

VOICE PROCESSING

VP 100, 300s and 300

CONFIGURATION MANUAL

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Toshiba VP Systems Configuration Manual

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UNDERSTANDING CONFIGURATION

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INTRODUCTION

This chapter presents an overview of the configuration process, including conventions for entering information via a directly connected or remote terminal or teleprinter. A description of all configuration tables and their interrelationship follows. The section on system security details how to assure that only authorized people have access to the Toshiba VP System software.

Also included is a section on completing the configuration forms. Blank configuration forms for your use are at the end of the chapter.

Quick Reference Guide

Understanding Configuration

| | Description | | | | | | | | | | | | | | | | | | | | | | | | |
|---------------------------------------|--|-----|-------|-------|----------------|---------------|---------------|----------------------|-------|-------------------|----------|---------|------------------|------------|-------------|---------|-------------|-------------|------|----------|--|-------|--|-------|--|
| The Toshiba VP System Software | <p>Operating System - indicated by the @ prompt Controls all real-time telephony functions as well as diagnostics, system activity, and the collection and reporting of data.</p> <p>INSTALL Program - indicated by the : prompt In order to create the Toshiba VP System database, the program asks a series of questions and then places the replies into the various configuration tables.</p> <p>UPDATE Program - indicated by the . prompt Enables changes to database entries.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| Reaching the Toshiba VP System | <p>Communicate with the Toshiba VP System via a directly connected or remote terminal or teleprinter.</p> <p>The VP 100 can also communicate via the Configuration Application Terminal (CAT).</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| Password Security | <p>There are three system level passwords for the database and individual password protection for each mailbox.</p> <ul style="list-style-type: none">• Maintenance Full system access• Administrative Access to the UPDATE program and to all reports• Reports Access only to reports | | | | | | | | | | | | | | | | | | | | | | | | |
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| COS | NAMES | | | | | | | | | | | | | | | | | | | | | | | | |
| CSTAT | NUMBERING PLAN | | | | | | | | | | | | | | | | | | | | | | | | |
| CUSTOM PROMPT | PREFIX DIGITS | | | | | | | | | | | | | | | | | | | | | | | | |
| DAYLIGHT SAVING TIME | ROUTE | | | | | | | | | | | | | | | | | | | | | | | | |
| DISTRIBUTION LIST | SCHEDULE | | | | | | | | | | | | | | | | | | | | | | | | |
| DTMFINT | SYSTEM PARAMETER | | | | | | | | | | | | | | | | | | | | | | | | |
| FIRSTDIGIT | TRANSLATION | | | | | | | | | | | | | | | | | | | | | | | | |
| HOLIDAY | TRUNK GROUP | | | | | | | | | | | | | | | | | | | | | | | | |
| INFORMATION | USER | | | | | | | | | | | | | | | | | | | | | | | | |
| LOCATION | | | | | | | | | | | | | | | | | | | | | | | | | |
| PORTS | | | | | | | | | | | | | | | | | | | | | | | | | |
| SLOTS | | | | | | | | | | | | | | | | | | | | | | | | | |

VP 100

VP 100

VP 300s

VP 300

1.1 UNDERSTANDING CONFIGURATION

The Toshiba VP System's software provides the means of tailoring a Toshiba VP System for specific customer needs and applications. The software configuration process is done via a terminal, either remotely or directly connected to the Toshiba VP System cabinet. The configuration database is created and maintained as a series of tables. Each table contains specific information affecting the Toshiba VP System's operation.

The Toshiba VP System's software includes a multi-tasking operating system and several special purpose programs. Special "prompts" are used to indicate which program is currently running.

Operating System Prompt
 @ Controls all real-time telephony functions as well as diagnostics, system activity, and the collection and reporting of data. System reports, traffic peg counts, and error information are available from the Operating System. The @ prompt indicates Operating System level.

On-line diagnostic tests run continuously to detect and report any errors in operation. These diagnostics run in the background and do not interfere with normal system operation. While at the Operating System level, other diagnostic tests may be run by command.

INSTALL Program Prompt
 : Used to create the Toshiba VP System database. The INSTALL program asks a series of questions. The replies are placed into the various configuration tables. Once installed, these tables can later be modified through the UPDATE program. The : (colon) prompt indicates the INSTALL program is ready for input.

INSTALL is used in two cases:

- To configure a new system.
- To re-install an existing system if it is moved to another location or connected to a different telephone system.

To execute the INSTALL program, at the Operating System level @ prompt type:

IN (INstall)

UPDATE Program Prompt
 . Used to add, delete, and modify entries in the database created through the INSTALL program. Use of UPDATE does not impact system operation. The . (dot) prompt indicates the UPDATE program is ready for input.

To run the UPDATE program, at the Operating System level @ prompt type:

UP

1.2 REACHING THE TOSHIBA VP SYSTEM

Access to the Toshiba VP System is through a terminal which may be either directly or remotely connected. Any standard ASCII-type terminal may be used. The VP 100 may be used with a PC Configuration Application Terminal (CAT).

The terminal can be connected to the specified Toshiba VP System's serial port by an RS-232 cable. A modem-equipped terminal may be used to call into the Toshiba VP System's integral modem (on the CPU card) from a remote location. Refer to the *Installation and Maintenance* manual for more information.

Some terminals use the `Enter` key and others use the `Return` key to send information to the Toshiba VP System. This chapter refers to the `Enter` key. If your terminal does not have the `Enter` key, use the `Return` key.

VP 100

For the VP 100, some procedures require the use of the Configuration Applications Terminal (CAT). Refer to the *Installation and Maintenance* manual — CONFIGURATION APPLICATION TERMINAL for more information about compatible terminals and how a CAT differs from a standard ASCII-type terminal. The chapter also explains when each terminal can be used.

1.3 ASSURING SECURITY

Password protection assures that only authorized persons are allowed to access the Toshiba VP System software.

Passwords are not set by the manufacturer. To assure the security of the system, immediately set passwords for all levels. Passwords are changed from the terminal at the Operating System level (@ prompt).

Passwords can contain up to eight alphanumeric characters. The following are valid alphanumeric characters:

```
0 1 2 3 4 5 6 7 8 9
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
```

The following are the three password levels followed by their description and instructions on how to set them:

- Maintenance Full system access
- Administrative Access to the UPDATE program and to all reports
- Report Access only to Reports

■ Maintenance

This level allows full access to system diagnostics, error information, and the INSTALL and UPDATE programs. All reports may be listed and cleared. The Maintenance, Administrative, and Report passwords may be set at this level.

At the @ prompt, type:

```
PASS M <new password>
```

For example,

```
@PASS M 531NVP9
```

where "531NVP9" is the new Maintenance password.

■ Administrative

This level allows entrance into the UPDATE program and allows the LIST and CLEAR commands to be used for the Hardware Error Table, Pegs, and all reports. INSTALL cannot

be run from this password level. Reports can be listed and cleared. Table entries may be modified, added, or deleted from UPDATE. Only the Administrative and Report passwords may be set at this level.

At the @ prompt type:

PASS A <new password>

For example,

@PASS A WIL743

where "WIL743" is the new Administrative password.

■ Report

This level allows the LIST and CLEAR commands to be used for the Hardware Error Table, Pegs, and all reports. Neither INSTALL nor UPDATE can be run from this password level. Only the Report password may be set at this level.

At the @ prompt type:

PASS R <new password>

For example,

@PASS R AIFU59

where "AIFU59" is the new Report password.

The password is requested when a terminal is connected to the system, when an already-connected terminal is turned ON, or when the modem is accessed. The password entered at that time determines the level of access to the system. When a task is complete, the terminal should be disconnected from the modem or turned OFF. This assures that the appropriate access level is available for the next session.

1.4

CONVENTIONS FOR ENTERING INFORMATION

Table 1-1 shows the prompt conventions used to indicate which program is communicating with the terminal.

Information is typed at the appropriate prompt. After each response is complete, press **Enter** to send the information to the Toshiba VP System.

| Table 1-1 Terminal Communications Conventions | |
|---|--|
| Toshiba VP System Prompts | Description |
| @ | Operating System Level prompt. Ready to receive command. |
| : | Prompt for response from INSTALL question. Ready to receive command. |
| . | Prompt for command during UPDATE program. Ready to receive command. |

■ Entering Information

Enter Press after typing any command or response.

IN Start INSTALL program.

UP Start UPDATE program.

■ While in Tables

,

Separate information items with a comma.

+

While entering USER entries, type a **+** at the end of the line to automatically increment to the next sequential mailbox/extension. Ranges may also be used. Refer to the USER Table chapter in this manual.

—

While entering USER entries, type a **-** to add a range of mailboxes. Refer to the USER Table chapter in this manual.

■ Correcting Errors

Backspace Clear the previous character(s) on that line. If a mistake is made before pressing **Enter**, press **Backspace** to type over the incorrect characters.

ESC (ESCAPE key) Clear the current line of information. If a mistake and is made before pressing **Enter**, press **Escape** to start over on that line.

■ While in INSTALL

UPDATE If a mistake is made after pressing **Enter**, leave it alone. Correct it later with the UPDATE program.

EXIT If a mistake is made and it is too much trouble to correct, or if an interruption occurs, exit the program. When INSTALL is resumed, start again from the beginning or continue from where exit was typed.

At the colon (:), type

. E **Enter**

A message displays indicating the exit, and the installation is suspended. The Operating System (@ prompt) is displayed.

■ While in UPDATE

MODIFY Use the MODIFY command to correct any errors or make any changes.

? Get detailed instructions for entering information while in UPDATE. Type a space and **[?]** after the command.

With some UPDATE commands, additional explanations can be provided by the Toshiba VP System. Follow the command with a *space* and **[?]**. When a more detailed explanation is offered, it is shown in the examples throughout this chapter. Some commands provide the maximum explanation at all times. Following the command with a **[?]** does not affect the terminal response.

For example, the terminal response to a command is:

```
A HOL
Enter HOLIDAYS for use by the SCHEDULE TABLE.
ADD:
```

The terminal response when the above command is followed by **[?]**:

```
A HOL?
Enter HOLIDAYS for use by the SCHEDULE TABLE.
Enter as: MONTH (1-12)/DAY (1-31).
Enter empty line when done.
ADD:
```

.5

DESCRIPTION OF CONFIGURATION TABLES

The database is composed of different types of information, called tables. Some tables are only available with certain hardware or software options. A detailed description of each table is contained in the appropriate chapter of this manual.

| Table | Associated Hardware/Software Options, If any | Available on all Toshiba VP Systems unless Indicated |
|----------------------|--|--|
| BUS INFORMATION | | Not Used |
| COS | | |
| CSTAT | IntraMessaging | |
| CUSTOM PROMPT | | |
| DAYLIGHT SAVING TIME | | |
| DTMFINT | Adaptive Integration | |
| DISTRIBUTION LIST | | |
| FIRSTDIGIT | | |
| HOLIDAY | | |
| INFORMATION | | |
| LOCATION | Networking | |
| NAMES | Names Directory | |
| NUMBERING PLAN | Networking | |
| PORTS | | VP 100 |
| PREFIX DIGITS | Adaptive Integration | |
| ROUTE | Networking | |
| SCHEDULE | | |
| SLOTS | | VP 300s VP 300 |
| SYSTEM PARAMETER | | |
| TRANSLATION | Adaptive Integration | VP 300s VP 300 |
| TRUNK GROUP | | |
| USER | | |

1.6 INTERRELATIONSHIP AMONG TABLES

Figure 1-1 shows the interrelationship of tables used to determine port and mailbox controls. Note how the COS (Class of Service) in both the USER and PORTS Tables is used to index into the other tables. The COS may be assigned attributes. These attributes control what features have been added, deleted, or altered for the COS they apply to. The changes caused by these attributes are in effect all the time for the mailboxes using them.

The SCHEDULE Table allows for different time periods to be defined. The port or mailbox can behave differently by time period. Each time period has an INFORMATION Table associated with it. The INFORMATION Table contains the values which are changeable by time of day and day of week.

When processing a call, the Toshiba VP System refers to the database tables to determine how to handle the call. Figure 1-2 shows the flow of a Primary Answered Call, noting which tables are referred to for what information.

■ Evaluating the Digits Entered by the Caller

The digits the caller enters are the mailbox number. The Toshiba VP System checks the FIRSTDIGIT Table to determine the number of digits to expect. If the first digit of the number entered is not in the FIRSTDIGIT Table, the Toshiba VP System informs the caller "*extension XXX does not exist.*" If a Custom Error Prompt has been defined for that first digit, the Toshiba VP System plays that prompt. If the first digit is valid (entry exists in the FIRSTDIGIT Table), the Toshiba VP System collects the appropriate number of digits and checks the USER Table.

■ Checking the USER Table

If the number is not in the USER Table but the first digit is valid, the Toshiba VP System places the caller on hold and attempts to call the digits entered. If the tones heard are ringback or busy, the call is processed as normal.

To determine the appropriate number of rings to wait for no answer, or other parameters, the Toshiba VP System checks the appropriate table.

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PORTS Table
SLOTS Table

If error tone is heard (also referred to as "reorder" or "howler"), the Toshiba VP System drops the line and returns to the caller with "*Extension XXX does not exist.*"

If the number entered is in the USER Table, the Toshiba VP System checks to determine if there is an associated extension or other digits to be dialed, and processes the call. Usually the mailbox and extension numbers are the same. However, the "extension" entry of the USER Table may be anything that can be legally dialed on the PBX, such as a PBX speed number, a hunt group, or even an access code for an outgoing trunk. This flexibility in the

USER Table also allows for digit translation. For example, a caller may enter mailbox number **4 3 2**, and the Toshiba VP System may dial extension 2345.

When a mailbox is not associated with an extension (nothing to call), it is a Mailbox-Only. The extension entry in the USER Table is "N" for "no extension."

■ Checking the Class of Service

The Toshiba VP System looks at the Class of Service (COS) for the mailbox called to determine how to handle the call. The attributes assigned to the COS determine how the mailbox behaves.

■ Checking the SCHEDULE and INFORMATION Tables

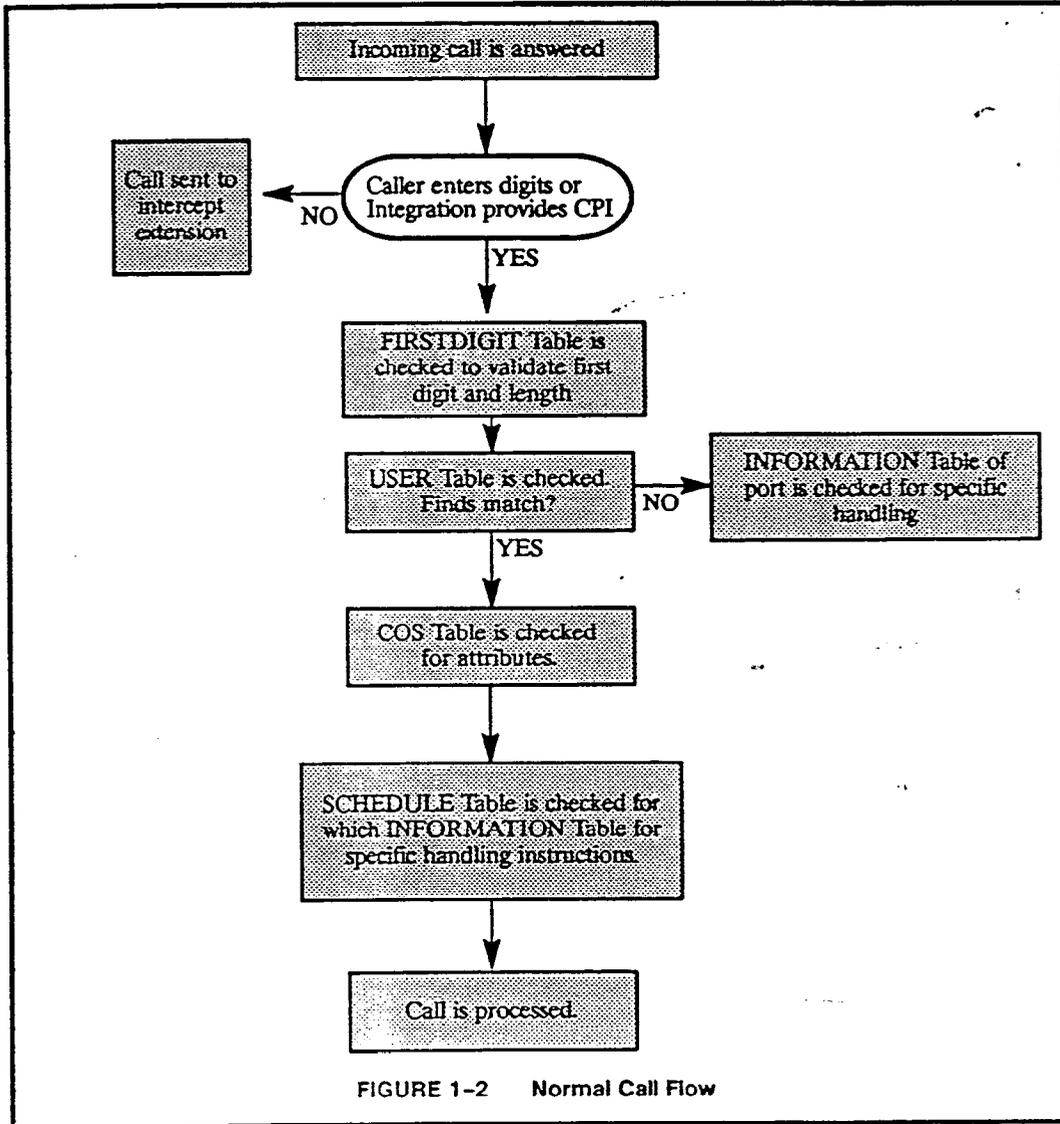
A SCHEDULE Table is associated with every COS. The SCHEDULE Table number is the same as the COS number. The Toshiba VP System refers to the SCHEDULE Table to determine the time of day and day of week. For that time and day, the appropriate INFORMATION Table is used. Each INFORMATION Table contains information such as the intercept position, number of ringbacks before treating the call as not answered, and number of times to retry if the extension is busy. The HOLIDAY Table can be used to direct the Toshiba VP System to an INFORMATION Table that contains a special holiday company greeting for dates defined in the HOLIDAY Table.

As a mailbox number is entered by a caller, the Toshiba VP System checks the COS, SCHEDULE, and INFORMATION Tables for that mailbox. When not specified, the Toshiba VP System uses the value from the currently used Port INFORMATION Table. For example, if an intercept position is not specified for a mailbox, the Toshiba VP System uses the intercept position configured for the answering port.

Determining the Configuration

Use the Toshiba VP System Configuration Package at the end of this chapter to collect and structure information for completing the database. The forms in the package cover the various aspects of Toshiba VP System configuration. Draw a diagram showing how ports should answer, which employees receive calls, and what type of information is offered to callers. Use the diagram in Figure 1-1 as a starting point. Configure ports and then mailboxes. Enumerate the different types of mailboxes needed. Refer to the individual table chapters in this manual for detailed information.

☐ The seven system tables shown above are the principal tables that determine the operation of ports, trunks and mailboxes. The SYSTEM PARAMETER Table, not shown here, contains system-wide parameters, some of which also affect mailboxes, ports and trunks.



1.7 USING THE CONFIGURATION PACKAGE

How to Use the Configuration Package

1. Write a brief description of the application. Drawing a block diagram may help. Include in the diagram:
 - The company greeting for each Toshiba VP System port.
 - The attendant, intercept, or personal assistance position where callers will be directed if they enter nothing or have rotary dial .
 - The answering mode for each port group.
 - The different types of mailboxes.

2. Collect information and complete the top portion of the General Information form starting with "PBX Manufacturer."

3. Determine which trunks will be directed to each port group (if appropriate). For each port, determine:
 - Phone system extension number.
 - Answer mode (AX, CX, MX).
 - Whether the port should be used for outcalling.
 - If selftest should be disabled.

4. Assign a Class of Service (COS) for each group of ports. (Toshiba recommends numbering port COS from 127 in descending order, i.e., 127, 126, 125,...) Complete the PORTS section of the General Information form.

For systems that are integrated, the Port INFORMATION Table may also be used for the Trunk INFORMATION Table.

5. For each port group, copy the appropriate number of blank COS for PORTS form. On each form:
 - Enter COS number.
 - Briefly describe port type: trunks answered, etc.
 - Enter list of ports that this COS applies to.
 - SCHEDULE Table Same number as COS; determine days of week and start and stop times. Assign an INFORMATION Table (1-255) for each. Assign an INFORMATION Table for the "default" (all other times).
 - INFORMATION Table Refer to INFORMATION Table in this manual, as needed, to answer index items.

6. Collect mailbox information. For each mailbox, determine the extension number/digits to dial, and COS. Copy blank **Mailbox Information** forms as needed. Use **Mailbox Information - Special**, for mailboxes requiring notation: attendant/intercept, greetings, etc. Use **Mailbox Information - Standard**, for standard mailboxes.
7. Determine number of different COS for mailboxes. Copy as many blank **COS for Mailboxes** forms as needed.
8. Complete **COS for Mailboxes** forms:
 - Prepare a brief description of mailbox type (i.e., information-only or guest mailboxes).
 - Enter COS number (we recommend numbering port COS from 0 in ascending order, i.e., 0, 1, 2, ...)
 - Enter appropriate attributes -- refer to list in the COS chapter.
 - **SCHEDULE Table** Same number as COS: If appropriate controls should vary by time-of-day and day-of-week, determine appropriate time periods and enter data in the **SCHEDULE Table** area of the form. Assign an **INFORMATION Table** number (1-255) for each.
 - **INFORMATION Table** Refer to documentation as needed to answer index items.

COS for PORTS

COS

Description: _____

ATTRIBUTES

| | | | |
|--------------------------|-------|--------------------------|-------|
| <input type="checkbox"/> | _____ | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> | _____ | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> | _____ | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> | _____ | <input type="checkbox"/> | _____ |

← TIME PERIODS →

| SCHEDULE TABLE | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | DEF |
|---------------------------------|------------------------------|---|---|---|---|---|---|---|---|-----|
| Days | | | | | | | | | | |
| Start Times | | | | | | | | | | |
| End Times | | | | | | | | | | |
| INFORMATION TABLE | Default Value | | | | | | | | | |
| 1 Intercept Mailbox | (Must enter a valid mailbox) | | | | | | | | | |
| 2 Company Greeting Mailbox | NONE | | | | | | | | | |
| 3 Call Blocking Number | NONE | | | | | | | | | |
| 4 Maximum Digit for Menu | NONE | | | | | | | | | |
| 5 Prefix Digits for Menu | NONE | | | | | | | | | |
| 6 Pre-Extension Digits | NONE | | | | | | | | | |
| 7 Rings before no Answer | 4 | | | | | | | | | |
| 9 Times to Retry on Busy | NONE | | | | | | | | | |
| 10 Use Alternate Transfer Codes | NO | | | | | | | | | |
| 18 Next Mailbox | NONE | | | | | | | | | |
| 26 Auto Transfer to Assistance | NO | | | | | | | | | |
| 27 Message with Auto Transfer | NO | | | | | | | | | |

COS for MAILBOXES

PDL
CSTAT Table

COS

Description: _____

ATTRIBUTES

← TIME PERIODS →

| SCHEDULE TABLE | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | DEF |
|-------------------|--------------------------------|------|---------------|---|---|---|---|---|---|---|-----|
| Days | | | | | | | | | | | |
| Start Times | | | | | | | | | | | |
| End Times | | | | | | | | | | | |
| INFORMATION TABLE | | | Default Value | | | | | | | | |
| 1 | Intercept Mailbox | NONE | | | | | | | | | |
| 3 | Call Blocking Number | NONE | | | | | | | | | |
| 4 | Maximum Digit for Menu | NONE | | | | | | | | | |
| 5 | Prefix Digits for Menu | NONE | | | | | | | | | |
| 6 | Pre-Extension Digits | NONE | | | | | | | | | |
| 7 | Rings before no Answer | 4 | | | | | | | | | |
| 8 | Message Waiting Rings | 4 | | | | | | | | | |
| 9 | Times to Retry on Busy | NONE | | | | | | | | | |
| 10 | Use Alternate Transfer Codes | NO | | | | | | | | | |
| 11 | Dvert Messages to Mailbox | NONE | | | | | | | | | |
| 12 | Message Waiting Notification | YES | | | | | | | | | |
| 13 | Auto-Greeting Activation | NO | | | | | | | | | |
| 14 | Offsite Attempt Times | NONE | | | | | | | | | |
| 15 | Offsite Speak Times | 3 | | | | | | | | | |
| 16 | Offsite Speak Delay | 5 | | | | | | | | | |
| 17 | Offsite Prefix Digits | NONE | | | | | | | | | |
| 18 | Next Mailbox | NONE | | | | | | | | | |
| 19 | Offsite Dial.Sys. Para. Digits | NO | | | | | | | | | |
| 20 | Offsite End with Pound | NO | | | | | | | | | |
| 21 | FIFO Queue Message Mailbox | NONE | | | | | | | | | |
| 22 | Maximum Message Length | 8 | | | | | | | | | |
| 23 | Maximum Number of Messages | 32 | | | | | | | | | |
| 24 | Personal Assistance | NO | | | | | | | | | |
| 25 | Quick Greeting Activation | NO | | | | | | | | | |
| 26 | Auto Transfer to Assistance | NO | | | | | | | | | |
| 27 | Message with Auto Transfer | NO | | | | | | | | | |
| 28 | Announce Calls to Intercept | NO | | | | | | | | | |

Class of Service and Schedule Tables

| COS Description | | Schedule Tables | | | | | | | | |
|-----------------|--|-----------------|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | D |
| 0 | | 0 | | | | | | | | |
| 1 | | 1 | | | | | | | | |
| 2 | | 2 | | | | | | | | |
| 3 | | 3 | | | | | | | | |
| 4 | | 4 | | | | | | | | |
| 5 | | 5 | | | | | | | | |
| 6 | | 6 | | | | | | | | |
| 7 | | 7 | | | | | | | | |
| 8 | | 8 | | | | | | | | |
| 9 | | 9 | | | | | | | | |
| 10 | | 10 | | | | | | | | |
| 11 | | 11 | | | | | | | | |
| 12 | | 12 | | | | | | | | |
| 13 | | 13 | | | | | | | | |
| 14 | | 14 | | | | | | | | |
| 15 | | 15 | | | | | | | | |
| 16 | | 16 | | | | | | | | |
| 17 | | 17 | | | | | | | | |
| 18 | | 18 | | | | | | | | |
| 19 | | 19 | | | | | | | | |
| 20 | | 20 | | | | | | | | |
| 21 | | 21 | | | | | | | | |
| 22 | | 22 | | | | | | | | |
| 23 | | 23 | | | | | | | | |
| 24 | | 24 | | | | | | | | |
| 25 | | 25 | | | | | | | | |
| 26 | | 26 | | | | | | | | |
| 27 | | 27 | | | | | | | | |
| 28 | | 28 | | | | | | | | |
| 29 | | 29 | | | | | | | | |
| 30 | | 30 | | | | | | | | |
| 31 | | 31 | | | | | | | | |

Class of Service and Schedule Tables

| COS Description | Schedule Tables | | | | | | | | | |
|-----------------|-----------------|---|---|---|---|---|---|---|---|--|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | D | |
| 32 | 32 | | | | | | | | | |
| 33 | 33 | | | | | | | | | |
| 34 | 34 | | | | | | | | | |
| 35 | 35 | | | | | | | | | |
| 36 | 36 | | | | | | | | | |
| 37 | 37 | | | | | | | | | |
| 38 | 38 | | | | | | | | | |
| 39 | 39 | | | | | | | | | |
| 40 | 40 | | | | | | | | | |
| 41 | 41 | | | | | | | | | |
| 42 | 42 | | | | | | | | | |
| 43 | 43 | | | | | | | | | |
| 44 | 44 | | | | | | | | | |
| 45 | 45 | | | | | | | | | |
| 46 | 46 | | | | | | | | | |
| 47 | 47 | | | | | | | | | |
| 48 | 48 | | | | | | | | | |
| 49 | 49 | | | | | | | | | |
| 50 | 50 | | | | | | | | | |
| 51 | 51 | | | | | | | | | |
| 52 | 52 | | | | | | | | | |
| 53 | 53 | | | | | | | | | |
| 54 | 54 | | | | | | | | | |
| 55 | 55 | | | | | | | | | |
| 56 | 56 | | | | | | | | | |
| 57 | 57 | | | | | | | | | |
| 58 | 58 | | | | | | | | | |
| 59 | 59 | | | | | | | | | |
| 60 | 60 | | | | | | | | | |
| 61 | 61 | | | | | | | | | |
| 62 | 62 | | | | | | | | | |
| 63 | 63 | | | | | | | | | |

Class of Service and Schedule Tables

| COS Description | | Schedule Tables | | | | | | | | | | | | |
|-----------------|--|-----------------|---|---|---|---|---|---|---|---|--|--|--|--|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | D | | | | |
| 64 | | 64 | | | | | | | | | | | | |
| 65 | | 65 | | | | | | | | | | | | |
| 66 | | 66 | | | | | | | | | | | | |
| 67 | | 67 | | | | | | | | | | | | |
| 68 | | 68 | | | | | | | | | | | | |
| 69 | | 69 | | | | | | | | | | | | |
| 70 | | 70 | | | | | | | | | | | | |
| 71 | | 71 | | | | | | | | | | | | |
| 72 | | 72 | | | | | | | | | | | | |
| 73 | | 73 | | | | | | | | | | | | |
| 74 | | 74 | | | | | | | | | | | | |
| 75 | | 75 | | | | | | | | | | | | |
| 76 | | 76 | | | | | | | | | | | | |
| 77 | | 77 | | | | | | | | | | | | |
| 78 | | 78 | | | | | | | | | | | | |
| 79 | | 79 | | | | | | | | | | | | |
| 80 | | 80 | | | | | | | | | | | | |
| 81 | | 81 | | | | | | | | | | | | |
| 82 | | 82 | | | | | | | | | | | | |
| 83 | | 83 | | | | | | | | | | | | |
| 84 | | 84 | | | | | | | | | | | | |
| 85 | | 85 | | | | | | | | | | | | |
| 86 | | 86 | | | | | | | | | | | | |
| 87 | | 87 | | | | | | | | | | | | |
| 88 | | 88 | | | | | | | | | | | | |
| 89 | | 89 | | | | | | | | | | | | |
| 90 | | 90 | | | | | | | | | | | | |
| 91 | | 91 | | | | | | | | | | | | |
| 92 | | 92 | | | | | | | | | | | | |
| 93 | | 93 | | | | | | | | | | | | |
| 94 | | 94 | | | | | | | | | | | | |
| 95 | | 95 | | | | | | | | | | | | |

Class of Service and Schedule Tables

| COS Description | | Schedule Tables | | | | | | | | | |
|-----------------|--|-----------------|---|---|---|---|---|---|---|---|--|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | D | |
| 96 | | 96 | | | | | | | | | |
| 97 | | 97 | | | | | | | | | |
| 98 | | 98 | | | | | | | | | |
| 99 | | 99 | | | | | | | | | |
| 100 | | 100 | | | | | | | | | |
| 101 | | 101 | | | | | | | | | |
| 102 | | 102 | | | | | | | | | |
| 103 | | 103 | | | | | | | | | |
| 104 | | 104 | | | | | | | | | |
| 105 | | 105 | | | | | | | | | |
| 106 | | 106 | | | | | | | | | |
| 107 | | 107 | | | | | | | | | |
| 108 | | 108 | | | | | | | | | |
| 109 | | 109 | | | | | | | | | |
| 110 | | 110 | | | | | | | | | |
| 111 | | 111 | | | | | | | | | |
| 112 | | 112 | | | | | | | | | |
| 113 | | 113 | | | | | | | | | |
| 114 | | 114 | | | | | | | | | |
| 115 | | 115 | | | | | | | | | |
| 116 | | 116 | | | | | | | | | |
| 117 | | 117 | | | | | | | | | |
| 118 | | 118 | | | | | | | | | |
| 119 | | 119 | | | | | | | | | |
| 120 | | 120 | | | | | | | | | |
| 121 | | 121 | | | | | | | | | |
| 122 | | 122 | | | | | | | | | |
| 123 | | 123 | | | | | | | | | |
| 124 | | 124 | | | | | | | | | |
| 125 | | 125 | | | | | | | | | |
| 126 | | 126 | | | | | | | | | |
| 127 | | 127 | | | | | | | | | |

Information Tables

| | | | | | |
|----|----|-----|-----|-----|-----|
| 1 | 44 | 87 | 130 | 173 | 216 |
| 2 | 45 | 88 | 131 | 174 | 217 |
| 3 | 46 | 89 | 132 | 175 | 218 |
| 4 | 47 | 90 | 133 | 176 | 219 |
| 5 | 48 | 91 | 134 | 177 | 220 |
| 6 | 49 | 92 | 135 | 178 | 221 |
| 7 | 50 | 93 | 136 | 179 | 222 |
| 8 | 51 | 94 | 137 | 180 | 223 |
| 9 | 52 | 95 | 138 | 181 | 224 |
| 10 | 53 | 96 | 139 | 182 | 225 |
| 11 | 54 | 97 | 140 | 183 | 226 |
| 12 | 55 | 98 | 141 | 184 | 227 |
| 13 | 56 | 99 | 142 | 185 | 228 |
| 14 | 57 | 100 | 143 | 186 | 229 |
| 15 | 58 | 101 | 144 | 187 | 230 |
| 16 | 59 | 102 | 145 | 188 | 231 |
| 17 | 60 | 103 | 146 | 189 | 232 |
| 18 | 61 | 104 | 147 | 190 | 233 |
| 19 | 62 | 105 | 148 | 191 | 234 |
| 20 | 63 | 106 | 149 | 192 | 235 |
| 21 | 64 | 107 | 150 | 193 | 236 |
| 22 | 65 | 108 | 151 | 194 | 237 |
| 23 | 66 | 109 | 152 | 195 | 238 |
| 24 | 67 | 110 | 153 | 196 | 239 |
| 25 | 68 | 111 | 154 | 197 | 240 |
| 26 | 69 | 112 | 155 | 198 | 241 |
| 27 | 70 | 113 | 156 | 199 | 242 |
| 28 | 71 | 114 | 157 | 200 | 243 |
| 29 | 72 | 115 | 158 | 201 | 244 |
| 30 | 73 | 116 | 159 | 202 | 245 |
| 31 | 74 | 117 | 160 | 203 | 246 |
| 32 | 75 | 118 | 161 | 204 | 247 |
| 33 | 76 | 119 | 162 | 205 | 248 |
| 34 | 77 | 120 | 163 | 206 | 249 |
| 35 | 78 | 121 | 164 | 207 | 250 |
| 36 | 79 | 122 | 165 | 208 | 251 |
| 37 | 80 | 123 | 166 | 209 | 252 |
| 38 | 81 | 124 | 167 | 210 | 253 |
| 39 | 82 | 125 | 168 | 211 | 254 |
| 40 | 83 | 126 | 169 | 212 | 255 |
| 41 | 84 | 127 | 170 | 213 | |
| 42 | 85 | 128 | 171 | 214 | |
| 43 | 86 | 129 | 172 | 215 | |

PORT/SLOT INFORMATION
(VP 100, VP 300s and VP 300)

| VP 300s/VP 300 | | Port # | Extension | COS | Mode | Outcall | Test |
|--------------------|-----------|--------|-----------|-----|------|---------|------|
| Slot | Card Type | | | | | | |
| 1 | | 1 | | | | | |
| | | 2 | | | | | |
| | | 3 | | | | | |
| | | 4 | | | | | |
| 2 | | 5 | | | | | |
| | | 6 | | | | | |
| | | 7 | | | | | |
| | | 8 | | | | | |
| VP 100 MAXIMUM | | | | | | | |
| 3 | | 9 | | | | | |
| | | 10 | | | | | |
| | | 11 | | | | | |
| | | 12 | | | | | |
| 4 | | 13 | | | | | |
| | | 14 | | | | | |
| | | 15 | | | | | |
| | | 16 | | | | | |
| VP 300s MAXIMUM | | | | | | | |
| 5 | | 17 | | | | | |
| | | 18 | | | | | |
| | | 19 | | | | | |
| | | 20 | | | | | |
| 6 | | 21 | | | | | |
| | | 22 | | | | | |
| | | 23 | | | | | |
| | | 24 | | | | | |
| 7 | | 25 | | | | | |
| | | 26 | | | | | |
| | | 27 | | | | | |
| | | 28 | | | | | |
| 8 | | 29 | | | | | |
| | | 30 | | | | | |
| | | 31 | | | | | |
| | | 32 | | | | | |

For VP 300 systems with more than 32 ports, refer to the limitations in the *Product Description* manual, GENERAL DESCRIPTION.

PORT/SLOT INFORMATION
(VP 300 only)

| VP 300 | | Port # | Extension | COS | Mode | Outcall | Test |
|--------|-----------|--------|-----------|-----|------|---------|------|
| Slot | Card Type | | | | | | |
| 9 | | 33 | | | | | |
| | | 34 | | | | | |
| | | 35 | | | | | |
| | | 36 | | | | | |
| 10 | | 37 | | | | | |
| | | 38 | | | | | |
| | | 39 | | | | | |
| | | 40 | | | | | |
| 11 | | 41 | | | | | |
| | | 42 | | | | | |
| | | 43 | | | | | |
| | | 44 | | | | | |
| 12 | | 45 | | | | | |
| | | 46 | | | | | |
| | | 47 | | | | | |
| | | 48 | | | | | |

VP 300
MAXIMUM

For VP 300 systems with more than 32 ports, refer to the limitations in the *Product Description* manual, GENERAL DESCRIPTION.

2 INSTALL

Chapter Contents

| Section | Description | Page |
|---------|---|------|
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| 2.2 | Using INSTALL | 2-4 |
| | Entering INSTALL | 2-4 |
| | Exiting INSTALL | 2-5 |
| | Answering the Questions | 2-6 |
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| | Starting INSTALL Over | 2-19 |
| | Exiting and Continuing | 2-20 |
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| | Answering "N" to Preload All Tables | 2-23 |

Figures

| Figure | Description | Page |
|--------|---|------|
| 2-1 | Order of Questions and Associated Tables in the INSTALL Program | 2-3 |

INTRODUCTION

This chapter explains the INSTALL program and gives specific instructions for using the program. Information entered during the INSTALL program instructs the Toshiba VP System, how to process calls and handle messages based on the customers' call processing application.

This chapter contains the questions in the INSTALL program. Some questions pertain only to optional feature packages. If the Toshiba VP System is not equipped with an option, questions associated with that option are not displayed.

Quick Reference Guide

INSTALL Program

| | Command | Description |
|---|--|--|
| Enter INSTALL | @IN | Used to install a new Toshiba VP System. |
| Reinstall | @IN | Reinstall an existing system. Clears tables and messages. Choices for preloading tables include: ALL TABLES, USER, DISTRIBUTION LIST, and COS Tables. |
| Enter UPDATE program while in the INSTALL Program | : .A (table name) : .D (table name) : .M (table name) : .L (table name) | Allows you to enter the UPDATE program to LIST, ADD, MODIFY, or DELETE information in various tables during an installation. Useful, for example, when you have forgotten to add a Company Greeting mailbox to the USER Table and you are trying to enter that mailbox into the INFORMATION Table. |
| Exit before complete | : .E | Saves all information up to this point. When INSTALL is resumed, the program resumes. |

The @ prompt is the operating system prompt displayed by the Toshiba VP System.

The : prompt is the INSTALL prompt displayed by the Toshiba VP System.

The . prompt is the UPDATE prompt displayed by the Toshiba VP System.

UNDERSTANDING INSTALL

INSTALL displays messages and questions on the terminal. You respond to the questions by using the keyboard. Press the key to enter the data when you have completed each entry (on some terminals, this key is marked .

Some questions, such as "What is the PBX manufacturer?" are followed by a list of choices. Type the number corresponding to your choice. If the answer you need is not on the list, choose "Other" or "None" as appropriate.

Some questions, such as "What is the company's name?" require you to create an answer rather than select from a list. When you create an answer, the program specifies a range for the response. For example, the range for the company name is 1 - 8 characters.

INSTALL requires an answer for each question. In some cases you can press without entering data, and INSTALL records a default answer. Default answers, often the most commonly chosen answer to the question, are indicated in the following way:

```
Do you wish to set the system DATE and TIME? (Y/N, empty line = N)
```

The default answer for this question is "N." If you just press without typing a number, the display shows an empty line, and INSTALL records an N.

Figure 2-1 shows the order in which information is requested during INSTALL.

INSTALL Question

1 a

| | |
|--------------|----------------|
| Manufacturer | System Parm 3a |
| Model | System Parm 3b |

For each manufacturer and model, specific system parameters are supplied from the Toshiba VP System's database. These vary depending upon the phone system and installation. A few examples are -

b

| | |
|--------------|------|
| Company name | SP 1 |
|--------------|------|

c

| | |
|------------------|------|
| System ID number | SP 2 |
|------------------|------|

d

| | |
|-------------------------------|------|
| Number of ports (VP 100 only) | SP 4 |
|-------------------------------|------|

e

| | |
|--------------|-------|
| Alarm number | SP 31 |
|--------------|-------|

f

| | |
|-----------|-------|
| Fwd ports | SP 45 |
|-----------|-------|

| | |
|------------|-------|
| Cancel fwd | SP 46 |
|------------|-------|

g

| | |
|-----------------------------------|--------|
| Minimum length for security codes | SP 144 |
|-----------------------------------|--------|

h

| | |
|-------------------------------|--------|
| Default mailbox security code | SP 105 |
|-------------------------------|--------|

| | |
|--|-------|
| FLASH TIME, msec | SP 9 |
| TRANSFER INIT reconnect-RNA reconnect-BUSY transfer complete | SP 13 |
| ALTERNATE XFER reconnect-RNA reconnect-BUSY transfer complete | SP 16 |
| PBX INIT CODE | SP 33 |

2

| |
|---|
| USER MBX,EXT,COS or MBX,COS (if mbx = ext) |
|---|

Must include all company greeting mailboxes, intercept mailboxes, distribution list pilot numbers, extended mailbox (pilot & member) flexible menu mailboxes, and system users (mailboxes with extensions and mailboxes only).

VP 300s/VP 300

VP 100

3

| |
|--|
| SLOTS CARD, PORT EXT, COS, MODE, OUTCALL, TEST |
|--|

| |
|--|
| PORTS EXT,COS,MODE, OUTCALL, TEST |
|--|

Enter COS even if not assigned correct attributes. Attributes may be added or deleted in the UPDATE program.

4

| |
|--|
| NETWORK ROUTES Route, Drop, Access |
|--|

5

| |
|--|
| NETWORK LOCATION Location Name |
|--|

6

| |
|---|
| NETWORK NUMBERING Location Name, Access, Additional Digits |
|---|

Figure 2-1 Order of Questions and Associated Tables in the INSTALL Program (continued)

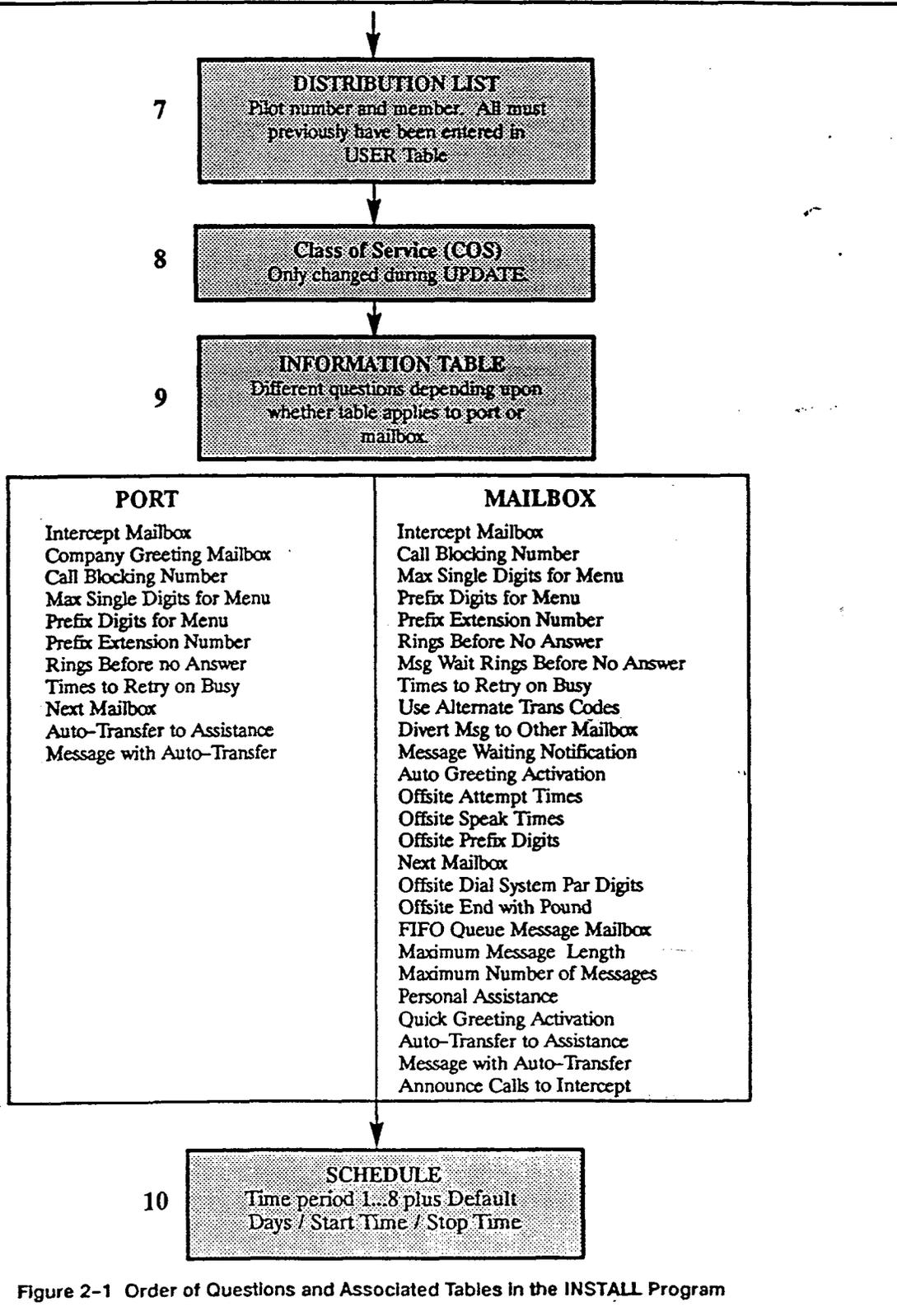


Figure 2-1 Order of Questions and Associated Tables in the INSTALL Program

2.2 USING INSTALL

Use the INSTALL program when installing a new Toshiba VP System. Answer each INSTALL question, referring to the Toshiba VP System configuration package you completed for the customer's specific configuration needs.

■ Entering INSTALL

VP 300s VP 300

Follow the directions in the *Installation and Maintenance* manual — INSTALLATION, Connecting Terminals, to connect your terminal to the VP 300s/VP 300 cabinet.

VP 100

Follow the directions in the *Installation and Maintenance* manual — CONFIGURATION APPLICATIONS TERMINAL, Communication with the VP 100, to connect your terminal to the VP 100 cabinet.

If this is a new system from the manufacturer, no password has been set. Press when prompted for the password.

If passwords have been set, enter the Maintenance Level password to gain access to the system database.

Refer to UNDERSTANDING CONFIGURATION, Assuring Security section, in this manual.

At the @ prompt, type IN (for INSTALL) and press . The terminal displays the following messages.

```
@IN
-----
SYSTEM INSTALLATION DIALOG
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID:000 S/N:000000 PBX:00
```

At this point, INSTALL informs you if this is a new installation, if the system has already been installed, or if there is an installation in progress.

- If it is a new installation, INSTALL starts asking the questions.
- If an installation is in progress, you can choose to continue or start over.
- If the system has already been installed, INSTALL asks if you would like to reinstall. Reinstallation begins by erasing all stored information and messages. Do not casually reinstall.

While in the INSTALL program, you can enter the UPDATE program to LIST, ADD, MODIFY, or DELETE information in Configuration Tables.

The INSTALL program displays a colon (:) when it is waiting for a response. You can type a dot (.) which is the UPDATE prompt, followed by LIST, ADD, MODIFY, or DELETE, followed by the name of the table you wish to alter. The INSTALL program activates the UPDATE program. When you are finished with your alteration in UPDATE (by pressing at the colon), the INSTALL program resumes.

■ Exiting INSTALL

When the program is completed, INSTALL prompts:

VP 300s VP 300

```
WARNING: FOR PROPER OPERATION SYSTEM MUST BE RESTARTED AFTER INSTALL!
INSTALL COMPLETE.
WAIT... DONE.
SAVE configuration to a DISKETTE? (Y/N, empty line = N).
:Y
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID-000000 S/N:000000 PH:00
----- SYSTEM INSTALLATION COMPLETE -----
```

Answer Y to copy all the data onto the configuration diskette as a backup.

VP 100

```
WARNING: FOR PROPER OPERATION SYSTEM MUST BE RESTARTED AFTER INSTALL!
INSTALL COMPLETE.
WAIT... DONE.
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID-000000 S/N:000000 PH:00
----- SYSTEM INSTALLATION COMPLETE -----
```

To exit before you are done with INSTALL, at the colon (:) type the following:

.E

Exiting (.E) saves the portion of the completed configuration to the hard disk. You can continue the INSTALL later from where you left off, or you can start the INSTALL over. Refer to the Exiting Early and Restarting or Continuing section of this chapter.

■ Answering the Questions

During an installation, it is recommended you have your completed Toshiba VP System configuration package to refer to. The configuration package supplies you with the information you need to answer the questions. A blank configuration package can be found at the end of the UNDERSTANDING CONFIGURATION chapter in this manual.

In this section, each INSTALL question is listed with an explanation and example response. When you use INSTALL, answer the questions with the information from the Toshiba VP System configuration package.

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```

@IN
----- SYSTEM INSTALLATION DIALOG -----
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID:000 S/N:000000 PBX:00
NEW CONFIGURATION INSTALLATION.

CLEARING ALL Tables...DONE
INITIALIZING ALL USER DIRECTORIES...DONE
Do you wish to PRE-LOAD any tables from a previous INSTALL
from your DISKETTE? (Y/N, empty line = N)
:N
Do you wish to set the system DATE and TIME? (Y/N, empty line = N)
:Y
Current DATE and TIME: DAY MM/DD HH:MM YEAR NAME ID# PBX #
Enter new DATE and TIME as: DAY MM/DD/YY HH:MM
or empty line for no change.
:MON MM/DD/YY HH:MM
DATE and TIME set to: MON MM/DD HH:MM:SS 198X NAME ID:5 PBX:01

Is this correct? (Y/N, empty line = N)
:Y

1. System Parameters.
a) Select the MANUFACTURER-NUMBER of your telephone system
from the following list.

```

VP 100

```

@IN
----- SYSTEM INSTALLATION DIALOG -----
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID:000 S/N:000000 PBX:00
NEW CONFIGURATION INSTALLATION.

CLEARING ALL Tables...DONE
INITIALIZING ALL USER DIRECTORIES...DONE

Do you wish to set the system DATE and TIME? (Y/N, empty line = N)
:Y
Current DATE and TIME: DAY MM/DD HH:MM YEAR NAME ID# PBX #
Enter new DATE and TIME as: DAY MM/DD/YY HH:MM
or empty line for no change.
:MON MM/DD/YY HH:MM
DATE and TIME set to: MON MM/DD HH:MM:SS 198X NAME ID:5 PBX:01

Is this correct? (Y/N, empty line = N)
:Y

1. System Parameters.
a) Select the MANUFACTURER-NUMBER of your telephone system
from the following list.

```

The list of manufacturers varies, depending on the Toshiba VP System installed.

Enter the number corresponding to the manufacturer's name and press **Enter**. If the name is not listed, enter 0 for other and press **Enter**. The models for each manufacturer are listed. Select the appropriate number for that model phone system or type 0 for other.

```

:1
Select the MODEL-NUMBER of your telephone system
from the following list.

```

The list of telephone system model numbers varies, depending on the manufacturer selected.

```

:3
LOADING CONFIGURATION DATA... DONE

```

If your PBX type or model number is not listed and you enter 0 for other, additional questions about your phone system are asked. Refer to Questions for Other Phone Systems, in this chapter, for an explanation of these questions and then return to question b.

```

b) What is the name of the company at which this system
is being installed? (1-8 characters)
.ACME

```

The company name is used for internal reports. Use the whole name or an abbreviation.

```

c) What is the SYSTEM ID number? (1-6 digits)
.123

```

The ID number is for your company's use, to distinguish among Toshiba VP Systems. Create a different number for each Toshiba VP System. The serial number of the system can be used as the system ID number, and is listed on the configuration diskette. The system ID number is also used to identify the system when an alarm call is made.

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The serial number is printed on the system/UL label located on the lower rear of the cabinet.

VP 100

The serial number is printed on the UL label located on the side of the cabinet.

VP 100

```

d) How many ports will be used? (1-8, empty line=4)
.8

```

Refer to your Toshiba VP System configuration package for the number of VP 100 ports on your system. Empty line = 4 is the default.

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For the VP 300s/VP 300, question d is not asked.

```

e) What extension or phone number should be called when an ALARM CALL
is encountered? (If this is an outside call, precede it with the EXTERNAL
ACCESS CODE and an Expect-Dial-Tone, where necessary.)
(1-20 chars. May include: 0-9,*,#, D=DELAY, E=EXPECT-DIAL-TONE,
empty line = NONE)
:9DE551234

```

If something goes wrong with the Toshiba VP System, the system can call and report the problem. Enter the phone number of the person who should receive that call. This number

can be on or off premise. Include access codes, if necessary. Enter a D for a delay, after any access codes you may use. (The length of the delay is determined by System Parameter 28.) Enter an E for "expect dial tone." Do not use any spaces.

f) What is the forwarding string, including destination extension, to be dialed when the system is reloading and cannot accept calls? (May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-12 chars, empty line = NONE)
:6IEB

While the Toshiba VP System is reloading after a power failure, the ports can be forwarded to an alternate answer point. Enter the code that causes incoming calls to ring at the alternate answer location. If NONE is entered, all ports remain off hook (busy) when the system is loading or reloading.

What is the cancel-forwarding string, to be dialed when the system has finished reloading and is ready to accept calls? (May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-12 chars, empty line = NONE)
:6I

Enter the code that causes the calls to return to the Toshiba VP System when the system is again operational.

g) Enter the minimum length for all security codes. (0-10 digits, empty line = 0)

The answer to this question defines the value for System Parameter 144 — MINIMUM LENGTH FOR SECURITY CODES. The maximum length for a security code is 10 digits.

All new mailboxes entered must have a security code of the minimum length. Existing security codes with fewer digits are not affected until the mailbox holder changes the security code. When a new security code is assigned, it must comply with the minimum length.

h) What is the default security code for all mailboxes?
Note: This code will apply to all mailboxes that do not have a security code defined.
(XX-10 digits, N = NONE, empty line = NONE)

XX is the value defined in question g for System Parameter 144 — MINIMUM LENGTH FOR SECURITY CODES. NONE is not allowed if the minimum length is greater than zero.

Enter a security code to be used for all mailboxes, as well as all new mailboxes entered into the USER Table. This security code remains on each mailbox until a user logs on to the mailbox and changes it.

The security code assigned through this INSTALL question can be changed or deleted through System Parameter 105 — DEFAULT SECURITY CODE FOR NEW MAILBOXES. If the value of this parameter is modified, any existing mailboxes which already have the default security code are automatically assigned the new default security code.

```

2. USER
Enter each user's MAILBOX, EXTENSION, and COS. Enter as:
MAILBOX,EXTENSION,COS (Mailbox or Extension=1-8 digits,COS=0-127)
Enter "+" after COS to automatically increment MAILBOX and EXTENSION.
Also, enter any mailboxes to be used as DISTRIBUTION LISTS.
To add user in range, enter as: MAILBOX1-MAILBOX2,EXTENSION,COS
Enter empty line
when done.
:500,N,3
NOTE: MAILBOXES with first digit "5" are 3 digits long.
:555,N,6
:560,N,0+
:561,N,0
:590,320,5
:600-620,600,0
NOTE: MAILBOXES with first digit "6" are 3 digits long.

```

Define every mailbox, including individual mailboxes, information-only mailboxes, greeting mailboxes, and distribution List pilot numbers. Be sure to enter intercept mailboxes (numbers dialed when a caller does nothing or enters for assistance.)

The wording of this instruction depends upon whether your mailbox and extension numbers match. If adding users in range, you cannot cross mailbox or extension first digit boundaries. Refer to the USER Table chapter.

Enter an empty line when the last mailbox is defined. The following question is asked.

```

Do you wish to add more users? (Y/N, empty line = Y)
:N

```

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```

3. PORTS
Enter as: EXTENSION NUMBER connected to each port (1-8 digits),
CLASS OF SERVICE (0-127), ANSWER MODE (AX,CX,MX), USE PORT FOR
MESSAGE WAITING AND NETWORK OUTCALLING (Y/N), TEST CHANNEL (Y/N)
1.:101,127,AX,N,Y
2.:102,127,AX,N,Y
3.:103,127,AX,N,Y
4.:104,127,AX,N,Y
5.:105,127,AX,N,Y
6.:106,127,MX,N,Y
7.:107,127,CX,N,Y
8.:108,127,CX,N,Y

```

The PORTS Table contains the PBX extension number each Toshiba VP System port is connected to, Class Of Service for that port; whether the port is in Primary Answer (AX), Secondary Answer (CX), or Message Center Answer (MX) mode; and whether the port is to be used to place message waiting and network outcalls. The last field is TEST CHANNEL (Y/N). This determines whether a selftest routine will be performed. Refer to the PORTS Table chapter in this manual.

Questions 4, 5, and 6 pertain to multi-cabinet systems and multi-location networking. For further information, refer to the *Feature Description* manual — NETWORKING, and to LOCATION, NUMBERING PLAN, and ROUTE Tables in this manual. Press after each question to continue. If you are installing a single-cabinet system, skip to question 7 — DISTRIBUTION LISTS.

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```

3. SLOTS
   Enter information for each SLOT.
   NOTE: Slots 1 thru 8 are reserved for line cards.
   LINE CARD TYPE (1=LIC-8002, 2=DAC-8021, 3=TLC-8022)
SLOT 1:1
   Enter information for each PORT.
   Enter as: EXTENSION NUMBER connected to each port (1-3 digits),
   CLASS-OF-SERVICE (0-127), ANSWER MODE (AX,CX,MY), USE PORT FOR
   MESSAGE WAITING AND NETWORK OUTCALLING (Y/N), TEST CHANNEL (Y/N)
1 :101,127,AX,N,Y
2 :102,127,AX,N,Y
3 :103,127,AX,N,Y
4 :104,127,AX,N,Y

```

The SLOTS Table contains information about each line card slot and integration card slot of the VP 300s/VP 300. The SLOTS Table allows individual configuration of each line card and integration card in the VP 300s/VP 300.

Slots 1 through 8 are reserved for line cards. Different line cards may be configured within a single VP 300s/VP 300 cabinet. The example above shows the dialog for configuring a Line Interface Card (LIC). The following is an example of the dialog for configuring a Direct Access Card (DAC). The dialog for configuring a Telemarketing Line Card (TLC) is similar to the dialog for configuring an LIC.

☞ Consult Toshiba Telecom Product Marketing for availability of the Telemarketing Line Card (TLC) and Direct Access Card (DAC).

```

LINE CARD TYPE (1=LIC-8002, 2=DAC-8021, 3=TLC-8022)
SLOT 2 :2
   Enter information for each PORT.
   Enter as: EXTENSION NUMBER connected to each port (1-3 digits),
   CLASS-OF-SERVICE (0-127), SIGNALLING (DTMF, Rotary),
   TRUNK TYPE (Wink, Immed, Delay, Loop, Ground), USE PORT FOR
   MESSAGE WAITING AND NETWORK OUTCALLING (Y/N), TEST CHANNEL (Y/N)
1 :234,1,DTMF,WINK,Y
2 :235,1,ROTARY,IMMED,Y
3 :236,1,DTMF,DELAY,Y
4 :237,1,DTMF,IMMED,Y

```

Slots 9 through 11 are reserved for integration cards. When a slot is left empty or partially defined, or if the maximum ports allowed by the Option Control Chip (OCC) have been configured, the INSTALL program skips to slot 9, the first integration card slot. If Slot 10 is configured, the integration card type must match the one configured in Slot 9. The following is an example dialog for configuring an integration card.

