

SAMSUNG CADENCE

SYSTEM ADMINISTRATION GUIDE



TELECOMS



SAMSUNG TELECOMS (UK) LTD

Publication Information

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Part Number 13158

Version 1.0

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Part 1. Introduction

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

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

The operation of CADENCE is divided into three functional parts:

The Caller

The Mailbox Owner

The System Administrator

1.1 The Caller

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

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

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

1.2 The Mailbox Owner

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

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

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

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

1.3 The System Administrator

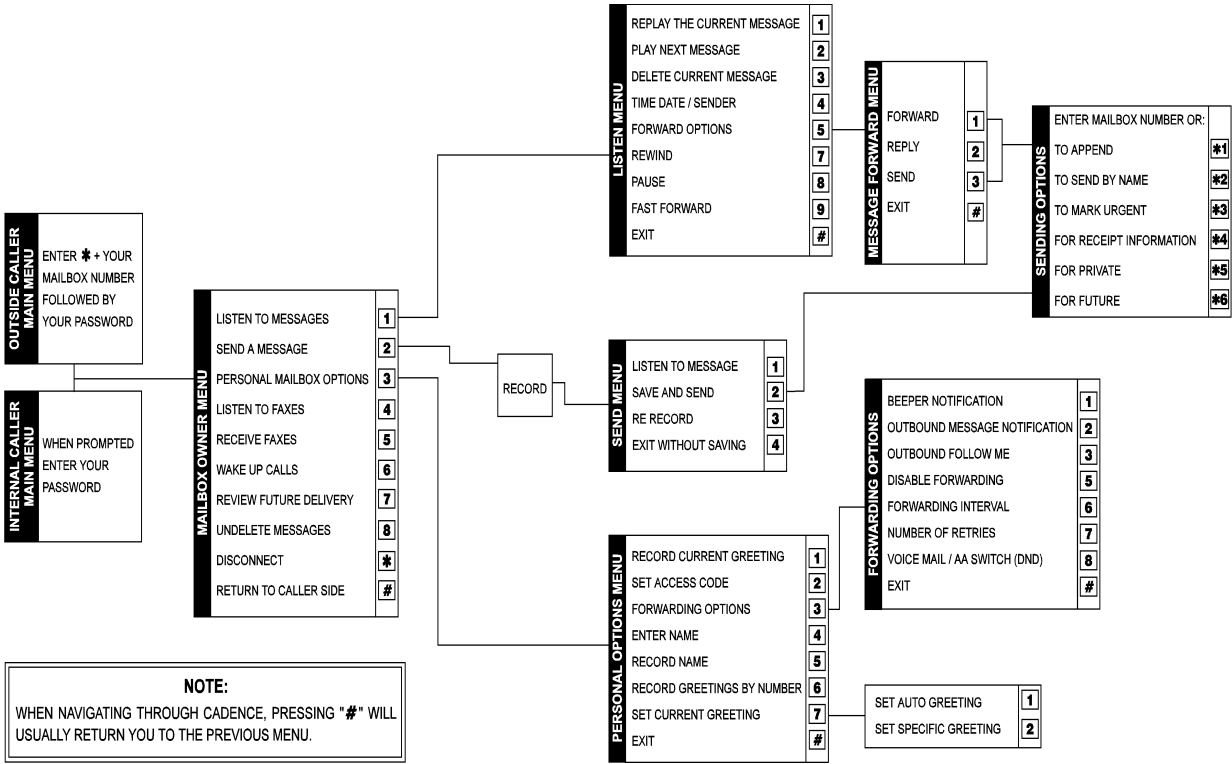
The ***system administrator*** is the person in charge of the regular maintenance and administration of the system.

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

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

CADENCE

Mailbox Owner Functions Flow Diagram



Part 2. System Greetings

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

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

These four parts are called:

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

System greetings do not have to use all four parts.

2.1 Default Greetings

System Mode	System Greeting Mode	Prompt No.	Message Default
Day Mode	Welcome Main Menu 1	01	"Welcome to CADENCE"
		04	"If you have a touch-tone telephone and know your party's extension number, please enter the extension number now. If you don't know the extension number, but you know the name of the person you're trying to reach, please press 2"
	Single Digit Main Menu 2	05	None
		06	"To speak with an operator you may press 0 or stay on the line"
Night Mode	Welcome Main Menu 1	02	"Welcome to CADENCE. Our normal business hours are 9am to 5pm Monday through Friday"
		04	"If you have a touch-tone telephone and know your party's extension number, please enter the extension number now. If you don't know the extension number, but you know the name of the person you're trying to reach, please press 2"
	Single Digit Main Menu 2	05	None
		06	"To speak with an operator you may press 0 or stay on the line"
Special Mode	Welcome Main Menu 1	03	"Welcome to CADENCE"
		04	"If you have a touch-tone telephone and know your party's extension number, please enter the extension number now. If you don't know the extension number, but you know the name of the person you're trying to reach, please press 2"
	Single Digit Main Menu 2	05	None
		06	"To speak with an operator you may press 0 or stay on the line"

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

2.2 Custom Greetings

The following is an example of multiple part system greetings.

