Chapter 12
VMS

Chapter 12 VMS

In Band Signaling VMS

FEATURE DESCRIPTION

In Band Signaling is one of the forms that PABX system uses to deliver necessary information to the VMS (Voice Mail System). PABX delivers necessary information with the DTMF signal in pre-defined format and VMS. VMS interprets the DTMF Signal received from PABX into the predefined format and provides VMS Service.

SETTING THE MAP

Selecting Port Type

1. Select [Port Information(Total)]menu in MAP.

2. To use In Band Signaling, **set Analog Single Line port with which VMS is connected as In Band Signaling port.**
   Set 'Special Service' field as 'In Band Sig. VMS'.

3. Press [Tx] button and transmit the settings to the System.

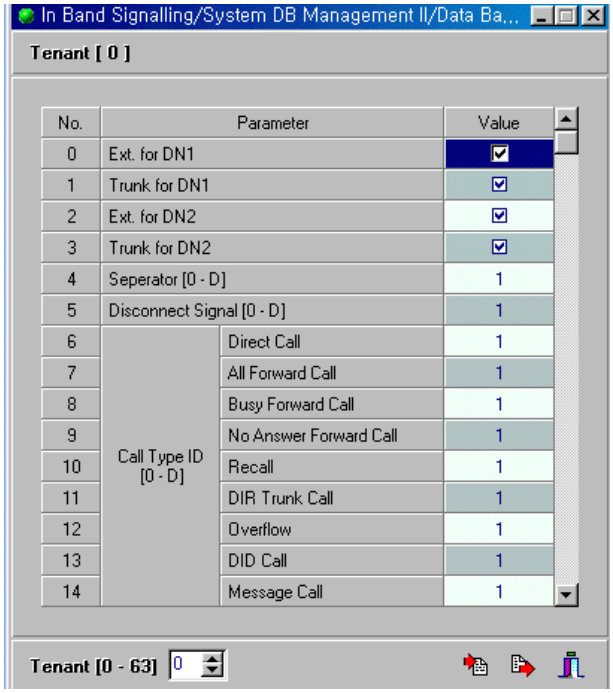
In Band Signalling DB Configuration

This defines the DTMF signals for the use between DCS Gateway System and VMS.

1. Select the MAP menu as follows:

   [Database Management] ➔ [System DB Management II] ➔ [In Band Signalling]

   The screen as following appears:



2. Set each of the following fields and press [Tx] button.
   Ext. for DN1, Trunk for DN1, Ext. for DN2, Trunk for DN2 :

   You can set the DTMF information to send to VMS, classifying the cases for the station call and Trunk call. In addition, when both DN1and DN2 are available, you can set up whether to transmit the information.

   • Seperator : Selects DTMF to be used as a seperator for DN1and DN2.

   • Disconnect Signal : Specifies DTMF to be sent to VMS when disconnected.

   • Call Type ID [0 ~ D] : Selects DTMF to transmit to VMS according to each Call Type ID.
   Select among 0,1,2,3,4,5,6,7,8,9,*,#,A,B,C,D.
   Below is each Call Type ID.

   (1) DIRECT CALL
   When station directly calls VMS.

   (2) ALL FWD CALL / BUSY FWD CALL / NOANSWER FWD CALL
   When forward calls VMS, in case station FWD is set for VMS #.

   (3) RECALL
   When it is recalled to VMS port.

   (4) DIR TRK CALL
   When LOOP DIL calls VMS.

   (5) OVERFLOW
   When OVERFLOW calls VMS.
   In this case, OVERFLOW means the station Group OVERFLOW and ACDGroup OVERFLOW.

   (6) DID CALL
   When DIGIT is received from the C.O and connected to VMS.
   E&M,PRI,DID, etc.
   In this case it transmit the DIGIT received from opposite station instead of Trunk port‘s TEL#. (Call Type ID + Digits from C.O)

   (7) MESSAGE CALL
   When Message function calls VMS to check the Messages remained in the message box.

   • Call Progress [0 ~ D]
   DTMF tones available for Progress tone are from 0 to C. (0,1,2,3,4,5,6,7,8,9,*,#,A,B,C).
   System normal tone is attached when “D” is set In Call Progress Tone field of In Band Signaling DB, or when no value is set.
   In case any value from 0 to C is set, DTMF tone is sent to VMS instead of tones according to each Event.
   2 digit is available only for DIAL TONE and the rest use 1 digit.
   To use one digit for DIAL TONE, enter the desired value in the first digit field.
   For example, if you enter "* D", DTMF "*" is sent to VMS.

Handset Answer & Speaker Answer is value that is used to transmit the called party answer mode to transmit.