



SAMSUNG TELECOMS (UK) LTD

CADENCE

Programming 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 13156

Version 1.0

Contents

Part

1	Introduction	1.1
2	Programming Methods	
2.1	DTMF Programming.....	2.1
2.2	PC Programming.....	2.2
3	Dialling Sequences	3.1
4	ID and Language Programming	4.1
5	Programming Reference	
5.1	Programming Steps	5.1
5.2	How to Modify Multilingual Greetings	5.2
5.3	Contents	
6	Programming Options	
6.1	Main Menu	6.1
6.2	Menu Options.....	6.2
7	Option Code List	7.1

Part 1. Introduction

Every installation is different and therefore requires some degree of customisation. Customisation of any particular installation involves four distinct phases:

1. DCS Programming Options
2. Automatic Initialisation
3. Technician Programming
4. User Mailbox Setup

1 DCS Programming Options

- The amount of DCS programming will depend on the complexity of the installation.
- At an absolute minimum, you must assign the voice mail ports in group 529. This is done in MMC 601.
- You will also want to program a VMMSG (voice mail message key) on each keyset that has a mailbox. This can be instead of or in addition to the normal MSG key.
- Anyone using AME or Call Record should be given these buttons.
- Consult the *DCS Programming Manual* for full details of other DCS MMCs.

2 Automatic Initialisation

CADENCE will initialise upon installation and create a database for the DCS. If you have Mailbox 008 programmed, whenever a new mailbox is created it will have the same template as mailbox 008.

- A mailbox will be created for all DCS extensions set to YES in MMC 751.
- Default greetings are assigned for the auto attendant welcome message (Welcome, part 1 and part 2).
- The date and time will match the DCS system.

3 Technician Programming

This is the largest part of the Voice Mail installation. It involves customised greetings, configurations and special applications. A good understanding of this can be reached by reading the *CADENCE System Administration* manual.

4 User Mailbox Setup

In addition to the above programming changes, each mailbox owner will have to record a personal greeting; set their password; and program other individual requirements such as beeper notification or outbound delivery options, personal operator positions and other custom mailbox options. For more information on these options refer to the *CADENCE Voice/Fax Mail System User Guide*.

Part 2. Programming Methods

All programming and administration for the CADENCE is accomplished by one of two methods:

1. DTMF Programming
2. PC Programming

2.1 DTMF Programming

This is administered 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 which is reserved for the system administrator. The administration mailbox number is 999.

To access the Administration Main Menu, follow these 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 Owners Main Menu is played. (This option will not be offered when the Menu is played, but it can be selected.)
6. The Administration Main Menu will play.

The Administration Main Menu offers the system administrator several 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 the *CADENCE System Administration* manual for details of recording greetings and prompts.
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.

2.2 PC Programming

This is administered through a PC connected to the serial cable on the CADENCE card. Note that instead of directly connecting a PC you may connect a modem and dial into it from any PC; the PC can dial in from any location and remote system administration can be performed.

The CADENCE PC interface provides an easy method of interaction by allowing you to view and set system options, and to analyse performance and call progress issues. The CADENCE system produces the same screens and menus when accessing the system through a modem or terminal as it would if the keyboard and monitor were being used. Note that the screen appearance may vary slightly depending on the communications program used.

Function (F) Keys

You can change the baud rate of the CADENCE's serial port or reboot CADENCE by pressing the <F3> key on your terminal and selecting one of the options from the menu. To return to the CADENCE's screen, press the <Esc> key. If CADENCE is rebooted, baud rate is reset to 9600 baud.

Some terminal keys have special meanings:

- <F1> then <X> - sends <Alt+X> key to CADENCE. (X is any alphanumeric key.)
- <F2> then <N> - sends function key <N> to CADENCE. (N is a numeric key 0 - 9.)
- <F3> - displays baud rate change and remote disconnect options.

Options are the following:

- 1 Reboot System
 - 2 2,400 Baud
 - 3 9,600 Baud
 - 4 19.2k Baud
 - 5 38.4 Baud
 - 6 Disconnect
- <F4> - refreshes the screen

Part 3. Dialling Sequences

The following convention is used throughout the CADENCE system to enter special control characters using a touch-tone telephone. These codes can be used in all programmable dial strings.

- [*][1] - Pause for 1 second
- [*][2] - Pause for 5 seconds
- [*][3] - Hook flash
- [*][4] - Wait for answer (silence on the line)
- [*][5] - At the end of control string resets the port (hang up)
- [*][5][0] - Resets port (hang up)
- [*][5][X] - Goes on-hook for a number of seconds specified by X, and then goes off-hook.
- [*][6] - Insert "You have messages" message
- [*][7] + any 1 digit - Waits for silence for the duration specified by the digits
- [*][8] - Replace by the actual mailbox
- [*][9] - Replace by the forwarding telephone number
- [*][*] - The star key (*)
- [*][0] - The hash key (#)

Example 1

"Follow-me" sequence

[*3] [9] [*][1] [*][9] [*][4]

Explanation of the Example 1 sequence:

- [*3] – places the caller on hold
- [9] – used to get a central office line for completing the call
- [*][1] – used to insert a pause of 1 second
- [*][9] – used to have CADENCE insert the actual telephone number to reach the forwarding number (as specified by each mailbox)
- [*][4] – causes CADENCE to wait for an answer

Example 2

Outbound notification sequence:

[9] [*][1] [*][9] [*][4]

Explanation of the Example 2 sequence:

- [9] – in this example, it is necessary to get a C.O. line for making the call
- [*][1] – used to insert a pause of 1 second
- [*][9] – used to have the CADENCE insert the actual telephone number to reach the notification number, as specified by each mailbox.
- [*][4] – causes the CADENCE to wait for an answer

Part 4. ID and Language Programming

The Unique Identifier is an ID number between 1 and 16. This is used if the system is to be divided between multiple organisations.

This ID number identifies a specific department or company and will use the greetings and operator associated with the ID. '1' is the default and means all ports play the same greeting message. Numbers from 2 onwards are used to reference a different greeting message per port or per line on the system.

IDs can be assigned either by port or C.O. line as defined in this section. A port ID will override a CO line ID.

ID #1 will use language #1 and the operator defined in DAY and NIGHT general delivery mailbox.

ID #2 will use language #2 and the operator DAY and NIGHT general delivery mailboxes that are two numbers higher than the general delivery mailboxes defined in the operation screen.

ID #3 will use language #3 and the operator DAY and NIGHT general delivery mailboxes that are three numbers higher than the general delivery mailboxes defined in the operation screen.

- 1 Port ID settings will override C.O. ID settings.
- 2 If multiple languages are used, the language selected for each call will assign an associated ID to that call.

LANGUAGE	LINE OR PORT ID	OPERATOR	MBX GREETING
0 or 1	1	DEFAULT MBX	1
2	2	+2	2
3	3	+3	3
4	4	+4	4
5	5	+5	5
6	6	+6	6
7	7	+7	7
8	8	+8	8
9	9	+9	9
	10	+10	1
	11	+11	1
	12	+12	1
	13	+13	1
	14	+14	1
	15	+15	1
	16	+16	1

Part 5. Programming Reference

This section contains a complete reference to all programming options. Read the *CADENCE System Administration* manual for examples and application notes.

This section follows the format of a PC interface but also contains associated option codes that can be used for DTMF programming.

5.1 Programming Steps

The following sections describe the different menu selections in the system main menu. Some of the parameters require a value to be entered. To do so, position the cursor on the desired parameter, then press the <Enter> key to access the field. Use the <Backspace> key to delete an existing value and enter a new one. When finished, press the <Enter> key to exit the insert mode. Other parameters require toggling between values by pressing the <Enter> key repeatedly. When one of these options is set, a '★' will appear by it. Pressing the <Esc> key from any screen will produce the previous screen.

The following section details each programming option in CADENCE. Each program option description contains the following:

Name

The full name of the program and the default data value.

DTMF Access

This is for use when using DTMF programming. It shows the menu selection and option codes used for each programming option.

Description

A full description of the program and its function.

Data Range

The range of data that can be entered.

A Note About Recording Greetings

Recording or changing greetings and prompts cannot be accomplished through a PC programming terminal. To change greetings or prompts, see the *CADENCE System Administration* manual.

5.2 How to Modify Multilingual Greetings

These instructions apply to CADENCE version 1.1 or later.

If a customer wishes to change the order in which language choices are given to the caller and / or modify the list of offered languages, CADENCE comes equipped with a utility called MKPROMPT.EXE to allow them to do this.

Usage

MKPROMPT is provided with CADENCE software to allow users to modify multilingual greetings without having to re-record them.

MKPROMPT creates the multilingual greeting file for a given default language. In the new greeting, language options will be offered in the same order as they are listed on the command line.

Usage: MKPROMPT N language1 language2 [language 3]

Where:

N = Default language number (1, 2, 3, etc.)

1 – English

2 – Spanish

3 – French

language1/2/3 = Language option (ENGLISH, SPANISH, FRENCH, etc.)

Example: French is the default language. Spanish is not used. French language choice should be offered first followed by the English language choice. The command is:

```
MKPROMPT 3 FRENCH ENGLISH
```

Note: Changing the order of the options in the multilingual greeting does not change the DTMF digit corresponding to the language. For instance, after executing MKPROMPT as in the example shown above, the multilingual greeting becomes: “For French, press 3”, “For English, press 1.”

See also: Parameter “Number of Languages”, option code 1171
Parameter “Swap Language Instead of Main”, option 1172 (default language).

5.3 Contents

In the following table, the 'Section' column refers to the appropriate section in Part 6, *Programming Options*.

NAME	CODE	SECTION
*4 INBOUND RINGS	1206	4.7
*4 OUTBOUND RINGS	1207	4.8
ACTIVE	1400	7.29.1, 7.33.1
ACTIVE STATUS	1400	7.1
ACTIVITY REPORT	1705	8.3
ADD HOLIDAY	1303	2.17.3
ADVANCED SETTINGS	N/A	9
ADVANCED SWITCH CONFIGURATION	N/A	9.4
ALLOW HOLD	1446	7.27.1
ALT LIGHT OFF	1015	9.1.8
ALT LIGHT ON	1014	9.1.7
ALT MESSAGE REPEAT	1017	9.1.9
ALT MSG LIGHT FIRST ONLY	1032	9.3.3
ALT MSG NOTIFY	1463	7.28.11
ALWAYS USE AREA CODE	1388	4.16.3
AREA CODE	1388	4.16.3
AUDIOTEXT	1486	7.33
AUDIOTEXT DIGIT	1477–1489	7.33.4
AUTO GREETING SELECT	1434	7.5.3
AWAIT RING ON NCP	1028	9.3.1
BEEP ONLY	1466	7.28.14
BEEPER SEQUENCE (SYSTEM)	1210	4.10
BEEPER SEQUENCE (MAILBOX)	1417	7.23
BEGIN	N/A	9.2.1
BUSINESS HOURS – DAILY TIME	N/A	2.21.2
BUSINESS HOURS – SET TIME	1358–1366	2.21.2.1
BUSINESS HOURS – START TIME	1368	2.21.1.1
BUSY OVERRIDE	1470	7.28.18
CALL BACK	1234	4.18.6
CALL DISTRIBUTION	1492	7.30.2
CALL PROGRESS	N/A	9.4.2
CALL RECORD	N/A	9.3.5
CALL SCREENING	1465	7.28.13
CAMP ON	1470	7.28.18
CAPTURE DIGITS	1471	7.28.19
CHANGE SWITCH NAME	N/A	3.2
CHANGE THE ACCESS CODE FOR LEVEL 1	N/A	1.3
CHANGE THE ACCESS CODE FOR LEVEL 2	N/A	1.4
CHECK FOR DT	1004	9.1.3
CONFIGURATION SETTINGS	N/A	4
COVER DOC #	1232	4.18.4
DAY END TIME	1369	2.21.1.2
DAY GENERAL DELIVERY MB	1240	2.3
DAY / NIGHT MODE	1238	2.1
DAY OF MAINTENANCE	1224	4.15.2
DAY OF MONTH	1337	2.17.3.2
DAY OF THE WEEK	1346	2.17.3.4
DAY START TIME	1368	2.21.1.1
DAY TRANSFER	1453	7.28.1

NAME	CODE	SECTION
DAYS BETWEEN MAINTENANCE	1223	4.15.1
DEFAULT GREETING NUMBER	1433	7.5.2
DEFAULT ID	1106	9.2.1
DEFAULT INITIAL MAILBOX	1107	9.2.1
DEL IMMED	1407	7.19
DELAY FOR EXTENSION (secs)	1213	4.13
DELETE ACTIVITY REPORT	N/A	8.4
DELETE HOLIDAY	1320–1335	2.17.4
DEPARTMENT	N/A	7.14.2
DESCRIPTION	N/A	2.17.3.7, 7.33.3, 7.29.4
DIALING INFO	N/A	4.16
DIG OPTIONS	N/A	9.3.11
DIG RULES	N/A	9.3.11
DIGIT BEFORE TRANS (AFT EXT)	1020	9.1.11
DIGIT BEFORE TRANS (BEF EXT)	1019	9.1.10
DIGIT RULES	1183–1192	9.3.11.1
DIGITS (AFTER EXT) #2	1087	9.3.4.4
DIGITS (BEFORE EXT) #2	1086	9.3.4.3
DIRECT ACCESS	1456	7.28.4
DIRECT TO VM	1410	7.16
DIRECT VM DELAY	1002	9.1.2
DIRECTORY MB	1204	4.5
DISABLE NAME SEARCH	1216	4.4.1
DISCONNECT ON SILENCE	1203	4.3
DISCONNECT TIME (100s secs)	1030	9.3.2
DOCUMENTS ALLOWED - MAXIMUM	1233	4.18
EDIT HOLIDAY	1370–1389	2.17.3
EMERGENCY PURGE	N/A	4.9
ENABLE REMOTE MAINTENANCE	1700	10.1
END	N/A	9.2.3
ENTER ACCESS CODE	N/A	1.2
ENTER SECURITY CODE	N/A	1
EVENT LOG	1095	9.3.4.5
EVENT LOG MAINTENANCE	N/A	8.8
EVERY DAY	1357	2.21
EVERYTHING ELSE	1367	2.21.2.2
EXCL EMERG PURGE	1475	7.28.22
EXTERNAL CALL CALL BACK SEQ	1194	9.3.4.6.2
EXTERNAL CALL CB RECALL SEQ	1195	9.3.4.6.4
EXTERNAL SCHEDULER	1750	9.3.12.1
EXTN	1401	7.2
FAST FORWARD	1418	7.24
FAX	N/A	4.18
FAX BACK	1489	7.33.8
FAX BACK ONE SELECTION	1490	7.33.9
FAX BROADCAST	1473	7.28.21
FAX CONFIG	N/A	4.18
FAX DIAL STRING	1231	4.18.3
FAX I.D.	1229	4.18.1
FAX MAILBOX	1247	2.20
FAX OK	1468	7.28.16
FAX ONLY	1469	7.28.17
FIRST NAME	1535	7.12.2
FORWARD OK	1424	7.4.1

NAME	CODE	SECTION
FRIDAY	1354	2.21
FWD	1425	7.4.2
FWD NUM	1426	7.4.3
FWD OPTIONS	N/A	7.4
GENERAL DELIVERY MAILBOX	1240–1241	2.3, 2.4
GENERAL RESET	N/A	3.3
GREETING BY ID	1041	9.3.6.2
GREETING BY LANGUAGE	1043	9.3.6.4
GREETING LENGTH	1202	4.2
GREETINGS	1427–1432	7.5.1
GROUP	1457	7.28.5
GROUP MEMBER	1494–1533	7.30.4
GROUP SETUP	N/A	7.30
HANG UP WHEN PLAYED	1487	7.33.6
HIDE EXT NUMBERS	1217	4.4.2
HLD BEGIN	1447	7.27.2
HLD END	1448	7.27.3
HOLD	1446	7.27.1
HOLD ATTEMPTS	1221	4.14.2
HOLD ON NA	1451	7.27.6
HOLD OPTIONS	N/A	4.14
HOLD OPTIONS	N/A	7.27
HOLD SECS	1222	4.14.3
HOLIDAY LENGTH (days)	1339	2.17.3.6
HOLIDAY SETUP	N/A	2.17
HOLIDAYS ALLOWED	1245	2.18
ID	N/A	9.2.4
ID's	N/A	9.3.6
IF THIS HOLIDAY FALLS ON WEEKEND	1340	2.17.3.8
INBOUND RINGS	1206	4.7
INBOUND WAKE UP CALL SEQUENCE	1198	4.18, 9.3.8.4
INTERNAL CALL CALL BACK SEQ	1104	9.3.4.6.1
INTERNAL CALL CB RECALL SEQ	1105	9.3.4.6.3
INTERNATIONAL CALLS OK	1237	4.16.4
IVR ACTIVE X MAILBOX	1543	7.29
IVR ID	1544	7.29.3
IVR MAILBOX	N/A	7.29
LANGUAGES	N/A	9.3.7
LAST NAME	1534	7.12.1
LINE ID	1108–1146	9.2.2, 9.2.3, 9.2.4, 9.2.5
LINE ID MAPPING	N/A	9.2
LIST NAMES ON SEARCH	1218	4.4.3
LOAD FAX DOCUMENTS	1707	4.18
LOAD PRESET SWITCH	1702	3.1
LOAD SWITCH DEFAULTS	N/A	3
LOCAL AREA CODE:	1386	4.16.1
LOGGING MASK	1095	9.3.4.5
LONG DISTANCE PREFIX	1387	4.16.2
M. INIT	1536	7.12.3
MAILBOX ATTR.	N/A	7.28
MAILBOX GREETINGS	N/A	7.5
MAILBOX REPORT	N/A	8.2
MAILBOX SETUP AND EDITING	N/A	7

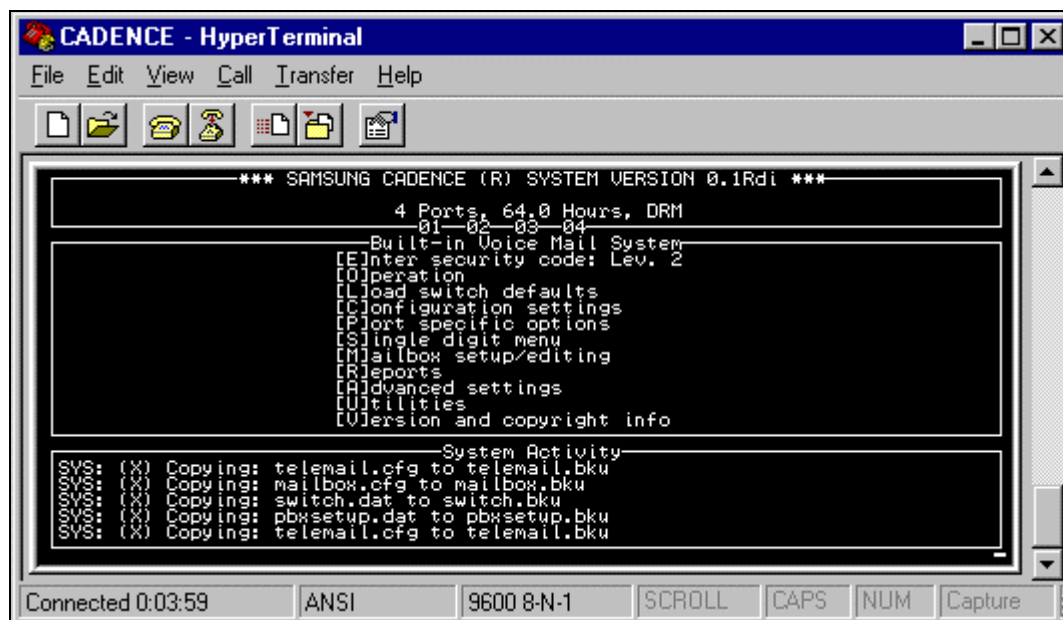
NAME	CODE	SECTION
MAIN MENU NO INPUT	1044	9.3.9
MAIN MENU PART 2 (holiday)	1344	2.17.3.12
MAIN MESSAGE PART 1 (holiday)	1342	2.17.3.10
MAINTENANCE	N/A	4.15
MAX CALL RECORD PAUSE (secs)	1051	9.3.5.2
MAX CALL RECORD TIME (mins)	1049	9.3.5.1
MAX DOCUMENTS ALLOWED	1233	4.18.5
MAX HOLD	1449	7.27.4
MAX MSG LENGTH	1548	7.33.7.4
MAX MSGS	1403	7.6
MAX SYSTEM HOLD	1220	4.14.1
MAX. GREETING LENGTH	1202	4.2
MB WIDTH	1196	4.1
MBOX	N/A	9.2.5
MENU PART 1 MESSAGE (DAY)	1252	2.8
MENU PART 1 MESSAGE (NIGHT)	1253	2.9
MENU PART 1 MESSAGE (SPECIAL)	1254	2.10
MENU PART 2 MESSAGE (DAY)	1258	2.14
MENU PART 2 MESSAGE (NIGHT)	1259	2.15
MENU PART 2 MESSAGE (SPECIAL)	1260	2.16
MIN REC LENGTH (secs)	1212	4.12
MINS BETWEEN WAKE UPS	1102	9.3.4.7, 9.3.8.1
MINUTES BETWEEN RETRIES	1390	4.18.8
MODEM TYPE	1073	9.5
MONDAY	1350	2.21
MONTH	1338	2.17.3.5
MORE SWITCH CONFIGURATION	N/A	9.3
MSG / NEW	1421	7.31
MSG / OLD	1422	7.32
MSG FWD DAYS	1408	7.10
MSG FWD TO	1409	7.11
MSG W/FAX	1413	7.18
NAME SEARCH	N/A	4.4
NAME SEARCH	1216	4.4.1
NAME SEARCH MESSAGE	1246	2.19
NAMES	N/A	7.12
NEXT MAILBOX	1545	7.33.7.1
NIGHT GENERAL DELIVERY MB	1241	2.4
NO CALL PROGRESS	1455	7.28.3
NO OPTIONS	1467	7.28.15
NORMAL	N/A	7.29.2
NORMAL	1486	7.33.5
NOTIFICATION	N/A	7.15
NOTIFICATION CYCLE	1205	4.6
NOTIFY	1454	7.28.2
NOTIFY DELAY (mins)	1443	7.15.1
NOTIFY TIME (mins)	1445	7.15.3
NUM NOTIFIES:	1444	7.15.2
NUMBER OF LANGUAGES	1171	9.3.7.1
NUMBER OF MEMBERS	1493	7.30.3
NUMBER OF RETRIES	1389	4.18.7
NUMBER OF WAKE UP ATTEMPTS	1103	9.3.4.8, 9.3.8.2
ONE TOUCH CALL BACK	N/A	9.3.4.6
OPERATION SCREEN	N/A	2

NAME	CODE	SECTION
OPERATOR BY ID	1040	9.3.6.1
OPERATOR BY LANGUAGE	1042	9.3.6.3
OPERATOR DELAY (secs)	1215	4.17
OTHER	N/A	9.3.4
OUTBOUND CONNECT	1085	9.3.4.2
OUTBOUND DIALING SEQUENCE	1010	9.1.6
OUTBOUND FOLLOW ME SEQUENCE	1009	9.1.5
OUTBOUND FORWARD OK	1424	7.4.1
OUTBOUND RECALL	1084	9.3.4.1
OUTBOUND RINGS	1207	4.8
OUTBOUND WAKE UP CALL SEQUENCE	1197	4.18, 9.3.8.3
PAGE	N/A	7.26
PAGE ALWAYS	1461	7.28.9
PAGE OK	1460	7.28.8
PAGE ZONE	1452	7.26.1
PASSWORD	1402	7.3, 7.33.2
PERSONAL OPERATOR	1441	7.13.3
PERSONAL OPERATOR MAILBOX	1442	7.13.4
PLAY CAPTURE	1416	7.22
PLAY DATE	1415	7.21
PLAY FD	1419	7.25
PLAY FROM	1414	7.20
PLAY HOLD POS	1450	7.27.5
PLAY VERSION NUMBER	1701	N/A
PORT SPECIFIC OPTIONS	N/A	5
PULSE / TONE DIALING	1005	9.1.4
PURGE TIME (days):	1405	7.8
PURGE WHEN DISK IS FULL (%)	1219	4.9.1
REBOOT	1710	N/A
REC TIME LIMIT (secs)	1404	7.7
RECENT LOG VIEW	N/A	8.7
RECORD RESPONSE	1488	7.33.7
REMOTE CONFIGURATION	N/A	9.5
REMOTE PASSWORD	N/A	9.5.2
REPORTS	N/A	8
REQUIRED	1547	7.33.7.3
REROUTE ON BUSY	1435	7.13.1
REROUTE ON BUSY TO MBX	1436	7.13.2
REROUTE ON NO ANSWER	1437	7.13.1
REROUTE ON NO ANSWER TO MBX	1438	7.13.2
REROUTE ON REJECTED	1439	7.13.1
REROUTE ON REJECTED TO MBX	1440	7.13.2
REROUTING	N/A	7.13
RESERVED. DO NOT CHANGE	1148-1170	N/A
RESET	N/A	1.1, 3.3
RETRIES ON NO INPUT	1211	4.11
REWIND TIME (secs)	1418	7.24
RINGS AT EXTN	1406	7.9
SATURDAY	1348	2.21
SAVE MSG	1412	7.17
SCHEDULE TYPE	1336	2.17.3.1
SEND CMU SETUP	N/A	10.2
SEE NEXT PAGE	N/A	2.17.2
SEE PREVIOUS PAGE	N/A	2.17.1

NAME	CODE	SECTION
SET	N/A	2.21.1
SET BASIC BUSINESS HOURS	1347	2.21
SET BUSINESS HOURS	N/A	2.21
SILENCE BEFORE GREETING	1001	9.1.1
SINGLE DIGIT MENU	N/A	6
SINGLE DIGIT MENU (holiday)	1343	2.17.3.11
SINGLE DIGIT MENU ACTIVE	1261	6.1
SINGLE DIGIT MENU AT NIGHT	1262	6.2
SINGLE DIGIT MENU FOR DAY MODE	1255	2.11
SINGLE DIGIT MENU FOR NIGHT MODE	1256	2.12
SINGLE DIGIT MENU FOR SPECIAL MODE	1257	2.13
SINGLE DIGIT OPTIONS	1264–1270	6.3
SKIP STATUS	1464	7.28.12
SPEAKERPHONE	1458	7.28.6
SPECIFIC MAILBOX (NO INPUT MBX)	1045	9.3.10
STANDARD	N/A	9.4.1
STORE IN MB	1546	7.33.7.2
SUNDAY	1349	2.21
SWAP LANGUAGE INSTEAD OF MAIN	1172	9.3.7.2
SYSTEM REPORT AND DATA FILE	N/A	8.1
THURSDAY	1353	2.21
tone DEFINITION	N/A	9.4.2.1
TTI SKIP	1230	4.18.2
TUESDAY	1351	2.21
TURN ACTIVITY LOG ON	N/A	8.5
TYPE OF GROUP	1491	7.30.1
UNIQUE IDENTIFIER	1287–1302	5.1
URGENT OK	1462	7.28.10
USE EXTERNAL SCHEDULER	1750	9.3.12.1
USE SPECIAL MESSAGE	1239	2.2
USER INFO	N/A	7.14
USERS FULL NAME	N/A	7.14.1
UTILITIES	N/A	10
VIEW LOG FILES	N/A	8.6
VOICE MAIL ONLY	1459	7.28.7
WAKE UP	N/A	7.34, 9.3.8
WAKE UP ALLOWED	1472	7.28.20
WAKE UP NUMBER	1540–1542	7.34.2
WAKE UP TIME	1537–1539	7.34.1
WEDNESDAY	1352	2.21
WEEK OF MONTH	1345	2.17.3.3
WEEKDAYS	1356	2.21
WEEKENDS	1355	2.21
WELCOME MESSAGE (DAY)	1249	2.5
WELCOME MESSAGE (NIGHT)	1250	2.6
WELCOME MESSAGE (SPECIAL)	1251	2.7
WELCOME MSG (holiday)	1341	2.17.3.9
WRITE NEW SWITCH	N/A	3.4

Part 6. Programming Options

6.1 Main Menu



The main menu screen is divided into 3 sections: System Information, System Setup/Options and System Activity.

The top window displays general system information; it also includes the software version number, number of ports and storage capacity available. When a port number is highlighted, this indicates that the port is processing a call.

The second window is the Setup/Options window that lists the available options you can choose from this menu. These options are described later in this section. To choose a particular option, type in the first letter of the option name (shown in brackets).

The bottom window is the system activity window. This provides a detailed description of all system activity. It shows the port number and the associated activity. This allows you to review current system activities such as call progress, voice mail, notification, etc. Pressing the <spacebar> will enlarge the system activity screen; pressing the <spacebar> again will return the screen to the original state. Although this information is not generally used, Samsung's technical support may from time to time ask questions that refer to this.