```

   Enter information for each SLOT.
   NOTE: Slots 1 thru 8 are reserved for line cards.
   NOTE: Slots 9 thru 11 are reserved for integration cards.
   INTEG CARD TYPE (1=SLIC, 2=RIC, 3=ATTIC)
SLOT 9:1
   Configure which Integration Unit? (1 - 2):1
   Configure Integration (1-2=Msg Waiting Link, 3=Line Appearances):1
   LINK 1 enabled for IAMPS? (Y/N, empty line = N):Y
   Use this link as system default? (Y/N, empty line = N):Y
   Enter COS or range of COS handled by this LINK.
ADD:125-127

```

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When configuring the integration line appearances, the dialog proceeds as follows:

```

Enter information for each SLOT.
NOTE: Slots 1 thru 8 are reserved for line cards.
NOTE: Slots 10 and 11 are reserved for integration cards.
INTG CARD TYPE (1=SLIC, 2=RIC, 3=ATTIC)
SLOT 10-1

Configure which Integration Unit? (1 - 2):1
Configure Integration (1=Msg Waiting Link, 3=Line Appearances):3
ENTER SYSTEM PORT NUMBER OR RANGE FOR LINE APPEARANCE #
1:1
2:2-4
3:5-6
7:

```

Each system port may be allocated to only one Integration Unit. Refer to the *Installation and Maintenance* manual — INTEGRATION, for details on the specific integration you are configuring.

```

4. NETWORK ROUTES.
Enter the name for each NETWORK ROUTE, whether the route can be
dropped upon reconnect to caller, and the ACCESS DIGITS to be dialed.
ENTER AS:
ROUTE NAME (1-8 chars), DROP (Y or N), ACCESSDIG (1-29 digits)
ACCESS DIGITS may include: 0-9,*,# or any of the following:
D - delay before dialing next digit.
E - wait for DIAL TONE here.
N - wait for DIAL-UP OCC DIAL TONE here.
P - dial PUBLIC NETWORK NUMBER here.
T - dial TIE NETWORK NUMBER here.
Enter empty line when done.

5. NETWORK LOCATIONS.
Enter requested information for all NETWORK LOCATIONS.
Enter new LOCATION NAME. (1-8 chars) Enter empty line when done.
:(location name)

Does (location name) have a SYSTEM? (Y/N, empty line = N)

```

If (location name) does not have a SYSTEM, the next question is:

```

Does (location name) have the same PBX type as SELF? (PBX type)
(Y/N, empty line = N) (If "YES", will do CALL-PROGRESS-DETECTION.)

```

If (location name) does have a SYSTEM, the next question is:

```

Is (location name) using NETWORK PROTOCOL 1? (NO=NETWORK PROTOCOL 2)
(Y/N, empty line = Y)

```

If the above question is answered N, refer to NETWORKING.

```

Is (location name) located on the same PRI as this system?
(Y/N, empty line = N)
:

Enter ROUTE NAMES for up to three ROUTE CHOICES to (location)
Enter empty line when done.
1:
2:
3:
Enter PUBLIC NETWORK NUMBER (PNN) to call (location)
(May include: 0-9, *, #, D=DELAY, Z=EXPECT DIAL TONE, OR Cn
1-12 chars. empty line = XXXX)
:
Enter TIE NETWORK NUMBER (TNN) to call (location name)
(May include: 0-9, *, #, D=DELAY, Z=EXPECT DIAL TONE, OR Cn
1-7 chars. empty line = XXXX)
:
6. NETWORK NUMBERING PLAN.
Enter NUMBERING PLAN information for each NETWORK LOCATION.
ENTER AS:
LOCATION NAME, INITIAL DIGITS (1-8 digits), NET MAILBOX LENGTH (1-16),
NUMBER OF DIGITS TO STRIP (0-15).
Enter empty line when done.
:

```

 Question 7 does not appear if the IntraMessaging option is not installed.

For systems installed with IntraMessaging: If configuring extended mailboxes, when finished with INSTALL, enter the UPDATE program and MODIFY the type to extended mailbox — M DIST TYPE.

For systems installed without IntraMessaging: If configuring extended mailboxes, when finished with INSTALL, enter the UPDATE program and ADD distribution lists. They are automatically created as extended mailboxes.

```

7. DISTRIBUTION LISTS.
Enter the DISTRIBUTION LIST NUMBER (1-3 digits).
This number must already exist as a mailbox in the USER Table.
Then enter each mailbox to be added to the list (1-16 digits).
If the list exists, new mailboxes will be appended to existing ones.
Enter empty line when done.

Enter DISTRIBUTION LIST NUMBER.
:595
NEW DISTRIBUTION LIST.
Enter each MAILBOX to be added to this list.
:300
:301
:
:
Enter DISTRIBUTION LIST NUMBER.
:

```

If you do not plan to use distribution lists, press . You can add them later through UPDATE. Refer to the DISTRIBUTION LIST Table chapter.

```

8. COS.
UPDATE if necessary when INSTALL is complete.

```

When finished with the INSTALL program, enter the UPDATE program and ADD attributes to COS numbers. Refer to the COS chapter.

The Toshiba VP System obtains data from the INFORMATION Tables to determine how each port and mailbox processes the calls. The COS for each port and mailbox points the Toshiba VP System to the SCHEDULE Table to determine which INFORMATION Table to use.

For consistency and clarity, number PORT INFORMATION Tables from 255 descending, and MAILBOX INFORMATION Tables from 1 ascending.

Define at least one port and one mailbox INFORMATION Table. A default INFORMATION Table must be entered for every SCHEDULE Table (Question 10).

```

9. INFORMATION Tables
Enter INFORMATION Tables needed for PORTS/TRUNKS and MAILBOXES.
Enter the INFORMATION Table number to be added (1-255).
Enter empty line when done.
:255
Is Table 255 for a PORT/TRUNK? (If NO, it's for a MAILBOX.)
(Y/N, empty line when done)
:Y

To COPY an existing INFORMATION Table, enter the Table NUMBER.
(1-255, empty line = NONE)

```

Port INFORMATION Table Indices

The following indices are applicable to port INFORMATION Tables.

```

1. INTERCEPT MAILBOX
(1-8 digits)
:555

```

Each port/trunk INFORMATION Table must have an intercept position. "N" cannot be used. The mailbox must already exist in the USER Table.

```

2. COMPANY GREETING MAILBOX (1-8 digits, N=None, empty line = NONE)
:560

```

If a mailbox is not entered, the manufacturer's recorded generic greeting is used.

Index 3 appears if the Incoming Call Restriction option is installed.

```

3. CALL BLOCKING NUMBER (0-255, 0 = NONE, empty line = NONE)
:

```

Index 4 and 5 appear if the Single Digit Menus option is installed.

```

4. MAX DIGIT FOR MENU (0-8, 0=NONE, empty line = NONE)
:3

```

The following question is not asked if the previous question has no value.

```

5. PREFIX DIGS FOR MENU (1-7 digits, N = NONE, empty line = NONE)
:56
WARNING: The following MAILBOXES must exist in the USERS Table:
561
562
563

6. PRE EXTENSION DIGITS
(1-12 digits; may include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE,
N=NONE, empty line = NONE)
(When caller dials EXTENSION that is not a defined MAILBOX.)

7. RINGS BEFORE NO ANSWER (3-20, empty line = 4)
(When caller dials EXTENSION that is not a defined MAILBOX.)

8. TIMES TO RETRY ON BUSY (0-40, empty line = NONE)
(When caller dials EXTENSION that is not a defined MAILBOX.)
:3

10. USE ALT TRANSFER CODE (Y/N, empty line = N)
(When caller dials EXTENSION that is not a defined MAILBOX.)

18. NEXT MAILBOX (1-8 digits, N=NONE, empty line = NONE)

26. AUTOTRANSFER TO ASSIST (Y/N, empty line = N)

27. MSG WITH AUTO TRANSFER (Y/N, empty line = N)

--- INFORMATION Table 255 COMPLETE ---

```

Mailbox INFORMATION Table Indices

The following indices are applicable to mailbox INFORMATION Tables:

```

1. INTERCEPT MAILBOX. If NONE, uses PORT/TRUNK info.
(1-8 digits, N=NONE, empty line=NONE)
:301

```

Index 3 appears if the Incoming Call Restriction option is installed.

```

3. CALL BLOCKING NUMBER (0-255, 0 = NONE, empty line = NONE)
:

```

Index 4 and 5 appear if the Single Digit Menus option is installed.

```

4. MAX DIGIT FOR MENU (0-8, 0 = NONE, empty line = NONE)
:

```

Question 5 is not asked if the previous question has no value.

```

5. PREFIX DIGS FOR MENU (1-7 digits, N = NONE, empty line = NONE)
:56
WARNING: The following MAILBOXES must exist in the USERS Table:
561
562
563
:
:

6. PRE EXTENSION DIGITS
(1-12 digits; may include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE,
N=NONE, empty line = NONE)
:
:

7. RINGS BEFORE EXT NO ANSWER (3-20, empty line = 4)
:
:

8. MSG WAITING RINGS (3-20, empty line = 4)
:
:

9. TIMES TO RETRY ON BUSY (0-40, empty line = NONE)
:
:

10. USE ALT TRANSFER CODE (Y/N, empty line = N)
:
:

11. DIVERT MSG TO MAILBOX (1-8 digits, N = NONE, empty line = NONE)
:
:

12. MSG WAITING NOTIF (Y/N, empty line = Y)
:
:

13. AUTO GREETING ACTIVATION (Y/N, empty line = N)
:
:

```

If 12 is NO, the following question is not asked.

```

14. OFFSITE ATTEMPT TIMES (0-99, empty line = NONE)
:
:

```

If 14 is 0, the following three questions are not asked.

```

15. OFFSITE SPEAK TIMES (0-8, empty line = 3)
:
:

16. OFFSITE SPEAK DELAY (1-32 seconds, empty line = 5)
:
:

17. OFFSITE PREFIX DIGITS
(1-12 digits; may include: 0-9,*,#, D=DELAY, E=EXPECT-DIAL-TONE,
N=NONE, empty line=NONE)
:9E
:

18. NEXT MAILBOX (1-8 digits, N = NONE, empty line = NONE.)
:
:

```

If the answer to question 14 is 0, the next two questions are not asked.

```

19. OFFSITE DIAL SYSP DIGS (Y/N, empty line = N)
:
:

20. OFFSITE END WITH POUND (Y/N, empty line = N)
:
:

```

Index 21 is operational only if FIFO Queuing is installed.

```
21. FIFO QUEUE MSG MAILBOX (1-8 digits, N = NONE, empty line = NONE)
:
22. MAXIMUM MSG LENGTH (1-180 minutes, empty line = 0 minutes)
:
```

☞ Index 23 is operational only if IntraMessaging is installed.

```
23. MAX NUMBER OF MSGS (1-32, empty line = 32)
:
24. PERSONAL ASSISTANCE (Y/N, empty line = N)
:
```

☞ Index 25 is operational only if the Adaptive Integration option is installed.

```
25. QUICK GREETING ACTIV (Y/N, empty line = N)
:
26. AUTOTRANSFER TO ASSIST (Y/N, empty line = N)
:
27. MSG WITH AUTO TRANSFER (Y/N, empty line = N)
:
28. ANNOUNCE CALLS TO INT (Y/N, empty line = N)
:
---INFORMATION Table 1 COMPLETE---
Enter the INFORMATION TABLE number to be added. (1-255)
Enter empty line when done.
:
```

```
10. SCHEDULE Table.
Enter up to eight INFORMATION Table numbers and the TIME-PERIODS
during which they apply for each COS requested.

-----SCHEDULE FOR COS 0 -----

TIME PERIOD 1:
Enter INFORMATION Table number to use (1-255)
:1
Enter applicable Weekdays as: SU,MO,TU,WE,TH,FR,SA,HOL
(Empty line = MO,TU,WE,TH,FR)
:
Enter START time as: HOURS (00-23):MINUTES (00-59)
(Empty line=00:00)
:08:00
Enter STOP time as: HOURS (00-23):MINUTES (00-59)
(Empty line=23:59)
:16:00
TIME PERIOD 2:
Enter INFORMATION Table number to use (1-255)
:
Enter empty line when done.
:

Enter the DEFAULT INFORMATION Table number to use outside the
TIME PERIODS specified FOR COS 0 (1-255)
:1
```

VP 300

```

WARNING: FOR PROPER OPERATION SYSTEM MUST BE RESTARTED AFTER INSTALL!
INSTALL COMPLETE.
WAIT...DONE.
SAVE configuration to a DISKETTE? (Y/N, empty line = N).
.Y
Insert desired DISKETTE in drive. Press RETURN when ready...
WAIT Saving configuration to DISKETTE...DONE.
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID:000000 S/N:000000 PBX:00
----- SYSTEM INSTALLATION COMPLETED -----

```

VP 100

```

WARNING: FOR PROPER OPERATION SYSTEM MUST BE RESTARTED AFTER INSTALL!
INSTALL COMPLETE.
WAIT...DONE.
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID:000000 S/N:000000 PBX:00
----- SYSTEM INSTALLATION COMPLETED -----

```

Save the configuration on your back-up configuration diskette. Then, leave the diskette in the disk drive.

To restart the Toshiba VP System, at the @ enter:

RESTA

It is recommended you go into the UPDATE program and use the LIST command to review the answers you just entered. You may also need to change some of the system parameter values. Refer to the SYSTEM PARAMETER Table chapter in this manual.

Use the UPDATE program to modify system parameters and set COS Attributes.

2.3 QUESTIONS FOR OTHER PHONE SYSTEMS

INSTALL asks the following questions when your phone system manufacturer or PBX model number is not listed in question 1a.

Please answer the following questions for your telephone system:

How do you TRANSFER a call to another EXTENSION?
 (May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH,
 1-8 chars, empty line = NONE)
 FE

Enter the sequence of events when transferring a call prior to dialing the destination extension. For example, if you "flash," wait for dial tone, then dial the extension, type FE. (If the phone hookswitch is depressed momentarily, that is considered a flash.)

How do you RE-CONNECT to the caller if the EXTENSION doesn't answer?
 (May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH,
 1-8 chars, empty line = NONE)
 F

Enter the sequence of events done to reconnect to the original caller. This is usually similar to the previous answer. For example, if FE is done to transfer, an F (flash) is probably used to reconnect.

What digits if any are dialed before HANG-UP to COMPLETE a transfer?
 (May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH,
 1-8 chars, empty line = NONE)
 :

Type the digits, if any, required to complete a transfer. If there are none, press .

Does this telephone system give DOUBLE-INTERRUPTED RINGBACK
 on INTERNAL calls?
 (Y/N, Empty line =N)
 Y

Ringback is the sound you hear in the receiver when the phone you are calling is ringing. Standard ringback is one ring alternating with silence. Double-interrupted ringback is two short rings and then silence.

Some PBX systems may require a digit sequence to be dialed so that system extensions get assigned to the incoming call group.
 What digits, if any, should be dialed on all PORTS upon POWER-UP?
 (May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH,
 1-8 chars, Empty line = E)
 :

End of telephone system specific questions.

At this point, INSTALL continues with question 1b, Company Name.

4 INSTALL: EXITING BEFORE INSTALL IS COMPLETE

This section shows two different examples of leaving and re-entering INSTALL. The first example shows what to do if you make a mistake during INSTALL and, instead of correcting it, choose to exit and start over. The second example shows what to do if you are interrupted during INSTALL and choose to stop temporarily and continue later.

■ Starting INSTALL Over

If you make a serious mistake and you don't want to fix it later, leave the program and start over. Where you wish to exit the program, type .E at the colon (:) prompt. The following example, starting at question 1c, shows how.

```
c) What is the SYSTEM ID number? (1-8 digits)..
   :555

d) How many (VMX system) ports will be used? (1-8, empty line = 4)
   :.E

EXITING INSTALL.
WAIT...DONE.

-----SYSTEM INSTALLATION SUSPENDED-----
```

When you return, type IN at the @:

```
@IN

-----SYSTEM INSTALLATION DIALOG
MON   MM/DD   HH:MM:SS   YYYY   SYSTEM NAME   ID:000

You have an installation already in progress.
Do you wish to start over with a NEW INSTALLATION?
(Y/N, empty line = NO, continue installation in progress)
:Y

CLEARING ALL TABLES...DONE.
INITIALIZING ALL USER DIRECTORIES...DONE.

1. SYSTEM PARAMETERS
  a) Select the MANUFACTURER NUMBER ..... etc.
```

All the information entered earlier was cleared. Begin with the first question.

■ Exiting and Continuing

If you start INSTALL and are interrupted, you can leave the program and continue later from where you left off. The following example, starting at question 1c, shows how.

```
c) What is the SYSTEM ID number? (1-8 digits).
  .555

d) How many (VMX system) ports will be used? (1-8, empty line = 4)
  .E

EXITING INSTALL
WAIT...DONE

-----SYSTEM INSTALLATION SUSPENDED-----
●
```

When you come back, type IN at the @ prompt.

```
@IN

-----SYSTEM CONFIGURATION DIALOG-----
DAY   MM/DD   HH:MM:SS   YYYY   SYSTEM NAME   ID:000

You have an installation already in progress.
Do you wish to start over with a NEW INSTALLATION?
(Y/N, Empty line = NO, continue installation in progress).

N

d)How many ports will be used? (1-8, empty line = 4)
```

Begin entering data where you left off.

■ Reinstall an Installed Toshiba VP System

After the Toshiba VP System is installed, situations may arise that warrant a reinstallation of the system such as:

- PBX replacement
- Errors during INSTALL. (Instituting a reinstall may be more time efficient than correcting major errors.)
- Upgrading to a larger disk.

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During reinstall, you have the option of copying tables from the backup configuration diskette.

The following displays what a reinstall looks like.

```

@IN
----- SYSTEM INSTALLATION DIALOG -----
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID:000 S/N:000000 PBX:00
SYSTEM HAS ALREADY BEEN INSTALLED
Do you wish to RE-INSTALL? (Y/N, empty line = N)
<<IF YES, ALL TABLES WILL BE CLEARED AND USER MESSAGES WILL BE LOST>>
.Y
CLEARING ALL TABLES...DONE.
INITIALIZING ALL USER DIRECTORIES...DONE.

```

All the information entered earlier was cleared. Begin with the first question.

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```

Do you wish to PRE-LOAD any tables from a previous INSTALL
from your DISKETTE? (Y/N, empty line = N)

```

VP 100

```

1. SYSTEM PARAMETERS.
a. Select the MANUFACTURER NUMBER . . . . . etc.

```

If you answer N, none of the database tables are loaded. You will be required to answer all of the INSTALL questions.

```

Insert desired DISKETTE in drive. Press RETURN when ready...
PRE-LOAD ALL configuration tables?
.Y

```

If you answer Y, the Toshiba VP System preloads all of the system configuration tables.

When preloading, all configuration tables are loaded. However, if a feature has not been purchased for the system, the table is not used.

If you answer N, the Toshiba VP System responds with:

```

PRE-LOAD USERS, DIST. LIST, COS, SCHEDULE, INFO., HOLIDAY and NAMES tables?

```

If you answer Y, the tables are preloaded. If you answer N, no tables are preloaded.

The following pages show examples the VP 300s and VP 300.

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■ Answering "Y" to Preload all Tables

```

#IN
SYSTEM HAS ALREADY BEEN INSTALLED.
Do you wish to RE-INSTALL? (Y/N, empty line = N)
<<IF YES, ALL TABLES WILL BE CLEARED AND USER MESSAGES WILL BE LOST>>
.Y
CLEARING ALL TABLES... DONE
INITIALIZING ALL USER DIRECTORIES... DONE
Do you wish to PRE-LOAD any tables from a previous INSTALL
from your DISKETTE? (Y/N, empty line = N)
.Y
Insert desired DISKETTE in drive. Press RETURN when ready...

PRE-LOAD ALL configuration tables?
.Y
Table PRE_LOAD COMPLETE.

1. SYSTEM PARAMETERS.
   Table PRE-LOADED from disk. UPDATE if necessary when INSTALL is complete.

2. USER.
   Table PRE-LOADED from disk. UPDATE if necessary when INSTALL is complete.

```

VP 300s VP 300

```

3. SLOTS.
   Table PRE-LOADED from disk. UPDATE if necessary when INSTALL is complete.

```

```

4. NETWORK ROUTES.
   Table PRE-LOADED from disk. UPDATE if necessary when INSTALL is complete.

5. NETWORK LOCATIONS.
   Table PRE-LOADED from disk. UPDATE if necessary when INSTALL is complete.

6. NETWORK NUMBERING PLAN.
   Table PRE-LOADED from disk. UPDATE if necessary when INSTALL is complete.

7. DISTRIBUTION LISTS.
   Table PRE-LOADED from disk. UPDATE if necessary when INSTALL is complete.

8. COS.
   Table PRE-LOADED from disk. UPDATE if necessary when INSTALL is complete.

9. INFORMATION Tables.
   Table PRE-LOADED from disk. UPDATE if necessary when INSTALL is complete.

10. SCHEDULE Table.
    Table PRE-LOADED from disk. UPDATE if necessary when INSTALL is complete.

WARNING: FOR PROPER OPERATION SYSTEM MUST BE RESTARTED AFTER INSTALL.

INSTALL COMPLETE.

WAIT...DONE.

SAVE configuration to a DISKETTE? (Y/N, empty line = N).
.Y

```

VP 300s VP 300

■ Answering "N" to Preload All Tables

```

#IN
SYSTEM HAS ALREADY BEEN INSTALLED.
Do you wish to RE-INSTALL? (Y/N, empty line = N)
<-IF YES, ALL Tables WILL BE CLEARED AND USER MESSAGES WILL BE LOST->
.Y
CLEARING ALL Tables...Done.
INITIALIZING ALL USER DIRECTORIES...DONE.
Do you wish to PRE-LOAD any tables from a previous INSTALL
from your DISKETTE? (Y/N, empty line = N)
.Y
Insert desired DISKETTE in drive. Press RETURN when ready...
PRE-LOAD ALL configuration tables?
.N
RE-LOAD USERS, DIST. LIST, COS, SCHEDULE, INFO., HOLIDAY and NAMES tables?
.Y
PRE-LOAD NETWORKING Tables (ROUTE, LOCATION, and ACCESS)?
.N
Table PRE-LOAD COMPLETE.
1. SYSTEM PARAMETERS.

```

The system continues with the regular installation questions until it reaches number 2.

```

2. USER
Table PRE-LOADED from disk. UPDATE if necessary when INSTALL is complete.

```

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```

3. SLOTS.

```

```

4. NETWORK ROUTES

```

The following questions appear the same as in a regular installation.

```

5. NETWORK LOCATIONS.

```

```

6. NETWORK NUMBERING PLAN.

```

```

7. DISTRIBUTION LISTS.
Table PRE-LOADED from disk. UPDATE if necessary when INSTALL
is complete.

```

```

8. COS.
Table PRE-LOADED from disk. UPDATE if necessary when INSTALL
is complete.

```

```

9. INFORMATION TABLES.
Table PRE-LOADED from disk. UPDATE if necessary when INSTALL
is complete.

```

```

10. SCHEDULE TABLES.
Table PRE-LOADED from disk. UPDATE if necessary when INSTALL
is complete.

```

Continues with questions as shown in INSTALL until this message appears:

```
WARNING: FOR PROPER OPERATION SYSTEM MUST BE RESTARTED AFTER INSTALL!  
INSTALL COMPLETE.  
WAIT... DONE.  
SAVE configuration to a DISKETTE? (Y/N, empty line = N).  
:Y  
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID:000000 S/N:000000 PRX:00  
----- SYSTEM INSTALLATION COMPLETED -----
```

3 UPDATE

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INTRODUCTION

UPDATE is used to make changes to database entries created through the INSTALL program. This chapter explains the UPDATE program and gives specific instructions for using the program.

Quick Reference Guide

UPDATE Program

| | Command | Description |
|-----------------------------|--|---|
| | Enter UPDATE @UP | Use to make changes to existing configuration tables. |
| VP 300S VP 300 VP 100 | Exit UPDATE .E | Exits and saves information entered during session. If important changes were made, system configuration should also be backed up to the hard disk of the CAT. |
| | Enter UPDATE while In INSTALL : .A (table name) : .D (table name) : .M (table name) : .L (table name) | While in the INSTALL program, enter the UPDATE program to add, delete, modify or list information in a Configuration Table. |

Getting Help from UPDATE

| | | |
|---------------|---|---|
| General Help | ? | Displays a list of the commands, tables and optional modifiers available through the UPDATE program. |
| Specific Help | ? | Type a ? mark after the UPDATE command for the full help prompt when using most UPDATE options. If a ? mark is not entered, the short version of all UPDATE prompts is displayed. |

Command Options

| | | |
|-------------|---------|---|
| LIST | .L | Use to list a table. Some tables offer further options. For example, USER Table offers a choice of listing mailboxes in various ways. |
| ADD | .A | Use to add entries to a table. |
| DELETE | .D | Use to delete entries from a table. |
| MODIFY | .M | Use to modify existing entries. Some tables offer further options. For example, USER Table offers a choice of modifying certain elements about a mailbox. |
| MODIFY DATE | .M DATE | To change the system date and time. |

The @ prompt is displayed by the Toshiba VP System's operating system.

The . prompt is displayed by the UPDATE program.

3.1 UNDERSTANDING UPDATE

Adds, changes, and deletions of information are accomplished through the UPDATE program. Use of UPDATE does not impact system operation.

■ UPDATE Commands

The following commands are used in the UPDATE program. To use the commands with each configuration table, refer to the specific table section of this chapter.

LIST Use LIST to print or display information stored in the Toshiba VP System database. This is the information you entered during INSTALL and the default values. To obtain a printout of the entire database, at the dot (.) prompt, enter:

L ALL

When listing the entire database, each COS is shown with only the SCHEDULE and INFORMATION Tables pertaining to that COS.

To obtain a printout of any of the tables, at the dot (.) prompt, enter:

L (TABLE NAME) (MODIFIER)

Press at any time during a listing to stop printing. (A few lines may print before printing stops.)

MODIFY Use MODIFY to change information in a table: correct a mistake made during INSTALL, alter default information, change the system date and time, and modify an existing entry. To MODIFY, at the dot (.) prompt, enter:

M (TABLE NAME) (MODIFIER)

Use this command to change the system date and time.

M DATE

```

M DATE
Current DATE AND TIME:
MON 01/08 11:13:45 1990 (SYSTEM NAME) ID:00 S/N:00 PBX:00
Enter new DATE AND TIME as: DAY MM/DD/YY HH:MM
or empty line for no change.
MON 01/08/90 10:20:00
DATE and TIME set to : MON 01/08 10:20:00 1990 (SYSTEM NAME)
ID:00 S/N:00000 PBX:00
Is this correct? (Y/N, empty line = N)

```

ADD and DELETE

Use these commands to add or delete information currently stored in the various Toshiba VP System database tables. To ADD, at the dot (.) prompt enter:

A (TABLE NAME) (MODIFIER)

To DELETE, at the dot (.) prompt enter:

D (TABLE NAME) (MODIFIER)

3.2 USING UPDATE

The Option Control Chip (OCC) contains the features the Toshiba VP System is equipped with. You cannot enter the UPDATE program if the OCC is not installed or if the OCC is generating hardware errors. Refer to the *Installation and Maintenance* manual — HARDWARE, Option Control Chip, for more information.

■ Getting Ready

Refer to the *Installation and Maintenance* manual — INSTALLATION for instructions on connecting the terminal. Refer to the UNDERSTANDING CONFIGURATION chapter, Assuring Security section, for information on entering and changing the password.

■ Entering UPDATE

To enter UPDATE, at the @ prompt type:

UP

The terminal displays the following message:

```

@UP
----- SYSTEM CONFIGURATION UPDATE -----
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID:000000 PRX:00
At the dot (.) enter ? for HELP.

```

The dot (.) prompt indicates the UPDATE is ready for a command.

UPDATE does not work when an installation is incomplete. If you enter UPDATE after an installation has been suspended, the system prompts that an installation is in progress. You must finish the installation before you update the information. (Type IN at the @ prompt.)

■ Exiting UPDATE

Exiting saves the changes to the hard disk. To exit UPDATE at any time, at the dot (.) prompt type:

E

UPDATE displays:

```

E
wait      Done

```

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```
SAVE configuration to a DISKETTE? (Y/N, EMPTY LINE = N)
:Y
Insert desired DISKETTE in drive. Press RETURN when ready...
WAIT. Saving configuration to DISKETTE ... DONE
```

VP 300s VP 300

If "N" is entered, only the system header displays. If you have made important changes, save them onto your diskette. The current information replaces the previous information.

```
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID:000000 S/N:000000 PRX:00
- - - - - CONFIGURATION UPDATE COMPLETE - - - - -
```

VP 100

If you have made important changes, it is recommended that you back up the system configuration onto the hard disk drive of your CAT. Refer to the *Installation and Maintenance* manual — PROCEDURES, Backup Procedures.

If a modification is made to a parameter or attribute that requires a RESTART for the change to take effect, an appropriate warning is displayed upon exiting UPDATE:

```
Warning: For changes to take effect, system must be restarted.
```

If a modification is made to the DID/E&M Interface that requires a RESTART for the change to take effect an appropriate warning is displayed upon exiting UPDATE.

```
Warning: For changes to take effect, DID/E&M Interface must be restarted
```

DID/E&M Interface information is not applicable to Toshiba VP Systems.

To restart the Toshiba VP System, at the @ enter:

RESTA

■ Getting Help From UPDATE

You can get help when you are using UPDATE. At the dot, type

?

The following message is displayed.

```
- The following COMMANDS, TABLES and optional [MODIFIERS] are valid.
.LIST table          (list contents of specified table)
.LIST ALL [S]       (list contents of all tables)
.LIST ?             (list all valid table names)
MODIFY DATE         (modify system date and time)
MODIFY table [?]   (modify desired table entries [help])
.ADD table [?]     (add entries to table specified [help])
.DELETE table [?]  (delete desired table entries [help])
.EXIT              (exit UPDATE or INSTALL)

- To use an UPDATE command during INSTALL, precede
the command with a period(.) as shown.
```

■ Using UPDATE Commands

While using UPDATE, at the dot (.), type in the first letter of the command you want to use, a space, then the name of the table you choose. The system displays information asked for, or displays a prompt followed by a colon (:) indicating it is waiting for additional information.

```
.A INFO
```

If a space and a question mark (?) is typed after the command and table name, the system displays all of the HELP prompts to guide you through the procedure.

Table 3-1 is a list of valid UPDATE commands and optional modifiers. Following the name is the abbreviation you can enter instead of typing the full name. UPDATE commands LIST, ADD, DELETE, and MODIFY are abbreviated L,A,D, and M, respectively.

Table 3-1 UPDATE, Abbreviations, Valid Commands and Modifiers

| NAME | COMMAND | ABBREV | MODIFIER |
|--|---------|---------|---------------------------------|
| BUS- INFORMATION NOT APPLICABLE FOR TOSHIBA VP SYSTEMS | L,M,D,A | BUS | [TRUNK] |
| COS | L,D,A | COS | [ATTRIBUTES] |
| CSTAT | L,M | CSTA | |
| CUSTOM-PROMPTS | L,M | CUS | [OTHER] |
| DATE | M | DATE | |
| DAYLIGHT SAVING TIME | L,D,A | DST | |
| DISTRIBUTION | L,M,D,A | DIST | [TYPE] |
| DTMFINT | L,D,A | DTMFINT | |
| FIRSTDIGITS | L | FIRS | |
| HOLIDAY | L,D,A | HOL | |
| INFORMATION | L,M,D,A | INFO | |
| LOCATION | L,M,D,A | LOC | |
| NAMES | L,M,D,A | NAM | |
| NUMBERING-PLAN | L,M,D,A | NUM | |
| PORTS** | L,M | PORT | |
| PREFIX-DIGITS | L,M | PRE | |
| PROFILE | L | PROF | |
| ROUTE | L,M,D,A | ROUT | |
| SCHEDULE | L,M,D,A | SCH | [DEFAULT] |
| SLOTS* | L,M,D,A | SLOTS | |
| SYSTEM PARAMETERS | L,M | SYS | |
| TRANSLATION | L,D,A | TRAN | |
| TRUNK GROUP | L,D,A | TRU | |
| USER | M | | [SECURITY] |
| USERS | L,M,D,A | | [MAILBOX/PORT/COS EXTENSION] |

- * - Used with VP 300s and VP 300 systems only
- ** - Used with the VP 100 system only

☞ Some tables apply only to optional feature packages. If an option is not installed, it is not displayed in the listing. This does not apply to networking tables (LOCATION, NUMBERING PLAN, and ROUTE Tables) or the TRUNK GROUP Table, which are always displayed whether the option is installed or not.

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☞ DID/E&M Interface tables (BUS INFORMATION and TRANSLATION Tables) are always displayed whether the option is installed or not. However, this information is not applicable to Toshiba VP Systems.

■ Using UPDATE while in the INSTALL Program

While in the INSTALL program, you can enter the UPDATE program to add, delete, modify or list information in Configuration Tables.

The INSTALL program displays a colon (:) when it is waiting for a response. You can type a dot (.), which is the UPDATE command, followed by A (ADD), D (DELETE), M (MODIFY) or L (LIST) followed by the name of the table you wish to alter. The INSTALL program puts you into the UPDATE program. When you are finished with your alteration in UPDATE (by entering a at the colon), you are returned to INSTALL.

3 UPDATE

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INTRODUCTION

UPDATE is used to make changes to database entries created through the INSTALL program. This chapter explains the UPDATE program and gives specific instructions for using the program.

Quick Reference Guide

UPDATE Program

| | Command | Description |
|-----------------------------|--|---|
| | Enter UPDATE @UP | Use to make changes to existing configuration tables. |
| VP 300s VP 300 VP 100 | Exit UPDATE .E | Exits and saves information entered during session. If important changes were made, system configuration should also be backed up to the hard disk of the CAT. |
| | Enter UPDATE while in INSTALL : .A (table name) : .D (table name) : .M (table name) : .L (table name) | While in the INSTALL program, enter the UPDATE program to add, delete, modify or list information in a Configuration Table. |

Getting Help from UPDATE

| | | |
|---------------|---|---|
| General Help | ? | Displays a list of the commands, tables and optional modifiers available through the UPDATE program. |
| Specific Help | ? | Type a ? mark after the UPDATE command for the full help prompt when using most UPDATE options. If a ? mark is not entered, the short version of all UPDATE prompts is displayed. |

Command Options

| | | |
|-------------|---------|---|
| LIST | .L | Use to list a table. Some tables offer further options. For example, USER Table offers a choice of listing mailboxes in various ways. |
| ADD | .A | Use to add entries to a table. |
| DELETE | .D | Use to delete entries from a table. |
| MODIFY | .M | Use to modify existing entries. Some tables offer further options. For example, USER Table offers a choice of modifying certain elements about a mailbox. |
| MODIFY DATE | .M DATE | To change the system date and time. |

The @ prompt is displayed by the Toshiba VP System's operating system.

The . prompt is displayed by the UPDATE program.

3.1 UNDERSTANDING UPDATE

Adds, changes, and deletions of information are accomplished through the UPDATE program. Use of UPDATE does not impact system operation.

■ UPDATE Commands

The following commands are used in the UPDATE program. To use the commands with each configuration table, refer to the specific table section of this chapter.

LIST Use LIST to print or display information stored in the Toshiba VP System database. This is the information you entered during INSTALL and the default values. To obtain a printout of the entire database, at the dot (.) prompt, enter:

L ALL

When listing the entire database, each COS is shown with only the SCHEDULE and INFORMATION Tables pertaining to that COS.

To obtain a printout of any of the tables, at the dot (.) prompt, enter:

L (TABLE NAME) (MODIFIER)

Press at any time during a listing to stop printing. (A few lines may print before printing stops.)

MODIFY Use MODIFY to change information in a table: correct a mistake made during INSTALL, alter default information, change the system date and time, and modify an existing entry. To MODIFY, at the dot (.) prompt, enter:

M (TABLE NAME) (MODIFIER)

Use this command to change the system date and time.

M DATE

```

.M DATE
Current DATE AND TIME:
MON 01/08 11:13:45 1990 (SYSTEM NAME) ID:00 S/N:00 PBX:00
Enter new DATE AND TIME as: DAY MM/DD/YY HH:MM
or empty line for no change.
MON 01/08/90 10:20:00
DATE and TIME set to MON 01/08 10:20:00 1990 (SYSTEM NAME)
ID:00 S/N:00000 PBX:00
Is this correct? (Y/N, empty line = N)
:

```

ADD and DELETE

Use these commands to add or delete information currently stored in the various Toshiba VP System database tables. To ADD, at the dot (.) prompt enter:

A (TABLE NAME) (MODIFIER)

To DELETE, at the dot (.) prompt enter:

D (TABLE NAME) (MODIFIER)

3.2

USING UPDATE

The Option Control Chip (OCC) contains the features the Toshiba VP System is equipped with. You cannot enter the UPDATE program if the OCC is not installed or if the OCC is generating hardware errors. Refer to the *Installation and Maintenance* manual — HARDWARE, Option Control Chip, for more information.

■ Getting Ready

Refer to the *Installation and Maintenance* manual — INSTALLATION for instructions on connecting the terminal. Refer to the UNDERSTANDING CONFIGURATION chapter, Assuring Security section, for information on entering and changing the password.

■ Entering UPDATE

To enter UPDATE, at the @ prompt type:

UP

The terminal displays the following message:

```

@UP
----- SYSTEM CONFIGURATION UPDATE -----
DAY MM/DD HH:MM:SS  YYYY  SYSTEM NAME  ID:000000  PRX:00
At the dot (.) enter ? for HELP.

```

The dot (.) prompt indicates the UPDATE is ready for a command.

UPDATE does not work when an installation is incomplete. If you enter UPDATE after an installation has been suspended, the system prompts that an installation is in progress. You must finish the installation before you update the information. (Type IN at the @ prompt.)

■ Exiting UPDATE

Exiting saves the changes to the hard disk. To exit UPDATE at any time, at the dot (.) prompt type:

E

UPDATE displays:

```

.E
wait . . . Done

```

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```
SAVE configuration to a DISKETTE? (Y/N. EMPTY LINE = N)
.Y
Insert desired DISKETTE in drive. Press RETURN when ready...
WAIT. Saving configuration to DISKETTE ... DONE
```

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If "N" is entered, only the system header displays. If you have made important changes, save them onto your diskette. The current information replaces the previous information.

```
DAY MM/DD HH:MM:SS YYYY SYSTEM NAME ID:000000 S/N:000000 PBX:00
----- CONFIGURATION UPDATE COMPLETE -----
```

VP 100

If you have made important changes, it is recommended that you back up the system configuration onto the hard disk drive of your CAT. Refer to the *Installation and Maintenance manual — PROCEDURES, Backup Procedures*.

If a modification is made to a parameter or attribute that requires a RESTART for the change to take effect, an appropriate warning is displayed upon exiting UPDATE:

```
Warning: For changes to take effect, system must be restarted.
```

If a modification is made to the DID/E&M Interface that requires a RESTART for the change to take effect an appropriate warning is displayed upon exiting UPDATE.

```
Warning: For changes to take effect, DID/E&M Interface must be restarted
```

DID/E&M Interface information is not applicable to Toshiba VP Systems.

To restart the Toshiba VP System, at the @ enter:

RESTA

■ Getting Help From UPDATE

You can get help when you are using UPDATE. At the dot, type

?

The following message is displayed.

```
- The following COMMANDS, TABLES and optional [MODIFIERS] are valid.
.LIST table (list contents of specified table)
.LIST ALL [S] (list contents of all tables)
.LIST ? (list all valid table names)
.MODIFY DATE (modify system date and time)
.MODIFY table [?] (modify desired table entries [help])
.ADD table [?] (add entries to table specified [help])
.DELETE table [?] (delete desired table entries [help])
.EXIT (exit UPDATE or INSTALL)

