trunk to use the MOH associated with the channel specified in step 4.

3.3.7 DIAL BY NAME (DIRECTORY)

■ EXAMPLE

ABC Corporation wishes to give callers the ability to dial 411 to enter into an employee directory. After dialing 411, the caller will be requested to enter up to the first three letters of the last name of the person they are trying to reach. If a match is found, the caller will be transferred to his/her extension.

■ STEP BY STEP INSTRUCTIONS

SET THE MAILBOX NUMBER TO BE USED AS THE DIRECTORY MAILBOX

1   Go to the Administration Main Menu.
2   Select operation/configuration.
3   Select option code 1216 and enable the name search (corporate directory) feature.
4   Select option code 1204 and set the directory MB. By default this field is set at 002, (however a caller can simply dial 2, leading digits are ignored). Using the above application example, enter 411 in this field.

SET HOW THE SYSTEM WILL SEARCH FOR THE NAMES
(i.e. by first name, last name, etc.)

5   Select option code 1246 and set the name search method.

    0 General   Prompts the caller to enter up to the first three letters of the first or last name of the person they are trying to reach.

    1 First   Prompts the caller to enter up to the first three letters of the first name of the person they are trying to reach.

    2 Last   Prompts the caller to enter up to the first three letters of the last name of the person they are trying to reach.

RECORD AND ENTER THE NAME FOR EACH MAILBOX OWNER

Each mailbox owner that wants to be included in the directory must enter and record their name in mailbox programming.

3.3.8 HOLIDAY SETUP

■ EXAMPLE

ABC Corporation wants the voice mail system to automatically answer with a special greeting on July 4th.

■ NOTES

Option codes 1320 to 1335 can be used to delete existing holidays.

■ STEP BY STEP INSTRUCTIONS

SET UP THE HOLIDAY

1   Go to the Administration Main Menu and select option 1 for operation and configuration.

2   Select an option from 1370 to 1385 and select a holiday number to edit (or add).

3   Select option 1336 and select day based.

4   Select option 1337 and enter 04 for the day of the month.

5   Select option 1338 and select 06 for July.

DEFINE THE PARTS OF THE SYSTEM GREETING

6   Select options 1341 to 1344 and select the four parts of the main greeting to play.

RECORD THE SYSTEM GREETING

7   Go to the Administration Main Menu and select option 4 for recording holiday greeting.

8   Record the 4 parts of the holiday greeting.

3.3.9   INTELLIGENT QUEUING

■ EXAMPLE

ABC Corporation wants to set up a technical support department. They want to prompt the callers to dial 200 for technical support. Once the callers enter 200, they will be transferred to extension 210. If that extension is busy or if there is no answer, they will be transferred to extension 250. If that extension is busy or if there is no answer, they will be prompted to leave a message.

■ NOTES

Although distributed call processing is supported by the DCS, the DCS Auto Attendant card offers greater flexibility for UCD, this voice mail option does have the ability to inform callers of their position in queue. The only disadvantage is that callers on hold require a channel of voice mail. Therefore for heavy use we suggest you use the DCS AA/UCD Card.

■ STEP BY STEP INSTRUCTIONS

SET A MAILBOX AS A GROUP MAILBOX

1   Go to the Administration Main Menu.
2   Select mailbox 200.
3   If the mailbox is not currently active, use option code 1400 to activate it.
4   Select option code 1457 and make the mailbox a group mailbox.
5   Select option code 1491 and make the group mailbox an ACD mailbox (option 2).

SELECT CALL DISTRIBUTION METHOD

6   Select option code 1492 and select top down (option 1).

ENTER THE GROUP MEMBERS

7   Select option code 1493 and select number of group members as 3.
8   Select option code 1494, 1495 and 1496, add extension 210, 220 and 250. Please note that you must enter the members in the order in which you wish to have the extensions hunt. Using our application example, please enter 210 as the first member, 220 as the second member, and 250 as the third member.

SET THE GROUP MEMBER'S MAILBOXES TO PERFORM SUPERVISED TRANSFERS BY DISABLING NO CALL PROGRESS

9   Go to the Administration Main Menu.
10   Select mailbox 210.
11   Select option code 1455 and turn ON call progress.
12   Repeat steps 9, 10 and 11 for the other members of the group.