For night you could record "Welcome to Samsung Telecommunications, our business hours are from 9 a.m. to 5:30 p.m.", and for lunch "Welcome to Samsung Telecommunications, we are closed for lunch between 12 p.m. and 1 p.m.". To complete the lunch greeting you would also record a single digit menu recording to say "for emergency technical support press 7".

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

To complete this example we need to set up the single digit menu to match the greetings (see sections 3.3.21 and 3.3.22).

The system would now greet the caller at night with: "Welcome to Samsung Telecommunications, our business hours are 9 a.m. to 5:30 p.m. If you know your party's extension you may dial it now. For the company directory dial 192".

During lunch the system would greet the callers with: "Welcome to Samsung Telecommunications, from 12 p.m. to 1 p.m. we are closed for lunch. If you know your party's extension you may dial it now. For the company directory dial 192. For emergency technical support press 7".

2.3 Recording the Greetings

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

From the Administration Main Menu select option 2 – Record System Greetings. You will be presented with options to record each part of the System Greeting. Simply follow the prompts:

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

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

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

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

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

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

Press **[#]** to Exit.

Part 3. System Administration

From the Administration Main Menu, programming is accomplished using DTMF commands.

3.1 Accessing the Administrator Mailbox

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

The Administration Main Menu can only be accessed through the mailbox number that is reserved for the system administrator. The administration mailbox number is 999.

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

- 1 Call CADENCE from any touch-tone phone.
- 2 Press [*] at the CADENCE welcome message.
- 3 When asked for a mailbox number, enter 999.
- 4 When asked for the access code, enter 9876 (default).
- 5 Enter 9 when the Mailbox Owner's Main Menu is played. (This option will not be offered when the Mailbox Main Menu is played, but it can be selected.)
- 6 The Administration Main Menu will play.

The Administration Main Menu offers the system administrator these choices:

- 1 OPERATION AND CONFIGURATION. A commonly accessed area where all system-wide programming is accomplished.
- 2 SYSTEM GREETING RECORDING. An important area where system greetings are recorded. These will be different for each customer. A full understanding of the four parts of a main greeting is important before accessing this area. See Part 2, System Greetings.
- 3 ADVANCED SWITCH SETTINGS. A password protected area normally only used by an experienced technician.
- 4 MAILBOX ADMINISTRATION. A commonly accessed area where all mailbox programming is accomplished.
- 5 RECORD DEFAULT SYSTEM PROMPTS. This is used to re-record any system prompt. This is not normally needed as all system prompts are created in a default system.
- 6 PLAY BACK DEFAULT SYSTEM PROMPTS. This is a reference tool for checking system prompts.

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

After successfully accessing the desired area from the Administration Main Menu, you will be asked to enter an option code.

3.2 Mailbox Programming

The system administrator assigns mailboxes. Each mailbox is a private “answering machine” that allows the mailbox owner to receive, retrieve and send voice messages. For complete details, refer to the Mailbox Owner’s User Guide.

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

- Step 1: Access the Administration Main Menu and select [4] for mailbox programming.
- Step 2: Select the mailbox to program.
- Step 3: After entering the mailbox number, program whatever options are required (see the following sections 3.2.1 - 3.2.19).

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

- 1** Hear the current value
- 2** Enter a new value
- 3** Hear the range of values
- 4** Save and exit programming

3.2.1 Activating a Mailbox

- Up to 1000 mailboxes can be activated on the CADENCE system.
 - This selection will activate or cancel a mailbox.
 - The cancel option must be used with care, since it will delete all mailbox attributes and any associated messages left in this mailbox.
- 1** Dial option code 1400.
 - 2** The current value will be played.
 - 3** To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4** Press 2 to enter new value.
 - 5** Press 1 for Yes (Active) or 2 for No (cancelled).
 - 6** The value you entered is played back to you.
 - 7** If this is correct press 1, to re-enter it press 2, to exit without saving press 3.

- 8 If the entered value is correct press 1.
- 9 Press # to exit or hang up.

3.2.2 Assigning an Extension

- Each mailbox will usually have an associated extension number. This number will usually be the same as the mailbox number but it does not have to be.
- 1 Dial option code 1401.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Enter an extension number.
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.
 - 9 Press # to exit or hang up.

3.2.3 Assigning Access Codes (Passcodes)

- A new access code may be assigned to a mailbox by the mailbox owner or the system administrator.
 - An access code that is set by the administrator has precedence over an access code set by a mailbox owner. The system administrator can change the access code of any mailbox, at any time.
 - An access code can be up to eight digits long. The maximum length if programmed via DTMF is four digits. The default access code for all mailboxes is 9876.
- 1 Dial option code 1402.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Enter the access code (passcode) for the mailbox.
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.

- 9 Press # to exit or hang up.

