



SAMSUNG TELECOMS (UK) LTD

CADENCE

General Description

Manual

Version 1



SAMSUNG TELECOMS (UK) LTD

Publication Information

Samsung Telecoms reserves the right without prior notice to revise information in this publication for any reason.

Samsung Telecoms also reserves the right without prior notice to make changes in design or components of equipment as engineering and manufacturing may warrant.

**Copyright 2000
Samsung Telecoms (UK) Ltd**

All rights reserved. No part of this manual may be reproduced in any form or by any means - graphic, electronic or mechanical, including recording, taping, photocopying or information retrieval systems - without express written permission of the publisher of this material.

Part Number 13159

Version 1.0

Contents

General Description

| Part | Description |
|-------------|--|
| 1 | System Overview |
| 1.1 | General Description_____4 |
| 1.2 | System Integration_____5 |
| 1.3 | General Specification_____6 |
| 1.4 | Power Requirements_____6 |
| 1.5 | Database Backup and Restore (CMU)_____6 |
| 2 | Hardware Descriptions |
| 2.1 | CADENCE Motherboard (SBC)_____7 |
| 2.2 | CADENCE Hard Disk Drive_____7 |
| 2.3 | CADENCE 4 Channel Voice Processing Module____7 |
| 3 | Features |
| 3.1 | General Features_____8 |
| 3.2 | Auto Attendant Features_____11 |
| 3.3 | Voice Mail Features_____13 |
| 3.4 | Administration Features_____19 |
| 3.5 | Fax Features_____21 |

Part 1. System Overview

1.1 General Description

The CADENCE Voice Mail System is a digitally integrated Auto Attendant, Voice Mail and Fax System on a self-contained circuit card, the CVM8A. The card comprises three main components, the single board computer (SBC or motherboard), one 2.5" hard disk drive (HDD) and one or more voice processing modules. The card is generally referred to as the CADENCE card.

CADENCE Card (CVM8A) (picture opposite)

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



Auto Attendant

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

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

Voice/Fax Mail

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

Voice Mail also allows you to:

- a) Access a mailbox on the system (with password security) to retrieve private messages or faxes.
- b) Manage the contents of a mailbox.
- c) Send a message to a group of other mailboxes.

- d) Be notified in several different ways when a new message has been received in your mailbox.

Fax On Demand

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

Any one channel at a time on each Voice Processing Module can be used for fax record or playback. This means that a DCS or Compact II can have up to 2 channels of fax.

Programming

CADENCE can be programmed in one of two ways; each can be accomplished on site or remotely.

DTMF

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

PC Interface

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

1.2 System Integration

The CADENCE can be installed on the DCS or Compact II.

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

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

1.3 General Specification

| Feature | DCS and Compact II |
|--------------------------------|--------------------|
| Number of channels | 4 or 8 |
| Voice message capacity | Approx. 100 hours |
| Number of user mailboxes | Up to 1000 |
| Number of group mailboxes | Up to 1000 |
| Number of cascade mailboxes | Up to 1000 |
| Number of audiotext mailboxes | Up to 1000 |
| Number of messages per mailbox | Up to 255 |
| Number of fax channels | 1 or 2 |

1.4 Power Requirements

See the individual phone system documentation for details.

1.5 Database Backup and Restore (CMU)

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

CMU provides the following utilities:

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

Part 2. Hardware Descriptions

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

2.1 CADENCE Motherboard (SBC)

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

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

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

2.2 CADENCE Hard Disk Drive

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

2.3 CADENCE 4 Channel Voice Processing Module

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

The CADENCE card for the DCS and Compact II can accommodate up to two of these modules (up to 8 channels including 2 channels of fax).