REMOVE ALL CALL FORWARDING FROM THE GROUP MEMBERS TELEPHONES

13   In the phone system, remove all call forwarding from the extensions included in the ACD call queue group.

3.3.10 MESSAGE FORWARDING

■ EXAMPLE

ABC Corporation would like every messages left in mailbox 111 to be forwarded to mailbox 120 after three days. Each message that is forwarded will be removed from mailbox 111.

NOTE: You can set a value of 0 in step 5 below. This will cause any message left in mailbox 111 to be forwarded immediately.

■ STEP BY STEP INSTRUCTIONS

SET THE MAILBOX TO WHICH MESSAGES WILL BE FORWARDED

1   Go to the Administration Main Menu.
2   Select mailbox 111.
3   If the mailbox is not currently active, use option code 1400 to activate it.
4   Select option code 1409 and set the destination mailbox as 120.

SET THE NUMBER OF DAYS TO WAIT BEFORE FORWARDING NEW MESSAGES

5   Select option code 1408 and set the number of days to 3.

3.3.11 OPERATOR MAILBOX

■ EXAMPLE

ABC Corporation's attendant is at extension 201. When a caller presses 0, they would like the caller to be transferred to extension 201. During the evening and weekend hours however, callers should be transferred to mailbox 200.

■ STEP BY STEP INSTRUCTIONS

CONFIGURE THE GREETING NUMBERS IN THE OPERATIONS SCREEN

1   Go to the Administrators Main Menu.
2   Select operation/configuration.
3   Select option code 1240 and set the operator mailbox in the day mode to 201.
4   Select option code 1241 and set the operator mailbox in the night mode to 200. In this case callers will be transferred to extension 200 first (if it exists). To go directly to a mailbox delete the extension number from mailbox 200.

3.3.12 OUTBOUND FOLLOW ME

■ **EXAMPLE**

ABC Company wants callers reaching mailbox 210 to be transferred to an off-site location.

NOTE: This will only work with calls processed through the auto attendant.

■ **STEP BY STEP INSTRUCTIONS**

CONFIGURE THE MAILBOX TO PERFORM BEEPER NOTIFICATION

1   Go to the Administrators Main Menu.
2   Select mailbox 210.
3   If the mailbox is not currently active, use option code 1400 to activate it.
4   Select option code 1424 and allow outbound forwarding.
5   Select option code 1425 and select outbound notification.
6   Select option code 1426 and program the outbound number.

3.3.13 PARK AND PAGE

■ **EXAMPLE**

The warehouse supervisor (mailbox 233) does not have a phone but uses any one of several stations. He wants to be paged for all calls. If he cannot get the call he wants a message left in mailbox 233.

■ **NOTES**

Each mailbox can be set for no page, optional page or always page. If the mailbox has call screening turned on, the page announcement will also play the caller's name. This feature will work only for new calls processed through the auto attendant.

■ **STEP BY STEP INSTRUCTIONS**

1   Go to the Administration Main Menu.
2   Select mailbox 233.
3   If the mailbox is not currently active, use option code 1400 to activate it.
4   Select option code 1461 and set the page option to 1 for always page.

When hearing the page the warehouse supervisor (or anyone else) can dial 10 plus the trunk number (specified in the announcement) and be connected with the call.

3.3.14 PER MAILBOX OPERATOR

■ **EXAMPLE**

The president (extension 287) wants anyone dialing 0 from his mailbox to go to his personal assistant at extension 233.

■ STEP BY STEP INSTRUCTIONS

1   Go to the Administration Main Menu.

2   Select mailbox 287.

3   If the mailbox is not currently active, use option code 1400 to activate it.

4   Select option code 1441 and allow personal operator.

5   Select option code 1442 and set the destination mailbox to 233.

3.3.15 QUESTION AND ANSWER

■ EXAMPLE

An advertising company wishes to automate the process of the placement of magazine ads. The questions that need to be answered are as follows:

−   Name & billing address of the company
−   Telephone number
−   Size of the ad
−   Number of publications to run the ad
−   Credit card type
−   Credit card number & expiration date

After the information is recorded, the advertising firm wants CADENCE to say, "Thank you for your order". All of the answers will be stored in mailbox 200.

