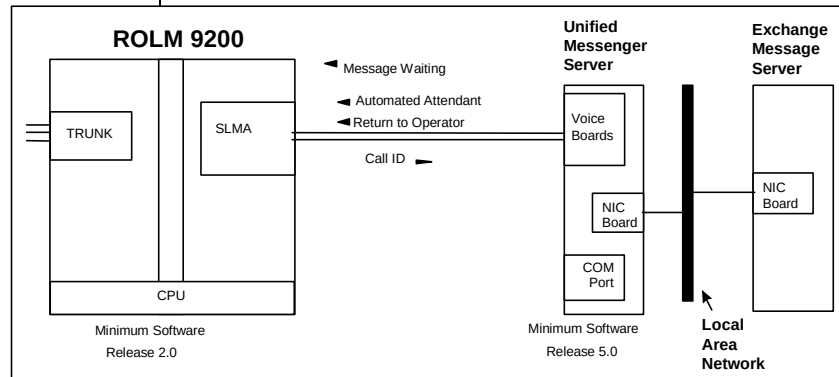


Configuration Note 8027 – Version A (09/03)

ROLM 9200 BCS



With Inband integration,
one pathway between the
PBX and the Unified
Messenger server transmits
both call information and
voice communications

1.0 METHOD OF INTEGRATION

With Inband integration, one pathway between the PBX and the Unified Messenger™ server transmits both call information and voice communications. The pathway is provided by 2-wire analog single-line circuits that connect to Brooktrout VPS4 or VRS24 cards in the Unified Messenger server. Each Brooktrout port simulates 2-wire analog lines. Calls to a Unified Messenger port are preceded by the called party information from the PBX in DTMF format. The Unified Messenger server then answers and plays the appropriate greeting. Message waiting indicators are set and canceled by dialing a feature access code followed by the extension number.

2.0 UNIFIED MESSENGER SERVER REQUIREMENTS

- **Brooktrout VPS4 or VRS24 cards** (4 or 24 ports/cards)
- **Brooktrout Vantage PCI Line cards** (8 port card)
- **Software Release 5.0** or higher

3.0 PBX HARDWARE REQUIREMENTS

The following hardware requirements are applicable to both ROLM 9200 BCS Model 210 and Model 230:

- One ROLM 9200 analog port is required per each Brooktrout port. The SLMA - 16-interface card will provide 16 circuits per card.

Unified Messenger Server
requirements

PBX hardware requirements

- Q2528 MTS/CON PCB / Q2518 IOP PCB
Used to provide a Loop-open forced release. The MTS/CON PCB is used to support voice mail in the Basic Cell and an IOP PCB is use for each additional expansion cell with voice mail ports.

(See Section 8.2 if you are installing more than 4 Voicemail Ports)

- **Cables:**
 - RJ11 four-wire telephone cord, one per Voice Server port

NOTE: The customer must provide the necessary hardware.

3.1 PBX SOFTWARE REQUIREMENTS

- Minimum Supported Software: 2.0, 3.1

4.0 SUPPORTED FEATURES

- System forward to personal greeting
 - busy
 - ring-no-answer
- Station forward to personal greeting
 - all calls
 - ring-no-answer
 - busy
- Direct Call
- Message Waiting
- Automated Attendant
- Return-to-operator
- Personal greeting of original-called party on double-call forward

5.0 CONFIGURING THE ROLM 9200 TO INTEGRATE

Refer to the ROLM 9200 Installation Manual for information on entering, saving, and exiting database programming. Before you begin, we recommend that a hard copy of the customer database be completed using ROLM 9200 programming records to verify existing programming.

To configure the ROLM 9200 for call processing with the Unified Messenger, data must be entered into the following database tables:

- Configure Rolm 9200 BCS for integration
 - Required feature Flags:Feat-SET (Dealer)
 - Required feature Flags:Feat-SET (Customer)

PBX software requirements

Supported integration features

Configuring the ROLM 9200 to integrate

- Optional Notification Ring:Feat-DEL (Dealer)
- Optional Notification Ring: Feat-DEL (Customer)
- Change line hunt Queue
- Define system data for Voice mail
- Create Class of Service
- Create Connection Group Definition
- Create Port Data Definition
- Assign Analog ports for the Unified Messenger
- Define Hunt Group
- Assign Access code to the Unified Messenger Group
- Create or Locate Feature Codes
- Locate Trunks to route to the Unified Messenger
- Define Call Forward Predefine

Note: Only certified Rolm 9200 technicians should perform ROLM 9200 administration. The following programming instructions assume that at system startup four digit extensions are used.