6.2 Menu Options

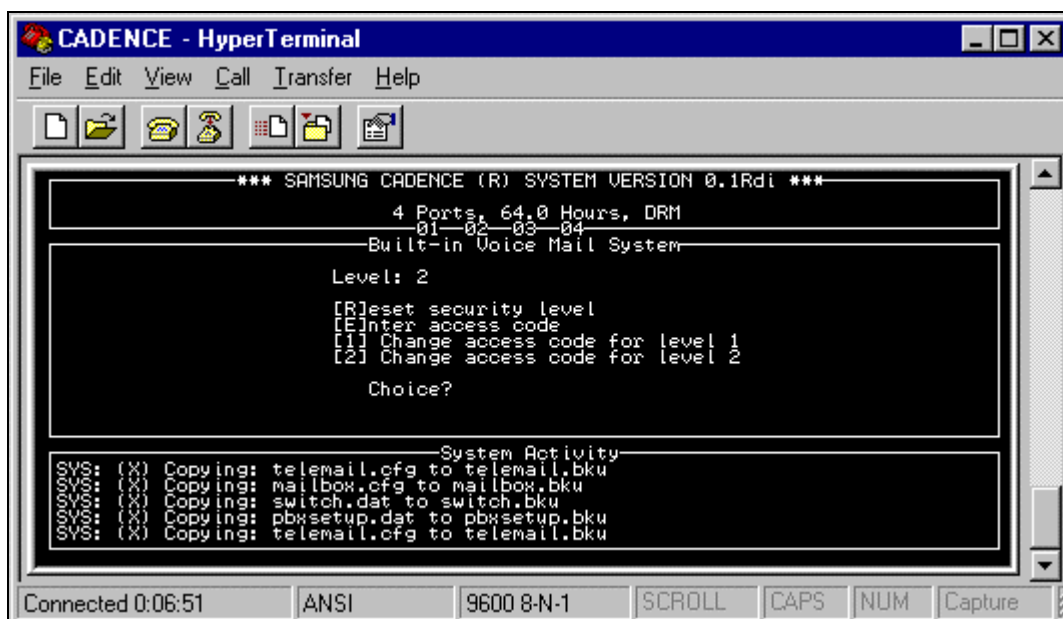
The main menu has the following options:

- 1 [E]nter security code
- 2 [O]peration
- 3 [L]oad switch defaults
- 4 [C]onfiguration settings
- 5 [P]ort specific options
- 6 [S]ingle digit menu
- 7 [M]ailbox setup / editing
- 8 [R]eports
- 9 [A]dvanced settings
- 10 [U]tilities
- 11 [V]ersion and copyright info

1 Enter Security Code

This screen is used to control security in the CADENCE system.

From the main menu select [E] to access the following options:



1.1 Reset Security Level

DTMF ACCESS CODE: None

DESCRIPTION: This option is used to set the security level to level 0. When the system is in level 0 mode, no programming options are available via a terminal and the only option is to enter a security code.

DATA RANGE: N/A

1.2 Enter Access Code

DTMF ACCESS CODE: None

DESCRIPTION: Changes the current security level to the level associated with the password entered. If current security level is 0 or 1, it can be changed to level 1 or 2.

In level 1 the only programming options available are the operation screen and the reports screen.

In level 2, all programming options are available.

DATA RANGE: N/A

1.3 Change Access Code For Level 1

DTMF ACCESS CODE: None

DESCRIPTION: This allows you to change the security code for level 1. To do this, follow the prompts.

In level 1 the only programming options available are the operation screen and the reports screen.

DATA RANGE: N/A

1.4 Change Access Code For Level 2

DTMF ACCESS CODE: None

DESCRIPTION: This allows you to change the security code for level 2. To do this, follow the prompts.

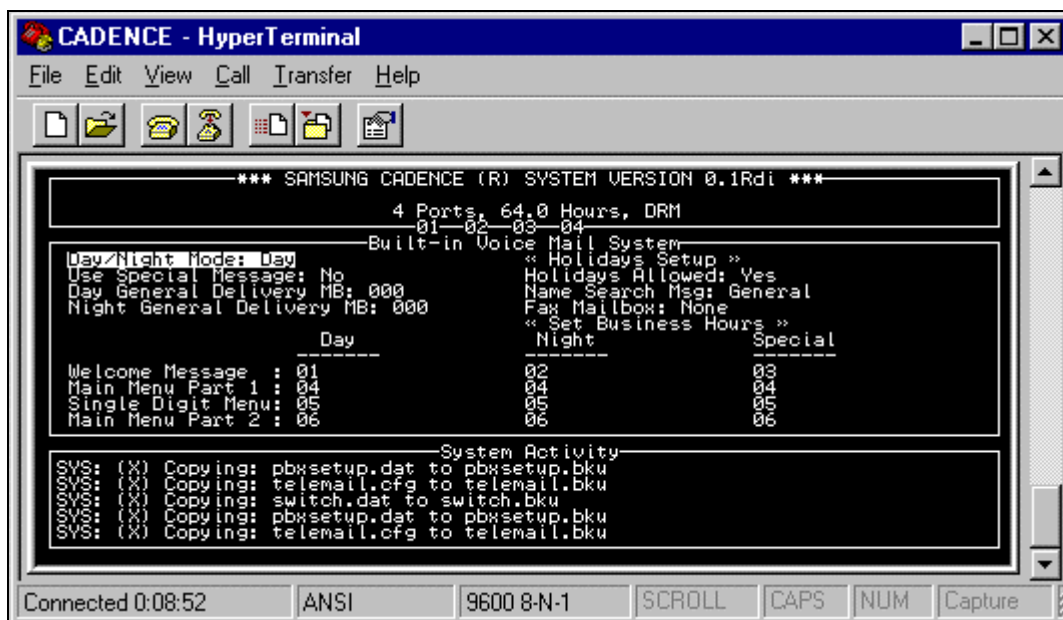
In level 2, all programming options are available.

DATA RANGE: N/A

2 Operation

This is used to set all the operation mode data. It includes all settings that relate to time of day or date, and auto attendant greetings.

From the main menu select [O] to access the following options:



2.1 Day / Night Mode

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1238

DESCRIPTION: 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, and the personal mailbox greeting that can play if activated.

The options are:

DAY: The system will remain in day mode until manually changed.

NIGHT: The system will remain in night mode until manually changed.

AUTO: This option activates either the day or night time mode of operation, according to the system's time and the Set Business Hours programming option. By default the system is in automatic mode. For this option to work the Use External Scheduler option (9.3.12.1) must be set to NO.

If the external scheduler is used and CADENCE is following the DCS system DAY/NIGHT mode, changing this will

only last until the next time DCS changes between DAY and NIGHT. Note: CADENCE will still follow its “Holiday” and “Special Greetings” settings regardless of this setting.

See also Day Transfer Only, and Use External Scheduler (9.3.12.1).

DATA RANGE: Day, Night or Auto

DEFAULT DATA: Auto

2.2 Use Special Message

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1239

DESCRIPTION: Turns the special greeting mode ON or OFF. When the special greeting message is turned on, it will override both the day and night greeting until it is turned off again. A special greeting message must be recorded for this to work.

This option is used to activate or cancel a special greeting message during holidays and other special occasions. The special greeting message overrides both day and night greeting messages. If this option is activated, a special greeting message must be recorded.

If the external scheduler is used and CADENCE is following the DCS system DAY/NIGHT mode, changing this will only last until the next time DCS changes between DAY and NIGHT.

See Use External Scheduler (9.3.12.1).

DATA RANGE: Yes / No

DEFAULT DATA: No

2.3 Day General Delivery MB

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1240

DESCRIPTION: Day time general delivery mailbox.

General day and night mailboxes are set by default to a specific mailbox number. These mailboxes are set up for messages left for the operator when 0 is pressed or the caller stayed on the line. See also Night General Delivery MB (2.4).

DATA RANGE: Any mailbox number

DEFAULT DATA: 000

2.4 Night General Delivery MB

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1241

DESCRIPTION: Night time general delivery mailbox.

General day and night mailboxes are set by default to a specific mailbox number. These mailboxes are setup for messages left for the operator when 0 is pressed or the caller stayed on line. See also Day General Delivery MB (2.3).

DATA RANGE: Any valid mailbox number

DEFAULT DATA: 000

2.5 Welcome Message (Day)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1249

DESCRIPTION: Sets the message number that will play for the welcome message in the DAY mode. For creating or modifying greetings, see the *CADENCE System Administration* manual.

DATA RANGE: Any message number 00 – 99

DEFAULT DATA: 01

2.6 Welcome Message (Night)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1250

DESCRIPTION: Sets the message number that will play for the welcome message in the NIGHT mode. For creating or modifying greetings, see the *CADENCE System Administration* manual.

DATA RANGE: Any message number 00 – 99

DEFAULT DATA: 02

2.7 Welcome Message (Special)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1251

DESCRIPTION: Sets the message number that will play for the welcome message in the SPECIAL mode. For creating or modifying greetings, see the *CADENCE System Administration* manual.

DATA RANGE: Any message number 00 – 99

DEFAULT DATA: 03

2.8 Main Menu Part 1 Message (Day)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1252

DESCRIPTION: Sets the message number that will play for the Part 1 message in the DAY mode. For creating or modifying greetings, see the *CADENCE System Administration* manual.

DATA RANGE: Any message number 00 – 99

DEFAULT DATA: 04

2.9 Main Menu Part 1 Message (Night)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1253

DESCRIPTION: Sets the message number that will play for the Part 1 message in the NIGHT mode. For creating or modifying greetings, see the *CADENCE System Administration* manual.

DATA RANGE: Any valid message number 00 – 99

DEFAULT DATA: 04

2.10 Main Menu Part 1 Message (Special)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1254

DESCRIPTION: Sets the message number that will play for the Part 1 message in the SPECIAL mode. For creating or modifying greetings, see the *CADENCE System Administration* manual.

DATA RANGE: Any valid message number 00 – 99

DEFAULT DATA: 04

2.11 Single Digit Menu (Day)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1255

DESCRIPTION: Sets the message number that will play for the Single Digit Menu in the DAY mode. For creating or modifying greetings, see the *CADENCE System Administration* manual.

DATA RANGE: Any message number 00 – 99

DEFAULT DATA: 05

2.12 Single Digit Menu (Night)

DTMF ACCESS CODE:	Operation / Configuration – Option Code: 1256
DESCRIPTION:	Sets the message number that will play for the Single Digit Menu in the NIGHT mode. For creating or modifying greetings, see the <i>CADENCE System Administration</i> manual.
DATA RANGE:	Any message number 00 – 99
DEFAULT DATA:	05

2.13 Single Digit Menu (Special)

DTMF ACCESS CODE:	Operation / Configuration – Option Code: 1257
DESCRIPTION:	Sets the message number that will play for the Single Digit Menu in the SPECIAL mode. For creating or modifying greetings, see the <i>CADENCE System Administration</i> manual.
DATA RANGE:	Any message number 00 – 99
DEFAULT DATA:	05

2.14 Main Menu Part 2 Message (Day)

DTMF ACCESS CODE:	Operation / Configuration – Option Code: 1258
DESCRIPTION:	Sets the message number that will play for the PART 2 message in the DAY mode. For creating or modifying greetings, see the <i>CADENCE System Administration</i> manual.
DATA RANGE:	Any message number 00 – 99
DEFAULT DATA:	06

2.15 Main Menu Part 2 Message (Night)

DTMF ACCESS CODE:	Operation / Configuration – Option Code: 1259
DESCRIPTION:	Sets the message number that will play for the Part 2 message in the NIGHT mode. For creating or modifying greetings, see the <i>CADENCE System Administration</i> manual.
DATA RANGE:	Any message number 00 – 99
DEFAULT DATA:	06

2.16 Main Menu Part 2 Message (Special)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1260

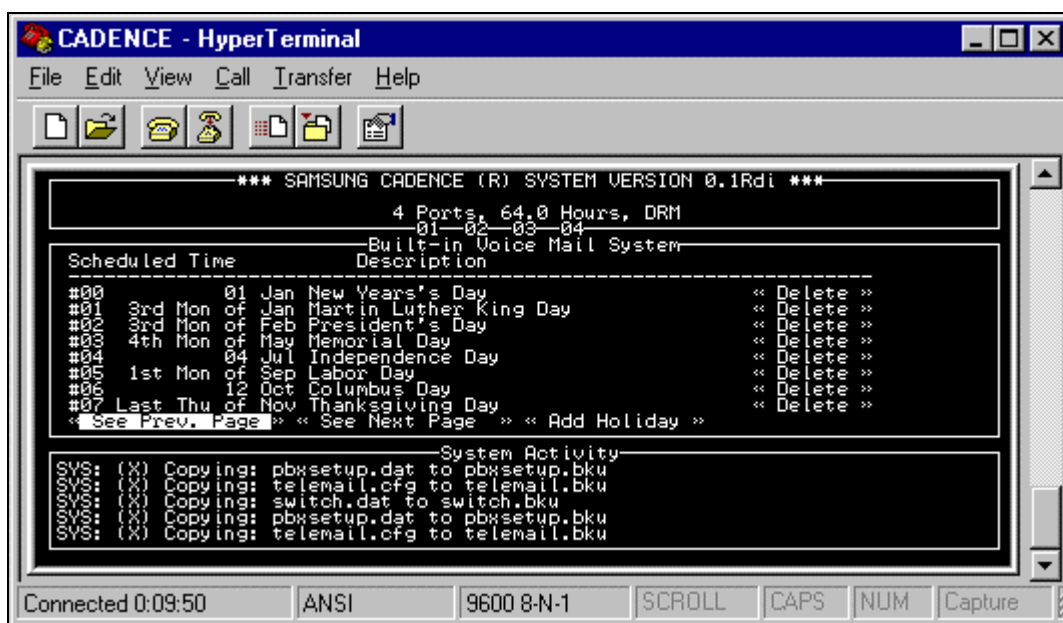
DESCRIPTION: Sets the message number that will play for the Part 1 message in the SPECIAL mode. For creating or modifying greetings, see the *CADENCE System Administration* manual.

DATA RANGE: Any message number 00 – 99

DEFAULT DATA: 06

2.17 <<Holidays Setup>>

Select <<Holidays Setup>> to access the following options:



HOLIDAYS will function regardless of whether CADENCE is following the business hours schedule or the DCS time and date.

2.17.1 <<See Previous Page>>

DTMF ACCESS CODE: None

DESCRIPTION: Up to 30 holidays can be defined. Each page shows eight entries. This option displays the previous page of holidays. Only 16 of the holidays may be programmed via DTMF option codes.

DATA RANGE: N/A

DEFAULT DATA: N/A

2.17.2 <<See Next Page>>

DTMF ACCESS CODE: None

DESCRIPTION: Up to 30 holidays can be defined. Each page shows eight entries. This option displays the next page of holidays.

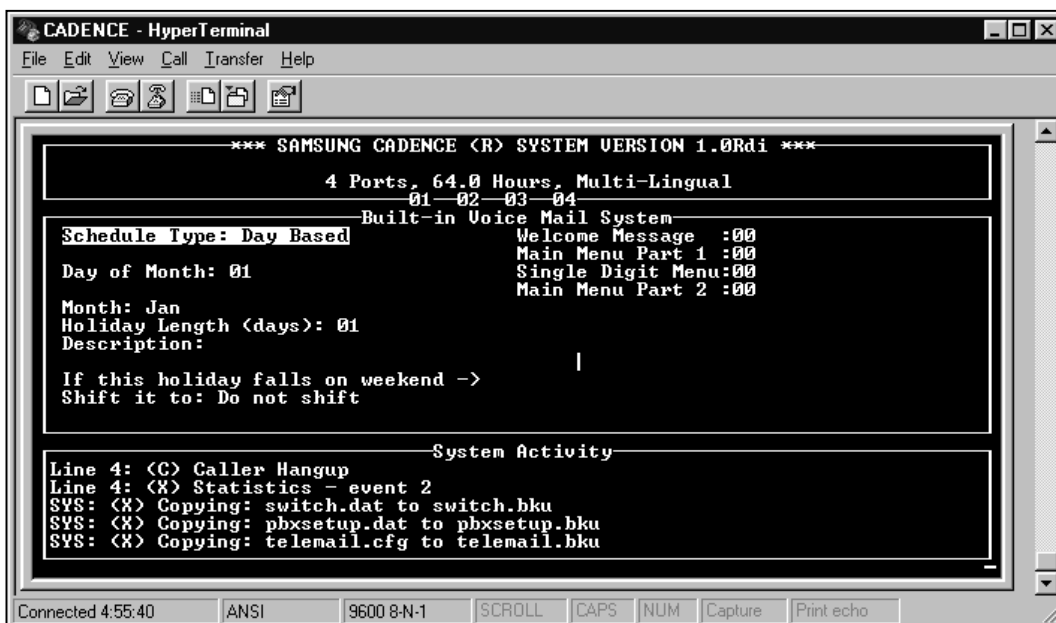
DATA RANGE: N/A

DEFAULT DATA: N/A

2.17.3 <<Add Holiday>>

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1303. To edit, use option codes 1370 to 1385. Only 16 of the holidays may be programmed via DTMF option codes.

Select <<Add Holiday>> to access the following options:



2.17.3.1 Schedule Type

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1336

DESCRIPTION: This sets the type of holiday as either a day based holiday or a week based holiday.

Day based – Used when the holiday falls on a specific day of the month.

Week based – Used when the holiday falls on a specific week of the month.

DATA RANGE: Day based holiday or a week based.

DEFAULT DATA: None

2.17.3.2 Day of Month

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1337
DESCRIPTION: Determines the day of the month that the holiday falls on.
Shown only if schedule type is day based.
DATA RANGE: 01 – 31
DEFAULT DATA: None

2.17.3.3 Week of Month

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1345
DESCRIPTION: Determines the week of the month that the holiday falls on.
Shown only if schedule type is week based.
DATA RANGE: 1 – 4
DEFAULT DATA: None

2.17.3.4 Day of the Week

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1346
DESCRIPTION: Determines the day of the week that the holiday falls on.
Shown only if schedule type is week based.
DATA RANGE: 1 (Sunday) – 7 (Saturday)
DEFAULT DATA: None

2.17.3.5 Month

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1338
DESCRIPTION: Determines what month the holiday falls in.
DATA RANGE: 1 (January) – 12 (December)
DEFAULT DATA: None

2.17.3.6 Holiday Length (Days)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1339
DESCRIPTION: The length of the holiday in days.
DATA RANGE: 01 – 30
DEFAULT DATA: None

2.17.3.7	Description
-----------------	--------------------

DTMF ACCESS CODE: None

DESCRIPTION: An optional description of the holiday.

DATA RANGE: N/A

DEFAULT DATA: N/A

2.17.3.8	If This Holiday Falls On Weekend
-----------------	---

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1340

DESCRIPTION: This will shift the holiday if it falls on a weekend and you want to celebrate it on a specific business day.

This option is only available if the schedule type is day based.

DATA RANGE: Next Monday, Previous Friday, Closest Weekday or Do Not Shift.

DEFAULT DATA: 00

2.17.3.9	Welcome Message
-----------------	------------------------

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1341

DESCRIPTION: Sets a specific welcome message to play for this particular holiday.

DATA RANGE: 01 – 99

DEFAULT DATA: 00

2.17.3.10	Main Menu Part 1
------------------	-------------------------

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1342

DESCRIPTION: Sets a specific main menu part 1 to play for this particular holiday.

DATA RANGE: 01 – 99

DEFAULT DATA: 00

2.17.3.11	Single Digit Menu
------------------	--------------------------

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1343

DESCRIPTION: Sets a specific single digit menu to play for this particular holiday.

DATA RANGE: 01 – 99

DEFAULT DATA: 00

2.17.3.12 Main Menu Part 2

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1344
DESCRIPTION: Sets a specific main menu part 2 to play for this particular holiday.
DATA RANGE: 01 – 99
DEFAULT DATA: 00

2.17.4 <<Delete>>

DTMF ACCESS CODE: Holiday 1 – 1320 to Holiday 16 - 1335
DESCRIPTION: Used to delete a holiday from the holiday schedule. When this is done, all holidays will move up one place. This means that the holiday numbers associated with each holiday may change if holidays are deleted. Only 16 holidays may be programmed via the DTMF option codes.
DATA RANGE: N/A
DEFAULT DATA: N/A

2.18 Holidays Allowed

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1245
DESCRIPTION: Activates the holiday schedule. If set to No, holiday schedule is ignored.
DATA RANGE: Yes / No
DEFAULT DATA: Yes

2.19 Name Search Message

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1246
DESCRIPTION: When a caller uses the system directory to locate someone, they are prompted to enter the first three letters of the person's name (using their telephone keypad).
Options include:
First – The caller will be prompted to enter the first three letters of the person's first name.
Last – The caller will be prompted to enter the first three letters of the person's last name.
General – The caller will be prompted to enter the first three letters of the person's name. The search will take place on both the first and last name.

These names must be entered by the mailbox owner using the "Record Name" option, and the "Enter Name" option.

Note: if the List Names On Search option (4.4.3) is set to NO this setting will not take effect.

DATA RANGE: 0 = General, 1 = Last, 2 = First

DEFAULT DATA: General

2.20 Fax Mailbox

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1247

DESCRIPTION: Assigns an extension to which a fax machine is connected. If CADENCE detects a fax tone from a caller during the main greeting the call will immediately be transferred to this extension. The mailbox associated with this extension should be programmed with "no call progress" and "fax only".

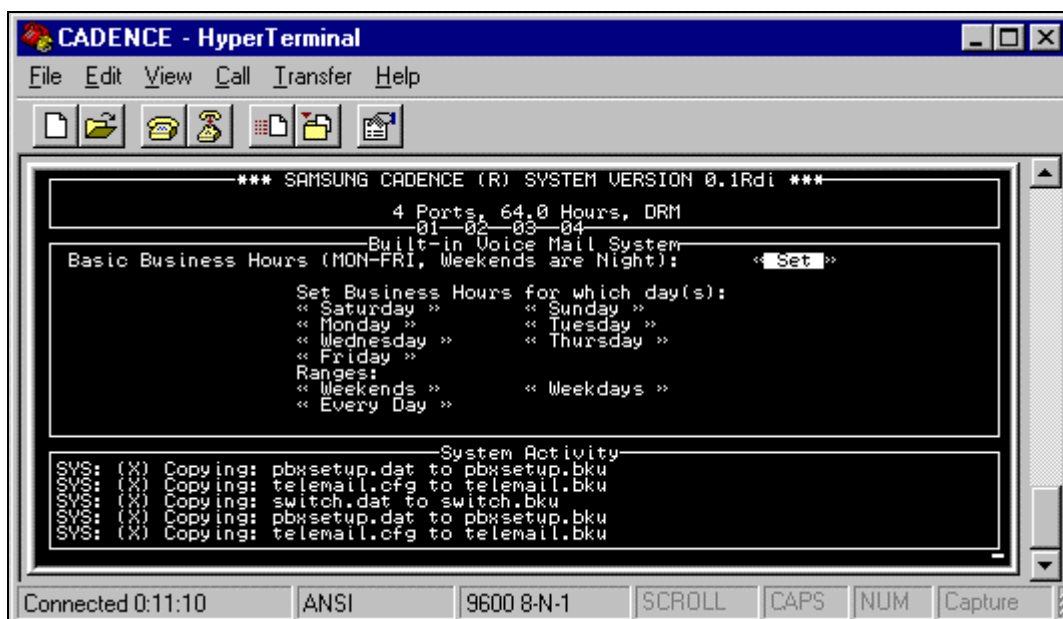
DATA RANGE: Any valid mailbox (must match fax machine extension)

DEFAULT DATA: None

2.21 <<Set Business Hours>>

Select <<Set Business Hours>> to access the following options.

When the system mode of operation is set to auto, the business hours schedule defined in these two screens 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.



This option shows the first of two screens for programming business hours. In this screen a day (or days) of the week can be selected.

Use Option Code 1368 and 1369 to set the time.

- Saturday The Option Code for this is 1348
- Sunday The Option Code for this is 1349
- Monday The Option Code for this is 1350
- Tuesday The Option Code for this is 1351
- Wednesday The Option Code for this is 1352
- Thursday The Option Code for this is 1353
- Friday The Option Code for this is 1354

To save the effort of repeating the same data, three short cuts exist:

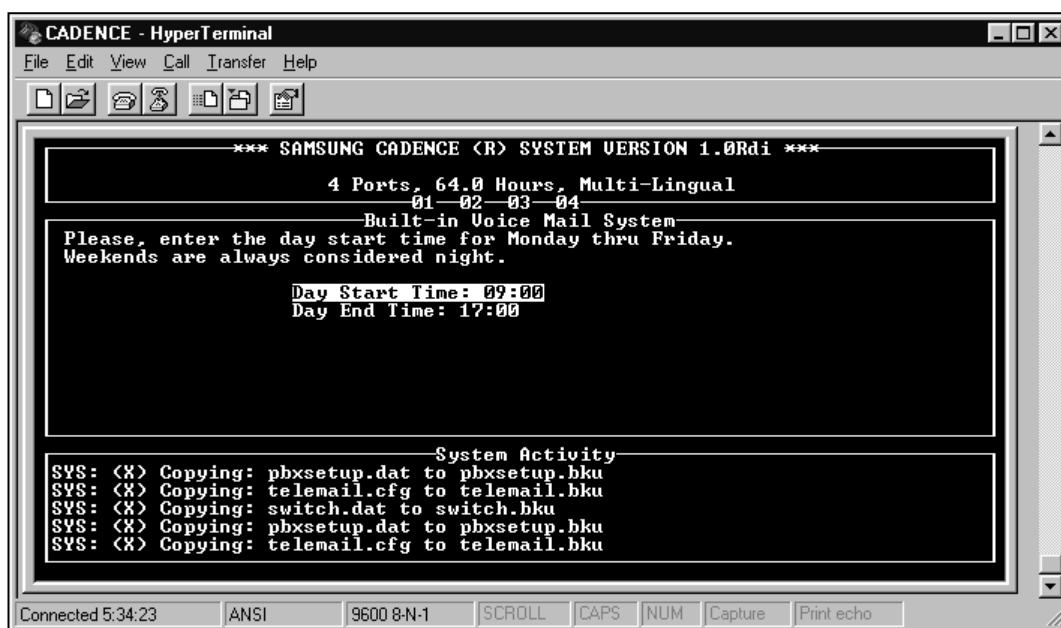
- Weekends Selects business hours for Saturday and Sunday
The Option Code for this is 1355
- Weekdays Selects business hours for Monday through Friday
The Option Code for this is 1356
- Every Day Selects business hours for all days
The Option Code for this is 1357

After selecting one of these options you will see the second screen defined in 2.21.2.

2.21.1 <<Set>>

Set Basic Business Hours – The Option Code for this is 1347. This sets the business hours for Monday to Friday. Weekdays are considered nights. **You may use this option or the options in 2.21 (Set Business Hours). You cannot use both options together.**

Select <<SET>> to access the following options:



2.21.1.1 Day Start Time

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1368

DESCRIPTION: This option sets the day start time for Basic Business Hours.

This option only applies if the “Set Basic Business Hours” option is used.

DATA RANGE: Any valid time.

DEFAULT DATA: 09:00 A.M.

2.21.1.2 Day End Time

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1369

DESCRIPTION: This option sets the day end time for Basic Business Hours.

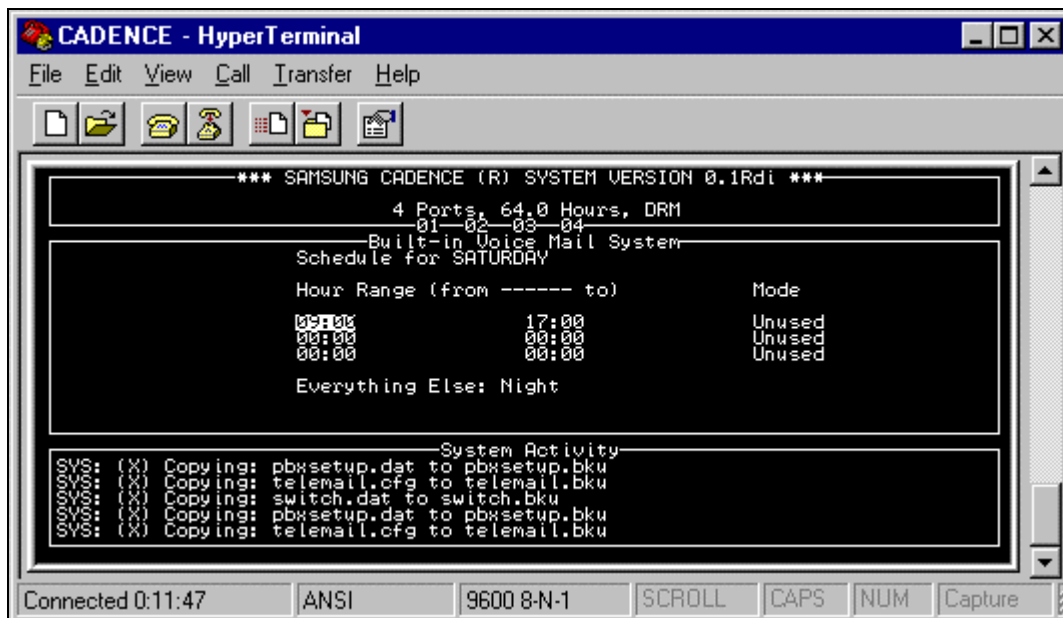
This option only applies if the “Set Basic Business Hours” option is used.