- To use an UPDATE command during INSTALL, precede
the command with a period(.) as shown.
```

■ Using UPDATE Commands

While using UPDATE, at the dot (.), type in the first letter of the command you want to use, a space, then the name of the table you choose. The system displays information asked for, or displays a prompt followed by a colon (:) indicating it is waiting for additional information.

.A INFO

If a space and a question mark (?) is typed after the command and table name, the system displays all of the HELP prompts to guide you through the procedure.

Table 3-1 is a list of valid UPDATE commands and optional modifiers. Following the name is the abbreviation you can enter instead of typing the full name. UPDATE commands LIST, ADD, DELETE, and MODIFY are abbreviated L,A,D, and M, respectively.

Table 3-1 UPDATE, Abbreviations, Valid Commands and Modifiers

| NAME | COMMAND | ABBREV | MODIFIER |
|--|---------|---------|---------------------------------|
| BUS-INFORMATION NOT APPLICABLE FOR TOSHIBA VP SYSTEMS | LM,D,A | BUS | [TRUNK] |
| COS | LD,A | COS | [ATTRIBUTES] |
| CSTAT | LM | CSTA | |
| CUSTOM-PROMPTS | LM | CUS | [OTHER] |
| DATE | M | DATE | |
| DAYLIGHT SAVING TIME | LD,A | DST | |
| DISTRIBUTION | LM,D,A | DIST | [TYPE] |
| DTMFINT | LD,A | DTMFINT | |
| FIRSTDIGITS | L | FIRS | |
| HOLIDAY | LD,A | HOL | |
| INFORMATION | LM,D,A | INFO | |
| LOCATION | LM,D,A | LOC | |
| NAMES | LM,D,A | NAM | |
| NUMBERING-PLAN | LM,D,A | NUM | |
| PORTS** | LM | PORT | |
| PREFIX-DIGITS | LM | PRE | |
| PROFILE | L | PROF | |
| ROUTE | LM,D,A | ROUT | |
| SCHEDULE | LM,D,A | SCH | [DEFAULT] |
| SLOTS* | LM,D,A | SLOTS | |
| SYSTEM PARAMETERS | LM | SYS | |
| TRANSLATION | LD,A | TRAN | |
| TRUNK GROUP | LD,A | TRU | |
| USER | M | | [SECURITY] |
| USERS | LM,D,A | | [MAILBOX/PORT/COS EXTENSION] |

- * - Used with VP 300s and VP 300 systems only
- ** - Used with the VP 100 system only

 Some tables apply only to optional feature packages. If an option is not installed, it is not displayed in the listing. This does not apply to networking tables (LOCATION, NUMBERING PLAN, and ROUTE Tables) or the TRUNK GROUP Table, which are always displayed whether the option is installed or not.

VP 300s **VP 300**

 DID/E&M Interface tables (BUS INFORMATION and TRANSLATION Tables) are always displayed whether the option is installed or not. However, this information is not applicable to Toshiba VP Systems.

■ Using UPDATE while in the INSTALL Program

While in the INSTALL program, you can enter the UPDATE program to add, delete, modify or list information in Configuration Tables.

The INSTALL program displays a colon (:) when it is waiting for a response. You can type a dot (.), which is the UPDATE command, followed by A (ADD), D (DELETE), M (MODIFY) or L (LIST) followed by the name of the table you wish to alter. The INSTALL program puts you into the UPDATE program. When you are finished with your alteration in UPDATE (by entering a at the colon), you are returned to INSTALL.

4

BUS INFORMATION TABLE

The BUS INFORMATION Table is used only to support a DID/E&M Trunk Interface Module installation. The Toshiba VP systems do not support a DID/E&M Trunk Interface Module installation. Therefore, the BUS INFORMATION Table chapter is not applicable. However, the system software configuration screens will still display this information. The BUS INFORMATION Table references in this manual have been noted as "Not Applicable" or "Not Used."

5

COS TABLE

Chapter Contents

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INTRODUCTION

The Class of Service (COS) Table determines how a port or mailbox handles calls and messages and what features are added or denied. This is done by adding attributes to the port or mailbox COS. Each COS may have one or more attributes. A COS may also have no attributes.

All ports and mailboxes must have a COS assigned. Most attributes apply to mailboxes. Since only a few attributes apply to ports, the port COS is primarily used for associating a SCHEDULE and INFORMATION Table with each port.

Quick Reference Guide

COS Table

| Command | Description |
|--------------------------------|---|
| COS Table | A COS is assigned to each mailbox and port defined in the USER Table. A COS can either have no effect upon the way a mailbox or port behaves, or it can offer additional features, remove features, or affect the way calls are handled. For integrated systems, if trunk information is provided by the phone system, a COS may be assigned to trunk groups. |
| Number of COS Available | 128, numbered 0-127 |
| Attributes | Specific features that can be assigned to a COS to create a unique method of handling calls and messages. |
| Number of Attributes | 0-71 (Several numbers are not used) |

| | |
|--|--|
| COS Table and the INSTALL Program | There are no questions in the INSTALL program pertaining to COS. Attributes are assigned by using the UPDATE program after the installation is complete. |
|--|--|

UPDATE Command Options

| | | |
|------------------------|------------|---|
| LIST COS | .L COS | To list the COS Table or a single COS. |
| LIST Attributes | .L COS A | To produce a list of all attributes. |
| LIST Profile | .L PROFILE | For a profile of the COS Table or of a single COS. Information displayed: Any attributes assigned, CSTAT Table entry, SCHEDULE, and INFORMATION Tables assigned. |
| ADD | .A COS | To assign attributes to a COS. |
| DELETE | .D COS | To delete attributes from a COS. |

The . prompt is displayed by the UPDATE program.

5.1 UNDERSTANDING CLASS OF SERVICE (COS)

This section contains a description of all Class of Service Attributes. Some attributes pertain only to optional feature packages. If the Toshiba VP System is not equipped with an option, the attributes associated with that option cannot be used.

A Class of Service (referred to as COS) is assigned to each mailbox configured:

- In the USER Table
- To each port in the PORTS Table.¹
- To each port in the SLOTS Table.¹

VP 100

VP 300s VP 300

A COS can either have no effect upon the way a mailbox or port functions, or it can offer additional features, remove features, or affect the way calls are handled.

Only a few attributes affect ports; therefore, the following discussion of attributes primarily addresses mailbox COS.

To change the way a mailbox or port functions, assign one or more Attributes to a COS. You can assign this COS to all mailboxes or ports you want to function in a certain way. Attributes assigned to a COS are always in effect.

A SCHEDULE Table and one or more INFORMATION Tables are associated with each COS. This also affects the way the ports and mailboxes function. The tables are used to control how ports and mailboxes function by time of day and day of week.

It is possible to obtain a profile by COS. This report lists the attributes associated with the COS, the SCHEDULE Table, and all INFORMATION Tables defined in the SCHEDULE Table. To print this report, enter the UPDATE program and at the dot (.) prompt use the command:

L PROFILE

Refer to LIST COS PROFILE in this chapter for further details.

The Toshiba VP System software contains 128 COS available to be assigned to ports and mailboxes. Each COS number is neutral (has no attributes) until attributes are added to it.

Example of Mailbox COS:

| COS 3 (MAILBOX COS) | |
|---------------------|---|
| ATTRIBUTE | DESCRIPTION |
| 3 | Ask for SECURITY CODE before calling extension. |
| 10 | Record names for all mailboxes. |

Example of Port COS:

| COS 128 (PORT/TRUNK COS) | |
|--------------------------|----------------------------------|
| ATTRIBUTE | DESCRIPTION |
| 15 | Transfer to a RINGING EXTENSION. |

1. Systems that are integrated with a phone system may use the port INFORMATION Tables for trunks. Trunks may be assigned a COS through the TRUNK GROUP Table. Port COS and INFORMATION Tables are equivalent to Trunk COS and INFORMATION Tables. Refer to the *Installation and Maintenance* manual — ADAPTIVE INTEGRATION for details regarding those applications.

5.2 HOW THE COS TABLE IS USED

Ports and mailboxes must have a COS assigned. Most attributes apply to mailboxes. The port COS is primarily used for associating a SCHEDULE and INFORMATION Table with each port. The trunk COS is used with integrated systems.

VP 100**Ports**

When a port receives a call, the VP 100 get the COS for that port from the PORTS Table.

VP 300s**VP 300**

When a port receives a call, the VP 300s/VP 300 gets the COS for that port from the SLOTS Table.

Then the COS Table is checked to determine if any attributes are assigned to that COS. The SCHEDULE Table number is the same as the COS. The time period from the SCHEDULE Table is used to index to the appropriate INFORMATION Table.

Mailboxes

When a caller enters digits (or presses) and the mailbox number), the Toshiba VP System gets the COS from the USER Table. The attributes assigned to the COS affect how the call is handled. The COS also directs the Toshiba VP System to the SCHEDULE Table to determine which INFORMATION Table to use for that day and time.

Trunks

With integrated systems, if trunk information can be provided by the phone system, COS may be assigned to trunk groups. Refer to the TRUNK GROUP Table chapter in this manual, and to the *Installation and Maintenance* manual — STANDARD INTEGRATION for details.

5.3 WHAT ATTRIBUTES ARE

Attributes specify how a specific COS operates. Attributes are not initially associated with a mailbox or port. See Figure 5-1 for a diagram of how a mailbox functions without any attributes assigned to it. Here, the attributes are used to add or remove certain features or affect operation of mailboxes or ports. Table 5-2 categorizes the COS attributes based on adding, removing or altering operational features.

A COS may have no attributes, one attribute, or several attributes. Some attributes are only available with optional packages such as IntraMessaging or Scripted Prompting. If the optional package is not installed, the related attributes can not be used.

Refer to the *Feature Description* manual for details on the use of attributes in specific applications.

■ List of Attributes

The attributes are listed in numerical order in Table 5-1. The attributes listed under the categories of Add, Remove, and Alter, are in Table 5-2. Examples of using attributes for selected applications are given following the list and description of attributes.

■ Effect of Attributes

Figure 5-1 shows a call flow without attributes. Figure 5-2 shows the same call flow with a few attributes assigned. The attributes used and the changes that occur are as follows:

Attribute 3 — ASK FOR SECURITY CODE BEFORE CALLING EXTENSION. The caller enters their mailbox number and is asked to enter their security code before the system calls or plays greeting.

Attribute 15 — TRANSFER TO A RINGING EXTENSION. After calling an extension, instead of playing the prompt if there is no answer, the Toshiba VP System cuts through to ringing.

Attribute 11 — NO SYSTEM PROMPT AFTER GREETING, GO STRAIGHT TO RECORDING. After playing the prompt for ring-no-answer/busy, or after playing the greeting, the system prompt is not played.

Attribute 1 — NO MESSAGES MAY BE RECORDED FOR THIS MAILBOX. The option to leave a message is not offered.

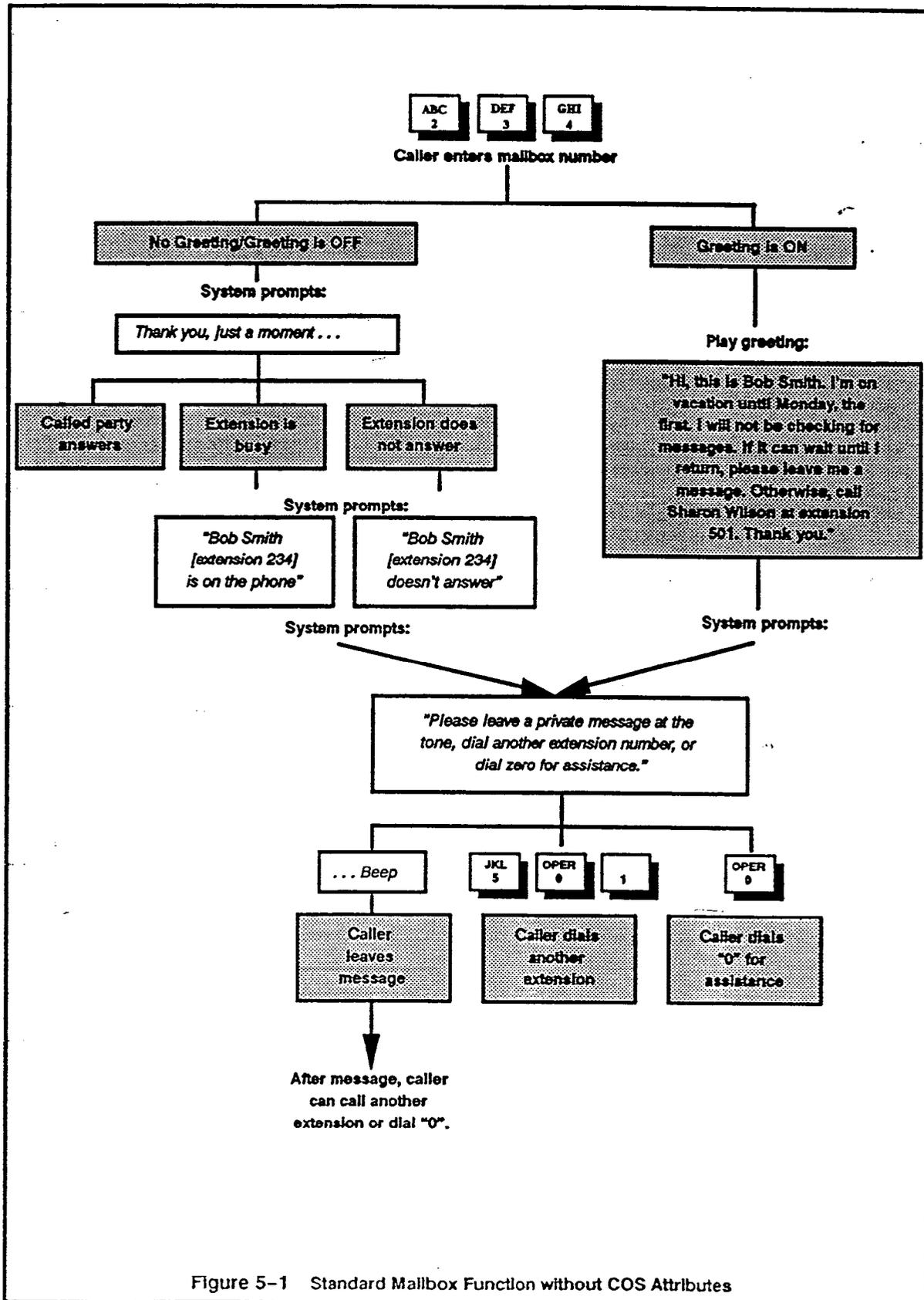


Figure 5-1 Standard Mailbox Function without COS Attributes

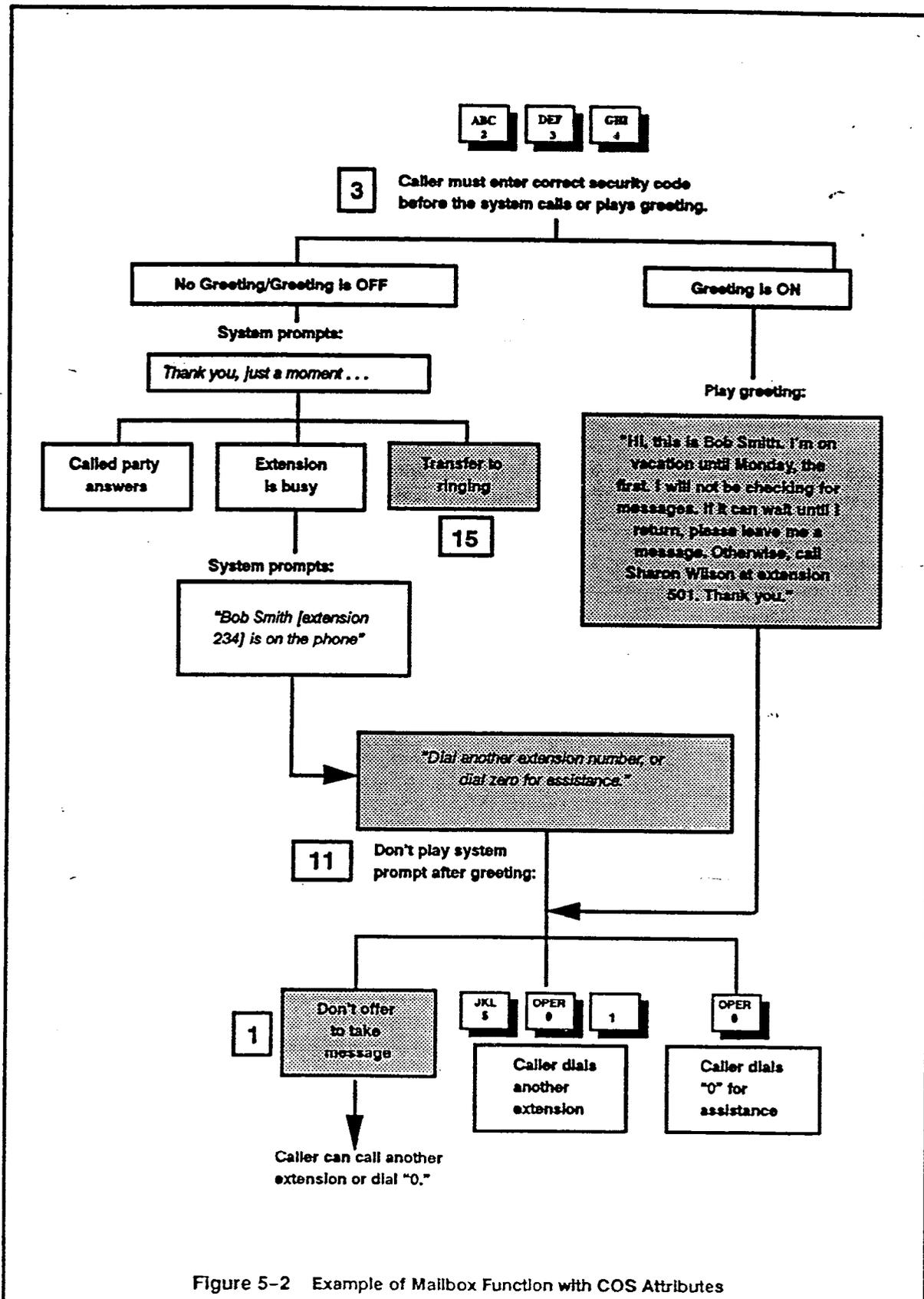


Figure 5-2 Example of Mailbox Function with COS Attributes

| Table 5-1 COS Attributes | | | |
|--------------------------|------|--|------|
| # | PORT | FEATURE | PKG |
| 0 | | May Broadcast a message to all mailboxes | IM |
| 1 | | No messages may be recorded for this mailbox | STD |
| 2 | Port | Port/Trunk dedicated to Network Protocol 2 | NET |
| 3 | | Ask for security code before calling extension | STD |
| 4 | | Hang up after greeting, no other extensions may be dialed | STD |
| 5 | | Play greeting twice, allow user to dial, no messages | STD |
| 6 | | Call extension first before playing greeting | STD |
| 7 | | This user may send a private message | IM |
| 8 | | May use special listen to all prompts function | STD |
| 9 | | Lamp or Display Phone message waiting | STD |
| 10 | | May record Names for all mailboxes | STD |
| 11 | | No System Prompt after greeting, go straight to recording | STD |
| 12 | | This user may reply to additional addresses | IM |
| 13 | | Automatically save messages after listen | STD |
| 14 | | When greeting is on, message notification will still call | STD |
| 15 | Port | Transfer to a ringing extension | STD |
| 16 | | Do not intercept DID calls to this extension | DID |
| 17 | | May send Network messages immediately | NET |
| 18 | | May send Network messages only at night | NET |
| 19 | | May request a Return Receipt message | IM |
| 20 | | May use Greeting Insert/Swap (Scripted or Co. Greeting set up) | STD |
| 21 | | Use messages in this mailbox as script for recording | SP |
| 22 | | May override review of Scripted Prompts | SP |
| 23 | | Always play Novice prompts | STD |
| 24 | | Never play Novice prompts | STD |
| 25 | Port | May not log on to this mailbox/port | STD |
| 26 | Port | May not use internal messaging features | IM |
| 27 | | After greeting plays, go to next greeting or mailbox | STD |
| 28 | | May use offsite or pager message waiting notification | STD |
| 29 | | FIFO queuing (used for calling groups) | FIFO |
| 30 | | Station is on another PBX, wait longer before looking at tones | STD |
| 31 | | Play alternate greeting when normal greeting is off | STD |
| 32 | | Station has multiple mailboxes, ask before connecting | STD |
| 33 | | Will send scripted messages without confirmation | SP |
| 34 | Port | Transfer calls without checking for busy or no answer | STD |
| 36 | Port | Port requires an Account Code. Mailbox is an Account Code | ICR |
| 37 | Port | Do not check USERS Table for account number | ICR |
| 38 | Port | Send extension/mailbox to PBX before calling | ICR |
| 39 | Port | May not call the operator before Account Code is entered | ICR |
| 40 | | Destination is an IVR system | IVR |
| 41 | | May move forward or backward during greeting | STD |
| 42 | | Never do ASAP message waiting | STD |
| 43 | | May re-record message after a busy or unanswered call | STD |
| 44 | | Play and time-stamp all messages in this mailbox | STD |
| 45 | | Play messages in LIFO order | STD |
| 46 | | Use extended mailbox for alternate offsite number | STD |

(continued)

| Table 5-1 COS Attributes (continued) | | | |
|--------------------------------------|-------------|--|---------|
| # | PORT | FEATURE | PKG |
| 47 | | Speak message waiting prompt while waiting for answer | STD |
| 48 | | May use Automatic Message Copy (Auto-Copy feature) | STD |
| 49 | | Automatically erase Auto-Copied messages | STD |
| VP 300s | VP 300 | 50 Store messages redundantly | RD/MSG |
| | | 51 Record special purpose greeting | STD |
| | Port (only) | 52 Assign call blocking number dynamically | ICR |
| | | 53 No delay between each offsite message waiting call | STD |
| | | 54 May specify a Personal Assistance mailbox | STD |
| | Port (only) | 55 Do not collect mailbox timing information for this port | STD |
| | | 56 Play all messages in this mailbox as a greeting | STD |
| | | 57 Play Custom Message Waiting Notification prompt | STD |
| | Port (only) | 58 Do NOT use this port for integration | AI |
| | | 59 Greeting on this mailbox may not be interrupted | STD |
| | | 61 This mailbox may send Future Delivery messages | IM |
| | | 64 User may erase message during addressing options | IM |
| VP 300s | VP 300 | 65 Port Application Processor Control | VPworks |
| | Port (only) | 66 This port is for Outcalls only, no dial tone expected | STD |
| | | 67 Play Time Stamp | STD |
| | Port (only) | 68 This Port is DTMF integrated | AI |
| | | 69 Speak digits entered to confirm message address | STD |
| | | 70 Measure PBX tones | STD |
| | | 71 Transcription mailbox | STD |

| LEGEND | |
|-----------|--|
| ABBREV. | DESCRIPTION |
| STD | Standard Feature |
| IM | IntraMessaging |
| DID | DID/E&M Trunk Interface |
| IVR | Interactive Voice Response |
| RD/MSG | Message Redundancy |
| NET | Networking |
| AI | Adaptive Integration |
| SDM | Single Digit Menus |
| ICR | Incoming Call Restriction (Call Blocking, Account Codes) |
| FIFO | FIFO Queuing |
| SP | Scripted Prompting |
| NAMES DIR | Names Directory |
| VPworks | VPworks |

| Table 5-2 COS Attributes by Category | | |
|--------------------------------------|---|--------|
| ADD FEATURES | | |
| | DESCRIPTION | NUMBER |
| | Broadcast | 0 |
| | May send private message | 7 |
| | Listen to all prompts (special command) | 8 |
| | Message Waiting for Display Phones | 9- |
| | Record names | 10 |
| | May reply to additional addresses | 12 |
| | Send network messages immediately | 17 |
| | Send network messages only at night | 18 |
| | May request a Return Receipt message | 19 |
| | May use Greeting insert/swap | 20 |
| | May use offsite or pager Message Notification | 28 |
| | First In-First Out Queuing for this extension | 29 |
| | Play alternate greeting when normal greeting OFF | 31 |
| | Station has multiple mailboxes — ask before connect | 32 |
| | Port requires Account Code. Mailbox is an Account Code | 36 |
| Not Applicable | Destination is an IVR system | 40 |
| | May move forward or backward during greeting | 41 |
| | May re-record Quick or after call Message | 43 |
| | Use extended mailbox for alternate offsite number | 46 |
| | Auto-Copy messages | 48 |
| VP 300s VP 300 | Store messages redundantly | 50 |
| | May specify a Personal Assistance mailbox | 54 |
| VP 300s VP 300 | Application Processor Control | 65 |
| | May send Future Delivery messages | 61 |
| | May erase message during addressing options | 64 |
| | This port is DTMF integrated | 68 |
| REMOVE FEATURES | | |
| | DESCRIPTION | NUMBER |
| | No messages recorded for this mailbox | 1 |
| | No System Prompt after greeting - record immediately | 11 |
| VP 300s VP 300 | Do not intercept DID calls to this extension | 16 |
| | May not log on to mailbox | 25 |
| | May not use internal messaging features | 26 |
| | Auto-Delete Auto-Copied messages | 49 |
| | Do not collect mailbox timing information for this port | 55 |
| | Do not use this port for integration | 58 |
| | This port is for Outcalls only, no dial tone expected | 66 |

Table 5-2 COS Attributes by Category (continued)

| ALTER FEATURES | | |
|--|--|--------|
| DESCRIPTION | | NUMBER |
| Port/Trunk dedicated to Network Protocol 2 | | 2 |
| Ask for security code before calling extension | | 3 |
| Hang up after greeting, cannot dial | | 4 |
| Play greeting twice, allow dialing, no record msg | | 5 |
| Call extension first - then play greeting if busy/RNA | | 6 |
| Automatically save messages | | 13 |
| Message Notification still calls even if greeting ON | | 14 |
| Transfer to extension ringing | | 15 |
| Use messages in this mailbox for script to prompt | | 21 |
| May override review of Scripted Messages | | 22 |
| Always play Novice Mode prompts in mailbox | | 23 |
| Never play Novice Mode prompts | | 24 |
| After Greeting plays, go to another mailbox or extension | | 27 |
| Station is on another PBX, wait before connecting | | 30 |
| Will send scripted messages without confirmation | | 33 |
| Transfer calls without checking for busy or no answer | | 34 |
| Do not check Users Table for Account Number | | 37 |
| Send extension/mailbox to PBX before calling | | 38 |
| May not call the operator before Account Code is entered | | 39 |
| Never do ASAP Message Waiting | | 42 |
| Play and time stamp all messages in this mailbox | | 44 |
| Play messages in LIFO order | | 45 |
| Speak Message Waiting prompt while waiting for answer | | 47 |
| Record special purpose greeting | | 51 |
| Dynamic call blocking | | 52 |
| No delay between each offsite Message Waiting Call | | 53 |
| Play all messages in this mailbox as a Greeting | | 56 |
| Play custom Message Waiting Notification prompt | | 57 |
| Do not use this port for Integration | | 58 |
| Greeting on this mailbox may not be interrupted | | 59 |
| Play Time Stamp | | 67 |
| Speak Digits entered to confirm message address | | 69 |
| Measure PBX Tones | | 70 |
| Transcription mailbox | | 71 |

| ATTRIBUTE NUMBER | NAME (Option Required) DESCRIPTION |
|---------------------|---------------------------------------|
|---------------------|---------------------------------------|

0 MAY BROADCAST A MESSAGE TO ALL MAILBOXES (IntraMessaging)

Broadcast enables a message to be sent to every mailbox listed in the USER Table, except Distribution List pilot numbers, the sender of the message, and mailboxes with Attribute 1 -- NO MESSAGES MAY BE RECORDED FOR THIS MAILBOX. While in a mailbox with this attribute, press **1 1 6** to record a broadcast message.

1 NO MESSAGES MAY BE RECORDED FOR THIS MAILBOX

Use this attribute for mailboxes giving information only. It prevents mailboxes from receiving messages of any type. People calling this mailbox are allowed to dial other extensions, but not asked to leave a message. At the end of the pre-recorded message, a prompt asks the caller to "enter another extension number or dial zero for assistance." When sending a new message, forwarding a message, replying to a message, or sending a quick message, the system responds as if the extension does not exist.

2 PORT/TRUNK DEDICATED TO NETWORK PROTOCOL 2 (Networking)

A port or trunk with this attribute is dedicated to communicating with other network locations using Network Protocol 2.

With Adaptive Integration, this attribute may also be applied to a trunk or a mailbox.

3 ASK FOR SECURITY CODE BEFORE CALLING EXTENSION

To reach a mailbox with this attribute, the caller is asked for and must enter the correct security code before the Toshiba VP System extends the call. This ensures only people who know the code may access the extension, which may be a modem, WATS line, TIE line, or other restricted trunk. This attribute may be used in conjunction with Attribute 25 -- MAY NOT LOG ON TO THIS MAILBOX. (Assign after security code is set.)

The PBX must support the operation described.

Refer to the *Feature Description* manual -- CUSTOMIZATION for additional information.

4 HANG UP AFTER GREETING, NO OTHER EXTENSIONS MAY BE DIALED

This Attribute is used for mailboxes giving information only. The caller is disconnected after the recorded message plays.

5 PLAY GREETING TWICE, ALLOW USER TO DIAL, NO MESSAGES

This attribute is used for information only mailboxes. A mailbox with this attribute plays a recorded message two times. The caller is not prompted to dial another extension or dial **[0]** for assistance. If caller does not dial within five seconds, the Toshiba VP System says "Good Bye." No message taking is allowed when the mailbox is called. However, all other types of messages can be left in the mailbox. Use in conjunction with Attribute 1 if no messages should be taken.

6 CALL EXTENSION FIRST BEFORE PLAYING GREETING

With this attribute, the Toshiba VP System attempts to call the extension before playing the greeting. Normally, the Toshiba VP System does not call if a personal greeting is ON; it just plays the greeting and offers to take a message or dial another extension.

If the extension is busy or does not answer, the greeting plays. The Toshiba VP System informs the caller "*(name) is (status).*" and plays the generic prompt "*Please leave a private message at the tone, dial another extension, or dial zero for assistance...recording...beep.*"

☞ If System Parameter 154 — REMOVE "STATUS" AFTER CALL FIRST GREETING, is set to YES, the Toshiba VP System does not play the status prompt "*(name) is (status).*"

In an integrated environment, if a call forwards into a mailbox that uses a COS with Attribute 6 and the mailbox greeting is ON, the caller hears the greeting, followed by an indication of whether the extension was busy or not answered, and the generic prompt. The wording of the generic prompt depends on whether the call is internal or external and whether the mailbox uses Personal Assistance.

In non-integrated environments, mailbox holders who wish to use Auto Transfer to Assistance can be assigned a COS with Attribute 6. They can then leave a greeting on their mailbox. The greeting is heard only if the auto transfer includes the messaging option.

☞ May use in combination with Attribute 11 — NO SYSTEM PROMPT AFTER GREETING, GO STRAIGHT TO RECORDING — to turn OFF the system prompt. After the greeting plays, the Toshiba VP System prompts: "*recording...beep.*"

☞ Message Waiting calls an extension even if a greeting is ON when Attribute 6 is assigned; it is not necessary to assign Attribute 14 — WHEN GREETING IS ON, MESSAGE WAITING WILL STILL CALL.

7 MAY SEND A PRIVATE MESSAGE (IntraMessaging)

A mailbox with this attribute may make and send a message marked as Private. Private Messages cannot be forwarded by the recipient.

8 MAY USE LISTEN TO ALL PROMPTS FUNCTION

A mailbox with this attribute allows each prompt in the system to be listened to by pressing **1 1 2** and **1 1 3**.

This attribute is normally needed on a mailbox used only for system debugging, or for the system administrator.

9 LAMP OR DISPLAY PHONE MESSAGE WAITING

Message waiting lamps can be activated on phones connected to PBXs with that ability. This attribute may be used if PBX DTMF access codes can be entered from a 2500-type telephone set to turn the lamp ON and OFF. Lamp message waiting notification is activated 24 hours a day, 7 days a week. The only way to turn it OFF is to remove this attribute from the COS. The lamp is lit after the first new message is received. It is turned OFF after logon. On most PBXs, if lamp notification is configured, the phone does not ring.

Refer to the *Feature Description* manual — CUSTOMIZATION, and the *Installation and Maintenance* manual — ADAPTIVE INTEGRATION, for other information relating to Lamp or Display Phone Message Waiting with integrated systems.

Lamp/Display notification can work in conjunction with offsite message waiting. If lamp and offsite notification are configured together, upon receiving a message, the lamp lights. If the message is not listened to, the notification calls are made to the offsite number (in conjunction with Attribute 28).

Refer to the *Feature Description* manual — CUSTOMIZATION for additional information.

10 MAY RECORD NAMES FOR ALL MAILBOXES

Mailboxes with this attribute enable the recording of names for mailboxes. When recorded, the name is spoken as a replacement for the phrase "*Extension XXX.*" Assign the feature to only one mailbox since only one voice should record names. Names are recorded by pressing **1 1 7** while in the mailbox with this attribute.

Without name recorded: "*Extension 316 does not answer.*"

With name recorded: "*Joe Smith does not answer.*"

11 NO SYSTEM PROMPT AFTER GREETING, GO STRAIGHT TO RECORDING

A mailbox with a greeting on normally plays the greeting followed by the standard prompt: "*Please leave a private message at the tone, dial another extension, or dial zero for assistance... recording .. beep.*" This attribute turns OFF the standard prompt after the greeting. The greeting plays followed by "*recording ... beep.*" If the greeting is not turned ON, this attribute is ignored.

12 MAY REPLY TO ADDITIONAL ADDRESSES (IntraMessaging)

A mailbox with this attribute may send a reply message to other addresses, in addition to the sender of the message.

13 AUTOMATICALLY SAVE MESSAGES AFTER LISTEN

With this attribute, messages are automatically saved after listening. The Toshiba VP System normally erases a message after it has been listened to all the way through or if it is erased by pressing **[3]**. (You must pressing **[3]** or exit by pressing **[9] [9]** or **[9] [0]** for a message to actually be erased.)

The feature is recommended for mailboxes containing important information to be saved and not accidentally erased (order taking, recorded information for transcription). This is especially important for mailboxes where more than one person may retrieve messages.

14 WHEN GREETING IS ON, MESSAGE WAITING WILL STILL CALL

With this attribute, a mailbox receives message waiting calls even if the greeting is ON. Normally, a mailbox with the personal greeting ON does not receive Message Waiting Notification when the greeting is ON.

15 TRANSFER TO A RINGING EXTENSION (May be assigned to PORT)

With this attribute, when ringback is detected, the Toshiba VP System connects the caller to the extension and releases. The port is immediately free to handle the next call. This is primarily used for calls going to the attendant, into service groups, or into an ACD, call sequencer or Adaptive Integration. If the extension is busy, the Toshiba VP System informs the caller and offers to take a message, dial another extension, or dial **[0]** for assistance.

When this attribute is assigned to a port, the Toshiba VP System transfers to a ringing extension when the digits the caller entered are valid but not defined in the USER table.

[F] If the PBX supports a blind transfer, it is recommended the intercept mailboxes (point of answer for callers dialing **[0]** or defaulting for assistance) have this attribute set to enable a blind transfer. When a caller defaults or dials **[0]** for help, they are transferred to the extension instead of returned to the Toshiba VP System.

If the PBX or Centrex stations are call forwarded to the Toshiba VP System and the Toshiba VP System is "integrated" with the PBX or Centrex (called station number sent to the Toshiba VP System on forwarding), Attribute 15 or Attribute 34 should be used.

VP 300s VP 300

16 DO NOT INTERCEPT DID CALLS TO THIS EXTENSION (DID/E&M INTERFACE)

When the DID/E&M Trunk Interface is installed, it does not intercept calls to a mailbox with this attribute. Not Applicable to Toshiba VP Systems.

17 MAY SEND NETWORK MESSAGES IMMEDIATELY (Networking)

For networking, this attribute allows messages to be sent as soon as possible once they are addressed. If the mailbox has COS Attribute 17 — IMMEDIATE

DELIVERY, the delivery mode of the message is set to immediate. The Toshiba VP System prompts, "For overnight delivery press two." The message is sent overnight only if the caller presses [2].

18 MAY SEND NETWORK MESSAGES ONLY AT NIGHT (Networking)

For Networking, this attribute allows messages to be sent only at night. The Toshiba VP System sends the message overnight without prompting.

If the mailbox has neither COS Attribute 17 nor 18, System Parameter 70 is used to determine the delivery mode of the message to the network address. If System Parameter 70 is set for immediate delivery, the Toshiba VP System prompts, "For overnight delivery press two." If the caller presses [2], the message is sent overnight. If the caller does nothing or presses [F], the message is sent immediately.

19 MAY REQUEST A RETURN RECEIPT MESSAGE (IntraMessaging)

This attribute allows the originator of a message to request that a Return Receipt be sent back when a message sent from their mailbox has been listened to. The Return Receipt consists of a prompt stating the name of the person the message was sent to, followed by "return receipt" and the entire message that was sent. Press [8] to find out what TIME the original message was listened to.

For Networking, only the first 20 seconds of the message are played back.

20 MAY USE GREETING INSERT/SWAP

Used to create Scripted Messages, Company Greetings, and Sequential Greetings/Messages. When this attribute is assigned to a COS, recordings can be stored as messages and played as greetings.

When this attribute is assigned, AGC (auto-gain control) is automatically disabled. This means that the Toshiba VP System does not automatically adjust the volume of a recording. This is desirable, for example, when "mood" music is recorded to be used as a greeting. The volume would remain as set instead of being adjusted by the Toshiba VP System.

The Insert/Swap feature is enabled on the touchtone keypad as follows:

[1][1][4] Record a greeting but store it in this mailbox as a message.

[1][1][5] Convert a stored message to be a greeting for this mailbox. If a greeting exists, swap with the stored message with the current greeting. The stored message becomes the current greeting.

Scripted Messages

Press [1][1][4] to record Scripted Messages. Must have the Scripted Prompting feature package for this application. Refer to the *Feature Description* manual — SCRIPTED PROMPTING.

Company Greetings

Press **1 1 4** to record many versions of a Company Greeting. Press **1 1 5** to select the best recording to be used as the greeting. Or, press **1 1 4** to record different greetings for special occasions. Swap the greetings as needed by pressing **1 1 5**. Greetings can only be swapped if recorded by pressing **1 1 4**.

Sequential Greetings

You can record many messages to be played as greetings. Each message is recorded by pressing **1 1 4**. Refer to the *Feature Description* manual — CUSTOMIZATION.

21 USE MESSAGES IN THIS MAILBOX AS SCRIPT FOR RECORDING (Scripted Prompting)

Mailboxes with this attribute may contain up to 32 messages that are played to the caller for gathering specific information. The first message plays, waits for the caller's response, then the next message plays, etc. The caller is requested to review their response unless Attribute 22 is included in the COS for the Scripted Mailbox. The caller's responses are actually recorded and stored in a different mailbox as a single recorded message.

Messages are prohibited from being sent to a mailbox with a COS containing this attribute.

22 MAY OVERRIDE REVIEW OF SCRIPTED MESSAGES (Scripted Prompting)

Allows a Scripted Message response to be stored without requiring the caller to listen to the entire response. Responses will play, but can be overridden by pressing **7** to send the message. Without this attribute, a person who has recorded responses to a Scripted Message must listen to the entire response before it is stored. (Only the response is played, not the questions.)

23 ALWAYS PLAY NOVICE PROMPTS

A mailbox with this attribute always plays the novice prompts regardless of the number of times certain functions are used. The Toshiba VP System is shipped with Novice Prompts on for all new mailboxes. After certain functions are used the amount of times defined in System Parameter 76 — NOVICE PROMPT KEYPAD COMMAND USAGE LIMIT; the novice prompts are not played again unless the features are not used within one week. Refer to the *Feature Description* manual — CUSTOMIZATION, for more information.

24 NEVER PLAY NOVICE PROMPTS

A mailbox with this attribute never plays the novice prompts. The Toshiba VP System is shipped with novice prompts ON. This attribute overrides the default.

When replacing a hard disk, or reinstalling or restoring a system, use this attribute to inhibit novice prompts on all current mailboxes. People knowledgeable to Toshiba VP Systems may be annoyed by these prompts. Any new employees added after the upgrade should have a different COS (without this attribute) so they automatically have novice prompts on their mailbox. Refer to the *Feature Description* manual — CUSTOMIZATION, for more information.

25 MAY NOT LOGON TO THIS MAILBOX (Use with Attribute 3)
(May be assigned to PORT)

This attribute prohibits anyone from logging on to a mailbox. It prevents an unauthorized person from gaining access or altering special mailboxes, i.e.; access to secured extensions, modems, company greetings, or information only mailboxes. This attribute must be deleted from the COS if access to this mailbox is required.

A caller coming in through a port with this attribute assigned to it cannot log on to any mailbox.

26 MAY NOT USE INTERNAL MESSAGING FEATURES (IntraMessaging)
(May be assigned to PORT)

Mailboxes with this attribute can only use the following features: Listen, Save, Erase, Pause, Backup, Go Ahead, Time and Volume. This attribute does not allow the feature — Make and send NEW messages. None of the IntraMessaging features can be used: Make Message, Forward, Reply, Check, Immediate Call.

A caller coming in through a port with this attribute assigned to it, cannot use any IntraMessaging features, including the "Quick Message" feature .

27 AFTER GREETING PLAYS, GO TO NEXT GREETING OR EXTENSION

After a greeting plays and the caller enters a menu selection, another extension can be called or greeting played automatically. The alternate number is defined in the INFORMATION Table, Index 18. A second greeting can be the original greeting played again.

For example, if a caller has dialed for the company directory, then dialed a number for product information, the company directory can automatically be played again after the product information greeting has ended.

A mailbox with this attribute assigned does not allow a caller to leave a message. However, a message can be addressed to the mailbox.

Attribute 27 should not be used with Attributes 11 and 31.

28 MAY USE OFFSITE OR PAGER MESSAGE WAITING NOTIFICATION

Enables a mailbox with this attribute to receive message waiting notification at a location other than an extension off the PBX. Notification can be to an offsite phone number or pager number (in conjunction with Attribute 9). Refer to the *Feature Description* manual — CUSTOMIZATION, for more information.

29 FIFO QUEUING (Used for Calling Groups)

Enables callers to wait in queue for an available agent when a small calling group is unavailable. The caller is placed in queue in the order the call came in, and

informed of how many people are waiting. A greeting must give instructions to the caller. An example greeting may be: "press one to wait, two to place an order, or zero for assistance." Refer to the *Feature Description* manual — FIFO QUEUING.

▶ **WARNING** ◀

A port is tied up as long as the caller is in queue.

30 STATION IS ON ANOTHER PBX, WAIT LONGER BEFORE COMPLETING CALL

It may take longer to connect a call going to a mailbox over TIE lines or to another PBX than it would to connect to an internal extension. This attribute allows for an additional delay for tone recognition.

31 PLAY ALTERNATE GREETING WHEN NORMAL GREETING IS OFF

This attribute allows a mailbox to have two greetings. For example, a support center can play one greeting during off hours and another greeting when the extension is busy or not answered. The alternate greeting is recorded and located in the Next Mailbox defined in Information Table Index 18 of the first mailbox. It operates only when the main greeting is OFF.

☞ When an alternate greeting is active, it takes precedence over COS Attribute 6 — CALL FIRST BEFORE PLAYING GREETING, and Attribute 29 — FIFO QUEUING.

Refer to the *Feature Description* manual — CUSTOMIZATION, for more information.

32 STATION HAS MULTIPLE MAILBOXES, ASK BEFORE CONNECTING

Used for mailboxes where more than one person shares one phone. With this attribute, the Toshiba VP System announces the name of the called person and asks if the call should be accepted. A pound (#) accepts and a star (*) rejects the call. If rejected, the caller is informed that the person does not answer and offers to take a message, or dial another extension, or dial [0] for assistance. Refer to the *Feature Description* manual — CUSTOMIZATION, for more information.

33 WILL SEND SCRIPTED MESSAGES WITHOUT CONFIRMATION (Scripted Prompting)

Used for scripted prompting applications where it is desirable for all responses, whether complete or incomplete, be sent to the Divert Mailbox automatically (without requiring the caller to press a key to confirm). For example, use this Attribute where callers may have rotary dial phones and cannot generate the tone to confirm. With this attribute, partial responses caused by a caller dialing [0] to exit Scripted Prompting before responding to all prompts are also sent.

☞ Callers do not review their responses when Attribute 33 is assigned.

34 TRANSFER CALLS WITHOUT CHECKING FOR BUSY OR NO ANSWER
(May be assigned to PORT)

The Toshiba VP System automatically makes an unscreened transfer to the called extension when a COS has this attribute. This allows the Toshiba VP System to offer callers the option of "camping-on" to a busy extension in some PBXs.

Not all PBXs allow transfer to busy extensions. Some may permit it, but it is not desirable (caller hears busy until they choose to disconnect). This is specifically designed for PBXs offering the ability to camp-on by "listening" to busy tone for a certain amount of time.

36 PORT REQUIRES AN ACCOUNT CODE/MAILBOX IS AN ACCOUNT CODE
(Incoming Call Restriction – Account Codes) (May be assigned to PORT)

When this attribute is assigned to a port, an Account Code is required before the port can be used for calling extensions, logging on, or leaving quick messages. When assigned to a mailbox, the mailbox becomes an Account Code. Mailboxes with this attribute cannot receive messages or be logged on to. Refer to the *Feature Description* manual – INCOMING CALL RESTRICTION.

37 DO NOT CHECK USERS TABLE FOR ACCOUNT NUMBER
(Incoming Call Restriction – Account Codes) (May be assigned to PORT)

When this attribute is assigned, the Account Code entered does not have to be in the USER Table. The Account Code is not checked, it is just sent to the PBX.

38 SEND EXTENSION/MAILBOX TO PBX BEFORE CALLING
(Incoming Call Restriction – Account Codes) (May be assigned to PORT)

When this attribute is assigned, the called mailbox or extension digits are sent to the PBX according to the following rule:

- If an extension number is associated with a mailbox, the extension number is sent to the PBX.
- If there is no extension, the digits the caller entered (the mailbox number) are sent to the PBX.

System Parameter 128 interacts with Attribute 38 by either defining the mailbox as the digits always sent to the PBX (128-YES) or allowing the extension to be sent, if it exists. (128-NO).

| Has Ext | Sys Par 128 | Send to PBX |
|---------|-------------|-------------|
| Yes | Yes | Mailbox |
| Yes | No | Extension |
| No | Yes/No | Mailbox |

39 MAY NOT CALL OPERATOR BEFORE ACCOUNT CODE IS ENTERED
(Incoming Call Restriction – Account Codes) (May be assigned to PORT)

When this attribute is assigned, the attendant can not be called unless an Account Code is entered. The prompt says "Good-bye" if an attempt is made to call the attendant without entering an Account Code.

40 DESTINATION IS AN IVR SYSTEM (Interactive Voice Response)

This attribute is assigned to a mailbox that transfers the caller to the IVR System extension number. Not applicable to Toshiba VP Systems.

41 MAY MOVE FORWARD OR BACKWARD DURING GREETING

Allows a caller to use the Forward and Backward features while listening to a greeting from a mailbox with this attribute. During the greeting, the caller must enter a to activate this feature.

This feature is designed to be used with specific applications. An example is recording long meetings so other employees may listen at a convenient time. When this attribute is assigned, a "Quick Message" (IntraMessaging feature) can not be sent while listening to the greeting.

After the is entered, the prompt says, "Listening is paused. To back up, press two, to go ahead, press four." If the caller does nothing after entering the key, the prompt says, "Listening is paused. To continue, press star, to backup, press two, to go ahead, press four." If the mailbox does not have this attribute and a caller presses , the Toshiba VP System offers to record a "Quick Message." The amount of time the Toshiba VP System moves forward and backward is defined in System Parameters 96 and 97. The default to move forward is 120 seconds, and to move backward, 60 seconds. Refer to the *Feature Description* manual — CUSTOMIZATION.

42 NEVER DO ASAP MESSAGE WAITING

When a message is left in a mailbox, the Toshiba VP System attempts to call and give notification. The default is set to call as soon as possible, unless the message was left under a "ring-no-answer" condition. With this attribute, Message Waiting calls "x" minutes after the message is left instead of as soon as possible. "x" is defined in each mailbox by using the OPTIONS feature.

43 MAY RE-RECORD AFTER CALL MESSAGE

With this attribute assigned to the COS of the mailbox called, after leaving a message for a no-answer or busy extension, or a mailbox with the greeting ON, callers may re-record the entire message before sending it. This feature does not allow editing portions of a message.

While recording, the caller must stop speaking for five seconds or enter a to activate this feature. The prompt says, "Thank you for your message. To re-record your message, press star, to send the message, press pound."

A deletes the entire message and the prompt says, "Recording... (beep)" and begins re-recording the message.

A sends the message. The prompt says, "Message sent. Please dial another extension number, or dial zero for assistance."

While recording, if the caller enters a [9] or any other digit, recording is terminated and the caller is given the option to re-record or send the message. The digit entered is processed as a first digit. At the end of recording, if a [9] [9] is entered, the prompt says, "Message sent, good-bye." If the caller does nothing, or an invalid digit is entered, the prompt is replayed the number of times defined in System Parameter 7. When the limit is reached, the prompt says, "Message sent, good-bye." Refer to the *Feature Description* manual — CUSTOMIZATION.

44 PLAY AND TIME STAMP ALL MESSAGES IN THIS MAILBOX

All messages in a mailbox can be listened to consecutively along with their corresponding time stamp when this attribute is assigned to the mailbox. Without this attribute, the [5] key plays each message one at a time. With this attribute, the [5] key plays all messages without stopping between. All other mailbox features available while listening to messages apply while listening to all messages.

This feature does not continuously play messages across mailbox boundaries. To continue listening in Extended Mailboxes, you must log on to each member of the Extended Mailbox and use the LISTEN command. Each member must also have this attribute assigned.

☞ This feature is intended to be used when transcribing messages from a mailbox. If this attribute is assigned to normal mailboxes, it may appear that some mailbox features are not operating correctly. When the ERASE, FORWARD and REPLY features are used at the very end of a message, the next message is already starting to play. Therefore, the message that is just beginning to play is acted upon, not the one the listener has just heard.

45 PLAY MESSAGES IN LIFO ORDER

In most cases, the first message in a mailbox is played followed by all others. With this attribute, the last message is played first followed by all preceding messages. To listen to the first message the "Listen to last message" mailbox function must be used — enter [1] [5].

46 USE EXTENDED MAILBOX FOR ALTERNATE OFFSITE NUMBER

With this attribute, the Extended Mailbox is used only to provide an Alternate Offsite message waiting number. Refer to the *Feature Description* manual — CUSTOMIZATION.

47 SPEAK MESSAGE WAITING PROMPT WHILE WAITING FOR ANSWER

Normally, Message Waiting tries to detect answer before speaking the Message Waiting prompt. With this attribute assigned, the Message Waiting prompt speaks while waiting for an answer. Since the call may be answered in the middle of the prompt, the Toshiba VP System repeats the number of messages in the mailbox after the security code is entered. Refer to the *Feature Description* manual — CUSTOMIZATION.

48 AUTO-COPY MESSAGE

Enables a message left for a mailbox to be automatically copied to a different mailbox. Use the OPTIONS feature in the mailbox — [1] [6], then [4] — to define

the number of the mailbox to receive the copied messages. A copy of messages sent to a mailbox with this attribute in its COS can be sent to a single mailbox, a Distribution List pilot number, or a Network mailbox. Refer to the *Feature Description* manual — CUSTOMIZATION.

49 AUTO-DELETE A COPIED MESSAGE

Used in conjunction with Attribute 48. Automatically deletes the message in the original mailbox and sends it to the mailbox configured in the process described in Attribute 48. Refer to the *Feature Description* manual — CUSTOMIZATION.

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50 STORE MESSAGES REDUNDANTLY

Used when two hard disk drives are installed and used for redundancy. Refer to the *Feature Description* manual — HARD DISK REDUNDANCY.

51 RECORD SPECIAL PURPOSE GREETING

This feature is designed to be used with specific applications. An example is recording long meetings so other employees may listen at a convenient time.

With this attribute assigned, recording is more tolerant to silence, talkoff, and inadvertent DTMF keypad entries or content in voice.

The maximum amount of silence before the prompt: "*Recording is paused due to silence...*" is controlled by System Parameter 113. Normal silence before pause is 8 seconds. The maximum for System Parameter 113 is 4 minutes. If the silence limit is reached, the greeting is retained in the mailbox, as it was recorded, up to the point where silence began. Normal operation throws away a greeting ended by maximum silence and keeps the previously stored greeting. Since DTMF detection is disabled, recording is terminated only when is entered or the maximum time limit for silence has been reached. Refer to the *Feature Description* manual — CUSTOMIZATION.

52 DYNAMIC CALL BLOCKING (Call Blocking) (Assign to PORT only)

Allows blocking to be determined by the call blocking value of the first mailbox dialed rather than the call blocking value of the port the call came in on. This frees the port to answer any incoming call, regardless of the call blocking value of the group being called.

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This also enables call blocking to work with DID and E&M applications rather than blocking being applied on all ports so that DID/E&M calls may be blocked.

The Dynamic Call Blocking feature only works if the port call blocking value is 0 and the first mailbox being called has a call blocking value other than 0. Any subsequent calls to mailboxes with a call blocking value of 0 are placed.

53 NO DELAY BETWEEN EACH OFFSITE MESSAGE WAITING CALL

In normal operation, the mailbox configuration parameter determines the amount of time to delay between placing Offsite Message Waiting calls (configured by using

the OPTIONS command in the mailbox). This attribute overrides that parameter. Instead of delaying between calls, the next call is made immediately.

This is primarily used with Attribute 46 when more than one mailbox is configured for Offsite Message Waiting. Refer to the *Feature Description* manual — CUSTOMIZATION.

54 MAY SPECIFY A PERSONAL ASSISTANCE MAILBOX

When this attribute is assigned to a COS, an extension may be designated as the Personal Assistant (PA) for the mailbox. The PA extension is used in place of the intercept position defined in the mailbox, port, or trunk INFORMATION Table for the mailbox. After reaching an unavailable mailbox with this attribute assigned, if a caller dials **[0]** for assistance, the designated PA is called instead of the intercept.

When Auto-Transfer to Assistance is configured, the PA extension is used.

The PA extension must be configured in the mailbox by using the OPTIONS feature (**[1]** **[6]** then **[5]**). In addition, Index 24 in the mailbox INFORMATION Table must have a value of YES.

Refer to the *Feature Description* manual — CUSTOMIZATION, Personal Assistance, for a complete description of this feature.

**55 DO NOT COLLECT MAILBOX TIMING INFORMATION FOR THIS PORT
(May be assigned to PORTS and Trunks only)**

The Mailbox Usage Summary report contains information detailing individual mailbox usage. The report shows the amount of time a port was used for each mailbox in the USER Table. The usage time for each mailbox is shown for Logon Time and Usage Time.

In some applications, it may be necessary to only collect timing information for certain ports. For example — the amount of time a person is logged onto a mailbox over a WATS line should be charged for, but the time logged on locally should not. For these type of applications, this attribute can be assigned to certain ports. When assigned, timing information is not collected for mailboxes called from ports with this attribute in their COS.

This Attribute has no effect if assigned to a mailbox.

**56 PLAY ALL MESSAGES IN THIS MAILBOX AS A GREETING
(Sequential Greeting feature)**

Some applications require that frequent changes be made to a greeting, such as adding more information to it or deleting parts of it. Rather than rerecording the entire greeting, portions may be rerecorded without affecting the rest.

Messages may not be sent directly to this mailbox. Therefore, you must record each segment of the greeting using the "Greeting Insert/Swap" feature (Attribute 20 —

MAY USE GREETING INSERT/SWAP). When the mailbox is called, all the messages are played, successively, as a regular greeting.

If the application requires messages to be taken, a Divert mailbox is required. If the application requires the caller to be automatically transferred to another extension, a Next Mailbox is required.

The greeting in the mailbox must be **OFF** for this feature to operate.

Any messages that have already been forwarded to the mailbox are also played as a part of the greeting. Comments attached to the forwarded message are not played. Refer to the *Feature Description* manual — CUSTOMIZATION.

57 **PLAY CUSTOM MESSAGE WAITING NOTIFICATION PROMPT**

On certain PBXs, extensions are unable to produce DTMF tones when called by the Toshiba VP System directly. When Message Waiting Notification (MWN) calls, the person answering is unable to enter their mailbox. To solve this problem, a Special Greeting can be played informing the person to hang up and call the Toshiba VP System to retrieve their messages. The greeting is activated by assigning Attribute 57 to the mailbox COS and defining a Special Greeting mailbox in the CUSTOM PROMPT Table.

When MWN places a call to a mailbox with Attribute 57, the normal prompt "*There are x messages for (name)*" is followed by the Special Greeting. The Custom Prompt might say something like "*To listen to your messages, please hang up and dial xxx and enter your mailbox.*"

This feature works in conjunction with Attribute 28 — MAY USE OFFSITE OR PAGER MESSAGE WAITING NOTIFICATION, and with Attribute 47 — SPEAK MESSAGE WAITING PROMPT WHILE WAITING FOR ANSWER. In these cases, the prompt and greeting repeat the number of times configured for those applications.

Refer to the *Feature Description* manual — CUSTOMIZATION and to the CUSTOM PROMPT Table chapter in this manual.

58 **DO NOT USE THIS PORT FOR INTEGRATION (Adaptive Integration)**

Used for special applications when Adaptive Integration is installed. Refer to the *Installation and Maintenance* manual — ADAPTIVE INTEGRATION for information regarding your PBX.

59 **GREETING ON THIS MAILBOX MAY NOT BE INTERRUPTED**

Offers flexibility in controlling which greetings may be interrupted by DTMF. Normally greetings, including Custom Error Prompts, may be interrupted by a caller pressing a touchtone key.

If it is desired for a greeting or custom error prompt to be played in its entirety without DTMF interrupting it, Attribute 59 must be assigned to the COS of the mailbox containing the greeting.

The following chart shows which greetings are and are not affected if Attribute 59 is assigned to a COS containing the greetings. For those greetings not affected, whether DTMF can or cannot interrupt the greeting is determined by the feature, not by Attribute 59.

| Attribute 59 | | |
|----------------------------------|---|---|
| Affects Greeting | Does Not Affect Greeting | |
| | Can Interrupt | Can Never Interrupt |
| Company Greeting | Custom MWN Prompt | Scripted Prompts (during message play) |
| Custom Error Prompts | Alternate Greeting (Att. 31) | |
| Personal Greeting | FIFO Queueing (Attr. 29) | |
| Sequential Greeting (Att. 56) | Prompts played to internal callers instead of Company Greeting in an integrated system. | |

▶ **WARNING** ◀

Attribute 59 should not be assigned in conjunction with the following attributes:

- 4 — HANG UP AFTER GREETING, NO OTHER EXTENSION MAY BE DIALED
- 5 — PLAY GREETING TWICE, ALLOW USER TO DIAL, NO MESSAGES
- 41 — MAY MOVE FORWARD OR BACKWARD DURING GREETING

If Attribute 4, 5, or 41 is assigned with Attribute 59, they are ignored. All DTMFs are ignored and the greeting plays to the end. In addition, in the case of Attribute 5, the caller is unable to enter another extension number while the greeting plays.

61 THIS MAILBOX MAY SEND FUTURE DELIVERY MESSAGES (IntraMessaging)

A mailbox with this attribute may record and address messages and designate that they be delivered at a future date. Future Delivery messages are stored in the sender's mailbox until they are delivered, and are counted against the mailbox's maximum amount of messages.

64 USER MAY ERASE MESSAGE DURING ADDRESSING OPTIONS (IntraMessaging)

Mailboxes with this attribute may erase messages during the additional Addressing Options offered after an IntraMessaging message is recorded and addressed. To erase a message after it has been recorded and addressed, press .

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65 APPLICATION PROCESSOR CONTROL (VPworks)

This attribute can be assigned to a port or a mailbox COS, depending on the configuration of the trunks or hunt group assigned to VPworks. When assigned to a

port COS, this attribute allows direct access to *VPworks*. When assigned to a mailbox COS, this attribute allows access to *VPworks* through a mailbox from any port.

66 THIS PORT IS FOR OUTCALLS ONLY, NO DIAL TONE EXPECTED

This attribute is used for outcalls on PBXs that do not provide dial tone on initial off-hook. A port with this attribute does not process incoming calls. Its extension number must not appear in a hunt group in the PBX.

67 PLAY TIME STAMP

When a mailbox with this attribute is called, the Toshiba VP System speaks the current date and time. This attribute is used primarily for troubleshooting.

68 THIS PORT IS DTMF INTEGRATED (Adaptive Integration)

This attribute is used only with DTMF In-band Integration. Assign this attribute to each port configured for DTMF In-band Integration. Refer to the *Feature Description* manual — CUSTOMIZATION.

69 SPEAK DIGITS ENTERED TO CONFIRM MESSAGE ADDRESS

When addressing a message from a mailbox with COS Attribute 69 configured, the address is confirmed by being spoken back to the sender of the message.

- For messages addressed to a local mailbox, if no name is recorded, the prompt "Mailbox" followed by the address digits is spoken.
- For messages addressed to a network location, the prompt "Network Mailbox"; followed by the address digits is spoken.

☐ When a message is sent to a local mailbox with a name recorded, the name is spoken. Attribute 69 is not required.

70 MEASURE PBX TONES

When a mailbox with this attribute is called, the Toshiba VP System initiates the call, stays on the line for ten tone changes, and then hangs up. This allows use of the PRT command to determine the ringback/busy/fast busy cadence for a particular PBX.

71 TRANSCRIPTION MAILBOX

When this attribute is assigned to the COS for the pilot of an extended mailbox, messages are not recorded in the pilot mailbox, but are placed in the next available member mailbox. For details, refer to *Feature Description* — CUSTOMIZATION, Extended Mailbox.

5.4 HOW TO CONFIGURE THE COS TABLE

A COS is defined by assigning one or more attributes to an unused COS number. Some applications require more than one attribute to achieve the desired result.

The Toshiba VP System software contains 128 COS (0-127) available to be assigned. Each COS number is neutral (has no attributes) until attributes are added to it.

VP 100

For the VP 100, a COS must be assigned to each mailbox and port defined in the USER and PORTS Tables¹.

VP 300s

VP 300

For the VP 300s/VP 300 a COS must be assigned to each mailbox and port defined in the USER and SLOTS Tables.

For consistency and clarity, we recommend you number MAILBOX COS starting at 0, in ascending order (0, 1, 2 ...) and PORT/TRUNK COS starting at 127, in descending order (127, 126, 125 ...). Any COS can be assigned to any mailbox or port in the system. The COS number has no relation to the importance of the mailbox.

The INSTALL program does not ask for COS Table information. Use the UPDATE program to add attributes to a COS.

■ COS for Ports/Trunks

Although most PORT/TRUNK COS have no attributes, the COS number directs the Toshiba VP System to the appropriate SCHEDULE Table. The SCHEDULE Table directs the Toshiba VP System to the INFORMATION Tables for further call processing instructions. The following is a list of COS attributes applicable to ports.

| Attributes Applicable to Ports | |
|--------------------------------|--|
| 2 | Port/Trunk dedicated to Network Protocol 2 |
| 15 | Transfer to a ringing extension |
| 25 | May not log on to this mailbox/port |
| 26 | May not use IntraMessaging feature |
| 34 | Transfer calls without checking for busy or no answer |
| 36 | Port requires Account Code/ Mailbox is an Account Code |
| 37 | Do not check Users Table for Account Number |
| 38 | Send extension/mailbox number to PBX before calling |
| 39 | May not call the Operator before Account Code is entered |
| 52 | Dynamic Call Blocking |
| 55 | Do not collect mailbox timing information for this port |
| 58 | Do not use this port for Integration |
| 66 | This port is for outcalls only, no dial tone expected |

1. Toshiba VP Systems that are integrated with a phone system may use the port INFORMATION Tables for trunks. Trunks may be assigned a COS through the TRUNK GROUP Table. Port COS and INFORMATION Tables are equivalent to Trunk COS and INFORMATION Tables. Refer to the *Installation and Maintenance manual— ADAPTIVE INTEGRATION* for details regarding those applications.

■ Examples of COS Applications (Use of Attributes)

The following are examples of what can be accomplished by assigning attributes to mailbox COS.

■ COS with a Single Attribute

Recorded Information Mailboxes

Mailboxes can be designated to play recorded information without ringing a live extension. These mailboxes can be configured to hang up, repeat and allow the caller to dial another number, or take a message:

- Play information twice and allow caller to leave a message and/or dial another extension (COS with Attribute 5).
- Play information once and allow caller to dial another extension, but do not take a message (COS with Attribute 1).
- Play information and disconnect (COS with Attribute 4).

Secure Access to Extensions/Trunks (Attribute 3)

Any extension or outgoing trunk group can be protected by requiring the correct security code (up to 6 digits) to be entered by any caller trying to reach that facility.

Call Extension First; If Busy/No Answer, Play Greeting (Attribute 6)

Under normal operation, if a greeting is ON, the greeting is immediately played and the extension does not ring. A COS can be configured for the extension to ring prior to playing the greeting. This is useful for interaction with small distribution groups.

Names (Attribute 10)

Record names of people who have mailboxes. If names are recorded, they are spoken instead of the mailbox extension number. Refer to the *Feature Description* manual — CUSTOMIZATION.

Cut Through on Ringing (Attribute 15)

The Toshiba VP System can release an extension once ring-back is detected. Used to send a call into an ACD group, or to any other extension where a live person answers, such as intercept positions. Also used in Adaptive Integration applications.

■ COS With Several Attributes

Managing Callers to an Often-Busy Group (Attributes 6, 11, 13, 29)

For a small service hunt group, the Toshiba VP System can be configured to give the caller a special greeting when the group is busy or doesn't answer. The greeting can offer

the caller the options of waiting or leaving a message. Since the greeting informs the caller of the options, the standard prompt: *"Please leave a private message at the tone, dial another extension,..."* is not needed. Messages should automatically be saved.

Attributes on initial group mailbox:

- 6 — CALL EXTENSION FIRST BEFORE PLAYING GREETING.
- 11 — NO SYSTEM PROMPT AFTER GREETING, GO STRAIGHT TO RECORDING.
- 13 — AUTOMATICALLY SAVE MESSAGES AFTER LISTEN.

Attributes on mailbox to dial to wait and be placed in queue:

- 29 — FIFO QUEUING (used for calling groups. Requires FIFO Queuing option.)

Front-ending an ACD Group With an Information Announcement

An information-only mailbox can be configured to give information and automatically connect the caller to an agent. The agent's mailbox can be configured to cut through on ring, or to play one greeting if the line is busy and a different greeting after hours.

Attributes for information-only mailbox:

- 1 — NO MESSAGES MAY BE RECORDED FOR THIS MAILBOX.
- 27 — AFTER GREETING PLAYS, GO TO ANOTHER GREETING OR EXTENSION.

Attributes for agent mailbox:

- 6 — CALL EXTENSION FIRST BEFORE PLAYING GREETING.
- 31 — PLAY ALTERNATE GREETING WHEN NORMAL GREETING IS OFF.

■ Using INSTALL

There are no questions in the INSTALL program concerning COS. The COS is neutral until assignment of attributes. Attributes are assigned to COS numbers in the UPDATE program after the installation is complete.

During the INSTALL program, a COS must be assigned to every port and mailbox in the database. After the installation, none of the ports or mailboxes act as defined by the COS until the attributes are assigned to the COS in the UPDATE program.

- ☞ Carefully plan and determine the usage of each COS prior to the actual installation.

■ Using UPDATE

Use the UPATE program to:

- LIST one or all COS
- LIST Attributes
- LIST a PROFILE of one or all COS
- ADD attributes to a COS
- DELETE attributes from a COS

An existing COS cannot be altered by using the MODIFY command. To alter an existing COS, ADD, or DELETE attributes. Likewise, a COS may not be deleted. It can be neutralized by using the DELETE command to delete all attributes assigned.

LIST

Listing the COS Table or a Single COS

This command produces a list of the entire COS Table, or of one COS. To be displayed on the listing, a COS must be assigned to a mailbox or port, or have attributes assigned to it. (If attributes are assigned to a COS but the COS is not assigned to a mailbox or port, the COS prints on a listing.)

Refer to the *Installation and Maintenance* manual — REPORTS for the report showing Port Statistics by COS.

Example of listing a COS:

```

L COS?
Enter COS to be listed. (Empty line = all)
LST:

COS 0 (MAILBOX COS)

COS 1 (MAILBOX COS)
ATTRIBUTE
  6 Call extension first before playing greeting.
  11 No system prompt after greeting, go straight to
      recording

COS 2 (MAILBOX COS)
ATTRIBUTE
  0 May broadcast a message to all mailboxes.
  10 Record names for all mailboxes.

COS 126 (PORT/TRUNK COS)

COS 127 (PORT/TRUNK COS)
ATTRIBUTE
  16 TRANSFER to ringing extension.

```

Listing the COS Attributes

This command produces a list of the attributes.

```
1: COS A
ATTRIBUTE      DESCRIPTION
0  May BROADCAST a message to all mailboxes.
1  NO MESSAGES may be recorded for this mailbox.
3  Ask for SECURITY CODE before calling extension.
4  HANG UP after GREETING, no other extensions may
   be dialed
```

- With this command, attributes may only be listed, not ADDED, DELETED, or MODIFIED. Attributes can only be added or deleted from a COS.

Listing COS PROFILE

A profile of the entire COS Table, or of one COS can be listed. To be displayed, the COS must be assigned to a mailbox or port, or have attributes assigned to it. The profile lists the COS number, any attributes, CSTAT Table entries (if applicable), and the SCHEDULE and INFORMATION Tables. Enter the number of the COS you wish to list, or press for entire COS Table.

```

J:PROFILE
COS: 6
-----
COS # (MAILBOX COS)

5 Play message TWICE, allow user to dial, no messages.
20 May use greeting INSERT/SWAP.
31 Play ALTERNATE greeting when normal greeting is off.

1 PDL INDEX VALUE NONE

PERIOD DAYS START STOP INFO TABLE #
1 -MTWTF- 08:00 17:00 2
2 HOL 00:00 24:00 5
DEFAULT ..... 7
INFORMATION TABLE 2 5 7

1 INTERCEPT MAILBOX 200 250 200
3 CALL BLOCKING NUMBER 1 1 1
4 SINGLE DIGITS FOR MENUS 3 3 NONE
5 PREFIX DIGITS FOR MENU 60 60 NONE
6 PRE EXTENSION DIGITS NONE NONE NONE
7 RINGS BEFORE EXT CALL NO ANS 4 4 4
8 MSG WAITING RINGS 3 3 3
9 TIMES TO RETRY ON BUSY NONE NONE NONE
10 USE ALT TRANSFER CODES NO NO NO
11 DIVERT MESSAGES TO MAILBOX NONE NONE NONE
12 MESSAGE WAITING NOTIF YES NO NO
13 AUTO GREETING ACTIV YES YES YES
14 OFFSITE ATTEMPT TIMES NONE NONE NONE
15 OFFSITE SPEAK TIMES 3 3 3
16 OFFSITE SPEAK DELAY 5 5 5
17 OFFSITE PREFIX DIGITS NONE NONE NONE
18 NEXT MAILBOX NONE NONE 255
19 OFFSITE DIAL SYSP DIGS NO NO NO
20 OFFSITE END WITH POUND NO NO NO
21 FIFO QUEUE MSG MAILBOX NONE NONE NONE
22 MAXIMUM MSG LENGTH 1 1 1
23 MAX NUMBER OF MSGS 1 1 1
24 PERSONAL ASSISTANCE YES NO NO
25 QUICK GREETING ACTIV NO NO NO
26 AUTOTRANSFER TO ASSIST YES NO NO
27 MSG WITH AUTO TRANSFER YES NO NO
28 ANNOUNCE CALLS TO INT NO NO NO

```

☐ The INFORMATION Tables are always listed in numeric order, even if they are in a different order in the SCHEDULE Table.

ADD

Adding Attributes to a COS

This command is used to add attributes to a COS.

```
A COS?  
Enter the COS to add attributes to.  
Enter empty line when done.COS:25  
Enter the attribute to add to this COS.  
ADD:15
```

DELETE

Deleting Attributes From a COS

This command is used to remove Attributes from a COS.