If problems with intermittent integration persist, then compare the following with site requirements. Not all administrative possibilities are shown. The scope of this document does not include discussing all features and their interactions.

5.1 ROLM VOICE MAIL PROGRAMMING

Siemens/ROLM has developed a Man Machine Interface to program software tables that must be adhered to when integrating the switch with Auto Attendant and Voice Mail. Use the following steps to configure your ROLM 9200 for this integration. Parameters that receive a list of related function codes or a list of numbers use “&” as separator of a list and “&&” to assign a range.

5.2 CONFIGURING THE ROLM 9200 TO INTEGRATE

The following programming will configure the 9200 to activate the Voice Mail Module. Include the following feature flags in Feat-SET for both Dealer and Customer using the following:

Feat-SET:

Select=DEALER,Feat= XFERDIAL&LH&LCR&CSLTTOCO&
CWTMNTG&MWLAMP&MWSEND&CFWAC;

Feat-SET:

Select=CUSTOMER,Feat=XFERDIAL&LH&LCR&CSLTTOCO&
CWTMNTG&MWLAMP&MWSEND&CFWAC;

Command	Parameter	Function Code	Remark
Feat-SET:	Select=	DEALER CUSTOMER	Use a command line to enable feature for Dealer and Customer.
	Feat=	XFERDIAL LH LCR CSLTTOCO CWTMNTG MWLAMP MWSEND CFWAC	Required Required Required Required Required Required Required Required

If Call Forwarding Notification Ringing is not desired then delete using the following command:

Feat-DEL:Select=DEALER,Feat=CFWNOTIF;
Feat-DEL:Select=CUSTOMER,Feat=CFWNOTIF;

Command	Parameter	Function Code	Remark
Feat-DEL:	Select=	DEALER CUSTOMER	Use a command line to enable feature for Dealer and Customer.
	Feat=	CFWNOTIF	Call Forwarding Notification Ringing

MArgin-CHange command is used to change the number of calls allowed to queue to a line hunt group.

MArgin-CHange:
SElect=QUEUELEN,CWLNExt=10,CWLNInt=10,CWLHExt=10,
CWLHInt=10,Lcr=1;

Command	Parameter	Function Code	Remark
MArgin-CHange:	SElect=	QUEUELEN	Queue length
	CWLNExt= CWLNInt= CWLHExt= CWLHInt= Lcr=		External to station Internal to station External to LHGRP Internal to LHGRP Least Cost routing

Use the following command to assign Voice Mail data in the system.

SYsdat-CHange:

Select=VM,VMEnd=p,VMRCVPR=p,VMRCVPSt=p,VMCnolen=4,VMAdinfo=y;

Command	Parameter	Function Code	Remark
SYsdat-CHange:	SElect=	VM	Select Voice Mail
	VMEnd=	p	Uses system defined value
	VMRCVPR=	p	Uses sys defined value
	VMRCVPSt=	p	Uses sys defined value
	VMCnole n =	4	Length of number set to voice mail 2 to 6 digits
	VMAdinfo=	y	Uses sys defined value

CREATE CLASS OF SERVICE AS SHOWN.

The Unified Messenger will require its own Feature Class.

COS-SET:

COs=59,Voice=DID&MWLPSEND&CFWAC&LCROACC&LCRADVAN&CSLTTOCO&REDIAL;

Command	Parameter	Function Code	Remark
COS-SET:	COs=		Next available cos number
	Voice=	DID MWSEND MWLPSEND CFWAC LCROACC LCRADVAN CSLTTOCO REDIAL	Required Required Required Optional Optional Optional Optional Optional

CREATE CONNECTION GROUP DEFINITION AS SHOWN.