DATA RANGE: Any valid time.

DEFAULT DATA: 17:00

2.21.2 Business Hours – Daily Time

Select <<“day”>> (e.g. <<Saturday>>) to access the following options:



2.21.2.1 Business Hours – Set Time

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1358 - 1366

DESCRIPTION: This option shows the second of two screens for programming business hours by day. These options are only used if you are programming a specific day of the week.

On this screen three distinct time periods can be defined. For example, in addition to day and night, a lunch time or any other “special” time period can be defined. CADENCE can then greet callers with “good morning” or “good afternoon” or any other message.

The following table shows the option codes to use for setting business hours:

	Period 1	Period 2	Period 3
Start time	1358	1359	1360
End time	1361	1362	1363
Operating Mode	1364	1365	1366

DATA RANGE: Any operating mode for any time.

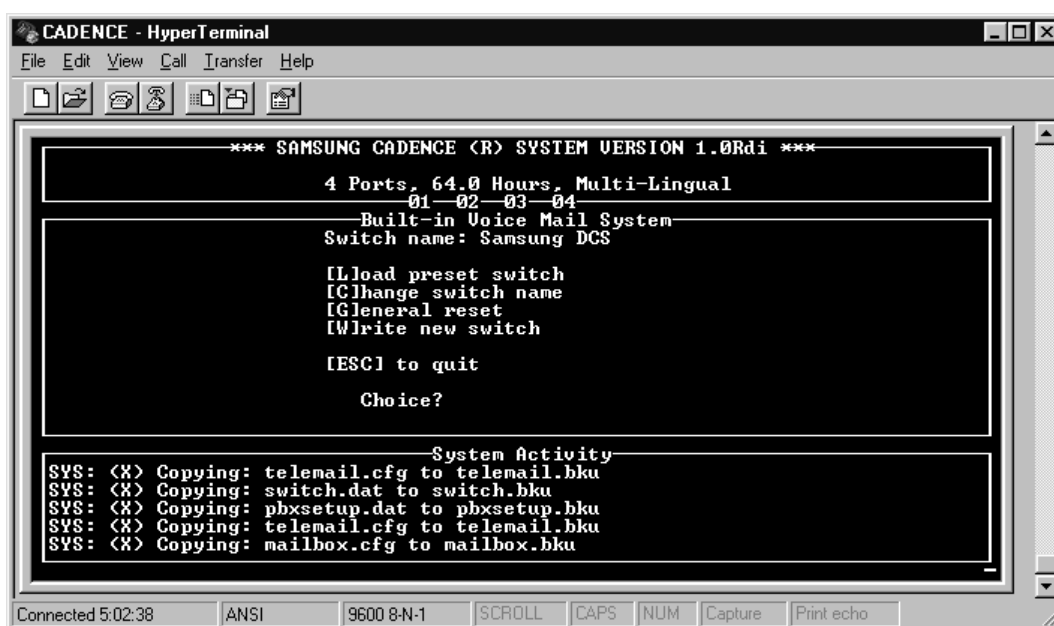
DEFAULT DATA: 09:00 – 17:00 - Day

2.21.2.2 Everything Else

- DTMF ACCESS CODE:** Operation / Configuration – Option Code: 1367
- DESCRIPTION:** These options set the operating mode for all times not defined in 2.21.2.1. (Business Hours–Set Time).
- DATA RANGE:** Day, Night, Special, Unused
- DEFAULT DATA:** Night

3 Load Switch Defaults

From the main menu select [L] to access the following options:



3.1 Load Preset Switch

- DTMF ACCESS CODE:** Operation / Configuration – Option Code: 1702
- DESCRIPTION:** Used to select a preset switch default (before you can do this you must have previously created and saved one). This is not needed for default installation since CADENCE will configure itself to the DCS. **This should be used with caution as it will cause a general reset before loading the new default.**
- DATA RANGE:** 800 – 900
- DEFAULT DATA:** N/A

3.2 Change Switch Name

DTMF ACCESS CODE: N/A

DESCRIPTION: Allows you to change the name of the selected switch. This is used in conjunction with Write New Switch (3.4).

DATA RANGE: N/A

DEFAULT DATA: N/A

3.3 General Reset

DTMF ACCESS CODE: N/A

DESCRIPTION: Used to set CADENCE to factory defaults. **Use with caution! All customer data will be lost and cannot be restored. Any system prompts that you have recorded cannot be restored.**

This can take several minutes if the existing database is extensive.

DATA RANGE: N/A

DEFAULT DATA: N/A

3.4 Write New Switch

DTMF ACCESS CODE: N/A

DESCRIPTION: Allows you to create a new switch default. This can be used to create a default template. For example, suppose you are installing this switch for use behind Centrex lines.

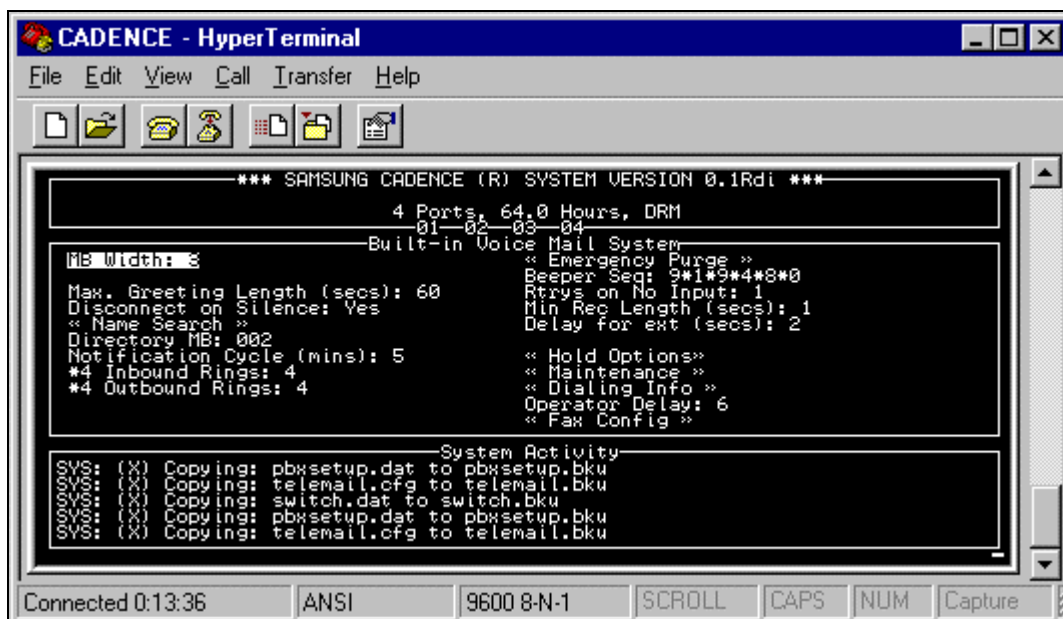
1. Make all the changes to the CADENCE configuration and dial strings that effect the use of Centrex lines (outdial rules and transfer instructions).
2. Change the switch name to "CENTREX" (for example). See section 3.2.
3. Save the new switch information by assigning to it a three-digit number between 800 and 900 (e.g. 823). This will be the reference number to reload the switch data. It can be used as a shortcut to save future programming.

DATA RANGE: N/A

DEFAULT DATA: N/A

4 Configuration Settings

From the main menu select [C] to access the following options:



4.1 MB Width

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1196

DESCRIPTION: Number of digits in a mailbox number. This is typically set to match the length of extension numbers in the DCS phone system. If the phone system is utilising 4-digit numbers the system will associate the last three with mailbox numbers when logging into CADENCE. For example, if station 2246 calls CADENCE directly, CADENCE will prompt the caller for the password to mailbox 246.

OR

If station 2246 is forwarded to CADENCE directly, CADENCE will respond with the personal greeting for 246.

See also Extn: (7.2).

DATA RANGE: 2 or 3

DEFAULT DATA: 3

4.2 Max. Greeting Length (Secs)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1202

DESCRIPTION: Sets the maximum time allowed for system greetings. Remember that a greeting has four parts. This setting ef-

ffects the maximum possible duration of each part. This setting also affects mailbox greetings and is measured in seconds.

DATA RANGE: 0 – 9999

DEFAULT DATA: 60

4.3 Disconnect On Silence

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1203

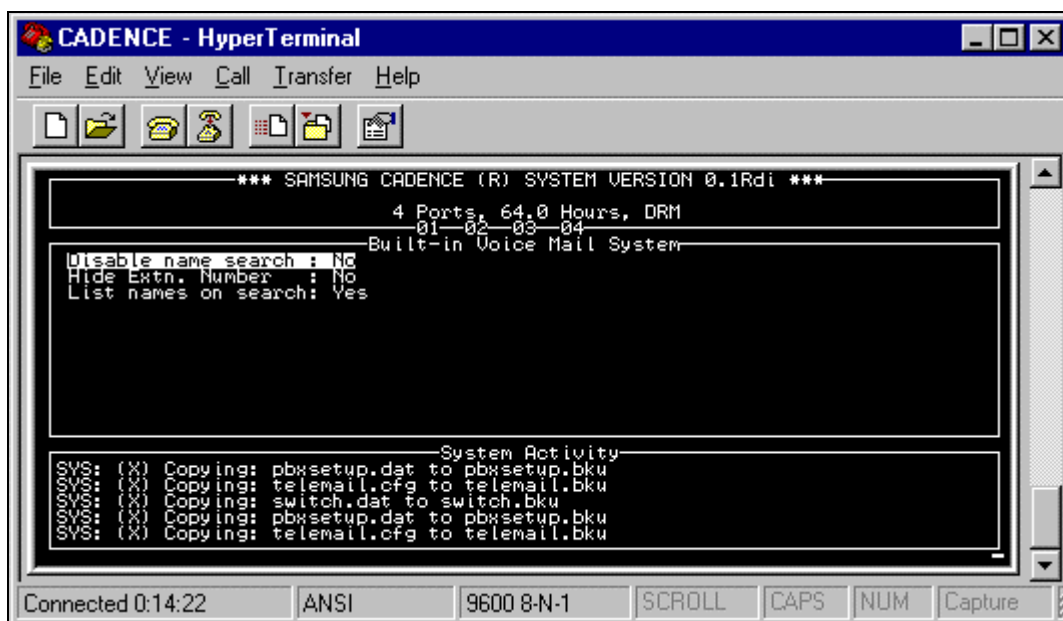
DESCRIPTION: This determines if CADENCE will disconnect a caller leaving a voice mail message if silence is detected. This is normally set to Yes. If set to No, each message will be the duration specified in Rec Limit (7.7) (with most of the message being silence).

DATA RANGE: Yes / No

DEFAULT DATA: Yes

4.4 <<Name Search>>

Select <<Name Search>> to access the following options:



4.4.1 Disable Name Search

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1216

DESCRIPTION: This is used to enable or disable the name search option (Directory mailbox) which is accessed from the main menu.

DATA RANGE: Yes / No

DEFAULT DATA: No

4.4.2 Hide Extn Number

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1217

DESCRIPTION: When a caller successfully uses the directory they will hear (e.g.) “You are being transferred to extension 375, John Smith”. If this value is set to Yes, a caller will hear (e.g.) “You are being transferred to John Smith”.

DATA RANGE: Yes / No

DEFAULT DATA: No

4.4.3 List Names On Search

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1218

DESCRIPTION: This parameter refers to the different name search methods, not whether the name of the person is actually played. If set to Yes, CADENCE asks the caller to enter the first few letters of the person's name and then lists all the names that match.

The caller can choose the party from the list offered. Whether CADENCE asks for the first name, last name, or either, is determined by the Name Search Msg parameter (2.19).

If set to No, CADENCE first asks the caller for the last name of the person. If more than one mailbox matches, CADENCE asks for the first name of the person. If more than one mailbox still matches, CADENCE asks the caller for the middle initial of the person. Then CADENCE plays the name of the person and transfers the caller to the person's extension. Note that if there is more than one person with the same first name, last name and middle initial you should set this option to Yes.

When using the dial by name feature, it is important that everyone records their name and enters their name in their individual mailbox. The dial by name feature will not work properly if this is not done.

DATA RANGE: Yes / No

DEFAULT DATA: Yes

4.5 Directory MB

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1204

DESCRIPTION: The directory mailbox is used by callers who do not know the extension number of the desired party. The caller is prompted to enter the first three digits of the person's name and is automatically transferred to the party with a matching name. For this feature to work, the name information must be completed in mailbox programming.

The data entered here represents the digits dialed from the main menu to access the directory feature. This data is entered as three digits; if any leading digits are zeros they will be ignored by the system. For example, the default value is 002. Callers need to dial 2 to reach the directory mailbox. See also <<Name Search>> (4.4).

DATA RANGE: Any valid mailbox

DEFAULT DATA: 002

4.6 Notification Cycle (Mins)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1205

DESCRIPTION: This is a system setting to determine how often the system checks to see if notification is necessary.

Each mailbox can set up multiple notification attempts; in order to keep track of them the system must periodically check to see what mailboxes are due for notification. Normally it is not necessary to change this setting, which is measured in minutes. Keep this setting short to avoid unnecessary delays for pagers.

See also <<Notifications>> (7.15).

DATA RANGE: 0 – 255

DEFAULT DATA: 5

4.7 *4 Inbound Rings

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1206

DESCRIPTION: Programmable dial strings can be created for alternative message notification. This setting determines how long CADENCE will wait for an answer during one of the programmable dial strings.

DATA RANGE: 1 – 9

DEFAULT DATA: 4

4.8 *4 Outbound Rings

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1207

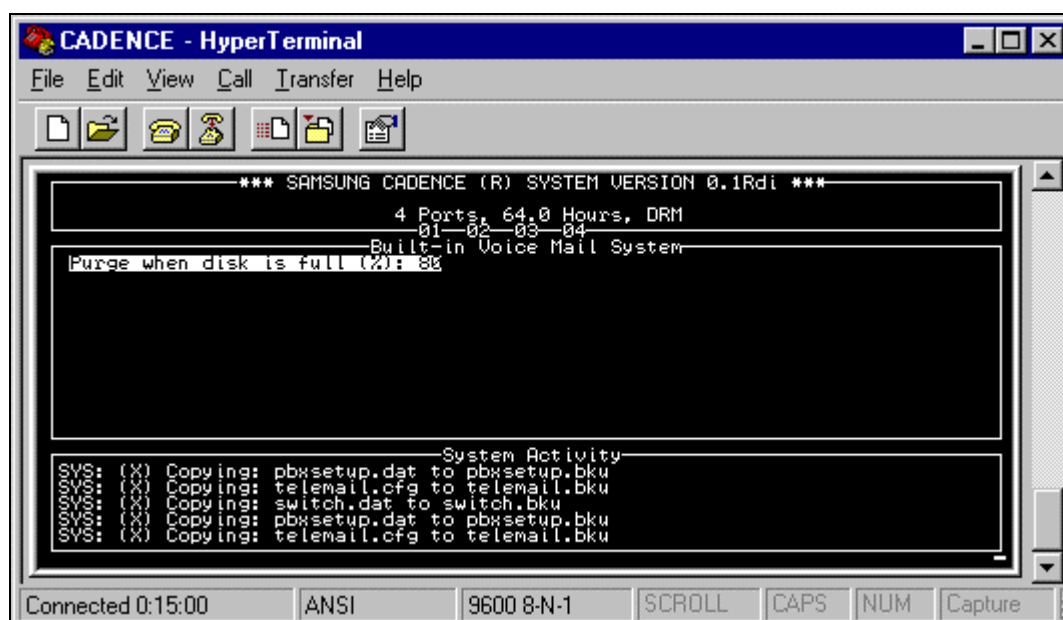
DESCRIPTION: Programmable dial strings can be created for outbound notification, and pager notification. This setting determines how long CADENCE will wait for an answer during one of the programmable dial strings

DATA RANGE: 1 – 9

DEFAULT DATA: 4

4.9 <<Emergency Purge>>

Select << Emergency Purge >> to access the following options:



4.9.1 Purge When Disk Is Full (%)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1219

DESCRIPTION: To conserve disk space, each mailbox may have an individual setting to purge messages over a certain age. See 7.8, Purge (Days). In addition to the mailbox setting, this system-wide setting will purge messages only when the disk drive reaches the capacity defined here.

DATA RANGE: 00 – 99

DEFAULT DATA: 80%

4.10 Beeper Sequence

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1210

DESCRIPTION: Mailbox owners can be notified of new messages by “beeper”. Because of this, CADENCE must be able to dial the pager company using the DCS resources. When CADENCE attempts to call the assigned pager for any mailbox it will first check the beeper sequence in the mailbox edit screen. If this field is blank it will use the beeper sequence in this field as the default. For a description of dialling codes see Part 3, *Dialling Sequences*.

DATA RANGE: Any dialling sequence

DEFAULT DATA: 9*1*9*4*8*0

4.11 Retries On No Input

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1211

DESCRIPTION: This option allows prompts to be repeated to callers who do not enter any DTMF. The main menu is not affected by this setting.

DATA RANGE: 0 – 9

DEFAULT DATA: 1

4.12 Min Rec Length (Secs)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1212

DESCRIPTION: This sets the minimum amount of time that a message must be in order to be saved as a message.

DATA RANGE: 0 – 10

DEFAULT DATA: 1

4.13 Delay For Extension (Secs)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1213

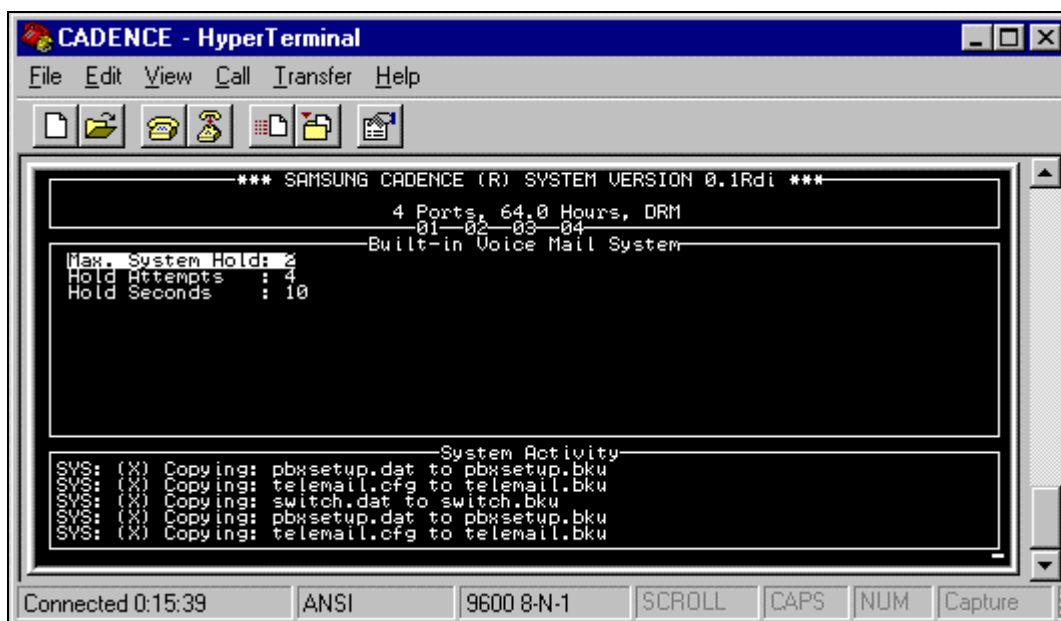
DESCRIPTION: This is the main menu interdigit timer. In some cases, callers may have a choice of dialling digits that conflict. An example of this would be the default main menu options of “2” for directory or any station number beginning with “2”. After each digit is pressed, CADENCE begins this timer. If the timer expires before any other digits are dialled, the number is considered complete and the appropriate action is taken by CADENCE.

DATA RANGE: 0 – 10

DEFAULT DATA: 2

4.14 <<Hold Options>>

Select <<Hold Options>> to access the following options:



4.14.1 Max System Hold

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1220

DESCRIPTION: Sets the maximum number of callers allowed to hold in the system at any one time. Call progress must be enabled for this to work. Each caller holding in the system will occupy a CADENCE port so bear this in mind when assigning this programming option.

DATA RANGE: 1 – 12

DEFAULT DATA: 2

4.14.2 Hold Attempts

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1221

DESCRIPTION: In the case of a mailbox with call hold enabled, this is the number of times CADENCE attempts to transfer a caller to a busy extension before prompting the caller to continue holding.

DATA RANGE: 1 – 99

DEFAULT DATA: 4

4.14.3 Hold Secs

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1222

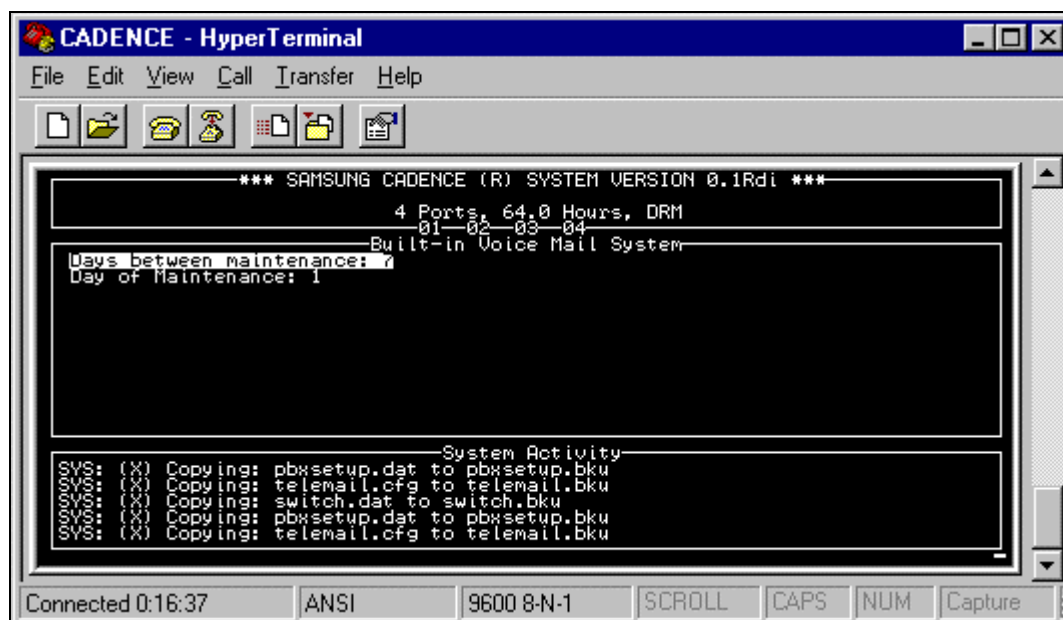
DESCRIPTION: In a mailbox where callers are allowed to hold, this is the length of time CADENCE waits before attempting to transfer the caller to the station. This option applies only to the first person in queue. Subsequent holders are governed by the duration of the message (5000–5099) they are listening to.

DATA RANGE: 1 – 120

DEFAULT DATA: 10

4.15 <<Maintenance>>

Select << Maintenance >> to access the following options:



During scheduled maintenance CADENCE does the following:

1. Checks the integrity of the HDD (using CHKDSK).
2. Checks the integrity of the message database (using MDXCHK).
3. Updates the mailbox database by restarting TM.EXE.

This involves restarting CADENCE

Additionally, every day at 2:00 a.m. CADENCE does the following:

1. Moves all data from the temporary event log file to C:\VMEVENT.CSV.
2. Removes old events from C:\VMEVENT.CSV.
3. Forwards or purges all messages that are due.
4. Permanently removes deleted messages.
5. Removes old data from RECENT.LOG if its size exceeds 1.5 MB.

6. Purges old messages if there is a lack of disk space.
7. Launches periodic maintenance if necessary.

This does not involve restarting CADENCE.

4.15.1 Days Between Maintenance

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1223

DESCRIPTION: Sets the number of days between maintenance. If 0 is entered, maintenance will be performed once.

If any value between 1 and 7 is entered, maintenance is performed once a week on the day specified in 4.15.2 (day of maintenance).

If any value between 8 and 14 is entered, maintenance is performed once every two weeks, on the day specified in 4.15.2 (day of maintenance).

If any value between 15 and 21 is entered, maintenance is performed once every three weeks, on the day specified in 4.15.2 (day of maintenance).

DATA RANGE: 0 – 255

DEFAULT DATA: 7

EXAMPLES: “Day of maintenance” is 1, “Days between maintenance” is 7 – maintenance is performed on Sundays once a week.

“Day of maintenance” is 1, “Days between maintenance” is 0 – maintenance is never performed.

“Day of maintenance” is 3, “Days between maintenance” is 14 – maintenance is performed on Tuesdays every 2 weeks.

“Day of maintenance” is 0, “Days between maintenance” is 1 – maintenance is performed every day.

4.15.2 Day Of Maintenance

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1224

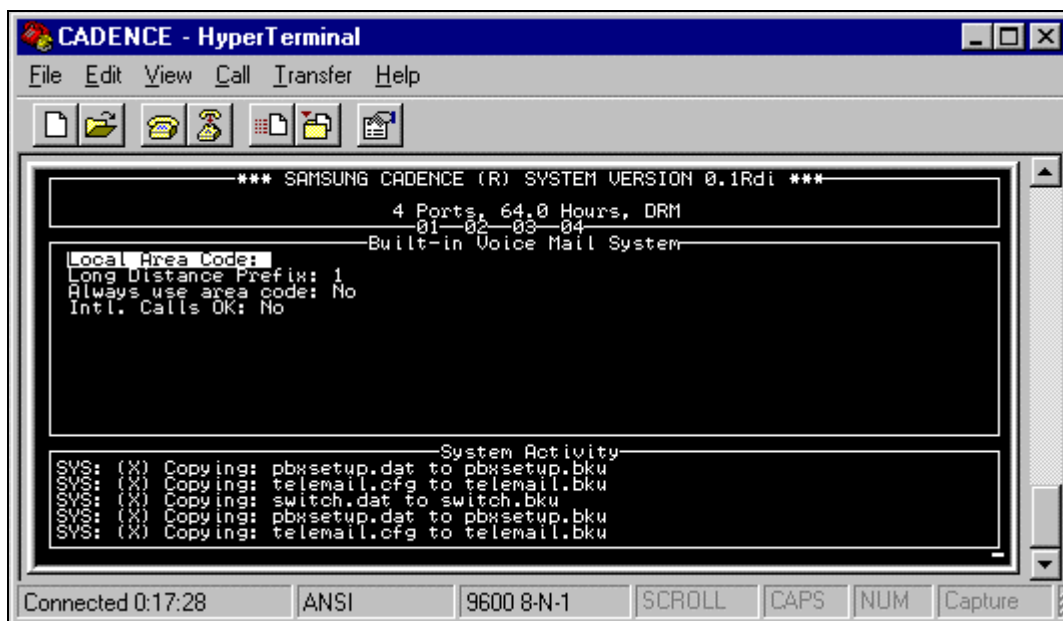
DESCRIPTION: Sets the day of the week on which the maintenance will occur: 0 is every day, or enter 1 to 7 (1 is Sunday, 7 is Saturday). Maintenance occurs at 2 a.m.

DATA RANGE: 0 – 7

DEFAULT DATA: 1

4.16 <<Dialing Info>>

Select <<Dialing Info.>> to access the following options:



The information in this screen is used for all outdialling.

4.16.1 Local Area Code:

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1386

DESCRIPTION: This defines the local area code. When a local area code is entered here, CADENCE will strip off this area code when a caller enters these digits for a callback or fax-back. (Not used in UK.)

DATA RANGE: Any Area Code

DEFAULT DATA: None

4.16.2 Long Distance Prefix

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1387

DESCRIPTION: CADENCE automatically dials this digit in front of the callback number, if the callback number is only 10 digits.