```
D COS?  
Enter the COS to delete attributes from.  
COS:13  
Enter attribute to delete from this COS.  
DEL:25  
DEL:
```

6

CSTAT TABLE

Chapter Contents

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| 6.3 | How the CSTAT Table is Used for the PDL Index Value | 6-3 |
| 6.4 | How To Configure The CSTAT Table for the PDL Index Value | 6-4 |
| | Using INSTALL | 6-4 |
| | Using UPDATE | 6-4 |

INTRODUCTION

The CSTAT Table specifies the number of Personal Distribution List members allocated for mailboxes in each COS. A non-zero PDL value for a COS specifies that a mailbox with that COS can use Personal Distribution Lists. The maximum number of Personal Distribution List members allowed in all the combined lists of each mailbox depends on the value specified for its associated COS.

Personal Distribution Lists are a feature of IntraMessaging. Refer to the *Feature Description* manual — INTRAMESSAGING, for information on setting up Personal Distribution Lists.

Quick Reference Guide

CSTAT Table

| Command | Description |
|-------------------------------------|---|
| CSTAT Table | Specifies the number of Personal Distribution List members allowed for each mailbox in a COS. |
| CSTAT Table and the INSTALL Program | There are no questions in the INSTALL program pertaining to the CSTAT Table. To MODIFY entries, use the UPDATE program. |
| UPDATE Command Options | |
| LIST .L CSTA | To list the CSTAT Table for one or all COS. |
| MODIFY .M CSTA | To modify an entry in the CSTAT Table. |

The . prompt is displayed by the UPDATE program.

6.1 UNDERSTANDING THE CSTAT TABLE

The CSTAT Table allows the assignment, by COS, of alphanumeric parameters to a mailbox, port or trunk. These alphanumeric parameters are static - they **do not change** by time of day or day of week. The COS assigned to a mailbox, port or trunk directs the Toshiba VP System to the associated CSTAT Table entry.

Personal Distribution Lists (PDL) are a feature of IntraMessaging. Refer to the *Feature Description* manual - INTRAMESSAGING for information on setting up Personal Distribution Lists in a mailbox.

At this time, the PDL index value for Personal Distribution Lists is the only entry in the CSTAT Table. It is not used for port or trunk COS. Additional parameters that do not change by time of day and day of week may be added to this table in future Toshiba VP System releases. Future entries may apply to port/trunk COS, as well as mailbox COS.

6.2 PDL INDEX VALUE

The first entry in the CSTAT Table is the PDL index value. It specifies whether mailboxes in a COS can use Personal Distribution Lists.

- If a COS has an index value of NONE, PDLs are not allowed for mailboxes in that COS.
- If the index value for a COS is one or greater, PDLs are allowed. The index value represents the maximum number of PDL members allocated for each mailbox in the COS.

Example of a CSTAT Table:

| | | |
|-------|-----------------|------|
| COS 0 | (MAILBOX COS) | |
| 1 | PDL INDEX VALUE | 1 |
| COS 1 | (MAILBOX COS) | |
| 1 | PDL INDEX VALUE | 2 |
| COS 5 | (MAILBOX COS) | |
| 1 | PDL INDEX VALUE | NONE |

3 HOW THE CSTAT TABLE IS USED FOR THE PDL INDEX VALUE

When a person enters a mailbox to use a PDL, the Toshiba VP System checks the CSTAT Table entry for that mailbox's COS. If an index value other than NONE, entered as 0 in the CSTAT Table, is assigned in the CSTAT Table, PDLs are allowed. The PDL index value represents the number of Personal Distribution List members that mailboxes in that COS may use. Mailbox Options prompt the mailbox holder to define Personal Distribution Lists.

Each incremental unit of the index value allows 50 members in a PDL, as shown in the following chart.

| <u>PDL INDEX VALUE in CSTAT Table</u> | <u>Maximum # of Members in Personal Distribution List</u> |
|---|---|
| NONE (entered as 0) | 0 (May not use PDL) |
| 1 | 50 |
| 2 | 100 |
| 3 | 150 |
| 4 (Maximum) | 200 |

Each mailbox may have up to nine PDLs. If the PDL index value is 3 for a given COS, each mailbox with that COS may have a total of 150 members, distributed in one to nine PDLs.

6.4 HOW TO CONFIGURE THE CSTAT TABLE FOR THE PDL INDEX VALUE

The PDL index value is the first entry in the CSTAT Table. It is automatically defined with a default Personal Distribution List index value of NONE for each mailbox COS defined in the Toshiba VP System configuration. This index value does not apply to port/trunk COS.

Use the UPDATE program to modify the PDL index value for a mailbox COS.

ENTRY # The only entry in the CSTAT Table is the PDL index value. It is entry #1.

PDL INDEX VALUE The index value for a COS represents the maximum number of PDL members, if any, allocated for each mailbox in that COS. Valid index values are shown in the chart in the previous section of this chapter.

If a mailbox has a COS with a non-zero PDL value and has PDLs defined, then that mailbox is moved to a COS with a zero PDL value, the defined PDLs are no longer available.

If, however, the mailbox is moved into a COS with a lower index value than that originally assigned, all entries in that mailbox's PDLs remain valid. New entries cannot be defined beyond the limits specified for the currently assigned COS.

■ Using INSTALL

There are no questions pertaining to the CSTAT Table in the INSTALL program. To modify CSTAT entries, use the UPDATE program.

■ Using UPDATE

From UPDATE you can LIST and MODIFY.

LIST Listing the CSTAT Table

```

.L CSTA
Enter COS to be listed
(0-127, empty line = ALL.)
LST:

COS 0      (MAILBOX COS)
  1      PDL INDEX VALUE  1

COS 1      (MAILBOX COS)
  1      PDL INDEX VALUE  2

COS 5      (MAILBOX COS)
  1      PDL INDEX VALUE  NONE
  
```

☐ When the CSTAT Table is listed and the IntraMessaging option is not installed, the table will have no entries.

MODIFY

Modifying entries in the CSTAT Table

```
M CSTAT
  Enter COS to modify a parameter for. (0-127)
MOD:2
  Enter ENTRY NUMBER to MODIFY. (1-1)
MOD:1
  1 PDL INDEX VALUE (0-4, 0 = NONE, empty line =
  NONE)
MOD:3
```

7

CUSTOM PROMPT TABLE

Chapter Contents

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| | Custom Error Prompts | 7-1 |
| | Custom MWN Prompts | 7-1 |
| | Examples of Using Custom Prompts | 7-2 |
| 7.2 | How the CUSTOM PROMPT Table Works | 7-3 |
| 7.3 | How to Configure the CUSTOM PROMPT Table | 7-4 |
| | Using INSTALL | 7-4 |
| | Using UPDATE | 7-4 |

INTRODUCTION

The CUSTOM PROMPT Table specifies the number of the mailboxes containing:

- Custom Error Prompts, played when a caller dials an invalid number or a blocked extension
- Custom Message Waiting Notification Prompt, to give special dialing instructions to mailbox holders whose extensions do not produce DTMF tones

Quick Reference Guide

CUSTOM PROMPT Table

| Command | Description |
|---|---|
| CUSTOM PROMPT Table | Specifies mailbox numbers containing Custom Error Prompts and Custom Message Waiting Notification (MWN) Prompts. |
| CUSTOM PROMPT Table and the INSTALL Program | There are no questions in the INSTALL program pertaining to the CUSTOM PROMPT Table. To MODIFY entries, use the UPDATE program. |
| UPDATE Command Options | |
| LIST .L CUST | To list the CUSTOM PROMPT Table. |
| MODIFY .M CUST | For any first digit, specify mailbox numbers containing greetings to be played for blocked and non-existent extensions. |
| .M CUST OTHER | Specify mailbox number containing Custom MWN prompt. |

The . prompt is displayed by the UPDATE program.

7.1

UNDERSTANDING THE CUSTOM PROMPT TABLE

The Toshiba VP System has the flexibility to enable companies to create two types of custom recorded greetings for callers:

- Custom Error Prompts
- Custom Message Waiting Notification (MWN) Prompt

The CUSTOM PROMPT Table contains the number of the mailboxes containing all custom prompts. For details about these applications, refer to the *Feature Description* manual — CUSTOMIZATION.

■ Custom Error Prompts

When a caller dials a non-existent or blocked number, the Toshiba VP System prompts "*Extension XXX does not exist.*" You can record custom prompts so callers may hear special dialing instructions rather than the standard system prompt.

Two circumstances cause a caller to receive the standard prompt:

- Numbers without a valid first digit (either the first digit is not defined at all in the USER Table or an incorrect number of digits was entered).
- Extensions blocked through the Incoming Call Restriction, Call Blocking feature.

In addition, a custom prompt can be played if an entry is made to the "Nonexistent Extension Mailbox" field of the CUSTOM PROMPT Table. In that case, the greeting for that mailbox is played whenever an extension that is not defined as a mailbox in the USER Table is entered.

The Next Mailbox feature may be used with Custom Error Prompts. A Next Mailbox enables the Toshiba VP System to automatically send callers to another mailbox or extension after they have listened to the Custom Error Prompt. The Next Mailbox can give further information, or send the call to an actual extension, such as the operator.

Custom Error Prompts may be interrupted by pressing any key on a DTMF producing keypad. If it is desired that Custom Error Prompts not be interruptible, COS Attribute 59 must be assigned to the mailbox containing the prompt. Refer to COS Table, Attribute 59 — GREETING ON THIS MAILBOX MAY NOT BE INTERRUPTED, in this manual.

■ Custom MWN Prompts

A Custom Message Waiting Notification Prompt can be played when MWN calls a mailbox associated with an extension that does not produce DTMF tones. The mailbox containing the prompt is contained in the CUSTOM PROMPT Table.

Example of a CUSTOM PROMPT Table:

| FIRST DIGIT ENTERED | NONEXISTENT EXTENSION MAILBOX | BLOCK EXTENSION MAILBOX |
|-----------------------------|-------------------------------------|-------------------------------|
| 1 | 500 | 200 |
| 2 | 300 | 200 |
| 3 | 500 | 200 |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| Message waiting mailbox:300 | | |

■ Examples of Using Custom Prompts

This section gives example applications.

■ Non-existent Extensions

Calls to a non-existent extension may be handled as follows:

- A company has extensions only in the 200 and 300 series. Error greetings are recorded in the CUSTOM PROMPT Table for first digits 1, 5, 6, 7, 8 and 9. If callers dial an extension beginning with 1, 5, 6, 7, 8, or 9 they are informed, *"Wilson-Goodman extensions begin with either twos or threes. For assistance in reaching the person you want, please dial four, one, one for directory information."*
- A financial services group uses the Toshiba VP System to give information to customers. Callers are instructed to dial the first four digits of their account number. If they do not dial the correct number, they can be informed, *"The number you dialed is not a valid account number. The account number is located in the upper left corner of your monthly statement. Please enter the first four digits from your account number again, or dial zero for assistance."*

■ Blocked Extensions

Calls to a blocked extension may be handled as follows:

- A caller dials an extension that is not allowed to accept calls from the InWATS lines. Call blocking is set up in the INFORMATION Table for the port. The caller is advised: *"That extension cannot be reached from this number. Please hang-up and call (415) XXX-XXXX to reach this extension."*
- At a hospital, calls to patient rooms are blocked between 11 p.m. and 8 a.m. Callers to these extensions are informed: *"So as not to disturb our patients, patient rooms cannot be called between 11 p.m. and 8 a.m. Please call back after 8 a.m. If this is an emergency, dial zero for assistance."*

■ MWN calls to extensions without DTMF

When MWN places a call to a mailbox with Attribute 57 — PLAY CUSTOM MESSAGE WAITING NOTIFICATION PROMPT, the normal prompt *"There are x messages for (name)"* is followed by the Custom MWN Prompt. The greeting might say something like *"To listen to your messages, please hang up and dial xxx and enter your mailbox."*

7.2

HOW THE CUSTOM PROMPT TABLE WORKS

This section describes how the CUSTOM PROMPTS Table is used for non-existent numbers, blocked numbers and Message Waiting Notification calls.

Non-existent Numbers

The Toshiba VP System checks the number the caller entered to determine whether it exists in the USER Table. If not, or if the first digit is not defined, the CUSTOM PROMPT Table is checked. This is done by using the first digit as an index into the table. If the first digit is valid, the Toshiba VP System tries to call the entered digits. If an error tone is received from the PBX, the Toshiba VP System tells the caller: *"Extension XXX does not exist."* If a mailbox is defined in the CUSTOM PROMPT Table for that first digit, the Toshiba VP System plays its greeting.

► WARNING ◀

Do not use Custom Error Prompts unless the USER Table contains all extensions to be called. Custom Error Prompts play for all extensions not configured. Consequently, if extension numbers are not in the USER Table but do exist on the PBX, calls coming through the Toshiba VP System receive that greeting.

Blocked Numbers

If a call is blocked, the greeting of the mailbox defined in the CUSTOM PROMPT Table plays for the first digit of the blocked extension.

Message Waiting Calls

Before Message Waiting Notification calls a mailbox, the COS for that mailbox is checked. If the COS contains Attribute 57 — CUSTOM MESSAGE WAITING NOTIFICATION PROMPT, the number of the mailbox containing the custom prompt is retrieved from the CUSTOM PROMPT Table. If a number is not defined, Attribute 57 is ignored and the normal Message Waiting Notification prompt plays: *"There are x messages for (name)."*

7.3 HOW TO CONFIGURE THE CUSTOM PROMPT TABLE

This section explains how to configure the CUSTOM PROMPT Table for non-existent numbers, blocked numbers and Message Waiting Notification calls.

Non-existent and Blocked Numbers Enter the mailbox number containing the greeting to be used if a caller dials an invalid number. There can be two mailboxes for the same first digit; one for non-existent extensions, and one for blocked extensions.

► WARNING ◀

Record a greeting in the mailbox. If a greeting is not recorded, the Toshiba VP System prompts: *"(name)/ extension XXX does not exist."*

Custom MWN Prompt Enter the mailbox number containing the greeting to be used if MWN calls a mailbox with Attribute 57 assigned to its COS.

■ Using INSTALL

There are no questions pertaining to the CUSTOM PROMPT Table in the INSTALL program. To enter the error greeting mailboxes, use the UPDATE program.

■ Using UPDATE

Use the UPDATE program to:

- LIST the CUSTOM PROMPT Table
- MODIFY the CUSTOM PROMPT Table
- MODIFY the custom prompt for MWN calls

☞ The ADD and DELETE commands cannot be used. If you wish to delete a mailbox, enter NONE while using the MODIFY command.

LIST Listing the CUSTOM PROMPT Table

```

I.CUST
FIRST      NON-EXISTENT  BLOCKED
DIGIT      EXTENSION    EXTENSION
ENTERED    MAILBOX      MAILBOX
1          500          200
2          500          200
3          500          200
4
5
6
7
8
9
Message waiting mailbox: 300

```

MODIFY

Modifying the CUSTOM PROMPT Table

```
.M CUST?
```

```
A greeting can be played when a user enters certain
extensions. A different greeting will be played
depending on the first digit of the extension. Enter the
FIRST DIGIT whose greeting mailbox you wish to modify.
(1-9). Enter empty line when done.
```

```
:7
```

```
Enter the MAILBOX whose greeting will be played when an
extension DOES NOT EXIST. (1-8 digits, N=NONE, empty
line = default).
```

```
:623
```

```
Enter the MAILBOX whose greeting will be played when an
extension is BLOCKED. (1-8 digits, N=NONE, empty line =
default).
```

```
:N
```

```
Enter FIRST DIGIT. (1-9)
Enter empty line when done.
```

Modifying the CUSTOM PROMPT for Message Waiting Calls

```
.M CUST OTHER?
```

```
Enter the mailbox whose greeting will be played when
message waiting
calls. (Only used with COS attribute 57)
(1-8 digits, N=NONE, empty line = NONE )
```

8

DAYLIGHT SAVING TIME TABLE

Chapter Contents

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| 8.2 | How the DAYLIGHT SAVING TIME Table is Used | 8-2 |
| 8.3 | How to Configure the DAYLIGHT SAVING TIME Table | 8-3 |
| | Using INSTALL | 8-3 |
| | Using UPDATE | 8-3 |

INTRODUCTION

The DAYLIGHT SAVING TIME Table contains the dates when the Toshiba VP System sets its clock ahead or back for daylight saving time changes.

The following sections are included in this chapter.

- Quick Reference Guides containing the commands most commonly used with the DAYLIGHT SAVING TIME Table.
- A description of the DAYLIGHT SAVING TIME Table and instructions on configuring it.

Quick Reference Guide

DAYLIGHT SAVING TIME Table

| Command | Description |
|--|---|
| DAYLIGHT SAVING TIME Table | Contains the dates on which the system clock is automatically set ahead or back for daylight saving time. |
| Maximum Number of Entries | 10 |
| DAYLIGHT SAVING TIME Table and the INSTALL Program | There are no questions in the INSTALL program pertaining to the DAYLIGHT SAVING TIME Table. Configure by using the UPDATE program after the installation is complete. |
| UPDATE Command Options | |
| LIST .L DST | Use to list the DAYLIGHT SAVING TIME Table. |
| ADD .A DST | Use to assign dates to the DAYLIGHT SAVING TIME Table. |
| MODIFY | Does not apply to the DAYLIGHT SAVING TIME Table. |
| DELETE .D DST | Use to delete dates from the DAYLIGHT SAVING TIME Table. |

The . prompt is displayed by the UPDATE program.

.1 UNDERSTANDING THE DAYLIGHT SAVING TIME TABLE

The entries in the DAYLIGHT SAVING TIME Table define when daylight saving time begins or ends. The system clock is automatically reset at these times. After an entry is made in the DAYLIGHT SAVING TIME Table, no further intervention is required to activate a time change or to remove the entry after the change is executed.

Example of a DAYLIGHT SAVING TIME Table:

```
.L DST
DAYLIGHT-SAVING-TIME CHANGE DATES:
10/28/90  BACK
4/14/91  AHEAD
```

8.2 HOW THE DAYLIGHT SAVING TIME TABLE IS USED

The TOSHIBA VP System checks the DAYLIGHT SAVING TIME Table every day at 2:00 a.m. to determine if the current date is entered in the table. If the current date is not in the DAYLIGHT SAVING TIME Table, the system clock is not changed.

If the current date is entered in the DAYLIGHT SAVING TIME Table, the system clock is reset ahead or back, depending on the DAYLIGHT SAVING TIME Table entry. The entry is then automatically removed from the DAYLIGHT SAVING TIME Table.

8.3

HOW TO CONFIGURE THE DAYLIGHT SAVING TIME TABLE

Enter the dates when daylight saving time begins and ends. After each date, enter A if the clock should be set ahead one hour, or B if the clock should be set back one hour.

■ Using INSTALL

There are no questions in the INSTALL program pertaining to the DAYLIGHT SAVING TIME Table. Configure the DAYLIGHT SAVING TIME Table by using the UPDATE program.

■ Using UPDATE

Use the UPDATE program to:

- LIST the DAYLIGHT SAVING TIME Table
- ADD dates to the DAYLIGHT SAVING TIME Table
- DELETE dates from the DAYLIGHT SAVING TIME Table

LIST

Listing the DAYLIGHT SAVING TIME Table

```
.L DST
DAYLIGHT-SAVING-TIME CHANGE DATES:
10/27/90 BACK
4/13/91 AHEAD
```

ADD

Adding dates to the DAYLIGHT SAVING TIME Table

```
.A DST
Enter in format MONTH (1-12)/DAY (1-31)/YEAR (00-99), A or B
ADD:10/28/90,B
ADD:4/14/91,A
ADD:
```

MODIFY

Modifying the DAYLIGHT SAVING TIME Table

The DAYLIGHT SAVING TIME Table cannot be modified. Use the ADD or DELETE commands to change the DAYLIGHT SAVING TIME Table.

DELETE

Deleting dates from the DAYLIGHT SAVING TIME Table

```
.D DST
Enter date to delete: month/day/year
DEL:10/27/90
DEL:4/13/91
DEL:
```

9

DISTRIBUTION LIST TABLE

Chapter Contents

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| | Using INSTALL | 9-5 |
| | Using UPDATE | 9-6 |

INTRODUCTION

A Distribution List contains mailbox numbers, to which messages are sent when addressed to the Distribution List pilot number.

Extended mailboxes are a series of mailboxes linked together to enable one mailbox number to receive more than 32 messages (the maximum number of messages one mailbox can receive). Extended Mailboxes are also used to store numbers for offsite Message Waiting Notification.

Distribution Lists and Extended Mailboxes are configured in the DISTRIBUTION LIST Table.

Distribution Lists are available only with the IntraMessaging option. Extended Mailboxes may be configured without IntraMessaging.

In this chapter, you will find the following sections:

- Quick Reference Guide containing the commands most commonly used with the DISTRIBUTION LIST Table
- A description of the DISTRIBUTION LIST Table
- A description of how the DISTRIBUTION LIST Table is used
- A description of how to configure the DISTRIBUTION LIST Table

Quick Reference Guide

DISTRIBUTION LIST Table

| | Description |
|--------------------------------|---|
| DISTRIBUTION LIST Table | Contains the pilot number and mailboxes associated with Distribution Lists and Extended Mailboxes. By addressing the pilot number of a Distribution List, a message is sent to all members. The Toshiba VP System must be equipped with IntraMessaging to support Distribution Lists. |
| Distribution List | Contains a pilot number and a list of mailbox numbers. A message may be sent to the entire list by addressing the message to the pilot number of the list. |
| Extended Mailbox | <p>Included in the DISTRIBUTION LIST Table. By addressing the pilot number of an Extended Mailbox, a message is sent to the first available mailbox associated with that Extended Mailbox.</p> <p>Extended Mailboxes may also be used to store the numbers to be called for Offsite Message Waiting Notification. IntraMessaging is not required for Extended Mailboxes.</p> <p>An Extended Mailbox may have up to 24 other mailboxes linked to it.</p> |
| Maximum Lists | 250 total Distribution Lists/Extended Mailboxes |
| Maximum Entries | 2500 total mailboxes. Mailbox must exist in the USER Table before being added to the Distribution List. |

DISTRIBUTION LIST Table and the INSTALL Program

- Question 4**
- Enter the Distribution List number (1-8 digits). This number must already exist as a mailbox in the USER Table. Enter the member mailboxes to be added to the list. If the list exists, new members are appended to existing ones. Enter an empty line when done.
- If entering an Extended Mailbox, add as Distribution List and modify by using the UPDATE program when the installation is complete.

Quick Reference Guide

DISTRIBUTION LIST Table

| | Command | Description |
|-------------------------------|--------------|--|
| UPDATE Command Options | | |
| LIST | .L DIST | Use to list one or all Distribution Lists or Extended Mailboxes. |
| | .L DIST M | Use to list all Distribution Lists associated with a specific mailbox. |
| | .L DIST N | Use to list all Distribution Lists associated with a specific network address. Used only with Multi-Cabinet or Remote Networking. |
| ADD | .A DIST | Use to define a pilot number, or to add members to an existing list or Extended Mailbox. |
| MODIFY | .M DIST TYPE | Used only for systems installed with IntraMessaging. Use this command to convert a Distribution List to an Extended Mailbox, or to convert an Extended Mailbox to a Distribution List. |
| | .M DIST I | Use to convert network addresses in Distribution Lists. Used only with Multi-Cabinet or Remote Networking. |
| DELETE | .D DIST | Use to delete members, an entire list, or an Extended Mailbox. |

The . prompt is displayed by the UPDATE program.

9.1

UNDERSTANDING THE DISTRIBUTION LIST TABLE

The DISTRIBUTION LIST Table contains the pilot number and members of all Distribution Lists and Extended Mailboxes. Distribution Lists are available only with the IntraMessaging option. Extended Mailboxes may be configured without IntraMessaging.

Distribution Lists and Extended Mailboxes have a series of member mailboxes associated with a pilot number.

- A Distribution List contains a pilot number and a list of mailbox numbers. A message may be sent to the entire list by addressing the message to the pilot number of the list.
- An Extended Mailbox is a mailbox with up to 24 other mailboxes linked to it.
- Extended Mailboxes may be used to contain numbers to call for offsite Message Waiting Notification.

Example of a Distribution List:

```
DL - - 300
      301
      302
      303
Currently 6 out of 250 DISTRIBUTION LISTS are used.
Currently 20 out of 2500 MAILBOXES are used.
```

Example of an Extended Mailbox:

```
EM - - 324
      324
      325
Currently 8 out of 250 DISTRIBUTION LISTS are used.
Currently 20 out of 2500 MAILBOXES are used.
```

9.2 HOW THE DISTRIBUTION LIST TABLE IS USED

This section describes how the DISTRIBUTION LIST Table is used for Distribution Lists and Extended Mailboxes.

Distribution Lists

When a message is addressed to a Distribution List number, the Toshiba VP System checks the DISTRIBUTION LIST Table for the member mailboxes. A message header is supplied to each of the mailboxes. When the message is listened to, the header tells the system where that message is stored. The message is not sent to the creator of the message, even if their mailbox is listed as a member mailbox.

A Distribution List is addressed by its pilot number. The pilot number must first be created in the USER Table as a mailbox with no extension. Once a mailbox is converted into a Distribution List, it cannot be logged onto, and it cannot receive individual or broadcast messages; it only serves as the Distribution List's address. Each mailbox included in the list must also already exist in the USER Table or be a valid network address.

After recording, during the addressing options, use a Distribution List pilot number in the same way as a normal mailbox address. Multiple appearances of the same mailbox address are treated as one appearance. Only one message is sent to the mailbox, no matter how many times it is listed in a Distribution List.

When a Return Receipt message is requested for a message sent to a Distribution List, a message is sent back from each member of the list. Depending upon the size of the list, more messages may be received than can be stored in a normal mailbox.

For Multiple-Cabinet and Multi-Location Network Systems

A network mailbox, defined as a regular mailbox number preceded by a Network Location Code, may actually be a Distribution List number on the destination system. The destination system would deliver the message to all mailboxes on that list.

Extended Mailboxes

The maximum number of messages per mailbox is 32. When a mailbox is configured as an Extended Mailbox, excess messages, over the maximum limit of 32, are placed in the next member mailbox.

If messages are erased from the pilot mailbox, new messages are placed in the pilot mailbox before being placed in any member mailbox. If someone is logged ON to the pilot mailbox and the mailbox is not full, messages are queued to the pilot mailbox. The queued messages are then delivered to the pilot mailbox after it has been logged OFF.

In high traffic applications, assign COS Attribute 71 — TRANSCRIPTION MAILBOX, to the pilot mailbox so that all messages are placed immediately in a member mailbox.

Each member mailbox must be checked individually for messages.

The mailbox feature "Check" does not work on messages sent to Extended Mailboxes. For more information, refer to the *Feature Description* manual — CUSTOMIZATION, Extended Mailboxes.

☞ To avoid confusion, when a name is recorded for a mailbox, any associated Extended Mailbox should also have the same name recorded. Since the name is spoken when a message is sent to or received from a mailbox with a name, if a message is sent to or received from an associated Extended Mailbox, the name is not spoken if it is not recorded. Confusion arises when the name is spoken sometimes and not spoken at other times, even though a message is received from or addressed to the same mailbox number.

Extended Mailbox for Alternate Offsite Numbers

For offsite message waiting, more than one number can be called to be notified of the messages. This is done through the use of Extended Mailboxes. A typical application may look like the following.

Three technicians hold pagers for an emergency mailbox; each person can be notified in succession.

The Extended Mailboxes are defined as members of the mailbox configured for offsite notification. Each Extended Mailbox contains the digits to dial for offsite notification. The member mailboxes are used solely to store the alternate offsite notification numbers.

When a message is left, the Toshiba VP System gets the offsite notification number in a round-robin fashion, starting with the pilot mailbox. The first member is called next, followed by the next member, etc. If a member does not have an offsite number configured, the number is used from the pilot mailbox.

Refer to the *Feature Description* manual — CUSTOMIZATION, Offsite or Pager Message Notification.

9.3 HOW TO CONFIGURE DISTRIBUTION LISTS AND EXTENDED MAILBOXES

This section describes how to configure Distribution Lists and Extended Mailboxes.

Distribution List

Define the Distribution List pilot number as a mailbox number with no extension. Choose a first digit for the pilot mailbox that does not conflict with the numbering scheme of future extension expansion. Enter the pilot mailbox and all member mailboxes in the USER Table before entering them into the DISTRIBUTION LIST Table.

A maximum of 250 Distribution Lists can be configured, with a total of 2500 mailboxes defined in all lists. For example, you can define one list containing 2500 mailboxes, 2 lists containing 1250 mailboxes each, or 100 lists containing 25 mailboxes each. Each Extended Mailbox counts as one list in the 250 maximum.

A mailbox must exist in the USER Table or be a valid network address to be configured in a Distribution List. If a mailbox is a member of more than one list, it is counted for each list it is a member of, but it is counted only once in the USER Table.

A Distribution List may include other lists, as long as the lists do not, in turn, contain Distribution Lists. For example, a company-wide list may include the Distribution List of each department if none of the department lists include other lists. This also applies to Extended Mailboxes in Distribution Lists.

Extended Mailbox

If the IntraMessaging Option is Installed:

Enter Extended Mailboxes by answering INSTALL question 7 — Distribution Lists. When finished with INSTALL, enter the UPDATE program and modify the Distribution List to be an Extended Mailbox. If configuring Extended Mailboxes after an installation is complete, enter the UPDATE program and add Distribution Lists. Then modify the type to be an Extended Mailbox. The command to modify the type is:

```
M DIST TYPE
```

If the IntraMessaging Option is Not Installed

The INSTALL program does not ask the question regarding Distribution Lists. When finished with INSTALL, enter the UPDATE program to add the Distribution List. To create the Extended Mailboxes, at the dot prompt type

```
A DIST
```

The Distribution List is automatically created as an Extended Mailbox.

A DIST

```

Enter DISTRIBUTION LIST NUMBER.
:304
NEW EXTENDED MAILBOX.
Enter each MAILBOX to be added to this list.
ADD: 301
ADD:

```

As with Distribution Lists, enter all member mailboxes in the USER Table before entering them in the DISTRIBUTION LIST Table. If the mailboxes to be used as Extended Mailbox members were not entered during INSTALL, add them to the USER Table with the UPDATE program before adding the Distribution List.

Up to 24 mailboxes may be linked to an Extended Mailbox. This increases the number of messages allowed for the Extended Mailbox from 32 up to 800 messages.

To calculate the number of member mailboxes needed, divide the anticipated maximum number of messages by 32 and round up. The member mailboxes should be created with no extension number.

■ Using INSTALL

An INSTALL question prompts for Distribution Lists. For Extended Mailboxes, enter as a Distribution List and later change the type in the UPDATE program. If a list has been pre-loaded from the back-up configuration diskette, additional mailboxes can be added to the list at this time.

When entering Distribution Lists with the INSTALL program, the lists and members are automatically entered into the table. Additional entries can be added through the UPDATE program. Extended Mailboxes are entered only through UPDATE. A Distribution List entered during INSTALL can be modified to be an Extended Mailbox through UPDATE after the installation is complete.

4. DISTRIBUTION LISTS.

```

Enter the DISTRIBUTION LIST NUMBER (1-8 digits). This number must already
exist as a mailbox in the USER Table. Then enter each mailbox to be added
to the list (1-8 digits). If the list exists, new mailboxes will be
appended to existing ones. Enter empty line when done.

```

```

Enter DISTRIBUTION LIST NUMBER.
:304
NEW DISTRIBUTION LIST.
Enter each MAILBOX to be added to this list.
ADD: 301
ADD: 302
ADD: 303
ADD:

```

■ Using UPDATE

Use UPDATE to:

- LIST one or all Distribution Lists or Extended Mailboxes.
- LIST all Distribution Lists associated with a specific mailbox.
- LIST all Distribution Lists associated with a specific network address.
- ADD mailboxes to a Distribution List or Extended Mailbox
- MODIFY the type of the list, Distribution to Extended and vice-versa
- DELETE mailboxes from a Distribution List or Extended Mailbox

LIST

Listing Distribution Lists and Extended Mailboxes

```

.L DIST
LST:
DISTRIBUTION LIST Table.
DL -- 595
    300
    357
    371
DL -- 300
    301
    302
    303
EM -- 324
    624
    625
Currently 3 out of 250 DISTRIBUTION LISTS are used.
Currently 11 out of 2500 MAILBOXES are used.

```

Listing all Distribution Lists associated with a specific mailbox

To produce a printout of the pilot numbers of all lists of which a specific mailbox is a member, enter the mailbox number.

```

.L DIST M
LST: 309
DL -- 250
DL -- 711
DL -- 758

```

Listing all Distribution Lists associated with a specific network address

This command applies only to multi-cabinet or remote networking systems. To produce a printout of the pilot numbers of all lists of which a specific network address is a member, enter the entire network mailbox number or the network initial digits.

```
L DIST N
LST:30
DL --- 250
MBX 800
MBX 801
```

ADD

Adding Mailboxes to Distribution Lists and Extended Mailboxes

New lists and additions to existing lists are made through this command. All pilot or member mailboxes must first exist in the USER Table.

```
A DIST ?
Enter the DISTRIBUTION LIST NUMBER. (1-8 digits).
This number must already exist as a mailbox in the
USER Table. Then, enter each mailbox to be added to
the list. (1-16 digits). If the list exists, new
mailboxes will be appended to existing ones.
Enter empty line when done.

Enter DISTRIBUTION LIST NUMBER
300
NEW DISTRIBUTION LIST.
Enter each MAILBOX to be added to this list.
ADD:301
ADD:302
ADD:303
ADD:
```

If the Distribution List number already exists, any entered mailboxes are added to the existing list.

When adding a network number and mailbox to a Distribution List, the following prompt is displayed:

```
This mailbox must be defined at location_____
```

The prompt is a reminder that the mailbox must exist at the network location in order for the message to be sent.

MODIFY

Modifying Distribution List Type

This command applies only to systems equipped with IntraMessaging. For Toshiba VP systems without IntraMessaging, Distribution Lists are

created as Extended Mailboxes. For Toshiba VP Systems without IntraMessaging, if Distribution List type is modified, the response is:

```
System does not have this option.
```

```
M-DIST TYPE
```

```
Enter DISTRIBUTION LIST NUMBER.  
:300  
TYPE MODIFIED TO EXTENDED MAILBOX.
```

Repeat this step to convert and Extended Mailbox back to a Distribution List.

DELETE

Deleting Distribution Lists or Extended Mailboxes

Use this command to DELETE a mailbox from a list, or to delete an entire list. After asking for the pilot number, the Toshiba VP System prompts for the mailbox to be deleted.

To delete one mailbox, enter:

```
.D DIST X 
```

where X is the LIST NUMBER.

To delete all mailboxes in a list, enter:

```
.D DIST ALL
```

Deleting a Mailbox from a List

```
.D DIST ?
```

```
Enter the DISTRIBUTION LIST NUMBER. (1-8 digits)  
Then enter each mailbox to be DELETED from the list.  
or enter ALL to DELETE the entire Distribution List.  
Enter empty line when done.
```

```
Enter DISTRIBUTION LIST NUMBER.
```

```
:300
```

```
Enter each MAILBOX to be DELETED from this list.
```

```
DEL: 301
```

```
DEL:
```

When a mailbox is deleted from the USER Table, the Toshiba VP System searches the DISTRIBUTION LIST Table and deletes that mailbox from any list containing the mailbox.

Deleting the Entire List

D DIST ?

Enter the DISTRIBUTION LIST NUMBER. (1-8 digits)
Then enter each mailbox to be DELETED from the list,
or enter ALL to DELETE the entire Distribution List.
Enter empty line when done.

Enter DISTRIBUTION LIST NUMBER.

:300

Enter each MAILBOX to be DELETED from this list.

DEL: ALL

Are you sure you want to delete this DISTRIBUTION
LIST?

Y/N

REMOVED MAILBOX 302

REMOVED MAILBOX 303

Empty DISTRIBUTION LIST has been deleted..

10

DTMFINT TABLE

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INTRODUCTION

This chapter describes the usage of the DTMFINT Table. Detail is given to the configuration of the individual formats.

At the end of this chapter is a section on error checking, which explains the types of errors that are checked during configuration.

Quick Reference Guide

DTMFINT Table

| Command | Description | |
|---------------------------------------|--|---|
| DTMFINT Table | The DTMFINT Table interprets an incoming DTMF call record by identifying the type of call, matching it with a suitable call action by the Toshiba VP System, and collecting the Called and Calling Party ID. | |
| DTMFINT Table and the INSTALL Program | There are no questions in the INSTALL program pertaining to the DTMFINT Table. Configure by using the UPDATE program after the installation is complete. | |
| UPDATE Command Options | | |
| LIST | .L DTMFINT | Use to list the values configured in the DTMFINT Table. |
| ADD | .A DTMFINT | Use to add call record formats to the DTMFINT Table. |
| MODIFY | .M SYSP 3 | Establishes default values for the DTMFINT Table according to the PBX connected to the Toshiba VP System. |
| DELETE | .D DTMFINT | Use to delete the configuration information for an entire call record format. |

The . prompt is displayed by the UPDATE program.

10.1 UNDERSTANDING THE DTMFINT TABLE

The DTMFINT Table interprets an incoming DTMF call record by identifying the type of call, matching it with a suitable call action by the Toshiba VP System, and collecting the Called and Calling Party ID.

Since each individual PBX manufacturer sends proprietary DTMF codes to identify call types, and further, will send the various items of information in the order they choose, the DTMFINT Table is very flexible to accommodate the great variety of call record formats encountered.

The Toshiba VP System configures a default DTMFINT Table for a specific PBX model when System Parameter 3 — PBX TYPE is modified. Selecting and configuring the default DTMFINT Table is independent of selecting default PBX system parameters. Therefore, the detailed configuration information contained in this section is usually used to modify a default table.

The key to understanding the DTMFINT Table is to recognize that the order of elements in a call record format specified by the PBX manufacturer is the pattern that the DTMFINT Table must reproduce. The string of DTMF digits sent by the PBX to the Toshiba VP System contains some or all of the following items:

- Call type code
- Called party ID
- Calling party ID
- Miscellaneous field separators

Configuring the DTMFINT Table requires identifying all the possible call record formats (20 maximum) that will be sent as DTMF digits and making entries in the DTMFINT Table to match them. The types of calls that a particular PBX can support depends on the PBX's own capabilities.

The first set of DTMF digits in a call record is the call type code which is a fixed DTMF digit string and must be unique. For each unique call type, a Toshiba VP System call action is assigned that determines which prompt the system plays and action it takes. The system interprets the remaining DTMF digits in a call record according to the specific call record type.

The following is an example of a DTMFINT Table.

```

Format 1      Call Type: 2 (Direct Internal)
1 :          ***1
2 :          SOURCE (SYSP,*,T)

Format 2      Call Type: 1 (Direct External)
1 :          ***2
2 :          SOURCE(SYSP,*,T)

Format 3      Call Type: 8 (Fwd Internal)
1 :          ***3
2 :          SOURCE(SYSP,*,T)
3 :          DEST(VAR)

Format 4      Call Type: 6 (FwdRMA Internal)
1 :          ***4
2 :          SOURCE(SYSP,*,T)
3 :          DEST(VAR)

Format 5      Call Type: 10 (Forced Forward)
1 :          ***5
2 :          SOURCE(SYSP,*,T)
3 :          DEST(VAR)

FORMAT 6      Call Type: 4 (FwdBusy Internal)
1 :          ***7
2 :          SOURCE(SYSP,*,T)
3 :          DEST(VAR)

```

■ Field Types

The elements in a DTMFINT Table define the specific digits expected to be received in a call record and the order in which they are expected. Depending on what the call record format is, the called party ID may be sent after the call type code, or the calling party ID may be sent. There may be DTMF characters inserted into the call record to delimit the separate fields. PBX extensions may have a fixed length of digits or may be variable length. All of these options are provided for in the elements of the DTMFINT Table.

There are four field types that describe what a particular call record field is expected to contain:

| | |
|---------------|--|
| SOURCE | Defines the source extension (the calling party ID). |
| DEST | Defines the destination extension (the called party ID). |
| TRUNK | Defines the calling trunk group. The value defined in this field refers to the TRUNK GROUP Table configuration for the corresponding trunk group COS. |
| MISC | Defines miscellaneous or other digits. These digits correspond to information that the PBX generates in its call record, but is not used by the Toshiba VP System. |

Each field type (except MISC) is included once per call record format. The MISC field can be specified more than once.

■ Field Format Specifications

The number of DTMF digits expected for each element in the call record is specified in one of several ways:

- A fixed number of digits can be entered directly into the DTMFINT Table field description.
- The length of an element can refer to the System Parameter Table, which controls the field lengths for the various DTMFINT field types.
- The length of a field can be declared to be of variable length with, or without, a terminating digit that defines the end of a variable length field.

The syntax for DTMFINT field formats are as follows. The field format definition for each call record must include the parentheses.

- (FIX, length, fill DTMF digit, lead or trail)
- (SYSP, fill DTMF digit, lead or trail)
- (VAR, terminating DTMF digit)
- (VAR)

The following explains the individual items in a field definition.

| | |
|------------------------|---|
| FIX | Field length is fixed according to the value specified in the field definition. |
| Length | Defines a fixed field length which can have a value from 1 to 16. |
| Fill DTMF digit | Specifies the DTMF digit(s) used to fill a fixed length definition. Acceptable values are 0 to 9, A to D, *, or #. The fill DTMF digit defines the DTMF digit the Toshiba VP System expects the PBX to use to pad a field that would otherwise not contain enough digits. |
| Lead or Trail | Specifies whether the fill DTMF digit is leading (L) or trailing (T). If a fill digit is required, this defines whether it will be inserted before (leading) or after (trailing) the significant field digits. |
| SYSP | Specifies that the field length is fixed according to the System Parameter for that field type: <ul style="list-style-type: none"> • System Parameter 176 — FIXED LENGTH FOR SOURCE FIELDS • System Parameter 177 — FIXED LENGTH FOR DEST FIELDS • System Parameter 178 — FIXED LENGTH FOR TRUNK FIELDS • System Parameter 179 — FIXED LENGTH FOR MISC FIELDS |

VAR Specifies a variable length field. If no terminating digit is defined, the field length varies according to the FIRSTDIGIT Table.

A variable with a terminating DTMF digit is valid for all field types. A variable without a terminating DTMF digit is valid only for source or destination field types.

Terminating DTMF Digit Specifies the terminating digit for a variable length field. The digit can be a value from 0-9, A-D, *, or #.

☞ The terminating digit cannot occur in a normal field.

■ Call Types

Each call record format in the DTMFINT Table is associated with a call record type. There are eleven call record types available for DTMF In-band integration. Depending on the call record type, some fields are required and some are optional within a call record format. Table 10-1 summarizes call record types and their required and optional fields.

| Call Record Type | Field Types | | | |
|-----------------------------|-------------|----------|----------|----------|
| | SOURCE | DEST | TRUNK | MISC |
| 1 — Direct External | * | * | Optional | Optional |
| 2 — Direct Internal | Optional | * | * | Optional |
| 3 — Busy Forward External | * | Required | Optional | Optional |
| 4 — Busy Forward Internal | Optional | Required | * | Optional |
| 5 — RNA Forward External | * | Required | Optional | Optional |
| 6 — RNA Forward Internal | Optional | Required | * | Optional |
| 7 — Forward External | * | Required | Optional | Optional |
| 8 — Forward Internal | Optional | Required | * | Optional |
| 9 — Record Call in progress | Required | * | * | Optional |
| 10 — Forced Forward | Required | Required | * | Optional |
| 11 — PBX Restart | * | * | * | Optional |

- * Not applicable. Field types marked with an asterisk are not allowed and will be rejected during configuration.

10.2 HOW TO CONFIGURE THE DTMFINT TABLE

The DTMFINT Table can be configured in two ways:

- Modify System Parameter 3 — PBX TYPE and accept the default DTMFINT Table.
- Use the UPDATE commands ADD and DELETE.

After configuring the DTMFINT Table, a listing of the configuration may be obtained via the LIST command in UPDATE.

 Installing a new system automatically configures the defaults.

■ Modifying System Parameter 3

Use the MODIFY command to establish default values for the DTMFINT Table according to the PBX connected to the Toshiba VP System. The Toshiba VP System automatically loads the default values corresponding to the PBX selected from the list in System Parameter 3. A sample dialog follows.

```

MOD SYSP 3
a) Select the MANUFACTURER-NUMBER of your telephone system
   from the following list.

MOD:20
   Select the MODEL-NUMBER of your telephone system
   from the following list.

MOD:1

   Do you wish to RESET DTMFINT Table to FACTORY-DEFAULTS for
   this PBX? (If "YES", ALL current values will be LOST!)
   (Y/N, empty line = Y):Y
   DTMFINT Table RESET.
   Do you wish to RESET ALL SYSTEM PARAMETERS to FACTORY-DEFAULTS for
   this PBX? (If "Yes", ALL current values will be LOST!)
   (Y/N, empty line = Y):
MOD:N
PBX TYPE NOT MODIFIED.

```

 For systems that are already installed, all system parameters are not reset to manufacturer defaults, the current values for the SYSTEM PARAMETER Table are maintained.

■ Using the UPDATE Commands

The following UPDATE commands are applicable to the DTMFINT Table:

- ADD
- LIST
- DELETE

ADD

Adding call record formats to the DTMFINT Table

A new call record format can be added in an existing DTMFINT Table, or added to an already configured table after the obsolete information is deleted. A sample dialog follows.

```
.ADD DTMFINT
  Enter CALL RECORD FORMAT NUMBER to ADD.
  Enter empty line when done.
ADD:1
  Select call type (1-11)
  :6
  Enter each element on a separate line.
  Enter empty line when done.
1 :***2
2 :SOURCE(FIX,6,0,T)
3 :DEST(VAR,#)
4 :
  Enter CALL RECORD FORMAT NUMBER to ADD
ADD:
```

LIST

Listing values configured in the DTMFINT Table

```
.L DTMFINT
LST:

Format 1      Call Type: 8 (FwdRNA Internal)
1 :          ***2
2 :          SOURCE (FIX,6,0,T)
3 :          DEST (VAR,#)

Format 2      Call Type: 2 (Direct Internal)
1 :          ***1
2 :          SOURCE (FIX,6,0,T)
```

DELETE

Deleting the configuration information for an entire call record format

If the wrong information is configured in the DTMFINT Table, first delete the format with the wrong information, then add the correct information to the table.

```
.D DTMFINT
  Enter CALL RECORD FORMAT NUMBER to DELETE.
  Enter empty line when done.
DEL:2
  Are you sure? (Y/N, empty line = N):Y
  Enter CALL RECORD FORMAT NUMBER to DELETE.
DEL:
```

10.3

ERROR CHECKING DURING CONFIGURATION

Three specific errors are checked during configuration:

- Normal syntax and range
- First element
- Types/Field Validation

Normal Syntax and Range

Entries are checked to verify that they conform to the established configuration syntax and range.

First Element

Verifies that the first element is unique. If the first element is not unique, an error is generated and the DTMFINT Table must be corrected before continuing. For example:

```
A.DTMF
Enter CALL RECORD FORMAT NUMBER to ADD.
Enter empty line when done.
ADD:7
Select call type (1-11)
:5
Enter each element on a separate line.
Enter empty line when done.
1 :***1
-
First element must be unique digit string
1 :***9
```

Types/Field Validation

Used when the call record format is defined, including the call record type. Validates the type against the fields, as indicated in Table 10-1.

```
A.DTMF
Enter CALL RECORD FORMAT NUMBER to ADD.
Enter empty line when done.
ADD:7
Select call type (1-11)
:5
Enter each element on a separate line.
Enter empty line when done.
1 :***9
2 :TRUNK(VAR)
-
(VAR) is invalid for TRUNK
2 :TRUNK(VAR,*)
3 :DEST(VAR)
4 :MISC(VAR)
-
(VAR) is invalid for MISC
5 :
```

Required fields that are not defined in the call record also generate an error. The call record must be corrected before continuing. Other limits checked for are the maximum of 20 call record formats, and the maximum of 10 elements per call record format.

11

FIRSTDIGIT TABLE

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INTRODUCTION

The FIRSTDIGIT Table defines the first digit and length of valid mailbox numbers.

The FIRSTDIGIT Table is generated from information entered into the USER Table. When a mailbox number is entered, the Toshiba VP System checks to see if there are other mailbox numbers beginning with the same first digit. If so, the number of digits for the newly entered mailbox must be the same as the previously entered mailboxes. For example, if all mailbox numbers beginning with "2" are three digits long, all additional mailboxes beginning with "2" must also be three digits long. In this way, the Toshiba VP System knows how many digits to expect when the caller is entering a number.

When entering a mailbox into the USER Table, if a mailbox with that first digit does not exist, the Toshiba VP System enters the new mailbox length into the FIRSTDIGIT Table.

Quick Reference Guide

FIRSTDIGIT Table

| Command | Description |
|--|--|
| FIRSTDIGIT Table | Contains the mailbox length for each first digit defined in the USER Table. Also contains the initial digit length for network numbers. |
| FIRSTDIGIT Table and the INSTALL Program | There are no questions in the INSTALL program pertaining to first digits. Mailbox length is automatically assigned when mailboxes are entered into the USER Table. Network digits are automatically assigned when entering data into the NETWORK NUMBERING PLAN Table. |
| UPDATE Command Options | |
| LIST .L FIRS | To list the FIRSTDIGIT Table. |
| ADD | The add command does not apply to the FIRSTDIGIT Table. |
| MODIFY | The modify command does not apply to the FIRSTDIGIT Table. |
| DELETE | The delete command does not apply to the FIRSTDIGIT Table. |

The . prompt is displayed by the UPDATE program.

11.1 UNDERSTANDING THE FIRSTDIGIT TABLE

The FIRSTDIGIT Table contains the mailbox length for each first digit defined in the USER Table. The table also contains the initial digit length for network numbers. Refer to the *Feature Description* manual — NETWORKING for additional information.

☞ Single Digit Menu first digits are not subject to the constraints of the FIRSTDIGIT Table.

Example of a FIRSTDIGIT Table:

| FIRST DIGIT | MAILBOX LENGTH |
|-------------|----------------|
| 1 | |
| 2 | 4 |
| 3 | |
| 4 | 3 |
| 5 | |
| 6 | |
| 7 | |
| 8 | 4 |
| 9 | |

☞ All first digits without values defined for Mailbox Length or Initial-Digits Length (Net) are unused.

11.2 HOW THE FIRSTDIGIT TABLE IS USED

The Toshiba VP System and many PBXs use FIRSTDIGIT Tables to determine:

- Whether the first digit is valid, and
- How many digits to expect before completing a call.

The first digit entry in the FIRSTDIGIT Table is defined when the first mailbox starting with a given digit is entered in the USER Table. Valid mailbox first digit numbers are 1 – 9. A mailbox number cannot begin with the digit 0, however, extensions in the USER Table can begin with the digit 0. All mailbox numbers starting with the same digit must be the same length.

For example, if all mailboxes starting with 4 are three digits long:

- If caller enters valid mailbox **4 5 6** The Toshiba VP System refers to the USER Table for the extension to call.
- If caller enters **4** (or **4 5**), or a digit not in the USER Table The Toshiba VP System waits for two (or one) more digits. The Toshiba VP System prompts: *“Extension four (or forty-five) is invalid. You may now dial another extension number or dial zero for assistance.”* If a Custom Error prompt is recorded, it plays instead of the generic prompt.

11.3 HOW TO CONFIGURE THE FIRSTDIGIT TABLE

The FIRSTDIGIT Table is automatically defined while entering mailbox numbers into the USER Table.

■ Using INSTALL and UPDATE

No questions are asked for the FIRSTDIGIT Table during INSTALL.

However, when you enter mailboxes into the USER Table either during INSTALL or UPDATE, reference is made to the first digit. The Toshiba VP System displays the following prompt whenever the first mailbox with an unused first digit is entered:

NOTE: MAILBOXES with the first digit "1" are 3 digits long.

This particular message would occur upon entering the first mailbox in the 100 series. The message means INSTALL or UPDATE expects each subsequent mailbox entry starting with the digit 1 to be three digits long.

During INSTALL or UPDATE, if a mailbox is entered with more or fewer digits than defined for the first digit, the programs prompt for a correction.

In UPDATE, the FIRSTDIGIT Table may only be listed. It cannot be modified. Entries may not be added or deleted. All changes to the FIRSTDIGIT Table result from changes made in the USER Table or the Network NUMBERING PLAN Table.

LIST

Listing the FIRSTDIGIT Table

| .L FIRS | |
|----------------|-------------------|
| FIRST DIGIT | MAILBOX LENGTH |
| 1 | 3 |
| 2 | 3 |
| 3 | 4 |
| 4 | |
| 5 | 4 |
| 6 | |
| 7 | |
| 8 | |
| 9 | |

12

HOLIDAY TABLE

Chapter Contents

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INTRODUCTION

The HOLIDAY Table contains the list of dates considered as holidays in the SCHEDULE Table. When a date is entered into the HOLIDAY Table, all specified hours of those dates are directed to the same INFORMATION Table. The INFORMATION Table may specify a special company greeting for those dates.

Quick Reference Guide

HOLIDAY Table

| Command | Description |
|--|--|
| HOLIDAY Table | Contains dates that are treated differently than other days of the year. Recognizes current year only. |
| Maximum Entries | 40 |
| HOLIDAY Table and the INSTALL Program | There are no questions in the INSTALL program pertaining to the HOLIDAY Table. Configure by using the UPDATE program after the installation is complete. |
| UPDATE Command Options | |
| LIST .L HOL | Use to list the HOLIDAY Table. |
| ADD .A HOL | Use to assign dates to the HOLIDAY Table. |
| MODIFY | Does not apply to the HOLIDAY Table. |
| DELETE .D HOL | Use to delete dates from the HOLIDAY Table. |

The . prompt is displayed by the UPDATE program.

12.1 UNDERSTANDING THE HOLIDAY TABLE

The HOLIDAY Table contains dates that are treated differently from other days of the year. These dates are usually company holidays or other special occasions. All dates in the table are recognized for the current year. Dates for future years cannot be configured.

Example of a HOLIDAY Table:

```
HOLIDAYS:  
01/01  
07/04  
11/26  
12/25
```

12.2 HOW THE HOLIDAY TABLE IS USED

For each COS, the Toshiba VP System looks at the SCHEDULE Table to determine which INFORMATION Table to use for specific dates and times. Each entry (or time period) in the SCHEDULE Table has a Days field containing the days of the week the schedule is in effect: Sun, Mon, ..., Sat. In addition to specifying the day of week, HOL (for holiday) can be specified.

It is possible to activate start and stop times when HOL is entered in the SCHEDULE Table, allowing the INFORMATION Table associated with the holiday to be used for only a part of the day.

The following SCHEDULE Table contains a time period for only a few hours of the dates specified as holidays:

| SCHEDULE FOR COS 1 (MAILBOX COS) | | | | |
|----------------------------------|---------|-------|-------|--------------|
| PERIOD | DAYS | START | STOP | INFO. Table# |
| 1 | -MTWTF- | 08:00 | 17:00 | 1 |
| 2 | HOL | 13:00 | 18:00 | 2 |
| DEFAULT | | | | 3 |

In this example, all dates defined in the HOLIDAY Table use INFORMATION Table 2 **only** between 1:00 p.m. and 4:00 p.m. During hours not specified in the holiday time period -

- INFORMATION Table 1 is used Monday - Friday, 8:00 a.m. - 5:00 p.m.
- INFORMATION Table 3 (the DEFAULT) is used for all other hours.

All dates listed in the HOLIDAY Table are treated the same. For example, a generic holiday company greeting can be recorded and played for all holidays: *"Thank you for calling. We are closed for the holiday"* If you wish to record special company greetings for specific holidays, record the greetings in a mailbox with a COS that contains Attribute 20 - MAY USE GREETING INSERT/SWAP. Refer to the *Feature Description* manual - CUSTOMIZATION.

12.3 HOW TO CONFIGURE THE HOLIDAY TABLE

Enter the dates to be used for holidays or other special occasions. A maximum of 40 dates may be treated as holidays.

Holidays are represented as HOL in the SCHEDULE Table. In the SCHEDULE Table, be sure to enter HOL and its associated INFORMATION Table for every date defined as a holiday.

■ Using INSTALL

The INSTALL program does not ask for the HOLIDAY Table. Configure the HOLIDAY Table by using the UPDATE program.

■ Using UPDATE

From UPDATE, you can:

- LIST the HOLIDAY Table
- ADD dates
- DELETE dates

LIST

Listing the HOLIDAY Table

```

LHOL?
HOLIDAYS:
01/01
07/04
11/23
12/31
  
```

ADD

Adding entries to the HOLIDAY Table

```

AHOL?
Enter HOLIDAYS for use by the SCHEDULE TABLE.
Enter as: MONTH (1-12)/DAY (1-31).
Enter empty line when done.
:12/25
:1/1
.
  
```

MODIFY

Modifying the HOLIDAY Table

The HOLIDAY Table cannot be modified. If the MODIFY command is used, the Toshiba VP System displays:

```

INVALID COMMAND. LIST, ADD or DELETE ONLY.
  
```

Use the ADD or DELETE commands to change the HOLIDAY Table.

DELETE

Deleting entries in the HOLIDAY Table