■ STEP BY STEP INSTRUCTIONS

CREATE AUDIOTEXT/QUESTION & ANSWER MAILBOXES

1   Go to the Administration Main Menu.

2   Select mailbox 220 (any unused mailbox will do).

3   If the mailbox is not currently active, use option code 1400 to activate it.

4   Select option code 1486 and make this mailbox an audiotext mailbox.

5   Select option code 1488 and select record response.

6   Select option code 1545 and select the number of the mailbox to ask the next question.

7   Select option code 1546 and enter 200 for the number of the mailbox to store the result.

8   If the answer to this question is a required answer enter a 1 in option code 1547.

9   Repeat steps 1 through 8 for the other questions.

10   In the last mailbox select option code 1487 and set Hang up when played to yes.

RECORD THE QUESTIONS

11 Record all of the questions by performing the following steps:
– Call into the CADENCE and press ✱ + [Mailbox Number Of The Question].
– When prompted, enter the access code. Please note that the default access code is 9876.
– Follow the prompts to record the question.

3.3.16 QUEUING CALLERS TO A STATION

■ EXAMPLE

ABC Corporation wants to allow callers to hold for extension 222 if the extension is busy.

■ NOTES

Although this can be achieved in the DCS software by programming the station in a group and assigning multiple call buttons or using the DCS AA / UCD card, the CADENCE system allows waiting callers to hear their place in queue.

The down side of this however is that each waiting caller after the first one, occupies a CADENCE channel.

When the first and last hold message are set, CADENCE will play all messages in between in order, until the last (hold end) is reached. At that point the last message will repeat until the call is answered. The mailbox must have an extension number for this to work.

■ STEP BY STEP INSTRUCTIONS

SET THE MAILBOX TO ALLOW HOLD FUNCTIONALITY

1 Go to the Administration Main Menu.
2 Select a mailbox, for example 222.
3 If the mailbox is not currently active, use option code 1400 to activate it.
4 Select option code 1446 and allow HOLD for this mailbox.

SET THE MAILBOX TO PERFORM SUPERVISED TRANSFERS BY DISABLING NO CALL PROGRESS

5 Go to the Administration Main Menu.
6 Select mailbox 222.
7 Select option code 1455 and turn ON call progress.

SET OTHER CADENCE PARAMETERS ASSOCIATED WITH CALLS HOLDING IN QUEUE

8   Select option code 1447 and set the beginning hold message.

9   Select option code 1448 and set the last hold message.

10 Select option code 1449 and set the maximum callers allowed to hold for this station.

11 Select option code 1450 to determine if the caller should be played their place in queue.

12 Select option code 1451 and set the option to hold for an extension during a no answer status. It is advisable to set this to no.

SET OTHER CADENCE SYSTEM WIDE PARAMETERS ASSOCIATED WITH CALLS HOLDING IN QUEUE

13 Go to the Administration Main Menu.

14 Select operation / configuration.

15 Select option code 1222 and set the length of time CADENCE waits before re-trying a busy extension.

16 Select option code 1221 and set the number of times CADENCE attempts to transfer the caller to a busy extension before prompting the caller with an option to continue holding.

17 Select option code 1220 and set the maximum number of callers allowed to hold in the system queue at the same time.

REMOVE CALL FORWARDING FROM THE STATION IN THE PHONE SWITCH

18 In the phone switch, disable call forwarding on all stations which have hold options enabled.

3.3.17 RECORDING AUTO ATTENDANT GREETINGS

■ EXAMPLE

ABC Corporation wants to record a welcome message to be played to new callers during the day.

■ NOTES

In addition to recording the parts of the system greeting, you may record any particular prompt by number.

Prompts 00 – 99 may be recorded using option 6 from the record system greetings menu.

Prompts 1000 – 5999 may be recorded using option 5 from the administration main menu.

PROMPT NUMBER	PURPOSE
0—99	Auto Attendant Main Greetings
1,000—4,999	System Prompts
5,000—5,099	User Recordable Messages for Music On Hold, but the DCS Phone System can access 5,000 (00) through 5,099 (99) with its MOH System.