DATA RANGE: 1–0, none

DEFAULT DATA: 1

4.16.3 Always Use Area Code

DTMF ACCESS CODE:	Operation / Configuration – Option Code: 1388
DESCRIPTION:	Forces CADENCE to always use an area code when dialling out. If this is set to No, CADENCE automatically deletes these digits from the outbound dialling string. Regardless of this setting, if the number to outdial is a 7-digit number, CADENCE will not dial a long distance prefix or the area code.
DATA RANGE:	Yes / No
DEFAULT DATA:	No

4.16.4 International Calls Ok

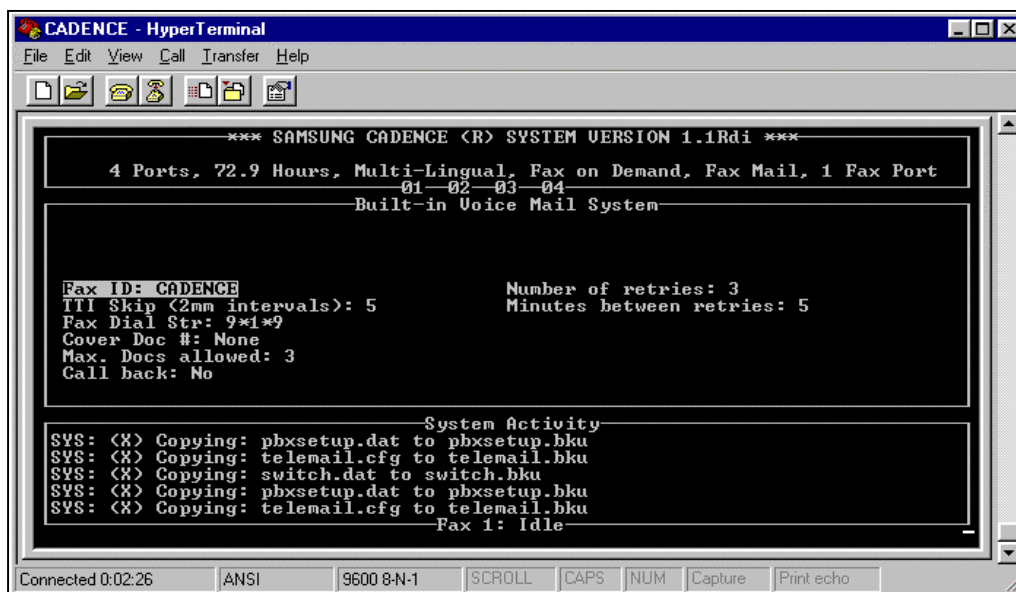
DTMF ACCESS CODE:	Operation / Configuration – Option Code: 1237
DESCRIPTION:	Allows CADENCE to process international calls with call-back phone numbers that contain 12 digits or more.
DATA RANGE:	Yes / No
DEFAULT DATA:	No

4.17 Operator Delay

DTMF ACCESS CODE:	Operation / Configuration – Option Code: 1215
DESCRIPTION:	This is the number of seconds that CADENCE will wait for DTMF input before transferring the caller to an operator. Consider this as a 'no response' timer.
DATA RANGE:	1 - 120
DEFAULT DATA:	6

4.18 <<Fax Config>>

Select <<Fax Config.>> to access the following options:



4.18.1 Fax I.D.

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1229

DESCRIPTION: This is the local fax ID: it will appear at the top of any documents you send. Use only upper case A–Z and spaces.

DATA RANGE: Upper case A – Z and spaces.

DEFAULT DATA: None

4.18.2 TTI Skip (2mm Intervals)

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1230

DESCRIPTION: This is the number of 2 mm units at the top of the page when loading a document. This is used when you are loading a document that was faxed to you and you do not want the previous TTI information to appear on the fax that you send.

DATA RANGE: 0 – 99

DEFAULT DATA: 5

4.18.3 Fax Dial Str

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1231

DESCRIPTION: These are the instructions to use when the system dials out to send a fax. By default this is 9*1*9. This means

dial 9 to get a C.O. line, wait for one second and then dial the programmed number. The programmed number can be a number entered by a caller in a 'fax on demand' application or a number entered by a mailbox owner to retrieve a fax.

DATA RANGE: Any dialling sequence

DEFAULT DATA: 9*1*9

4.18.4 Cover Doc

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1232

DESCRIPTION: If a document number is entered here, it will be sent before each fax transmission as a cover document.

DATA RANGE: None or 1 – 999

DEFAULT DATA: None

4.18.5 Maximum Docs Allowed

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1233

DESCRIPTION: This option restricts the number of documents a caller can request for each call in a 'fax on demand' application.

DATA RANGE: 0 – 9

DEFAULT DATA: 3

4.18.6 Call Back

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1234

DESCRIPTION: If set to Yes, the caller may request that the fax be sent to another telephone number; if set to No, the fax can only be retrieved on the current call. If this is set to No, the caller **MUST** be calling from a fax machine.

DATA RANGE: Yes / No

DEFAULT DATA: No

4.18.7 Number Of Retries

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1389

DESCRIPTION: This is the number of retries for a failed fax transmission.

DATA RANGE: 0 – 10

DEFAULT DATA: 3

4.18.8 Minutes Between Retries

DTMF ACCESS CODE: Operation / Configuration – Option Code: 1390

DESCRIPTION: This is the time between fax attempts in the event that a transmission fails.

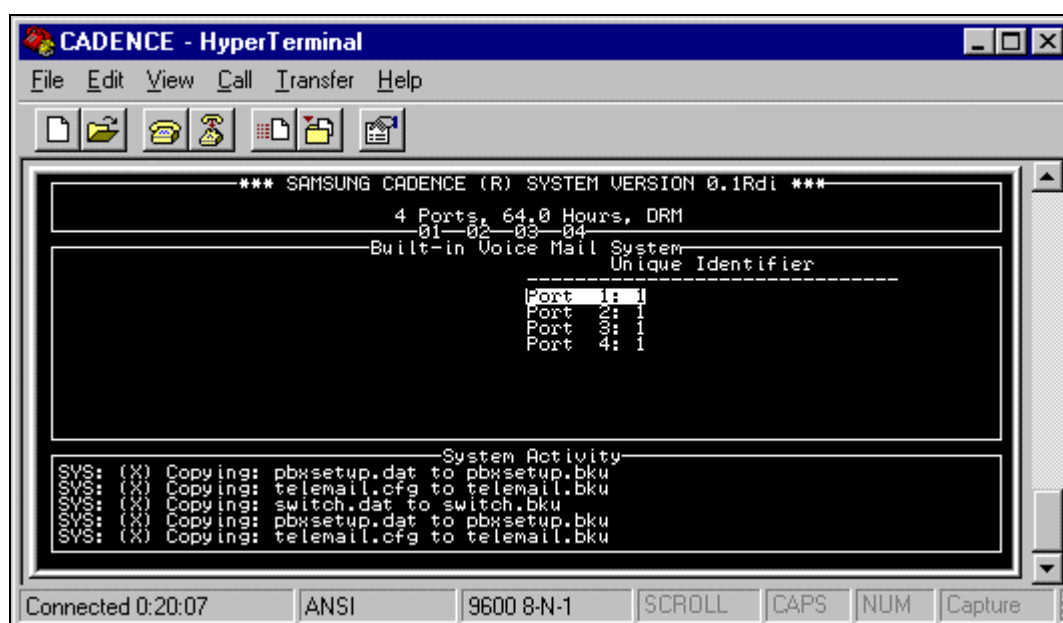
Note: Option Code 1707 is used to load 'fax on demand' documents.

DATA RANGE: 1 – 255

DEFAULT DATA: 5

5 Port Specific Options

Select [P] from the main menu to display the following screen:



If this feature is used, you must set mailboxes for screened transfer by setting "No Call Progress" to No. See section 7.28.3.

5.1 Unique Identifier

DTMF ACCESS CODE: Operation / Configuration – Option Code: Port 1 – 1287 to Port 16 - 1302

DESCRIPTION: The Unique Identifier specifies an ID number between 1 and 16. This is used if the system is to be divided between multiple organisations. The ID number identifies a specific department or company and will use the greetings and operator associated with the ID. The default is '1' and means all ports play the same greeting message.

Numbers from 2 upwards are used to reference a different greeting message per port on the system.

IDs can be assigned either by port or C.O. line as defined in this section. A port ID will override a CO line ID.

If language by ID is used:

ID #1 will use language #1 and the operator defined in DAY and NIGHT general delivery mailbox.

ID #2 will use language #2 and the operator DAY and NIGHT general delivery mailboxes that are two numbers higher than the default.

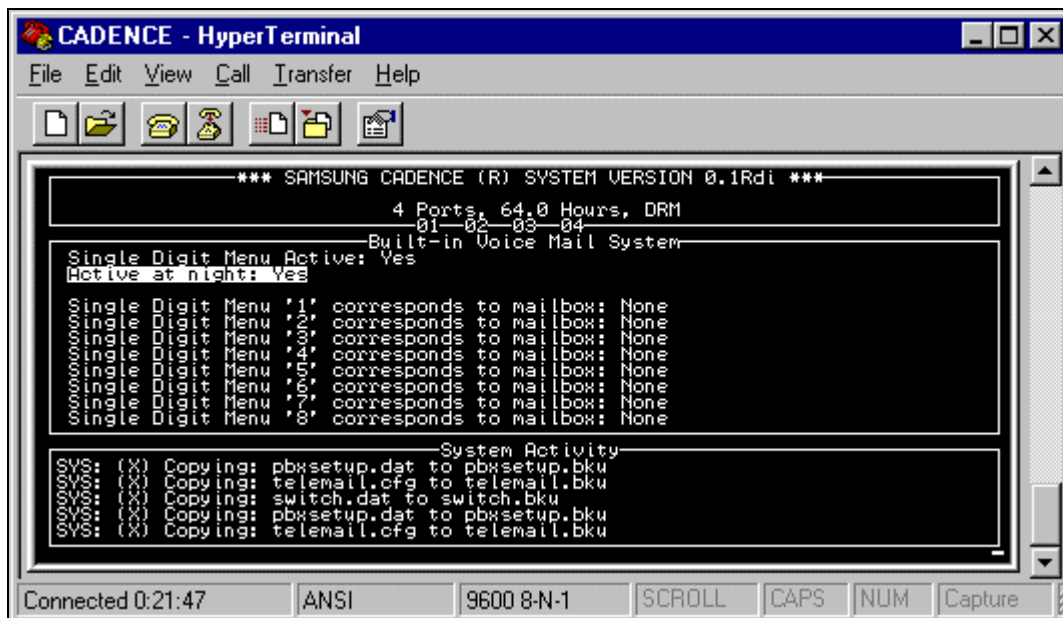
ID #3 will use language #3 and the operator DAY and NIGHT general delivery mailboxes that are three numbers higher than the default.

DATA RANGE: 1 – 16

DEFAULT DATA: 1

6 Single Digit Menu

Select [S] from the main menu to display the following options:



6.1 Single Digit Menu Active

DTMF ACCESS CODE: Operation / Configuration – Option Code 1261

DESCRIPTION: Used to enable or disable the single digit menu from the main menu.

DATA RANGE: Yes / No

DEFAULT DATA: No

6.2 Single Digit Menu At Night

DTMF ACCESS CODE: Operation / Configuration – Option Code 1262

DESCRIPTION: Used to enable or disable the single digit menu from the main menu at night.

DATA RANGE: Yes / No

DEFAULT DATA: No

6.3 Single Digit Options

DTMF ACCESS CODE: Operation / Configuration – Option Code: Digit 1 – 1263 to Digit 8 - 1270

DESCRIPTION: Digits 1 to 8 can be used as single digit extension numbers. To configure a multi-level dialling directory (also known as audiotext or bulletin board), configure the assigned mailboxes as audiotext mailbox types.

DATA RANGE: Mailbox numbers for digits 1 – 8

DEFAULT DATA: None

7 Mailbox Setup and Editing

This screen provides access to the mailbox [E]diting screen, and the mailbox [D]uplication feature.

Edit is used to create or change a mailbox. Duplicate is used to copy a mailbox.

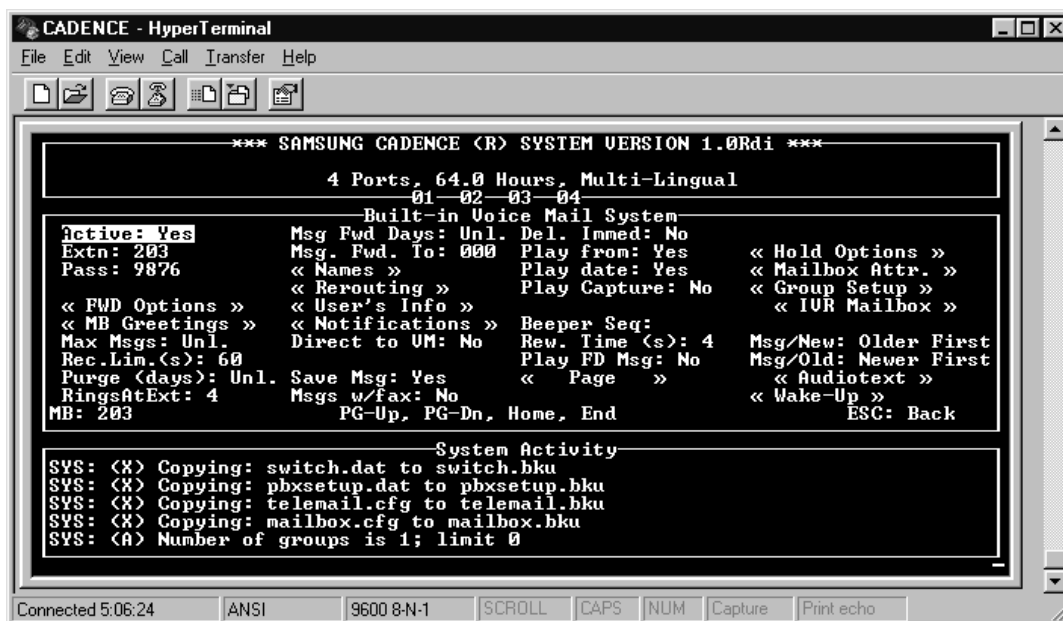
This screen allows activation and setup of any mailbox in the system. The bottom left displays the current mailbox being edited. Use the <PageUp> key* to scroll to the next mailbox; use <PageDown>* to scroll to the previous mailbox; use <Home>* to edit the first active mailbox; use <End>* to edit the last active mailbox.

(*NUM LOCK must be off)

On most laptops that do not have a number keypad you can use the number keys.

OPTION	NUMBER KEY
END	1
HOME	7
PAGE DOWN	3
PAGE UP	9

Select [M] and [E] from the main menu to access the following options:



MBX numbers 099 and 999 are reserved for system administration mailboxes. They can neither be created nor destroyed.

7.1 Active Status

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1400

DESCRIPTION: Activates or deactivates the mailbox. A mailbox must be active in order to be used. Mailboxes that are not active effectively do not exist. Up to 1000 mailboxes can be activated on the CADENCE system. If you deactivate a mailbox, all messages, greetings and mailbox attributes will be lost. A mailbox must be active to use the Auto Attendant Transfer feature.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.2 Extn:

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1401

DESCRIPTION: The extension number associated with this mailbox. Mailboxes that are activated during automatic system initialisation are configured with the extension number set to the mailbox number. These two sets of numbers do not necessarily have to match; however, for easier operation it is recommended that the two sets of numbers match.

The extension number programmed here is used for message wait notification, and auto attendant transfer options. CADENCE versions before 1.5 will only support 3-digit extensions and mailboxes.

DATA RANGE: Any extension number

DEFAULT DATA: Same as mailbox number

7.3 Password:

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1402

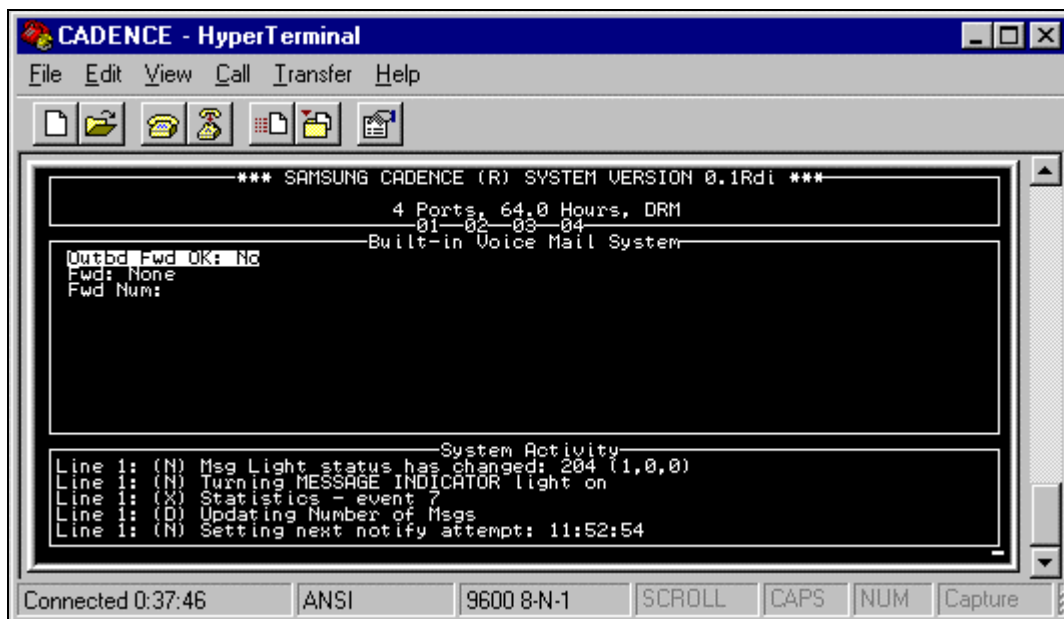
DESCRIPTION: This is the mailbox owner's access code. The mailbox owner or the system administrator may assign a new access code to a mailbox. The mailbox owner may assign up to four digits as the access code. The system administrator may assign up to eight digits as the access code. An access code that is set by the administrator has precedence over an access code set by a mailbox owner. You can enter nothing here and this mailbox will have no password.

DATA RANGE: Any eight digits

DEFAULT DATA: 9876

7.4 <<Fwd Options>>

Select <<Forward Options>> to access the following options:



7.4.1 Outbound Forward OK

DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1424
DESCRIPTION:	This setting determines if a mailbox is allowed outbound forwarding and message delivery capabilities. This parameter includes beeper notification, outbound call forwarding (follow me) and outbound message notification. Note: If you do not activate this option, outbound dialling will remain blocked by default.
DATA RANGE:	Yes / No
DEFAULT DATA:	No

7.4.2 Fwd

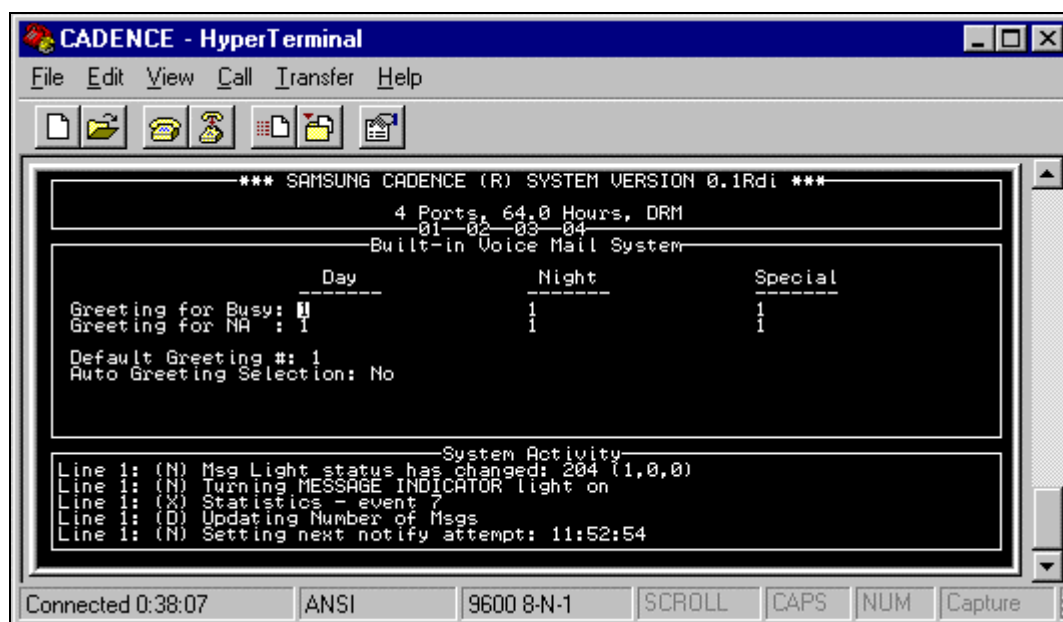
DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1425
DESCRIPTION:	This determines the type of notification that will be used. The choices are: None - Disable forwarding and notification. Beeper – When there are new messages, notify to beeper. Out - MsgNotif – When there are new messages, call the FWD NUMBER (Section 7.4.3), and inform the mailbox owner of new messages. Out - Follow – When a call arrives at the mailbox from the AUTO ATTENDANT, before recording a message, try to forward the call to the number programmed in 7.4.3. If not answered the caller will be placed in Voice Mail. For beeper and outbound message notify, notification will apply for each new message; an exception to this would be if capture digits or urgent messages are turned on.
DATA RANGE:	None
DEFAULT DATA:	None

7.4.3 Fwd Num

DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1426
DESCRIPTION:	The telephone number to dial for outbound notification, beeper notification or follow me.
DATA RANGE:	Any phone number
DEFAULT DATA:	None

7.5 <<Mailbox Greetings>>

Select << MB Greetings >> to access the following options:



7.5.1 Greetings For Busy / No Answer

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1427 to 1432

DESCRIPTION: Personal greeting message number to play for six different conditions, separate busy and no answer messages are possible for day, night and special conditions. Mailbox owners may select messages 1-9.

If the system is multilingual and Greeting By Language (9.3.6.4) is set to Yes, or system is multi-tenant and Greeting By ID (9.3.6.2) is set to Yes, the greeting to play will be chosen according to these conditions.

DATA RANGE: 1 – 9

DEFAULT DATA: 1

7.5.2 Default Greeting

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1433

DESCRIPTION: If current mode of operation is holiday or direct voice mail access takes place, the default greeting will be played.

If system cannot access chosen greeting, it will try to play greeting #1. If greeting #1 cannot be accessed, the system will try to play the name of the mailbox owner.

DATA RANGE: 1 – 9

DEFAULT DATA: 1

7.5.3 Auto Greeting Selection

DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1434
DESCRIPTION:	Enables / disables the time-dependent personal greeting message. When enabled, system plays message #1 while in DAY mode and #2 while in NIGHT mode. This will be disabled if either Greeting By Language (9.3.6.4) or Greeting By ID (9.3.6.2) is active.
DATA RANGE:	Yes / No
DEFAULT DATA:	No

7.6 Max Msgs:

DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1403
DESCRIPTION:	This parameter sets the maximum number of messages each mailbox may receive. The default maximum is unlimited messages. 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 auto attendant main menu.
DATA RANGE:	0 – 255
DEFAULT DATA:	Unlimited (255)

7.7 Rec Limit (Secs)

DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1404
DESCRIPTION:	This parameter sets the maximum length of time, in seconds, allowed for each message recorded on the system. This timer is measured in seconds.
DATA RANGE:	0 – 9999
DEFAULT DATA:	180

7.8 Purge (Days):

DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1405
DESCRIPTION:	This parameter sets the maximum length of time (in days) for messages to be stored in their mailboxes. The default setting is no message purge. When this timer expires the message will be removed from the mailbox. There is no factory default purge time. However, keeping the number of messages low will improve the system's performance. This timer is measured in days.

0 – Purge new messages immediately
1 – During tomorrow's daily activity at 2 a.m.
Unlimited - Never purge new messages

DATA RANGE: 0 – 255
DEFAULT DATA: Unlimited (255)

7.9 Rings At Ext

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1406

DESCRIPTION: This parameter determines the number of rings that CADENCE should wait during a supervised transfer (the no call progress option is turned off) before releasing the caller to the extension. This option is only valid in a CADENCE supervised call transfer. This value is measured in number of rings.

DATA RANGE: 1 – 9
DEFAULT DATA: 4

7.10 Msg. Fwd. Days

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1408

DESCRIPTION: Number of days before forwarding new messages left in this mailbox to another mailbox.

0 – Forward new messages immediately
1 – During tomorrow's daily activity at 2 a.m.
Unlimited - Never forward new messages
See also MSG. FWD. TO.

DATA RANGE: 0 – 255 (255 = Unlimited)
DEFAULT DATA: (255 = Unlimited)

7.11 Msg. Fwd. To

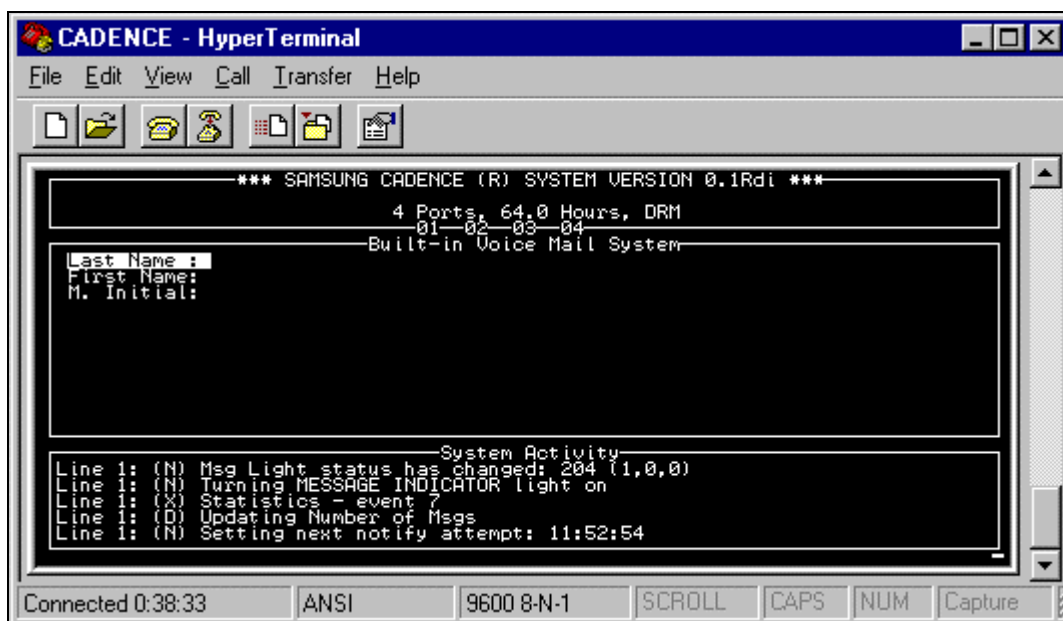
DTMF ACCESS CODE: Mailbox Administration – Option Code: 1409

DESCRIPTION: This setting defines the mailbox number to forward messages to. This setting is ignored unless Msg. Fwd Days is set to something other than unlimited. A forwarded message will disappear from the original mailbox.

DATA RANGE: Any valid mailbox
DEFAULT DATA: 000

7.12 <<Names>>

Select <<Names>> to access the following options:



If there is no entry here, this mailbox cannot be accessed through the dial by name feature.

7.12.1 Last Name:

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1534

DESCRIPTION: The mailbox owner's last name. This is used in the corporate directory to route calls by name. It can also be entered by the mailbox owner.

DATA RANGE: Any three digits / alpha characters

DEFAULT DATA: None

7.12.2 First Name:

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1535

DESCRIPTION: The mailbox owner's first name. This is used in the corporate directory to route calls by name. It can also be entered by the mailbox owner.

DATA RANGE: Any three digits / alpha characters

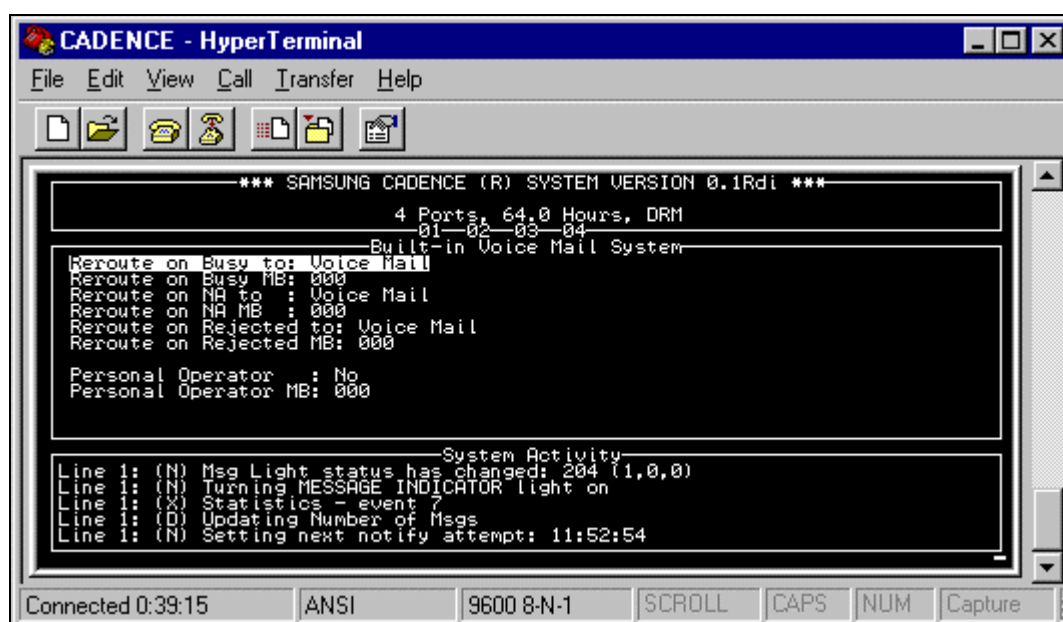
DEFAULT DATA: None

7.12.3 M. Initial

- DTMF ACCESS CODE:** Mailbox Administration – Option Code: 1536
- DESCRIPTION:** The mailbox owner's middle initial. This is used in the corporate directory to route calls by name. It can only be entered by the system administrator.
- DATA RANGE:** Any one digit / alpha character
- DEFAULT DATA:** None

7.13 <<Rerouting>>

Select << Rerouting >> to access the following screen:



7.13.1 Reroute On Busy / No Answer / Rejected To

- DTMF ACCESS CODE:** Mailbox Administration – Option Code: 1435, 1437, 1439
- DESCRIPTION:** 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. The caller will not be notified that he or she is being rerouted.
- If set to “Voice Mail”, caller hears the mailbox greeting and all subsequent menus, such as leave a message, send a fax, or leave a callback number. If set to “The Operator”, the caller is transferred to the operator’s mailbox determined by the current configuration, language, or

tenant. If set to “Another Mailbox”, caller is transferred to the mailbox that is specified in 7.13.2.