```
.DHOL?  
Enter HOLIDAY to delete.  
Enter as: MONTH (1-12)/DAY (1-31).  
Enter empty line when done.  
:1/1  
:
```

13

INFORMATION TABLE

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INTRODUCTION

The INFORMATION Table contains parameters that determine how ports and mailboxes are handled. There are two versions of the INFORMATION Table; one version for ports and one version for mailboxes. Some of the entries in the INFORMATION Table are only applicable to certain optional enhancements. In the INFORMATION Table chapter, optional features are noted in parenthesis following the description.

For integrated systems, INFORMATION Tables can be applied to trunks.

Quick Reference Guide

INFORMATION Table

| Command | Description |
|--|--|
| INFORMATION Table | Contains index items with specific instructions for all ports and mailboxes defined in the database. Each COS directs the Toshiba VP System to a SCHEDULE Table which refers to an INFORMATION Table. There are two forms of INFORMATION Tables: one for ports or trunks, and one for mailboxes. |
| Number of INFO Tables | 255 |
| Index Items | Specific features that determine what makes the associated COS different from others. |
| Number of Index Items | 28 (27 for mailboxes; 12 for ports/trunks) |
| INFORMATION TABLE and the INSTALL Program | The INSTALL program displays a question for each index item. To avoid having to enter duplicate information, one table can be copied to another, and then individual items can be modified. Only port/trunk tables can be copied to other port/trunk tables, and mailbox tables to other mailbox tables. |
| UPDATE Command Options | |
| LIST | .L INFO Use to list one or all INFORMATION Tables. .L INFO C Use to list all COS using a specified INFORMATION Table. |
| ADD | .A INFO Use to add a new INFORMATION Table. |
| MODIFY | .M INFO Use to alter index values. |
| DELETE | .D INFO Use to delete an INFORMATION Table. All SCHEDULE Tables are checked to insure the table being deleted is not in use. |

The . prompt is displayed by the UPDATE program.

13.1 UNDERSTANDING INFORMATION TABLES

This section contains all index items in the INFORMATION Table. Some index items pertain only to optional feature packages. If the Toshiba VP System is not equipped with an option, any table entries associated with that option are not displayed in the configuration.

INFORMATION Tables contain specific instructions for all ports¹ and mailboxes defined in the database. Information in the index items of these tables specifies how to handle each port and mailbox. Each COS defined in the database directs the Toshiba VP System to a SCHEDULE Table that refers to INFORMATION Tables.

Up to 255 INFORMATION Tables can be defined. There are two forms of INFORMATION Tables

- Port/Trunk INFORMATION Tables
- Mailbox INFORMATION Tables

1. Toshiba VP Systems that are integrated with a phone system may use port INFORMATION Tables for trunks. Trunks may be assigned a COS through the TRUNK GROUP Table. Port COS and INFORMATION Tables are equivalent to trunk COS and INFORMATION Tables. Refer to the *Installation and Maintenance* manual – ADAPTIVE INTEGRATION for details regarding those applications.

■ Index Items

The following chart shows all the INFORMATION Table indexes. The chart describes whether the index applies to a port, trunk, or mailbox, and whether optional software is required to activate the feature. If the option is not installed, the index item does not appear.

| # | Definition | Applies To | | | Optional Software** | | | |
|----|---------------------------|------------|------|------|---------------------|-----|-----|------|
| | | Trunk* | Port | Mbox | AI | SDM | ICR | FIFO |
| 1 | INTERCEPT MAILBOX | ✓ | ✓ | ✓ | | | | |
| 2 | COMPANY GREETING MBOX | ✓ | ✓ | | | | | |
| 3 | CALL BLOCKING NUMBER | ✓ | ✓ | ✓ | | | ✓ | |
| 4 | MAX DIGIT FOR MENU | ✓ | ✓ | ✓ | | ✓ | | |
| 5 | PREFIX DIGITS FOR MENU | ✓ | ✓ | ✓ | | ✓ | | |
| 6 | PRE EXTENSION DIGITS | ✓ | ✓ | ✓ | | | | |
| 7 | RINGS BEFORE NO ANSWER | ✓ | ✓ | ✓ | | | | |
| 8 | MSG WAITING RINGS | | | ✓ | | | | |
| 9 | TIMES TO RETRY ON BUSY | ✓ | ✓ | ✓ | | | | |
| 10 | USE ALT TRANSFER CODES | ✓ | ✓ | ✓ | | | | |
| 11 | DIVERT MSGS TO MAILBOX | | | ✓ | | | | |
| 12 | MSG WAITING NOTIFICATION | | | ✓ | | | | |
| 13 | AUTO GREETING ACTIV | | | ✓ | | | | |
| 14 | OFFSITE ATTEMPT TIMES | | | ✓ | | | | |
| 15 | OFFSITE SPEAK TIMES | | | ✓ | | | | |
| 16 | OFFSITE SPEAK DELAY | | | ✓ | | | | |
| 17 | OFFSITE PREFIX DIGITS | | | ✓ | | | | |
| 18 | NEXT MAILBOX | ✓ | ✓ | ✓ | | | | |
| 19 | OFFSITE DIAL SYSP DIGITS | | | ✓ | | | | |
| 20 | OFFSITE END WITH POUND | | | ✓ | | | | |
| 21 | FIFO QUEUE MSG MAILBOX | | | ✓ | | | | ✓ |
| 22 | MAXIMUM MSG LENGTH | | | ✓ | | | | |
| 23 | MAX NUMBER OF MSGS | | | ✓ | | | | |
| 24 | PERSONAL ASSISTANCE | | | ✓ | | | | |
| 25 | QUICK GREETING ACTIVATION | | | ✓ | ✓ | | | |
| 26 | AUTOTRANSFER TO ASSIST | ✓ | ✓ | ✓ | | | | |
| 27 | MSG WITH AUTO TRANSFER | ✓ | ✓ | ✓ | | | | |
| 28 | ANNOUNCE CALLS TO INT | | | ✓ | | | | |

* Available for Adaptive Integration

** AI Adaptive Integration
 SDM Single Digit Menus
 ICR Incoming Call Restriction
 FIFO First-in-first-out Call Queuing

■ Example of a Port/Trunk INFORMATION Table:

Table 255 (PORT/TRUNK INFO)

| | | |
|-----|------------------------|------|
| 1 | INTERCEPT MAILBOX | 100 |
| 2 | COMPANY GREETING MBX | 101 |
| 3 | CALL BLOCKING NUMBER | NONE |
| 4 | MAX DIGIT FOR MENU | 3 |
| 5 | PREFIX DIGS FOR MENU | 34 |
| *6 | PRE EXTENSION DIGITS | NONE |
| *7 | RINGS BEFORE NO ANS | 4 |
| *9 | TIMES TO RETRY ON BUSY | NONE |
| *10 | USE ALT TRANSFER CODES | NO |
| 18 | NEXT MAILBOX | NONE |
| 26 | AUTOTRANSFER TO ASSIST | NO |
| 27 | MSG WITH AUTO TRANSFER | NO |

*Used ONLY when MAILBOX is UNDEFINED.

■ Example of a Mailbox INFORMATION Table

Table 2 (Mailbox INFO)

| | | |
|----|------------------------|------|
| 1 | INTERCEPT MAILBOX | 100 |
| 3 | CALL BLOCKING NUMBER | NONE |
| 4 | MAX DIGIT FOR MENU | 3 |
| 5 | PREFIX DIGS FOR MENU | 38 |
| 6 | PRE EXTENSION DIGITS | NONE |
| 7 | RINGS BEFORE NO ANS | 4 |
| 8 | MSG WAITING RINGS | 4 |
| 9 | TIMES TO RETRY ON BUSY | NONE |
| 10 | USE ALT TRANSFER CODES | NO |
| 11 | DIVERT MSGS TO MAILBOX | NONE |
| 12 | MSG WAITING ROTIF | YES |
| 13 | AUTO GREETING ACTIV | NO |
| 14 | OFFSITE ATTEMPT TIMES | NONE |
| 15 | OFFSITE SPEAK TIMES | 3 |
| 16 | OFFSITE SPEAK DELAY | 5 |
| 17 | OFFSITE PREFLX DIGITS | NONE |
| 18 | NEXT MAILBOX | NONE |
| 19 | OFFSITE DIAL SYSP DIGS | NO |
| 20 | OFFSITE END WITH POUND | NO |
| 21 | FIFO QUEUE MSG MAILBOX | NONE |
| 22 | MAXIMUM MSG LENGTH | 6 |
| 23 | MAX NUMBER OF MSGS | 32 |
| 24 | PERSONAL ASSISTANCE | NO |
| 25 | QUICK GREETING ACTIV | NO |
| 26 | AUTOTRANSFER TO ASSIST | NO |
| 27 | MSG WITH AUTO TRANSFER | NO |
| 28 | ANNOUNCE CALLS TO INT | NO |

13.2 HOW INFORMATION TABLES ARE USED

When calls come into a port, trunk, or mailbox, the COS Table is used to determine which SCHEDULE Table to use according to the current time of day and day of week. The SCHEDULE Table directs the Toshiba VP System to the proper INFORMATION Table. The call is handled as defined by its COS and the INFORMATION Table.

13.3 HOW TO CONFIGURE INFORMATION TABLES

Configure INFORMATION Tables by entering values for each index item in the applicable table. Disregard those index items that are not required for the COS using the INFORMATION Table. For default, enter an empty line.

Ports: 12 index items apply to ports. Table Indexes 8, 11 through 17, 19 through 25, and 28 do not apply.

Trunks: All port indices apply to trunks when Adaptive Integration, Called Party Identification, and trunk information is supplied by the phone system.

Mailbox: 27 index items apply to mailboxes. Index item 2 does not apply.

The INFORMATION Table must be configured before entering it in a SCHEDULE Table. Mailbox INFORMATION Tables can only be assigned to mailboxes, and Port INFORMATION Tables can only be assigned to ports or trunks. However, any INFORMATION Table of the same type can be assigned to any SCHEDULE Table, and the same INFORMATION Table can be assigned to more than one SCHEDULE Table entry or default.

An INFORMATION Table must be defined for any time period configured in each SCHEDULE Table. A default INFORMATION Table entry must be defined for all times not defined by separate time periods in the SCHEDULE Table. Even if all 24 hours are defined by time periods, a default table must still be entered. Be sure the default is assigned to any undefined days or hours.

Description of INFORMATION TABLE Index Values

The following pages describe the Port and Mailbox INFORMATION Tables. Some index items appear in both Port and Mailbox tables; however, their meaning may differ.

■ PORT/TRUNK INFORMATION Table Indexes

1 INTERCEPT MAILBOX ("Attendant" - dial [0] or default)

Definition: Callers are automatically sent to the intercept position when they do nothing, are using a rotary telephone, or dial [0].

Usage: An intercept position must be defined for each port INFORMATION Table. Ports may have different intercept mailboxes by using different INFORMATION Tables for specific times. The intercept mailbox can be changed by time of day.

Examples:

- The company attendant answers calls during the day, a department secretary answers during the attendant's lunch, and the guard answers after hours.
- Four ports answer the company's regular incoming lines. The console attendant is the intercept position for these ports. Four

ports answer InWATS calls for customer service and sales groups. The customer service hunt group is the intercept position for callers needing assistance from these ports.

- To Configure:** Enter the mailbox number of the intercept position. The Toshiba VP System looks at the USER Table to obtain the extension of the intercept mailbox to determine where to send calls.
- Considerations:** Intercept mailboxes must first be entered in the USER Table before they may be included as an index value for an INFORMATION Table.

2 COMPANY GREETING MAILBOX

- Definition:** Contains the Company Greeting played for incoming calls to the port or trunk.
- Usage:** To inform callers who they have reached and what their options are.
- Examples:** During business hours, inform callers of their options. Some examples are: *"Please dial the extension you wish to reach, or wait on the line for assistance;" "Dial one for sales, dial two for service, dial three for repair."* For ports configured for CX mode (call forwarding) *"You have reached the Message Center. Please enter the extension of the person you wish to leave a message for."*
- To Configure:** If there is more than one Company Greeting for a port or group of ports, an INFORMATION Table is required for each of the time periods specified in the SCHEDULE Table.
- Considerations:** Company Greeting mailboxes must first be entered in the USER Table before they may be included as an index value for an INFORMATION Table.

3 CALL BLOCKING NUMBER

(Incoming Call Restriction - Call Blocking Optional Feature)

- Definition:** Blocking numbers prevents certain mailboxes from being called through some or all ports. Callers are only allowed to call mailboxes with the same call blocking number as the port the call came in on. Extensions not defined in the USER Table are blocked from being called.

Call blocking can be configured dynamically by mailbox. If Attribute 52 is assigned to the port COS and the port does not have a call blocking number, callers are only allowed to call mailboxes with the same call blocking number as the previous mailbox they called, or mailboxes with a call blocking value of NONE. Refer to the *Feature Description* manual — INCOMING CALL RESTRICTION, Call Blocking.

- Usage:** If this index has a defined value, the call blocking value of the mailbox being called is checked. The call is not extended if the value is not the same as the port value. The caller is informed *"Extension XXX is invalid,"* or hears the Custom Prompt recorded for

blocked extensions. Refer to the CUSTOM PROMPT Table chapter in this manual for more information.

- Examples:**
- Prohibit InWATS callers from reaching all but specified extensions.
 - Block calls to hospital rooms at night.
- To Configure:** Enter a value for this index in the port INFORMATION Table. Enter the same value for Index 3 in the Mailbox INFORMATION Tables for extensions to be reached through ports with this blocking number. The range is 0-255.
- For Dynamic Call Blocking, enter "0." Blocking is then determined by first mailbox called rather than by the port.
- Considerations:** If this index value is undefined (value = none), no blocking is done and the port places the call, even if the mailbox has a value defined for blocking. Refer to the *Feature Description* manual — INCOMING CALL RESTRICTION, Call Blocking, for more information.

4 MAXIMUM DIGITS FOR MENU

5 PREFIX DIGITS FOR MENU

(Single Digit Menus)

- Definition:** These two indices allow the caller to dial a single digit (1-8) that translates to a mailbox or extension number. It also allows for duplication of first digits and menu numbers, and non-matching menu and extension numbers.
- Usage:** Index 4 – defines the number of choices a caller can dial.
- Index 5 – defines the digit string inserted before the single-digit to form the mailbox number for the menu items.
- Example:** Callers may be prompted to dial a specific number for the area they wish to reach; *"Dial one for product information, dial two to place an order, dial three for customer service, or stay on the line for operator assistance."*
- To Configure:** Index 4 – If the caller can dial for service, for sales, or for information, the value is 3. The range is 0 - 8.
- Index 5 – If the caller dials and the actual mailbox is 351, the value in this index would be "35." Enter up to 7 digits.
- Considerations:** Be sure to create the mailboxes referred to in Indexes 4 and 5 in the USER Table. Refer to the *Feature Description* manual — SINGLE DIGIT MENUS, for more information.

6 PRE EXTENSION DIGITS²

- Definition:** When a caller dials a mailbox that is not in the USER Table, these digits are inserted before the mailbox is called.
- Usage:** This is primarily used for placing off site (extension on another PBX) or Tie line calls.
- Example:** If an access number is required, it is inserted prior to sending the digits entered by the caller.
- To Configure:** Enter up to 12 digits, may include 0-9, *, #, D for delay, and E for expect dial tone.
- Considerations:** Used only when mailbox is not defined in the USER Table.
Depending upon the application, the COS for extensions to be called may require Attribute 15 for blind transfer.

7 RINGS BEFORE NO ANSWER²

- Definition:** Number of times to ring an extension before the Toshiba VP System returns and informs the caller the extension did not answer.
- Usage:** For reaching extensions without mailboxes called through the Toshiba VP System. Usually for mailbox with no need for greetings and messaging: lobby, cafeteria, computer room.
- Example:** If the extension does not answer, the Toshiba VP System returns to the caller and prompts: "Extension XXX does not answer. Please dial another extension number, or dial zero for assistance." No message-taking is offered.
- To Configure:** Enter the number of times to ring the extension before reconnecting to the caller. The range is 3 - 20.
- Considerations:** Used only when mailbox is not defined in the USER Table. Index is ignored if the port COS contains attribute 15 or 34.

9 TIMES TO RETRY ON BUSY²

- Definition:** Number of times the Toshiba VP System retries a busy extension before returning to inform the caller the line was busy.
- Usage:** When callers are trying to reach an extension that is often busy, retrying gives more opportunity for the call to be answered before giving the status to the caller.
- Example:** Calling a pilot number of an ACD group where an agent may be available at any moment.
- To Configure:** The range is 0-40.
- Considerations:** Used only when mailbox is not defined in the USER Table.
As with all undefined extensions, no message-taking is offered.

2. Port index used only when caller enters valid digits not defined in USER table (valid first digit and correct length). If the mailbox is defined in the USER Table, the INFORMATION Table for that COS is used.

10 USE ALTERNATE TRANSFER CODES²

- Definition:** The Alternate Transfer Codes are used when transferring callers to mailboxes not defined in the USER Table.
- Usage:** To call a mailbox on a network where the CO trunks terminate on one Toshiba VP System but the mailbox is at another location. If the location is over TIE lines, a different transfer string may be required to complete the call.
- Example:** If special codes are required, they are inserted prior to sending the digits entered by the caller.
- To Configure:** For ports with this value set to YES, the Toshiba VP System uses the codes defined in the SYSTEM PARAMETER Table.
- Considerations:** Used only when mailbox is not defined in the USER Table.

18 NEXT MAILBOX

- Definition:** Enables callers to automatically be sent to another mailbox for information, or to another extension for assistance.
- Usage:** When answering a call, the Toshiba VP System plays the Company Greeting defined for the port the call came in on. If a Next Mailbox is defined, the Toshiba VP System automatically goes to this Mailbox after playing the Company Greeting. If no Company Greeting exists, the call is immediately directed to the Next Mailbox.
- Example:** Setting up a port to take messages, to give information and disconnect, or to connect to a specific mailbox or extension.
- To Configure:** Enter the mailbox number of the Next Mailbox in the INFORMATION Table of the mailbox callers are sent from.
- Considerations:** Attribute 27 — AFTER GREETING PLAYS, GO TO NEXT GREETING OR MAILBOX, is not assigned to the port. For ports, if this index is defined, the Toshiba VP System automatically goes to the Next Mailbox.

Indexes 26 and 27 are used only with Personal Assistance or Adaptive Integration. Refer to the *Feature Description* manual — CUSTOMIZATION, Personal Assistance, Configuring Auto-Transfer to Assistance.

² Port index used only when caller enters valid digits not defined in USER Table (valid first digit and correct length). If the mailbox is defined in the USER Table, the INFORMATION Table for that COS is used.

26 AUTO TRANSFER TO ASSISTANCE

- Definition:** After reaching an unavailable extension, callers are automatically transferred to assistance. If Personal Assistance (PA) is defined, callers are transferred to that extension. If PA is not defined, callers are transferred to the intercept position defined for the mailbox, port or trunk.
- Usage:** Assures callers are answered by a person rather than being asked to leave a message or dial another extension for assistance.
- If the personal assistant is unavailable or not defined, callers are automatically transferred to the intercept extension defined in the INFORMATION Table of the mailbox or port/trunk.
- Example:** When a caller reaches an unavailable mailbox configured with Auto-Transfer, the Toshiba VP System prompts to the caller: *"(name) does not answer, please wait for personal assistance."* The caller is automatically transferred to the personal assistant. The option to leave a message is not offered.
- If the personal assistant is available, the Toshiba VP System prompts to the assistant: *"Connecting forwarded call, (name) is [unavailable]"* and connects the call.
- If the personal assistant is unavailable, the Toshiba VP System re-connects to the caller and prompts *"Personal Assistance is unavailable. Please stay on the line for the operator."* The caller is transferred to the intercept mailbox defined in the mailbox or port/trunk INFORMATION Table.
- If Auto-Transfer to assistance is enabled but a PA extension is not defined, the prompt says *"(name) does not answer, please stay on the line for the operator."* The caller is automatically transferred to the intercept mailbox defined in the mailbox or port/trunk INFORMATION Table. The transfer is the same as if the caller dialed [0] for the intercept extension.
- If Indexes 24 and/or 27 are defined as well as Index 26, the prompts are different.
- To Configure:** When this Index is set to YES in both the mailbox and port INFORMATION Tables, callers are automatically transferred to assistance after the Toshiba VP System has determined that the originally called party is unavailable. If PA is also configured, the call is transferred to that extension rather than the intercept extension.

► WARNING ◀

Auto-Transfer is only activated for those time periods where Index 26 is defined as YES for both the mailbox and port/trunk.

- Considerations:** If the called mailbox has a greeting ON, it is played and the caller is not transferred to assistance. However, if the called mailbox has

COS Attribute 6 — CALL FIRST THEN PLAY GREETING, the Toshiba VP System attempts to place the call. If the called person is unavailable, the caller is automatically transferred to assistance. In this case, the greeting for the mailbox is only played if the caller presses to leave a message. However, the caller is not informed of the messaging option unless Information Index 27 is set to YES.

If both mailbox and port INFORMATION Tables are defined as YES, but the intercept mailbox has its greeting ON and there is no PA, the Toshiba VP System treats the call as if it did not have Auto-Transfer. There are two cases where Auto-Transfer does operate when the intercept greeting is ON:

- If the intercept mailbox has a COS with Attribute 6 — CALL FIRST THEN PLAY GREETING.
- If the originally called mailbox has INFORMATION Table Index 28 — ANNOUNCE CALLS TO INTERCEPT, defined as YES.

27 MSG WITH AUTO TRANSFER

- Definition:** Before automatically being transferred to assistance, callers are offered a choice of leaving a message for the person they called.
- Usage:** An extra delay is built in to allow time for the caller to enter a to leave a message before being transferred. If the caller does nothing, they are automatically transferred to assistance.
- Example:** When a caller reaches an unavailable mailbox, the Toshiba VP System prompts to the caller: *"(name) does not answer, please wait for personal assistance or press star to leave a message."*
- If Mailbox Indexes 24 and/or 26 are defined as well as Index 27, the prompts are different.
- To Configure:** When this index is set to YES in both the mailbox and port INFORMATION Tables, and Index 26 is defined as YES, callers are given the option to leave a message instead of being transferred to assistance.
- Considerations:** This index is not used if Mailbox Index 26 is set to NO.

■ Mailbox INFORMATION Table Indexes

1 INTERCEPT MAILBOX ("Attendant" - dial or default)

- Definition:** When the called extension is busy, not answered, or has a greeting ON, callers are offered the option of reaching assistance by dialing . If the INFORMATION Table associated with a mailbox's COS has an intercept position defined in this index, the call is directed to this intercept. Otherwise, the intercept position for the port or trunk the call came in on is used.
- Usage:** Callers requesting assistance after calling an extension may be directed to someone better able to help them than a company-wide attendant.
- Example:** A secretary for a specific department could provide better assistance to that department's callers. The secretary would have more knowledge of the department's activities.
- To Configure:** Enter the mailbox number of the intercept position. The Toshiba VP System looks at the USER Table to determine the extension.
- Considerations:** Intercept mailboxes must first be entered in the USER Table before they may be included as an index value for an INFORMATION Table.
- If an intercept mailbox is not defined for a mailbox, the call defaults to the intercept mailbox defined for the port or trunk the call came in on.

3 CALL BLOCKING NUMBER (Incoming Call Restriction - Call Blocking Optional Feature)

- Definition:** **When configured for mailboxes:**
Blocking numbers prevent certain mailboxes from being called through some or all ports. If the port has a defined call blocking value, callers are only allowed to call mailboxes with the same call blocking number as the port the call came in on, or mailboxes with a call blocking value of NONE.
- By COS, call blocking can be configured dynamically by mailbox. If Attribute 52 is assigned to the port COS and the port does not have a call blocking number but the mailbox does, callers are only allowed to call other mailboxes with the same call blocking number as the first mailbox they called, or mailboxes with a call blocking value of NONE. Refer to the *Feature Description* manual — INCOMING CALL RESTRICTION, Call Blocking, for more information.
- Usage:** If the port the call came in on has a value for blocking, the Toshiba VP System checks this index value for the mailbox number dialed. The two values are compared. The call is not extended if the value for the mailbox index is not the same as the port value. The caller is informed "Extension XXX does not exist" or hears the Custom-Prompt recorded for blocked extensions. Refer to the CUSTOM PROMPT chapter in this manual.

- Examples:**
- In a multi-tenant environment, block all calls except those to the correct tenant.
 - Prohibit InWATS callers from reaching all but certain extensions.
 - Block calls to hospital rooms at night.

To Configure: For calls to be accepted, enter the same value in this index as the value in the PORT index. Enter a different value from the value in the PORT index for calls to be blocked.

For Dynamic Call Blocking, enter a value for the mailbox. Be sure the value for the ports is NONE (entered as [0]).

Considerations: If this index value in the Port INFORMATION Table is undefined (NONE), no blocking is done and the port places the call, even if the mailbox has a value defined for blocking.

☞ For more information, refer to the *Feature Description* manual — INCOMING CALL RESTRICTION, Call Blocking.

4 MAXIMUM DIGITS FOR MENU

5 PREFIX DIGITS FOR MENU (Single Digit Menus)

Definition: These two indices allow the caller to dial a single digit (1-8) that translates to a mailbox or extension. This also allows for duplication of first digits and menu numbers, and non-matching menu and extension numbers.

Usage: Index 4 - defines the number of choices the caller can dial.

Index 5 - defines the digit string inserted before the single-digit to form the mailbox number for the menu items.

Example: Callers may be prompted to dial a specific number for the area they wish to reach; "Dial one for product information, dial two to place an order, dial three for customer service, or stay on the line for operator assistance."

To Configure: Index 4 - If the caller can dial [1] for service, [2] for sales, or [3] for information, enter the value 3. The range is 0 - 8.

Index 5 - If the caller dials [1] and the actual mailbox is 351, enter 35 for this value. Enter up to 7 digits.

Considerations: Be sure to create the mailboxes referred to in Indexes 4 and 5 in the USER Table. Refer to the *Feature Description* manual — SINGLE DIGIT MENUS, for more information.

6 PRE EXTENSION DIGITS

- Definition:** When a caller dials a mailbox that has this value defined, the digits are inserted before the mailbox is called.
- Usage:** This is primarily used for placing offsite (to another PBX) or TIE line calls. The Toshiba VP System makes the connection and can do a blind transfer.
- Example:** If an access number is required, it is inserted prior to sending the digits entered in the USER Table.
- To Configure:** Enter up to 12 digits, may include 0-9, *, #, D for delay, and E for expect dial tone.
- Considerations:** For calls out over TIE lines, assign Attribute 30 — STATION IS ON ANOTHER PBX, WAIT LONGER BEFORE LOOKING AT TONES.

7 RINGS BEFORE NO ANSWER

- Definition:** Number of times to ring an extension before the Toshiba VP System returns and informs the caller the extension did not answer. The minimum is 3 rings.
- Usage:** If the extension does not answer, the Toshiba VP System returns to the caller and prompts: *"Extension XXX does not answer. Please dial another extension number, or dial zero for assistance."* How the Toshiba VP System responds after the prompt is dependent upon the COS assigned to the mailbox.
- Examples:**
- Service center mailboxes can be configured to ring a different number of times than other mailboxes.
 - During the day, phones may ring 5 times, but at night or on weekends, 3 times.
- To Configure:** Enter number of times to ring the extension before reconnecting to the caller. The range is 3 - 20.
- Considerations:** Index is ignored if the port COS contains Attribute 15 or 34.
The minimum number of rings is 3. The default value is 4.

8 MESSAGE WAITING RINGS

- Definition:** The number of rings the Toshiba VP System counts before it treats a Message Waiting call as ring-no-answer.
- Usage:** Enables the timing to be adjusted to accommodate the application.
- Example:** Phones located in a large area can be configured to ring more times than phones on employees desks.
- To Configure:** The range is 3 - 20.
- Considerations:** Consider the frequency of Message Waiting calls when determining the value of this index.

When configured with Attribute 47:

Definition: Number of times the phone rings and the Message Waiting prompt is spoken, simultaneously.

The initial delay before the prompt is spoken is 2 seconds. The approximate time it takes for the prompt to speak is 7 seconds, depending upon what is spoken. The prompt is: "There are *x* messages for (name or extension number)" followed by "Ready." or "Please enter your security code." The approximate time it takes for one phone ring is 4 seconds, depending upon the phone system.

Considerations: As the phone is ringing, the prompt is playing. This means a person hears the prompt wherever it is playing when they answer a notification call. After the security code is entered, the number of messages in the mailbox is stated. *Feature Description* manual — CUSTOMIZATION, Message Waiting Notification.

9 TIMES TO RETRY ON BUSY

(Often used in conjunction with FIFO Queuing, Index 21.)

Definition: Number of times the system tries to connect to an extension associated with this mailbox when the line is busy.

Usage: Continue trying a busy extension or hunt group several times in case the line becomes free. Usually done for often-busy extensions with short hold times or hunt groups with several agents.

Determines the amount of time a caller waits before the Toshiba VP System returns, gives the status, and plays the greeting. Refer to the *Feature Description* manual — FIFO QUEUING, for information.

Upon receiving a busy tone, the Toshiba VP System makes successive calls to the busy extension until the number of retry times is reached, the extension answers, or ringback is encountered. Upon reaching the configured number of retries, the Toshiba VP System returns to the caller and informs the extension is busy.

Example: Retry an Order Entry department or distribution group if all lines are busy. This offers more chance of reaching a live person before taking a message.

To Configure: The default value is "0" (do not retry). Enter any number between 1 and 20 (maximum value).

Considerations: The time it takes to retry depends upon the phone system.

10 USE ALTERNATE TRANSFER CODES

Definition: The Alternate Transfer Codes are used when transferring callers to mailboxes requiring different transfer codes than normally used.

Usage: Used when transferring a call to an extension over the network, across TIE lines or to some attendant positions.

Examples:

- The attendant console may require different transfer codes than regular extensions.

- When the called extension is on a different PBX connected via TIE lines and different codes are needed to transfer or reconnect on busy or ring no answer.

To Configure: With this value set to YES, the Toshiba VP System uses the codes defined in the SYSTEM PARAMETER Table.

Considerations: Used with Index 6.

11 DIVERT MESSAGES TO MAILBOX

Definition: This index is used with two features:

- **Scripted Prompting.** Response messages resulting from Scripted Prompt queries are sent to this mailbox.
- **Sequential Greeting.** Message recorded by callers to a Sequential Greeting mailbox are sent to this mailbox.

Usage: The responses to Scripted Prompts are combined and sent as one message to the mailbox defined by this index. This feature makes it easier to transcribe the responses.

For Sequential Greetings, only one message per call rather than combined messages are sent.

Example: As the caller answers each query of a Scripted Prompt, they are combined and sent to the Divert Mailbox as one message.

For Sequential Greetings, the message is not stored in the mailbox containing the greetings; it is sent to the divert mailbox.

To Configure: The Toshiba VP System automatically combines each query as part of the Scripted Prompting feature. Enter the Divert Mailbox number.

Considerations: If more than 32 messages may be left in this mailbox, configure it as an Extended Mailbox.

The Divert Mailbox can be configured with COS Attribute 44 to play all messages without having to enter the LISTEN command after each.

Refer to the *Feature Description* manual — SCRIPTED PROMPTING, and CUSTOMIZATION, Sequential Greetings.

12 MESSAGE WAITING NOTIFICATION

Definition: This index determines whether Message Waiting Notification (MWN) is ON or OFF for particular mailboxes.

Usage: Used to turn MWN ON or OFF at certain times, such as after hours and weekends, and for specific mailboxes, without affecting others.

Example: Use an INFORMATION Table with this index defined as YES during business hours and NO after business hours for most mailboxes. Use

an INFORMATION Table with this index defined as YES for all hours for mailboxes configured to use pagers.

To Configure: Configure according to application. If this value is set to NO, MWN cannot be turned ON by using OPTION 16 while logged on to the mailbox.

Considerations: This index value is used to activate and deactivate MWN on a per-mailbox basis.

If this index is set to NO, MWN is deactivated, even if ON in the mailbox. If it is set to YES, it can be deactivated in the mailbox.

Individual MWN must be ON for a mailbox to receive message notification. Use mailbox feature OPTIONS - enter [1] [6], menu selection [1].

- For on-site notification, an extension must be entered in the USER Table.
- For off-site or pager notification, a telephone number must be defined by using the OPTIONS feature, menu selection [3].

Other INFORMATION Table indices must also be configured. Refer to the *Feature Description* manual -- CUSTOMIZATION, Message - Waiting Notification.

13 AUTO GREETING ACTIVATION

Definition: If this index value is set to YES, the personal greeting in a mailbox is automatically activated, even if it is turned OFF in the mailbox.

Usage: This index automatically activates and deactivates the Personal Greeting by time of day and day of week.

Examples:

- Automatic activation of after-hours greetings on intercept position mailboxes, hunt groups, etc.
- Activate greetings at predetermined time to keep calls from disturbing patient rooms in hospitals, student rooms in dormitories, etc. at specified times.

To Configure: Set the value to YES for the hours the greeting is to be activated. Set the value to NO for the hours it should be OFF.

Considerations: If the greeting is ON in the mailbox, the Automatic Activation feature does not turn the greeting OFF.

14 OFFSITE ATTEMPT TIMES³

Definition: Number of times per day offsite notification should be attempted.

To Configure: Enter value between 1 and 255 to activate offsite (or pager) notification.

3. Refer to the *Feature Description* manual -- CUSTOMIZATION, Message Waiting Notification section.

Considerations: If is entered, only internal message notification is given offsite notification is not optional.

15 OFFSITE SPEAK TIMES³

Definition: Number of times per call the notification prompt is spoken.

Usage: Determines the duration of each attempt.

Example: If notification is to a beeper, 3 or 4 times may be sufficient. If notification is to a home phone where more time is needed to reach the phone, a longer period is desirable.

To Configure: The range is 1 - 8.

Considerations: The prompt is speaking as the phone is ringing. When the call is answered, you hear what the prompt is speaking at the moment you answer.

16 OFFSITE SPEAK DELAY³

Definition: Number of seconds the Toshiba VP System delays before starting to speak the prompt.

Usage: Gives time for the call to be set up through the CO prior to the prompt speaking.

Example: If the speak times is set to 3 or 4 and it takes a while for the phone to ring and the person to answer, the prompt may stop speaking before the call is answered.

To Configure: Range is 1 - 32 seconds.

Considerations: This gives time for the PBX to set-up the call before the prompt speaks. The amount of time should be adjusted for each particular PBX.

17 OFFSITE PREFIX DIGITS³

Definition: The digits to dial before dialing the mailbox-defined OFFSITE/PAGER digits.

Usage: Dials PBX outgoing access code or particular trunk access code.

Example: Whatever digits are required to place an outgoing call are configured here. For example, 9E (expect dial tone).

To Configure: The range is 1 - 12 digits, may include 0-9, *, #, D for delay and E for expect dial-tone.

Considerations: Toll restrictions.

18 NEXT MAILBOX

Definition: Automatically transfers a call to this mailbox or extension after playing a greeting.

3. Refer to the *Feature Description* manual - CUSTOMIZATION, Message Waiting Notification section..

- Usage:** The use of this index varies depending upon application and associated COS.
- Examples:**
- A main menu gives a directory of several numbers to call for information. After the caller selects one of these items and hears the information given, the call can automatically return to the main menu again.
 - After listening to product information, the caller may be directed to a sales agent for ordering.
 - After scripted prompts, the caller is automatically sent to the Next Mailbox. If a Next Mailbox is not defined, the caller hears the Company Greeting.
- To Configure:** Enter the mailbox number of the Next Mailbox in the INFORMATION Table of the mailbox callers are sent from.
- Considerations:** This feature does not operate if the greeting is OFF in the first mailbox, unless using the Next Mailbox for an Alternate Greeting. Refer to the *Feature Description* manual — CUSTOMIZATION, Next Mailbox, for more information.

19 OFFSITE DIAL SYSTEM PARAMETER DIGITS³

- Definition:** Indicates whether pager access digits are necessary.
- Usage:** Enables more digits to be used and adjustments made for timing considerations.
- Example:** If access codes are needed to activate a pager after the telephone number is dialed.
- To Configure:** Answer YES or NO to determine if the value in Index 102 of the SYSTEM PARAMETER Table are to be dialed before dialing the digits in Index 17 of the INFORMATION Table.
- Considerations:** Set-up time to activate the pager.

20 OFFSITE END WITH POUND³

- Definition:** If this index is defined YES, a # is dialed after all the offsite message waiting digits are dialed.
- Usage:** If necessary, sends a # to the pager company to indicate the digit string is complete.
- Example:** If the pager company requires a # to be entered to indicate the end of the digit string for digital pagers.
- To Configure:** Enter YES or NO.
- Considerations:** Amount of time required before sending the pound sign.

3. Refer to the *Feature Description* manual — CUSTOMIZATION, Message Waiting Notification section..

21 FIFO QUEUE MESSAGE MAILBOX (FIFO Call Queuing Optional Feature)

- Definition:** Enables callers to **hear** a mailbox greeting instead of silence while waiting in queue.
- usage:** **Record** music or a message for callers to listen to while waiting to be connected to the extension.
- Example:** Without a queue **mailbox**, the caller hears silence while waiting. **This mailbox** provides a way of "entertaining- or supplying further information."
- To Configure:** Enter the number of the **mailbox** containing the greeting.
- Considerations:** **While** this greeting is playing the **Toshiba VP System** checks **every** second to determine if the caller has moved up **to** the **first** position. If the caller is **first**, the **Toshiba VP System** interrupts the greeting and **proceeds** to call the extension. If the caller is not first, the **Toshiba VP System** plays the greeting to the end. After the greeting has finished, the **Toshiba VP System** check to determine if the wait time **limit** has **elapsed** (defined in Index 9). If **not**, the **Toshiba VP System** plays silence for the remaining wait time. If no Queue Mailbox is defined, the prompt says, "**Thank** you, **please hold** &ring the **silence.**"

22 MAXIMUM MESSAGE LENGTH

- Definition:** Gives the ability to **define** the length of messages and greetings recorded from specific mailboxes. The length **can be** set as required for the mailbox application without affecting the **recording** length of other mailboxes. The maximum recording length for a **mailbox** is defined in System Parameter 32
- Usage:** Applications may be **required** to provide long greetings for employees or callers, or to shorten the recording time for **certain** mailboxes
- Examples:** Record conference calls and make them available to **specified** employees or **callers**.
- To Configure:** Configure the length of messages from 1 to 180 minutes.
- Considerations:** This index only affects the length of a greeting or any type of message when being recorded from within a mailbox. It does not affect the length of a message sent from another mailbox or received from a caller.
- Total disk storage of the q-stem **is** a limiting factor.
 - If this field is not defined, System Parameter 32 is the default maximum message length.

23 MAXIMUM NUMBER OF MESSAGES

- Definition:** To determine the number of messages allowed in specific **mailboxes**.
- Usage:** This can be useful to Control the amount of storage **used** by specific **mailboxes, especially** when disk usage is of great concern.,
- Example:** When there is concern that messages are not being **erased**, limiting the number that can **be** received may solve the **problem**.
- To Configure:** **The range** is from 1 to 32 If more than 32 messages are required, configure the mailbox as Extended. Refer to the *Feature Description manual — CUSTOMIZATION, Extended Mailboxes*, for more **information**.
- Considerations:** **If a mailbox has the maximum defined to be less than 32 and more than one message is addressed to the mailbox at the exact same time, they are all sent, up to a maximum of 32.** For example, if ten messages are **allowed**, the mailbox contains 9 and two are addressed at exactly the same time, both are sent. However, if the limit is set **to 32, the mailbox has 31 and two are addressed at exactly the same time**, only one is sent. The other message is returned to the operator provided that the originator made and sent the message from their own **mailbox**. The following comments **will** accompany the returned message: ***"This message cot&i not be sent. Mailbox XXX is full. "*** Messages sent via Quick Message or from the outside are lost.
- Total disk storage of the system **is** a **limiting** factor.
 - If this field is not defined, 32 is the limit.

24 PERSONAL ASSISTANCE

- Definition:** The PA feature enables a mailbox holder to define a personal **assistant (COS Attribute 54 — MAY SPECIFY A PERSONAL ASSISTANCE MAILBOX, must be enabled)**. When their mailbox is unavailable, callers can dial or automatically be transferred to the personal assistant.

When a PA is defined, callers are transferred to the PA extension instead of the intercept extension defined for the mailbox, **port**, or trunk.

Callers who reach an **unavailable** extension configured for PA can be given the option of leaving a message prior to or instead of being transferred.

When a **call** reaches the personal assistant, "call announcement" is automatic. A prompt is played to the personal assistant that announces the name associated with the mailbox the call is forwarded from in addition to the reason the call is forwarded - busy or no answer.

- If Mailbox INFORMATION Table Indexes 26 and/or 27 are defined as well as Index 24, the prompts are different.

- Usage:** The PA feature is used in **special** cases where it is important for callers to **receive special** attention if the extension they **called** was unavailable. **This is most often used for executives or small ACD groups.**
- A feature of PA is to **automatically** announce to the personal **assistant**, where the call is coming from and why (**ring-no-answer or busy**). This enables the personal assistant to **customize how the call is answered**. This is **automatic**; no further configuration is required.
- If the personal assistant is available, the Toshiba VP System prompts "*Connecting forwarded call, (name) is [unavailable]*" and connects the call.
- Example:** After a caller reaches an unavailable extension the Toshiba VP System prompts "*(name) does not answer, please leave a private message at the tone or dial another extension number or dial zero for personal assistance.*" If the caller dials **[0]**, they are transferred to the PA extension.
- If the personal assistant answers, the Toshiba VP System prompts "*connecting forwarded call, (name) is [unavailable]*" and connects the call.
- If the personal assistant is unavailable, the Toshiba VP System re-connects to the caller and prompts "*Personal Assistance is unavailable. Please leave a private message at the tone for (name) or dial zero for the operator*" and waits for a response. If the caller does nothing, the Toshiba VP System takes a message for the person originally called. If the caller dials **[0]**, the Toshiba VP System transfers the call to the intercept mailbox defined in the INFORMATION Table for the mailbox or port/trunk.
-  If Indexes **26** and/or **27** are defined as well as Index **24**, the prompts are different.
- To Configure:** PA can be configured three ways:
- Offer callers the choice of leaving a message or dialing **[]** for personal assistant.
 - **Automatically** transfer callers to personal assistance. Requires Index **26** in addition to Index **24**.
 - Offer callers the choice of staying on the line for **personal assistance** or pressing **[]** to leave a message. Requires Index **26** and **27** in addition to **Index 24**.
- Considerations:** Requires Personal Assistance.
- If the Personal Assistant is unavailable, the caller is transferred to the intercept position defined for the mailbox or port/trunk.
- If the PA mailbox has a greeting ON, the prompt does not offer PA to callers. If the caller dials **[0]**, the caller is transferred to the intercept position.

All transfers to PA are screened and announced. COS Attribute 15 — TRANSFER TO RINGING and Attribute 34 — **TRANSFER CALLS WITHOUT CHECKING FOR BUSY OR NO ANSWER**, are ignored when a **call** is transferred to a **mailbox** configured for PA. The **ringback** count defined in the **INFORMATION** Table of the PA **mailbox is used**.

25. QUICK GREETING ACTIVATION

(Adaptive Integration, Called Party Identification Optional Feature)

Definition: For Integrated systems, employees who have a mailbox on the Toshiba VP System may turn ON/OFF their personal greeting or record a new personal greeting without entering their mailbox when **calling** from a PBX extension.

Usage: Employees can easily and quickly access their greeting.

Example: When the **Toshiba** VP System receives an internal call, the mailbox number is recognized. The Toshiba VP System prompts, *"To enter your mailbox, press pound, to change your greeting, press zero."*

To Configure: The default is NO. Enter YES to activate this feature.

Considerations: Must have Adaptive Integration, Called Party Identification for this feature to operate.

When this feature is enabled, anybody can change the greeting. Care should be taken to avoid misuse of this feature. This feature can be activated by time of day to control misuse..

26 AUTO TRANSFER TO ASSISTANCE

Definition: After reaching an unavailable extension, callers are automatically transferred to **assistance**. If PA is defined, callers are transferred to that extension. If PA is not defined, callers are transferred to the intercept position defined for the mailbox, port or trunk.

Usage: Assures callers are answered by a person rather than being asked to leave a message or dial another extension **for** assistance.

If the personal **assistant** is unavailable or not defined, callers are automatically transferred to the intercept mailbox defined in the **INFORMATION** Table of the mailbox and port/trunk.

Example: When a caller reaches an unavailable mailbox configured with **Auto-Transfer**, the **Toshiba** VP System prompts to the caller. *"(name) does not answer, please wait for personal assistance."* The caller is automatically transferred to personal assistance. The option to leave a message is not offered.

If the personal assistant is available, the **Toshiba** VP System prompts to the assistant: *"Connecting forwarded call, (name) is [unavailable]"* and connects the call.

If the personal assistant is unavailable, the **Toshiba** VP System re-connects to the caller and prompts *"Personal Assistance is*

unavailable. Please stay on the line for the operator.” The caller is transferred to the intercept mailbox defined in the mailbox or port/trunk INFORMATION Table.

If **Auto-Transfer to assistance** is enabled but a PA extension is not defined, the prompt says “(name) does not answer, please stay on the line for the operator.” The caller is automatically transferred to the intercept mailbox defined in the mailbox or port/trunk INFORMATION Table. The transfer is the same as if the caller presses for intercept extension.

If Indexes 24 and/or 27 are defined as well as Index 26, the prompts are different.

To Configure: When this Index is set to YES in both the mailbox and port INFORMATION Tables, callers are automatically transferred to assistance after the Toshiba VP System has determined that the originally called party is unavailable. If PA is also configured, the call is transferred to that extension rather than the intercept extension.

► WARNING ◀

Auto-Transfer is only activated for those time periods where Index 26 is defined as YES for both the mailbox, port, or trunk.

Considerations: If the called mailbox has a greeting ON, it is played and the caller is not transferred to assistance. However, if the called mailbox has COS Attribute 6 – CALL FIRST THEN PLAY GREETING, the Toshiba VP System attempts to place the call. If unavailable, the caller is automatically transferred to assistance. In this case, the greeting for the mailbox is only played if the caller presses to leave a message. However, the caller is not informed of the messaging option unless Information Index 27 is set to YES.

If both mailbox and port INFORMATION Tables are defined as YES, but the intercept mailbox has its greeting ON and there is no PA, the Toshiba VP System treats the call as if it did not have **Auto-Transfer**. There are two cases where **Auto-Transfer** does operate when the intercept greeting is ON:

- If the intercept mailbox has a COS with Attribute 6 – CALL FIRST THEN PLAY GREETING.
- If the originally called mailbox has INFORMATION Table Index 28 – ANNOUNCE CALLS TO INTERCEPT, defined as YES.

27 MSG WITH AUTO TRANSFER

Definition: Before automatically being transferred to assistance, callers are offered a choice of leaving a message for the person they called.

Usage: An extra delay is built in to allow time for the caller to enter to leave a message before being transferred. If the caller does nothing, they are automatically transferred to assistance.

Example: When a caller reaches an unavailable mailbox with PA **specified**, the Toshiba VP System prompts to the caller: *"(name) does not answer, please wait for personal assistance or press star to leave a message."*

To Configure: When this index is set to **YES** in both the mailbox and port INFORMATION Tables, and Index 26 is defined as **YES**, **callers are** given the option to leave a message instead of being transferred to **assistance**.

Considerations: This index is not used if Index 26 is set to **NO**.

28 ANNOUNCE CALLS TO INTERCEPT

Definition: Gives the intercept position knowledge that the incoming **call** is forwarded from an unavailable extension. **Informs** who the **call** was **originally** for and whether the extension was busy or not answered.

Usage: With PA and **Auto-Transfer to Assistance**, calls are automatically announced to the **personal assistant**. If the PA is not **defined** or unavailable, the call **goes** to the intercept **position**. **Calls** are not **automatically** announced to the intercept position; this index enables announcement to the intercept.

Example: The intercept hears the prompt, *"Connecting forwarded call. (Name) is (unavailable)."* Without this index **defined**, the **intercept** hears the prompt, *"... Connecting."*

To Configure: The mailbox from which the calls are coming **from** must have this index value **defined** as **YES**. The intercept mailbox is not where this feature is **configured** for announcement.

Considerations: If the mailbox has INFORMATION Table Index **28 defined** as **YES**, all calls to the intercept position are screened. COS Attributes **15 — TRANSFER TO A RINGING EXTENSION**, and **34 — TRANSFER CALLS WITHOUT CHECKING FOR BUSY OR NO ANSWER**, are ignored for the intercept mailbox. The **ringback** count for **no-answer** in the INFORMATION Table of the intercept mailbox is used. The **ringback count** is a minimum of 3.

The intercept mailbox is called even if its greeting is ON. The greeting **is** played only if the extension is unavailable. **This** works the same as COS Attribute **6 — CALL FIRST THEN PLAY GREETING**, without assigning that attribute to the COS of the intercept mailbox.

■ Copying an Existing INFORMATION Table to a New Table

When using the **INSTALL** or **UPDATE** programs to **ADD** an **INFORMATION** Table, you may choose to copy an existing **INFORMATION** Table. The ability to copy the information from one table to another avoids having to enter **duplicate** information.

This is useful, for example, if different Company Greetings are to be played at various times for the same port or trunk. The information for each table would be identical, **except** for the mailbox number containing the greeting.

Once copied, the **Toshiba** VP System asks which index number is to be modified. Enter the index number, then the **correct** information.

■ Using **INSTALL**

These questions **from** the **INSTALL** program **define** the **INFORMATION** **Tables**. Enter the **appropriate** information for each index.

When adding an **INFORMATION** Table, be sure to answer the first question **accurately - IS TABLE X FOR A PORT/TRUNK? (If NO, it's for a Mailbox.)** This is important **because the** subsequent questions are different for ports/trunks and mailboxes.

■ Questions for **PORT INFORMATION Table Entries**

```

9. INFORMATION Tables.
Enter INFORMATION Tables needed for PORTS/TRUNKS and MAILBOXES.
Enter the INFORMATION Table number to be added. (1-255)
Enter empty line when done.
:255
Is Table 255 for a PORT/TRUNK? (If NO, it's for a Mailbox.)
(Y/N, empty line = N)
:Y

To COPY an existing INFORMATION Table, enter the Table NUMBER.
(1-255, empty line = NONE)
:

1. INTERCEPT MAILBOX
(1-8 digits)
:598

```

 An intercept mailbox must be entered for ports/trunks. It must exist in the **USER** Table before being used in an **INFORMATION** Table.

```

2. COMPANY GREETING MBX (1-8 digits, N = NONE, empty line = NONE)
:600

```

 Question 3 is only asked if Incoming Call Restriction is installed.

```

3. CALL BLOCKING NUMBER (0-255, 0 = NONE, empty line = NONE)
:0

```

 Questions 4 and 5 are only asked if Single Digit Menus is installed.

```

4. MAX DIGIT FOR MENU (0-8, 0 = NONE, empty line = NONE)
:3

```

☞ If a value is entered in question 4, the following question is displayed.

```

5. PREFIX DIGS FOR MENU (1-7 digits, N = NONE, empty line = NONE)
:61
WARNING: The following MAILBOXES must exist in the USERS Table:
811
812
813

6. PRE EXTENSION DIGITS
(1-12 digits may include: 0-9,*,#, D-DELAY, E-EXPECT DIAL TONE, N = NONE,
empty line = NONE)
(WHEN CALLER DIALS EXTENSION that is not a defined MAILBOX.)
:

7. RINGS BEFORE EXT NO ANSWER (3-20, empty line = 4 )
(WHEN CALLER DIALS EXTENSION that is not a defined MAILBOX.)
:4

9. TIMES TO RETRY ON BUSY (0-40, empty line = NONE)
(WHEN CALLER DIALS EXTENSION that is not a defined MAILBOX.)
:

10. USE ALT TRANSFER CODE (Y/N, empty line = N)
(When caller dials EXTENSION that is not a defined MAILBOX.)
:

18. NEXT MAILBOX (1-8 digits, N = NONE, empty line = NONE)

26. AUTOTRANSFER TO ASSIST (Y/N, empty line = N)
:

27. MSG WITH AUTO TRANSFER (Y/N, empty line = N)
:

```

■ Questions for MAILBOX INFORMATION Table Entries

```

9. INFORMATION Tables
Enter INFORMATION Tables which will be needed for PORTS/TRUNKS and
MAILBOXES.
Enter the INFORMATION Table number to be added. (1-255)
Enter empty line when done.
:8
Is Table 8 for a PORT/TRUNK? (if NO, it's for a Mailbox.)
(Y/N, empty line = N)
:N

To COPY an existing INFORMATION Table, enter the Table NUMBER.
(1-255, empty line = NONE)
:

1. INTERCEPT MAILBOX If none, uses PORT/TRUNK info.
(1-8 digits, N = NONE, empty line = NONE)
:

```

☞ Question 3 is only asked if Incoming Call Restriction is installed.

```

3. CALL BLOCKING NUMBER (0-255, ) = NONE, empty line = NONE)
:

```

- ☐ Questions 4 and 5 are only asked if Single Digit Menus is installed.

```
4. MAX DIGIT FOR MENU (0-8, 0 = NONE, empty line = NONE)
:
```

- ☐ If a value is entered for question 4, the following question is displayed.

```
5. PREFIX DIGS FOR MENU (1-7 digits, N=NONE, empty line = NONE)
:61
WARNING: The following MAILBOXES must exist in the USERS Table:
811
812
813
```

- ☐ After asking the Call Blocking and Site Digit Menu questions, the Toshiba VP System continues with:

```
6. PRE EXTENSION DIGITS
(1-12 digits may include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, N = NONE,
empty line = NONE)
:
7. RINGS BEFORE EXT NO ANSWER (3-20, empty line = 4)
:
8. MSG WAITING RINGS (3-20, empty line = 4)
:
9. TIMES TO RETRY ON BUSY (0-40, empty line = NONE)
:
10. USE ALL TRANSFER CODE (Y/N, empty line = N)
:
11. DIVERT MSG TO MAILBOX (1-8 digits, N=NONE, empty line=NONE)
:
12. MSG WAITING NOTIF (Y/N, empty line = Y)
:Y
13. AUTO GREETING ACTIVATION (Y/N, empty line = N)
:
14. OFFSITE ATTEMPT TRIES (0-255, empty line = NONE)
:
```

- ☐ Questions 15 - 17 are not asked if the value for question 14 is zero.

```
15. OFFSITE SPEAK TIMES (0-8, empty line = 3)
:Y
16. OFFSITE SPEAK DELAY, (1-32 SECONDS, empty line = 5)
:
17. OFFSITE PREFIX DIGITS
(1-12 digits may include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, N = NONE,
empty line = NONE)
:
18. NEXT MAILBOX (1-8 digits, N= NONE, empty line = NONE)
:
```

 Questions 19 and 20 are not asked if the value for question 14 is zero.

```
19. OFFSITE DIAL SYSP DIGS (Y/N, empty line = N)
:
20. OFFSITE END WITH POUND (Y/N, empty line = N)
:
```

 Question 21 is only asked if **FIFO** Queuing is installed.

```
21. FIFO QUEUE MSG MAILBOX (1-8 digits, N=NONE, empty line=NONE)
:
22. MAXIMUM MSG LENGTH (1-180 minutes, empty line = 8 minutes)
:
23. MAX NUMBER OF MSGS (1-32, empty line = 32)
:
24. PERSONAL ASSISTANCE (Y/N, empty line = N)
:
```

 Question 25 is only asked if Adaptive Integration is installed.

```
25. QUICK GREETING ACTIV (Y/N, empty line = N)
:
26. AUTOTRANSFER TO ASSIST (Y/N, empty line = N)
:
```

 Question 27 is not asked if the value for question 26 is NO.

```
27. MSG WITH AUTO TRANSFER (Y/N, empty line = N)
:
28. ANNOUNCE CALLS TO INT (Y/N, empty line = N)
:
```

■ Using UPDATE

Use the UPDATE program to:

- LIST one or all INFORMATION Tables.
- MODIFY an Index Value Within an INFORMATION Table.
- ADD or DELETE an INFORMATION Table.

LIST

Listing one or all INFORMATION Tables

For one table, enter the number at the prompt. For all tables, press

.

Example of a mailbox INFORMATION Table:

```

LINFO?

Enter INFORMATION Table number to list. (Empty line=list all.)
LST: 2

INFORMATION Tables:
-----
Table 2 (Mailbox INFO)
1  INTERCEPT MAILBOX          100
2  CALL BLOCKING NUMBER        NONE
3  MAX DIGIT FOR MENU          5
4  PREFIX DIGS FOR MENU        30
5  PRE EXTENSION DIGITS        NONE
6  RINGS BEFORE NO ANS        4
7  MSG WAITING RINGS          4
8  TIMES TO RETRY ON BUSY      NONE
9  USE ALT TRANSFER CODES      NO
10 DIVERT MSGS TO MAILBOX      NONE
11 MSG WAITING NOTIF          YES
12 AUTO GREETING ACTIV        NO
13 OFFSITE ATTEMPT TIMES      NONE
14 OFFSITE SPEAK TIMES        3
15 OFFSITE SPEAK DELAY        5
16 OFFSITE PREFIX DIGITS      NONE
17 NEXT MAILBOX                NONE
18 OFFSITE DIAL SYSP DIGS     NO
19 OFFSITE END WITH POUND     NO
20 FIFO QUEUE MSG MAILBOX     NONE
21 MAXIMUM MSG LENGTH         60
22 MAX NUMBER OF MSGS         32
23 PERSONAL ASSISTANCE         NO
24 QUICK GREETING ACTIV       NO
25 AUTOTRANSFER TO ASSIST      NO
26 MSG WITH AUTO TRANSFER     NO
27 ANNOUNCE CALLS TO INT      NO
  
```

Example of a port INFORMATION Table:

```

I.INFO ?
Enter INFORMATION Table number to list. (Empty line=list all.)
LST: 255

INFORMATION Tables:
-----
Table 255 (PORT/TRUNK INFO)

 1  INTERCEPT MAILBOX          100
 2  COMPANY GREETING MBI        101
 3  CALL BLOCKING NUMBER        NONE
 4  MAX DIGIT FOR MENU          5
 5  PREFIX DIGS FOR MENU        34
* 6  PRE EXTENSION DIGITS        NONE
* 7  RINGS BEFORE NO ANS        4
* 8  TIMES TO RETRY ON BUSY      NONE
*10  USE ALT TRANSFER CODES      NO
 18  NEXT MAILBOX                NONE
 26  AUTOTRANSFER TO ASSIST      NO
 27  MSG WITH AUTO TRANSFER      NO

*Used ONLY when MAILBOX is UNDEFINED.

```

Listing all COS using a specific INFORMATION Tables

```

I.INFO C
Enter INFORMATION TABLE number.
LST: 8

INFORMATION TABLE 8 USED BY COS:
1,3,63,127

```

MODIFY

Modifying an INFORMATION Table

Use MODIFY to alter index values within an INFORMATION Table. Enter a "?" after the command to get extended wording of the question. Omit the "?" for a short version.

```

M.INFO ?
Enter the INFORMATION Table number to MODIFY. (1-255)
MOD:6
Enter INDEX of the entry to MODIFY. (1-28)
Enter empty line when done.
MOD:7

7. RINGS BEFORE EXT NO ANSWER (3-20, empty line = 4)
MOD:6
Enter INDEX of the entry to MODIFY. (1-28)
Enter empty line when done.
MOD:

```

▶ **WARNING** ◀

If you attempt to **modify** an index value pertaining to a **software** package not installed the **Toshiba VP** system **displays**:

SYSTEM DOES NOT HAVE THIS OPTION

Software Packages

| | |
|-----------------|---------------------------|
| SW-x0001 | IntraMessaging |
| SW-x0004 | Networking |
| SW-x0019 | Sie Digit Menus |
| SW-x0020 | Incoming Call Restriction |
| SW-x0021 | FIFO Queuing |
| SW-x0022 | Scripted Prompting |
| SW-x0023 | Names Directory |
| SW-x0031 | Adaptive Integration |

☞ **Software** part numbers are different for VP 100 and VP **300s/VP 300**. For the x in the above numbers, substitute 2 for VP 100 numbers, and **substitute 3** for VP **300s/VP 300** numbers. **For** example, the software part number for Networking is **SW-20004** for the VP **100**, and SW-30004 for the VP **300s/VP 300**.

ADD

To add an **INFORMATION** Table

This **command** is used to enter an **INFORMATION** Table into the database. The option of copying an existing **table** is given.

```

A.INFO
Enter the INFORMATION Table number to added (1-255)
Enter empty line when done.
ADD:13
Is Table 13 for a PORT/TEUNK? (If NO, it's for a
MAILBOX)
(Y/N, empty line = N)
ADD:

```

The remaining questions are the same as asked in the **INSTALL** program-

DELETE**Deleting an INFORMATION Table**

All SCHEDULE Tables are checked to insure the INFORMATION Table being deleted is not **referenced**.

```
D INFO ?
Enter the INFORMATION Table number to DELETED.
DEL: 64
INFORMATION Table 64 deleted.
DEL:
```

An **INFORMATION** Table is not deleted **if** it is **still** referred to in a SCHEDULE Table.

14

LOCATION TABLE

Chapter Contents

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INTRODUCTION

Both multi-cabinet and remote networking **installations** use the LOCATION Table.

Multi-cabinet networking refers to situations where more than one Toshiba VP System is linked together behind one PBX at one location.

Remote networking refers to situations where Toshiba VP Systems are located at different locations behind different phone systems.

The **LOCATION** Table **describes:**

- Other locations in a remote network
- Other cabinets in a multi-cabinet network

The table contains the following information:

- 
- Route choices
- Whether the location has a system
- Network protocol used
- **Public/TIE** network numbers used

Quick Reference Guide

LOCATION Table

| Command | Description |
|---|--|
| -LOCATION-Table | <p>This table is used with Toshiba VP System Networking. The table contains the following information:</p> <ul style="list-style-type: none">• Location name• Route choices• Whether the location has a system• Network protocol used• Public/TIE network numbers used |
| LOCATION Table and the INSTALL Program | <p>Install question number 5 asks for the new location name, whether it is located on the same PBX, and the route name used for access.</p> |

UPDATE Command Options

| | | |
|---------------|---------------|---|
| LIST | .L LOC | To list the LOCATION Table. |
| MODIFY | .M LOC | To modify an existing LOCATION Table entry. |
| ADD | .A LOC | To add a cabinet the network. |
| DELETE | .D LOC | To delete a cabinet from the network. |

The (.) prompt is displayed by the **UPDATE** program.

4 . 1 LOCATION TABLE FOR MULTI-CABINET NETWORKING

Multi-cabinet networking refers to situations where more than one Toshiba VP System is linked together behind one PBX at one location.

The LOCATION Table for a multi-cabinet network contains the name of each cabinet in the network and the name of the route used to access it.

Example of a LOCATION Table:

| LOCATION NAME | ROUTE CHOICES | HAS SYSTEM | SAME LOC | AUTH LEN | PUBLIC / TIE NETWORK NUMBERS |
|---------------|---------------|------------|----------|----------|------------------------------|
| LACAB2 | 1.TOCAB2 | YES | YES | 0 | |
| LACAB3 | 2.TOCAB3 | YES | YES | 0 | |

■ How the LOCATION Table is Used

The Toshiba VP System uses the LOCATION Table to find:

- Which route to use from the ROUTE Table containing the digits to access each cabinet
- If that location has a Toshiba VP System cabinet
- If it is located on the same PBX

■ How to Configure the LOCATION Table

A maximum of 498 locations may be defined in the LOCATION Table.

| | |
|----------------------------|---|
| LOCATION NAME | Descriptive name to identify each location in the multi-cabinet network. Example: CAB1, CAB& etc. |
| ROUTE CHOICES | Name of the route used to access the other cabinets on the network. Only one route can be defined . |
| HAS SYSTEM | Only used for remote networking. |
| SAME LOC | Automatically set to Y for multi-cabinet networking. |
| AUTH LEN | Not currently in use. |
| PUBLIC/TIE NETWORK NUMBERS | Only used for remote networking. |

■ Using INSTALL

This is the question from **INSTALL** that defines the **locations** on the network.

```

S NETWORK LOCATIONS
Enter requested information for all NETWORK LOCATIONS.
Enter new LOCATION NAME. (1-8 chars) Enter empty line when done.
:
:
Does (location name) have a SYSTEM? (Y/N, empty line = N)
Y
Is (location name) using NETWORK PROTOCOL 1? (NO-NETWORK PROTOCOL 2)
(Y/N, empty line = Y)
Y
Is (location name) located on the same PRI as this system? (Y/N, empty line =
N)
Y
Enter the ROUTE NAME to access (location name). (1-8 chars)
:
(location name) saved.
Enter new LOCATION NAME. (1-8 chars) Enter empty line when done.

```

■ Using UPDATE

Use the **UPDATE** program to **LIST**, **MODIFY**, **ADD** or **DELETE** a Network Location.

LIST

Listing the LOCATION Table

The entire **LOCATION** Table or just one location can be listed. To **LIST** all, return at the **LST** : prompt. To list **one**, type the number of the location you wish to list.

```

.L LOCATION
.LST:
NETWORK PROTOCOL 1:
LOCATION ROUTE HAS SAME AUTH PUBLIC/TIE
NAME CHOICES SYSTEM LOC LEN NETWORK
NUMBERS
LACAB2 1. TOCAB2 YES YES 0
LACAB3 2. TOCAB3 YES YES 0

```

MODIFY

Modifying an existing location.

```

M LOCATION
Enter existing LOCATION NAME.
.
Enter new LOCATION NAME. (1-6 chars)
(Empty line = NO CHANGE)
MOD:
Does (location name) have a SYSTEM? (Y/N, empty line =
N)
:Y
Is (location name) using NETWORK PROTOCOL 1? (NO=NETWORK
PROTOCOL 2)
(Y/N, empty line = Y)
:Y
Is (location name) located on the same FBI as this
system?
(Y/N, empty line = Y)
:Y
Enter the ROUTE NAME to access (location name). (1-6
chars) (Empty
line = (location name))
.
(location name) saved.

```

ADD

Adding a cabinet to the network

First ADD the new route to the ROUTE Table, if needed, then add the new location to the LOCATION Table, then add the location to the NUMBERING PLAN Table.

```

A LOCATION
Enter requested information for all NETWORK LOCATIONS.
Enter new LOCATION NAME. (1-6 chars)
ADD:
Does (location name) have a SYSTEM? (Y/N, empty line =
N)
:Y
Is (location name) using NETWORK PROTOCOL 1? (NO=NETWORK
PROTOCOL 2)
(Y/N, empty line = Y)
:Y
Is (location name) located on the same FBI as this
system?
(Y/N, empty line = N)
:Y
Enter the ROUTE NAME to access (location name) (1-6
chars)
.
(location name) saved.

```

DELETE

To **DELETE** a cabinet from the network, first delete the **location** from the **NUMBERING PLAN** Table. then delete the location from the **LOCATION** Table, then **delete** the route from the **ROUTE** Table, if needed.

 A **location** can not **be** deleted if it is defined in the **NUMBERING PLAN** Table.

```
D LOCATION
Enter LOCATION NAME to be DELETED.
Enter empty line when done.
DEL:
LOCATION successfully deleted.
```

14.2

LOCATION TABLE FOR REMOTE NETWORKING

Remote Networking refers to situations where Toshiba VP Systems are located at different locations behind different phone systems. Remote networking requires the optional SW-X0004.

The LOCATION Table for remote networking contains the name of each location on the network, the route choices to access it, whether the location has a **Toshiba** VP System, if it is on the same PBX, and the public or **TIE** network numbers required to access each location.

Example of a **LOCATION** Table:

| LOCATION | | | | | |
|---------------------|---------------------------------|--------------|--------------------------------|----------------------------|------------------------------|
| Network Protocol 1: | | | | | |
| LOCATION NAME | ROUTE CHOICES | HAS SYSTEM | SAME LOC | AUTH LEN | PUBLIC / TIE NETWORK NUMBERS |
| NY | 1. TIENY 2. SPRINT 3. DDD | YES | NO | 0 | PNN:2125551000 TRN:301 |
| DALLAS | 1. TIEDAL 2. WATS 3. DDD | YES | NO | 0 | PNN:21468551212 TRN:701 |
| ATLAN | 1. WATS 2. DDD 3. | NO | NO | 0 | PNN:404497C4 TRN: |
| Network Protocol 2: | | | | | |
| LOCATION NAME | ROUTE CHOICES | INCLUDE SELF | PRIORITY/DEFERRED PORT MAILBOX | PUBLIC/TIE NETWORK NUMBERS | |

The **Toshiba** VP System can process a call to a location without a **Toshiba** VP System. If the remote location has a PBX of the same type as the one placing the call, the **Toshiba** VP System waits for answer detection to ensure that the call is successfully completed. In the above example, **Atlanta** is a location for a site without a **Toshiba** VP System.

■ How The LOCATION Table Is Used

The LOCATION Table specifies the route choices and the public or TIE line numbers to use to call the **Toshiba** VP System at other locations.

■ How to Configure the LOCATION Table

A maximum of 498 locations may be defined in the LOCATION Table.

| | |
|----------------------|---|
| LOCATION NAME | Descriptive name to identify each location on the network. |
| ROUTE CHOICES | Name of the routes used to access the location. Up to three route choices may be defined for each location. |

| | |
|------------------------|--|
| HASSYSTEM | Specifies whether the location has a Toshiba VP System, Special applications may desire support of locations that do not have the Toshiba VP System. |
| SAME LOC | Specifies whether the location is a multi-cabinet Toshiba VP System or a remote location on another PBX |
| AUTHLEN | Not currently in use. |
| PUBLIC/TIE NET NUMBERS | Indicates the Public Network Number or TIE line number used to access the location. |

■ Using INSTALL

This is the question from INSTALL that defines the locations on the network.

```
5. NETWORK LOCATIONS.
Enter requested information for all NETWORK LOCATIONS.
Enter new LOCATION NAME. (1-8 chars) Enter empty line when done.
:(location name)
Does (location name) have a SYSTEM? (Y/N, empty line = N)
```

If (location name) does not have a system, the next question is:

```
Does (location name) have the same PBX type as SELF? (PBX type)
(Y/N, empty line = N) (If "YES", will do CALL-PROGRESS-DETECTION.)
```

If (location name) does have a system, the next question is:

```
Is (location name) using NETWORK PROTOCOL 1? (NO=NETWORK PROTOCOL 2)
(Y/N, empty line = Y)
```

If the above question is answered N, refer to the *Feature Description* manual -- NETWORKING.