3.2.4 Allow Outbound Dialling

- This is achieved by using option 1424.
 - Using this function the system administrator can activate or block outside forwarding functions for each mailbox that this option allows. Outside forwarding functions include:
 - Outbound message notification
 - Outbound call forwarding ("Follow Me")
 - Beeper notification
 - Note: If you do not activate this option, outbound dialling will remain blocked by default.
- 1 Dial option code 1424.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Press 1 for Yes (Allowed) or 2 for No (Not allowed).
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.
 - 9 Press # to exit or hang up.

3.2.5 Day Transfer Only

- When this option is set to Yes, calls will be transferred to the physical extension number only during the system's daytime operation mode. During night ("out of hours") operation, calls will be transferred directly into the voice mailbox.
- 1 Dial option code 1453.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Press 1 for Yes (active) or 2 for No (cancelled).
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.

- 8 If the entered value is correct press 1.
- 9 Press # to exit or hang up.

3.2.6 Notify Before Connect

- When this option is set to Yes, the system will let the mailbox owner know what voice mailbox was dialed before connecting the call. This option may be used to assign more than one voice mailbox to a single extension. For example, an extension can be assigned with one mailbox for sales calls, and another for personal calls. Each time a phone call is received at that extension, CADENCE will announce the mailbox the call is for prior to connecting the call. This option is only valid in a CADENCE supervised call transfer.
- 1 Dial option code 1454.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Press 1 for Yes (active) or 2 for No (cancelled).
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.
 - 9 Press # to exit or hang up.

3.2.7 No Call Progress

- When this option is set to Yes, after hearing the voice mail greeting, CADENCE will prompt callers to record their message instead of playing the standard menu of options.
- 1 Dial option code 1455.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Press 1 for Yes (active) or 2 for No (cancelled).
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.

- 9 Press # to exit or hang up.

3.2.8 Direct Record

- When this option is set to Yes, after hearing the voice mail greeting, CADENCE will prompt callers to record their message instead of playing the standard menu of options.
- 1 Dial option code 1456.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Press 1 for Yes (active) or 2 for No (cancelled).
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.
 - 9 Press # to exit or hang up.

3.2.9 Speakerphone Announce

- When this feature is activated, the CADENCE will announce the call: "To accept the call, press 1. To reject the call, press # and hang up". After the announcement, the recipient can enter [1] to accept the call, or # to reject it. If the call is rejected it will go to the programmed destination. This option is only valid in a CADENCE supervised call transfer.
- 1 Dial option code 1458.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Press 1 for Yes (active) or 2 for No (cancelled).
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.
 - 9 Press # to exit or hang up.

3.2.10 Voice Mail Only

- When this feature is set to Yes, this mailbox will have voice mail functionality only; no calls will be transferred for this mailbox. The message notification options will function normally in this mode.
- 1 Dial option code 1459.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Press 1 for Yes (active) or 2 for No (cancelled).
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.
 - 9 Press # to exit or hang up.

3.2.11 Allow Paging (Optional)

- This feature allows callers to page a person through the DCS paging system if the mailbox owner was unavailable at their extension. If, after CADENCE plays the message "Press 1 to leave a message, 2 for another extension, or 3 to page", the caller enters [3] the system will say "One moment please" and attempt to page the mailbox owner. If the mailbox owner does not respond, the caller is again given the greeting message, but can no longer press [3] to page (to prevent multiple paging). This feature cannot be used with Answer Machine Emulation.
- 1 Dial option code 1460.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Press 1 for Yes (active) or 2 for No (cancelled).
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.
 - 9 Press # to exit or hang up.

3.2.12 Allow Paging (Always)

- This feature allows callers to page a person through the DCS paging system. The call will not be transferred to the associated station, and the caller will not be given the choice to page or not. This is useful if certain people have mailboxes but no phone. This feature cannot be used with Answer Machine Emulation.
- 1 Dial option code 1461.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Press 1 for Yes (active) or 2 for No (cancelled).
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.
 - 9 Press # to exit or hang up.

3.2.13 Urgent

- When this feature is set to Yes, callers will be given an option after leaving a message to mark the message urgent. Marking messages as urgent causes the system to play urgent messages first.
 - Also, if the mailbox owner has outbound or beeper notification activated, it will perform notification **only** if urgent messages have been left.
- 1 Dial option code 1462.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Press 1 for Yes (active) or 2 for No (not active).
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.
 - 9 Press # to exit or hang up.

3.2.14 Alternate Message Notification

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

- 1 Dial option code 1463.
- 2 The current value will be played.
- 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
- 4 Press 2 to enter new value.
- 5 Press 1 for Yes (Active) or 2 for No (cancelled).
- 6 The value you entered is played back to you.
- 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
- 8 If the entered value is correct press 1.
- 9 Press # to exit or hang up.

3.2.15 Call Screening

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

- 1 Dial option code 1465.
- 2 The current value will be played.
- 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
- 4 Press 2 to enter new value.
- 5 Press 1 for Yes (active) or 2 for No (cancelled).
- 6 The value you entered is played back to you.
- 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
- 8 If the entered value is correct press 1.
- 9 Press # to exit or hang up.