Define a Connection group to be assigned to the station used for the Unified Messenger. The voice mail ports must also have any required LCR priorities needed for Outcalling, Paging and Networking. Program a Connection Group strictly for voice mail ports:

CONgrp-SET:

COngrp=60,Holdtone=QUIET,IDleton=QUIET,Tqofhton=QUIET,CNGRPALT=1,ICpttype=RELEASE,Rclvar=CSLT,CBktries=0,LCRAvati=0,

LCRPrio=1&2&3&4&5;

Command	Parameter	Function Code	Remark
CONgrp-SET:	CONgrp=	60	Next available Connection group number
	Holdtone=	QUIET	Station on hold are returned quiet tone
	IDleton=	QUIET	Ports that are idle are returned quiet tone
	Tqofhton=	QUIET	set to quiet tone
	CNGRPALT=	1	Required
	ICpttype=	RELEASE	Required
	Rclvar=	CSLT	Required
	CBktries=	0	Call Back tries
	LCRAvati=	0	Least Cost Route
	LCRPrio=		Enter LCR priorities for CPP station

The voice mail ports must have access to all connect groups in the system.

CONgrp-ADd: CONgrp=60,CNGRPALO=1&2&3&4&5

CONgrp-ADd: CONgrp=1,CNGRPALO=2&3&4&5&60

Command	Parameter	Function Code	Remark
CONgrp-ADd:	CONgrp=		Connection group number
	CNGRPALO=		List of connection groups CPP has access too, or list of connection groups to access CPP.

CREATE PORT DATA DEFINITION AS SHOWN.

This port data definition will provide a Loop-open forced release. This feature requires that a Q2528 MTC/CON PCB and or Q2518 IOP PCB be installed. The MTS/CON PCB is used to support voice mail in the Basic Cell and an IOP PCB is used for each additional expansion cell with voice mail ports.

POrtdat-SET:

PORTDat=60,PORTTType=SLMA,TRATType=AONSLG,DIALType=DTMF,FLSHPrev=300,TYPOut=RLSBW,RCdasz=RCDAFEED,Hostctr=N;

Command	Parameter	Function Code	Remark
POrtdat-SET:	PORTDat=		Next available Port Data number
	PORTTType=	SLMA	Card type for this definition
	TRATType=	AONSLG	Required
	DIALType=	DTMF	signaling type
	FLSHPrev=	300	Hook flash time
	TYPOut=	RLSBW	Required for Loop-open forced release.
	RCdasz=	RCDAFEED	Required
	Hostctr=	N	Host Control is No

ASSIGN ANALOG PORT TO BE USED FOR THE UNIFIED MESSENGER.

Define Card to be used for the Unified Messenger ports if a new card is required.

CNfg-ADd:SElect=CARD,Cardtype=SLMA16,SLot=16;

Command	Parameter	Function Code	Remark
CNfg-ADd:	SElect=	CARD	
	Cardtype=	SLMA16	Card Type is a SLMA16
	SLot=	16	card is in slot 16

Define Ports to be used for the Unified Messenger ports. Repeat for each port attached to the Unified Messenger.

STN-RESet:STn=18,SLot=16,PORT=2;

Command	Parameter	Function Code	Remark
STN-RESet:	STn=	18	Identifies port assigned to the Unified Messenger
	SLot=	16	Location of card
	PORT=	2	Port on card

Configure stations for Voice Mail Enhanced device. Repeat for each port.

Note: Refer to Section 7.5 Intermittent Dialtone

SPCldev-SET:

Obj=STN,NO=18,DEVTYPE=VMIENHAN,Cos=59,PORTDATM=60,Grpdat=60;

Command	Parameter	Function Code	Remark
SPCldev-SET:	Obj=	STN	Object defined as station
	NO=	18	Station number 18
	DEVTYPE=	VMIENHAN VMBASIC	Device Type Voice Mail Enhanced (Rel. 3.1) Device Type Voice Mail Basic (Rel. 2.0)
	Cos=	59	From COS definition
	PORTDATM=	60	From port data definition
	Grpdat=	60	Connection Group

DEFINE THE HUNT GROUP

the Unified Messenger ports will be assigned to a Line Hunt Group.

GRPDEfs-SET:

NAme="VOICE MAIL",GRPNo=4,GRPTYPE=LHGRP,Feat=NONE,
TYpe=CYC,CWind=CWINDOW,OFLWDEst=NONE-1;

Command	Parameter	Function Code	Remark
GRPDEfs-SET:	NAme=	"VOICE MAIL"	Assign a name to the group
	GRPNo=		Next available LHGRP number
	GRPTYPE=	LHGRP	Line Hunt Group
	Feat=	NONE	No Special Features
	TYpe=	CYC	Hunt Type is Cyclic
	CWind=	CWINDOW	Call Waiting indicator off
	OFLWDEst=	NONE-1	Over Flow Destination is none

Once the Group is defined then assign members to the group.