DATA RANGE: Voice Mail, Other Mailbox, Operator

DEFAULT DATA: Voice Mail

7.13.2 Reroute On Busy / No Answer / Rejected MBX

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1436, 1438, 1440

DESCRIPTION: This specifies the mailbox number where the call is routed to when the reroute option in 7.13.1 is set to mailbox.

DATA RANGE: Any valid mailbox

DEFAULT DATA: 000

7.13.3 Personal Operator

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1441

DESCRIPTION: Each mailbox may have a personal operator defined. If a caller dials 0 while hearing a personal greeting they can be transferred to an alternative location.

This option selects if a mailbox has a personal operator or not.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.13.4 Personal Operator Mailbox

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1442

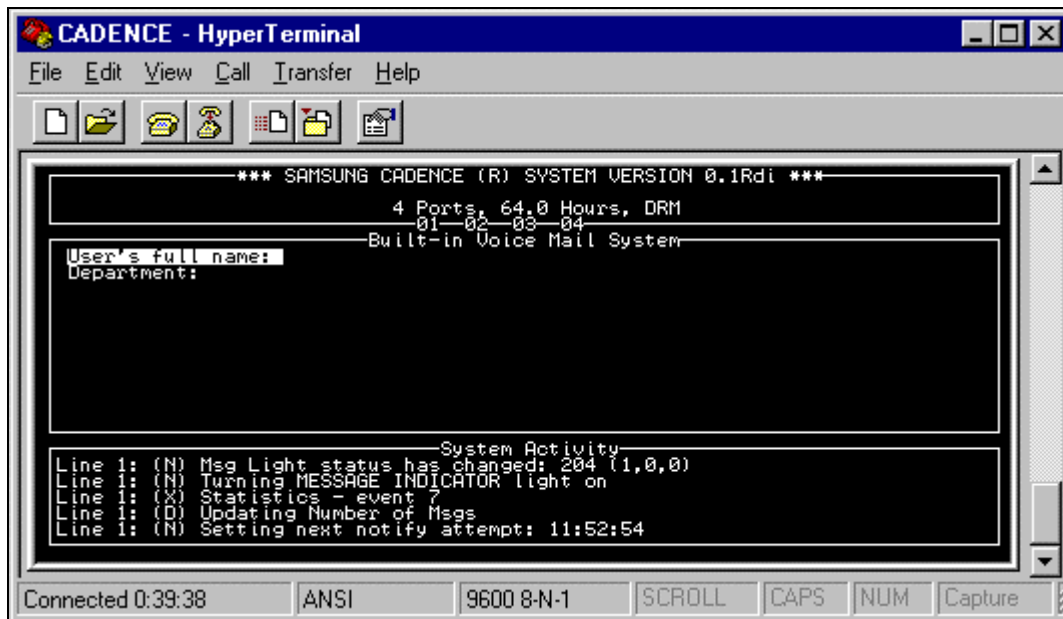
DESCRIPTION: This defines the personal operator mailbox. This setting has no effect unless the Personal Operator option is set to Yes.

DATA RANGE: Any valid mailbox

DEFAULT DATA: 000

7.14 <<User's Info>>

Select <<User Info>> to access the following options:



7.14.1 User's Full Name

DTMF ACCESS CODE: None

DESCRIPTION: This is the user's full name. It is used in reports and for name display when reviewing message from another internal user.

DATA RANGE: N/A

DEFAULT DATA: N/A

7.14.2 Department

DTMF ACCESS CODE: None

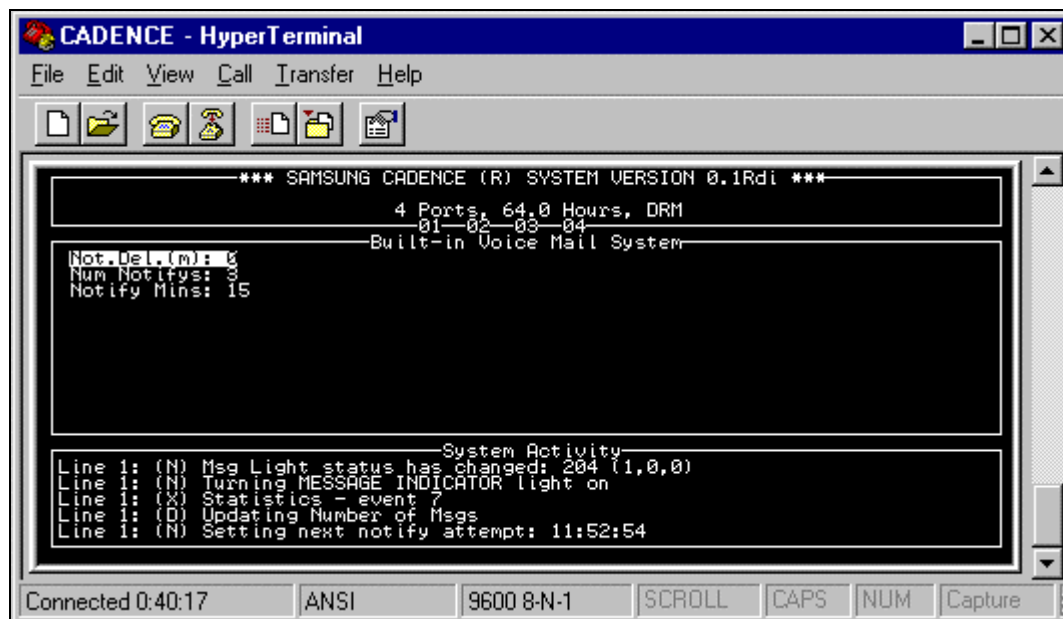
DESCRIPTION: This is the user's department. It is used only in reports and is an optional field.

DATA RANGE: N/A

DEFAULT DATA: N/A

7.15 <<Notifications>>

Select <<Notifications>> to access the following options:



Note: CADENCE will not outdial simultaneously on more than one port. CADENCE uses only one of the ports at a time, for which outbound dialling is allowed in MMC 749.

7.15.1 Notify Delay (M):

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1443

DESCRIPTION: After a mailbox receives a new message CADENCE waits for this timer before attempting to notify the mailbox owner of a new message. This timer is measured in minutes.

DATA RANGE: 0 – 99

DEFAULT DATA: 0

7.15.2 Num Notifies:

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1444

DESCRIPTION: CADENCE will attempt to notify a mailbox owner whenever a new message is received. This setting determines the number of times CADENCE will attempt the notification.

DATA RANGE: 1 – 15

DEFAULT DATA: 3

7.15.3 Notify (mins):

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1445

DESCRIPTION: CADENCE will attempt to notify a mailbox owner whenever a new message is received. This attempt will be repeated at an interval defined in this option.

DATA RANGE: 1 – 255

DEFAULT DATA: 15

7.16 Direct To VM

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1410

DESCRIPTION: Auto-attendant / voice mail switch. When set to No, this feature is off and calls are transferred to the extension. When set to Yes, this feature is on and calls are immediately placed in voice mail without attempting to transfer to the extension first.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.17 Save Msg

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1412

DESCRIPTION: This determines if messages are automatically saved when heard, or automatically deleted. When set to Yes, messages are automatically saved.

DATA RANGE: Yes / No

DEFAULT DATA: Yes

7.18 Msgs W/Fax

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1413

DESCRIPTION: This option determines if a caller leaving a fax is allowed to leave a voice attachment with the fax.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.19 Del Immed:

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1407

DESCRIPTION: When set to Yes, messages that are deleted are removed from the disk drive immediately. When set to No, a deleted message may be undeleted any time before the automatic maintenance occurs at 2 a.m.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.20 Play From

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1414

DESCRIPTION: When set to Yes, CADENCE will play the name of the sender of the message. Mailbox owner will hear “ Message from” before each message. When set to No, this introduction will not be played.

DATA RANGE: Yes / No

DEFAULT DATA: Yes

7.21 Play Date:

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1415

DESCRIPTION: When set to Yes, CADENCE will play the time and date after each message. When set to No, this information will not be played automatically but can still be requested for each message. See CADENCE user instructions.

DATA RANGE: Yes / No

DEFAULT DATA: Yes

7.22 Play Capture

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1416

DESCRIPTION: When set to Yes, if a caller leaves a callback number, a message is created in the mailbox prompting the mailbox owner to call back the number. The “capture digits” option must be set to use this feature.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.23 Beeper Sequence

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1417

DESCRIPTION: Mailbox owners can be notified of new messages by “beeper”. Because of this, CADENCE must be able to dial the pager company using the DCS resources. When CADENCE attempts to call the assigned pager for this mailbox it will check this field for instructions. If this field is blank it will use the beeper sequence in the configura-

tion settings. For details of programming dialling strings, see Part 3, *Dialling Sequences*.

DATA RANGE: Any dialling sequence

DEFAULT DATA: None

7.24 Rewind Time (S):

DTMF ACCESS CODE Mailbox Administration – Option Code: 1418

DESCRIPTION: When each message is retrieved, the mailbox owner can fast forward (skip) or rewind the message to quickly locate critical information by pressing 7 to rewind or 9 to fast forward. This setting determines the number of seconds to rewind or fast forward the message. This timer is measured in seconds.

DATA RANGE: 1 – 99

DEFAULT DATA: 4

7.25 Play Fd Msg

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1419

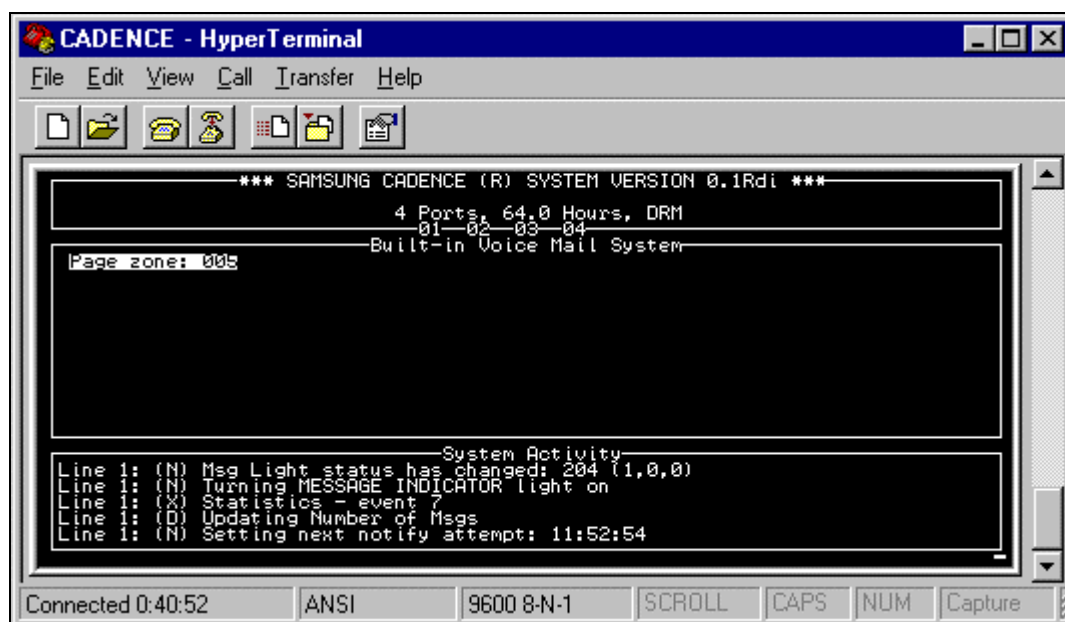
DESCRIPTION: It is possible to record a message and assign it for future delivery. If this option is turned on when you access your mailbox, you will be told how many messages you have waiting for future delivery.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.26 <<Page>>

Select <<Page>> to access the following options:



7.26.1 Page Zone

DTMF ACCESS CODE Mailbox Administration – Option Code: 1452

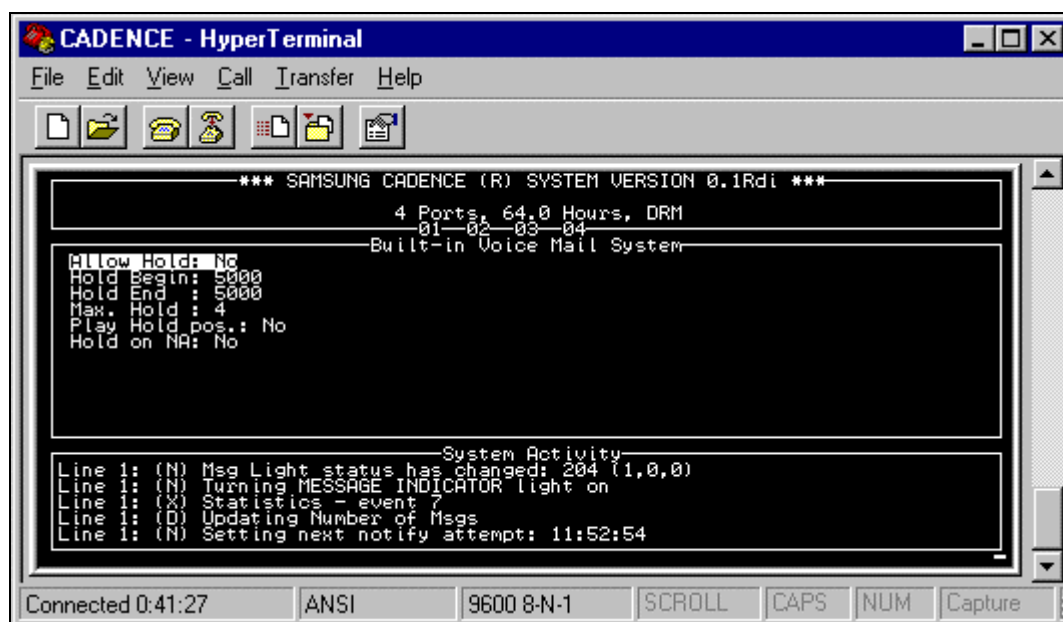
DESCRIPTION: Each mailbox may be configured to page a mailbox owner when an outside caller reaches their mailbox. This option selects the page zone to be used. See also Page OK (7.28.8) and Page Always (7.28.9).

DATA RANGE: 00 – None, 01 to 09 – page zone 1 to 9, 10 – all page

DEFAULT DATA: 00

7.27 <<Hold Options>>

Select <<Hold Options>> to access the following options:



Call Hold

The following is a description of calls holding for a busy station. When callers are waiting for a busy group (as in an ACD type mailbox) the same logic applies.

When a call arrives for a mailbox (station) with hold enabled, CADENCE will attempt to do a supervised transfer to test the busy or idle status of the phone. For this reason, Call Progress must be enabled (7.28.3).

First caller in queue if the station is busy:

- A. CADENCE will offer the caller the option of leaving a message or holding.
- B. If the caller decides to hold, CADENCE will connect the caller to the MOH message defined in Hold Begin (7.27.2).
- C. After the time programmed in Hold Seconds (4.14.3), CADENCE will try the station again.
- D. This will continue for the number of times programmed in Hold Attempts (4.14.2).
- E. If the caller has not been answered, the sequence will repeat, starting with A.

Subsequent callers:

- A. CADENCE will offer the caller the option of leaving a message or holding.
- B. If the caller decides to hold, CADENCE will connect the caller to the MOH message defined in Hold Begin (7.27.2).
- C. When the Hold Begin message has played to the caller, CADENCE will offer the caller the option of leaving a message or holding again.
- D. If the caller decides to hold, CADENCE will connect the caller to the MOH next message (hold begin +1) defined in Hold Begin (7.27.2). When the final Hold

message is played (as defined in Hold End–7.27.3) the Hold End message will repeat.

E. If the caller has not been answered, the sequence will repeat starting with D.

Note:

Each caller holding in a station or group will use one CADENCE port. If a station that was busy and has callers waiting for it goes idle, but does not answer the ringing phone, the caller will stay in queue.

7.27.1 Allow Hold:

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1446

DESCRIPTION: Enables callers to hold for this mailbox. When callers are placed on hold they will be played a series of hold messages defined in 7.27.2 (Hold Begin) and 7.27.3 (Hold End). Call progress must be enabled for this to work. Each caller holding in the system will occupy a CADENCE port so bear this in mind when assigning this programming option.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.27.2 Hold Begin:

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1447

DESCRIPTION: This is the first message (MOH CLIP) number played to the caller while on hold.

DATA RANGE: 5000 to 5099

DEFAULT DATA: 5000

7.27.3 Hold End:

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1448

DESCRIPTION: This is the last message number played to the caller while on hold. All messages between Hold Begin and Hold End are played in sequence. When the Hold End message is reached it will be repeated until the held call is answered.

DATA RANGE: 5000 to 5099

DEFAULT DATA: 5000

7.27.4 Max. Hold:

DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1449
DESCRIPTION:	Set the maximum number of callers allowed to hold in queue for this specific extension. This must be less than the total number of callers holding system wide, as defined in 4.14.1.
DATA RANGE:	1 – 12
DEFAULT DATA:	2

7.27.5 Play Hold pos.:

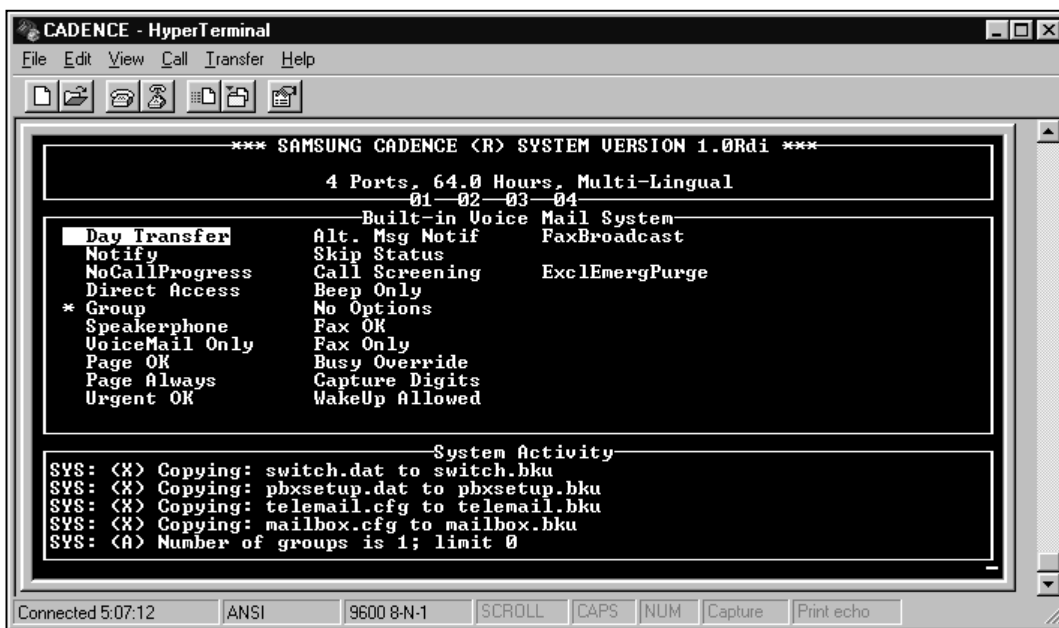
DTMF ACCESS CODE	Mailbox Administration – Option Code: 1450
DESCRIPTION	When activated, the system informs callers on hold of their position in queue. Example: “There are five people holding ahead of you”.
DATA RANGE:	Yes / No
DEFAULT DATA:	No

7.27.6 Hold on NA

DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1451
DESCRIPTION	This parameter allows the caller to hold for an extension that does not answer.
DATA RANGE:	Yes / No
DEFAULT DATA:	No

7.28 <<Mailbox Attr.>>

Select <<Mailbox Attr.>> to access the following options:



To activate a feature, highlight it and press <Enter>. A '*' will appear next to the features that are turned on.

7.28.1 Day Transfer

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1453

DESCRIPTION: When this option is activated, calls will be transferred to the physical extension number only during the system's daytime operation mode. During night ("Off hours") operation, calls will be transferred directly into the voice mailbox.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.2 Notify

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1454

DESCRIPTION: When this option is activated, 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 (Call Progress is ON).

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.3 No Call Progress

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1455

DESCRIPTION: Performs blind call transfer to the assigned extension. When activated, this function will cause CADENCE to transfer the call and immediately disconnect itself. It is then the responsibility of the station to forward a busy or unanswered call back to the CADENCE extension.

DATA RANGE: Yes / No

DEFAULT DATA: Yes (Blind Transfer)

7.28.4 Direct Access

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1456

DESCRIPTION: When a caller reaches a voice mailbox, the prompts that the caller may hear can be configured in software to play or not play. The prompts that can play are as follows:

1. Notification that the called station is busy or does not answer. This is the first thing played. The mailbox owner's personal greeting follows this.
2. Instructions to dial 1 to leave a message, 2 for the main menu or 0 for an operator. This is played after the mailbox owner's personal greeting.
3. If a caller dials 1 to leave a message he/she will be prompted to begin recording after the tone.
4. After the caller has left a message he/she will be prompted to listen, save re-record, etc.

This option prevents playback of step 2. If this prompt is disabled, callers will not be able to dial 2 to return to the Main Menu but 0 and 1 can still be dialed.

DATA RANGE: Yes / No

DEFAULT DATA: Yes

7.28.5 Group

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1457

DESCRIPTION: Allows group functionality for this mailbox. Group options are available from the mailbox editing screen. See section 7.30, <<Group Setup>>.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.6 Speakerphone

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1458

DESCRIPTION: When this feature is activated, 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. This option is only valid in a CADENCE supervised call transfer (call progress). If the call is rejected it will go to the destination programmed in <<Rerouting>> (7.13). This option is usually used with call screening. This option will not automatically force the keyset into speakerphone mode.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.7 VoiceMail Only

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1459

DESCRIPTION: When this feature is activated, this mailbox will have voice mail functionality only; no calls will be transferred to the associated extension. The message notification options will not work in this mode.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.8 Page OK

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1460

DESCRIPTION: Allows the mailbox to use the paging feature (internal or overhead) of the telephone system (PA) to inform the mailbox owner of an incoming call. This feature allows callers to conditionally page a person through the paging system if the mailbox owner was unavailable at their extension. If after CADENCE plays the message, “Press 1 to leave a message, or 2 for another extension.”, and 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 only works for outside callers. See also Page Zone (7.26.1) and Page

Always (7.28.9). This feature cannot be used with answer machine emulation.

Note: Page options are ignored for self memo and direct messaging.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.9 Page Always

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1461

DESCRIPTION: Performs paging (internal or overhead) for this mailbox instead of transferring the call to the extension. Whenever a caller dials a station with this option set, the mailbox owner is paged instead of transferring the call to their extension. This feature should not be confused with beeper notification. This feature only works for outside callers. See also Page Zone (7.26.1) and Page OK (7.28.8). This feature cannot be used with answer machine emulation.

Note: Page options are ignored for self memo and direct messaging. This option will only work for a call that is answered and transferred by CADENCE. It will not work for forwarded calls.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.10 Urgent OK

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1462

DESCRIPTION: When this feature is activated, callers will be given a fifth 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 beeper notification activated, it will perform notification only if urgent messages have been left (conditional beeper notification).

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.11 Alt. Msg Notif

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1463

DESCRIPTION: When activated, message notification for 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 can have a message light notification and standard telephones can be verbally notified according to the alternate notification sequence. The “Alt Notif” code is programmed in 9.1.7 and 9.1.8.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.12 Skip Status

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1464

DESCRIPTION: When a caller reaches a voice mail box, the prompts that the caller may hear can be configured in software to play or not play. The prompts that can play are as follows:

1. Notification that the called station is busy or does not answer. This is the first thing played. The mailbox owner’s personal greeting follows this.
2. Instructions to dial 1 to leave a message, 2 for the main menu or 0 for an operator. This is played after the mailbox owner’s personal greeting.
3. If a caller dials 1 to leave a message they will be prompted to begin recording after the tone.
4. After the caller has left a message he/she will be prompted to listen, save re-record etc. This option prevents playback of step 1.

DATA RANGE: Yes / No

DEFAULT DATA: Yes

7.28.13 Call Screening

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1465

DESCRIPTION: When activated, 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. Not available on call waiting (second call button).

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.14 Beep Only

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1466

DESCRIPTION: When a caller reaches a voice mailbox, the prompts that the caller may hear can be configured in software to play or not play. The prompts that can play are as follows:

1. Notification that the called station is busy or does not answer. This is the first thing played. The mailbox owner's personal greeting follows this.
2. Instructions to dial 1 to leave a message, 2 for the main menu or 0 for an operator. This is played after the mailbox owner's personal greeting.
3. If a caller dials 1 to leave a message they will be prompted to begin recording after the tone.
4. After the caller has left a message he/she will be prompted to listen, save re-record, etc.

This option prevents playback of step 3.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.15 No Options

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1467

DESCRIPTION: When a caller reaches a voice mailbox, the prompts that the caller may hear can be configured in software to play or not play. The prompts that can play are as follows:

1. Notification that the called station is busy or does not answer. This is the first thing played. The mailbox owner's personal greeting follows this.
2. Instructions to dial 1 to leave a message, 2 for the main menu or 0 for an operator. This is played after the mailbox owner's personal greeting.
3. If a caller dials 1 to leave a message they will be prompted to begin recording after the tone.
4. After the caller has left a message he/she will be prompted to listen, save re-record, etc.

This option prevents playback of step 4. The prompt is not played and the options are not available.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.16 Fax OK

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1468

DESCRIPTION: Allows fax mail for this mailbox.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.17 Fax Only

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1469

DESCRIPTION: This mailbox can only receive faxes, not voice mail messages.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.18 Busy Override

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1470

DESCRIPTION: Allows a busy override for this mailbox. Calls can be camped on to the station associated with this mailbox. The station must have an available call button for this to work. If there are no call buttons available the caller will immediately leave a message.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.19 Capture Digits

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1471

DESCRIPTION: Prompts for and records caller-entered DTMFs for Beeper Notification. When this is activated the caller is prompted to enter digits for a callback. The mailbox owner will be beeped, and the callback number will be displayed on the pager. If Play Capture (7.22) is turned on, when messages are retrieved the mailbox owner will be told to return the call to the number.

Direct Access (7.28.4) must be turned off when you use this or the caller will not receive any options for message leaving.

If the message has both CLI and Capture Digits information, CADENCE will use “Capture Digits” information as a callback number.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.20 WakeUp Allowed

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1472

DESCRIPTION: When enabled, permits the owner of the mailbox to schedule a wake-up call to be delivered to the mailbox.