3.2.16 Set Recording Time

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

- 1 Dial option code 1404.
- 2 The current value will be played.
- 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
- 4 Press 2 to enter new value.
- 5 Enter the new recording length time.
- 6 The value you entered is played back to you.
- 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
- 8 If the entered value is correct press 1.
- 9 Press # to exit or hang up.

3.2.17 Set Message Limit

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

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

- 1 Dial option code 1403.
- 2 The current value will be played.
- 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
- 4 Press 2 to enter new value.
- 5 Enter the number of messages allowed for this mailbox.
- 6 The value you entered is played back to you.
- 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
- 8 If the entered value is correct press 1.
- 9 Press # to exit or hang up.

3.2.18 Set Message Purge Time

- This parameter sets the maximum length of time (in days) for messages to be stored in their mailboxes. The default setting is 255 (unlimited) no message purge.
- 1 Dial option code 1405.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Enter the purge time in days.
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.
 - 9 Press # to exit or hang up.

3.2.19 Set Rings at Extension

- This parameter determines the number of rings CADENCE should wait before transferring callers to the extension's voice mailbox.
 - The factory default setting is 4 rings. This option is only valid in a CADENCE supervised call transfer.
- 1 Dial option code 1406.
 - 2 The current value will be played.
 - 3 To hear the current value press 1, to enter a new value press 2, to hear the range of valid values press 3.
 - 4 Press 2 to enter new value.
 - 5 Enter the number of rings.
 - 6 The value you entered is played back to you.
 - 7 If this is correct press 1, to re-enter it press 2, to exit without saving press 3.
 - 8 If the entered value is correct press 1.
 - 9 Press # to exit or hang up.

3.3 System Programming

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

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

- 3.3.1 Announce Only Mailbox
- 3.3.2 Automatic Call Record
- 3.3.3 Beeper Notification
- 3.3.4 Broadcasting Messages
- 3.3.5 Cascade Notification
- 3.3.6 Customised MOH
- 3.3.7 Dial By Name (Directory)
- 3.3.8 Holiday Setup
- 3.3.9 Intelligent Queuing
- 3.3.10 Message Forwarding
- 3.3.11 Operator Mailbox
- 3.3.12 Outbound Follow Me
- 3.3.13 Park and Page
- 3.3.14 Per Mailbox Operator
- 3.3.15 Question and Answer
- 3.3.16 Queuing Callers to a Station
- 3.3.17 Recording Auto Attendant Greetings
- 3.3.18 Retrieval Group
- 3.3.19 Set Business Hours
- 3.3.20 Set Day/Night Mode
- 3.3.21 Single Digit Dialling
- 3.3.22 Single Digit Menu
- 3.3.23 Fax On Demand Setup
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- 3.3.25 Fax Broadcast
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3.3.1 Announce Only Mailbox

■ Example

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

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

■ Step By Step Instructions

Create a New Mailbox to be used for Announcement Only

- 1** Go to the Administration Main Menu.
- 2** Select mailbox 111.
- 3** If the mailbox is not currently active, use option code 1400 to activate it.
- 4** Select option code 1400 and make the extension number 'none' by entering #. Normally setting no extension number would prevent auto

attendant transfers to the mailbox, but setting voice mail only (step 6) will override this.

Set the Mailbox to Play Announcements Only

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

Record the Mailbox Greeting

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

3.3.2 Automatic Call Record

■ Example

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

■ Notes

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

■ Step By Step Instructions

- 1** DCS programming: access MMC 752 (Auto Record).
- 2** Select station 203.
- 3** Select mailbox 257 for the recordings.
- 4** Assign a specific channel. This channel will be reserved for this station's conversation recording.
- 5** Select the type of call to record, incoming, outgoing or both.
- 6** DCS programming: access MMC 501 and change the tone interval timer, if required, using option CRD TONE INT TM. (To disable this option, set to 000.)

3.3.3 Beeper Notification

■ Example

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

■ Notes

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

■ Step By Step Instructions

Configure the Mailbox to Perform Beeper Notification

- 1 Go to the Administration Main Menu.
- 2 Select mailbox 210.
- 3 If the mailbox is not currently active, use option code 1400 to activate it.
- 4 Select option code 1424 and to allow outbound forwarding.
- 5 Select option code 1425 and select beeper.
- 6 Select option code 1426 and program the beeper number.
- 7 At this point, the mailbox is configured to notify the mailbox owner on all messages. To configure the mailbox to perform beeper notification on urgent messages only, select option code 1462 and select 1 to allow urgent messages.

3.3.4 Broadcasting Messages

■ Example

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

NOTE: If you would like CADENCE to transfer the incoming call (for 280) to the other extensions in the group, and then if there is no answer to take a message, set option code 1492 to 1 or 2.

■ Step By Step Instructions

Set a Mailbox as a Group Mailbox

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

Configure the Mailbox as a Broadcast Group

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

Enter the Group Members

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

3.3.5 Cascade Notification

■ Example

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

■ Notes

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

■ Step By Step Instructions

Configure a Dispatch Group Mailbox

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

Select Dispatch for the Group Setup of the Mailbox that was Created

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

Enter the Group Members

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

Configure the Individual Mailboxes to Perform Beeper Notification

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

- 8 Go to the Administration Main Menu.
- 9 Select mailbox 210.
- 10 If the mailbox is not currently active, use option code 1400 to activate it.
- 11 Select option code 1424 to allow outbound forwarding.
- 12 Select option code 1425 and select beeper.