GRPAsgn-ADD:

GRPTYPE=LHGRP,GRPNo=4,MEMBer=STN,MEMNo=18,MEMPos=FIRST-1;

Command	Parameter	Function Code	Remark
GRPAsgn-ADD:	GRPTYPE=	LHGRP	Line Hunt Group
	GRPNo=		Number is from hunt group definition
	MEMBer=	STN	Member type Station
	MEMNo=		Station Number
	MEMPos=	FIRST-x	x = position in group

ASSIGN ACCESS CODES TO BE USED BY THE UNIFIED MESSENGER

Create or locate the Dial Plan group, for extension number dialing.

DLpn-ADd:SElect=DEGRP,Degrp=2;

Command	Parameter	Function Code	Remark
DLpn-ADd:	SElect=	DEGRP	
	Degrp=	2	Station Numbers

Define or locate the Dial plan index, configured for extension numbers.

DLpn-

SET:SElect=HOMENO,Homeidx=1,Degrp=2;

Command	Parameter	Function Code	Remark
DLpn-SET:	SElect=	HOMENO	Internal
	Homeidx=	1	Internal Index
	Degrp=	2	Digit group

Create directory number for the Unified Messenger.

DLpn-SET:Degrp=2,Obj=LHGRP,NO=4,Callno=4999;

Command	Parameter	Function Code	Remark
DLpn-SET:	Degrp=	2	From Homeindex definition
	Obj=	LHGRP	Dial Plan is used for a LHGRP
	NO=	4	LHGRP is group 4
	Callno=	4999	Director number for group

CREATE OR LOCATE THE DIAL PLAN FOR FEATURE CODES.

Create or locate the Dial Plan group for feature code dialing.

DLpn-ADd:SElect=DEGRP,Degrp=1;

Command	Parameter	Function Code	Remark
DLpn-ADd:	SElect=	DEGRP	
	Degrp=	1	Feature Codes

Define or locate the Dial plan index, configured for feature code dialing.

DLpn-SET:SElect=HOMENO,Homeidx=1,Degrp=1;

Command	Parameter	Function Code	Remark
DLpn-SET:	SElect=	HOMENO	Internal
	Homeidx=	1	Customer
	Degrp=	1	Digit group

Create or locate feature codes used by subscribers to direct dial, transfer, forward, and set and clear message waiting lights.

DLpn-SET:Degrp=1,Obj=CONFV,NO=1,Callno=*4;
 DLpn-SET:Degrp=1,Obj=MWLHGON,NO=1,Callno=*49;
 DLpn-SET:Degrp=1,Obj=MWLHGOF,NO=1,Callno=#49;
 DLpn-SET:Degrp=1,Obj=MWRCVOF,NO=1,Callno=*52;
 DLpn-SET:Degrp=1,Obj=MWRCVON,NO=1,Callno=*53;
 DLpn-SET:Degrp=1,Obj=ATTGRP,NO=1,Callno=0;
 DLpn-SET:Degrp=1,Obj=PAGEGRP,NO=1,Callno=70;
 DLpn-SET:Degrp=1,Obj=LCROACC,NO=1,Callno=9;
 DLpn-SET:Degrp=1,Obj=CFWABDOF,NO=1,Callno=##9;
 DLpn-SET:Degrp=1,Obj=CFWACVON,NO=1,Callno=#90;
 DLpn-SET:Degrp=1,Obj=CFWACPON,NO=1,Callno=*#90;
 DLpn-SET:Degrp=1,Obj=CFWBSPON,NO=1,Callno=*#91;
 DLpn-SET:Degrp=1,Obj=CFWBSVON,NO=1,Callno=#91;
 DLpn-SET:Degrp=1,Obj=CFWDAVON,NO=1,Callno=#92;
 DLpn-SET:Degrp=1,Obj=CFWDAPON,NO=1,Callno=*#92;
 DLpn-SET:Degrp=1,Obj=CFWDAPOF,NO=1,Callno=*#99;