■ STEP BY STEP INSTRUCTIONS

1 Access the administrator's mailbox (mailbox 999) and at the system administration main menu select option 2 to record the system greetings.

2 Select day greetings by pressing 1.

3 Select welcome message by pressing 1.

4 Record the new welcome message.

5 Repeat as necessary for other greeting parts (see section 2.1 for default greetings).

3.3.18 RETRIEVAL GROUP

■ EXAMPLE

ABC Corporation wants to give the technical support manager access to all three of the technical support mailboxes. By accessing mailbox 200, the technical support manager will be able to retrieve the messages from mailboxes 210, 220, and 250.

NOTE: The retrieval group is not designed to work with message wait notification. It is designed only to allow access to its member's messages.

■ STEP BY STEP INSTRUCTIONS

SET A MAILBOX AS A GROUP MAILBOX

1 Go to the Administration Main Menu.

2 Select a mailbox, for example 200.

3 If the mailbox is not currently active, use option code 1400 to activate it.

4 Select option code 1457 and make the mailbox a group mailbox.

SELECT RETRIEVAL FOR THE GROUP TYPE OF THE MAILBOX THAT WAS CREATED

5 Select option code 1491 and make the group mailbox a retrieval mailbox (option 3).

ENTER THE GROUP MEMBERS

6 Select option code 1493 and select number of group members as 3.

7 Select option code 1494, 1495 and 1496, add extension 210, 220 and 250.

When mailbox 200 is accessed the mailbox owner will be played all the messages that exist in 210, 220 and 250.

3.3.19 SET BUSINESS HOURS

■ EXAMPLE

ABC company wants to setup business hours to automatically change from day to night greeting, the business hours are from 9:00 a.m. to 5 p.m.

NOTES: This will only take effect if CADENCE is set to not follow the DCS DAY/NIGHT mode.

■ STEP BY STEP INSTRUCTIONS

1   Go to the Administration Main Menu
2   Select operation/configuration
3   Use one of the following options:

- To set general business hours (Monday through Friday, weekends are considered night: 1347).
- To select a day of the week: Saturday – 1348 to Friday – 1354
- To set for every day: 1357
- Start of period 1: 1358. End of period 1: 1361. Operating mode: 1364
- Start of period 2: 1359. End of period 2: 1362. Operating mode: 1365
- Start of period 3: 1360. End of period 3: 1363. Operating mode: 1366
- Operating mode for all other times: 1367

When the system mode of operation is set to Auto. The business hours schedule defined here will automatically switch between day and night. If the auto option in system operating mode is not used, the business hours setting has no effect.

The business hours determine which mode the system is in (day or night mode). The CADENCE system will use the values entered to determine when to switch between the day or night time modes of operation.

3.3.20 SET DAY/NIGHT MODE

■ EXAMPLE

A small Real Estate office needs CADENCE to play a specific greeting at night informing the callers of the regular business hours.

■ NOTES

This option controls the system operation mode. This mode dictates time dependent system activities, such as, which welcome message to play, day transfer only mailboxes, etc. If CADENCE is programmed to follow the DCS DAY/NIGHT setting, changing this will only last until the next DCS change.

Options include:

0   Automatic   This option activates either the day or night time mode of operation, according to the system's time and the set business hours. This option is the factory default setting.

1   Day Mode   When activated, this option will place the CADENCE in day mode. This option forces the system to remain in day mode indefinitely, until it is changed.

2   Night Mode   When activated, this option will place the CADENCE in night mode. This option forces the system to remain in night mode indefinitely, until it is changed.

■ STEP BY STEP INSTRUCTIONS

SET AUTO MODE

1   Go to the Administration Main Menu.

2   Select operation/configuration

3   Select option 1238

4   Enter 0 for Auto, 1 for Day, 2 for Night

3.3.21 SINGLE DIGIT DIALING

■ EXAMPLE

ABC Corporation wishes to have callers routed to a menu of options when the caller enters 200 for the sales department. The menu will say, "For widget sales, press 1. For computer sales, press 2. For software sales, press 3". The call will then be routed to the appropriate extension based upon what the caller chooses. If the caller presses 1, they will be transferred to extension 110. If the caller presses 2, they will be transferred to extension 111. If the caller presses 3, they will be transferred to extension 112.