- 13** Select option code 1426 and program the beeper number.
- 14** Repeat steps 10 to 13 for mailboxes 220 and 250.

Set Notification Delay and Attempts for Each Mailbox

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

The three entries you must make for each mailbox are:

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

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

	<u>Technician 1</u>	<u>Technician 2</u>	<u>Technician 3</u>
Notify Delay	0	15	25
Number of Notifies	3	3	3
Notify Time	40	40	40

3.3.6 Customised MOH

■ Example

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

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

■ Step By Step Instructions

Record the On Hold Announcement

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

Program the DCS

- 4** In MMC 756 assign a specific channel for the prompt number specified in step 2.
- 5** In MMC 408 assign each trunk to use the MOH associated with the channel specified in step 4.

3.3.7 Dial By Name (Directory)

■ Example

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

■ Step By Step Instructions

Set the Mailbox Number to be used as the Directory Mailbox

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

Set How the System will Search for the Names

(i.e. by first name, last name, etc.)

- 5 Select option code 1246 and set the name search method.
 - 0 General Prompts the caller to enter up to the first three letters of the first or last name of the person they are trying to reach.
 - 1 First Prompts the caller to enter up to the first three letters of the first name of the person they are trying to reach.
 - 2 Last Prompts the caller to enter up to the first three letters of the last name of the person they are trying to reach.

Record and Enter the Name for Each Mailbox Owner

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

3.3.8 Holiday Setup

■ Example

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

■ Notes

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

■ Step By Step Instructions

Set Up the Holiday

- 1 Go to the Administration Main Menu and select option 1 for operation and configuration.
- 2 Select an option from 1370 to 1385 and select a holiday number to edit (or add).
- 3 Select option 1336 and select day based.
- 4 Select option 1337 and enter 04 for the day of the month.
- 5 Select option 1338 and select 06 for July.

Define the Parts of the System Greeting

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

Record the System Greeting

- 7 Go to the Administration Main Menu and select option 4 for recording holiday greeting.
- 8 Record the four parts of the holiday greeting.

3.3.9 Intelligent Queuing

■ Example

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

■ Notes

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

■ Step By Step Instructions

Set a Mailbox as a Group Mailbox

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

Select Call Distribution Method

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

Enter The Group Members

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

Set the Group Members' Mailboxes to Perform Supervised Transfers by Disabling No Call Progress

- 9 Go to the Administration Main Menu.
- 10 Select mailbox 210.
- 11 Select option code 1455 and turn ON call progress (i.e. set to NO)
- 12 Repeat steps 9, 10 and 11 for the other members of the group.

Remove All Call Forwarding From the Group Members' Telephones

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

3.3.10 Message Forwarding

■ Example

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

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

■ Step By Step Instructions**Set the Mailbox to Which Messages will be Forwarded**

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

Set the Number of Days to Wait Before Forwarding New Messages

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

3.3.11 Operator Mailbox

■ Example

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

■ Step By Step Instructions

Configure the Greeting Numbers in the Operations Screen

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

3.3.12 Outbound Follow Me

■ Example

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

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

■ Step By Step Instructions

Configure the Mailbox to Perform Beeper Notification

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

3.3.13 Park and Page

■ Example

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

■ Notes

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

■ Step By Step Instructions

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

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

3.3.14 Per Mailbox Operator

■ Example

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

■ Step By Step Instructions

- 1 Go to the Administration Main Menu.
- 2 Select mailbox 287.
- 3 If the mailbox is not currently active, use option code 1400 to activate it.
- 4 Select option code 1441 and allow personal operator.
- 5 Select option code 1442 and set the destination mailbox to 233.

3.3.15 Questions and Answers

■ Example

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

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

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

■ Step By Step Instructions

Create Audiotext/Question & Answer Mailboxes

- 1 Go to the Administration Main Menu.
- 2 Select mailbox 220 (any unused mailbox will do).
- 3 If the mailbox is not currently active, use option code 1400 to activate it.
- 4 Select option code 1486 and make this mailbox an audiotext mailbox.
- 5 Select option code 1488 and select record response.
- 6 Select option code 1545 and select the number of the mailbox to ask the next question.
- 7 Select option code 1546 and enter 200 for the number of the mailbox to store the result.
- 8 If the answer to this question is required (mandatory), enter a 1 in option code 1547.
- 9 Repeat steps 1 through 8 for the other questions.
- 10 In the last mailbox select option code 1487 and set Hang Up When Played to YES.

Record The Questions

- 11 Record all of the questions by performing the following steps:
 - Call into the CADENCE and press * + [mailbox number of the question].
 - When prompted, enter the access code. Please note that the default access code is 9876.
 - Follow the prompts to record the question.