When this option is set, the mailbox owner will have option [7] in the mailbox main menu, allowing them to set, remove, or list wake-up calls for this mailbox. See 7.34.1 and 7.34.2.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.21 Fax Broadcast

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1473

DESCRIPTION: Enables or disables fax broadcast.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.28.22 Excl Emerg Purge

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1475

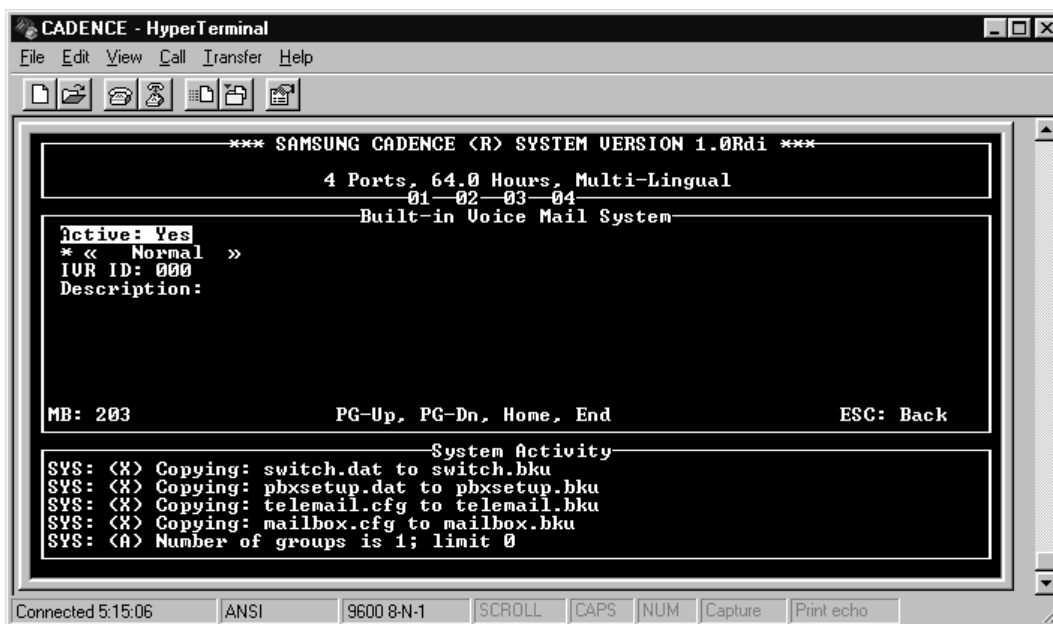
DESCRIPTION: If this is set to Yes, the mailbox will not be subject to the Emergency purge defined in 4.9.1.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.29 <<IVR Mailbox>>

Select << Group Setup >> to access the following options:



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 customised 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.

In order to use this feature, you must have the IVR software on a Windows 95, 98 or NT computer. It will also require an IVR application using ActiveX. The IVR setup file is loaded on C:\TM\CLIENT\IVR\IVRSETUP.EXE.

7.29.1 Active

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1400

DESCRIPTION: This is used to activate the IVR mailbox.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.29.2 <<Normal>>

DTMF ACCESS CODE:	None
DESCRIPTION:	This is used to convert a mailbox back to a normal mailbox; i.e., it will deactivate an IVR application.
DATA RANGE:	Yes / No
DEFAULT DATA:	No

7.29.3 IVR ID

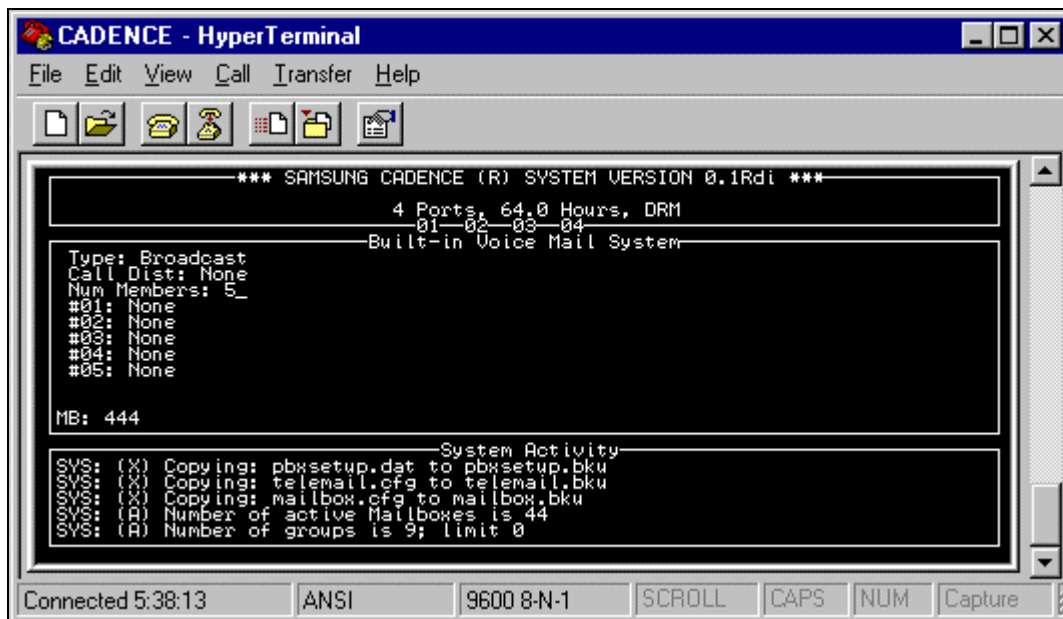
DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1544
DESCRIPTION:	Each IVR mailbox has a unique ID number. This allows multiple IVR applications to run on a host computer simultaneously. This ID number is used by the host computer to associate a specific IVR application with a specific mailbox.
DATA RANGE:	000 – 999
DEFAULT DATA:	None

7.29.4 Description

DTMF ACCESS CODE:	None
DESCRIPTION:	This is an optional memo field used to describe the IVR application.
DATA RANGE:	N/A
DEFAULT DATA:	N/A

7.30 <<Group Setup>>

Select << Group Setup >> to access the following options:



7.30.1 Type

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1491

DESCRIPTION: Type of this group mailbox.

Using groups, the system administrator can link (or group) mailboxes together. After a specific mailbox is configured as a group mailbox, it is possible to review, add, or delete group members using the group option menu from the mailbox setup menu. There are four types of group mailboxes:

- Broadcast Group Mailbox – Type 0

Messages left in this group mailbox are sent (broadcast) to every member within the group.

If the call distribution option is set to top down or uniform, calls to this mailbox will also be transferred to the stations associated with the group members mailboxes. If the setting is 'none', no transfer will take place.

- Dispatch Group Mailbox – Type 1

Messages left in this group mailbox are sent (broadcast) to every member within the group. Once a member of the group listens to the message, the message is removed from all other mailboxes in the group. With this type of group, use notification with

caution as it is possible that someone could respond to a mailbox that has already been emptied.

- Automatic Call Distribution (ACD) only Group Mailbox –Type 2

When a caller dials this group mailbox number, CADENCE will attempt to transfer the call to the first extension of the group. If the call is not answered by the first extension, the call is transferred to the next one, and so on. With this type of group, any message left will be in the group mailbox only. The message will not be distributed.

- Retrieval Group Mailbox – Type 3

This group is used to retrieve messages from several mailboxes in one step. Accessing the mailbox will allow the listener to hear all messages left for all the members of the group. To skip to the next mailbox in the group press the star [★] key. This type of access allows the owner of the of the group mailbox to save or delete any of the messages in the group members' mailboxes.

DATA RANGE: See above

DEFAULT DATA: None

7.30.2 Call Distribution

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1492

DESCRIPTION: Distribution type. Valid for all group types. If the setting is top down the call will begin with the first member and try all members in sequence. If the call type is uniform, each member will be called in turn.

If the call distribution option is set to top down or uniform, calls to this group mailbox will be transferred to the stations associated with the group members' mailboxes. If the setting is 'none' no transfer will take place.

DATA RANGE: 0 – None, 1 – Top down, 2 - Uniform

DEFAULT DATA: None

7.30.3 Num Members

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1493

DESCRIPTION: Number of active members in the group.

DATA RANGE: 00 – 40

DEFAULT DATA: 00

7.30.4 #NN:

DTMF ACCESS CODE: Mailbox Administration – Option Code: member # 1 – 1494 to member # 40 - 1533

DESCRIPTION: Mailbox members in the group. There can be up to 40 members in each group. Groups may contain other groups.

DATA RANGE: Mailbox members

DEFAULT DATA: None

7.31 Msg / New

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1421

DESCRIPTION: This option will set the order for new message playback. Either oldest messages first or newest messages first.

DATA RANGE: Older First, Newer first

DEFAULT DATA: Older First

7.32 Msg / Old

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1422

DESCRIPTION: This option will set the order for old message playback. Either oldest messages first or newest messages first.

DATA RANGE: Older First, Newer first

DEFAULT DATA: Newer First

7.33.3 Description

DTMF ACCESS CODE: None

DESCRIPTION: This is an optional memo field that allows you to enter a comment or name associated with this audiotext mailbox.

DATA RANGE: N/A

DEFAULT DATA: N/A

7.33.4 Audiotext Single Digit Selection

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1477 to 1485

DESCRIPTION: This screen allows activation and setup of a mailbox's single digit menu; single digit options can be programmed for digits 1 to 9. This will offer callers the choice of dialling one digit to reach any mailbox in the system.

Any audiotext mailbox could lead to another audiotext menu (mailbox) or to a regular extension. There is no limit on the number of audiotext levels in the system. Proper planning of the audiotext "tree" is suggested before actual system programming. This only applies to audiotext mailboxes.

DATA RANGE: Any mailbox

DEFAULT DATA: None

7.33.5 <<Normal>>

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1486

DESCRIPTION: This turns off the audiotext capabilities for the mailbox.

DATA RANGE: Normal or Audiotext

DEFAULT DATA: Normal

7.33.6 Hang Up When Played

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1487

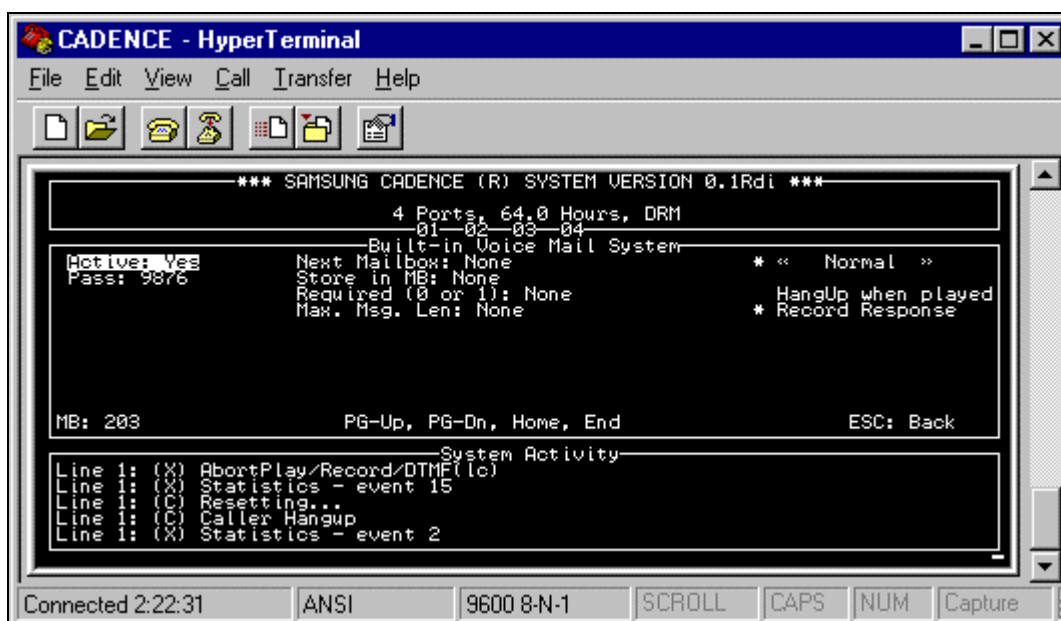
DESCRIPTION: Hang up after playing this menu. Do not allow single digit options for the caller. If this option is selected, a response cannot be recorded.

DATA RANGE: Yes / No

DEFAULT DATA: No

7.33.7 Record Response

Select <<Audiotext>> to access the following options:



DTMF ACCESS CODE: Mailbox Administration – Option Code: 1488

DESCRIPTION: When this option is selected the caller will be prompted to record a response or message.

7.33.7.1 Next Mailbox

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1545

DESCRIPTION: After a caller has left a response they will be transferred to the mailbox defined here. If this is set to none, the caller will be transferred to the main menu (system greeting) after hearing the announcement in this mailbox.

DATA RANGE: Any mailbox

DEFAULT DATA: None

7.33.7.2 Store in MB

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1546

DESCRIPTION: This defines the mailbox that the caller's response is left in. In a Q&A application, all the answers are stored in mailboxes. All answers can be left in the same box or each answer can be in a different mailbox.

DATA RANGE: Any mailbox

DEFAULT DATA: None

7.33.7.3 Required

DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1547
DESCRIPTION:	This option determines if the caller MUST respond when prompted to answer a question or leave a comment. If a mailbox is programmed to require an answer (input) and the caller does not respond, he will be asked a second time. If there is still no response, the caller will be disconnected.
DATA RANGE:	0 = optional, 1 compulsory
DEFAULT DATA:	0

7.33.7.4 Max. Msg. Len

DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1548
DESCRIPTION:	Maximum message length for the answer to this question.
DATA RANGE:	0 – 999
DEFAULT DATA:	120 seconds

7.33.8 FaxBack

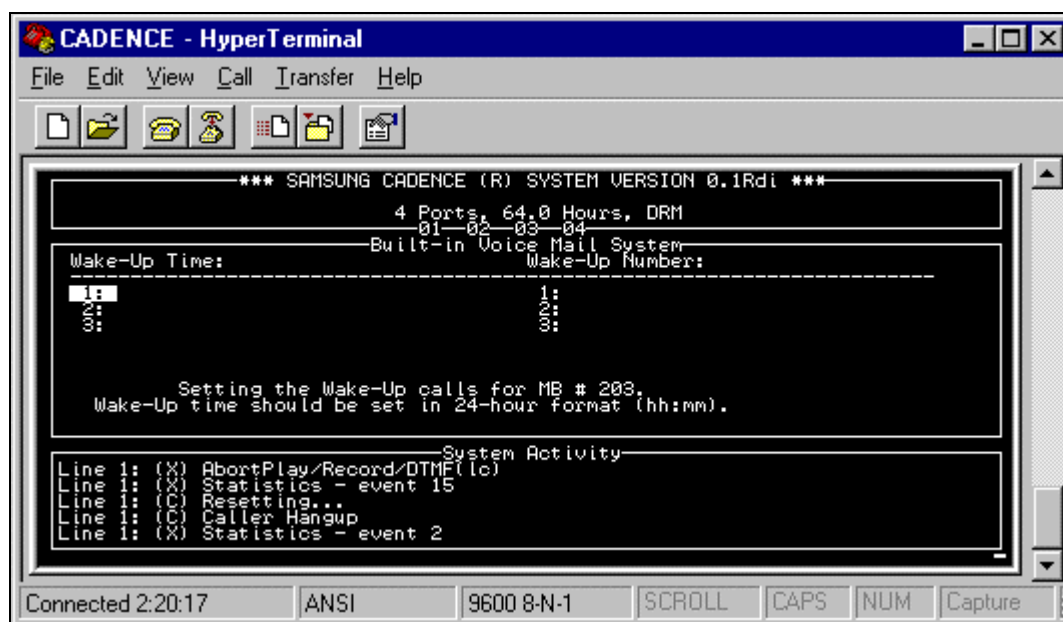
DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1489
DESCRIPTION:	This option will set this audiotext as a faxback box. This means that the numbers assigned to the single digit selections will specify document numbers.
DATA RANGE:	Yes / No
DEFAULT DATA:	No

7.33.9 FaxBack One Selection

DTMF ACCESS CODE:	Mailbox Administration – Option Code: 1490
DESCRIPTION:	If enabled, the caller will be allowed to retrieve one document and will then exit from this faxback menu.
DATA RANGE:	Yes / No
DEFAULT DATA:	No

7.34 << Wake Up >>

Select << Wake Up >> to access the following options:



7.34.1 Wake Up Time

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1537 to 1539

DESCRIPTION: If this feature is allowed, a mailbox owner can set wake up or alarm calls. Up to three different times can be entered for the wake up call. This feature uses the Notification Cycle (4.6) so the time entered here may vary slightly from the actual wake up time. If the wake up number cannot be reached it will be rescheduled according to the notification cycle.

To increase the accuracy of wake up call times, decrease the length of the notification cycle. See 7.28.20 and 7.34.2.

DATA RANGE: Any time

DEFAULT DATA: None

7.34.2 Wake Up Number

DTMF ACCESS CODE: Mailbox Administration – Option Code: 1540 to 1542

DESCRIPTION: If this feature is allowed, a mailbox owner can set wake up or alarm calls. Up to three different numbers can be entered for the wake up call. This number uses the out-bound dialling sequence (9.1.6) and dialling information (4.16). If this number is not entered, the wake up destination is the station number assigned to the mailbox (7.2).

If there is an “Alternative message light ON” sequence entered, CADENCE uses “Alternative message light ON” sequence for inbound wake up calls. See 7.28.20 and 7.34.1.

DATA RANGE: Any phone number

DEFAULT DATA: None

8 Reports

These reports are used by a technician or system administrator for troubleshooting and system traffic study. More extensive reports can be generated by downloading system files with CMU and creating the reports using any popular database or spreadsheet programs.

From the main menu select [R] to access the following options:

```

*** SAMSUNG CADENCE <R> SYSTEM VERSION 1.0Rdi ***
4 Ports, 64.0 Hours, Multi-Lingual
01-02-03-04
Built-in Voice Mail System
[S]ystem report and data file
[M]ailbox report
[A]ctivity report
[D]elete activity log
[T]urn activity log On
[U]iew log file
[R]ecent log view
[E]vent log maintenance

System Activity
SYS: <X> Copying: switch.dat to switch.bku
SYS: <X> Copying: pbxsetup.dat to pbxsetup.bku
SYS: <X> Copying: telemail.cfg to telemail.bku
SYS: <X> Copying: mailbox.cfg to mailbox.bku
SYS: <A> Number of groups is 1; limit 0
    
```

8.1 System Report and Data File

DTMF ACCESS CODE: None

DESCRIPTION: Creates and formats the system report and creates a file. This file can be viewed on the administration terminal screen or downloaded using CMU. This file consists of basic system information. It is called SYSTEM.TXT and can be found in C:\TM\PROD\SYSTEM.TXT.

DATA RANGE: None

DEFAULT DATA: N/A

8.2 Mailbox Report

DTMF ACCESS CODE: None

DESCRIPTION: Creates and formats the mailbox report and creates a file. This file can be viewed on the administration terminal screen or downloaded using CMU. This file consists of the programming screen shots for mailboxes and their options. It is called MAILBOXES.TXT and can be found in C:\TM\PROD\MAILBOXES.TXT.

DATA RANGE: None

DEFAULT DATA: N/A

8.3 Activity Report

DTMF ACCESS CODE: None

DESCRIPTION: Creates and formats the activity report and creates a file. This file can be viewed on the administration terminal screen or downloaded using CMU. This file shows the total number of calls on each CADENCE port. This file is called ACTIVITY.TXT and can be found in C:\TM\PROD\ACTIVITY.TXT.

DATA RANGE: None

DEFAULT DATA: N/A

8.4 Delete Activity Log

DTMF ACCESS CODE: None

DESCRIPTION: Deletes the activity log file. See View Log File (8.6).

DATA RANGE: None

DEFAULT DATA: N/A

8.5 Turn Activity Log On / Off

DTMF ACCESS CODE: None

DESCRIPTION: Turns the activity log on or off. See View Log File (8.6). The name of this file is LOGFIL.DAT.

DATA RANGE: None

DEFAULT DATA: N/A

8.6 View Log File

DTMF ACCESS CODE: None

DESCRIPTION: The log file is created whenever the activity log is turned on (see 8.5) and end whenever the activity log is turned

off (see 8.5). It consists of a copy of whatever RECENT.LOG is generating according to the logging mask.

Every time voice mail performs its nightly routines, the activity log file is appended with the data from the previous day's RECENT.LOG. CADENCE keeps data in the log file for a configurable number of days to prevent wasted disk space. This is defined in Event Log Maintenance (8.8). When this option is selected the event log file is appended with the most current data.

This file can be viewed on the administration terminal screen or it can be downloaded using CMU. It is called VMEVENT.CSV.

DATA RANGE: None
DEFAULT DATA: N/A

8.7 Recent Log View

DTMF ACCESS CODE: None

DESCRIPTION: This file records many events that take place in CADENCE including inbound and outbound calls, call progress results, what greetings and prompts are playing, DTMF received and data bus signalling information. It is used primarily as a troubleshooting aid. This log will be formatted according to the Logging Mask option (9.3.4.5).

This creates and formats the RECENT.LOG and creates a file. This file can be viewed on the administration terminal screen.

DATA RANGE: None
DEFAULT DATA: N/A

8.8 Event Log Maintenance

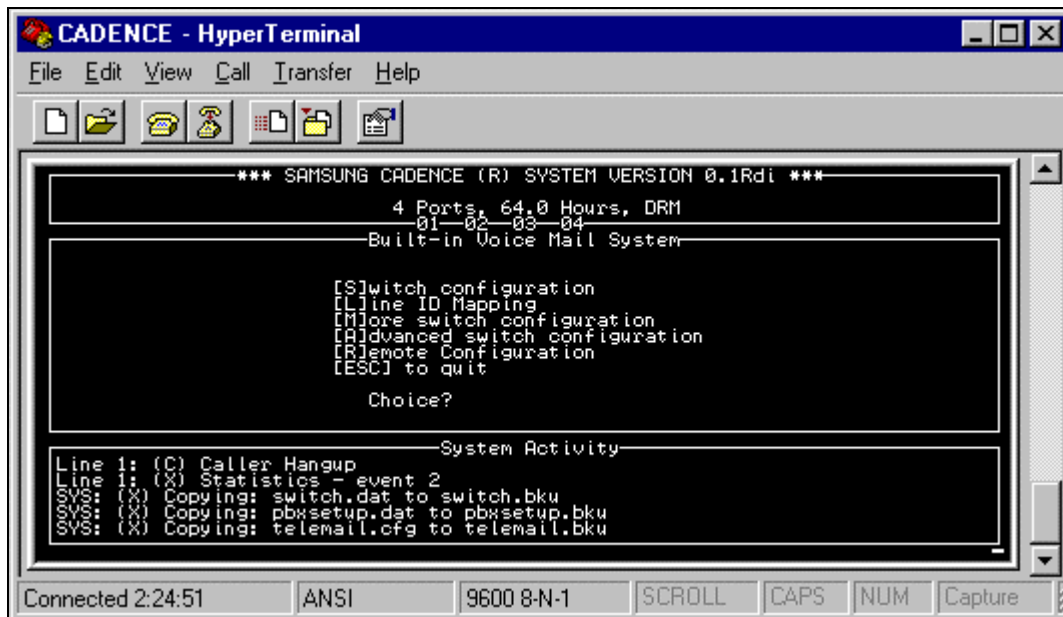
DTMF ACCESS CODE: None

DESCRIPTION: Sets up an automatic schedule to purge the event log. If left unchecked this file can grow to a point where it begins to use disk space. It should be deleted at regular intervals.

DATA RANGE: None
DEFAULT DATA: 30 days

9 Advanced Settings

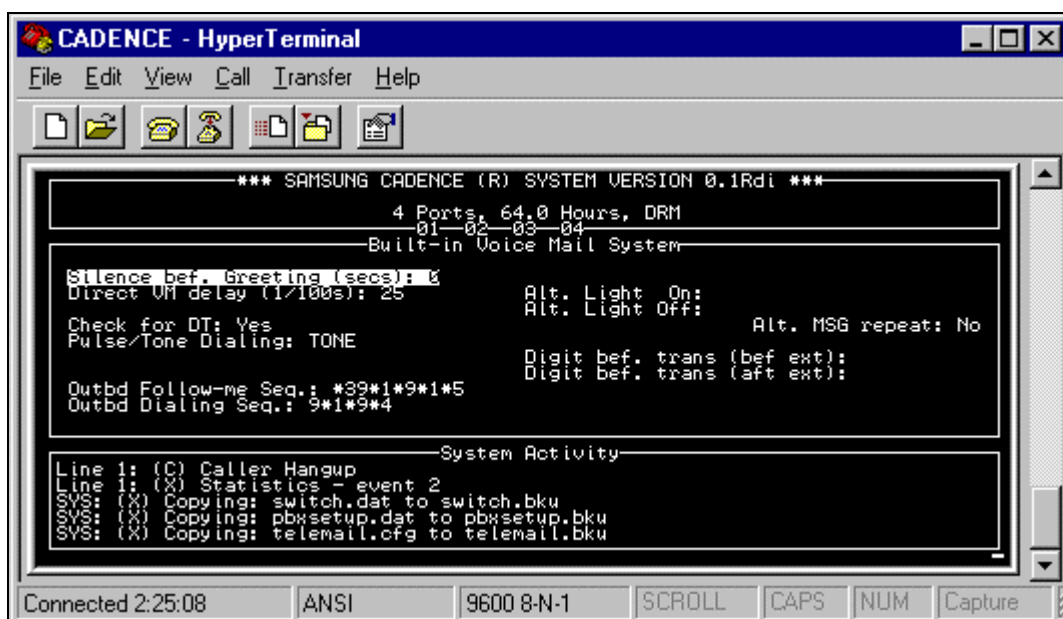
From the main menu select [A] to access the following options:



This screen provides access to the advanced configuration screens. The screens that follow should not be changed without consulting technical support first.

9.1 Switch Configuration

Select [S] to access the following options:



9.1.1 Silence Before Greeting

DTMF ACCESS CODE: Advanced Options – Option Code: 1001

DESCRIPTION: This is the number of seconds to wait after taking a port off hook and before the welcome message. This is in addition to the time CADENCE waits for DTMF.

DATA RANGE: 0 – 255

DEFAULT DATA: 0

9.1.2 Direct VM Delay

DTMF ACCESS CODE: Advanced Options – Option Code: 1002

DESCRIPTION: This is the number of increments (in 100ths of a second) that Voice Mail will wait after receiving a call and before playing the mailbox personal greeting.

DATA RANGE: 00 – 100

DEFAULT DATA: 25

9.1.3 Check For DT

DTMF ACCESS CODE: Advanced Options – Option Code: 1004

DESCRIPTION: If set to Yes, the VM will try to detect a dial tone when attempting to dial out. If set to No, the VM will simply wait for 500 ms after "going off hook".

This option is removed from CADENCE version 1.1 or higher.

DATA RANGE: Yes / No

DEFAULT DATA: Yes

9.1.4 Pulse / Tone Dialing

DTMF ACCESS CODE: Advanced Options – Option Code: 1005

DESCRIPTION: Toggles between three dialling options.

0 – Tone 1 – Pulse 2 – Burst

Burst means optimised outbound tone dialling. For instance, if CADENCE needs to dial five digits, it will dial all five digits at once, rather than dialling digits one by one.

DATA RANGE: 0 – 2

DEFAULT DATA: Tone

9.1.5 Outbound Follow Me Sequence

DTMF ACCESS CODE:	Advanced Options – Option Code: 1009
DESCRIPTION:	This is the outbound follow me dialling sequence. This sequence is used to forward a call to an outside location using the call conference sequence of the telephone system.
DATA RANGE:	Dialling sequence
DEFAULT DATA:	★39★1★9★4

9.1.6 Outbound Dialing Sequence

DTMF ACCESS CODE:	Advanced Options – Option Code: 1010
DESCRIPTION:	This is the outbound dialling sequence and is used to notify a mailbox owner when new messages are in the mailbox. The mailbox owner is called at the number defined in their mailbox “Outbound forwarding number”.
DATA RANGE:	Dialling sequence
DEFAULT DATA:	9★1★9★4

9.1.7 Alt Light On

DTMF ACCESS CODE:	Advanced Options – Option Code: 1014
DESCRIPTION:	Message light notification ON sequence used for mailboxes with Alt notification parameter set. Mailboxes associated with single line telephones that do not have a message wait light would use this option.
DATA RANGE:	Dialling sequence
DEFAULT DATA:	None (★8★4)

9.1.8 Alt Light Off

DTMF ACCESS CODE:	Advanced Options – Option Code: 1015
DESCRIPTION:	Message light notification OFF sequence used for mailboxes with Alt notification parameter set. Mailboxes associated with single line telephones that do not have a message wait light would use this option.
DATA RANGE:	Dialling sequence
DEFAULT DATA:	None

Note: If this feature is used you must set mailboxes for screened transfer by setting "No Call Progress" to No.

9.2.1 Default

DTMF ACCESS CODE:	Advanced Options – Option Code: 1106
DESCRIPTION:	This defines the default ID and mailbox for any C.O. calls not defined in the following table.
DATA RANGE:	ID – 1 to 16, Mailbox – Any
DEFAULT DATA:	ID = 1, Mailbox = None

9.2.2 Begin

DTMF ACCESS CODE:	Advanced Options – Option Code (e.g. 701): 1108 – 1117
DESCRIPTION:	Beginning C.O. line for a specific tenant. You will notice that in DTMF programming you cannot enter a range of C.O. lines; each C.O. line is programmed individually. Also in DTMF programming you are limited to programming 10 lines.
DATA RANGE:	Any valid C.O. number
DEFAULT DATA:	None

9.2.3 End

DTMF ACCESS CODE:	Advanced Options – Option Code: 1118 – 1127
DESCRIPTION:	Ending C.O. (e.g. 710) line for a specific tenant. You will notice that in DTMF programming you cannot enter a range of C.O. lines; each C.O. line is programmed individually. Also in DTMF programming you are limited to programming 10 lines.
DATA RANGE:	Any valid C.O. number
DEFAULT DATA:	None

9.2.4 ID

DTMF ACCESS CODE:	Advanced Options – Option Code: 1128 – 1137
DESCRIPTION:	<p>The Unique Identifier specifies an ID number between 1 and 16. This is used if the system is to be divided between multiple organisations.</p> <p>This ID number identifies a specific department or company and will use the greetings and operator associated with the ID. The default is '1' and means all ports play the same greeting message. Numbers from 2 upwards are</p>

used to reference a different greeting message per port on the system.