■ NOTES

This is accomplished through an audiotext mailbox. This will work in a similar manner to the single digit menu, but will disconnect if the caller does not make any input. The single digit menu is available at the main system greeting only. An audiotext box can exist anywhere in the system.

■ STEP BY STEP INSTRUCTIONS

CREATE AUDIOTEXT MAILBOXES

1   Go to the Administration Main Menu.

2   Select mailbox 200.

3   If the mailbox is not currently active, use option code 1400 to activate it.

4   Select option code 1423 and make the mailbox an audiotext mailbox.

**MAP THE APPROPRIATE MAILBOXES TO THE SINGLE DIGIT NUMBERS
OF THE AUDIOTEXT MAILBOX**

5 Enter the mailbox that corresponds to the caller by pressing 1 in option code 1477. Using the application example, enter 110 in this field.

6 Repeat step 5 for any remaining digits. In our application example, enter 111 in the '2' MB field (option code 1478) and 112 in the '3' MB field (option code 1479).

RECORD THE GREETINGS FOR THE AUDIOTEXT MAILBOXES

7 Record the greeting for this audiotext menu by calling into the CADENCE system.

8 When the welcome greeting plays, press ✱ + [Mailbox Number]. In the above application example enter ✱ + [200].

9 Enter the mailbox's access code when prompted. Please note that the default access code is <u>9876</u>.

10 The system will immediately prompt for the recording of a new greeting.

3.3.22 SINGLE DIGIT MENU

■ EXAMPLE

ABC Company wants to offer callers the ability to dial one digit and reach a specific department. Example:

"For sales, press 3
For Technical support, press 4
For Marketing, press 5
For Product demo, press 6"

■ NOTES

Following the Main Menu part 1 message, CADENCE plays the single digit menu (if it has been activated).
A Single Digit Menu (SDM) may be used as a directory of departments, services, extensions, etc., and makes CADENCE easier to use for first time callers. When hearing the SDM, callers will only have to enter one digit in order to be transferred to the desired extension or department.

■ STEP BY STEP INSTRUCTIONS

ACTIVATE THE SINGLE DIGIT MENU

1 Go to the Administration Main Menu.

2 Select operation/configuration

3 Select option 1261

4 Activate the Single Digit Menu

ACTIVATE THE SINGLE DIGIT MAILBOX OPTIONS

5 Select an option between 1263 and 1270 (digits 1–8)

6 Assign the mailbox number for each digit

7 Activate the mailboxes you have assigned

8 Record the single digit menu using the system administration option for recording greetings.

3.3.23 FAX ON DEMAND SETUP

■ EXAMPLE

A company wants to set up a fax on demand system that will allow callers to request faxes to be sent to them automatically.

■ NOTES

Fax On Demand works in conjunction with Audiotext boxes that allow callers to select multiple documents. If you want access to more than nine documents, you must organize your documents via audiotext trees.

To make faxes available to callers, they must be faxed into the CADENCE system (see LOADING FAXES).

■ STEP BY STEP INSTRUCTIONS

SET A MAILBOX AS AN AUDIOTEXT MAILBOX

1 Go to the Administration Main Menu

2 Select a mailbox, for example 333

3 If the mailbox is not currently active, use option code 1400 to activate it

4 Select option code 1486 and make it an audiotext mailbox

ASSIGN THE AUDIOTEXT MAILBOX AS A FAX ON DEMAND SYSTEM

5 Select option code 1489 to enable this box as faxback

6 Assign document numbers (001 – 998) to the individual single digit selections using option code 1477 – 1485

7 Assign 999 to the single digit that you wish to use for "no more documents". When the caller selects this digit (equal to 999) the fax sending process will begin.

3.3.24 LOADING FAX DOCUMENTS

■ STEP BY STEP INSTRUCTIONS

1 Dial into the CADENCE system from a local fax machine and access the system administrator's menu (mailbox 999)

2 At the administrator menu, select option 1707

3 Select 3 for advanced options

4 Enter security code (1786)

5 Enter option code 1707 and you will be prompted for a document number

6 Enter a document number between 001 and 998

7 When prompted press the send button on your fax machine to load the document

3.3.25 FAX BROADCAST

■ EXAMPLE

A company wants to set up an easy method for distributing faxes to its seven regional sales teams.