3.3.16 Queuing Callers to a Station

■ Example

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

■ Notes

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

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

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

■ Step By Step Instructions

Set the Mailbox to Allow Hold Functionality

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

Set the Mailbox to Perform Supervised Transfers by Disabling No Call Progress

- 5 Go to the Administration Main Menu.
- 6 Select mailbox 222.
- 7 Select option code 1455 and turn ON call progress (i.e. set to NO)

Set Other Cadence Parameters Associated With Calls Holding in Queue

- 8 Select option code 1447 and set the beginning hold message.
- 9 Select option code 1448 and set the last hold message.
- 10 Select option code 1449 and set the maximum callers allowed to hold for this station.
- 11 Select option code 1450 to determine if the caller should be played their place in queue.
- 12 Select option code 1451 and set the option to hold for an extension during a no answer status. It is advisable to set this to NO.

Set Other Cadence System-Wide Parameters Associated With Calls Holding in Queue

- 13 Go to the Administration Main Menu.
- 14 Select operation / configuration.
- 15 Select option code 1222 and set the length of time CADENCE waits before retrying a busy extension.
- 16 Select option code 1221 and set the number of times CADENCE attempts to transfer the caller to a busy extension before prompting the caller with an option to continue holding.
- 17 Select option code 1220 and set the maximum number of callers allowed to hold in the system queue at the same time.

Remove Call Forwarding From the Station in the Phone Switch

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

3.3.17 Recording Auto Attendant Greetings

■ Example

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

■ Notes

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

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

Prompts 1000 – 5999 may be recorded using option 5 from the Administration Main Menu.

Prompt Number	Purpose
0–99	Auto Attendant Main Greetings
1000–4999	System Prompts
5000–5099	User Recordable Messages for MOH, but the DCS phone system can access 5000 (00) through 5099 (99) with its MOH system

■ Step By Step Instructions

- 1 Access the administrator's mailbox (mailbox 999) and at the Administration Main Menu select option 2 to record the system greetings.
- 2 Select day greetings by pressing 1.
- 3 Select welcome message by pressing 1.
- 4 Record the new welcome message.
- 5 Repeat as necessary for other greeting parts (see Part 2, section 2.1 for default greetings).

3.3.18 Retrieval Group

■ Example

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

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

■ Step By Step Instructions

Set a Mailbox as a Group Mailbox

- 1 Go to the Administration Main Menu.
- 2 Select a mailbox, for example 200.
- 3 If the mailbox is not currently active, use option code 1400 to activate it.
- 4 Select option code 1457 and make the mailbox a group mailbox.

Select Retrieval for the Group type of the Mailbox that was Created

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

Enter the Group Members

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

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

3.3.19 Set Business Hours

■ Example

ABC company wants to set up business hours to automatically change from day to night greeting. Business hours are from 9:00 a.m. to 5 p.m.

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

■ Step By Step Instructions

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

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

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

3.3.20 Set Day/Night Mode

■ Example

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

■ Notes

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

- 0 Automatic** This option activates either the day or night time mode of operation, according to the system's time and the set business hours. This option is the factory default setting.
- 1 Day Mode** When activated, this option will place the CADENCE in day mode. This option forces the system to remain in day mode indefinitely, until it is changed.
- 2 Night Mode** When activated, this option will place the CADENCE in night mode. This option forces the system to remain in night mode indefinitely, until it is changed.

■ Step By Step Instructions

Set Auto Mode

- 1** Go to the Administration Main Menu.
- 2** Select operation/configuration
- 3** Select option 1238. Enter 0 for Auto, 1 for Day, or 2 for Night.

3.3.21 Single Digit Dialling

■ Example

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

If the caller presses 1, they will be transferred to extension 110. If the caller presses 2, they will be transferred to extension 111. If the caller presses 3, they will be transferred to extension 112.

■ Notes

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

■ Step By Step Instructions

Create Audiotext Mailboxes

- 1 Go to the Administration Main Menu.
- 2 Select mailbox 200.
- 3 If the mailbox is not currently active, use option code 1400 to activate it.
- 4 Select option code 1423 and make the mailbox an audiotext mailbox.

Map the Appropriate Mailboxes to the Single Digit Numbers of the Audiotext Mailbox

- 5 Enter the mailbox that corresponds to the caller by pressing 1 in option code 1477. Using the application example, enter 110 in this field.
- 6 Repeat step 5 for any remaining digits. In our application example, enter 111 in the '2' MB field (option code 1478) and 112 in the '3' MB field (option code 1479).

Record the Greetings for the Audiotext Mailboxes

- 7 Record the greeting for this audiotext menu by calling into the CADENCE system.
- 8 When the welcome greeting plays, press * + [mailbox number]. In the above application example enter * + [200].
- 9 Enter the mailbox's access code when prompted. Please note that the default access code is 9876.
- 10 The system will immediately prompt for the recording of a new greeting.

3.3.22 Single Digit Menu

■ Example

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

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

■ Notes

Following the Main Menu part 1 message, CADENCE plays the single digit menu (if it has been activated).