Part 3. Features

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

3.1 General Features

AUTOMATIC DAY / NIGHT CHANGE
AUTOMATIC MESSAGE PURGE
CALLER ID COMPATIBLE
HOLIDAY SCHEDULE
INTELLIGENT QUEUING
INTERACTIVE KEYSSET DISPLAY
INTERRUPTIBLE VOICE PROMPTS
IVR READY
MODULAR EXPANSION
MOH SUPPLY
MULTI LANGUAGE SUPPORT
RE RECORD PROMPTS
REAL TIME CLOCK
SYSTEM GREETINGS
VOICE / FAX MAILBOXES

Automatic Day / Night Change

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

Automatic Message Purge

A feature that will automatically delete old voice mail messages. The range for this setting is 0 to 254 days or unlimited. Each mailbox may have a different time limit.

This is used to prevent disk drive space from being used by old messages that users do not delete. New messages will not be purged. Any mailbox can be excluded from this automatic purge.

Caller ID Compatible

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

Holiday Schedule

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

Intelligent Queuing

CADENCE may be programmed to transfer callers to a station or group of stations. If the stations are busy CADENCE will inform the callers and place them on hold until a station becomes available. If multiple callers are waiting, they will be answered in the order they were received. While waiting the callers can be played music or recorded announcements from CADENCE. Up to 100 separate messages can be played in sequence or a message may be repeated until the call is answered. Between these announcements the caller can be told how many callers are ahead of them in the queue.

Interactive Keypad Display

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

Interruptible Voice Prompts

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

IVR Ready

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

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

Modular Expansion

CADENCE comes equipped with 4 channels. It is expanded in four channel increments. The DCS and Compact II CADENCE can be expanded up to eight channels.

MOH Supply

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

Multilanguage Support

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

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

Re Record Prompts

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

Real-Time Clock

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

System Greetings

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

System Reports

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

Voice / Fax Mailboxes

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

3.2 Auto Attendant Features

CALL TRANSFER
 BLIND / NON SUPERVISED
 BUSY OVERRIDE
 CALL QUEUING
 CALL SCREENING
 DAY TRANSFER ONLY
 FOLLOW ME
 NOTIFY BEFORE CONNECT
 SUPERVISED
DIAL BY NAME
EXTENSION NUMBER CONFIRMATION
GREETINGS BY TRUNK NUMBER
OPERATOR TRANSFER
PARK AND PAGE
SINGLE DIGIT DIALLING

Call Transfer

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

Blind / Non Supervised

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

Busy Override

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

Call Queuing

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

Call Screening

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

Day Transfer Only

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

Follow Me

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

Notify Before Connect

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

Supervised

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

Dial By Name

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

Extension Name Confirmation

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

Extension Number Confirmation

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

Greetings by Trunk Number

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

Operator Transfer

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

Park and Page

Callers reaching an unavailable party may be given the option of holding while CADENCE pages the party. The paged party can then simply dial a code from any station to be connected with the caller. This option is programmable for each mailbox. Each mailbox is associated with a particular internal or external page zone. This feature cannot be

used with answer machine emulation. This feature will only work for new incoming calls answered by the auto attendant.

Single Digit Dialling

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

3.3 Voice Mail Features

ANSWER MACHINE EMULATION
AUDIOTEXT
AUTO FORWARD
AUTOMATIC CONVERSATION RECORD
AUTOMATIC GREETING CHANGE
AUTOMATIC LOG IN TO MAILBOX
CALL FORWARD TO VOICE MAIL
CALL RECORD
CALLER REROUTE
DATE AND TIME STAMP
DIRECT MESSAGING
GROUP MAILBOXES
BROADCAST GROUP
DISPATCH GROUP
RETRIEVAL GROUP
INDIVIDUAL MAILBOX GREETINGS
INDIVIDUAL PASSWORD SECURITY
MESSAGE COUNTER
MESSAGE HANDLING
CALL RETURN
DELETE
DELIVERY CONFIRMATION
FAST FORWARD
FORWARD
MESSAGE SKIP
PAUSE
REPLAY
REPLY
REWIND
SEND
TIME AND DATE
UNDELETE
VOLUME CONTROL
MESSAGE LENGTH
MESSAGE NOTIFICATION
BEEPER NOTIFICATION
CASCADE NOTIFICATION
MESSAGE WAITING LIGHT
OUTBOUND MESSAGE NOTIFICATION
URGENT MESSAGE NOTIFICATION
MESSAGE PURGING
MESSAGE SENDING
APPEND TO MESSAGE
FUTURE DELIVERY
PRIVATE MESSAGES
URGENT MESSAGES
ORDER OF MESSAGE PLAY (LIFO, FIFO)
PERSONAL OPERATOR
QUESTION AND ANSWER BOX
SELF MEMO
WAKE UP