■ NOTES

A fax broadcast mailbox can be used to broadcast a fax to up to 10 fax numbers.

■ STEP BY STEP INSTRUCTIONS

SET UP A MAILBOX WITH FAXBROADCAST AND FAXOK (OR FAXONLY) ATTRIBUTES

1 Go to the Administration Main Menu

2 Select a mailbox, for example 333

3 If the mailbox is not currently active, use option code 1400 to activate it

4 Select option code 1468 or 1469 and make it a Fax OK or Fax only mailbox

SEND DOCUMENTS THAT YOU WANT TO BROADCAST TO THAT MAILBOX

You can do this by calling from a fax machine or Fwd / Send the fax from another mailbox.

– MARK THE DOCUMENTS YOU WISH TO BROADCAST

- Call CADENCE from the phone as if you are going to listen to faxes
- Mark the documents you wish to broadcast, and enter the fax receiving menu

– CREATE THE FAX BROADCAST LIST

- From the menu "To receive marked faxes press 1, to receive all faxes press 2, to set the default fax number press 3, to edit the fax broadcast list press 4.", select 4 to edit the fax broadcast list
- Follow the prompts and enter up to ten fax numbers into the list. CADENCE saves the fax broadcast list (one per mailbox), so the user does not have to enter all the fax numbers every time.

– BROADCAST THE FAXES

- Return to the "To receive marked faxes press 1..." menu
- Select option 1 or 2
- From the next menu, select option 4 ("To broadcast faxes to the existing broadcast list").
- NOTE: No sending confirmation report is available

3.3.26 OVERFLOW TO FAX MAILBOX

■ EXAMPLE

A customer wants to automatically detect fax calls and route them to the fax machine at extension 245.

■ NOTES

This feature also allows faxes to be stored in a mailbox when the local fax machine is busy or down for maintenance.

■ STEP BY STEP INSTRUCTIONS

SELECT THE FAX MAILBOX TO USE

1   Use option code 1247 to set the fax extension for the system

SET UP A MAILBOX AS FAXONLY

2   Go to the Administration Main Menu
3   Select a mailbox, for example 245
4   If the mailbox is not currently active, use option code 1400 to activate it
5   Select option code 1469 and make it Fax only mailbox

3.4 MAILBOX ADMINISTRATION OPTION CODES

The following option codes are used for mailbox programming:

GENERAL RULES:

- Where a range is 0-255. 255 means maximum or unlimited.
- To enter a value of none press #. This will read back –1.
- For YES/NO options YES=1, NO=2.

CODE	NAME	DATA
1400	MAILBOX ACTIVATION STATUS	1 = YES, 2 = NO
1401	MAILBOX EXTENSION	Extension Number
1402	MAILBOX PASSWORD	Access Code
1403	MAXIMUM MESSAGES	0 TO 255
1404	MAXIMUM RECORDING TIME	0 TO 9999
1405	SET MESSAGE PURGE TIME	0 TO 255
1406	RINGS AT EXTENSION	1 TO 9
1408	MESSAGE FORWARD DAYS	0 TO 255
1409	MESSAGE FORWARD TO	0 TO 999
1423	AUDIOTEXT MAILBOX	1 = YES, 2 = NO
1424	ALLOW OUTBOUND FORWARDING	1 = YES, 2 = NO
1425	FWD TYPE	0 = NONE 1 = BEEPER 2 = OUTBOUND NOTIFY 3 = FOLLOW ME
1426	FWD #	UP TO 27 DIGITS
1441	PERSONAL OPERATOR	1 = YES, 2 = NO
1442	PERSONAL OPERATOR MAILBOX	0 TO 999
1446	ALLOW HOLD	1 = YES, 2 = NO
1447	HOLD BEGIN	5000 - 5099
1448	HOLD END	5000 - 5099
1449	MAX CALLERS ALLOWED TO HOLD	1 TO 12
1450	PLAY CALLERS PLACE IN QUEUE	1 = YES, 2 = NO
1451	HOLD ON NO ANSWER	1 = YES, 2 = NO