A Single Digit Menu (SDM) may be used as a directory of departments, services, extensions, etc., and makes CADENCE easier to use for first time callers. When hearing the SDM, callers will only have to enter one digit in order to be transferred to the desired extension or department.

■ Step By Step Instructions

Activate the Single Digit Menu

- 1 Go to the Administration Main Menu.
- 2 Select operation/configuration
- 3 Select option 1261
- 4 Activate the Single Digit Menu

Activate the Single Digit Mailbox Options

- 5 Select an option between 1263 and 1270 (digits 1–8)
- 6 Assign the mailbox number for each digit
- 7 Activate the mailboxes you have assigned
- 8 Record the single digit menu using the system administration option for recording greetings.

3.3.23 Fax On Demand Setup

■ Example

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

■ Notes

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

To make faxes available to callers, they must be faxed into the CADENCE system (see *Loading Fax Documents*, below).

■ Step By Step Instructions

Set a Mailbox as an Audiotext Mailbox

- 1 Go to the Administration Main Menu
- 2 Select a mailbox, for example 333
- 3 If the mailbox is not currently active, use option code 1400 to activate it
- 4 Select option code 1486 and make it an audiotext mailbox

Assign the Audiotext Mailbox as a Fax On Demand System

- 5 Select option code 1489 to enable this box as faxback

- 6 Assign document numbers (001 – 998) to the individual single digit selections using option code 1477 – 1485
- 7 Assign 999 to the single digit that you wish to use for “no more documents”. When the caller selects this digit (equal to 999) the fax sending process will begin.

3.3.24 Loading Fax Documents

■ Step By Step Instructions

- 1 Dial into the CADENCE system from a local fax machine and access the Administration Main Menu (mailbox 999)
- 2 At the menu, select option 1707
- 3 Select 3 for advanced options
- 4 Enter security code (1786)
- 5 Enter option code 1707 and you will be prompted for a document number
- 6 Enter a document number between 001 and 998
- 7 When prompted, press the send button on your fax machine to load the document.

3.3.25 Fax Broadcast

■ Example

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

■ Notes

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

■ Step By Step Instructions

Set Up a Mailbox with Faxbroadcast and Faxok (or Faxonly) Attributes

- 1 Go to the Administration Main Menu
- 2 Select a mailbox, for example 333
- 3 If the mailbox is not currently active, use option code 1400 to activate it
- 4 Select option code 1468 or 1469 and make it a Fax OK or Fax only mailbox

Send Documents that You Want to Broadcast to that Mailbox

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

– Mark the Documents You Wish to Broadcast

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

– Create the Fax Broadcast List

- From the menu “To receive marked faxes press 1, to receive all faxes press 2, to set the default fax number press 3, to edit the fax broadcast list press 4”, select 4 to edit the fax broadcast list
- Follow the prompts and enter up to 10 fax numbers into the list. CADENCE saves the fax broadcast list (one per mailbox), so the user does not have to enter all the fax numbers every time.

– Broadcast the Faxes

- Return to the “To receive marked faxes press 1...” menu
- Select option 1 or 2
- From the next menu, select option 4 (“To broadcast faxes to the existing broadcast list”).

NOTE: No sending confirmation report is available

3.3.26 Overflow to Fax Mailbox

■ Example

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

■ Notes

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

■ Step By Step Instructions**Select the Fax Mailbox to Use**

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

Set Up a Mailbox as Faxonly

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

3.4 Mailbox Administration Option Codes

The following option codes are used for mailbox programming:

General Rules:

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

CODE	NAME	DATA
1400	MAILBOX ACTIVATION STATUS	1 = YES, 2 = NO
1401	MAILBOX EXTENSION	EXTENSION NUMBER
1402	MAILBOX PASSWORD	4 DIGITS
1403	MAXIMUM MESSAGES	0 TO 255
1404	MAXIMUM RECORDING TIME	0 TO 9999
1405	SET MESSAGE PURGE TIME	0 TO 255
1406	RINGS AT EXTENSION	1 TO 9
1408	MESSAGE FORWARD DAYS	0 TO 255
1409	MESSAGE FORWARD TO	MAILBOX #
1424	ALLOW OUTBOUND FORWARDING	1 = YES, 2 = NO
1425	FWD TYPE	0 = NONE 1 = BEEPER 2 = OUTBOUND NOTIFY 3 = FOLLOW ME
1426	FWD NUMBER	UP TO 27 DIGIT PHONE NUMBER
1441	PERSONAL OPERATOR	1 = YES, 2 = NO
1442	PERSONAL OPERATOR MAILBOX	0 TO 999
1446	ALLOW HOLD	1 = YES, 2 = NO
1447	HOLD BEGIN MSG	5000 – 5099
1448	HOLD END MSG	5000 – 5099
1449	MAX CALLERS ALLOWED TO HOLD	1 TO 12
1450	PLAY CALLERS PLACE IN QUEUE	1 = YES, 2 = NO
1451	HOLD ON NO ANSWER	1 = YES, 2 = NO
1453	DAY TRANSFER ONLY	1 = YES, 2 = NO
1454	NOTIFY BEFORE CONNECT	1 = YES, 2 = NO
1455	NO CALL PROGRESS (BLIND TRANSFER)	1 = YES, 2 = NO
1456	DIRECT ACCESS	1 = YES, 2 = NO
1457	GROUP MAILBOX	1 = YES, 2 = NO
1458	SPEAKERPHONE	1 = YES, 2 = NO
1459	VOICE MAIL ONLY	1 = YES, 2 = NO
1460	ALLOW DCS PAGING	1 = YES, 2 = NO
1461	ALWAYS USE DCS PAGING	1 = YES, 2 = NO
1462	ALLOW URGENT	1 = YES, 2 = NO
1463	ALTERNATE MESSAGE NOTIFICATION	1 = YES, 2 = NO
1465	CALL SCREENING	1 = YES, 2 = NO
1468	FAX OK	1 = YES, 2 = NO
1469	FAX ONLY	1 = YES, 2 = NO
1477–1485	DEFINE MAILBOX AUDIOTEXT DIGITS 1 TO 9	MAILBOX NUMBER
1486	AUDIOTEXT	1 = YES, 2 = NO