Command	Parameter	Function Code	Remark
DLpn-SET:	Degrp=	1	From Homeindex definition
	Obj=	CONFV MWLHGON MWLHGOF MWRCVOF MWRCVON ATTGRP PAGEGRP LCROACC CFWABDOF CFWACVON CFWACPON CFWBSPON CFWBSVON	Conference MWL from Hunt Group On MWL from Hunt Group Off Message light off from station Message Retrieve Attendant Group Paging Least Cost Routing All call forwarding Off Station set CF All Calls On Call Forward All Preset On Call Forward Busy Preset On Station set CF Busy On

		CFWDAVON CFWDAPON CFWDAPOF	Station set CF No Answer On Call Forward NA Preset On Call Forward NA Preset Off
	NO=	1	Usage Number
	CALLno=	*4 *49 #49 *52 *53 0 70 9 ##9 #90 *#90 *#91 #91 #92 *#92 *#99	Dialed Digits Conference MWL from Hunt Group On MWL from Hunt Group Off Message light off from station Message Retrieve Attendant Group Paging Least Cost Routing All call forwarding Off Call Forward All Calls On Call Forward All Preset On Call Forward Busy Preset On Call Forward Busy On Call Forward No Answer On Call Forward NA Preset On Call Preset Forward Off

Note: Refer to section 7.4 All Call forwarding Cancel feature code, when addressing problems with call forwarding.

LOCATE KEY ASSIGNMENTS FOR TRUNKS AND ROUTE TRUNKS TO VOICE MAIL.

Locate Key Assignment for all trunks that will be answered by the Unified Messenger.

KEYAsgn-

RESet:Obj=TRK,No=29,Service=VOICE,Congrp=103,DEGRPAlt=1,DEGRPPre=2,DIVIm=NONE-1,DIVDld=NONE-1,LNTYPOut=LHGRP-4;

Command	Parameter	Function Code	Remark
KEYAsgn-RESet:	Obj=	TRK	Key Assignment for Trunk
	No=	29	Trunk number
	Service=	VOICE	Service is Voice
	Congrp=	103	Connection Group
	DEGRPAlt=	1	Digit Group

	DEGRPPre=	2	Digit Group Preset
	DIVIm=	NONE-1	Diversion Type
	DIVDId=	NONE-1	Diversion
	LNTYPOut=	LHGRP-4	Route to Line Group 4 for Voice Mail

DEFINE CALL FORWARD PREDEFINE

Locate and identify Stations that will require predefine call forwarding and perform the following instruction. Each call forward mode requires its own command line input for each station.

CALIfw-SET:

STn=57,SERvice=VOICE,CFWMode=BSY,Linekey=0,Dest=4999;

CALIfw-SET:

STn=57,SERvice=VOICE,CFWMode=NOANS,Linekey=0,Dest=4999;

Command	Parameter	Function Code	Remark
CALIfw-SET:	STn=	57	Station Number from STN-Reset Command
	SERvice=	VOICE	Service is voice
	CFWMode=	BSY NOANS	Definition for Preset Busy Definition for Preset No Answer
	Linekey=	0	Prime Line on single line phones is key 0
	Dest=	4999	Pilot number of LHGRP

ACTfeat-ADd:

STn=57,SERvice=VOICE,Linekey=0,Feature=

CFWDAV&CFWBSV&CFWDAP &CFWBSP &RINGACU;

Command	Parameter	Function Code	Remark
ACTfeat-ADd:	STn=	57	Station Number from STN-Reset Command
	SERvice=	VOICE	Service is voice
	Linekey=	0	Prime Line on single line phones is key 0
	Feature=		Will start list of features when

		CFWDAV	system performs a restart. Call Forward No Answer if set from station
		CFWBSV	Call Forward Busy if set from station
		CFWDAP	Call Forward No Answer Preset
		CFWBSP	Call Forward Busy Preset
		RINGACU	Required

Message waiting indicators are set and canceled by dialing a feature access code ***followed by the extension number.***

Create or locate feature codes used by subscribers to direct dial, transfer, forward, and set and clear message waiting lights.