CODE	NAME	DATA
1453	DAY TRANSFER ONLY	1 = YES, 2 = NO
1454	NOTIFY BEFORE CONNECT	1 = YES, 2 = NO
1455	NO CALL PROGRESS (BLIND TRANSFER)	1 = YES, 2 = NO
1456	DIRECT ACCESS	1 = YES, 2 = NO
1457	GROUP MAILBOX	1 = YES, 2 = NO
1458	SPEAKERPHONE	1 = YES, 2 = NO
1459	VOICE MAIL ONLY	1 = YES, 2 = NO
1460	ALLOW OVERHEAD PAGING	1 = YES, 2 = NO
1461	ALWAYS USE DCS PAGING	1 = YES, 2 = NO
1462	ALLOW URGENT	1 = YES, 2 = NO
1463	ALTERNATE MESSAGE NOTIFICATION	1 = YES, 2 = NO
1465	CALL SCREENING	1 = YES, 2 = NO
1468	FAX OK	1 = YES, 2 = NO
1469	FAX ONLY	1 = YES, 2 = NO
1477 - 1485	DEFINE AUDIOTEXT MAILBOXES FOR 1 TO 9	MAILBOX NUMBER
1486	AUDIOTEXT	1 = YES, 2 = NO
1487	HANG UP WHEN PLAYED	1 = YES, 2 = NO
1488	RECORD RESPONSE	1 = YES, 2 = NO
1491	TYPE OF GROUP	0 = BROADCAST 1 = DISPATCH 2 = ACD 3 = RETRIEVAL
1492	CALL DISTRIBUTION	0 = NONE 1 = TOP DOWN 2 = UNIFORM
1493	NUMBER OF MEMBERS	0 - 40
1494 - 1533	GROUP MEMBERS 1 TO 40	MAILBOX

3.5 OPERATION / CONFIGURATION CODES

The following option codes are used for system programming.

CODE	NAME	DATA
1204	DIRECTORY MAILBOX	MAILBOX NUMBER
1216	NAME SEARCH	1 = YES, 2 = NO
1220	MAX SYSTEM HOLD	1 TO 12
1221	HOLD ATTEMPTS	1 TO 99
1222	HOLD TIME (SECONDS)	1 TO 120
1238	SET DAY / NIGHT MODE	0 = AUTO, 1 = DAY 2 = NIGHT
1239	SET SPECIAL MESSAGE	1 = YES, 2 = NO
1240	DAY GENERAL DELIVERY MAILBOX	MAILBOX NUMBER
1241	NIGHT GENERAL DELIVERY MAILBOX	MAILBOX NUMBER
1246	NAME SEARCH	0 = ANY NAME 1 = LAST NAME 2 = FIRST NAME
1247	FAX MAILBOX	MAILBOX #
1261	ACTIVATE SINGLE DIGIT MENU	1 = YES, 2 = NO
1262	ACTIVATE SINGLE DIGIT MENU / NIGHT	1 = YES, 2 = NO
1263-1270	MAILBOX FOR "SDM" 1 THROUGH 8	MAILBOX NUMBER
1469	FAX ONLY	1 = YES, 2 = NO
1489	FAXBACK	1 = YES, 2 = NO
1707	LOAD FAXBACK DOCUMENTS	N/A

PART 4. SPECIAL KEYSET BUTTONS

To aid in voice mail access and message retrieval there are a number of special buttons that can be programmed on the DCS keyset. They are as follows.

VMAME

This key allows a keyset user to set Answer Machine Emulation. This feature lets you monitor callers leaving messages in a mailbox. For a full description of this feature see the CADENCE user guide.

VMMEMO

This key allows a keyset user to send a quick message or memo to any mailbox (the #key will work the same way). For a full description of this feature see "Direct Messaging" and "Self Memo" in the CADENCE user guide.

VMMSG

This is the most commonly used of the CADENCE specific keys. It will light if there are messages in the mailbox, and can be pressed at any time to access the CADENCE mailbox.

VMADM

This key will access the administration menu for CADENCE.