Answer Machine Emulation

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

Audiotext

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

Auto Forward

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

Automatic Conversation Record

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

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

Automatic Greeting Change

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

Automatic Log in to Mailbox

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

Call Forward to Voice Mail

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

Call Record

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

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

Caller Reroute

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

Date and Time Stamp

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

Direct Messaging

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

Group Mailboxes

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

Broadcast Group

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

Dispatch Group

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

Retrieval Group

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

Individual Mailbox Greetings

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

Individual Password Security

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

Message Counter

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

Message Handling

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

Call Return

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

Delete

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

Delivery Confirmation

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

Fast Forward

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

Forward

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

Message Skip

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

Pause

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

Replay

Replays the current message again from the beginning.

Reply

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

Rewind

Rewinds the message 10 seconds. This duration is programmable.

Send

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

Time and Date

Plays the date and time when the message was left.

Undelete

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

Volume Control

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

Message Length

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

Message Notification

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

Beeper Notification

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

Cascade Notification

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

Message Waiting Light

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

Outbound Message Notification

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

Urgent Message Notification

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

Message Purging

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

Message Sending

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

Append to Message

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

Future Delivery

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

Private Messages

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

Urgent Messages

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

Order of Message Play (LIFO, FIFO)

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

Personal Operator

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

Question and Answer Box

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

Self Memo

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

Wake Up

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

3.4 Administration Features

- ACTIVITY LOGGING
- ADMINISTRATION MAILBOX
- AUTOMATIC MAINTENANCE UTILITY
- AUTOMATIC SETUP
- DATABASE BACKUP
- DISK ALARM
- EASY MAILBOX DUPLICATION
- MAILBOX PROGRAMMING
- MULTILEVEL SECURITY CODE CONTROL
- ON-LINE ADMINISTRATION
- PRE-PROGRAMMED DEFAULT SETTINGS
- PROGRAMMABLE MBX # LENGTH
- PROGRAMMING
 - DTMF*
 - PC PROGRAMMING*

REAL-TIME DISPLAY OF SYSTEM ACTIVITY SYSTEM REPORTS

Activity Logging

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

Administrator Mailbox

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

Automatic Maintenance Utility

Maintenance and integrity checks are periodically performed to ensure file structures and de-fragment the hard disk.

Automatic Setup

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

Database Back Up

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

Disk Alarm

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

Easy Mailbox Duplication

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

Mailbox Programming

Allows or limits the available system features for each mailbox.

Multilevel Security Code Control

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

On-Line Administration

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

Pre-Programmed Default Settings

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

Programmable MBX # Length

Mailboxes can be two or three digits in length.

Programming

Administration is accomplished in one of two ways:

DTMF

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

PC Programming

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

Real-Time Display of System Activity

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

System Reports

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

3.5 Fax Features

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

Broadcast Fax

A fax can be broadcast to a group of fax mailboxes for easy distribution, or a list of up to 10 external fax machines.

Cover Document

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

Fax ID

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

Fax Mail

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

Fax On Demand

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

Fax Only Mailbox

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

Fax Tone Recognition

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

Fax and Voice Mailbox

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

International Dialling Block

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

Optional Cover Page

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

Same Call and Fax Back Transmissions

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

Set Number of Documents Per Call

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

Time and Date Stamp

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

Voice Comments

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

Samsung Telecoms (U.K.) Ltd, Brookside Business Park, Greengate, Middleton,
Manchester M24 1GS
Telephone 0161 655 1100 Fax 0161 6551166