DLpn-SET:Degrp=1,Obj=CONFV,NO=1,Callno=*4;
 DLpn-SET:Degrp=1,Obj=MWLHGON,NO=1,Callno=*49;
 DLpn-SET:Degrp=1,Obj=MWLHGOF,NO=1,Callno=#49;
 DLpn-SET:Degrp=1,Obj=MWRCVOF,NO=1,Callno=*52;
 DLpn-SET:Degrp=1,Obj=MWRCVON,NO=1,Callno=*53;
 DLpn-SET:Degrp=1,Obj=ATTGRP,NO=1,Callno=0;
 DLpn-SET:Degrp=1,Obj=PAGEGRP,NO=1,Callno=70;
 DLpn-SET:Degrp=1,Obj=LCROACC,NO=1,Callno=9;
 DLpn-SET:Degrp=1,Obj=CFWABDOF,NO=1,Callno=##9;
 DLpn-SET:Degrp=1,Obj=CFWACVON,NO=1,Callno=#90;
 DLpn-SET:Degrp=1,Obj=CFWACPON,NO=1,Callno=*#90;
 DLpn-SET:Degrp=1,Obj=CFWBSPON,NO=1,Callno=*#91;
 DLpn-SET:Degrp=1,Obj=CFWBSVON,NO=1,Callno=#91;
 DLpn-SET:Degrp=1,Obj=CFWDAVON,NO=1,Callno=#92;
 DLpn-SET:Degrp=1,Obj=CFWDAPON,NO=1,Callno=*#92;
 DLpn-SET:Degrp=1,Obj=CFWDAPOF,NO=1,Callno=*#99;

Message Waiting Parameters

Permit Message Waiting Lights	✓
Message Waiting Light Prefix ON	*49
Message Waiting Light Prefix OFF	#49

Configuring the Unified
Messenger Server

6.0 CONFIGURING THE UNIFIED MESSENGER SERVER

Note: The following screens reflect the latest version of the Unified Messenger. Please refer to the appropriate manual according to your system's release for older versions of Unified Messenger.

- Configuring the Unified Messenger platform for proper PBX integration requires configuring several menus accessed within the **Voice Mail System Configuration** application.

- Access the **Voice Mail System Configuration** application from the Unified Messenger program group.

Note: Maximize the Voice Mail System Configuration application window. Also, expand all fields so that all applicable options are visible.

- Access the **Telephone User Interface**. Select **General**. Within this screen, set the number of digits in a mailbox. This number should match the number of digits of extension numbers on the customer's PBX. At this point, you can also choose to enable/disable the **Automated Attendant** and **Call Back Notification** features. All other fields and tabs are configurable according to your customer needs.
- Access the **Message Waiting Indicator** tab and set the following values:
 - **Enable Message Waiting Indicator (MWI) = Enable by checking the box**
MWI server = Select the MWI server with the MWI software installed
Limit requests = Leave Blank
- Return to the **Voice Mail Domain** and select **PBX's**. Access **Edit**, and select **Add New PBX**.
- Within the **Add New PBX** dialog box, select **Other**.
- Return to the **Voice Mail Domain**, and then select **PBXs – Other**.
- Access the **General** tab and set the following values:
 - **Go Off Hook when Port Disabled = Enable by checking the box**
Input Gain = 1
Pause before Digits (ms) = 2500
Pause Interval for Comma in Dial String (ms) = 2000
DTMF Inter-Digit Delay during Dialing (ms) = 80
DTMF Length during Dialing (ms) = 80
DTMF Inter-Digit Delay during Detection = 30
DTMF Length during Detection (ms) = 30