```
Is (location name) located on the same PBX as this system?
(Y/N, empty line = N)

Enter ROUTE NAMES for up to three ROUTE CHOICES to (location)
Enter empty line when done.
1:
2:
3:
Enter PUBLIC NETWORK NUMBER (PNN) to call (location)
(May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, OR Cn
1-12 chars, empty line = XXXXX)
Enter TIE NETWORK NUMBER (TNN) to call (location name)
(May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, OR Cn
1-7 chars, empty line = XXXXX)
(location name) saved.
```

■ Using UPDATE

Use the UPDATE program to:

LIST, MODIFY, ADD or **DELETE** a Network LOCATION.

LIST

Listing the LOCATION Table

You can either **LIST** the entire **LOCATION** Table or just **one** location. To **list all**, return at the LST: **prompt**. To list one., **type** the number of the location you wish to list.

```

L.LOCATION
Network Protocol 1:
LOCATION ROUTE      HAS      SAME      AUTH      PUBLIC / TIE
NAME      CHOICES  SYSTEM  LOC      LEN      NETWORK NUMBERS
-----
NY         1. TIENY  YES      NO       0        PNN:2145551000
          2. SPRINT
          3. DDD
DALLAS    1. TIEDAL YES      NO       0        PNN:2145551212
          2. WATS
          3. DDD
Network Protocol 2:
LOCATION ROUTE INCLUDE PRIORITY/DEFERRED PUBLIC/TIE
NAME      CHOICES  SELF  PORT MAILBOX NETWORK NUMBERS
-----

```

MODIFY

Modifying an existing location

```

M.LOCATION
Enter existing LOCATION NAME.
:
Enter new LOCATION NAME. (1-8 chars)
(Empty line = NO CHANGE)

MOD:
Does (location name) have a SYSTEM? (Y/N, empty line
= Y)
:

```

If (location name) **does not have a system**, the next question is:

```

Does (location name) have the same PBX type as SELF?
(PBX type)
(Y/N, empty line = N) (If "YES", will do
CALL-PROGRESS-DETECTION)
:

```

If (location name) **do-es have a system**, the next question is

```

Is (location name) using NETWORK PROTOCOL 1? (NO-NETWORK
PROTOCOL 2)
(Y/N, empty line = Y)
:

```

If the above question is answered N, refer to the *Feature Description manual — NETWORKING*.

```

Is (location name) located on the same PBX as this
system?
(Y/N, empty line = N)
:
Do you want to modify ROUTE CHOICES for (location name)?
(Y/N, empty line = N)
:
Enter PUBLIC NETWORK NUMBER (PNN) to call (location)
(May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE,
OR Cn
1-12 chars, empty line = XXXXX)
:
Enter TIE NETWORK NUMBER (TMN) to call (location name)
(May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE,
OR Cn
1-7 chars, empty line = XXXXX)
:
(location name) saved.

```

ADD

Adding entries to the LOCATION Table

To ADD a **cabinet** to the network, first add the new route to the ROUT& Table, if needed, then add the new location to the **LOCATION** Table, then **add the** location to the **NUMBERING PLAN** Table.

```

A LOCATION
Enter requested information for all NETWORK LOCATIONS.
Enter new LOCATION NAME. (1-8 chars)
ADD:
Does (location name) have a SYSTEM? (Y/N, empty line =
Y)
:

```

If (location name) does not **have** a system, the next question is:

```

Does (location name) have the same PBX type as SELP?
(PBX type)
(Y/N, empty line = N) (If "YES", will do
CALL-PROGRESS-DETECTION)
:

```

If (location name) **does** have a system, the next question is:

```

Is (location name) using NETWORK PROTOCOL 1? (NO=NETWORK
PROTOCOL 2)
(Y/N, empty line = Y)
:

```

If the above question is answered N, refer to the *Feature Description manual — NETWORKING*.

```

Is (location name) located on the same PBX as this
system?
(Y/N, empty line = N)
:
Enter ROUTE NAMES for up to three ROUTE CHOICES to
(location
name).
Enter empty line when done.
1:
2:
3:
Enter PUBLIC NETWORK NUMBER (PNN) to call (location
name).
(1-12 digits, may include 0-9,*,#,Cn. Empty line = NONE)
:
Enter TIE NETWORK NUMBER (TNN) to call (location name).
(1-7 digits, may include 0-9,*,#,Cn. Empty line = NONE)
:
(location name) saved

```

Cn: c = called number; n = last 'n' digits of the called number.

DELETE

Deleting a cabinet from the network

First DELETE the location from the NUMBERING PLAN Table, then delete the location from the LOCATION Table, then delete the route from the ROUTE Table, if needed.

```

D:LOCATION
Enter LOCATION NAME to be DELETED.
Enter empty line when done.
DEL:
LOCATION successfully deleted.

```

15

NAMES TABLE

Chapter Contents

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| | Using UPDATE | 15-3 |

INTRODUCTION

The **NAMES** Table **contains** the name and **mailbox** number of each name in the Names **Directory**. The Names Directory option (SW-X0023) allows a caller or a person addressing a message to dial a person's name if they do not know the mailbox number. A **NAMES** Table entry **consists** of —

- **Mailbox number**
- **Mailbox** holder's name

Quick Reference Guide

NAMES Table

| Command | Description |
|---|--|
| NAMES Table | Contains the mailbox number and name of each entry in the the Toshiba VP System Names Directory . |
| NAMES Table and the INSTALL Program | There are no questions in the INSTALL program pertainig to the NAMES Table. To add or delete entries, use the UPDATE program. |
| Maximum Entries | 500 |
| VP 100 VP 300s VP 300 | 5000 |

UPDATE Command Options

| | | |
|--------|---------------|---|
| LJST | .L NAM | To list the Names Directory. |
| ADD | .A NAM | To add entries to the Names Directory. |
| MODIFY | .M NAM | To modify entries in the Names Directory. |
| DELETE | .D NAM | To delete entries in the Names Directory. |

The . prompt is displayed by the UPDATE program.

15.1 UNDERSTANDING THE NAMES TABLE

The NAMES Table is used only with the **Names Directory** option. If the Toshiba VP System is not equipped with this option, this table does not appear in the configuration database.

The NAMES Table contains the name and mailbox number of each name in the Names Directory. The Names Directory allows callers, and **mailbox holders** when addressing messages (if **IntraMessaging** is installed), to dial a person's name when the mailbox number is not known.

Example of a NAMES Table:

| MAILBOX | NAME |
|---------|------------------|
| 4578 | WISE, JEFFREY |
| 6439 | ANDERSON, DAVID |
| 8457 | JOHNSON, MICHAEL |

VP 100

Currently 3 out of 500 NAMES are used.

VP 300s

VP 300

Currently 3 out of 5000 NAMES are used.

15.2 HOW THE NAMES TABLE IS USED

If a caller does not know the **extension** of the person they are calling, the extension can be determined by calling the **Names Directory mailbox**. (The number of the **Names Directory mailbox** should be stated in the **Company Greeting**.)

If a person is addressing a message from within a mailbox and the extension is not **known**, the extension can be determined by pressing to **reach** the **Names Directory mailbox**. (This information **is** given in the addressing options)

Once in the **Names Directory mailbox**, callers are prompted to enter the name of the person to receive the message. The **NAMES Table** is searched to locate the mailbox number associated with the name.

Refer to the **Feature Description** manual — **NAMES DIRECTORY**, for details on setting up the **Names Directory**.



1 5 . 3 HOW TO CONFIGURE THE NAMES TABLE

NAMES Table entries consist of three items of data – the mailbox number, the last name and the first name of the mailbox holder, entered as follows:

MAILBOX NUMBER, LAST NAME, FIRST NAME

☛ The mailbox must exist in the USER Table before it can be entered in the NAMES Table.

This is an example of a NAMES Table entry.

```
8439, ANDERSON, DAVID
```

A maximum of 18 characters is allowed for the total of last and first names

☛ The name spoken in the Names Directory is the name recorded for the mailbox, not the name entered in the NAMES Table. Carefully check to make sure that all NAMES Table entries agree with the names recorded for mailboxes. If a valid mailbox number is entered in the NAMES Table but a name is not recorded for the mailbox, the extension number is spoken.

■ Using INSTALL

There are no questions pertaining to the NAMES Table in the INSTALL program. To enter names, use the UPDATE program.

■ Using UPDATE

From UPDATE you can:

- LIST the Names Directory
- ADD entries to the Names Directory
- DELETE entries from the Names Directory
- MODIFY entries in the Names Directory

LIST

Listing the NAMES Table

```
.L NAM
LST:
MAILBOX . . . . . NAME
4578 . . . . . WISE, JEFFREY
8439 . . . . . ANDERSON, DAVID
6457 . . . . . JOHNSON, MICHAEL
```

VP 100

Currently 3 out of 500 NAMES are used.

VP 300s

VP 300

Currently 3 out of 5000 NAMES are used.

The NAMES Table is **listed** in random order, not alphabetically **by name** or **numerically by mailbox** number.

ADD

Adding entries to the NAMES Table

```
A NAM
ADD: 4567,SMITH,CAEVIN
ADD: 6578,PLATTERIC
ADD: 3566,SLAVITCH,JEFF
ADD: 6555,HENG,CHUN
**
INVALID ENTRY, MBX 6555 not found in USER TABLE.
ADD:
```

MODIFY

Modifying entries in the NAMES Table

```
.M NAM
MOD: 4578
Enter the NEW NAME for the mailbox
NAME:STEVENS,CARL
MOD:
```

DELETE

Deleting entries from the NAMES Table

```
.D NAM
DEL: 4578
DEL:
```

16

NUMBERING PLAN TABLE

Chapter Contents

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| | Using INSTALL | 16-5 |
| | Using UPDATE | 16-5 |

INTRODUCTION

Both multi-cabinet and remote networking **installations** use the NUMBERING **PLAN** Table.

Multi Cabinet Networking refers to situations where more than one **Toshiba VP System** is linked together behind one PBX at one location.

Remote Networking refers to situations where Toshiba VP Systems are located at different locations behind different phone systems.

In this chapter, you will find the following sections

- A **Quick** Reference Guide containing the commands most commonly used with the NUMBERING **PLAN** Table.
- A description of how **to configure** the NUMBERING **PLAN** Table for multi-cabinet and remote networking.

Quick Reference Guide

NUMBERING PLAN Table

| Command | Additional Information |
|--------------------------------------|--|
| NUMBERING PLAN Table | <p>This table is used with Networking. For each cabinet in the network, the NUMBERING PLAN Table defines:</p> <ul style="list-style-type: none">• Location of each system on the network• Initial digits dialed to reach that location• Mailbox length• Number of digits to strip |
| NUMBERING PLAN Table and the Program | <p>INSTALL question number 6 asks for the location name, initial digits, network mailbox length, and number of digits to strip.</p> |

UPDATE Command Options

| | | |
|---------------|--------|--|
| LIST | .L NUM | To list the NUMBERING PLAN Table. |
| MODIFY | .M NUM | To modify an existing NUMBERING PLAN Table entry. |
| ADD | .A NUM | To add a cabinet or remote prefix to the network. |
| DELETE | .D NUM | To delete a cabinet or remote prefix from the network. |

The (.) prompt is displayed by the UPDATE program.

16.1

NUMBERING PLAN TABLE FOR MULTI-CABINET NETWORKING

Multi Cabinet Networking refers to situations where more than one Toshiba VP System is linked together behind one PBX at one location.

For each cabinet in the **multi-cabinet** network, the NUMBERING PLAN Table **defines:**

- Location of each system on the network
- Initial digits dialed to reach that location
- Mailbox length on the co-located cabinet
- Number of digits to strip (always zero for **co-located** cabinet entries)

Example of a **NUMBERING PLAN** Table:

| NETWORK LOCATION NAME | INITIAL DIGITS EXPECTED | NETWORK MAILBOX LENGTH | NUMBER OF DIGITS TO STRIP |
|-----------------------|-------------------------|------------------------|---------------------------|
| LACAB2 | 6 | 3 | 0 |
| LACAB2 | 7 | 3 | 0 |
| LACAB3 | 3 | 3 | 0 |
| LACAB3 | 83 | 4 | 0 |
| LACAB3 | 64 | 4 | 0 |

■ How the NUMBERING PLAN Table is Used

The NUMBERING PLAN Table contains the initial digits dialed by the caller, which determine where to route the **call**. The NUMBERING PLAN Table also defines the length of mailboxes on each **cabinet**.

■ How to Configure the NUMBERING PLAN Table

A maximum of 511 entries may be defined in the NUMBERING PLAN Table.

NETWORK LOCATION NAME The name of each cabinet on the network. The location name must be defined in the LOCATION Table before it can be entered in the NUMBERING PLAN Table. For co-located systems, the same location name can be entered multiple times with different initial digits expected.

 In remote networking, Self, as a **location** name, is used to identify the cabinet currently being configured. Self is not needed in multi-cabinet networking. It is used only in remote networking.

INITIAL DIGITS EXPECTED Leading digits specific to mailboxes on each cabinet. Generally, either a unique digit or two unique digits are defined.

- NETWORK MAILBOX LENGTH** The total number of digits the Toshiba VP System should gather to complete a call to a mailbox in another cabinet. For example, if mailboxes with the first digit 6 are three digits long (6XX), enter 3.
- NUMBER OF DIGITS TO STRIP** For multi-cabinet network locations, this field always has a value of zero. Used for remote networking, identifies the number of digits to strip before sending an address to a remote system.

■ Using INSTALL

The following is the question from the **INSTALL** program that defines the **NUMBERING PLAN** Table on the network

```

6. NETWORK NUMBERING PLAN.
Enter NUMBERING PLAN information for each NETWORK LOCATION.
Enter as:
LOCATION NAME, INITIAL DIGITS (1-8 digits), NET MAILBOX LENGTH (1-16),
NUMBER OF DIGITS TO STRIP (0-15)
Enter empty line when done.
    
```

■ Using UPDATE

Use the UPDATE program to:

LIST, **MODIFY**, ADD or DELETE a NETWORK LOCATION.

LIST Listing the NUMBERING PLAN Table

| L NUMBER | | | |
|-----------------------|-------------------------|------------------------|---------------------------|
| NETWORK LOCATION NAME | INITIAL DIGITS EXPECTED | NETWORK MAILBOX LENGTH | NUMBER OF DIGITS TO STRIP |
| LACAB2 | 8 | 3 | 0 |
| LACAB2 | 7 | 3 | 0 |
| LACAB3 | 3 | 3 | 0 |
| LACAB3 | 33 | 4 | 0 |
| LACAB3 | 84 | 4 | 0 |

MODIFY Modifying the NUMBERING PLAN Table

```

M NUMBER
Enter existing NET INITIAL DIGITS.
:
Enter NUMBERING PLAN information for each NETWORK LOCATION.
Enter as:
LOCATION NAME, INITIAL DIGITS (1-8 digits), NET MAILBOX LENGTH (1-16),
NUMBER OF DIGITS TO STRIP (0-15)
Enter empty line when done.
    
```

A D D

Adding a cabinet to the **network**

First ADD a new route to the **ROUTE** Table, if needed, then add the new location to the **LOCATION** Table, then add the new location to the **NUMBERING PLAN Table**.

```

A NUMBER
Enter NUMBERING PLAN information for each NETWORK
LOCATION.
Enter as:
LOCATION NAME, INITIAL DIGITS (1-8 digits), NET MAILBOX
LENGTH (1-16)
NUMBER OF DIGITS TO STRIP (0-16)
Enter empty line when done.
ADD:

```

D E L E T E

Deleting a cabinet from the **network**

First DELETE the location from the **NUMBERING PLAN Table**, then delete the location from the **LOCATION Table**, then delete the route from the **ROUTE Table**, if needed.

```

D NUMBER
Enter NET INITIAL DIGITS to be DELETED.
DEL:
Checking all DISTRIBUTION LISTS...
DONE.486
DEL:

```

▶ **WARNING** ◀

An entry in the **NUMBERING PLAN Table** cannot be deleted if a mailbox on a multi-cabinet Toshiba VP System contains the **access** digits for an intercept mailbox in a port **INFORMATION Table**. **If an** attempt is made to delete the access digits, the **Toshiba VP System** displays:

```

INVALID ENTRY NET MBX WITH THESE INITIAL
DIGITS IS A PORT INTCPY MBX

```

16.2 NUMBERING PLAN TABLE FOR REMOTE NETWORKING

Remote networking refers to situations where Toshiba VP Systems are located at different locations behind different phone systems.

For each cabinet in the remote network, the NUMBERING PLAN Table defines:

- Location of each system on the network
- Initial digits dialed to reach that location
- Network mailbox length
- Number of digits to strip before sending a mailbox address to a remote system

Example of a NUMBERING PLAN Table:

| NETWORK LOCATION NAME | INITIAL DIGITS EXPECTED | NETWORK MAILBOX LENGTH | NUMBER OF DIGITS TO STRIP |
|-----------------------|-------------------------|------------------------|---------------------------|
| SELF | 500 | 8 | 3 |
| NY | 502 | 7 | 3 |
| DALLAS | 899 | 7 | 0 |

■ How the NUMBERING PLAN Table is Used

The NUMBERING PLAN Table contains the initial digits the Toshiba VP System looks at to:

- Determine where to route the call
- The length of network addresses for each location
- The number of digits to strip before sending a mailbox address to a remote system

■ How to Configure the NUMBERING PLAN Table

A maximum of 511 entries may be defined in the NUMBERING PLAN Table.

The initial digits expected for this location (Self) may be entered during INSTALL or by using UPDATE. Self refers to the VP cabinet that is being configured. Once an entry for Self has been made, it can be modified, but it cannot be deleted.

| | |
|--------------------------------|--|
| NETWORK LOCATION NAME | The name of each cabinet on the network. The location name must be defined in the LOCATION Table before it can be entered in the NUMBERING PLAN Table. |
| INITIAL DIGITS EXPECTED | The location code used to access a location on the network. In some remote systems, multiple location codes may be entered for the same physical location. |

NETWORK MAILBOX LENGTH The total number of digits the Toshiba VP System should gather to complete a call to a mailbox at a network location. The length includes initial digits to access the location.

NUMBER OF DIGITS TO STRIP The number of digits to strip before sending a mailbox address to a remote system.

In some remote systems, the network address is the same as the local mailbox address, and the initial digits used to route the call must be sent as part of the local address.

☐ For every entry in the NUMBERING PLAN Table, there must be a corresponding entry in the LOCATION Table.

■ Using INSTALL

The following is the question from the INSTALL program that defines the Numbering Plan on the network.

```

5. NETWORK NUMBERING PLAN.
Enter NUMBERING PLAN information for each NETWORK LOCATION.
Enter as:
LOCATION NAME, INITIAL DIGITS (1-8 digits), NET MAILBOX LENGTH (1-18),
NUMBER OF DIGITS TO STRIP (0-15)
Enter empty line when done.

WARNING: You must enter NETWORK INITIAL DIGITS for LOCATION *SELF*.
    
```

If an empty line is entered without entering information for Self, the following message is displayed:

```

NOTE: The NETWORK NUMBERING PLAN cannot be exited without this information.
    
```

■ Using UPDATE

Use the UPDATE program to:

LIST, MODIFY, ADD or DELETE a NETWORK LOCATION.

LIST Listing the NUMBERING PLAN Table

| NETWORK LOCATION NAME | INITIAL DIGITS EXPECTED | NETWORK MAILBOX LENGTH | NUMBER OF DIGITS TO STRIP |
|-----------------------|-------------------------|------------------------|---------------------------|
| SELF | 500 | 8 | 3 |
| NY | 502 | 7 | 3 |
| DALLAS | 899 | 7 | 0 |

MODIFY**Modifying the NUMBERING PLAN Table**

```

M NUMBER
Enter existing NETWORK INITIAL DIGITS.
:
Enter NUMBERING PLAN information for each NETWORK
LOCATION.
Enter as:
LOCATION NAME, INITIAL DIGITS (1-8 digits), NET MAILBOX
LENGTH
(1-16), NUMBER OF DIGITS TO STRIP (0-15).
Enter empty line when done.
MOD:

```

ADD**Adding a cabinet to the network**

First ADD a new route to the ROUTE Table, if needed, then add the new location to the LOCATION Table, then add the new location to the NUMBERING PLAN Table.

```

A NUMBER
Enter NUMBERING PLAN information for each NETWORK
LOCATION.
Enter as:
LOCATION NAME, INITIAL DIGITS (1-8 digits), NET MAILBOX
LENGTH
(1-16), NUMBER OF DIGITS TO STRIP (0-15).
Enter empty line when done.
ADD:

```

DELETE**Deleting a cabinet from the network**

First DELETE the location from the NUMBERING PLAN Table, then delete the location from the LOCATION Table, then delete the route from the ROUTE Table, if needed.

```

D NUMBER
Enter NETWORK INITIAL DIGITS to be DELETED.
DEL: 486
Checking all DISTRIBUTION LISTS . . .
DONE.
DEL:

```

17

PORTS TABLE

Chapter Contents

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INTRODUCTION

The VP 100 uses the PORTS Table. The VP 300s and VP 300 use the SLOTS Table.

The PORTS Table contains, for each port:

- **PBX extension**
- **Class of Service (COS)**
- **Answering mode**
- Whether message waiting or network messages can be sent
- **If the Toshiba VP System selftest should be run**

The PORTS Table contains information about each port including the PBX extension number of the port.

QuickReferenceGuide

PORTS Table

| Command | Description |
|--|---|
| PORTS Table | <p>A port is the physical link between the Toshiba VP System and the phone system. The table contains information about each port. Fields contained are:</p> <ul style="list-style-type: none">• The phone system extension number.• The port COS.• The port answering mode = AX, CX, MX• Port used for outcall• Port used for selftest |
| SYSTEM Command | |
| LIST @L PORT X | Lists details about a specific port. |
| PORTS Table and the INSTALL Program | Enter information as listed above, separated by commas . |
| UPDATE Command Options | |
| LIST . L PORT | To list the PORTS Table. |
| ADD | Does not apply to PORTS Table. |
| MODIFY .M PORT | Use the modify command to change any of the values. All information for the port must be entered. When changing the number of ports, be sure to modify System Parameter 4 → PORTS USED, and then restart the system. |
| DELETE | Does not apply to PORTS Table. |

The . prompt is displayed by the UPDATE program.

17.1 UNDERSTANDING THE PORTS TABLE

A port is the physical link between the Toshiba VP System and the phone system. The phone system directs calls to the Toshiba VP System ports for answering. Line cords connect an extension of the PBX to each port. There is a maximum of four line cards in a VP 100 cabinet. (Ports are also referred to as channels.)

The VP 100 Line Card contains two ports.

The PORTS Table contains the following information about each port:

- PBX EXTENSION NUMBER
- COS (Class of Service)
- ANSWERING MODE
- OUTCALL
- SELFTEST

Example of a PORTS Table:

| PORT | EXTENSION | COS | MODE | OUTCALL | TEST |
|------|-----------|-----|------|---------|------|
| 1 | 300 | 127 | AX | YES | YES |
| 2 | 301 | 127 | AX | YES | YES |
| 3 | 302 | 127 | AX | YES | YES |
| 4 | 303 | 127 | AX | YES | YES |
| 5 | 304 | 126 | CX | YES | YES |
| 6 | 305 | 126 | CX | YES | YES |
| 7 | 306 | 125 | MX | NO | YES |
| 8 | 307 | 125 | MX | NO | YES |

1. Toshiba VP Systems integrated with a phone system may use port INFORMATION Tables for trunks. Trunks may be assigned a COS through the TRUNK GROUP Table. Port COS and INFORMATION Tables are equivalent to trunk COS and INFORMATION Tables. Refer to the *Installation and Maintenance* manual — ADAPTIVE INTEGRATION for details regarding those applications.

17.2 HOW THE PORTS TABLE IS USED

PBX EXTENSION NUMBER

Each Toshiba VP System port is connected to a specific PBX extension. The port extensions must be set up in one or more hunt groups in the PBX. Each hunt group can be configured to handle calls differently.

COS

The COS assigned to each port directs the Toshiba VP System to other system tables for the days and times to activate features and where to get further instructions for handling the call.

ANSWERING MODE

The Port Answering Mode determines how the Toshiba VP System handles the call when that port answers. There are three modes: AX, CX, MX. The following describes each of the answering modes.

AX

Primary Answering

All trunks directed to AX ports are answered by the Toshiba VP System. The caller is asked to enter the extension number they wish to reach, or wait on the line for assistance. When the caller enters a number, the Toshiba VP System says: *"Thank you. Just a moment..."* puts the caller on hold, and attempts to call the extension. If the personal greeting is ON, the greeting immediately plays, and the extension is not called.

CX

Secondary Answering

CX is used for integration, Centrex and DID, whereby callers are forwarded to a Toshiba VP System greeting after reaching an unavailable extension.

Centrex/DID

When callers reach an unavailable extension after dialing a unique seven-digit number, the call is forwarded to the Toshiba VP System for call coverage. Callers are required to re-enter the last three or four digits. The mailbox greeting is played, if ON, or the caller is offered various options depending on the Toshiba VP System configuration.

Integration

When the phone system and the Toshiba VP System are integrated, callers to unavailable extensions are forwarded to the Toshiba VP System. The phone system provides the forward extension number so the caller does not have to re-enter digits. Depending upon the information passed from the phone system to the Toshiba VP System, and how the Toshiba VP System is configured, callers are offered choices of leaving a message, dialing another extension, or dialing or being automatically transferred to assistance.

Internal cdl.5

When the PBX allows forwarding of internal calls only, stations can be **forwarded** to CX ports for internal messaging. This enables an employee to leave a message for an unavailable station without first **calling** the **Toshiba** VP System. Remember, callers need **to** know the extension number to leave a message. **Callers** who came through the operator, and then are forwarded to CX ports, may not **know** the extension number.

MX**Message Center (Message-Taking only)**

Callers who have **reached** the attendant and want to leave a message for someone can be transferred to that person's **mailbox**. The caller is extended to the **Toshiba** VP System only to leave a message rather than call the extension.

The attendant transfers the caller to an **MX port**, then enters the mailbox number. After a short delay, the Toshiba VP System prompts: "Please leave a *private message* for . . . *Recording, beep.*" Some PBX consoles do not generate tones. Therefore, a tone generator is required for the console operator.

OUTCALL

Outcall is used to enable or disable the ability of each port to place Network or Message Waiting Notification **calls**.

☞ Some **PBXs** require the same port/extension to activate and deactivate the message waiting lamp. To do this, **define** System Parameter 106 — **LAMP MESSAGE WAITING PORT**, with the port number to use.

TEST

Test enables or disables the **Toshiba** VP System **selftest** routine. This field should be YES unless you have consulted with your technical support group about special cases when **selftest** should not be performed.

17.3 HOW TO CONFIGURE THE PORTS TABLE

Each port connected to a PBX extension can be **configured** to handle calls differently. The following describes the valid or invalid entries for the **PORTS** Table fields.

EXTENSIONS Defines each PBX extension number **connected to** a Toshiba VP System port. A mailbox extension number **cannot** be the same as a port extension number.

COS The COS assigned to each port **defines** the feature attributes associated with that port.

COS also directs the Toshiba VP System to the **SCHEDULE** and **INFORMATION Tables**. The **SCHEDULE** Table contains times and days to use **INFORMATION Tables**. The **INFORMATION Tables** include the company greeting, intercept mailbox, and other information for each **port**.

 For consistency and clarity, assign COS for ports from 127 in descending order and mailbox COS from 0 (zero) ascending order.

ANSWER MODE **Must be** either Primary Answer - **AX**, Secondary Answer - **CX**, or Message Center - **MX**.

OUTCALL **Defines** the ports allowed to place Message Waiting, Network Message and Alarm calls.

In most cases, allow all ports to make outcalls. When all ports are defined as **YES**, the Toshiba VP System only makes **outcalls** when no more than $\frac{3}{4}$ of the ports are in use. This leaves ports available for incoming calls. If **NO** is **defined** for any **ports**, all ports defined as **YES** are used for **outcalls**, even when more than $\frac{3}{4}$ are in use.

It is recommended **NO** be used only for special applications.

TEST Allows the **selftest** routine to be enabled or disabled. Some **PBXs** have the capability of running diagnostics on their ports. The diagnostics may cause the Toshiba VP System's **selftest** to fail and place the Toshiba VP System port in **TST mode**, **taking** the port out of service. The port remains in **TST mode** until **selftest** runs again and is able to put the port in **service**, or until the system is restarted. In these cases, **selftest** can be disabled.

 This problem has been identified on the **Oki Discover III**, and the **Ericsson Prodigy**. This field should be **YES** unless you have consulted with your technical support group.

■ Using INSTALL

The following is the **PORTS** Table question, as **asked** during **INSTALL**.

```

3. PORTS
Enter information for each PORT.
Enter as: EXTENSION NUMBER connected to each port (1-8 digits),
CLASS-OF-SERVICE (0-127), answer mode (AX,CX,MX), USE PORT FOR MESSAGE
WAITING AND NETWORK OUTCALLING (Y/N), test channel (Y/N).

... 1: 390,127,AX,YY
..... 2: 391,127,AX,YY
..... 3: 392,127,AX,YY
..... 4: 393,126,CX,YY
.....
.....
.....
.....
..... (etc... to maximum number of ports)
    
```

■ Using UPDATE

Use the **UPDATE** program to:

- **LIST** the **PORTS** Table or
- **MODIFY** the **PORTS** Table

ADD and DELETE cannot be used in the PORTS Table.

LIST

Listing the PORTS Table

| L PORTS | | | | | |
|---------|------------|-----|------|---------|------|
| PORT | EXTENSION# | COS | MODE | OUTCALL | TEST |
| 1 | 300 | 127 | AX | YES | YES |
| 2 | 301 | 127 | AX | YES | YES |
| 3 | 302 | 126 | CX | YES | YES |
| 4 | 303 | 125 | MX | NO | YES |

MODIFY

Modifying the PORTS Table

```

.M PORTS ?
Enter PORT NUMBER to MODIFY.
Enter empty line when done.
?1
Enter information to PORT...
Enter as:
EXTENSION NUMBER connected to each port (1-8 digits),
CLASS-OF-SERVICE (0-127), ANSWER MODE (AX, CX, MX), USE
PORT FOR
MESSAGE WAITING AND NETWORK OUTCALLING (Y?N), TEST
CHANNEL (Y?N)
1: 300,127,AX,NO,Y
::
    
```

☞ When exiting UPDATE after changing the number of ports, System Parameter 4, the Toshiba VP System displays:

FOR CHANGES TO TAKE EFFECT, SYSTEM MUST BE RESTARTED.

■ Using the System List Command

A **system** level command can be used to LIST **specific** information about particular ports. At the type:

```
L PORT X
```

Where **X=PORT** number to list.

The following **is** an example of a printout.

```
@L PORT 1
CLASS OF SERVICE:127      WITH ATTRIBUTES: 38
USE FOR OUTCALL: YES     ANSWERING MODE: AX
PORT TYPE: 1701         TEST PORT: YES
CURRENTLY USING INFORMATION TABLE: 253
INTERCEPT MAILBOX: 300 INTERCEPT EXTENSION: 404
PORT EXTENSION: 500     COMPANY GREETING MAILBOX: 406
```

18

PREFIX DIGITS TABLE

Chapter Contents

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| 182 | How To Configure the PREFIX DIGITS Table | 18-2 |
| | Using INSTALL | 18-2 |
| | Using UPDATE | 18-2 |

INTRODUCTION

The PREFIX **DIGITS** Table is used in **installations** with telephone systems that use **SMDI** (e.g., **Centrex**) or a protocol similar to SMDI to implement Adaptive Integration.

The table enables the Toshiba VP System to strip the **prefix** digits from the call **record** received and use the remaining digits as the mailbox number.

Quick Reference Guide

PREFIX DIGITS Table

| Command | Description |
|--|---|
| PREFIX DIGITS Table | Used in Centrex , Adaptive Integration installations. Leading prefix digits are added to station numbers when the Toshiba VP System is sending MWI commands and removed when the Toshiba VP System is receiving call records over the SMDI link. |
| PREFIX DIGITS Table and the INSTALL Program | There are no questions in the INSTALL program pertaining to prefix digits. Configure by using the UPDATE program after installation is complete. |
| UPDATE Command Options | |
| LIST | .L PREF To list the PREFIX DIGITS Table. |
| MODIFY | .M PREF To change the existing Prefix Digits. |

The . prompt is displayed by the LJPDATE program.

18.1 PREFIX DIGITS TABLE

The PREFIX DIGITS Table is used only with Adaptive Integration. If the Toshiba VP System is not equipped with this option, the configuration does not contain this table.

For Centrex installations that have SMDYSMSI and the optional Adaptive Integration feature, the PREFIX DIGITS Table should only be **configured** if mailbox numbers are **less than** seven digits long.

In a **Centrex installation**, the station numbers are typically three to four digits in length. However, the number **dialed** by outside **callers** is seven digits. The **call** records sent over the **SMDI/SMSI** link to the **Toshiba VP System** also contain this seven digit **Centrex** number. The Toshiba **VP System** uses the PREFIX DIGITS Table to remove the leading **prefix** digits from the **Centrex** number. The remaining digits are the same as the **mailbox** number of the call. (Station and mailbox number must match.)

When the Toshiba VP System sends a Message Waiting Indication command over the **SMDI/SMSI** link to turn ON or OFF the MWI for a **mailbox**, the Central Office (CO) expects the seven digit **Centrex** number corresponding to that station. In this case, the Toshiba VP System looks in the PREFIX DIGITS Table to get the leading **prefix** digits to add to the extension number before sending the Message Waiting Indication command.

For example, a **Centrex** installation may have stations **4XXX, 5XXX, and 8XXX**, with the corresponding seven digit **Centrex** numbers being **345-4XXX, 345-5XXX, and 323-8XXX**. The PREFIX DIGITS Table removes the leading **prefix** digits; the remaining digits are the station/mailbox number.

Some installations may have station numbers beginning with zero. The **FIRSTDIGIT** Table supports only 1 through 9 as valid **first** digits. Therefore, the **TRANSLATION** Table must be used to convert **0XXX** to a valid first digit. For example, if **Centrex** sends **356-0123** to the Toshiba VP System, the PREFIX DIGITS Table strips off the 356, leaving 0123 as the station number. The **TRANSLATION** Table must be used to convert 0123 to 1123 or some other legal number.

Intecom PBXs send SMDI records with **ASCII** periods preceding the station number instead of office code digits or other numbers. The PREFIX DIGITS Table may contain one or more ASCII periods to be removed.

The following is an example of a PREFIX DIGITS Table:

| FIRST DIGIT | PREFIX DIGITS |
|-------------|---------------|
| 1 | |
| 2 | |
| 3 | |
| 4 | 345 |
| 5 | 345 |
| 6 | ... |
| 7 | ... |
| 8 | 323 |
| 9 | |
| 0 | 356 |

All mailbox first digits must be entered in the table. List the **FIRSTDIGIT** Table to get a list of currently used mailbox **first** digits.

18.2 HOW TO CONFIGURE THE PREFIX DIGIT TABLE

For each first digit for mailboxes, enter the **prefix** digits that **precede** the station/mailbox numbers with that first digit. List the **FIRSTDIGIT** Table to get a list of currently used **mailbox first** digits

■ Using INSTALL

There are no questions for the **PREFIX DIGITS** Table in the INSTALL program. To enter **prefix** digits, use the UPDATE program.

■ Using UPDATE

Use the UPDATE program to:

- LIST **prefix** digits, or
- MODIFY **prefix** digits.

The ADD and DELETE **commands** cannot be used. To delete an entry, use the MODIFY **command** and set the **prefix** digits to NONE.

LIST

Listing the Prefix Digits Table

```
.L PREFIX
FIRST  PREFIX
DIGIT  DIGITS
-----
1
2
3
4      345
5      345
6      ...
7
8      323
9
0      355
```

MODIFY

Modifying the Prefix Digits Table

```
.M PREFIX ?
Enter the FIRST DIGIT of the mailboxes whose PREFIX
DIGITS you wish to modify. (0-9)
Enter empty line when done.
:8
Enter the PREFIX DIGITS that precede the STATION
NUMBERS in the call records received over the
RS-232 INTERFACE (1-7 digits or periods, N=NONE,
empty line = NONE)
:323
```

19

ROUTE TABLE

Chapter Contents

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| | How the ROUTE Table is Used | 19-1 |
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| 19.2 | Route Table for Remote Networking | 19-4 |
| | How The ROUTE Table is Used | 19-4 |
| | How To Configure The ROUTE Table | 19-4 |
| | Using INSTALL | 19-5 |
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INTRODUCTION

Both multi-cabinet and remote networking **installations** use the ROUTE Table.

Multi-cabinet networking refers to situations where more than one Toshiba VP System is linked together behind one PBX at one location.

Remote networking refers to situations where Toshiba VP Systems are located at different locations behind different phone systems.

The ROUTE Table **defines:**

- All routes from each originating location to all other locations in a remote network
- All routes to the other cabinets in a multi-cabinet network

The table contains the following information:

- Network route name
- Whether or not the Toshiba VP System, after **seizing** an external trunk, can drop the trunk and reconnect to the caller
- Digits dialed to access other cabinets or locations

Quick Reference Guide

ROUTE Table

| Command | Description |
|-------------------------------------|--|
| ROUTE Table | This table is used with Toshiba VP System Networking. It specifies how to access all other cabinets on the network. |
| ROUTE Table and the INSTALL Program | INSTALL question number 4 asks for the name of each network route, whether the route can be dropped upon reconnect to caller , and the access digits to be dialed. |
| UPDATE Command Options | |
| LIST | .L ROUTE To list the ROUTE Table. |
| ADD | .A ROUTE To add a cabinet to the network. |
| MODIFY | .M ROUTE The modify an existing ROUTE Table entry. |
| DELETE | .D ROUTE To delete a cabinet from the network. |

The . prompt is displayed by the UPDATE program.

19.1 ROUTE TABLE FOR MULTI-CABINET NETWORKING

Multi-cabinet networking refers to situations where more than one Toshiba VP System is linked together behind one PBX at one location

The information in this table **specifies** how to access all other cabinets in a multi-cabinet Toshiba VP System. The information includes the name of each route, whether the route-can be dropped (always YES), and pilot extension to access each cabinet.

Example of a **ROUTE** Table:

| ROUTE NAME | CAN DROP? | DIGITS DIALED |
|------------|-----------|---------------|
| TOCAB2 | YES | 334 |
| TOCAB3 | YES | 335 |

■ How the ROUTE Table is Used

The ROUTE Table specifies the extension to dial to access each other cabinet in the multi-cabinet network.

■ How to Configure the ROUTE Table

A maximum of 50 ROUTES may be defined.

| | |
|----------------------|---|
| ROUTE NAME | Enter a descriptive name to identify each route. (Adding the word "to" in front of the cabinet name helps avoid confusing the Route Name with the Location Name.) |
| DROP | Always enter Y for multi-cabinet networks, since the Toshiba VP System can always reconnect to a caller after placing an internal call. |
| DIGITS DIALED | The hunt group pilot number of each cabinet in the multi-cabinet network. These digits are used to gain access to each cabinet. |

■ Using INSTALL

This is the question from the INSTALL program that defines the NETWORK ROUTES.

```

4. NETWORK ROUTES.
Enter the name for each NETWORK ROUTE, whether the route can be
dropped upon reconnect to caller, and the ACCESS DIGITS to be dialed.
ENTER AS:
ROUTE NAME (1-8 chars), DROP (Y or N), ACCESSDIG (1-29 digits)
ACCESS DIGITS may include: 0-9,*,#, or any of the following:
D - delay.
E - wait for DIAL TONE here.
N - wait for DIAL-UP OCC DIAL TONE here.
P - dial PUBLIC NETWORK NUMBER here.
T - dial TIE NETWORK NUMBER here.
Enter an EMPTY LINE when done.

```

■ Using UPDATE

Use the **UPDATE** program to:

LIST, MODIFY, ADD or **DELETE** a **NETWORK ROUTE**.

LIST

Listing the ROUTE Table

```

.L ROUTE

ROUTE      CAN      DIGITS
NAME       DROP?    DIALED
-----
TOCAB2     YES      334
TOCAB3     YES      333

```

ADD

Adding a ROUTE to the network

First ADD the ROUTE, then the LOCATION, then the NUMBERING PLAN.

```

.A ROUTE

Enter the name for each NETWORK ROUTE, whether the route
can be dropped upon reconnect to caller, and the ACCESS
DIGITS to be dialed.
ENTER AS:
ROUTE NAME (1-8 chars), DROP (Y or N), ACCESSDIG (1-29
digits)
ACCESS DIGITS may include: 0-9,*,# or any of the
following:
  D - delay
  E - wait for DIAL TONE here.
  N - wait for DIAL-UP OCC DIAL TONE here.
  P - dial PUBLIC NETWORK NUMBER here.
  T - dial TIE NETWORK NUMBER here.
Enter new ROUTE information.
ADD:

```

MODIFY

Modifying an entry in the ROUTE Table

```

.M ROUTE

Enter existing ROUTE name.
.

Enter the name for each NETWORK ROUTE, whether the route
can be dropped upon reconnect to caller, and the ACCESS
DIGITS to be dialed.
ENTER AS:
ROUTE NAME (1-8 chars), DROP (Y or N), ACCESSDIG (1-29
digits)
ACCESS DIGITS may include: 0-9,*,# or any of the
following:
  D - delay
  E - wait for DIAL TONE here.
  N - wait for DIAL-UP OCC DIAL TONE here.
  P - dial PUBLIC NETWORK NUMBER here.
  T - dial TIE NETWORK NUMBER here.
Enter new ROUTE information.
MOD:

```

DELETE**Deleting a ROUTE from the network**

First **DELETE** the NUMBERING **PLAN**, then the **LOCATION**, then the **ROUTE**.

```
D ROUTE
Enter ROUTE NAME to be deleted.
DEL:
ROUTE successfully deleted
```

19.2 ROUTE TABLE FOR REMOTE NETWORKING

Remote networking refers to situations where **Toshiba** VP Systems are located at different locations behind different phone systems.

The information in this table specifies the outgoing routes from this location. The information includes the name of each route, whether the route can be dropped, and digits **to access** the route.

Example of the **ROUTE** Table:

| ROUTE NAME | CAN DROP? | DIGITS DIALED |
|------------|-----------|--------------------|
| SPRINT | NO | 111E7801234N43589F |
| DDD | NO | 9EDF |
| TIEDAL | NO | 87ET |
| TIENY | NO | 88ET |

■ How The ROUTE Table Is Used

The **ROUTE** Table contains the digits required to **access** outgoing routes. If the **first** route choice is unavailable, a message is spoken informing the caller that **all** circuits are busy.

■ How to Configure The ROUTE Table

 The ARS of the PBX can be used instead of configuring each individual trunk group.

Up to **50** routes may be defined. These can be TIE lines, DID or **Centrex** trunks, WATS, MCI, SPRINT, DDD, or other services.

ROUTE NAME Enter the name of the route. Example: WATS, SPRINT, DDD.

DROP Some outgoing telephone lines **can** be dropped if the call **cannot** be completed due to busy or no answer. This is determined by the PBX or **facility the call** was placed on. If the facility can be dropped, the Toshiba VP System can prompt the caller to **dial** another extension. If not, the caller must hang up and **redial**.

Determine if, after seizing an external trunk, the Toshiba VP System can drop the trunk using the reconnect string and reconnect to the caller.

DIGITS DIALED The digits dialed to access other locations using this route. The following characters may also be included:

D - delay.
E - wait for DIAL TONE here.

N - wait for DIAL-UP OCC DIAL TONE here.
 P - dial PUBLIC NETWORK NUMBER here.
 T - dial TIE NETWORK NUMBER here.

The D, E, and N are defined system-wide by the factory depending upon the PBX that the Toshiba VP System is connected to. The P and T are defined in the LOCATION Table. Examples:

DDD Dial 9, wait for dial tone, delay, then dial the main number to reach a location. Enter: **9EDP**

WATS Dial 110, wait for dial tone, then dial the main number to reach a location. Enter: **110EP**

SPRINT Dial 111, wait for dial tone, then dial SPRINT office and wait for OCC dial tone. Then, dial authorization code and the destination number. Enter: **111E7801234N43589P**

■ Using INSTALL

This is the question from the INSTALL program that defines the NETWORK ROUTES.

```

4. NETWORK ROUTES.
Enter the name for each NETWORK ROUTE, whether the route can be dropped
upon reconnect to caller, and the ACCESS DIGITS to be dialed.
ENTER AS:
ROUTE NAME (1-8 chars), DROP (Y or N), ACCESSDIG (1-28 digits)
ACCESS DIGITS may include: 0-9, *, #, or any of the following:
D - delay.
E - waits for DIAL TONE here.
N - wait for DIAL-UP OCC DIAL TONE here.
P - dial PUBLIC NETWORK NUMBER here.
T - dial TIE NETWORK NUMBER here.
Enter an EMPTY LINE when done.

```

■ Using UPDATE

Use the UPDATE program to:

LIST, ADD, MODIFY, or DELETE a NETWORK ROUTE.

LIST

Listing the ROUTE Table

| L ROUTE | | |
|------------|-----------|--------------------|
| ROUTE NAME | CAN DROP? | DIGITS DIALED |
| SPRINT | NO | 111E7801234N43589P |
| DDD | NO | 9EDP |
| TIEDAL | NO | 87ET |
| TIENY | NO | 88ET |

ADD Adding a ROUTE to the network

First **ADD** the ROUTE, then the LOCATION, then the NUMBERING PLAN.

```
.A ROUTE
Enter the name for each NETWORK ROUTE, whether the route
can be dropped upon reconnect to caller, and the ACCESS
DIGITS to be dialed.
ENTER AS:
ROUTE NAME (1-8 chars), DROP (Y or N), ACCESEDIG (1-29
digits)
ACCESS DIGITS may include: 0-9,*,# or any of the
following:
    D - delay.
    E - wait for DIAL TONE here.
    N - wait for DIAL-UP OCC DIAL TONE here.
    P - dial PUBLIC NETWORK NUMBER here.
    T - dial TIE NETWORK NUMBER here.
Enter new ROUTE information.
ADD:
```

MODIFY Modifying an entry in the ROUTE Table

```
.M ROUTE
Enter existing ROUTE name.
:
Enter the name for each NETWORK ROUTE, whether the route
can be dropped upon reconnect to caller, and the ACCESS
DIGITS to be dialed.
ENTER AS:
ROUTE NAME (1-8 chars), DROP (Y or N), ACCESEDIG (1-29
digits)
ACCESS DIGITS may include: 0-9,*,# or any of the
following:
    D - delay.
    E - wait for DIAL TONE here.
    N - wait for DIAL-UP OCC DIAL TONE here.
    P - dial PUBLIC NETWORK NUMBER here.
    T - dial TIE NETWORK NUMBER here.
Enter new ROUTE information.
MOD:
```

DELETE Deleting a ROUTE from the network

First **DELETE** the NUMBERING PLAN, then the LOCATION, then the ROUTE.

```
.D ROUTE
Enter ROUTE NAME to be deleted.
DEL:
ROUTE successfully deleted.
```

20

SCHEDULE TABLE

Chapter Contents

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| 20.2 | How the SCHEDULE Tables Are Used | 20-2 |
| 20.3 | How to Configure the SCHEDULE Table | 20-3 |
| | Using INSTALL | m-3 |
| | Using UPDATE | 20-4 |

INTRODUCTION

The SCHEDULE Table allows up to eight different specified time periods plus a default time period to control the behavior of **mailboxes** and ports.

- A time period **consists** of the days of the week, start and stop times of the day, and any holidays.
- The default period consists of all **days** and times not **specified** in the prior periods.

Each COS has an associated SCHEDULE Table. **The** SCHEDULE Table number is the same as the COS number. For example, SCHEDULE Table 3 contains the **time periods** for COS 3.

Each time period (including the default) is associated with an INFORMATION Table. For example, time periods could consist of Monday through Friday from 8 a.m. to 6 p.m., and Monday through Friday from 6 p.m. to 8 a.m. The INFORMATION Table entered for the **first** time period may contain the attendant position and company greeting mailbox to use during the day. The second time period may contain the guard position and company greeting to use during the night.

Quick Reference Guide

SCHEDULE Table

| | Command | Description |
|--|----------|---|
| SCHEDULE Table | | Directs the Toshiba VP System to different INFORMATION Tables by time of day and day of week. The SCHEDULE Table is always the same number as the cos it is associated with. |
| Number of SCHEDULE Tables | | 128 (0-127) |
| Number of Time Periods | | 8 |
| Default INFORMATION Table | | 1 Used for all days and times not defined in a time period. |
| SCHEDULE Table and the INSTALL Program | | An empty SCHEDULE Table appears for each COS assigned to ports or mailboxes. Information may be entered for each time period. Enter a default INFORMATION Table for each SCHEDULE Table. |
| UPDATE Command Options | | |
| LIST | .L SCH | To list one or all SCHEDULE Tables. |
| ADD | .A SCH | To add a new SCHEDULE Table, or time period to an existing table. Before a new SCHEDULE Table can be added, the INFORMATION Table to be used must exist. |
| MODIFY | .M SCH | To modify a time period in a SCHEDULE Table. |
| | .M SCH D | To modify only the DEFAULT INFORMATION Table for a SCHEDULE Table. |
| DELETE | .D SCH | To delete a time period from a SCHEDULE Table. To delete the entire table, each time period must first be deleted. When only the default INFORMATION Table is left, the Toshiba VP System asks if the entire table should be deleted. |

The prompt is displayed by the UPDATE program.

20.1

UNDERSTANDING THE SCHEDULE TABLE

SCHEDULE Tables allow for additional flexibility in answering and handling calls. SCHEDULE Tables are used for both ports and mailboxes

- SCHEDULE Tables for ports, for example, allow the ability for company greetings and intercept positions to change by time of day and day of week.
- SCHEDULE Tables for mailboxes, for example, allow the ability to change the number of times a phone rings during the day and after-hours; or to change the **offsite** or pager **notification** during certain times of the day.

Example of a SCHEDULE Table:

| SCHEDULE FOR COS # (MAILBOX COS) | | | | |
|----------------------------------|---------|-------|-------|------|
| PERIOD | DAYS | START | STOP | INFO |
| 1 | -MT-TF- | 08:00 | 17:00 | 1 |
| 2 | ---W--S | 09:00 | 11:59 | 1 |
| 3 | ---W--S | 12:00 | 17:00 | 2 |
| 4 | HOL | 00:00 | 23:59 | 3 |
| DEFAULT | | | | 4 |

20.2 HOW THE SCHEDULE TABLES ARE USED

SCHEDULE Tables are used to change the way ports and mailboxes behave. The behavior is changed by time of day and day of week. The change in behavior results from a **different** INFORMATION Table being used for the time and day **specified**. INFORMATION Tables **contain** indexes that determine specific **port** and mailbox behavior.

The COS assigned to a port or mailbox directs the **Toshiba** VP System to the **SCHEDULE** Table of the same number. Each SCHEDULE Table consists of up to eight **specific** time periods (days of week and times of day) and a **default** (all times not specified). **Associated** with each time period (**including** the default) is the number of an INFORMATION Table.

For example, a call is sent to the first Toshiba VP System port. The COS for this port is "127." The Toshiba VP System refers to SCHEDULE Table 127 and determines which of the time periods **covers** the current day and time. The Toshiba VP System then looks at the INFORMATION Table for this time period. The INFORMATION Table **tells** the Toshiba **VP** System what mailbox to use for the company greeting and where to send the call if the caller does nothing.

20.3

HOW TO CONFIGURE THE SCHEDULE TABLE

Define a **SCHEDULE** Table with a matching number for each COS to be used in the PORT and USER Tables.

Each **SCHEDULE** Table consists of eight possible time periods (numbered 1 through 8) and a default period. Specify for each time **period**:

- The days of the week (or HOL for holiday)
- The times of the day to start and end (in 24-hour time)
- The number of the **INFORMATION** Table to use

Since the default period **covers all** times not specified, only define the **INFORMATION** Table.

 A default **INFORMATION** Table is required for each **SCHEDULE** Table.

The Toshiba VP System contains 128 (O-127) **SCHEDULE** Tables equal to the number of COS.

Enter each time period requiring a different **INFORMATION** Table. The remaining times use the **INFORMATION** Table defined as the default.

If a **SCHEDULE** Table has only a default (no time periods), press **Enter** when the program asks for the **INFORMATION** Table for the first time period. Then enter the default **INFORMATION** Table number.

An **INFORMATION** Table number may be assigned to any or several **SCHEDULE** entries. Several **SCHEDULE** Tables and/or entries within a **SCHEDULE** Table may reference the Same **INFORMATION** Table.

All **INFORMATION** Tables referenced by the **SCHEDULE** Tables must be defined before they are entered into the **SCHEDULE** Table. Before the Toshiba **VP** System accepts the entry into the **SCHEDULE** Table, it verifies that an **INFORMATION** Table exists.

■ Using **INSTALL**

An empty **SCHEDULE** Table is displayed for each COS defined in the PORT and USER Tables. Enter the appropriate times, days, and **INFORMATION** Table number for each **SCHEDULE** Table time period displayed. When **finished** with the time periods, enter an **INFORMATION** Table to be used for the default times.

During **INSTALL**, the questions used to define the **SCHEDULE** Tables are:

```

7. SCHEDULE Table.
   Enter up to eight INFORMATION TABLE numbers and the TIME PERIODS during
   which they apply for each COS requested.

   - - - SCHEDULE FOR COS 0 - - -

   TIME PERIOD 1:
   Enter INFORMATION Table number to use (1-255).
   :1
   Enter applicable Weekdays as:MO,TU,WE,TH,FR,SA,SU,HOL.
   (Empty line = MO,TU,WE,TH,FR)
   :MO,TU,WE,TH
   Enter START Time as: HOURS (0-23):MINUTES (0-59).
   (Empty line = 00:00)
   :08:30
   Enter STOP Time as: HOURS (0-23):MINUTES (0-59).
   (Empty line = 23:59)
   :17:00

   Enter INFORMATION Table number to use (1-255).
   :2

```

When finished entering all time periods for this **SCHEDULE** Table, press **Enter** at the colon. The following question is asked:

```

Enter the DEFAULT INFORMATION TABLE number to use outside the TIME PERIODS
specified FOR COS 0. (1-255)
:3

```

■ Using **UPDATE**

Use the **UPDATE** program to:

- **LIST** one or all **SCHEDULE** Tables
- **MODIFY** a time period contained in a table
- **MODIFY** the default value in a table
- **ADD** a **SCHEDULE** Table
- **ADD** or **DELETE** time periods in a **SCHEDULE** Table

The **periods** are numbered 1 through 8. When using the **UPDATE** program to **LIST**, **MODIFY**, **ADD** or **DELETE**, use the **number** of the time period for identification.

LIST

Listing the SCHEDULE Tables

This command **produces** a list of one or all SCHEDULE Tables. Either **enter** the number of the table to be listed, or press **Enter** at the prompt for all tables.

```

L.SCH ?
Enter CLASS OF SERVICE to list SCHEDULE Table for.
(0-127, empty line = ALL.)
LST:

SCHEDULE Tables:

SCHEDULE FOR COS 0 (MAILBOX COS)

PERIOD   DAYS       START     STOP     INFO TABLE#
1        -MTWTF--   08:00    17:00    1
2        S-----S   09:00    12:00    3
DEFAULT ..... 4

SCHEDULE FOR COS 1 (MAILBOX COS)

PERIOD   DAYS       START     STOP     INFO TABLE#
1        -MTWTF--   08:00    12:00    1
2        -MTWTh--   12:00    13:00    2
3        -MTWTF--   13:00    17:00    1
5        S-----S HOL 00:00    23:59    3
DEFAULT ..... 4

```

MODIFY

Modifying a Time Period

```

M.SCH
Enter COS to MODIFY a TIME PERIOD for. (0-127)
:127
Enter TIME PERIOD number to MODIFY. Enter empty
line when done
:1

TIME PERIOD 1:
Enter INFORMATION Table number to use (1-255).
(Empty line = < previous value >)
:64
Enter applicable Weekdays
as:MO,TU,WE,TH,FR,SA,SU,HOL.
(Empty line = < previous value >)
:MO,TU,WE,TH,FR
Enter START Time as: HOURS (0-23):MINUTES (0-59)
(Empty line = < previous value >)
:08:00
Enter STOP Time as: HOURS (0-23):MINUTES (0-59)
(Empty line = default)
:17:00
Enter TIME PERIOD number to modify. Enter empty line
when done.
:

```

-  An INFORMATION Table must be defined before it can be used in a SCHEDULE Table.

Modifying a default INFORMATION Table number

```
.MSCH D
Enter COS to change DEFAULT for (0-127)
:127

Enter the DEFAULT INFORMATION TABLE number to use
outside the TIME PERIODS specified for COS 127.
(1-255, EMPTY LINE = default)
MOD:60
```

- ☞ An INFORMATION Table must be defined before it can be used in a SCHEDULE Table.

ADD

Adding a time period

Used to create a SCHEDULE Table for a COS, and to ADD a time period to an existing SCHEDULE Table.

When adding a new time period, existing data is not altered. If all 8 **time periods** are already used, an error message is given when attempting to add to an existing table.

```
.ASCH ?
Enter COS to add a TIME PERIOD to. (0-127)
ADD:5

TIME PERIOD 1:
Enter INFORMATION Table number to use (1-255)
ADD:11
Enter applicable weekdays as: SU,MO,TU,WE,TH,FR,SA,HO
Empty line: = MO,TU,WE,TH,FR
ADD:SU,MO,TU,WE,TH,FR,SA,HOL
Enter START time as: HOURS (0-23):MINUTES (0-59)
Empty line = 00:00)
ADD:
Enter STOP time as: HOURS (0-23):MINUTES (0-59)
(Empty line = 23:59)
ADD:

ENTER THE DEFAULT INFORMATION Table number (1-255) to
use outside the TIME PERIODS specified for COS 5.
```

- ☞ The default INFORMATION Table number is only asked for when adding a new SCHEDULE Table. It is not asked when adding a time period to an existing Table. An INFORMATION Table must be defined before it can be used in a SCHEDULE Table.

DELETE

Deleting a time period

The DELETE command removes a time period from a SCHEDULE Table. All other time periods are moved up.

```

D SCH
Enter COS to DELETE a TIME PERIOD from (0-127).
:6
Enter TIME PERIOD number to be DELETED (1-8).
Enter empty line when done.
DEL:
TIME PERIOD 1 Deleted.

```

Deleting an Entire Table

This deletion can be used successively to delete an entire table. When all previously used time periods are deleted (and only the default remains), the Toshiba VP System asks if you want to delete the entire table.