IDs can be assigned either by port (see section 5.1) or C.O. line as defined in this section. A port ID will override a C.O. line ID.

ID #1 will use language #1 and the operator defined in DAY and NIGHT general delivery mailbox.

ID #2 will use language #2 and the operator DAY and NIGHT general delivery mailboxes that are two numbers higher than the default.

ID #3 will use language #3 and the operator DAY and NIGHT general delivery mailboxes that are three numbers higher than the default.

DATA RANGE: 1 - 16

DEFAULT DATA: 1

9.2.5 MBox

DTMF ACCESS CODE: Advanced Options – Option Code: 1138 – 1147

DESCRIPTION: The mailbox number to start in for this range of C.O. lines.

DATA RANGE: Any mailbox number

DEFAULT DATA: None

9.3 More Switch Configuration

Select [M] to access the following options:

```

*** SAMSUNG CADENCE <R> SYSTEM VERSION 1.1Rdi ***
4 Ports, 72.9 Hours, Multi-Lingual, Fax on Demand, Fax Mail, 1 Fax Port
01-02-03-04
Built-in Voice Mail System

Await Ring on NCP: Yes          << Other >>
Disconnect time (1/100 s): 200 << Call Record >> << Dig. Rules >>
Alt. Msg. light first only: No << Dig. Options >>
                                << ID's >>
                                << Languages >>
                                << Wake Up Calls >>

Main Menu/No Input: Operator
Specific MB: 000

System Activity
Line 3: <I> Waiting for calls... 0 calls so far.
Line 4: <I> Waiting for calls... 0 calls so far.
SYS: <X> Copying: switch.dat to switch.bku
SYS: <X> Copying: pbxsetup.dat to pbxsetup.bku
SYS: <X> Copying: telemail.cfg to telemail.bku
Fax 1: Idle
    
```


9.3.1 Await Ring On NCP

DTMF ACCESS CODE:	Advanced Options – Option Code: 1028
DESCRIPTION:	If set to Yes, the VM will perform blind transfers only if the destination extension is not busy.
DATA RANGE:	Yes / No
DEFAULT DATA:	Yes

9.3.2 Disconnect Time

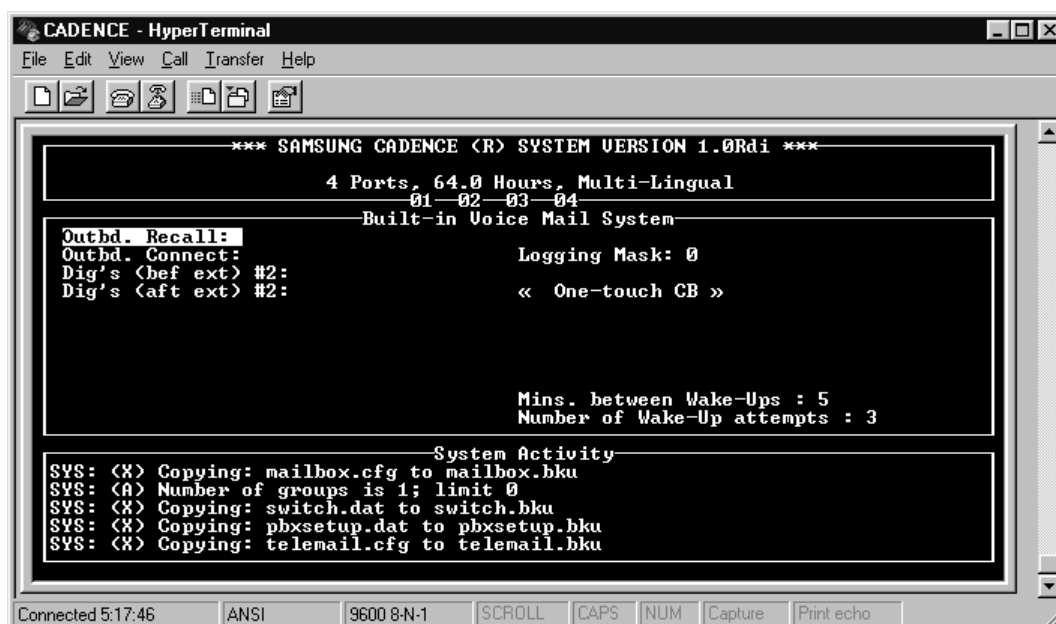
DTMF ACCESS CODE:	Advanced Options – Option Code: 1030
DESCRIPTION:	This is the time (in 100ths of a second) that voice mail is forced to wait before answering another call. You can think of this as the amount of time the VM will remain "on-hook" after disconnecting a call.
DATA RANGE:	0 - 999
DEFAULT DATA:	200

9.3.3 Alt Msg Light First Only

DTMF ACCESS CODE:	Advanced Options – Option Code: 1032
DESCRIPTION:	If an alternate message light sequence is enabled in the voice mail, this parameter lights the message light only for the first new message.
DATA RANGE:	Yes / No
DEFAULT DATA:	No

9.3.4 <<Other>>

Select <<Other>> to access the following options:



9.3.4.1 Outbound Recall

DTMF ACCESS CODE: Advanced Options – Option Code: 1084

DESCRIPTION: Digit sequence used by CADENCE to retrieve a caller that has been placed on hold during a transfer. This is used when outbound follow me fails to detect an answer.

DATA RANGE: Dialling sequence

DEFAULT DATA: ★3

9.3.4.2 Outbound Connect

DTMF ACCESS CODE: Advanced Options – Option Code: 1085

DESCRIPTION: The digit sequence used by CADENCE when transferring a caller to an outbound follow me location if an answer is detected. This is equivalent to a hang up.

DATA RANGE: Dialling sequence

DEFAULT DATA: ★5

9.3.4.3 Digits (Bef Ext) #2

DTMF ACCESS CODE: Advanced Options – Option Code: 1086

DESCRIPTION: These digits are also dialled before the extension, when transferring a call.

DATA RANGE: Dialling sequence

DEFAULT DATA: None

9.3.4.4 Digits (Aft Ext) #2

DTMF ACCESS CODE: Advanced Options – Option Code: 1087

DESCRIPTION: These digits are also dialled after the extension, when transferring a call.

DATA RANGE: Dialling sequence

DEFAULT DATA: None

9.3.4.5 Logging Mask

DTMF ACCESS CODE: Advanced Options – Option Code: 1095

DESCRIPTION: CADENCE is constantly monitoring port activity. This activity can be seen on the lower portion of a PC terminal connected to the serial port. This information may contain different information according to this logging mask. Change this only on advice from technical support.

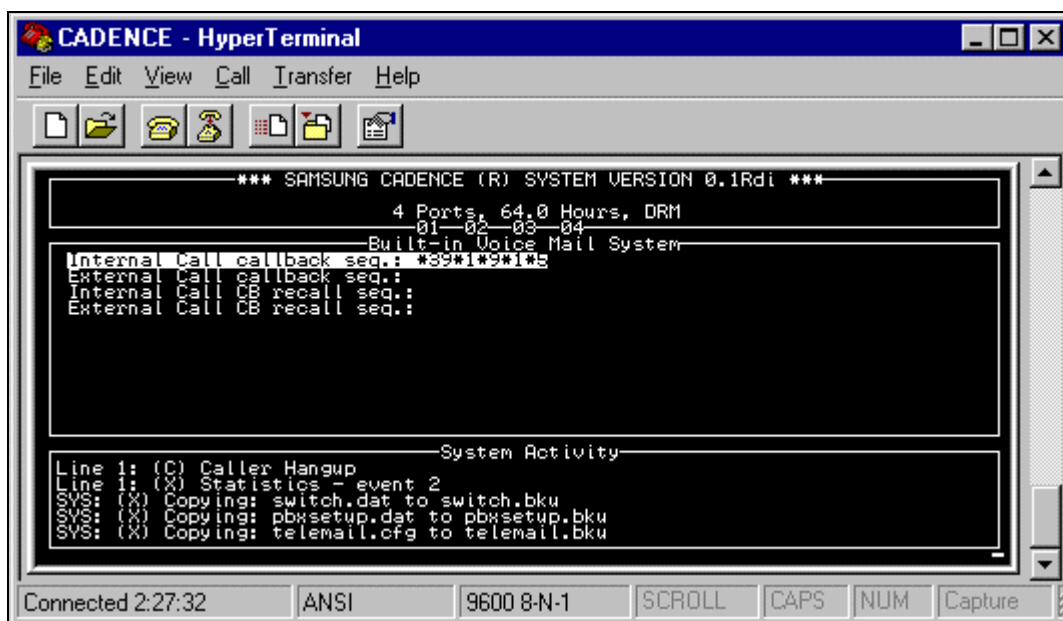
This field will only accept certain values between 0 and 32767. If invalid values are entered they will be stored as 0.

DATA RANGE: 0 – 32768

DEFAULT DATA: 0

9.3.4.6 <<One Touch Call Back>>

Select <<One Touch CB>> to access the following options:



9.3.4.6.1 Internal Call Callback Seq

DTMF ACCESS CODE: Advanced Options – Option Code: 1104

DESCRIPTION: The sequence to dial during the one-touch callback feature if the mailbox owner is using the feature while connected to the Voice Mail on an internal connection.

DATA RANGE: Dialling sequence

DEFAULT DATA: *39*1*9*1*4

9.3.4.6.2 External Call Callback Seq

DTMF ACCESS CODE: 1194

DESCRIPTION: The sequence to dial during the one-touch callback feature if the mailbox owner is using the feature while connected to the Voice Mail on an external connection. If this is blank (default) the system will use the internal call callback sequence.

DATA RANGE: Dialling sequence

DEFAULT DATA: *3

9.3.4.6.3 Internal Call CB Recall Seq

DTMF ACCESS CODE: 1105

DESCRIPTION: The sequence to dial during the one-touch callback feature if returning a call to the outside number and a mailbox owner checks his/her messages from an internal station. This sequence is used to reconnect to CADENCE if the dialled number does not answer.

DATA RANGE: Dialling sequence

DEFAULT DATA: *3

9.3.4.6.4 External Call CB Recall Seq

DTMF ACCESS CODE: 1195

DESCRIPTION: The sequence to dial during the one-touch callback feature when attempting to recall a call to the outside number and a mailbox owner checks his/her messages from the outside of the company. If this is blank (default) the system will use the internal sequence. This sequence is used to reconnect to CADENCE if the dialled number does not answer.

DATA RANGE: Dialling sequence

DEFAULT DATA: None

9.3.4.7 Mins Between Wake Ups

DTMF ACCESS CODE: Advanced Options – Option Code: 1102

DESCRIPTION: When the automatic wake up feature is activated in 7.28.20, this specifies the amount of time in minutes between each wake up call. Starting with CADENCE Version 1.1 this option can be found at 9.3.8.1.

DATA RANGE: 00 – 59

DEFAULT DATA: 5

9.3.4.8 Number Of Wake Up Attempts

DTMF ACCESS CODE: Advanced Options – Option Code: 1103

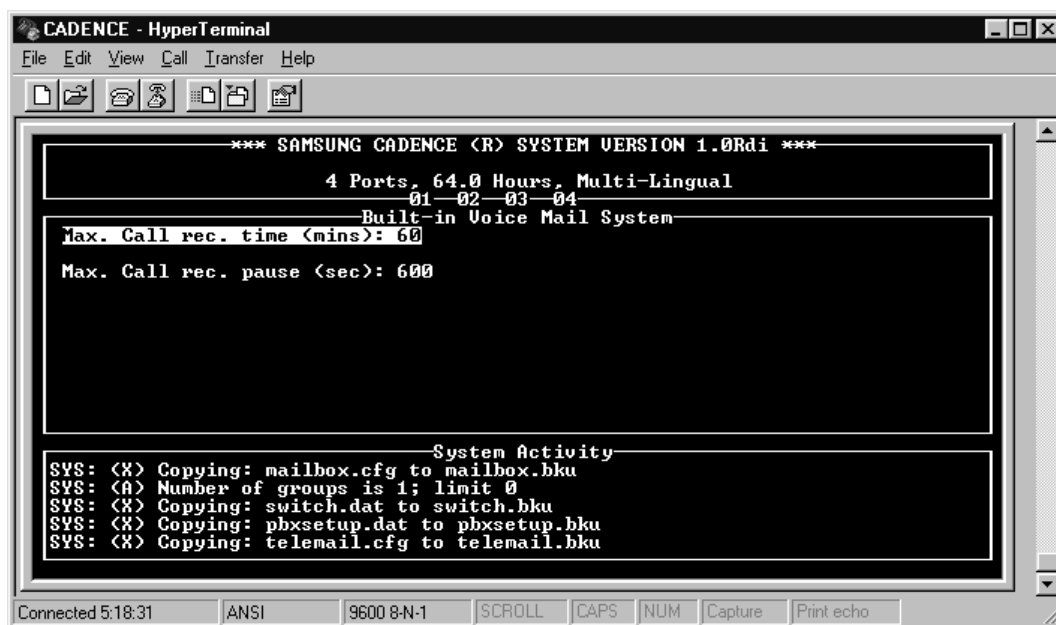
DESCRIPTION: When the automatic wake up feature is activated in 7.28.20, this specifies the number of times that a wake up call will be attempted. Starting with CADENCE Version 1.1 this option can be found at 9.3.8.2.

DATA RANGE: 0 – 99

DEFAULT DATA: 3

9.3.5 <<Call Record>>

Select <<Call Record>> to access the following options:



9.3.5.1 Max Call Record Time (Mins)

DTMF ACCESS CODE: Advanced Options – Option Code: 1049

DESCRIPTION: This is the maximum duration time for a conversation recording.

DATA RANGE: 00 – 9999

DEFAULT DATA: 60

9.3.5.2 Max Call Record Pause (Secs)

DTMF ACCESS CODE: Advanced Options – Option Code: 1051

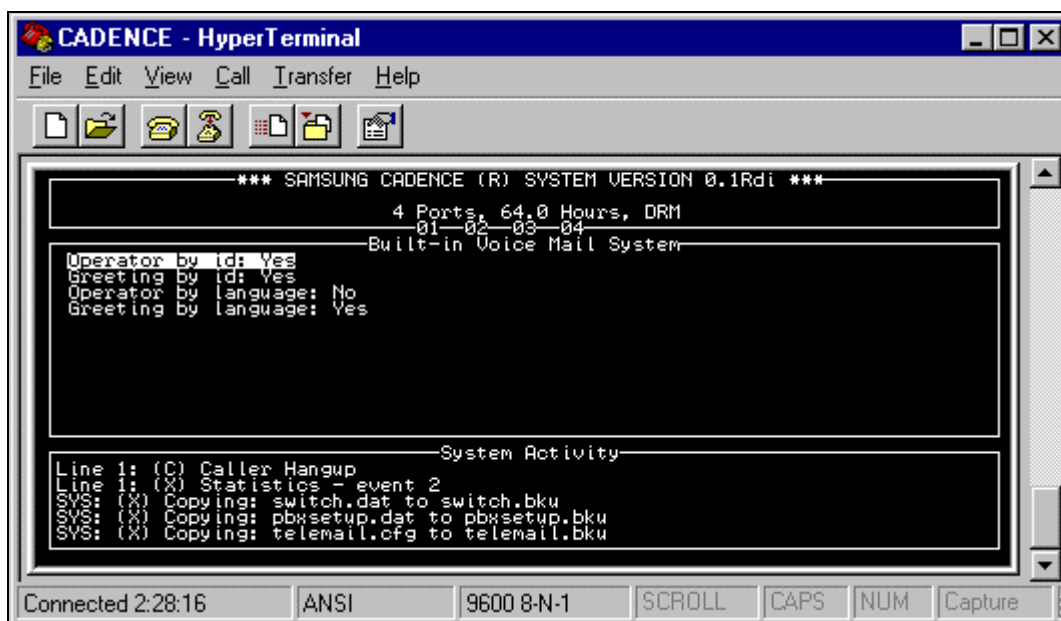
DESCRIPTION: This is the maximum duration pause time for a conversation recording.

DATA RANGE: 00 – 9999

DEFAULT DATA: 600

9.3.6 <<ID's>>

Select <<ID's>> to access the following options:



9.3.6.1 Operator By ID

DTMF ACCESS CODE: Advanced Options – Option Code: 1040

DESCRIPTION: Only used when line or port ID mapping is active. This allows the system to identify separate operator boxes for individual line IDs. See ID Programming in Part 4.

DATA RANGE: Yes / No

DEFAULT DATA: No

9.3.6.2 Greeting By ID

DTMF ACCESS CODE: Advanced Options – Option Code: 1041

DESCRIPTION: Greeting By ID refers to the personal mailbox greeting in any mailbox that a call with ID greater than 1 gets to. Each mailbox can have up to nine greetings. If Greeting By ID is set to Yes and call with ID 2 ends up in a mailbox, CADENCE will play a personal greeting number 2, if it exists. Note: Greeting By ID overrides the Automatic greeting selection feature.

Audiotext boxes do not support greetings by ID. "Port ID mapping" is not supported for Greeting By ID.

If this feature is activated, the mailbox owner will not be able to change their greeting number manually.

DATA RANGE: Yes / No

DEFAULT DATA: No

9.3.6.3 Operator By Language

DTMF ACCESS CODE: Advanced Options – Option Code: 1042

DESCRIPTION: When a language is selected, e. g. 2 for Spanish, a line ID of 2 is assigned to the call.

If this option is set to Yes, the default operator will be determined by adding 2 to the programmed default operator mailbox in 2.3 and 2.4.

DATA RANGE: Yes / No

DEFAULT DATA: No

9.3.6.4 Greeting By Language

DTMF ACCESS CODE: Advanced Options – Option Code: 1043

DESCRIPTION: Greeting by language refers to the personal mailbox greeting in any mailbox that a call with an ID greater than 1 gets to. Each mailbox can have up to nine greetings. If Greeting By Language is set to Yes and a call with language 2 (ID 2) ends up in a mailbox, CADENCE will play a personal greeting number 2, if it exists.

Note: Greeting By Language overrides the Automatic greeting selection feature. "Port ID mapping" is not supported for Greeting By Language. Audiotext boxes do not support greetings by language.

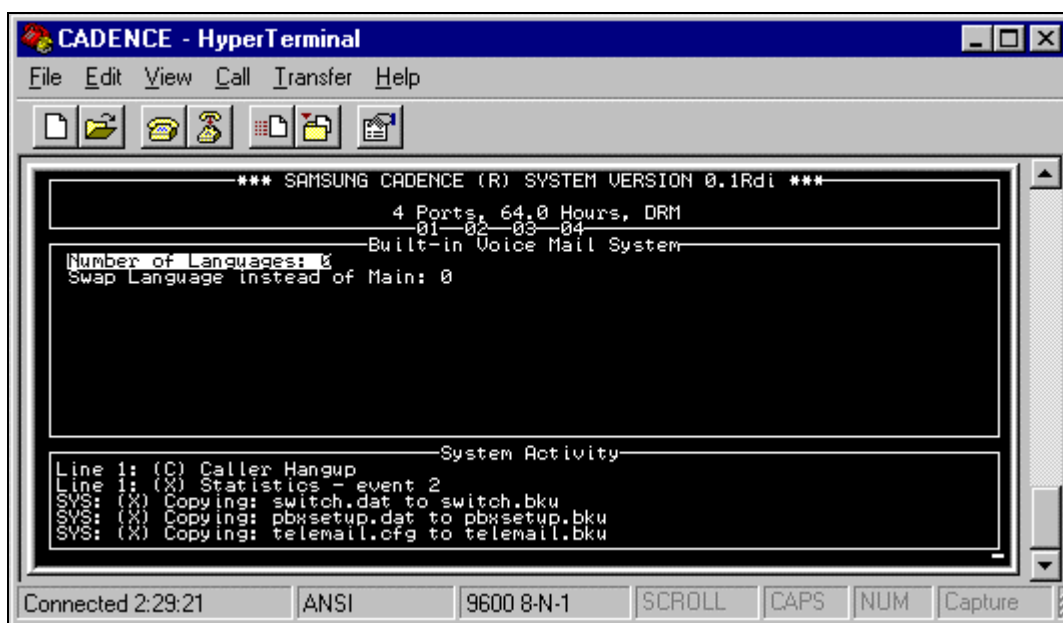
If this feature is activated the mailbox owner will not be able to change their greeting number manually.

DATA RANGE: Yes / No

DEFAULT DATA: No

9.3.7 <<Languages>>

Select <<Languages>> to access the following options.



CADENCE has the capability to use multiple languages simultaneously. Up to nine languages can be supported although, currently, not all are available. Check with your Samsung representative for available languages.

When multilanguage is enabled (by setting Number Of Languages, below, to greater than 1) language options that say (for example) "For English, press 1" or "For Spanish, press 2" will be presented to callers when CADENCE answers.

Note: If this feature is used you must set mailboxes for screened transfer by setting "No Call Progress" (7.28.3) to No.

9.3.7.1 Number Of Languages

DTMF ACCESS CODE: Advanced Options – Option Code: 1171

DESCRIPTION: This defines the number of languages being used. An entry of 0 or 1 means one language, 2 means two languages, 3 means three languages, etc. This must obviously be set higher than 1 if multiple languages are to be used. When a caller selects a language (for example 2 for Spanish) the system assigns an ID of 2 for the call. If a line ID has been assigned by port or CO number the multilanguage option cannot be used.

DATA RANGE: 0 or 1 – English only 2 – English and Spanish
3 – 9 To be defined

DEFAULT DATA: 0

9.3.7.2 Swap Language Instead Of Main

DTMF ACCESS CODE: Advanced Options – Option Code: 1172

DESCRIPTION: Defines the default language to use on the system. The number of languages must be set higher than 1 in 9.3.7.1 for this option to take effect.

DATA RANGE: 0 or 1 – English only 2 – Spanish 3 – 9 To be defined

DEFAULT DATA: 0

9.3.8 Wake Up Calls

Select <<Wake up calls>> to access the following options:

```

*** SAMSUNG CADENCE (R) SYSTEM VERSION 1.1Rdi ***
4 Ports, 72.9 Hours, Multi-Lingual, Fax on Demand, Fax Mail, 1 Fax Port
01-02-03-04
Built-in Voice Mail System
-----
Mins. between Wake-Ups : 5
Number of Wake-Up attempts : 3
Outbound wake-up call sequence: 9*1*9
Inbound wake-up call sequence:

-----
System Activity
Line 3: (I) Waiting for calls... 0 calls so far.
Line 4: (I) Waiting for calls... 0 calls so far.
SYS: (X) Copying: switch.dat to switch.bku
SYS: (X) Copying: pbxsetup.dat to pbxsetup.bku
SYS: (X) Copying: telemail.cfg to telemail.bku
Fax 1: Idle

```

9.3.8.1 Mins. Between Wake Ups

DTMF ACCESS CODE: Advanced Options – Option Code: 1102

DESCRIPTION: Before CADENCE software version 1.1 this option was found at 9.3.4.7. When the automatic wake up feature is activated (in 7.28.20), this specifies the amount of time in minutes between each wake up call.

DATA RANGE: 00 – 59

DEFAULT DATA: 5

9.3.8.2. Number Of Wake-Up Attempts

DTMF ACCESS CODE: Advanced Options – Option Code: 1103

DESCRIPTION: Before CADENCE software version 1.1 this option was found at 9.3.4.8 . When the automatic wake up feature is activated in 7.28.20, this specifies the number of times that a wake up call will be attempted.

DATA RANGE: 00 – 99

DEFAULT DATA: 3

9.3.8.3. Outbound Wake-Up Call Sequence

DTMF ACCESS CODE: Advanced Options – Option Code: 1197

DESCRIPTION: This option is only in CADENCE software version 1.1 or later. Wake up calls use dedicated sequences for out-bound wake up calls. In CADENCE software versions prior to 1.1 the outbound dialling sequence was used.

Note: There should not be “*4” in any wake-up call sequence. CADENCE appends “*4” to either sequence automatically.

DATA RANGE: Any valid dialling sequence

DEFAULT DATA: 9*1*9

9.3.8.4. Inbound Wake-Up Call Sequence

DTMF ACCESS CODE: Advanced Options – Option Code: 1198

DESCRIPTION: This option is only in CADENCE software version 1.1 or later. Wake up calls now use dedicated sequences for inbound wake up calls. In CADENCE software versions prior to 1.1 the alternative message light sequence was used. If the “Inbound wake-up call sequence” is left blank, CADENCE uses “*8” instead. In other words, your own internal station number.

Note: There should not be “*4” in any wake-up call sequence. CADENCE appends “*4” to either sequence automatically.

DATA RANGE: Any valid dialling sequence

DEFAULT DATA: 3

9.3.9 Main Menu / No Input

DTMF ACCESS CODE Advanced Options – Option Code: 1044

DESCRIPTION: Action to perform if a caller did not dial any digits at the main menu. Possible choices are: transfer to operator (default), disconnect, or transfer to a specific mailbox.

DATA RANGE: Disconnect, Specific Mailbox or Operator

DEFAULT DATA: Operator

9.3.10 Specific Mailbox

DTMF ACCESS CODE: Advanced Options – Option Code: 1045

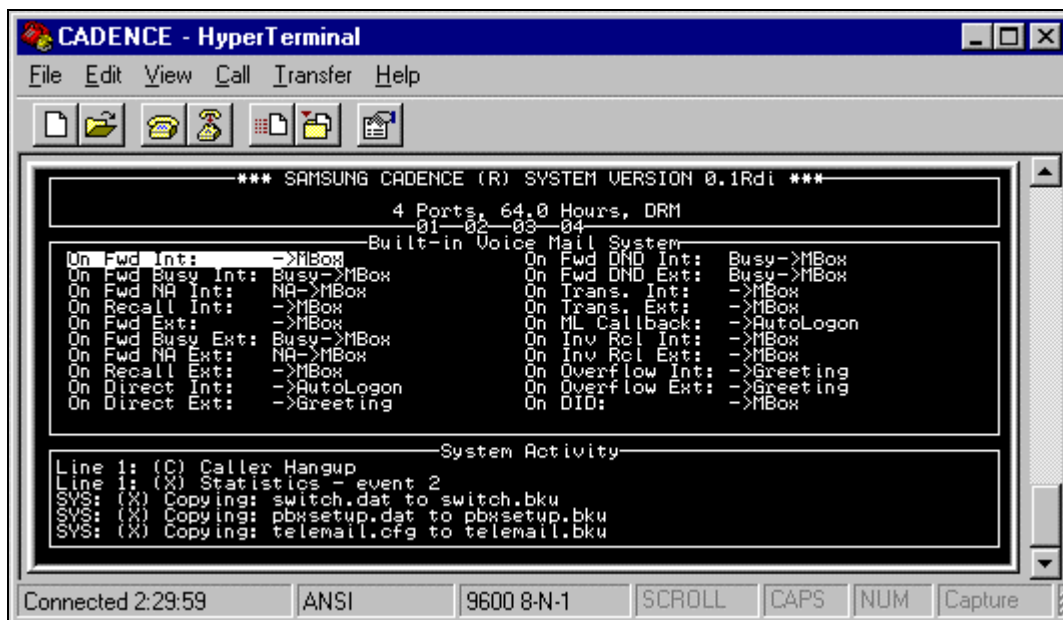
DESCRIPTION: A mailbox to transfer a caller to, if he/she did not dial anything at the main menu and "Main Menu/No Input" (above) is set to "Specific mailbox".