DTMF Inter-Digit Delay during Play = 30

DTMF Length during Play (ms) = 30

- Access the **Call Transfer** tab and set the following values:
- **Transfer Prefix Code = &,XN**
Transfer Complete Code = Leave Blank
Transfer Release Code when Busy = &,
Transfer Release Code when No Answer = &,
Flash Time Interval (ms) = 50
Enable Call Progress = Enable by checking the box
Start Delay for Call Progress (ms) = 1000
- Access the **Hangup Detection** tab and set the following values:
- **Maximum Continuous Tone before Hanging Up (ms) = 6000**
Hangup String = Leave Blank
Hangup String Timeout (ms) = 0
Minimum Duration For Drop in Loop Current (ms)= 300
Maximum Silence before Hanging Up (ms) = 6000
- Select **Add New Tone**. Enter, in the **Tone Name** field, **Dial** as the new tone to be added.
Select **Tone Identifier**. Enter **100**
Select **Tone Length (ms)**. Enter **3008**.
- Return to the **Voice Mail System Configuration** window, and select **Voice Servers** and access **Telephony Interface (Analog)**.
- Select the **Analog** tab to configure the selected port(s) on your Voice Server as follows:
 - **Playback Volume = 2 (Default)**
 - **Number of Ports = Enter the number of ports in your system**
 - **Enable DTMF Progress Tones = Leave Blank**
 - Enable the port(s) by checking the **Box** field next to the Port field
 - **Extension = Enter a fictitious extension number assigned to each port**
 - **Incoming Ring Count = 1**
 - **Primary ID = Leave Blank**
 - **Secondary ID = Leave Blank**
- Return to the **Voice Servers** section and access **PBX Integration**.
- Access the **General** tab. Select **Inband** as the **Integration Type**.
- Access the **Inband** tab and set the following values:
- **Maximum Inter-digit Gap (ms) = 999**
Pause before Inband Digits (ms) = 1700
DTMF On Time (ms) = 60

Search Entire String for Reason Code = Enable by checking the box
Location of Inband reason code = 1
Log Inband Packets = Leave Blank
Fixed Length Packets = Enable by checking the box
Filler Character = <None>
Delimiter Character = <None>
Right Alignment of Digits in a Field = Leave Blank
Request String Supported = Leave Blank

- Access the **Protocol Settings** button within the same tab and set the following values:

Show Advance Call Packet Type = Leave Blank
Call Packet Type = Direct Call:
Packet length = 10

Codes for Call Type:
Code 1 = *1**

Field Type Settings:
Called Id: Starting Position = 5 Fixed Field Length = 4

Show Advance Call Packet Type = Leave Blank

Call Packet Type = Busy Extension:
Packet length = 14

Codes for Call Type:
Code 1 = *7**

Field Type Settings:
Called Id: Starting Position = 9 Fixed Field Length = 4
Calling Id: Starting Position = 5 Fixed Field Length = 4

Show Advance Call Packet Type = Leave Blank

Call Packet Type = No Answer Extension:
Packet length = 14

Codes for Call Type:
Code 1 = *4**

Field Type Settings:
Called Id: Starting Position = 9 Fixed Field Length = 4
Calling Id: Starting Position = 5 Fixed Field Length = 4

Show Advance Call Packet Type = Leave Blank

Call Packet Type = Divert:

Packet length = 12

Codes for Call Type:

Code 1 = *3**

Field Type Settings:

Called Id: Starting Position = 5 Fixed Field Length = 4

- Return to the **Inband** tab and access the **MWI Settings** button within the same tab and set the following values:

Port Group Name = Select the port group to be used for MWI

Max. MWI Sessions = Enter the maximum number of MWI sessions allowed at one time. The Default value is 1.

Indicator On/Off signals must use same port = Leave Blank

Trunk Id = Leave Blank

Indicator On: Prefix = *49 Suffix = Leave Blank

Indicator Off: Prefix = #49 Suffix = Leave Blank

After making these changes, stop and restart the Unified Messenger server.

7.0 TESTING THE INTEGRATION

This test is simply to ensure the integration is working.

- ☐ Create two test mailboxes associated with two test extensions. Record a name and personal greeting for each mailbox.
- ☐ Ensure these test extensions have been forwarded under busy and ring-no-answer conditions to the pilot number on the UM system.
- ☐ Using one test extension, call the other test extension. Verify a personal greeting plays.
- ☐ Leave a message. Ensure MWI turns on.
- ☐ Verify the return-to-operator feature works properly.
- ☐ Call the voice-processing system from a test extension. Verify the recorded name is played immediately and the system prompts for a password.
- ☐ Review the message in the mailbox. Ensure MWI turns off.
- ☐ Delete the test mailbox and extensions.

Testing the installation when
complete

8.0 CONSIDERATIONS

8.1 Intermittent Dial Tone Problems. The VMIEEnhance feature in SPCldev sends from 7 to 15 digits to the Unified Messenger for Inband integration. If there are more than four (4) ports or heavy analog port and voice mail usage then Model 230 with CR8 card is recommended.

CHANGE HISTORY		
Revision	Issue Date	Reason for Change
DRAFT 0.1	03/14/01	Initial release for review/validation
Version A	09/24/03	GA

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