CODE	NAME	DATA
1487	HANG UP WHEN PLAYED	1 = YES, 2 = NO
1488	RECORD RESPONSE	1 = YES, 2 = NO
1491	TYPE OF GROUP	0 = BROADCAST 1 = DISPATCH 2 = ACD 3 = RETRIEVAL
1492	CALL DISTRIBUTION	0 = NONE 1 = TOP DOWN 2 = UNIFORM
1493	NUMBER OF MEMBERS	0 – 40
1494–1533	GROUP MEMBERS 1 TO 40	MAILBOX

3.5 Operation / Configuration Codes

The following option codes are used for system programming.

CODE	NAME	DATA
1204	DIRECTORY MAILBOX	MAILBOX NUMBER
1216	DISABLE NAME SEARCH	1 = YES, 2 = NO
1220	MAX SYSTEM HOLD	1 TO 12
1221	HOLD ATTEMPS	1 TO 99
1222	HOLD TIME (SECONDS)	1 TO 120
1238	SET DAY / NIGHT MODE	0 = AUTO, 1 = DAY 2 = NIGHT
1239	SET SPECIAL MESSAGE	1 = YES, 2 = NO
1240	DAY GENERAL DELIVERY MAILBOX	MAILBOX NUMBER
1241	NIGHT GENERAL DELIVERY MAILBOX	MAILBOX NUMBER
1246	NAME SEARCH	0 = ANY NAME 1 = LAST NAME 2 = FIRST NAME
1247	FAX MAILBOX	MAILBOX #
1261	ACTIVATE SINGLE DIGIT MENU (SDM)	1 = YES, 2 = NO
1262	ACTIVATE SINGLE DIGIT MENU / NIGHT	1 = YES, 2 = NO
1263-1270	MAILBOX FOR "SDM" 1 THROUGH 8	MAILBOX NUMBER
1320-1335	DELETE HOLIDAY #1 - #16	1 = PROCEED 2 = EXIT
1341	WELCOME MSG (HOLIDAY)	-1 TO 99
1342	MAIN MESSAGE PART 1 (HOLIDAY)	-1 TO 99
1343	SINGLE DIGIT MENU (HOLIDAY)	-1 TO 99
1344	MAIN MENU PART 2 (HOLIDAY)	-1 TO 99
1347	SET BASIC BUSINESS HOURS	1 = PROCEED 2 = EXIT
1348-1354	SATURDAY - FRIDAY	1 = PROCEED 2 = EXIT
1358-1360	BUSINESS HOURS: SET TIME START PERIOD 1 - 3	0000 - 2359
1361-1363	BUSINESS HOURS: SET TIME END PERIOD 1 - 3	0000 - 2359
1364-1366	BUSINESS HOURS: SET TIME OPERATING MODE FOR PERIOD 1 - 3	0 = DAY 1 = NIGHT 2 = SPECIAL 3 = UNUSED
1367	EVERYTHING ELSE	0 = DAY 1 = NIGHT 2 = SPECIAL 3 = UNUSED

CODE	NAME	DATA
1370-1385	EDIT HOLIDAY #1 - #16	1 = PROCEED 2 = EXIT
1443	NOTIFY DELAY (MINS):	0 - 99
1444	NUMBER OF NOTIFIES:	1 - 15
1445	NOTIFY TIME (MINS):	1 - 255
1469	FAX ONLY	1 = YES, 2 = NO
1489	FAXBACK	1 = YES, 2 = NO
1545	NEXT MAILBOX	MAILBOX #
1546	STORE IN MB	MAILBOX #
1547	REQUIRED	1 = YES, 2 = NO
1707	LOAD FAXBACK DOCUMENTS	N/A

Part 4. Special Keypad Keys

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

VMAME

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

VMMEMO

This key allows a keypad user to send a quick message or memo to any mailbox. For a full description of this feature, see "Direct Messaging" and "Self Memo" in the CADENCE User Guide.

VMMSG

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

VMADM

This key will access the administration menu for CADENCE.

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