```

D SCH
Enter COS to DELETE a TIME PERIOD from. (0-127)
:18
This SCHEDULE TABLE has no time periods. Do you
wish to DELETE the ENTIRE SCHEDULE TABLE?
(Y/N, empty line = N)
Y/N:Y
SCHEDULE Table 18 DELETED.

```

► WARNING ◀

If a SCHEDULE Table is in use, it cannot be deleted.

Chapter Contents

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INTRODUCTION

Only the VP 300s and VP **300** use the SLOTS Table. The VP **100** uses the PORTS Table in place of the SLOTS Table.

The SLOTS Table allows configuration of each line card, integration card, and **application** card in the VP **300s/VP 300** on a slot-by-slot basis. Line Interface Cards (**LIC**), Telemarketing Line Cards (**TLC**), Direct Access Cards (**DAC**), integration cards (e.g., **MIC**), and application cards (e.g., **VPworks** ACP card) are individually configured.

☞ Consult **Toshiba Telecom Product Marketing** for availability.

In this chapter, you will **find** the following sections:

- Quick Reference Guides containing the commands most commonly used with the SLOTS Table
- A description of the SLOTS Table
- A description of how the SLOTS Table is used
- A description of how to **configure** the SLOTS Table

Quick Reference Guide

SLOTS Table

| Description | |
|------------------------|--|
| SLOTS Table | Allows individual configuration of the VP 300s/VP 300 line cards, integration cards, and application cards. |
| Line Card Slots | Slots A1-A12 may be configured for Line Interface Cards (LIC), Telemarketing Line Cards (TLC), and Direct Access Card (DAC). The SLOTS Table contains information about each port. Fields contained are: <ul data-bbox="719 968 1328 1178" style="list-style-type: none">• Type of line card• Port number• PBX extension number connected to each port• Port answering mode - AX, CX, MX• Port used for message waiting and network outcall• Port used for selftest |
| | System Parameter 4 -- PORTS USED, is automatically updated as ports are added or deleted. The VP 300s/VP 300 must be restarted for changes to System Parameter 4 to take effect. |

Quick Reference Guide

SLOTS Table

| | Description |
|-------------------------------|--|
| Integration Card Slots | <p>Slots A9-A12 may be configured for integration cards. Slots contain information about each integration unit on the card. Fields contained are:</p> <ul style="list-style-type: none">• Integration card type• Integration unit number• Call processing line appearance or message waiting link• Link used for lamp Message Waiting Notification• System default link for <small>メッセージ待ち</small> Waiting Notification• COS assigned for Message Waiting Notification <p>The following changes to integration slots require that the integration cards must be restarted before the changes take effect:</p> <ul style="list-style-type: none">• Adding or deleting integration slots• Modifying line appearances• Enabling or disabling message waiting links <p>to execute the command, at the @ prompt, enter:</p> <p>UPINTG</p> <p>This command restarts the integration cards and therefore disrupts call processing for approximately one or two minutes.</p> |
| Application Card Slot | Slot A12 may be configured for an application card (e.g., VPworks ACP card) |

Quick Reference Guide

SLOTS Table

| Command | Description |
|---------|-------------|
|---------|-------------|

SLOTS Table and the INSTALL Program The **INSTALL** program prompts for slot configuration data.

UPDATE Command Options

| | | |
|----------------|---------|--|
| L I S T | .L SLOT | To list the entire SLOTS Table. |
| | .L SLOT | To list details about a specific slot. |
| ADD | .A SLOT | To add a slot to the SLOTS Table. |
| MODIFY | .M SLOT | To change any of the values. All information for the port must be entered. |
| DELETE | .D SLOT | To delete a slot from the SLOTS Table. |

The . prompt is displayed by the UPDATE program.

21.1 UNDERSTANDING THE SLOTS TABLE'

The SLOTS Table contains information about each slot in Shelf A

The SLOTS Table allows the individual **configuration of** each line card, integration card, and application card. **Shelf A contains 12 slots, which can be configured as** follows:

| Slot Number | Type of Card Allowed |
|-------------|---|
| A1-A12 | Available for line cards (e.g., LIC, TLC, or DAC) • |
| A9-A12 | Available for integration cards (e.g., MIC) • |
| A12 | Available for an application card (e.g., VPworks ACP card) • |
| • | Consult Toshiba Telecom Product Marketing for availability of the TLC, DAC, MIC, and VPworks. |

All line cards and integration cards must be configured **consecutively**. No vacant slots, or shipped slots, are allowed within a card type. However, vacant slots are allowed between the last line card and the first integration card.

Beginning with slot **A1**, up to 12 line cards may be **configured**. Then, beginning with slot A9, up to 4 integration cards may be configured (if the slots were not used for line cards). If the VP 300s/VP 300 includes **VPworks**, the **VPworks** ACP card must be configured in slot A12.

If the customer's **future** expansion needs are known, you may **reserve** a slot for a line card or an integration card. **Resewing** a slot for later use **eliminates** the need to physically move cards when the new card is added. Refer to the Reserving a Slot section in this chapter.

If all of the slots in Shelf A are configured for line cards, no slots would be available for either integration cards or the **VPworks** ACP card. Certain limitations apply to systems configured for more than 32 ports. Refer to the **Product Description** manual — GENERAL DESCRIPTION, VP 300s/VP 300 System Sizing, for further information on these limitations.

1. VP 300s/VP 300 systems that are integrated with a phone system may use port INFORMATION Tables for trunks. Trunks may be assigned a port COS through the TRUNK GROUP Table. Trunk COS and INFORMATION Tables are equivalent to port COS and INFORMATION Tables. Refer to the *Installation and Maintenance* manual — ADAPTIVE INTEGRATION for details regarding those applications

Example of a SLOTS Table:

| SLOT | CARD TYPE | PORT | EXTENSION # | COS | MODE | OUTCALL | TEST |
|--------------------------------------|-----------|------|-------------|-----|------|---------|---|
| 1 | LIC4 | 1 | 390 | 127 | AX | YES | YES |
| | | 2 | 391 | 127 | AX | YES | YES |
| | | 3 | 392 | 127 | AX | YES | YES |
| | | 4 | 393 | 127 | AX | YES | YES |
| SLOT | CARD TYPE | PORT | EXTENSION # | COS | MODE | OUTCALL | TEST |
| 2 | LIC4 | 1 | 394 | 127 | AX | YES | YES |
| | | 2 | 395 | 127 | AX | YES | YES |
| SLOT | CARD TYPE | | | | | | |
| 9 | RESERVED | | | | | | |
| SLOT | CARD TYPE | | | | | | |
| 10 | ATTIC | | | | | | |
| INTEGRATION UNIT 1 | | | | | | | |
| Line Appearances= | | | | | | | |
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Message Waiting Link=1 | | | | | | | |
| | COS=1 | 2 | 3 | 4 | 5 | 6 | 7 8 9 10 11 12 13 14 15 |
| | | 16 | 17 | 18 | 19 | 20 | 21 22 23 24 25 26 27 28 29 30 31 32 33 |
| | | 34 | 35 | 36 | 37 | 38 | 39 40 41 42 43 44 45 46 47 48 49 50 51 52 |
| | | 53 | 54 | 55 | 56 | 57 | 58 59 60 61 62 63 64 65 66 67 |
| | | 68 | 69 | 70 | 71 | 72 | 73 74 75 76 77 78 79 80 81 82 |
| | | 83 | 84 | 89 | 90 | | |
| INTEGRATION UNIT 2 | | | | | | | |
| Line Appearances=NONE | | | | | | | |
| Message Waiting Link=1 | | | | | | | |
| | COS= | 28 | 29 | 30 | 31 | 32 | 33 |
| Message Waiting Link=2 ** DEFAULT ** | | | | | | | |
| | COS= | 91 | 92 | | | | |

■ Line Card Slots

Slots A1-A12 may be used for Line Interface Cards (**LIC**), Telemarketing Line Cards (**TLC**), and Direct Access Cards (**DAC**). Each line card has four ports, giving a maximum of 48 ports in a VP 300s/VP 300 cabinet. Each port is physically connected to a PBX extension (a single line) via 25-pair cable and a connector block. The PBX directs calls to the VP 300s/VP 300 for answering.

☞ Consult Toshiba Telecom Product Marketing for availability of the Telemarketing Line Card (**TLC**), Direct Access Card (**DAC**) and Mitel Integration Card (**MIC**).

Refer to the Product *Description* manual — **GENERAL DESCRIPTION**, VP 300s/VP 300 System Sizing, for limitations regarding VP 300s/VP 300 systems with more than 32 ports.

The **SLOTS** Table contains information about each port on the line card. Entries for each line card consist of:

- Card Type
 - ☐ □ □ ◆ ◆ ◆ ○ ◆ □ □
- Extension Number
- Class of Service
- Answer Mode
- Message Waiting and Network Outcalling
- Test Channel

■ Integration Card Slots

Slots A9-A11, when not used for line cards, and slot A12, when not used for the **VPworks** ACP card, may be used for integration cards. All integration cards must be of the same type. Each integration card has two integration units. Each unit must be configured for the desired system functionality. Up to two message waiting links and up to 16 line appearances may be configured for each integration unit.

Line appearances are the VP 300s/VP 300 ports corresponding to the PBX configuration of the digital phone being emulated by the integration unit. Each integration unit used for call processing must be configured with line appearances. If no line appearances are configured for an integration unit, that unit is not used for call processing.

If the PBX requires that the same integration link that turns a message waiting lamp ON also turns that lamp OFF, set System Parameter 170 to YES.

When System Parameter 170 — **INTEGRATION ON/OFF LINK MUST MATCH**, is set to YES, message waiting links may be configured to perform Message Waiting Notification for

mailboxes with specific COS. A default link may be **specified** to perform Message Waiting **Notification** for all mailboxes with a COS not allocated to a specific message waiting link. Only one default **link** may be specified for the entire q-stem.

If System Parameter 170 is set to NO, the **first** available integration link **configured** for message waiting is used to turn ON/OFF a message waiting lamp.

The **SLOTS** Table contains information about **each** integration unit on the **card**. Entries for each integration card consist **of**:

- . **Card Type**
- Integration Unit Number
- Integration (message waiting **links** and/or line appearances)

For each integration unit configured with one or more message waiting **links**, the entry also consists **of**:

- Link Enabled for Lamps
- **Link** Used as Default
- COS or Range of COS Handled by this Link

■ Application Card Slot

VP 300s/VP 300 slot **A12**, when not used for a line card or an integration card, may be used for an application card (e.g., **VPworks** ACP card). If the VP 300s/VP 300 includes **VPworks**, the **VPworks** ACP card must be configured in slot A12.

21.2 HOW THE SLOTS TABLE IS USED

The SLOTS Table is used to configure each port on a line **card** and integration card.

■ Line Cards

Each VP 300s/VP 300 port on a line card is **connected** to a **specific** PBX extension. For non-integrated systems, the port extensions must be set up in one or more hunt groups in the PBX. Each hunt group can be **configured** to handle calls differently. For integrated systems, refer to the *Installation and Maintenance manual — ADAPTIVE INTEGRATION*, for configuration details.

The following explains each line card entry in the **SLOTS** Table:

| SLOT | CARD TYPE | PORT | EXTENSION # | COS | MODE | OUTCALL | TEST |
|------|-----------|------|-------------|-----|------|---------|------|
| 1 | LIC4 | 1 | 390 | 127 | AX | YES | YES |

SLOT specifies the slot number.

CARD NPE Specifies the type of line card installed.

PORT Specifies the port **number** on the line card.

EXTENSION # Defines the PBX extension number for each **port** on the line card. A mailbox extension number cannot be the same as a port extension number.

COS Directs the VP 300s/VP 300 to other system tables for the days and times to activate features and where to get further instructions for handling the call.

☞ For consistency and clarity, assign port COS from 127 in descending order and Mailbox COS from 0 (zero) in ascending order.

MODE Determines how the VP 300s/VP 300 handles the call when that port answers.

The following is a brief description of each answering mode. For further details refer to the *Feature Description* manual, GENERAL DESCRIPTION.

AX Mode — Primary Answering

All trunks directed to AX ports are answered by the VP 300s/VP 300. Callers are asked to enter the extension number

they wish to reach, or wait on the line for assistance. When the caller enters a number, the VP 300s/VP 300 says: "Thank you. Just a moment...." The VP 300s/VP 300 then puts the caller on hold and attempts to call the extension. If the personal greeting is ON, the VP 300s/VP 300 gives the greeting immediately and does not call.

CX Mode – Secondary Answering

CX can be used for non-integrated **Centrex installations**, or PBX DID **installations**, whereby **callers** are **forwarded** to a VP 300s/VP 300 **greeting** after reaching an unavailable extension. **CX is used to provide call coverage.**

When the PBX allows **forwarding** of internal calls only, stations can be **forwarded to** CX ports for internal messaging. **This** enables an employee to leave a message for an unavailable station without first **calling the VP 300s/VP 300.**

 Callers need to know the extension number to leave a **message**. Callers who came through the operator, and then are forwarded to CX **ports**, may not know the extension number.

MX Mode – Message Center (Message-Taking only)

Callers who have reached the attendant and want to leave a message for someone can be transferred to that person's mailbox. The caller is extended to the VP 300s/VP 300 only to leave a message rather than to call the extension. MX ports operate like CX ports, except that there is a short delay to allow the console operator to enter the called party's mailbox number.

The attendant transfers the caller to an **MX** port, then enters the mailbox number. After a short delay, the VP 300s/VP 300 prompts: "Please leave a **private** message for . . . Recording, beep." Some PBX consoles do not generate tones. **Therefore**, a tone generator is required for the console operator.

OUTCALL

Specifies whether the port may place a call. This is used to enable or disable the ability of each port to place network and Message Waiting **Notification** calls.

 Some **PBXs** require that the same port/extension to activate and deactivate the message waiting lamp. To do this, define System Parameter **106 – LAMP MESSAGE WAITING PORT**, with the port number to use.

TEST

Enables or disables the VP 300s/VP 300 selftest routine. This **field** should be **YES** unless you have consulted with Toshiba about special cases when **selftest** should not be permitted.

☞ Some PBXs have the capability of running diagnostics on their ports. The diagnostics may cause the VP 300s/VP 300's selftest to fail and place the VP 300s/VP 300 port in TST mode, taking the port out of service. The port remains in TST mode until selftest runs again and is able to put the port in service, or until the system is restarted. In these cases, selftest can be disabled.

This problem has been identified on the Old Discover III and the Ericsson Prodigy. This field should be YES unless you have consulted with your technical support group.

■ Integration Cards

The slots for integration cards define the type of integration card, including configuration information for each integration unit on each card.

The following explains each integration card entry in the SLOTS Table:

```

SLOT CARD TYPE
-----
10  ATTIC

INTEGRATION UNIT 1
Line Appearances=
1 2 3 4 5 6
Message Waiting Link=1
COS=1 2 3 4 5 6 7 8 9 10 11 12 13 14 15
16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33
34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52
53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82
83 84 85 86

INTEGRATION UNIT 2
Line Appearances=NONE
Message Waiting Link=1
COS= 28 29 30 31 32 33
Message Waiting Link=2 ** DEFAULT **
COS=

```

| | |
|----------------------|---|
| SLOT | Specifies the slot number. |
| CARD TYPE | Specifies the type of integration card installed. |
| INTEGRATION UNIT | ☞ Specifies which unit on the integration card is being configured. Each integration card is divided into two integration units. Each integration unit has two links. |
| LINE APPEARANCES | Lists the system port numbers assigned as line appearances for call processing on the integration unit. |
| MESSAGE WAITING LINK | Specifies whether or not the link is enabled for message waiting notification. |

DEFAULT

Defines a link as the **system** default link to perform message waiting notification for **all** COS not allocated to a **specific** link. Currently, this field applies only to **AT&T System 75/Definity G1** and **AT&T System 85/Definity G2** integrations

 System Parameter 170 — **INTEGRATION ON/OFF**. UN-K MUST MATCH, must **be** set to YES for the default link and link **defined** for **specific** Classes of **Service** to take **effect**.

COS

Defines the Classes of **Service** for which the link will perform message waiting notification. Currently, this field applies only to **AT&T System 75/Definity G1** and **AT&T System 85/Definity G2** integrations.

21.3 HOW TO CONFIGURE THE SLOTS TABLE

Beginning with slot A1, **configure** the slots used for line cards in consecutive order, without skipping any slots within the group of line cards.

Beginning with slot A9, reserve any slots needed for future cards. Then, **configure** integration card slots in consecutive order, without skipping any slots within the integration cards.

If the VP 300s/VP 300 configuration includes **VPworks**, configure the **VPworks ACP** card in slot A12

■ Line Cards

Each port **connected** to a PBX extension can be configured to handle calls differently. The following **describes** the valid or **invalid** entries for the SLOTS **Table** fields.

| | |
|-------------------|--|
| CARD TYPE | Enter the type of line card — LIC4, DAC4, TLC4 |
| PORT | Configure the ports in consecutive order. |
| EXTENSION# | Enter the PBX extension number connected to each VP 300s/VP 300 port. |
| COS | Enter the COS for each port on the line card. |
| MODE | Enter the Answering Mode. Must be either Primary Answer — AX, Secondary Answer — CX, or Message Center — MX. |
| OUTCALL | Enter YES or NO to enable or disable message waiting, network message, and alarm calls. |

Non-integrated Systems:

In most **cases**, allow all ports to make **outcalls**. When all ports are defined as YES, the VP 300s/VP 300 only makes **outcalls** when no more than $\frac{3}{4}$ of the ports are in use. **This** leaves ports available for incoming calls. If NO is defined for any **ports**, all ports defined as YES are used for **outcalls**, even when more than $\frac{3}{4}$ are in use.

It is recommended that NO for **OUTCALL** be used only for special applications.

Integrated Systems:

If less than eight ports are configured, the VP 300s/VP 300 makes **outcalls** when at least two ports are idle. If 8 to 32 ports are configured, the VP 300s/VP 300 makes **outcalls** when at least three

ports are idle. If more than 32 ports are configured, the VP 300s/VP 300 makes **outcalls** when at least four ports are idle.

For AT&T System 75 integrations, all ports **defined** as YES are **used** for **outcalls**, with no restrictions

TEST Enter YES or NO to enable or disable the VP 300s/VP 300's **selftest routine**.

For message waiting notification or alarm **outcalls**, multiple calls can be placed simultaneously. The Toshiba VP System places only one network **outcall** at a time.

■ Integration Cards

When **configuring** the **SLOTS** Table for integration cards, the following information is required:

| | |
|----------------------------|--|
| CARD TYPE | Enter the type of integration card -- MIC . |
| INTEGRATION UNIT | Enter the unit on the integration card being configured -- 1 or 2 |
| LINE APPEARANCES | Enter 3 for Line Appearance . Enter the system port number or range of port numbers assigned as line appearances |
| MESSAGE WAITING UNK | Enter 1 or 2 for Message Waiting Link . Enter YES or NO to specify whether or not the link is to be used to light message waiting lamps. |
| DEFAULT | Enter YES or NO to specify which link is to perform system message waiting notification for COS not specifically listed. Currently, this field applies only to AT&T System 75/Definity G1 and AT&T System 85/Definity G2 integrations. <input type="checkbox"/> Specify only one link in the entire system as DEFAULT |
| COS | Enter the Classes of Service for which the link is to perform message waiting notification. Currently, this field applies only to AT&T System 75/Definity G1 and AT&T System 85/Definity G2 integrations <input type="checkbox"/> System Parameter 170 -- INTEGRATION ON/OFF LINK MUST MATCH , must be set to YES, for the DEFAULT and COS entries to take effect. |

■ Using INSTALL

Question number 3 in the INSTALL program prompts for **slot** configuration data, beginning with slot 1.

■ Line Cards

The following is the **INSTALL** program SLOTS Table question for line card slots.

```

3. SLOTS
   Enter information for each SLOT.
   NOTE: Slots 1 thru 12 are available for line cards.
   NOTE: Slots 9 thru 12 are available for integration cards.
   NOTE: Slot 12 is available for an application card.
   LINE CARD TYPE (1=LIC4, 2=DAC4, 3=ILC4)
   SLOT 1:1
   Enter information for each PORT.
   Enter as: EXTENSION NUMBER connected to each port (1-8 digits),
   CLASS-OF-SERVICE (0-127), ANSWER MODE (AX,CX,MX), USE PORT FOR
   MESSAGE WAITING AND NETWORK OUTCALLING (Y/N), TEST CHANNEL (Y/N).

1: 390,127,AX,XY
2: 391
3: 392
4: 393

   LINE CARD TYPE (1=LIC4, 2=DAC4, 3=ILC4)
   SLOT 2:1
   Enter information for each PORT.
   Enter as: EXTENSION NUMBER connected to each port (1-8 digits),
   CLASS-OF-SERVICE (0-127), ANSWER MODE (AX,CX,MX), USE PORT FOR
   MESSAGE WAITING AND NETWORK OUTCALLING (Y/N), TEST CHANNEL (Y/N).

1: 394,127,AX,XY
2: 395,127,AX,XY
3:

```

When information for a port is **the** same information entered for the previous port, only the extension number of the port need be entered followed by **[Enter]**. The information for the remainder of the line is automatically entered.

☞ Configure the slots in order; do not skip any slots. For example, you cannot configure a line card in each of slots 1 and 3, but none in slot 2. Also, you cannot add a line card when all ports on the last configured line card have not been defined.

When a line card **slot** is left empty or partially defined, or if the maximum ports allowed by the Option Control Chip (OCC) have been configured, the **INSTALL** program skips to slot 9, the first integration **card** slot.

- Integration Cards

Configuring a Message Waiting Link

The following is the **INSTALL** program **SLOTS** Table question for integration card slots.

```

3. SLOTS
Enter information for each SLOT.
NOTE: Slots 1 thru 12 are available for line cards.
NOTE: Slots 9 thru 12 are available for integration cards.
NOTE: Slot 12 is available for an application card.

INFO CARD TYPE (1=SLIC, 2=RIC, 3=ATTIC)
SLOT 9:1
Configure which integration unit: (1 - 2):1
Configure Integration (1-2=Msg Waiting Link, 3=Line
Appearances):1
LINK 1 enabled for LAMPST (Y/N, empty line = N):Y
Use this link as system default? (Y/N).
Enter COS or range of COS handled by this LINK.
ADD:1-27
ADD:34-90
ADD:
Enter COS or range of COS handled by this LINK.
DEL:24
DEL:85-88
DEL:

```

Configuring a Une Appearance

The following is the **INSTALL** program **SLOTS** Table question for integration card slots.

```

3. SLOTS
Enter information for each SLOT.
NOTE: Slots 1 thru 12 are available for line cards.
NOTE: Slots 9 thru 12 are available for integration cards.
NOTE: Slot 12 is available for an application card.

INFO CARD TYPE (1=SLIC, 2=RIC, 3=ATTIC)
SLOT 9:1
Configure which integration unit: (1 - 2):1
Configure Integration (1-2=Msg Waiting Link, 3=Line
Appearances):3
ENTER SYSTEM PORT NUMBER OR RANGE FOR LINE APPEARANCE #
1:1
2:2-4
5:5-6
7:
Configure Integration (1-2=Msg Waiting Link, 3=Line Appearances):

```

☞ Except for AT&T System 75/Definity G1, each system port may be allocated to only one integration unit, with a maximum of 16 ports for each unit. Refer to the specific Adaptive Integration chapters for details.

For AT&T System 75/Definity G1, each system port may be allocated to more than one integration unit, with a maximum of 32 ports for each unit.

■ Reserving a Slot

Reserving a slot for later use, when the customer's future expansion needs are known at the time of the initial installation, can eliminate the need to physically move cards when the new card is added.

For example, if eight line cards (slots A1-A8) and two integration cards (slots A9 and A10) are to be installed initially, but the customer's expansion needs indicate an additional line card and an additional integration card are needed in the near future., slot A9 should be reserved for the additional line card at the time of the initial installation. The integration cards can then be installed initially in slots A10 and A11, eliminating the need to physically move any cards to add the new line card in slot A9 and the third integration card in slot A12.

The following is an example of reserving slot A9 for a line card when the INSTALL program prompts for the configuration of that slot as the first integration card.

```

INTG CARD TYPE (1=SLIC, 2=BIC, 3=ATIC)
SLOT 9-A SLOT
Enter card type to ADD
(1=Line, 2=Integration, 3=Application, 4=Reserved):
Enter empty line when done.
ADD:4
Enter SLOT NUMBER to RESERVE:
RES:9
RES:

```

■ Using UPDATE

Use the UPDATE program to:

- LIST one or all slots
- ADD a slot
- MODIFY a slot
- DELETE a slot

 The following changes to integration slots require that the integration cards be restarted **before the changes take effect**:

- Adding or deleting integration **slots**
- **Modifying** line appearances for an integration slot
- Modifying-whether message **waiting links** are **enabled** or disabled.

To execute the command, at the  prompt, enter.

UPINTG

This command restarts the integration cards and therefore disrupts call processing for approximately one to two minutes.

Refer to the *Installation and Maintenance manual* -- MAINTENANCE, Update Integration section.

LIST Listing the entire SLOTS Table

```
.L SLOTS
SLOT:
SLOT  CARD TYPE  PORT  EXTENSION #  COS  MODE  OUTCALL  TEST
-----
1      LIC4       1      390           127  AX    YES       YES
          2      391           127  AX    YES       YES
          3      392           127  AX    YES       YES
          4      393           127  AX    YES       YES
-----
SLOT  CARD TYPE  PORT  EXTENSION #  COS  MODE  OUTCALL  TEST
-----
2      LIC4       1      394           127  AX    YES       YES
          2      395           127  AX    YES       YES
-----
SLOT  CARD TYPE
-----
9      RESERVED
-----
SLOT CARD TYPE
-----
IGATTIC
INTEGRATION UNIT 1
Line Appearances=
1 2 3 4 5 6
Message Waiting Link=1
COS=1 2 3 4 5 6 7 8 9 10 11 12 13 14 15
16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33
34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52
53 54 55 56 57 58 59 60 61 62 63 64 65 66 67
68 69 70 71 72 73 74 75 76 77 78 79 80 81 82
83 84 89 90
INTEGRATION UNIT 2
Line Appearances=NONE
Message Waiting Link=1
COS= 28 29 30 31 32 33
Message Waiting Link=2 ** DEFAULT **
COS= 91 92
```

Listing a specific slot in the SLOTS Table

```
.L SLOTS 9
SLOT CARD TYPE
-----
9      ATTIC
-----
INTEGRATION UNIT 1
Line Appearances=
1 2 3 4 5 6
Message Waiting Link=1
COS=1 2 3 4 5 6 7 8 9 10 11 12 13 14 15
16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33
34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52
53 54 55 56 57 58 59 60 61 62 63 64 65 66 67
68 69 70 71 72 73 74 75 76 77 78 79 80 81 82
83 84 89 90
INTEGRATION UNIT 2
Line Appearances=NONE
Message Waiting Link=1
COS= 28 29 30 31 32 33
Message Waiting Link=2 ** DEFAULT **
COS= 91 92
```

ADD

Adding a line card to the SLOTS Table

```

A SLOT
Enter card type to ADD
(1-Line, 2-Integration, 3=Application, 4=Reserved):
Enter empty line when done.
ADD:1
Enter LINE CARD TYPE (1=LIC4, 2=DAC4, 3=ILC4)
SLOT 3:1
Enter information for each PORT.
Enter as: EXTENSION NUMBER connected to each port(1-8 digits),
CLASS-OF-SERVICE (0-127), ANSWER MODE (AX,CX,MY) USE PORT FOR
MESSAGE WAITING AND NETWORK OUTCALLING (Y/N).
TEST CHANNEL (Y/N).
1:399,27,AX,YY
2:

```

Adding a message **waiting link** to an integration card in the SLOTS table

```

A SLOT
Enter card type to ADD
(1-Line, 2-Integration, 3=Application, 4=Reserved):
Enter empty line when done.
ADD:2
INTG CARD TYPE (1=SLIC, 2=RIC, 3=ATTIC)
SLOT 10:1
Configure which integration unit: (1 - 2):1
Configure Integration (1-2=Msg Waiting Link, 3=Line
Appearance):1
LINK 1 enabled for LANP5? (y/N, empty line = N):Y
Use this link as system default? (Y/N):N
Enter COS or range of COS handled by this LINK.
ADD:5-10
ADD:21-23
ADD:35

```

Adding a line appearance to an **integration** card in the SLOTS Table

```

A SLOT
Enter card type to ADD
(1-Line, 2-Integration, 3=Application, 4=Reserved):
Enter empty line when done.
ADD:2
Integration type is SLIC
INTG CARD TYPE (1=SLIC, 2=RIC, 3=ATTIC)
SLOT 11:1
Configure which integration unit: (1-2):1
Configure Integration (1-2=Msg Waiting Link, 3=Line
Appearance):3
ENTER SYSTEM PORT NUMBER OR RANGE FOR LINE APPEARANCE #
1:1
2:2-4
5:5-6
7:

```

MODIFY Modifying a line card in the SLOTS Table

```

.M SLOT ?
Enter SLOT NUMBER to MODIFY.
MOD:2
Enter LINE CARD TYPE (1=LIC4, 2=DAC4, 3=ILC4)
(Empty line = LIC4)
SLOT 2:1
Initialize port configuration (Yes/No)? N

Enter PORT NUMBER to ADD or MODIFY.
Add port (3) or modify port (1-2)
Enter empty line when done.
PORT:3
Enter information for PORT.
Enter as: EXTENSION NUMBER connected to each port (1-8
digits),
CLASS-OF-SERVICE (0-127), ANSWER MODE (AX,CI,MI), USE PORT
FOR
MESSAGE WAITING AND NETWORK OUTCALLING (Y/N), TEST CHANNEL
(Y/N).
3:396,127,AX,YY
4:397

```

- ☞ In the example above, the COS, answering mode, outcalling, and test information for port 4 were copied from port 3.

Modifying a message waiting link on an integration card in the SLOTS Table

```

.M SLOT
Enter SLOT NUMBER to MODIFY.
MOD:10

Configure which integration unit? (1 - 2):1
Configure Integration (1-2=Msg Waiting Link, 3=Line
Appearances):1
LINK 1 enabled for LAMPS? (Y/N, empty line = Y):
Use this link as system default? (Y/N, empty line = Y):N
Initialize COS list? (Y/N, empty line = N):N
Enter COS or range of COS handled by this LINK.
ADD:
Enter COS or range of COS handled by this LINK.
DEL:

```

- ☞ When modifying the list of COS, three options are offered — clear the existing COS list, add new COS, and delete COS.

Modifying a line appearance on an Integration card in the SLOTS Table

```

.M SLOT
Enter SLOT NUMBER to MODIFY.
MOD:10
Configure which integration unit? (1 - 2):1
Configure Integration (1-2=Msg Waiting Link, 3=Line
Appearances):3
Enter new line appearance list? (Y/N, empty line=N):Y
ENTER SYSTEM PORT NUMBER OR RANGE FOR LINE APPEARANCE #
1:1-8
2:

```

- ☞ When modifying an existing list of line appearances, re-enter the entire list or range of line appearances. Editing an existing list is not supported.

Deleting a port from a slot without deleting the entire slot

In order to delete a port from a slot, **MODIFY** the **SLOTS** Table, select **YES** to initialize the port **configuration**, and re-enter only the **required** ports.

The VP 300s/VP 300 **must be restarted** for changes to take **effect**.

```

M SLOT
  Enter SLOT NUMBER to MODIFY
MOD:2
  Enter LINE CARD TYPE (1=LIC4, 2=DAC4, 3=ILC4)
  (Empty line = LIC4)
SLOT 2:1
  Initialize port configuration (Yes/No)?Y

  Enter information for each PORT.
  Enter as: EXTENSION NUMBER connected to each port (1-8
  digits).
  CLASS-OF-SERVICE (0-127), ANSWER MODE (AK,CX,MX), USE PORT
  FOR
  MESSAGE WAITING AND NETWORK OUTCALLING (Y/N), TEST CHANNEL
  (Y/N).
1:394,127,AX,YY

```

 A port may be deleted from the highest numbered (last) line card slot only, since there may be no gaps in port utilization.

DELETE Deleting an **entire** slot from the **SLOTS** Table

```

D SLOT
  Enter card type to DEL
  (1=line, 2=Integration, 3=Application, 4=Reserved):
  Enter empty line when done.
DEL:1
  Delete slot 8. Are you sure? (Y/N, empty line = N):Y
DEL:2
  Delete slot 10. Are you sure? (Y/N, empty line = N):Y
DEL:

```

 When the number of ports is modified, System Parameter 4 — PORTS USED, is automatically updated. The VP 300s/VP 300 must be restarted for changes to take effect.

22

SYSTEM PARAMETER TABLE

Chapter Contents

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INTRODUCTION

The **SYSTEM PARAMETER** Table **contains** information about the particular installation and **phone** system. The **Toshiba** VP System refers to the **SYSTEM PARAMETER** Table for many system functions to **determine what** to do, when to do it, and how often. This **chapter** includes

- Quick Reference Guide
- **SYSTEM PARAMETER** Table listing **all** system parameters.
- How to **configure** the **SYSTEM PARAMETER** Table..
- Description of all **system** parameters.

Quick Reference Guide

SYSTEM PARAMETER Table

| Command | Description |
|---|--|
| SYSTEM PARAMETER Table | Contains specific phone system information, installation values, and system default values. The systems refers to the table when performing many system functions to determine what to do, when to do it, and how often. |
| Number of Parameters | 172 (Several numbers are not used.) |
| SYSTEM PARAMETER Table and the INSTALL Program | A variety of values appear in the INSTALL program which are stored in the SYSTEM PARAMETER Table . |
| UPDATE Command Options | |
| LIST | .L SYS To list one parameter, or the entire SYSTEM PARAMETER Table . |
| ADD | The add command does not apply to the SYSTEM PARAMETER Table . |
| MODIFY | .M SYS The modify command can be used on certain parameters. Refer to this chapter for details. |
| DELETE | The delete command does not apply to the SYSTEM PARAMETER Table . |

The . prompt is displayed by the UPDATE program.

22.1 UNDERSTANDING THE SYSTEM PARAMETER TABLE

The SYSTEM PARAMETER Table is the part of the database that contains phone system information, **installation-specific** values, and system default values.

This section contains **all system** parameters in the configuration program. In the following table all parameters apply to all **Toshiba** VP Systems unless otherwise noted. Some **parameters** pertain only to optional feature packages. If the **Toshiba** VP System is not equipped with an option, table entries associated with that option are not displayed in the configuration.

Many responses to questions asked during INSTALL define parameter values. For example, the first **INSTALL** question is the **manufacturer** and model of the phone system. The **answers** entered are stored as System Parameter 3. The next question asked is the name of the company where **the Toshiba VP System is being installed. The name is printed on all system reports and is also displayed on the terminal.** This answer is stored as System **Parameter 1.**

Other system parameters are automatically set when the phone system type is entered. These parameters are taken from the database of different phone systems the system software contains. For example, System **Parameter 9** is the duration of the flash (in milliseconds).

Once **INSTALL** is **complete**, System Parameters may be listed and most may be **modified** through **UPDATE**.

The following is an example of a SYSTEM PARAMETER **Table**:

SYSTEM PARAMETER TABLE

DAY MM/DD HR:MM:SS YYYY NAME ID:0 S/N:000000 PBX:00

| INDEX | VALUE | (LST/MOD) | PARAMETER NAME |
|-------|--------|-----------|--|
| 1 | EXAMPL | L/M | INSTALLATION NAME |
| 2 | 481 | L/M | SYSTEM ID NUMBER |
| 3 | OTHER | L/M | PBX TYPE |
| | OTHER | | PBX MODEL |
| 4 | 4 | L/M | PORTS USED |
| 7 | 3 | L | REXPROMPT LIMIT |
| 8 | 8 | L/M | BACKUP TIME (BLOCKS) |
| 9 | 500 | L/M | FLASH TIME (MSEC.) |
| 12 | 255 | L | INSTALL QUESTION NUMBER |
| 13 | FE | L/M | TRANSFER INITIATE CODE |
| | F | | RE-CONNECT CODE AFTER NO ANSWER |
| | F | | RE-CONNECT CODE AFTER BUSY |
| | F | | RE-CONNECT CODE AFTER FAST BUSY |
| | NONE | | TRANSFER COMPLETE CODE |
| 15 | FE | L/M | ALTERNATE TRANSFER INITIATE CODE |
| | F | | ALTERNATE RE-CONNECT CODE AFTER NO ANSWER |
| | F | | ALTERNATE RE-CONNECT CODE AFTER BUSY |
| | F | | ALTERNATE RE-CONNECT CODE AFTER FAST BUSY |
| | NONE | | ALTERNATE TRANSFER COMPLETE CODE |
| 19 | NO | L/M | MAILBOX NUMBERS MATCH USER EXTENSIONS |
| 22 | 8 | L/M | DEFAULT MESSAGE WAITING START HOUR |
| 23 | 18 | L/M | DEFAULT MESSAGE WAITING END HOUR |
| 25 | 15 | L/M | DEF MSG WTC RETRY PERIOD (MINUTES) |
| 28 | NO | L/M | DOUBLE-INTERRUPTED RINGBACK |
| 28 | 500 | L/M | "D" CHAR DELAY TIME (MSEC.) |
| 31 | NONE | L/M | ALARM NUMBER |
| 32 | 6 | L/M | MAXIMUM MESSAGE LENGTH (MINUTES) |
| 33 | E | L/M | PBX INITIALIZE CODE |
| 43 | 1 | L/M | PERSONAL GREETING 1=NOCALL 2=CALL FIRST |
| 45 | NONE | L/M | SYSTEM-RELOAD FORWARD STRING |
| 46 | NONE | L/M | SYSTEM-RELOAD CANCEL-FORWARD STRING |
| 51 | NO | L/M | RS-232 INTEGRATED WITH PBX |
| 58 | 0 | L/M | NUMBER OF TRANSFER RETRIES IF FLASH FAILS |
| 58 | NO | L/M | DEV:DEVICE SUPPORT |
| | NO | | MASTER SYSTEM |
| 59 | NONE | L/M | DID: SYSTEM PILOT EXTENSION NUMBER |
| 60 | NONE | L/M | DID: ATTENDANT EXTENSION NUMBER |
| 61 | 3 | L/M | DID: NUMBER OF DIGITS EXPECTED FROM CO |
| 62 | 18:00 | L/M | NET: NIGHT DELIVERY START TIME |
| 63 | 06:00 | L/M | NET: NIGHT DELIVERY END TIME |
| 64 | 30 | L | NET: MAX BEEPS FOR MULTI-CABINET CONNECT |
| 65 | 20 | L | NET: MULTI-CABINET DELIVERY ATTEMPT LIMIT |
| 66 | 3 | L | NET: MULTI-CABINET DELAY BEFORE RETRY (MIN.) |
| 67 | 30 | L | NET: MAX BEEPS FOR REMOTE CONNECT |
| 68 | 20 | L | NET: REMOTE DELIVERY ATTEMPT LIMIT |
| 69 | 10 | L | NET: REMOTE DELAY BEFORE RETRY (MIN.) |

VP 300s VP 300

VP 300s VP 300

VP 300s VP 300

VP 300s VP 300

| INDEX | VALUE | (LST/MCS) | PARAMETER NAME |
|-------|-------|-----------|--|
| 70 | IMMED | L/M | NET: MESSAGE DELIVERY MODE DEFAULT |
| 71 | 0 | L | NET: TONE-DETECT THRESHOLD |
| 72 | 55 | L/M | NET: LINES-PER-PAGE FOR REPORTS |
| 73 | 4 | L/M | NET: MIN LENGTH FOR MSG TO BE SENT (BLOCKS) |
| 74 | 5 | L/M | NET: INITIAL SILENCE MAX SEC. (QCK/SCRPTD) |
| 75 | 4 | L/M | NET: SUBSEQUENT SILENCE MAX SEC. (QCK/SCRPTD) |
| 76 | 3 | L/M | NET: NOVICE PROMPT KEYPAD-COMMAND USAGE LIMIT |
| 77 | NO | L/M | NET: PBX PROVIDES MOMENTARY DISCONNECT |
| 78 | YES | L | NET: PBX PROVIDES STUTTER DIAL TONE |
| 79 | NONE | L/M | NET: LAMP MW: "ON" PRE-EXTENSION DIGITS |
| 80 | NONE | L/M | NET: LAMP MW: "ON" POST-EXTENSION DIGITS |
| 81 | NONE | L/M | NET: LAMP MW: "OFF" PRE-EXTENSION DIGITS |
| 82 | NONE | L/M | NET: LAMP MW: "OFF" POST-EXTENSION DIGITS |
| 83 | NO | L/M | NET: LAMP MW: LIGHT LAMP FOR EACH NEW MSG |
| 84 | NO | L/M | NET: LAMP MW: CALL EXTM BEFORE LIGHTING LAMP |
| 85 | F | L/M | NET: RECONNECT CODE AFTER 3RD PARTY HUNG-UP |
| 86 | YES | L/M | NET: CALLERS GET MUSIC-ON-HOLD |
| 87 | 99 | L/M | NET: MAXIMUM RETRIES WHEN FIPO QUEUEING |
| 88 | NO | L/M | NET: INITIAL-DIGITS INCLUDE MBOX 1ST DIG |
| 89 | NO | L/M | NET: USE TRUNK RECONNECT CODES |
| 90 | NONE | L/M | NET: RECONNECT CODE AFTER TRUNK ACCESS |
| 91 | NONE | L/M | NET: RECONNECT CODE AFTER 3RD PARTY HANG |
| 92 | NONE | L/M | NET: COMPLETE TRANSFER TO TRUNK |
| 93 | NONE | L/M | NET: SEND ACCOUNT CODE TO PBX DIGITS |
| 94 | NONE | L/M | NET: RECONNECT AFTER ACCOUNT CODE DIGITS |
| 95 | NO | L/M | NET: PBX ACCEPTS DTMF DIGITS ON DID TRUNK |
| 96 | 80 | L/M | NET: MOVE BACKWARD DURING GREETING (BLOCKS) |
| 97 | 120 | L/M | NET: MOVE FORWARD DURING GREETING (BLOCKS) |
| 98 | 0 | L/M | NET: LANGUAGE TYPE |
| 99 | 0 | L/M | NET: RINGBACKS BEFORE ANSWERING CX PORT |
| 100 | 0 | L/M | NET: RINGBACKS BEFORE ANSWERING MX PORT |
| 101 | 0 | L | NET: DELAY BEFORE TURN ON DTMF RPTING (MSEC) |
| 102 | NONE | L/M | NET: PAGER ACCESS DIGITS |
| 103 | 3 | L/M | NET: REMOTE DELAY BEFORE DTMF SIGNALING |
| 104 | 0 | L/M | NET: MULTI-CAB DELAY BEFORE DTMF SIGNALING |
| 105 | NONE | L/M | NET: DEFAULT SECURITY CODE FOR MAILBOXES |
| 106 | 0 | L/M | NET: LAMP MW: PORT FOR LAMP MESSAGE WAITING |
| 107 | NO | L | NET: PBX NEVER GIVES PARTIAL RINGBACK OR BUSY |
| 108 | 100 | L/M | NET: DISK USAGE THRESHOLD BEFORE ALARM NOTIF. |
| 109 | NO | L/M | NET: STORE GREETING MESSAGES REDUNDANTLY |
| 110 | NO | L/M | NET: STORE NAME MESSAGES REDUNDANTLY |
| 111 | NO | L/M | NET: DIAL EXTENSION AFTER RECONNECT CODE |
| 112 | YES | L/M | NET: SEND DTMF A ON CX/MX PORTS |
| 113 | 120 | L/M | NET: MAX SIL. FOR SPECIAL PURPOSE GREETING (SEC) |
| 114 | NO | L/M | NET: DEV: DELAY BEFORE INTERCEPTING CALLS |
| 115 | NO | L/M | NET: SYSTEM SAYS ON-THE-PHONE INSTEAD OF IS-BUSY |
| 116 | NONE | L/M | NET: INTEGRATION ACTIVATED |
| 117 | 0 | L/M | NET: RINGBACKS BEFORE ANSWERING AX PORT |

VP 300s VP 300

| | | INDEX | VALUE | FLST/MOD1 | PARAMETER NAME |
|---------|--------|-------|------------|-----------|---|
| VP 300s | VP 300 | 118 | 0 | L/M | E&M: LENGTH OF RECORD (NETWORK) |
| VP 300s | VP 300 | 119 | 0 | L/M | E&M: NUM OF EXTN DIGITS EXPECTED (DIRECT) |
| VP 300s | VP 300 | 120 | 0 | L/M | E&M: NUM OF EXTN DIGITS EXPECTED (NETWORK) |
| VP 300s | VP 300 | 121 | NONE | L/M | E&M: SYSTEM PILOT EXTENSION NUMBER (DIRECT) |
| VP 300s | VP 300 | 122 | NONE | L/M | E&M: SYSTEM PILOT EXTENSION NUMBER (NETWORK) |
| VP 300s | VP 300 | 123 | NONE | L/M | E&M: ATTENDANT EXTENSION NUMBER (DIRECT) |
| VP 300s | VP 300 | 124 | NONE | L/M | E&M: ATTENDANT EXTENSION NUMBER (NETWORK) |
| VP 300s | VP 300 | 125 | 0 | L/M | E&M: NUM OF DIGITS BEFORE EXTN (NETWORK) |
| VP 300s | VP 300 | 126 | 0 | L/M | E&M: NUM OF DIGS BEFORE LOC. CODE (NETWORK) |
| VP 300s | VP 300 | 127 | NONE | L/M | E&M: LOCATION CODE |
| | | 128 | NO | L/M | SEND MRX TO PBX RATHER THAN EXTENSION |
| | | 129 | 32 | L/M | LIMIT ON LINE QUALITY TEST |
| | | 130 | NO | L/M | SEND DTMF A FOR FORWARDED CALLS |
| | | 131 | NO | L/M | SPEAK "DIAL ZERO FOR ASSISTANCE" |
| | | 132 | YES | L/M | SPEAK SYSTEM PROMPTS FOR FIFO QUEUEING |
| VP 300s | VP 300 | 133 | NONE | L/M | INTEGRATION CARD EXTENSION |
| | | 134 | NO | L/M | IGNORE DTMFS AFTER ENTERING EXTENSION NUMBER |
| | | 140 | 1 | L/M | MAXIMUM FORWARDING DEPTH |
| | | 141 | NO | L/M | CAN USE ZERO AS WILDCARD IN NAME |
| | | 142 | 0 | L/M | MINIMUM LETTERS REQUIRED FOR NAME |
| | | 143 | 0 | L | LEADING DIGIT OF PERS-DIST-LIST NUMBER |
| | | 144 | 0 | L/M | MINIMUM LENGTH FOR SECURITY CODES |
| VP 300s | VP 300 | 145 | NONE | L/M | APPLICATION PROCESSOR ERROR-MAILBOX |
| VP 300s | VP 300 | 146 | NO | L/M | APPLICATION PROCESSOR INSTALLED |
| | | 147 | NONE | L/M | NAMES DIRECTORY MAILBOX |
| | | 148 | NONE | L/M | MILIT CHANNEL FORWARD EXTENSION |
| | | 149 | NO | L/M | ALLOW BLIND TRANSFER TO PERSONAL ASSISTANCE |
| | | 150 | NO | L/M | REMOVE "CONNECT" FOR ANNOUNCE TO INTERCEPT |
| | | 151 | NO | L/M | REMOVE "STATUS" FOR ANNOUNCE TO INTERCEPT |
| | | 152 | NO | L/M | REMOVE NETWORK PROMPT FOR QUICK LOCON |
| | | 154 | NO | L/M | REMOVE "STATUS" AFTER CALL FIRST GREETING |
| | | 155 | 0 | L/M | SECONDS TO IGNORE LINE DROP AFTER CALL STARTS |
| VP 300s | VP 300 | 156 | NONE | L/M | APPLICATION PROCESSOR MESSAGE POOL DIST LIST |
| | | 157 | N | L/M | SPEAK DISCRETE VERSIONS OF NUMBERS 21-59 |
| | | 158 | N | L/M | OFFSITE MW CALL LIMIT ABSOLUTE NOT DAILY |
| | | 159 | Y | L/M | OFFSITE MW CALLS WORK LIKE INT (DETECT BUSY) |
| | | 180 | Y | L/M | QUICK BUSY TEST |
| | | 181 | 0 | L/M | MODEM ACCESS PORT (0 = ALL PORTS OK) |
| | | 182 | 0 | L/M | VOICE SECTORS TO DELETE ON BUSY DETECT |
| | | 183 | 0 | L/M | VOICE SECTORS TO DELETE ON FAST BUSY DETECT |
| | | 184 | N | L/M | USE 24-HOUR CLOCK FOR REPORTS |
| | | 186 | NO | L/M | LAMP MW: TURN OFF ONLY IF NO MESSAGES |
| | | 187 | YES | L/M | SPEAK AUTO COPIED MESSAGE PROMPT |
| | | 188 | 0 | L | TALK-DETECT THRESHOLD |
| VP 300s | VP 300 | 189 | LINEAR | L/M | OUTCALL PORT SELECTION METHOD |
| VP 300s | VP 300 | 170 | NO | L/M | INTEGRATION LAMP ON/OFF LINK MUST MATCH |
| VP 300s | VP 300 | 173 | NO | L/M | APPLICATION-PROCESSOR BK/PD/PS DURING SPEAK |
| | | 174 | 0 | L/M | WAIT FOR CALL INFO AFTER OFF-HOOK ON PORT |
| | | 178 | 0 | L/M | FIXED LENGTH FOR DTMFINT SOURCE FIELDS |
| | | 177 | 0 | L/M | FIXED LENGTH FOR DTMFINT DEST FIELDS |
| | | 178 | 0 | L/M | FIXED LENGTH FOR DTMFINT TRUNK FIELDS |
| | | 179 | 0 | L/M | FIXED LENGTH FOR DTMFINT UNUSED FIELDS |
| | | 180 | 7 BITS E/P | L/M | R5-232 BYTE FORMAT FOR PBX INTEGRATION |
| | | 181 | 225 | L/M | MAX PROTOCOL 2 MSG LENGTH (BLOCKS) |

22.2 HOW THE SYSTEM PARAMETER TABLE IS USED

The **Toshiba** VP System refers to the SYSTEM **PARAMETER** Table for many system functions to determine what to do, when to do it, and how often.

There are three main categories of **information**:

- PBX** **Information** pertaining to the **specific** PBX connected to the Toshiba VP System. **This** information includes the phone system type, certain timing, transfer codes, and delay times
- Ranges/Limits** Information supplying ranges and limits pertinent to the Toshiba VP System functions. **This information** includes message waiting defaults, maximum message length, message sequence order, and prompt limits.
- Configuration** Information describing the **Toshiba** VP System **configuration**. **This** includes **system** name, **ID** number, number of disks and ports, and **NET** defaults.

22.3 HOW TO CONFIGURE THE SYSTEM PARAMETER TABLE

Many system parameters are **automatically** defined by answering the **INSTALL** questions. Others are **automatically** generated when entering the PBX type. Some may need to be **modified** depending upon the application.

When **finished** with the **INSTALL program**, enter the **UPDATE** program and **list** the **database** by typing. at the dot **(.)** prompt:

L ALL

Examine the **database** and modify all system parameters **necessary** to correctly configure the application.

System parameters that cannot be modified are **indicated "L"** (for **LIST**) only. These parameters cannot be altered.

■ Using **INSTALL**

When answering the questions in the **INSTALL program**, information is **automatically** transferred into the **SYSTEM PARAMETER** Table. **Refer** to the **INSTALL** chapter.

■ Using **UPDATE**

From **UPDATE**, you can:

- **LIST** a system parameter
- **MODIFY** a system parameter

All system parameters can be **LISTED**. Not all may be **MODIFIED**. System parameters cannot be **ADDED** or **DELETED**.

The following is an example of a **SYSTEM PARAMETER** Table.

LIST

Listing the SYSTEM PARAMETER Table

```

L SYS
Enter index of parameter to be listed. (Empty line = all)
LST:

SYSTEM PARAMETER TABLE
DAY MM/DD HH:MM:SS 198X NAME ID:1 S/N:XXXXX PBX:XX

INDEX      VALUE      (LST/MOD)  PARAMETER NAME
1          EXAMPL     L/M        INSTALLATION NAME
2          481       L/M        SYSTEM ID NUMBER
.
.
.
(etc.)

```

MODIFY

Modifying a system parameter

To **MODIFY** a system parameter, enter the number of the parameter after the command **M SYS** .

The **Toshiba** VP System displays the question **associated with** that system parameter and gives the valid range of response. For more information on **modifying** a particular parameter, refer to the System Parameter description section.

Here are some examples of system parameters: ,

```

M SYS 19
Do you wish USER'S MAILBOX NUMBERS to match their
EXTENSION NUMBER? (Y/N, empty line = N)
MOD:Y

M SYS 32
What is the MAXIMUM LENGTH a message can be?
(1-180 minutes, empty line = 8 minutes)
MOD:5

M SYS 45
What is the forwarding string, including destination
extension, to be dialed when the system is reloading
and cannot accept calls? (May include: 0-9,*,#,D=DELAY,
E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars. Empty line =
NONE)
MOD:*9200

```

Modifying PBX type

There are two ways to change the PBX type:

1. **MODIFY** System Parameter 3 — **PBX TYPE**, if the extension numbers remain the same; only the PBX type changes.

If you **choose** to do **this, all system parameters**, timing tables, and **system** level passwords are re-set to factory default **values**. Be **sure** you list all system parameters prior to modifying. After **modifying, list all** system parameters again. Enter the correct information for all parameters set back to manufacturer **default values as a result of modifying the PBX type**.

 When **exiting** UPDATE after modifying this parameter the **Toshiba** VP System displays

FOR CHANGES TO TAKE EFFECT, SYSTEM MUST BE RESTARTED

2 REINSTALL — if extension numbers change as well as PBX type.

If you do not want to retain other system **information**, such as **USER, PORT**, and other configuration tables, it is easier to **re-enter** the information rather than modify the existing tables.

Modifying number of ports

After you **modify** the number of ports, you must **RESTART** the system to activate additional ports Refer to PORTS TABLE chapter **in this manual**.

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Modifying number of disks

The number of disks installed is controlled by the disk options **program**. Refer to the **Installation and Maintenance manual — PROCEDURES, Hard Disk Procedures**.

2.4 DESCRIPTION OF SYSTEM PARAMETERS

The following shows the questions as they appear in the INSTALL program. The following indicators are used when a system parameter does not pertain to all three Toshiba VP Systems. The indicators may be intermixed.

VP 100

- VP 100 only

VP 300s VP 300

- VP 300s/VP 300 only

| Index Number | Description Questions Asked |
|-----------------|--------------------------------|
|-----------------|--------------------------------|

| | |
|---|-------------------------|
| 1 | INSTALLATIONNAME |
|---|-------------------------|

What is the name of the company at which this system is being installed? (1-8 characters)

| | |
|---|-----------------------|
| 2 | SYSTEMIDNUMBER |
|---|-----------------------|

What is the SYSTEM ID number? (1-8 digits)

PBX TYPE

Select the MANUFACTURER-NUMBER of your telephone system from the following list.

PBX MODEL

Select the MODEL-NUMBER of your telephone system from the following list.

RESET DTMFINT TABLE VALUES

Do you wish to RESET DTMFINT Table to FACTORY-DEFAULTS for this PBX? (If "YES", ALL current values will be LOST!)

{Y/N, empty line = Y}:

RESET SYSTEM PARAMETER VALUES

Do you wish to RESET ALL SYSTEM PARAMETERS to FACTORY-DEFAULTS for this PBX? (If "YES", ALL current values will be LOST!)

{Y/N, empty line = Y}:

The first part of question 3 asks for the number representing the manufacturer of your phone system. The second part of this question lists the models for that specific manufacturer. The third part of the question allows DTMFINT Table values to be reset to the factory defaults for the PBX specified. The fourth part of the question allows System Parameters to be reset to the factory defaults for

the PBX Refer to the *Installation and Maintenance* manual — DTMF IN-BAND, and the DTMFINT Table chapter in this manual for more information

After you answer all parts of this question, the information is loaded into the system configuration database.

There are two ways to change the PBX type:

- MODIFY System Parameter 3 — if extension numbers remain the same; only the PBX type changes.

If you choose to do this, all system parameters, timing tables and system level passwords are re-set to factory default values. Be sure you list all system parameters prior to modifying. After modifying, list all system parameters again. Enter the correct information for all parameters set back to factory default values as a result of modifying the PBX type.

☞ When exiting UPDATE after modifying this parameter the Toshiba VP System displays

FOR CHANGES TO TAKE EFFECT, SYSTEM MUST BE RESTARTED

REINSTALL — if extension numbers change as well as PBX type.

If you do not want to retain other system information, such as USER, PORT, and other configuration tables, it is easier to re-enter the information rather than modify the existing tables

4 PORTS USED

.....

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System Parameter 4 is LIST only. It is automatically updated to reflect the total number of ports configured via the SLOTS Table.

☞ When exiting UPDATE after modifying this parameter the Toshiba VP System displays:

FOR CHANGES TO TAKE EFFECT, SYSTEM MUST BE RESTARTED

You must restart the system to activate additional ports. Refer to the *Installation and Maintenance* manual — MAINTENANCE, Line Card Replacement, Adding Ports sections.

7 REPROMPT LIMIT

This parameter cannot be modified.

8 BACKUP TIMES (BLOCKS)

How far should a user BACKUP command go back during message record and play? (1 - 20, units of 1.33 seconds each, empty line = 4)

9 FLASH TIME (MSEC)

What is the FLASH duration? (10-2000 MSEC, empty line = 500)

Value is rounded to nearest 10 milliseconds.

12 INSTALL QUESTION NUMBER

This parameter cannot be modified.

13 TRANSFER INITIATE CODE

How do you TRANSFER a caller to another EXTENSION?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = NONE)

RECONNECT CODE AFTER NO-ANSWER

How do you RE-CONNECT to the caller if the EXTENSION doesn't answer?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = NONE)

RECONNECT CODE AFTER BUSY

How do you RE-CONNECT to the caller if the CALLED EXTENSION is busy?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = NONE)

RECONNECT CODE AFTER FAST BUSY

How do you RE-CONNECT to the caller if the CALLED EXTENSION returns fast busy?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = NONE)

TRANSFER COMPLETE CODE

What digits, if any, are dialed before HANG-UP to COMPLETE a transfer?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = NONE)

16 ALTERNATE TRANSFER INITIATE CODE

What is the ALTERNATE TRANSFER INITIATE CODE used to TRANSFER a caller to another EXTENSION?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = < default value >)

ALTERNATE RECONNECT CODE AFTER NO-ANSWER

How do you RE-CONNECT to the caller if the EXTENSION called using the ALTERNATE TRANSFER INITIATE CODE doesn't answer?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = < default value >)

ALTERNATE RECONNECT CODE AFTER BUSY

How do you RE-CONNECT to the caller if the EXTENSION called using the ALTERNATE TRANSFER INITIATE CODE is busy?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = < default value >)

ALTERNATE RECONNECT CODE AFTER FAST BUSY

How do you RE-CONNECT to the caller if the EXTENSION called using the ALTERNATE TRANSFER INITIATE CODE returns fast busy?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = NONE)

ALTERNATE TRANSFER COMPLETE CODE

What digits, if any, are dialed before HANG-UP to COMPLETE a transfer which was started using the ALTERNATE TRANSFER INITIATE CODE? (May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-3 chars, empty line = < default value >)

19 MAILBOX NUMBERS MATCH USER EXTENSIONS

Do you wish USER'S MAILBOX NUMBERS to match their EXTENSION NUMBER? (Y/N, empty line = N)

Refer to the USER Table chapter for details.

The values in parameters 22 through 25 apply to new mailboxes only.

22 DEFAULT MESSAGE WAITING START HOUR

Enter the message delivery START-HOUR to be used as the system default for any new mailboxes. (1-11 A.M., empty line = 8 A.M.)

23 DEFAULT MESSAGE WAITING END HOUR

Enter the message delivery END-HOUR to be used as the system default for any new mailboxes. (12-23 P.M., empty line = 18 P.M.)

25 DEFAULT MESSAGE WAITING RETRY PERIOD (MINUTES)

Enter the message delivery RETRY-PERIOD to be used as the system default for any new mailboxes. This is the time period between message-waiting notification attempts. (10-60 minutes, rounded to nearest 5, empty line = 15 minutes)

25 DOUBLE-INTERRUPTED RINGBACK

Does this telephone system give DOUBLE-INTERRUPTED RINGBACK on INTERNAL calls? (Y/N, empty line = N)

28 "D" CHAR DELAY TIME

What is the "D" DELAY character duration?
Note: Will be rounded to nearest 10 MSEC.
(10-2000 MSEC, empty line = 500)

The 'D' character is equal to 5 times the normal delay contained in System Parameter 28.

31 ALARM NUMBER

What extension or phone number should be called when an ALARM is encountered? (If this is an outside call, precede it with the EXTERNAL ACCESS CODE and an Expect-Dial-Tone where necessary.) (1-20 chars, May include: 0-9, *, #, D=DELAY, E=EXPECT-DIAL-TONE, Empty line = NONE)

32 MAXIMUM MESSAGE LENGTH (MINUTES)

What is the MAXIMUM LENGTH a message can be?
(1-180 minutes, empty line = 8 minutes)

This is the maximum recording length of a message sent to a mailbox. For a discussion of the maximum recording length that can be recorded from a mailbox, refer to CONFIGURATION, INFORMATION Table, Index 22

The maximum message length is 3 hours. The length of messages and greetings is controlled by the INFORMATION Table. If a value is not defined in the INFORMATION Table, the default is the value defined for this parameter.

33 PBX INITIALIZE CODE

Some PBX systems may require a digit sequence to be dialed so that system extensions get assigned to the incoming call group. What digits, if any, should be dialed on all PORTS upon POWER-UP? (May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = E)

43 PERSONAL GREETING 1 =NO CALL 2=CALL FIRST

Enter which type of PERSONAL GREETING this system should use:
1 = Does not place call. Just plays greeting.
2 = Attempts to call first. If BUSY or NO ANSWER, plays greeting.
(1-2, empty line = 1)

This parameter is used for system-wide control. If "1" is selected, the extension is not called and the greeting is played. If "2" is selected, the extension is called before the greeting is played.

It is recommended that "1" be used for most applications. If an unavailable extension should be called before the greeting is played, assign Attribute 6 -- CALL EXTENSION FIRST BEFORE PLAYING GREETING, to the COS for those mailboxes.

4 5 SYSTEM RELOAD FORWARD STRING

What is the forwarding string, including destination extension, to be dialed when the system is reloading and cannot accept calls? (May include: 9-0, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-12 chars, empty line =NONE)

46 SYSTEM RELOAD CANCEL-FORWARD STRING

What is the cancel-forwarding string, to be dialed when the system has finished reloading and is ready to accept calls? (May include: 9-0, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-12 chars, empty line = NONE)

51 RS-232 INTEGRATED WITH PBX (AI/MWI or AI/CP) option)

Is this system installation RS-232 integrated with the PBX?
(Y/N, empty line = N)

56 NUMBER OF TRANSFER RETRIES IF FLASH FAILS

How many times should the system RETRY the TRANSFER if a FLASH fails to get DIAL-TONE?
(0-1, empty line = 0)

☞ If your system encounters an **excessive number** of NO DIAL-TONE and it is caused by the PBX not giving DIAL-TONE after flash, increasing retry attempts may improve the **success** rate. Refer to page 13 in the *Installation and Maintenance* manual — MAINTENANCE, Traffic Peg count Table.

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DEVICE SUPPORT

Is this system connected to a TRUNK INTERFACE MODULE?
(Y/N, empty line = N)

If the answer is YES the second part of this question is asked. Only one cabinet per PBX can be defined as the master system.

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DID: SYSTEM PILOT EXTENSION NUMBER

What is the PILOT DID NUMBER for DID-INTERFACE MODULE to call this system?
(1-4 digit(s), empty line = NONE)

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DID: ATTENDANT EXTENSION NUMBER

What is the ATTENDANT'S DID NUMBER to be used by the DID INTERFACE MODULE when this system does not respond?
(1-4 digit(s), empty line = NONE)

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DID: NUMBER OF DIGITS EXPECTED FROM CO

How many digits should the DID INTERFACE MODULE expect from the CENTRAL-OFFICE (CO)?
(1-4, empty line = 3)

62 NET: NIGHT DELIVERY START TIME (NT Option)

What TIME should NIGHT NETWORK MESSAGE DELIVERY START?
(0:00 - 23:59, empty line = 18:00)

63 NE-II NIGHT DELIVERY END TIME (NT Option)

What TIME should NIGHT NETWORK MESSAGE DELIVERY END?
(0:00 - 23:59, empty line = 08:00)

64 NET! MAX BEEPS FOR MULTI-CABINET CONNECT

Determines the number of DTMF A Tones the Toshiba VP System sends before determining that the other cabinet is not answering. This parameter may only be listed; the default is 30.

65 NET MULTI-CABINET DELIVERY ATTEMPT LIMIT

Determines the number of times the Toshiba VP System attempts to send a message to another cabinet before it returns it to the creator. The value may only be listed; it is pre-set to 20 attempts.

66 NET MULTI-CABINET DELAY BEFORE RETRY (MIN)

Determines the normal interval (in minutes) the Toshiba VP System waits between each attempt to send a message- The value may only be listed; the default is three minutes.

- 67 **NET: MAX BEEPS FOR REMOTE CONNECT (NT Option)**
 Determines the **number of DTMF A tones the Toshiba VP System sends** before determining that the **other location is not answering. The value may only be listed; the default is 20 attempts**
- 68 **NET REMOTE DELIVERY ATTEMPT LIMIT (NT Option)**
 Determines the **number of times the Toshiba VP System attempts to send a message to another location before it returns it to the creator. The value may only be listed; the default is 20 attempts.**
- 69 **NET: REMOTE DELAY BEFORE RETRY (MIN) (NT Option)**
 Determines the **minimal interval (in minutes) the Toshiba VP System waits between each attempt to send a message to a remote location. Values may only be listed; the default is 10 minutes.**
- 70 **NET MESSAGE DELIVERY MODE DEFAULT (NT Option)**
 Determines the delivery mode of messages sent to network mailboxes. It is used in conjunction with COS Attributes 17 and 18, and System parameters 62 and 63. **Mode** can be either immediate or night. After creating a message and addressing it to a **network mailbox**, the caller **is** prompted with the opposite choice (night or immediate) **for sending it. Values are 1 (immediate) or 2 (night); the default is 1, for immediate delivery.**
- What is the NETWORK MESSAGE DELIVERY MODE when the person leaving the message has not specified one? 1=IMMEDIATE, 2=NIGHT, empty line = 1)
- 71 **TONE-DETECT THRESHOLD**
 This parameter cannot be **modified.**
- 72 **LINES-PER-PAGE FOR REPORTS**
- What is the maximum LINES-PER-PAGE for printed REPORTS?
 (20-99, empty line = 55)
- 73 **MIN LENGTH FOR MSG TO BE SENT (BLOCKS)**
- What is the MINIMUM LENGTH a message can be?
 (Caution: Any message shorter than this will be automatically erased.) (2-6, units of 1.33 seconds each, empty line = 4)
- What is the MINIMUM LENGTH a message can be?
 (Caution: Any message shorter than this will be automatically erased.) (2-6, units of 2.73 seconds each, empty line = 2)
- This parameter applies only to messages left by outside callers, scripted prompt responses, quick messages and broadcast messages. It does not apply to messages left when using the make message, forward and reply features of IntraMessaging.
- 74 **INITIAL SILENCE MAX SEC (QUICK/SCRIPTED)**
- What is the MAXIMUM SILENCE ALLOWED WHEN RECORDING FIRST STARTS?
 NOTE: Does not apply to messages created while logged on to mailbox.
 If this limit is exceeded, recording is automatically terminated.
 (3-10 seconds, empty line = 5)

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This parameter applies to messages left after calling a busy and/or no answer extension, messages left after greeting, **quick** messages (IntraMessaging option) and scripted prompt responses (Scripted Prompting option).

75 SUBSEQUENT SILENCE MAX SEC (QUICK/SCRIPTED)

What is the MAXIMUM SILENCE ALLOWED WHILE RECORDING IS IN PROGRESS?
NOTE: Does not apply to messages created while logged on to mailbox.
If this limit is exceeded, recording is automatically terminated.
(4-10 seconds, empty line = 4)

This parameter applies to messages left after calling a busy and/or no answer extension, messages left after greeting, and Quick Messages (IntraMessaging option) and Scripted Prompt responses (Scripted Prompting option).

76 NOVICE PROMPT KEYPAD-COMMAND USAGE LIMIT

How many times should a caller use a KEYPAD COMMAND before special NOVICE-PROMPTING is automatically disabled?
(1-10, empty line = 3)

77 PBX PROVIDES MOMENTARY DISCONNECT

Some telephone systems give a momentary disconnect when callers hang up. Do you wish this disconnect to terminate calls? (Y/N, empty line = N)

When this parameter is set to YES, if a caller hangs up and the PBX provides a momentary interruption in the loop current greater than 50 milliseconds, the called port is disconnected and the call is terminated.

If this parameter is set to YES and Adaptive Integration is installed, when a call forwards to a mailbox, the caller hears "Mailbox *number/name* does not answer/is busy/is unavailable. Please leave a private message at the tone, dial another extension, or stay on the line for assistance." If the caller stays on the line after leaving a message, the Toshiba VP System automatically sends the caller to assistance.

If this parameter is set to YES, but the PBX does not provide momentary disconnect, the Toshiba VP System attempts to transfer a call even when the caller hangs up. Depending on the PBX, this may result in phantom calls to the attendant.

78 PBX PROVIDES STUTTER DIAL TONE

This parameter cannot be modified.

79 LAMP MW: "ON" PRE-EXTENSION DIGITS

Enter the digits to be dialed BEFORE THE EXTENSION to LIGHT the MESSAGE-WAITING LAMP (May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = NONE)

80 LAMP MW: "ON" POST-EXTENSION DIGITS

Enter the digits to be dialed AFTER THE EXTENSION to LIGHT the MESSAGE-WAITING LAMP (May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH, 1-8 chars, empty line = NONE)

81 LAMP MW: "OFF" PRE-EXTENSION DIGITS

Enter the digits to be dialed BEFORE THE EXTENSION to TURN-OFF the MESSAGE-WAITING LAMP.
(May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH.
1-3 chars, empty line = NONE)

82 LAMP MW: "OFF" POST-EXTENSION DIGITS

Enter the digits to be dialed AFTER THE EXTENSION to TURN-OFF the MESSAGE-WAITING LAMP.
(May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH.
1-3 chars, empty line = NONE)

83 LAMP MW: LIGHT LAMP FOR EACH NEW MSG

Should the MESSAGE-WAITING LAMP be TURNED-ON after each new message is received?
(Y/N, empty line = N)

84 LAMP MW: CALL EXTN BEFORE LIGHTING LAMP

Does the extension need to be called before the MESSAGE-WAITING LAMP can be TURNED-ON?
(Y/N, empty line = N)

85 RECONNECT CODE AFTER 3RD PARTY HUNG-UP

How do you Re-CONNECT to the caller if the CALLED-EXTENSION has ANSWERED AND HUNG-UP?
(May include: 0-9, *, #, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH.
1-3 chars, empty line = NONE)

86 CALLERS GET MUSIC-ON-HOLD

Do callers receive MUSIC while they are ON-HOLD?
(Y/N, empty line = Y)

 This is PBX dependent.

87 MAXIMUM RETRIES WHEN FIFO QUEUEING

How many times should a user be allowed to RETRY on busy when FIFO queueing?
(1-99, empty line = 99)

(Only applies if Next Mailbox is defined. If not, allows caller to continue retrying.)

88 NET! INITIAL-DIGITS INCLUDE MBOX 1ST DIG

Always set this parameter to NO.

Does this network support multiple-length mailboxes at any location?
Answer YES to include first digit of mailboxes in INITIAL DIGITS EXPECT field of NUMBERING PLAN TABLE. (Y/N, empty line = N)

89 **NET:** USE TRUNK RECONNECT CODES (NT Option)

If set to YES, the **Toshiba** VP System uses System Parameters **90, 91,** and 92 for trunk reconnect. If not set or set to NO, the **Toshiba** VP System uses System Parameters **13** and **85.** Values are YES or **NO**; the default is NO.

Do you wish to use the trunk reconnect codes?
(Y/N, empty line = N)

90 **NET RECONNECT CODE AFTER TRUNK ACCESS** (NT Option)

Defines the sequence of events (e.g., flash, **F**; expect dial tone, **E**; delay, **D**; etc.) the **Toshiba VP System** uses to reconnect to the caller on hold after accessing an outgoing trunk. This is PBX dependent; there is no default.

How do you reconnect to the caller after seizing a trunk?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH. 1-8 chars. empty line = NONE)

91 **NET!** RECONNECT CODE AFTER 3RD PARTY HUNG-UP (NT Option)

Defines the sequence of events (e.g., flash, **F**; expect dial tone, **E**; delay, **D**; etc.) required to reconnect the caller on hold after being disconnected from a remote **Toshiba VP System**. The call is given call status for invalid mailbox numbers or for results of a check procedure after the reconnect. This is PBX dependent; there is no default.

How do you reconnect to the caller after the 3rd party has hung-up and the trunk has dropped?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH. 1-8 chars. empty line = NONE)

92 **NET!** COMPLETE TRANSFER TO TRUNK (NT Option)

Defines how to complete a transfer to a trunk when placing a network call (e.g., flash, **F**; expect dial tone, **E**; delay, **D**; or digits to dial). This is PBX dependent; there is no default.

What digits, if any, are dialed before hang-up to complete a transfer to a trunk?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH. 1-8 chars. empty line = NONE)

93 SEND ACCOUNT CODE TO PBX **DIGITS** (ICR Option)

What digits need to be dialed to send an ACCOUNT CODE to the phone system?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH. 1-8 chars. empty line = NONE)

If an extension number is assigned to a mailbox, it is sent to the PBX. If no extension is defined, the digits the caller entered are sent to the PBX.

94 RECONNECT AFTER ACCOUNT CODE DIGITS (ICR Option)

What digits need to be dialed to reconnect after sending an ACCOUNT CODE to the phone system?
(May include: 0-9,*,#, D=DELAY, E=EXPECT DIAL TONE, or F=FLASH. 1-8 chars. empty line = NONE)

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9 5

PBX ACCEPTS **DTMF** DIGITS ON DID TRUNKS

Does this phone system accept DTMF tones on the DID lines?
(Y/N, empty line = N)

96 MOVE BACKWARD DURING GREETING (BLOCKS)

How far should a user BACKUP command go back while a greeting is playing?
(1-255, units of 1.33 seconds each, empty line = 50)

97 MOVE FORWARD DURING GREETING (BLOCKS)

How far should a MOVE FORWARD command go forward while a greeting is playing? (1-255, units of 1.33 seconds each, empty line = 120)

96 LANGUAGE TYPE

What language will this system use?
(0 = English, 1 = Japanese, 2 = Korean, 3 = German, 4 = Spanish, empty line = 0)

If the system uses French language prompts, select "0."

9 9 RINGBACKS BEFORE ANSWERING CX PORT

How many ringbacks should a CX port wait before answering an incoming call?
(0-10, 0 = answer immediately, empty line = 0)

Only modify this **parameter** if using AI/Called Party Identification.

100 RINGBACKS BEFORE ANSWERING MX PORT

How many ringbacks should an MX port wait before answering an incoming call?
(0-10, 0 = answer immediately, empty line = 0)

Only **modify** this parameter if using AI/Called Party Identification.

101 DELAY BEFORE TURNING ON DTMF **REPORTING** (SECONDS)

This parameter cannot be modified.

102 PAGER ACCESS DIGITS

What digits should be dialed before the INFORMATION Table digits for pager access?
(1-20 digits; may include: 0-9, *, #, D=DELAY, E=EXPECT-DIAL-TONE, N=NONE, empty line = NONE)

103 NET REMOTE DELAY BEFORE DTMF SIGNALING (NT Option)

Determines the interval (in seconds) the Toshiba VP System waits before sending DTMF A tones to a remote location. Values are 0 - 20 seconds; the default is 3 seconds.

What is the delay before DTMF signaling should start to a remote system? (0-20 seconds, empty line = 3)

104 **NET: MULTI-CAB DELAY BEFORE DTMF SIGNALING**

Determines the **interval** (in seconds) the **Toshiba** VP System waits before sending **DTMF** A tones to a multi-cabinet location. **Values** are 0 - 20 seconds; the **default** is 0 seconds.

What is the delay before DTMF signaling should start to a multi-cabinet system? (0-20 seconds, empty line = 0)

105 **DEFAULT SECURITY CODE FOR MAILBOXES**

What is the default security code for all mailboxes?
 Note: This security code will apply to all mailboxes that do not have a security code defined.
 (XX-10 digits, N = NONE, empty line = NONE)

XX is the value set in System Parameter 144 — **MINIMUM LENGTH FOR SECURITY CODES**. NONE is not allowed if the minimum length is greater than zero.

106 **LAMP MW:PORT FOR LAMP MESSAGE WAITING**

What port should be used for lamp message waiting?
 (0-N, 0 = use outcall ports in PORTS Table, empty line = 0)

This is used with PBXs requiring the port that turned ON the lamp to be the same port to turn it OFF. (Specify which port should be used to turn ON/OFF the lamp.)

107 **PBX NEVER GIVES PARTIAL RINGBACK OR BUSY**

This parameter cannot be modified.

108 **DISK USAGE THRESHOLD BEFORE ALARM NOTIFICATION**

To what percentage can disk be used up before alarm notification?
 (0-100, empty line = 100)

Set to 100 if you do not want alarm notification to call when disk is full. The hardware error generated is TYPE 10, DATA 1 = 01.

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VP 300

109 **STORE GREETING MESSAGES REDUNDANTLY**

Do you wish GREETING MESSAGES to be stored REDUNDANTLY?
 (Y/N, EMPTY LINE = N)

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110 **STORE NAME MESSAGES REDUNDANTLY**

Do you wish NAMES MESSAGES to be stored REDUNDANTLY?
 (Y/N, EMPTY LINE = N)

111 **DIAL EXTENSION AFTER RECONNECT CODE**

Does PBX require that called EXTENSION be dialed after reconnect code?
 (Y/N, empty line = N)

112 **SEND DTMF A ON CX/MX PORTS**

Should system send a DTMF "A" on CX/MX ports?

Only modify this parameter if integrated with the PBX

113 MAX SILENCE FOR SPECIAL PURPOSE GREETINGS (SEC)

What is the MAXIMUM SILENCE PERIOD while recording a SPECIAL PURPOSE GREETING? (1-255 seconds, empty line = 120)

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114 DEV: DELAY BEFORE INTERCEPTING CALLS

Do you want the INTERFACE MODULE to delay intercepting the call until after the intercepting condition is known? (Y/N, empty line = N)

When exiting UPDATE after modifying this parameter, the VP 300s/VP300 prompts:

FOR CHANGES TO TAKE EFFECT, INTF MODULES MUST BE RESTARTED

115 SYSTEM SAYS ON-THE-PHONE INSTEAD OF IS-BUSY

Do you want the system to say ON THE PHONE instead of IS BUSY when the phone is off-hook? (Y/N, empty line = N)

This parameter is effective only if a name is recorded for the mailbox. It does not apply if the retry on busy count is non-zero, or if FIFO Call Queuing is set up for the mail-

m 116 SHOULD INTEGRATION BE ACTIVATED?

Should INTEGRATION be activated? (Y/N, empty line = Yes)

The type of integration card is defined by the SLOTS Table.

117 RINGBACKS BEFORE ANSWERING AX PORT

How many ringbacks should an AX port wait before answering an incoming call? (0-10, 0 = answer immediately, empty line = 0)

Only modify this parameter if using Called Party Identification.

System Parameters 118 through 127 are not applicable for Toshiba VP Systems.

118 E&M LENGTH OF RECORD (NETWORK)

How many ringbacks should an AX port wait before answering an incoming call? (0-10, 0 = answer immediately, empty line = 0)

119 E&M: NUM OF EXTN DIGITS EXPECTED (DIRECT)

How many digits should the system expect on an incoming, network E&M call? (0-18, empty line = 0)

120 E&M: NUM OF EXTN DIGITS EXPECTED (NETWORK)

How many EXTN digits should a network E&M MODULE expect from the far-end? (0-8, empty line = 0)

- 121 E&M: SYSTEM PILOT EXTENSION NUMBER (DIRECT)
- What is the PILOT NUMBER of a direct E&M INTERFACE MODULE to call this system? (6 digit (s), N=NONE, empty line = NONE)
- 122 E&M: SYSTEM PILOT EXTENSION NUMBER (DIRECT)
- What is the PILOT NUMBER for a network E&M INTERFACE MODULE to call this system? (4 digit(s), N=NONE, empty line = NONE)
- 123 E&M: ATTENDANT EXTENSION NUMBER (DIRECT)
- What is the ATTENDANT EXTN NUMBER to be used by the direct E&M INTERFACE MODULE when this system does not respond? (1-6 digits, N = NONE, empty line = NONE)
- 124 E&M: ATTENDANT EXTENSION NUMBER (NE-WORK)
- What is the ATTENDANT EXTN NUMBER to be used by the network E&M INTERFACE MODULE when this system does not respond? (1-4 digits, N = NONE, empty line = NONE)
- 125 E&M: NUM OF DIGITS BEFORE EXTN (NETWORK)
- How many digits precede the EXTN on an incoming, network E&M call? (0-4, empty line = 0)
- 128 E&M: NUM OF DIGS BEFORE LOC. CODE (NETWORK)
- How many digits precede the LOCATION CODE on an incoming, network E&M call? (0-8, empty line = 0)
- 127 E&M: LOCATION CODE
- What is the LOCATION CODE of your system? (1-4 digits, N = NONE, empty line = NONE)
- 128 SEND MBX TO PBX RAWER THAN EXTENSION
- Do you wish to send MAILBOX to PBI rather than EXTENSION? (Y/N, empty line = N)
- 129 LIMIT ON LINE QUALITY TEST
- Determines the minimum signal level acceptable to receive a network message. Values are 10-255; the default is 32
- What is the MINIMUM LINE QUALITY to be used with NETWORKING? (10-255, empty line = 32)
- 130 SEND DTMF A TONES FOR FORWARDED CALLS
- Should system send a DTMF "A" for FORWARDED calls? (Y/N, empty line = N)
- Only modify this parameter if using AI/Called Party Identification.
- 131 SPEAK "DIAL ZERO FOR ASSISTANCE"
- Should "DIAL ZERO FOR ASSISTANCE" be spoken instead of "PLEASE HOLD FOR ASSISTANCE"? (Y/N, EMPTY LINE = N)

This parameter requires a PBX integration with Loop Current Interrupt set to YES.

132 **SPEAK SYSTEM PROMPTS FOR FIFO QUEUEING**

When using FIFO queuing, do you wish to play system prompts before the greeting? (Y/N, empty line = Y)

System Parameter 133 is not applicable for Toshiba VP Systems.

133 **INTEGRATION CARD EXTENSION**

What is the extension number connected to line 1 of the ATT integration card? (1-8 digits, N=NONE, empty line = default)

134 **IGNORE DTMFS AFTER ENTERING EXTENSION NUMBER**

Should the system ignore DTMFS after entering extension number? (Y/N, empty line = N)

Used only with Teknekron PBX.

140 **MAXIMUM FORWARDING DEPTH**

How many times may a message be forwarded? (0-25, empty line = 1)

141 **CAN USE ZERO AS WILDCARD IN NAME**

Does NAMES DIRECTORY allow 0 to be used for any letter in the NAME? (Y/N, empty line = N)

142 **MINIMUM LETTERS REQUIRED FOR NAME**

How many LETTERS of the NAME are necessary before NAMES DIRECTORY looks up the name? (0-8, empty line = 0)

143 **LEADING DIGIT OF PERS-DIST-LIST NUMBER**

This parameter cannot be modified. Value = 0.

144 **MINIMUM LENGTH FOR SECURITY CODES**

Enter the minimum length for all security codes. (0-10, empty line = 0)

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145 **APPLICATION PROCESSOR ERROR-MAILBOX (VPworks)**

What is the ERROR-MAILBOX that will handle calls and messages if the APPLICATION-PROCESSOR is unavailable or an error condition occurs? (empty line = NONE)

VP 300s VP 300

146 **APPLICATION PROCESSOR INSTALLED (VPworks)**

Is the APPLICATION-PROCESSOR hardware installed? (Y/N, empty line = N)

147 NAMES DIRECTORY MAILBOX

What is the NAMES DIRECTORY mailbox?
(empty line = NONE).

149 MITEL CHANNEL FORWARD EXTENSION

What is the channel forwarding destination extension
when the system is reloading and cannot accept calls?
(empty line = NONE)

149 ALLOW BLIND TRANSFER TO PERSONAL ASSISTANCE

Allow BLIND TRANSFERS to PERSONAL ASSISTANCE?
(Y/N, empty line = N)

If this parameter is set to YES, the system does a blind transfer to PA based on COS Attribute 15 or 34. If neither attribute is assigned, a blind transfer is not performed.

150 REMOVE "CONNECT" FOR ANNOUNCE TO INTERCEPT

Do you wish to REMOVE connect prompt for ANNOUNCE to intercept?
(Y/N, empty line = N)

151 REMOVE "STATUS" FOR ANNOUNCE TO INTERCEPT

Do you wish to REMOVE status prompt for ANNOUNCE to intercept?
(Y/N, empty line = N)

152 REMOVE NETWORK PROMPT FOR QUICK LOGON

Determines if network access prompt should be offered on integrated system.

Do you wish to REMOVE network prompt for QUICK LOGON?
(Y/N, empty line = N)

VP 300s VP 300

153 DELAY ON CX PORT BEFORE PLAYING GREETING

DELAY on CX mode ports BEFORE playing greeting?
(Y/N, empty line = N)

This parameter is used with the AT&T Integration module. The delay allows the PBX to complete the connection before the greeting is spoken.

154 REMOVE "STATUS" AFTER CALL FIRST GREETING

Do you wish to REMOVE status prompt after CALL FIRST
then PLAY GREETING?
(Y/N, empty line = N)

155 TIME TO IGNORE LINE DROP AFTER CALL STARTS (IN TENTHS OF SECONDS)

Enter the time in TENTHS of SECONDS to IGNORE LINE DROP after call
starts: (1-255, empty line = 1)

This parameter is used in conjunction with System Parameter 77 -- PBX PROVIDES MOMENTARY DISCONNECT. When System Parameter 77 is

set to YES, the **Toshiba** VP System ignores a loss of loop current at the start of a call for the time **interval** specified in this parameter. If no **line** current is flowing after this time, **the** Toshiba VP System treats this as 'if a loop current has been interrupted.

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156 **APPLICATION PROCESSOR MESSAGE POOL DISTRIBUTION LIST (VPworks)**

What is the Distribution List number to be used for the Application Processor message mailbox pool? (empty line = NONE).

157 **SPEAK DISCRETE VERSIONS OF NUMBERS 21 - 59**

Speak discrete versions of numbers 21-59?
(Y/N, empty line = N).

This parameter is used **only** for German language prompts.

158 **OFFSITE MW CALL LIMIT ABSOLUTE NOT DAILY**

Offsite MW call limit absolute not daily?
(Y/N, empty line = N).

This parameter works in conjunction with INFORMATION Table Index 14 - **OFF-SITE ATTEMPT TIMES**, which establishes the number of times per day **offsite** message waiting notification should be attempted;

If this parameter is set to YES, the number of **offsite** MW attempt times does not restart each day. After the system has tried **offsite** message waiting notification the number of times set in INFORMATION Table Index 14, **offsite** notification does not begin again until the mailbox is logged on to and a new message **is** received.

159 **OFFSITE MW CALLS WORK LIKE INT (DETECT BUSY)**

Offsite MW calls act like internal (detect busy)?
(Y/N, empty line = Y).

This parameter works only if network busy is the same as PBX busy.

160 **QUICK BUSY TEST**

Should the system do quick busy detect?
(Y/N, empty line = Y).

This parameter is used only in Germany. Could cause caller to be dropped on false detection of busy.

161 **MODEM ACCESS PORT (0 = ALL PORTS OK)**

What port should be used for modem access?
(0-2, 0 = any port is OK, empty line = 0)

If this parameter is set to a non-zero value, modem access is restricted to the designated port. The designated port could be dedicated to modem access for security reasons.

162 VOICE SECTORS TO DELETE ON BUSY DETECT

Number of voice sectors to delete
on busy detect: (0-127, empty line = 0).

 This parameter is used to erase slow busy tones from the end of a message. (12 sectors = 1 second)

163 VOICE SECTORS TO DELETE ON FAST BUSY DETECT

Number of voice sectors to delete
on fast busy detect:
(0-127, empty line = 0).

 This parameter is used to erase fast busy tones from the end of a message. (12 sectors = 1 second)

164 USE 24-HOUR CLOCK FOR REPORTS

Should the system use a 24-hour clock
for reports?
(Y/N, empty line = N).

166 LAMP MW: TURN OFF ONLY IF NO MESSAGES

Do you wish the message waiting lamp to be turned off only
when there are no messages in the mailbox?
(Y/N, empty line = N)

167 SPEAK AUTO COPIED MESSAGE PROMPT

Do you wish the prompt AUTO COPIED MESSAGE to be spoken?
Y/N, empty line = Y

168 TALK-DETECT THRESHOLD

This parameter cannot be modified. Value = 0.

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169 OUTCALL PORT SELECTION METHOD

Method for outcall port selection
(0) = LINEAR, 1 = ROTARY, empty line = LINEAR)

When the system must make an outgoing call, such as for message waiting notification or alarms, an available port must be selected. LINEAR has the system search for an idle port starting at the highest configured port, checking each consecutive lower port until an idle port is found or all ports have been checked.

ROTARY has the system search for an idle port starting with the port one lower than the last port on which a call rang in, checking each consecutive lower port and wrapping from lowest to highest port until an idle port is found or all ports have been checked.

VP 300s VP 300

170 INTEGRATION LAMP ON/OFF LINK MUST MATCH

Does integration link which turns off a message waiting lamp need to
match that which turned the lamp on?
(Y/N, empty line = no)

Some system **configurations** require that the same integration **link** used to turn ON the message waiting lamp be the link used to turn **OFF** the lamp. Also, when more than one PBX of the same type is connected to a single VP 300s/VP300 cabinet, it is necessary to specify which link is to be used for each user. Refer to the SLOTS Table chapter.

In the VP 300s/VP 300 System, a list of COS can be assigned for each Integration link used for message waiting **notification**. A Default link is used for all COS not explicitly listed.

If System Parameter 170 is YES, these lists and the default link designation is referenced when directing a message waiting lamp ON/OFF request to an integration link.

If System Parameter 170 is NO, the **first** available integration link will be used to turn ON/OFF a message waiting lamp.

Modification of this system parameter requires a system **RESTART**.

VP 300s VP 300

173 **APPLICATION PROCESSOR BK/FD/PS DURING SPEAK (VPworks)**

Should the backup, forward and pause features be enabled while the APPLICATION PROCESSOR is speaking a message?
(Y/N, empty line = N)

176 **FIXED LENGTH FOR DTMFINT SOURCE FIELDS**

Enter the fixed length for DTMFINT SOURCE fields.
(1-16, empty line = 0)

This parameter is used only with DTMF In-band Integration.

177 **FIXED LENGTH FOR DTMFINT DEST FIELDS**

Enter the fixed length for DTMFINT DEST fields.
(1-16, empty line = 0)

This parameter is used only with DTMF In-band Adaptive Integration.

178 **FIXED LENGTH FOR DTMFINT TRUNK FIELDS**

Enter the fixed length for DTMFINT TRUNK fields.
(1-16, empty line = 0)

This parameter is used only with DTMF In-band Adaptive Integration.

179 **FIXED LENGTH FOR DTMFINT UNUSED FIELDS**

Enter the fixed length for DTMFINT UNUSED fields.
(1-16, empty line = 0)

This parameter is used only with DTMF In-band Adaptive Integration.

180 **RS-232 BYTE FORMAT FOR PBX INTEGRATION**

Enter the type of RS-232 byte FORMAT for PBX INTEGRATION:
0 = 7 bits/even parity,
1 = 8 bits/no parity,
(0-1, empty line = 0)

181

MAX PROTOCOL 2 MSG LENGTH (BLOCKS)

Determines what length **messages** are returned to senders. The default is **255** blocks.

What is the maximum LENGTH a protocol 2 network message can be?
(50-450, units of 1.33 seconds each, empty line = 255)

23

TRANSLATION TABLE

Chapter Contents

| <u>Section</u> | <u>Description</u> | <u>Page</u> |
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| 23.1 | Understanding the TRANSLATION TABLE | 23-1 |
| 23.2 | How the TRANSLATION Table is Used | 23-2 |
| 23.3 | How to Configure the TRANSLATION Table | 23-3 |
| | Using UPDATE | 23-3 |

INTRODUCTION

The TRANSLATION Table may be required in certain Adaptive Integration **installations**. The **TRANSLATION** Table allows the Toshiba VP System to translate digits dialed **for incoming** calls into the **Toshiba** VP System mailbox numbers

Quick Reference Guide

TRANSLATION Table

| Command | Description |
|--|--|
| TRANSLATION Table | May be required in certain Adaptive Integration installations. |
| TRANSLATION Table and the INSTALL Program | There are no questions in the INSTALL program pertaining to the TRANSLATION Table. To configure the TRANSLATION Table, use the UPDATE program. |
| UPDATE Command Options | |
| LIST .L TRAN | To list the TRANSLATION Table. |
| ADD . A TRAN | To add digits to the TRANSLATION Table. |
| DELETE . D TRAN | To delete digits from the TRANSLATION Table. |

The . prompt is **displayed** by the UPDATE program.

23.1

UNDERSTANDING THE TRANSLATION TABLE

In some **installations**, the number entered **by** the **caller** does not match the called party's extension number. In these cases, the PBX **performs** digit translation to convert the digits (number) received into the appropriate internal number.

This situation is most commonly encountered when DID service is added to an **existing** system. In these cases it is possible that the available numbers **could** not be matched with the existing numbering scheme for the hundreds or thousands of digits used as a first digit for extension numbers.

The TRANSLATION **Table** contains the first 1 to 4 digits of the CO DID number (represented as "digits absorbed"), and the first 1 to 4 digits of the mailbox number (represented as "digits inserted").

All TRANSLATION **Tables** in a multi-cabinet installation must be identical to each other and the PBX.

23.2 HOW THE TRANSLATION TABLE IS USED

The **TRANSLATION** Table may be required in Adaptive Integration installations where it is **necessary** to accommodate extension **numbers** that begin with "0." If multiple **prefixes are** used in the same **installation**, lamp message waiting **notification** may not be supported. Contact your technical support center for details.

2 3 . 3 HOW TO CONFIGURE THE TRANSLATION TABLE

The first one to four digits of the extension number received are translated. They may translate to 1, 2, 3, or 4 digits (NONE may also be used).

| Number sent by the CO | If TRANSLATION Table is configured to: | Resulting Mailbox number is: |
|-----------------------|--|------------------------------|
| 446 | Translate 4 into 3 | 346 |
| 446 | Translate 4 into 33 | 3346 |
| 446 | Translate 44 into 33 | 336 |
| 446 | Translate 4 into NONE | 46 |

Each Toshiba VP System cabinet in a multi-cabinet installation must have the same digit TRANSLATION Table. The table must match the table in the PBX.

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 A system restart must be performed each and every time the configuration is modified. Also, the Interface Module(s) must be restarted every time the system parameter or BUS INFORMATION Table are changed. A system restart takes approximately one to ten minutes to complete.

■ Using UPDATE

Use the UPDATE program to:

-  ADD
- DELETE
- MODIFY cannot be used on the TRANSLATION Table.

LIST

Listing the TRANSLATION Table

```

.L TRANSLATION
-----
DEVICE          DIGIT(S)  DIGIT(S)
TYPE            ABSORBED  INSERTED
-----
DID             1         21
DID             2         22
DID             3         23

```

ADD

Adding digits to the TRANSLATION Table type

A TRAN ?

```

.A TRAN ?
Please enter the DEVICE type you wish to add:
1. DID
2. E&M DIRECT
3. E&M NET

(1-3, Empty Line = EXIT)
ADD:1
Enter the digit(s) to be absorbed, and the
digit(s) to be inserted.
Enter as: DIGITS ABSORBED (1-4 digits),
DIGITS INSERTED (1-4 digits).
Enter empty line when done.
ADD: 1,21

```

To use the TRANSLATION Table for Adaptive Integration, choose selection #1 - DID.

DELETE

Deleting digits to the TRANSLATION Table type

D TRAN ?

```

.D TRAN ?
Please enter the DEVICE type you wish to delete:
1. DID
2. E&M DIRECT
3. E&M NET

(1-3, Empty Line = EXIT)
DEL:1
Enter the digit absorption pattern to be deleted.
Enter as: DIGITS ABSORBED (1-4 digits).
Enter empty line when done.
DEL:f23

```

EXITING UPDATE

When you are finished updating the configuration table, exit UPDATE by typing an E at the . (dot)

```

.E
WARNING: FOR CHANGES TO TAKE EFFECT INTF. MODULES MUST
BE RESTARTED!
EXITING UPDATE.
WAIT... DONE.

```

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```

SAVE configuration to a DISKETTE? (Y/N, empty line = N).
Y

```

```

Insert desired DISKETTE in drive. Press RETURN when
ready...WAIT, Saving configuration to DISKETTE...DONE

```

```

DAY MM/DD HH:MM:SS YYYY (SYSTEM NAME) ID:000
S/N:000000 PBX:00

```

----- CONFIGURATION UPDATE COMPLETED -----

24

TRUNK GROUP TABLE

Chapter Contents

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| 24.3 | How to Configure the Trunk Group Table | 24-3 |
| | Using INSTALL | 24-3 |
| | Using UPDATE | 24-3 |

INTRODUCTION

The TRUNK GROUP Table is used with Adaptive Integration (Called Party Identification). It gives the Toshiba VP System the flexibility to handle calls differently depending upon which trunk the call came in on.

The table contains a COS for each trunk group defined. The COS directs the Toshiba VP System to the INFORMATION Tables for those trunk groups.

Quick Reference Guide

TRUNK GROUP Table

| Command | Description |
|---|--|
| TRUNK GROUP Table | <p>Used with Adaptive Integration (Called Party Identification). Gives the Toshiba VP System the flexibility to handle calls differently depending upon which trunk the call came in on.</p> <p>The type of trunk groups available are:</p> <ul style="list-style-type: none">• Other• DID (<i>not applicable</i>)• E&M Direct (<i>not applicable</i>)• E&M Net (<i>not applicable</i>)• Default Trunk Group |
| TRUNK GROUP Table and the INSTALL Program | <p>There are no questions in the INSTALL program pertaining to the TRUNK GROUP Table. To ADD or DELETE Trunk Groups, use the UPDATE program.</p> |
| UPDATE Command Options | |
| LIST | .L TRU Use to list the TRUNK GROUP Table. |
| ADD | .A TRU Use to define trunk groups. |
| DELETE | .D TRU Use to delete trunk groups from the table. |

The . prompt is displayed by the UPDATE program.

24.1

UNDERSTANDING THE TRUNK GROUP TABLE

The TRUNK GROUP Table is used with Adaptive Integration. If the Toshiba VP System is not equipped with Adaptive Integration, this table does not appear in the configuration database.

The TRUNK GROUP Table gives the Toshiba VP System additional flexibility in answering and handling external callers. For example:

- The Company Greeting may be customized depending on the trunk group the call came in on.
- External callers can go to a different intercept position than internal callers.
- The intercept number can be customized for external calls coming in on different trunk groups.

Example of a TRUNK GROUP Table:

| TRUNK GROUP NUMBER | COS |
|-----------------------|-----|
| 123 | 124 |
| 345 | 125 |
| DEFAULT | 126 |

| | |
|------------|-----|
| DID | 127 |
| E&M DIRECT | 127 |
| E&M NET | 127 |

This screen is not applicable for Toshiba VP Systems.

24.2

HOW THE TRUNK GROUP TABLE IS USED

The TRUNK GROUP Table is used when the Toshiba VP System is able to determine which trunk group a call came in on. The call can be direct (auto-terminated or through the attendant) or forwarded to the Toshiba VP System from a no-answer or busy extension.

The Toshiba VP System looks at the COS of the trunk group the call came in on instead of using the Port COS. This gives the Toshiba VP System the added flexibility of treating external callers differently. The Port COS is still used for internal callers.

24.3 HOW TO CONFIGURE THE TRUNK GROUP TABLE

A maximum of 64 trunk groups may be defined.

- TRUNK GROUP Number** The trunk group access code number is the number assigned by the PBX and appears on the phone display for all external calls originating from a trunk group.
- COS** A COS can be assigned to any trunk group. The COS may or may not have attributes attached to it, depending upon the application. The COS directs the Toshiba VP System to the proper SCHEDULE and INFORMATION Tables for call handling. Refer to the COS Table chapter.
- The default trunk group type is used when a trunk group is not defined. If a default is not defined, the Toshiba VP System uses the Port COS.

■ Using INSTALL

There are no questions pertaining to the TRUNK GROUP Table in the INSTALL program. To enter Trunk Groups, use the UPDATE program.

■ Using UPDATE

From UPDATE, you can:

- LIST the TRUNK GROUP Table
- ADD a trunk group number
- DELETE a trunk group number

The MODIFY command cannot be used. To modify a Trunk Group's COS, DELETE the trunk group and ADD it back in.

LIST

Listing the TRUNK GROUP Table

| I TRUNK | |
|--------------------|-----|
| TRUNK GROUP NUMBER | COS |
| 123 | 124 |
| 345 | 125 |
| DEFAULT | 126 |
| DID | 127 |
| E&M DIRECT | 127 |
| E&M NET | 127 |

This screen is not applicable for Toshiba VP Systems.

ADD

Adding to trunk group

```
.A TRUNK?

Please enter the Trunk-Group type you wish to add:
0. OTHER
```

1. DID Interface Module
2. E&M Interface Module - Direct Channels
3. E&M Interface Module - NET Channels

 This screen is not applicable for Toshiba VP Systems.

```
4. DEFAULT TRUNK GROUP

(0-4, Empty Line = EXIT)
:0
Enter Trunk-Group number.
Enter empty line when done.
:345
Enter COS. (0-127)
:32

Enter Trunk-Group number.
:
```

 Trunk Group types 1, 2 and 3 are not used.

DELETE

Deleting a trunk group

```
.D TRUNK?

Please enter the Trunk-Group type you wish to delete:
0. OTHER
```

1. DID Interface Module
2. E&M Interface Module - Direct Channels
3. E&M Interface Module - NET Channels

 This screen is not applicable for Toshiba VP Systems.

```
4. DEFAULT TRUNK GROUP

(0-4, Empty Line = EXIT)
:0
Enter Trunk-Group number to be deleted.
Enter empty line when done.

DEL: 123
DEL:
```

 Trunk Group types 1, 2 and 3 are not used.

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25

USER TABLE

Chapter Contents

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| | Mailbox and Extension Do Not Match | 25-4 |
| | Mailbox and Extension Match | 25-5 |
| | Using INSTALL | 25-5 |
| | Using UPDATE | 25-7 |

INTRODUCTION

The USER Table contains information about all mailboxes in the system. An entry consists of:

- Mailbox number
- Associated extension (or other digits to dial) if applicable
- Class of Service
- Whether the mailbox security code is set

In cases where extensions match mailbox numbers, only the mailbox number and COS need be entered. If no extension is associated with the mailbox, the letter "N" (for NO) is entered in the extension field. The Toshiba VP System does not attempt to call a mailbox without an extension.

All mailboxes must be entered into the USER Table. This includes company greeting mailboxes, intercept mailboxes, Distribution List pilot numbers and members, and information-only mailboxes.

Quick Reference Guide

USER Table

| Command | Description |
|------------------------|---|
| USER Table | Contains the extension number, if there is one, COS, and whether a security code exists for each mailbox defined in the database. |
| Maximum Entries | Up to 500, depending on call traffic, volume and duration of calls. |
| Maximum Entries | Up to 5000, depending on call traffic, volume and duration of calls. |

VP 100

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USER Table and the INSTALL Program The information for each mailbox is entered during INSTALL. Be sure every mailbox is entered. This includes intercept, Distribution List pilot numbers, and company greeting mailboxes. If forgotten, can be added later by using the UPDATE program.

UPDATE Command Options

| | | |
|-------------|-----------|--|
| LIST | .L USER | For a sorted list of all mailboxes. |
| | .L USER E | To list all mailboxes associated with an extension. |
| | .L USER M | To list a single mailbox, or a group of mailboxes by specifying leading digits. |
| | .L USER C | To list all mailboxes within a given COS. |
| ADD | .A USER | While adding successive mailboxes, FIRSTDIGIT boundaries cannot be crossed. |
| | | May use "+" to increment successive entries by one, or may add mailboxes in ranges. |
| | | Before a new mailbox can be added, a COS and SCHEDULE Table must exist. Before a new SCHEDULE Table can be added, the INFORMATION Table to be used must exist. |

Quick Reference Guide

USER Table

| | Command | Description |
|---|-----------|--|
| UPDATE Command Options (continued) | | |
| MODIFY | .M USER | To change existing information for a mailbox. Modifying a mailbox does not affect the messages, greetings, or other variables contained in the mailbox. |
| | .M USER C | To change the COS of a mailbox. |
| | .M USER S | To delete the security code of a mailbox. The original code is not revealed. |
| DELETE | .D USER | While deleting successive mailboxes, FIRSTDIGIT boundaries cannot be crossed. A mailbox cannot be deleted if it exists in any INFORMATION Table or as a pilot number of a Distribution List. |

The . prompt is displayed by the UPDATE program.

25.1 UNDERSTANDING THE USER TABLE

The USER Table contains all mailboxes, the corresponding extension number (if there is one), and the COS. When the USER Table is listed, it indicates whether a security code has been personally defined by the mailbox holder.

A "user" is defined as any mailbox configured in the USER Table. All mailboxes must be in the USER Table. This includes the attendant, distribution list pilot numbers, company greetings, information-only mailboxes, and special mailboxes defined by COS attributes.

VP 100

Up to 500 mailboxes can be entered in the USER Table. Guidelines for determining the maximum number of mailboxes to be used for mailbox holders are:

- Up to 250 mailbox holders, depending on the amount of call traffic and the volume and duration of calls.
- The remaining mailboxes are intended to be used for call processing applications.

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Up to 5000 mailboxes can be entered in the USER Table. Guidelines for determining the maximum number of mailboxes to be used for mailbox holders are:

- Up to 2000 mailbox holders, depending on the amount of call traffic and the volume and duration of calls.
- The remaining mailboxes are intended to be used for call processing applications.

Extensions without a mailbox (not in the USER Table) may be called through the Toshiba VP System. For the Toshiba VP System to process these calls, the first digit and number of digits dialed must exist in the FIRSTDIGIT Table. If an entry to the "non-existent" extension field in the Custom Prompt Table is made, callers to extensions without a mailbox hear the mailbox greeting associated with that entry.

For any group of extensions to be called, at least one entry with that first digit must be defined in the USER Table.

Example of a USER Table:

| MAILBOX | EXTENSION | COS | SECURITY |
|---------|-----------|-----|----------|
| 150 | 150 | 2 | N |
| 500 | 500 | 0 | Y |
| 501 | 501 | 0 | Y |
| 502 | 502 | 0 | Y |
| 555 | 4955 | 0 | Y |
| 448 | 4958 | 0 | Y |
| 700 | | 1 | Y |
| DL800 | | 3 | - |
| EM199 | 101 | 5 | N |

DL indicates a Distribution List and EM indicates an Extended Mailbox.

25.2 HOW THE USER TABLE IS USED

When a caller enters a mailbox number, the Toshiba VP System checks the FIRSTDIGIT Table to determine if the first digit is valid and the number of digits to collect.

- If the first digit is valid and the correct number of digits are entered, the Toshiba VP System checks the USER Table for a match.
- If the entered mailbox number is in the USER Table, the Toshiba VP System checks the extension number column for the numbers to dial in the phone system. The COS determines how the Toshiba VP System handles the call.
- Unless a Custom Error Prompt is used, if the entered number is not in the USER Table but starts with a valid first digit and is the correct length, the Toshiba VP System attempts to dial the entered digits. If the called number is busy or does not answer, the Toshiba VP System responds: *"Extension XXX is busy/does not answer. Please dial another extension number, or dial zero for assistance."*
- When a Custom Error Prompt mailbox is assigned to a first digit, the greeting is played for all non-existent (not entered in the USER Table) extension with that first digit. This means that extensions not defined in the USER Table cannot be called through the Toshiba VP System if a Custom Error Prompt mailbox is assigned to that first digit.
- If the phone system returns an error tone, the Toshiba VP System informs the caller the extension does not exist (or gives an alternate error message as defined in the CUSTOM PROMPT Table). When the number entered is not in the USER Table, the Toshiba VP System uses PORT INFORMATION Table indices 7 and 9 to determine the number of ringbacks to count or whether to retry if busy.

25.3 HOW TO CONFIGURE THE USER TABLE

USER Table entries consist of four items of data: mailbox number, extension number, COS, and whether a security code exists. However, since in many cases the mailbox number is the same as the extension number, for convenience, only the mailbox number need be entered.

| | |
|-------------------------|--|
| Mailbox Number | Mailbox numbers must be unique. The first digit can be from 1 to 9; 0 cannot be used as a first digit. Mailbox numbers may be up to 8 digits in length. |
| Extension Number | Extension numbers may be 1 to 8 digits in length. All digits, 0 through 9 as well as "*" and "#," are valid in the extension field. (The first digit of the extension does not have to conform to the FIRSTDIGIT Table.) To allow for mailbox and extension flexibility, the Toshiba VP System does not check extension numbers for accuracy. Consequently, it is important to enter these numbers correctly. |
| COS | The COS assigned to each mailbox is indicated in the USER Table. The attributes assigned to each COS are contained in the COS Table. A COS may be assigned even if no attributes are assigned to the COS. |
| Security | The security column indicates whether a security code has been defined by the mailbox holder. It does not indicate what the security code is. The Toshiba VP System automatically reads the security status of each mailbox and adjusts this column accordingly. This column cannot be altered. If the entry in this column is "N," the default security code (System Parameter 105 — DEFAULT SECURITY CODE FOR NEW MAILBOXES) is used as the security code for the mailbox. If System Parameter 105 is set to NONE, there is no security code on the mailbox. |

No questions refer to security code when entering mailboxes in the USER Table. However, two questions in the INSTALL program pertain to default security codes.

It is possible to reset a security code by using the command:

```
:M USER S
```

If no new security code is assigned when it is reset, the default security code (System Parameter 105) is used for that mailbox.

There are two ways to enter information into the USER Table:

- Mailbox numbers match extension numbers.
- Mailbox numbers do not match extension numbers.

System Parameter 19 controls the way this information is entered — DO MAILBOX NUMBERS MATCH USER EXTENSION? The default value for parameter 19 is NO.

During INSTALL, enter all mailbox numbers that do not match the extension number, or do not have an associated extension. Then, follow the procedure described in the Using INSTALL section, to enter mailboxes whose extension numbers match.

■ Mailbox and Extension Do Not Match

The ability to have extensions which do not match mailboxes offers additional flexibility.

Enter as: MAILBOX NUMBER,EXTENSION NUMBER,COS

Examples of non-matching numbers include:

■ Simplified Dialing for Caller

Caller is instructed to dial **5** for customer service. The Toshiba VP System directs the call to a customer service group at extension 3841.

USER Table entry: 5,3841,0

In this case, the FIRSTDIGIT Table shows that the first digit "5" is one digit long. Therefore, no other mailboxes may start with "5."

 The digit translation shown in this example should not be confused with the Single Digit Menu feature. Refer to the FIRSTDIGIT Table chapter. For multiple use of single-digits, refer to the *Feature Description* manual — SINGLE DIGIT MENUS.

■ Mailbox Only – No Extension

Used for information-only announcements, guest mailboxes, company greeting mailboxes, etc. Caller enters **7 7 2 1**. The "N" in the extension column indicates there are no digits to call. If a personal greeting is ON, it plays. If a greeting is not ON, the caller hears: "Extension XXX (or a name) is unavailable." The COS affects how the call is handled from that point.

USER Table entry: 7721,N,0

■ Shared Extension – Private Mailbox

Caller enters mailbox **5 5 1**. The Toshiba VP System calls extension 300. If messaging is permitted, a message is taken when the extension is not available. It is placed in the mailbox the caller dialed.

USER Table entries: 551,300,0
552,300,0

 In the examples above, COS 0 is used as an example. Refer to the COS Table chapter for additional information about how COS affects mailboxes and extensions.

■ Mailbox and Extension Match

In many cases, mailbox and extension number are the same. The Toshiba VP System "copies" the mailbox number into the extension number field.

☐ First, must modify System Parameter 19 = YES.

Enter as: MAILBOX NUMBER, COS

■ Using INSTALL

When prompted, enter the mailbox number, extension number, and COS separated only by commas. Do not enter any spaces. Press after each line. Enter the numbers carefully to avoid errors. You can correct mistakes later by using the MODIFY command in the UPDATE program.

This is how the USER question appears during an installation:

```

2.  USER
    Enter each user's MAILBOX, EXTENSION, and COS.
    Enter as: MAILBOX,EXTENSION,COS (Mailbox or Extension=1-8 digits,COS=0-127)
    Enter "+" after COS to automatically increment MAILBOX and EXTENSION.
    Also, enter any mailboxes to be used as DISTRIBUTION LISTS.
    To add user in range, enter as: MAILBOX1-MAILBOX2,EXTENSION,COS.
    Enter empty line when done.
    ADD:
  
```

If entering a non-matching mailbox and extension number and a mailbox without an extension is encountered, enter NONE or N. For example:

100,N,0

After each mailbox is entered, a ":" (colon) is displayed indicating the next mailbox can be entered.

■ + Auto-Increment, Input Aid

Enter a "+" after the COS to automatically increment to the next sequential mailbox/extension number. The COS is not incremented. If the extension field is "N," only the Mailbox number is incremented. Auto-increment does not cross over to a new first digit. If it is attempted, the Toshiba VP System prompts:

```
SORRY. (*+*) AUTO-INCREMENT CAN'T CROSS FIRSTDIGIT BOUNDARY.
```

For example, to enter a sequential range of mailbox numbers, enter the mailbox, extension, COS, and "+." The next line displays the mailbox and COS, copied from the previous range, increasing the number by one. To continue increasing, type a "+" after

the COS. Press **Enter** to go to the next mailbox. To stop incrementing the numbers, do not enter the "+," just press **Enter**. The next line will have no information in it, and the next mailbox may be entered.

If mailbox and extension numbers do not match, be sure the extension number is supposed to be incremented, as well as the mailbox number. If not, do not use Auto-Increment.

This example shows how to enter mailbox information using Auto-Increment. The bold characters are what was entered.

```
:500,501,0+
:501,502,0+
:502,503,0
:700,N,1
:800,N,5
```

■ Adding Mailboxes in Ranges, Input Aid

To add mailboxes in ranges, enter the first and last mailbox numbers, the first extension number, and common COS. The mailbox and extension numbers are incremented by one, and the COS remains the same for all entries.

This example shows how to enter mailbox information in ranges.

```
:500-599,600,0
```

For this example, mailboxes 500 through 599, with corresponding extension numbers 600-699, each with COS 0, are added to the USER Table.

- ☞ Mailbox and extension numbers **cannot** cross a first digit boundary. Auto-increment cannot be used when adding in ranges.

■ Alternating Between Non-matching and Matching Numbers

During INSTALL or UPDATE, the format for USER Table entries can be changed. For example, first enter all mailboxes where the extension numbers do not match. Then, change the format and enter mailboxes where both match.

To change the format for USER Table entries, modify System Parameter 19 — DO YOU WISH USER'S MAILBOX NUMBERS TO MATCH THEIR EXTENSION NUMBER? System Parameter 19 determines whether the Toshiba VP System asks for both the mailbox and extension numbers or just the mailbox number. If "NO" was answered during INSTALL (the default), the Toshiba VP System requests both mailbox and extension number. If "YES" was answered, non-matching mailboxes (such as company greeting mailboxes) may not be entered until UPDATE. It may be more convenient in either case to change this System Parameter and continue entering mailboxes.

To change from non-matching to matching (or vice-versa) while in the INSTALL program, enter the UPDATE program by typing a dot (.) followed by the MODIFY command (M) and table name (System Parameter). Change System Parameter 19, which defines how mailbox information is entered. The following illustrates how. The bold-faced characters represent what you enter.

```

.555,4955,0+
.556,4956,0
:700,N,1
:800,N,5
..M SYS
Enter system parameter index.
MOD:19

Do you wish USER'S MAILBOX NUMBERS to match their
EXTENSION NUMBER? (Y/N, empty line = N)
MOD:Y

2. USER
.500,0+
.501,0+
.502,0

```

Press **Enter** at the colon when finished entering mailboxes into the USER Table. INSTALL goes to the next question.

If you press return before finishing, the Toshiba VP System asks if you want to exit the USER Table. Simply respond "NO" to return to the USER Table. Mailboxes may also be added later using UPDATE.

■ Using UPDATE

From UPDATE you can:

- LIST one or all mailboxes in sorted order
- ADD or DELETE a mailbox
- MODIFY a mailbox, extension, or COS
- MODIFY to reset a mailbox security code

Auto Increment (+) can be used during UPDATE. You can also alternate between entering matching and non-matching mailbox entries by modifying System Parameter 19 at any "." prompt.

Adding mailboxes in ranges can also be used during UPDATE.

LIST

Listing USER Table

```

.L USER
USER Table:
MAILBOX      EXTENSION    COS      SECURITY
555          4955         0        Y
558          4958         0        Y
EM700        1            1        Y
DL800        5            5        Y
500          500          0        Y
501          501          0        Y
502          502          0        N
Currently 7 out of 500 USER MAILBOXES are used.

```

 USER Table is listed in sorted order.

The end of the listing displays the number of mailboxes used and number available out of the maximum amount.

For the mailbox associated with an extension number

```

.L USER E
Enter EXTENSION NUMBER.
LST:4956
USERS Table:
MAILBOX      EXTENSION    COS      SECURITY
558          4958         0        Y

```

For a particular mailbox

```

.L USER M
Enter MAILBOX NUMBER.
LST:556
USERS Table:
MAILBOX      EXTENSION    COS      SECURITY
558          4958         0        Y

```

For a sorted listing of all mailboxes beginning with certain leading digits

```

.L USER M
Enter MAILBOX NUMBER.
LST:5
USERS Table:
MAILBOX      EXTENSION    COS      SECURITY
500          500          0        Y
501          501          0        Y
502          502          0        N
503          503          0        Y
504          504          0        Y

```

For a listing of all mailboxes with a specific COS

```

.L USER C
Enter COS NUMBER.
LST:1
USERS TABLE:
MAILBOX      EXTENSION    COS      SECURITY
400          400          1        Y
401          401          1        Y
410          410          1        Y
412          412          1        Y
413          413          1        Y

```

ADD**Adding a mailbox**

This example assumes that System Parameter 19 — DO YOU WISH MAILBOX NUMBER TO MATCH THEIR EXTENSION NUMBER? — is set to "N." If it is set to "Y," the question does not ask for the Extension number.

When adding mailboxes in ranges, the mailbox numbers cannot cross first digit boundary.

```
A USER ?
Enter each user's MAILBOX, EXTENSION and COS. Enter
as:
MAILBOX,EXTENSION,COS(Mailbox or Extension=1-8
digits,
COS=0-127)
Enter "+" after COS to automatically increment
MAILBOX and EXTENSION.
Also, enter any mailboxes to be used as
DISTRIBUTION LISTS.
To add user in range, enter as:
MAILBOX1 MAILBOX2,EXTENSION,COS.
Enter empty line when done.
ADD:505,505,8
ADD:
```

MODIFY**Modifying a mailbox**

Use the MODIFY command to alter all mailbox information or just the COS. When you modify mailbox information, it does not affect messages in the mailbox. You can even modify one mailbox number to another. All of the messages (greeting, security code, etc.) from the original mailbox can transfer to the new mailbox.

When mailbox and extension numbers match

```
.M USER
Enter current MAILBOX number.
:500
Enter each user's MAILBOX and COS. Enter as:
MAILBOX,COS (Mailbox=1-8 digits, COS=0-127)
User's EXTENSION will be set to match MAILBOX.
MOD:500,8
```

When mailbox and extension numbers do not match

```
.M USER
Enter current MAILBOX number.
:555
Enter each user's MAILBOX,EXTENSION and COS.Enter
as:
MAILBOX,EXTENSION,COS (Mailbox or Extension=1-8
digits,COS=0-127)
MOD:555,4981,8
```

Modifying only the COS of a mailbox

```
.M USER COS
Enter MAILBOX number whose COS you wish to change.
:555
Enter new COS.
MOD:9
```

Modifying a security code

The MODIFY command is also used to reset a mailbox security code.

A mailbox security code is known only to the person who created it and anyone they tell it to. You cannot discover the security code from the terminal. If the code is forgotten or the employee leaves the company without deleting it, use modify to reset the security code. No messages are lost.

```
.M USER'S
Enter user's MAILBOX number.
:502
CONFIRM: Reset SECURITY CODE for MAILBOX 502?
(Y/N, empty line=N)
:Y
SECURITY CODE has been RESET
```

If N is entered, the security code is not reset and the security code remains on the mailbox.

If Y is entered, the security code is reset, as follows:

- If a default security code is defined in System Parameter 105 — DEFAULT SECURITY CODE FOR NEW MAILBOXES, the mailbox security code is reset to the default security code until another is created through the mailbox Options feature.
- If a default is not defined, a security code is not on the mailbox until one is created by the mailbox holder.

DELETE

Deleting a mailbox

A mailbox cannot be deleted if it exists in any INFORMATION Table, or is a pilot number of a Distribution List.

When deleting mailboxes in ranges, the mailbox numbers cannot cross first digit boundary.

```
.D USER ?
Enter MAILBOX number to be deleted.
To delete in range, enter as: MAILBOX1-MAILBOX2.
Enter empty line when done.
DEL:531
DEL:
```

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