DATA RANGE: Any Mailbox

DEFAULT DATA: None

9.3.11 <<Dig Rules>>

Select <<Dig. Rules>> to access the following options:



9.3.11.1	Digital Rules
-----------------	----------------------

DTMF ACCESS CODE: Advanced Options – Option Code: 1173 - 1193

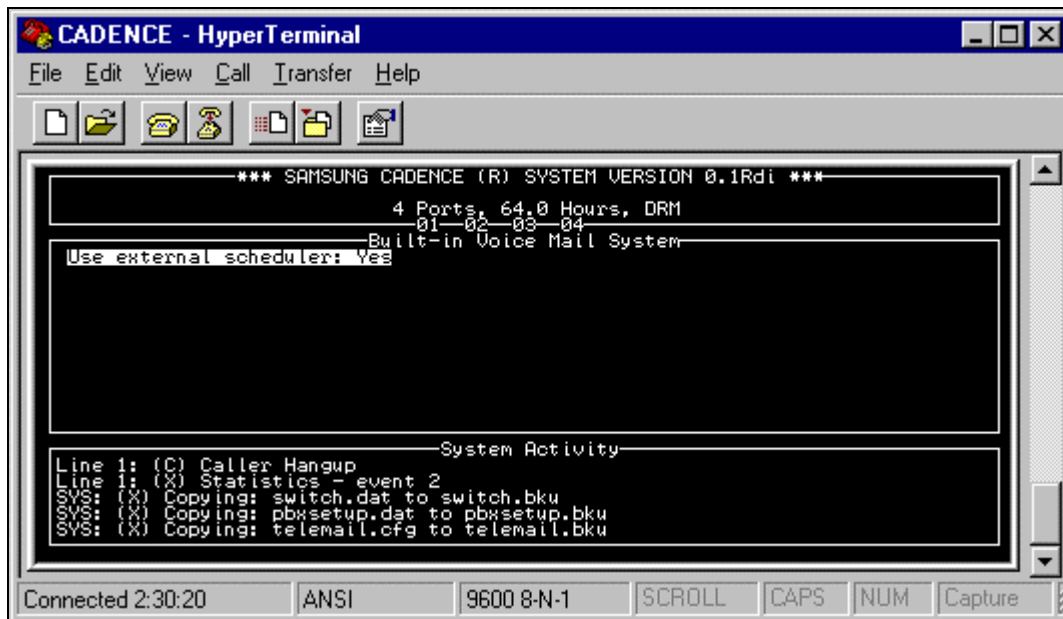
DESCRIPTION: This screen determines how CADENCE will answer calls. Each type of call can be answered in one of several ways. The types of call are:

- FWD – Call forward all
- FWD Busy – Call forward busy
- FWD NA – Call forward no answer
- RECALL – a recall back to CADENCE
- DIRECT – a call arriving at CADENCE that was not forwarded or recalled
- FWD DND – a DCS keyset-activated fwd DND with CADENCE as a destination
- TRANS – A call was transferred to CADENCE
- ML CALLBACK – CADENCE was called because a station user pressed the message key
- INV RCL – A call recalled because of invalid transfer
- OVERFLOW – A call overflowed from a DCS station group
- DID – A DID call was programmed to ring CADENCE directly
- Each of these call types can be either an internal call (Intercom) or external call (C.O). These will show as Int and Ext

- DATA RANGE:**
- | | |
|---|---|
| 1 | Busy-MBox: The caller will be informed that the station is busy and the mailbox personal greeting will play |
| 2 | NA-MBox: The caller will be informed that there is no answer and the mailbox personal greeting will play |
| 3 | MBox: The mailbox personal greeting will play |
| 4 | Autologon: The caller will be prompted for an access code |
| 5 | Greeting: The auto attendant main menu will play |
| 6 | Ignore Call: The call will be ignored |

9.3.12 <<Dig Options>>

Select << Dig Options>> to access the following options:



9.3.12.1 Use External Scheduler

DTMF ACCESS CODE: Advanced Options – Option Code: 1750

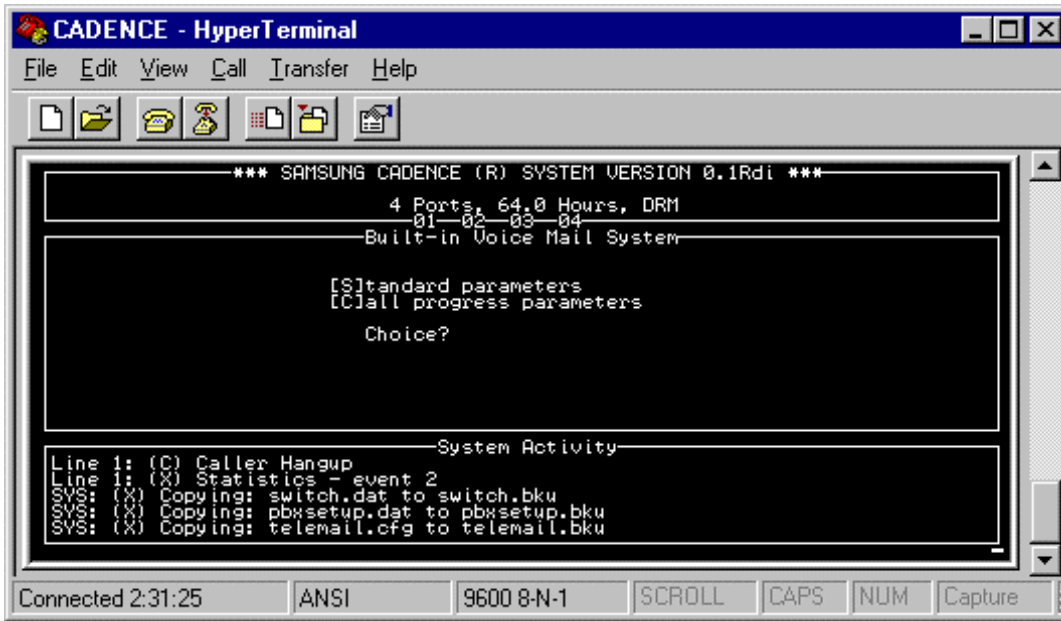
DESCRIPTION: When this option is set to Yes, CADENCE will change between DAY and NIGHT mode whenever the DCS phone system changes between DAY and NIGHT. If you wish to use operation mode “Auto”, this option must be set to No.

DATA RANGE: Yes / No

DEFAULT DATA: Yes

9.4 Advanced Switch Configuration

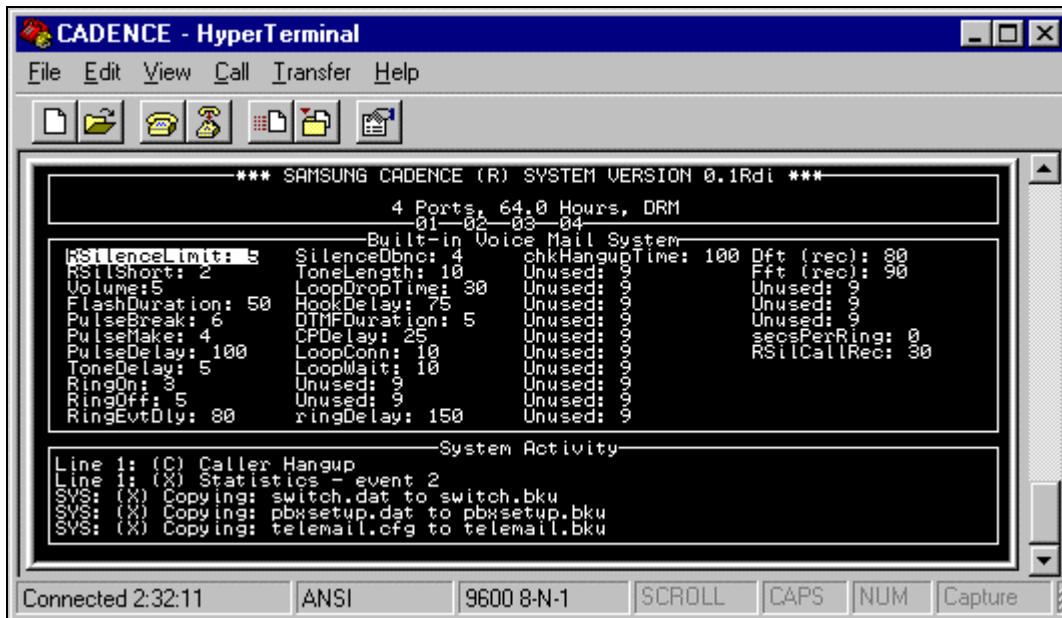
Select [A] to access the following options:



Choose Standard or Call Progress parameters.

9.4.1 Standard Parameters

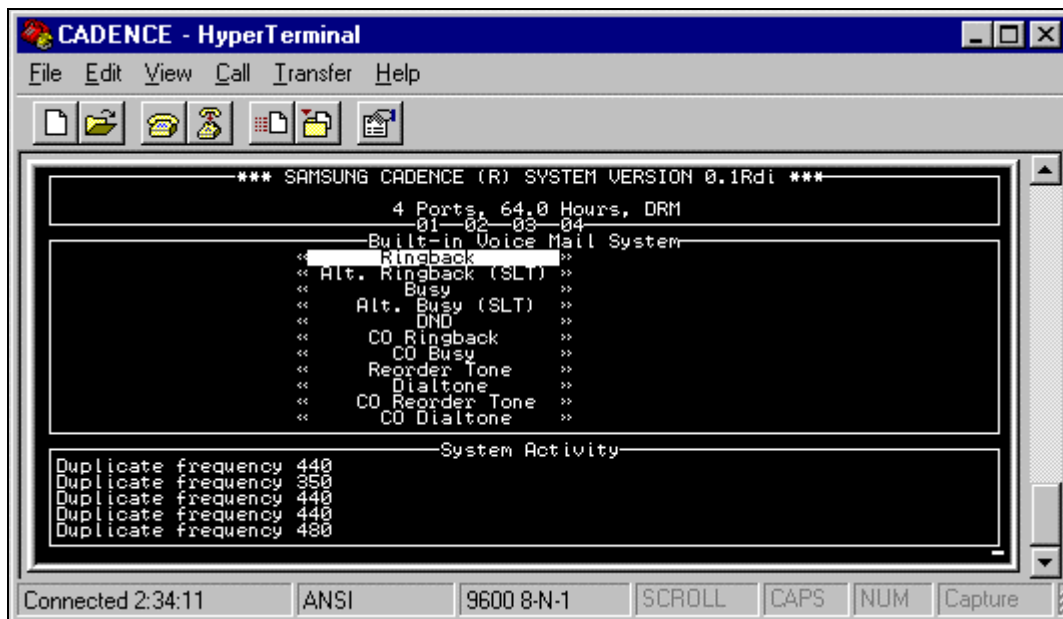
Select [S] to access the following options:



Important Note: These parameters should only be changed under the direction of Samsung Technical Support Staff.

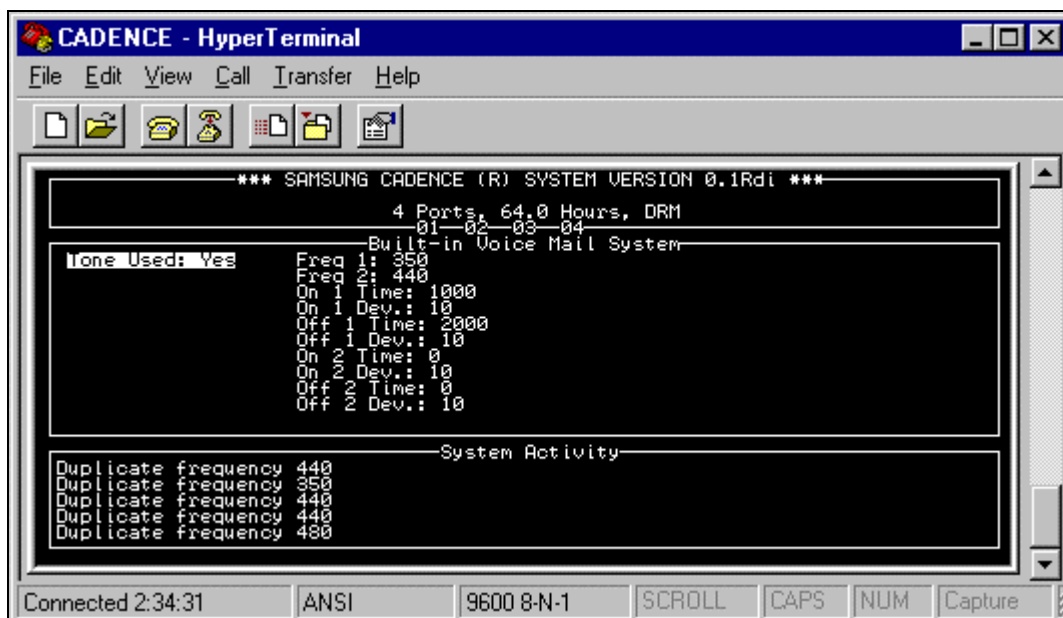
9.4.2 Call Progress Parameters

Select [C] to access the following options:



Important Note: These parameters should only be changed under the direction of Samsung Technical Support Staff.

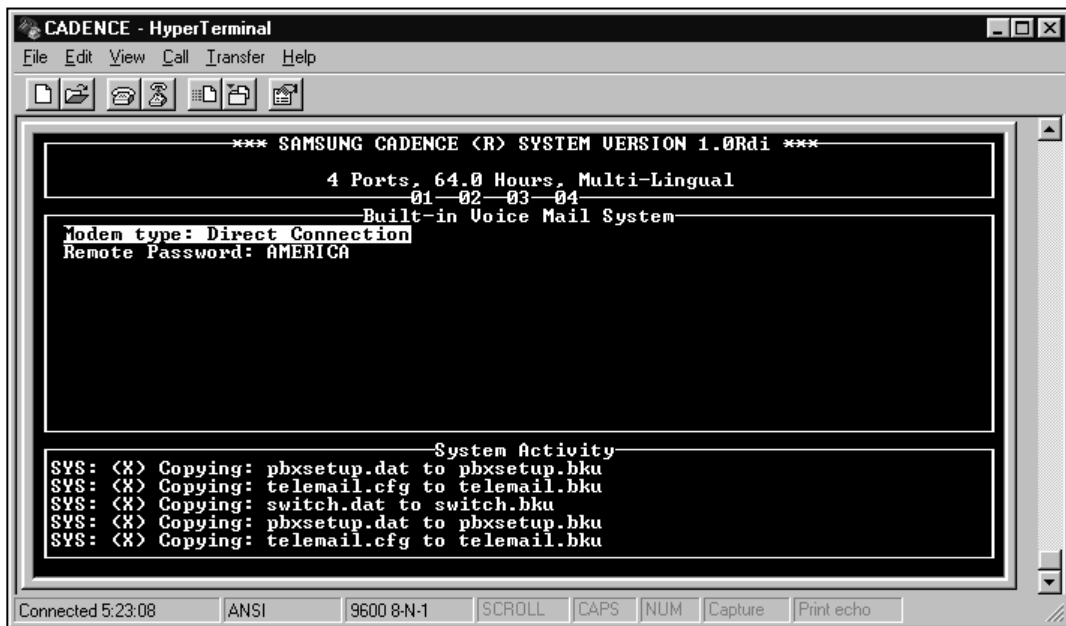
9.4.2.1 Tone Definition



Important Note: These parameters should only be changed under the direction of Samsung Technical Support Staff.

9.5 Remote Configuration

Select [R] to access the following options:



9.5.1 Modem Type

DTMF ACCESS CODE: Advanced Options – Option Code: 1073

DESCRIPTION: This sets what mode CADENCE will start in.

Direct Connection: SIO port is configured for directly connecting a terminal.

Remote Modem: SIO port is configured for connecting a modem.

To activate this setting, restart CADENCE using “Enable Remote Maintenance” (10.1).

DATA RANGE: Direct connect or remote modem.

DEFAULT DATA: Direct connect

9.5.2 Remote Password

DTMF ACCESS CODE: None

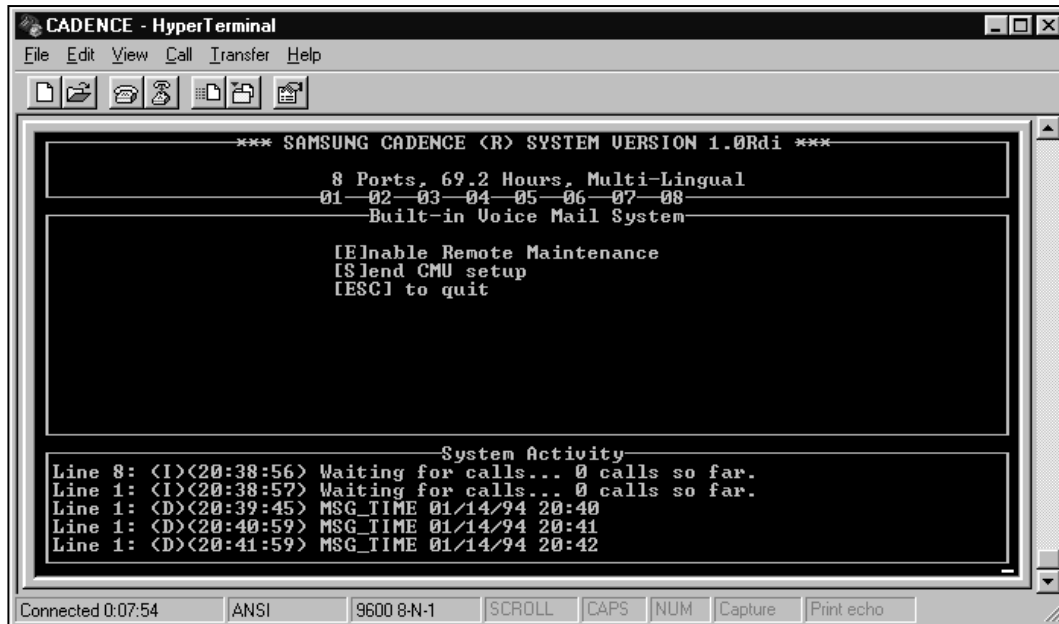
DESCRIPTION: Sets a password for use with remote modem operation. This is not used for direct connect.

DATA RANGE: Any password

DEFAULT DATA: AMERICA

10 Utilities

From the main menu select [U] to access the following options:



10.1 Enable Remote Maintenance

DTMF ACCESS CODE: Advanced Options – Option Code: 1700

DESCRIPTION: When activated CADENCE will restart in the mode defined in Modem Type (9.5.1).

DATA RANGE: N/A

DEFAULT DATA: N/A

10.2 Send CMU Setup

DTMF ACCESS CODE: None

DESCRIPTION: When this option is selected the CMU setup file will be transferred to the PC connected via the serial port. CADENCE will be automatically taken off line while the data transfer takes place. You will be asked to begin a Y – modem transfer. This is a data transfer option in your terminal software. In HyperTerm select Transfer, Receive, and select Y – Modem. When the transfer is complete, CADENCE will restart and you will have CMUSETUP.EXE on your hard drive.

In Explorer, double click CMUSETUP. CMU will install on your PC. You can start CMU by selecting Start, Pro-

grams, CADENCE Maintenance Utility. For CMU operating instructions, see the *CADENCE Installation* manual.

DATA RANGE: N/A

DEFAULT DATA: N/A

Part 7. Option Code List

This is a list of all option codes that are used when accessing CADENCE via DTMF.

▪ Advanced Options

CODE	NAME	DATA	SECTION
1001	SILENCE BEFORE GREETING	SECONDS	9.1.1
1002	DIRECT VM DELAY	1/100 SECONDS	9.1.2
1004	CHECK FOR DT	1 – YES, 2 – NO	9.1.3
1005	PULSE / TONE DIALING	0 – TONE 1 – PULSE 2 – BURST	9.1.4
1009	OUTBOUND FOLLOW ME SEQUENCE	DIALING SEQUENCE	9.1.5
1010	OUTBOUND DIALING SEQUENCE	DIALING SEQUENCE	9.1.6
1014	ALT LIGHT ON	DIALING SEQUENCE	9.1.7
1015	ALT LIGHT OFF	DIALING SEQUENCE	9.1.8
1017	ALT MESSAGE REPEAT	1 – YES, 2 – NO	9.1.9
1019	DIGIT BEFORE TRANS (BEF EXT)	DIALING SEQUENCE	9.1.10
1020	DIGIT BEFORE TRANS (AFT EXT)	DIALING SEQUENCE	9.1.11
1028	AWAIT RING ON NCP	1 – YES, 2 – NO	9.3.1
1030	DISCONNECT TIME (100's SEC)	0 – 1000	9.3.2
1032	ALT MSG LIGHT FIRST ONLY	1 – YES, 2 – NO	9.3.3
1040	OPERATOR BY ID	1 – YES, 2 – NO	9.3.6.1
1041	GREETING BY ID	1 – YES, 2 – NO	9.3.6.2
1042	OPERATOR BY LANGUAGE	1 – YES, 2 – NO	9.3.6.3
1043	GREETING BY LANGUAGE	1 – YES, 2 – NO	9.3.6.4
1044	MAIN MENU NO INPUT	0 – OPERATOR 1 – DISCONNECT 2 – SPECIFIC MBX	9.3.9
1045	SPECIFIC MAILBOX (NO INPUT MBX)	MAILBOX NUMBER	9.3.10
1049	MAX CALL RECORD TIME (MINS)	0 – 9999	9.3.5.1
1051	MAX CALL RECORD PAUSE (SECS)	0 – 600	9.3.5.2
1073	MODEM TYPE	0–DIRECT CONNECTION 1–EXTERNAL MODEM	9.5.1
1084	OUTBOUND RECALL	DIALING SEQUENCE	9.3.4.1
1085	OUTBOUND CONNECT	DIALING SEQUENCE	9.3.4.2
1086	DIGITS (BEFORE EXT) #2	DIALING SEQUENCE	9.3.4.3
1087	DIGITS (AFTER EXT) #2	DIALING SEQUENCE	9.3.4.4
1095	LOGGING MASK	0 – 32767	9.3.4.5
1102	MINS BETWEEN WAKE UPS	0 – 59	9.3.4.7, 9.3.8.1
1103	NUMBER OF WAKE UP ATTEMPTS	0 – 99	9.3.4.8, 9.3.8.2
1104	INTERNAL CALL CALL BACK SEQ	DIALING SEQUENCE	9.3.4.6.1
1105	INTERNAL CALL CB RECALL SEQ	DIALING SEQUENCE	9.3.4.6.3
1106	DEFAULT ID	1 - 16	9.2.1
1107	DEFAULT INITIAL MAILBOX	MAILBOX #	9.2.1
1108	LINE 1 BEGIN TABLE	C.O.NUMBER	9.2.2
1109	LINE 2 BEGIN TABLE	C.O.NUMBER	9.2.2
1110	LINE 3 BEGIN TABLE	C.O.NUMBER	9.2.2
1111	LINE 4 BEGIN TABLE	C.O.NUMBER	9.2.2
1112	LINE 5 BEGIN TABLE	C.O.NUMBER	9.2.2
1113	LINE 6 BEGIN TABLE	C.O.NUMBER	9.2.2

CODE	NAME	DATA	SECTION
1114	LINE 7 BEGIN TABLE	C.O.NUMBER	9.2.2
1115	LINE 8 BEGIN TABLE	C.O.NUMBER	9.2.2
1116	LINE 9 BEGIN TABLE	C.O.NUMBER	9.2.2
1117	LINE 10 BEGIN TABLE	C.O.NUMBER	9.2.2
1118	LINE 1 END TABLE	C.O.NUMBER	9.2.3
1119	LINE 2 END TABLE	C.O.NUMBER	9.2.3
1120	LINE 3 END TABLE	C.O.NUMBER	9.2.3
1121	LINE 4 END TABLE	C.O.NUMBER	9.2.3
1122	LINE 5 END TABLE	C.O.NUMBER	9.2.3
1123	LINE 6 END TABLE	C.O.NUMBER	9.2.3
1124	LINE 7 END TABLE	C.O.NUMBER	9.2.3
1125	LINE 8 END TABLE	C.O.NUMBER	9.2.3
1126	LINE 9 END TABLE	C.O.NUMBER	9.2.3
1127	LINE 10 END TABLE	C.O.NUMBER	9.2.3
1128	LINE 1 ID	1 - 16	9.2.4
1129	LINE 2 ID	1 - 16	9.2.4
1130	LINE 3 ID	1 - 16	9.2.4
1131	LINE 4 ID	1 - 16	9.2.4
1132	LINE 5 ID	1 - 16	9.2.4
1133	LINE 6 ID	1 - 16	9.2.4
1134	LINE 7 ID	1 - 16	9.2.4
1135	LINE 8 ID	1 - 16	9.2.4
1136	LINE 9 ID	1 - 16	9.2.4
1137	LINE 10 ID	1 - 16	9.2.4
1138	LINE 1 MAILBOX	MAILBOX #	9.2.5
1139	LINE 2 MAILBOX	MAILBOX #	9.2.5
1140	LINE 3 MAILBOX	MAILBOX #	9.2.5
1141	LINE 4 MAILBOX	MAILBOX #	9.2.5
1142	LINE 5 MAILBOX	MAILBOX #	9.2.5
1143	LINE 6 MAILBOX	MAILBOX #	9.2.5
1144	LINE 7 MAILBOX	MAILBOX #	9.2.5
1145	LINE 8 MAILBOX	MAILBOX #	9.2.5
1146	LINE 9 MAILBOX	MAILBOX #	9.2.5
1147	LINE 10 MAILBOX	MAILBOX #	9.2.5
1148-1170	RESERVED. DO NOT CHANGE	N/A	N/A
1171	NUMBER OF LANGUAGES	0 - 9	9.3.7.1
1172	SWAP LANGUAGE INSTEAD OF MAIN	0 - 9	9.3.7.2
1173	ON FORWARD INTERNAL	1 - BUSY MBX 2 - NO ANS MBX 3 - DIRECT TO MB 4 - AUTO LOG ON 5 - MAIN GREETING 8 - IGNOR CALL	9.3.11.1
1174	ON FORWARD BUSY INTERNAL	1 - BUSY MBX 2 - NO ANS MBX 3 - DIRECT TO MB 4 - AUTO LOG ON 5 - MAIN GREETING 8 - IGNOR CALL	9.3.11.1
1175	ON FORWARD N/A INTERNAL	1 - BUSY MBX 2 - NO ANS MBX 3 - DIRECT TO MB 4 - AUTO LOG ON 5 - MAIN GREETING 8 - IGNOR CALL	9.3.11.1

CODE	NAME	DATA	SECTION
1176	ON INTERNAL RECALL	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1177	ON EXTERNAL FORWARD	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1178	ON EXTERNAL BUSY FORWARD	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1179	ON EXTERNAL N/A FORWARD	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1180	ON EXTERNAL RECALL	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1181	ON DIRECT INTERNAL	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1182	ON DIRECT EXTERNAL	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1183	ON CALL RECALL	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1184	ON FWD DND INTERNAL	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1

CODE	NAME	DATA	SECTION
1185	ON FORWARD DND EXTERNAL	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1186	ON INTERNAL TRANSFER	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1187	ON EXTERNAL TRANSFER	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1188	ON MSG LIGHT CALL BACK	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1189	ON INVALID RECALL INTERNAL	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1190	ON INVALID RECALL EXTERNAL	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1191	ON INTERNAL OVERFLOW	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1192	ON EXTERNAL OVERFLOW	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1193	ON DID	1 – BUSY MBX 2 – NO ANS MBX 3 – DIRECT TO MB 4 – AUTO LOG ON 5 – MAIN GREETING 8 – IGNOR CALL	9.3.11.1
1194	EXTERNAL CALL CALL BACK SEQ	DIALING SEQUENCE	9.3.4.6.2
1195	EXTERNAL CALL CB RECALL SEQ	DIALING SEQUENCE	9.3.4.6.4

CODE	NAME	DATA	SECTION
1196	MB WIDTH	2 OR 3	4.1
1197	OUTBOUND WAKE UP CALL SEQUENCE	DIALING SEQUENCE	9.3.8.3
1198	INBOUND WAKE UP CALL SEQUENCE	DIALING SEQUENCE	9.3.8.4

▪ Operation Configuration Options

CODE	NAME	DATA	SECTION
1202	MAX. GREETING LENGTH	0 - 9999	4.2
1203	DISCONNECT ON SILENCE	1 - YES, 2 - NO	4.3
1204	DIRECTORY MB	MAILBOX #	4.5
1205	NOTIFICATION CYCLE	0 - 255 MINUTES	4.6
1206	*4 INBOUND RINGS	1 - 9	4.7
1207	*4 OUTBOUND RINGS	1 - 9	4.8
1210	BEEPER SEQUENCE	DIALING SEQUENCE	4.10
1211	RETRIES ON NO INPUT	0 - 9	4.11
1212	MIN REC LENGTH (secs)	0 - 10	4.12
1213	DELAY FOR EXTENSION (secs)	0 - 10	4.13
1215	OPERATOR DELAY (secs)	1 - 120	4.17
1216	DISABLE NAME SEARCH	1 - YES, 2 - NO	4.4.1
1217	HIDE EXT NUMBERS	1 - YES, 2 - NO	4.4.2
1218	LIST NAMES ON SEARCH	1 - YES, 2 - NO	4.4.3
1219	PURGE WHEN DISK IS FULL (%)	00 - 90	4.9.1
1220	MAX SYSTEM HOLD	1 - 12	4.14.1
1221	HOLD ATTEMPTS	1 - 99	4.14.2
1222	HOLD SECS	1 - 120	4.14.3
1223	DAYS BETWEEN MAINTENANCE	0 - 255	4.15.1
1224	DAY OF MAINTENANCE	0 - 7	4.15.2
1229	FAX I.D.	UPPER CASE A - Z AND SPACE	4.18.1
1230	TTI SKIP	5	4.18.2
1231	FAX DIAL STR	DIALING SEQUENCE	4.18.3
1232	COVER DOC #	NONE or 1 - 999	4.18.4
1233	MAXIMUM DOCS ALLOWED	0 - 9	4.18.5
1234	CALL BACK	1 - YES, 2 - NO	4.18.6
1237	INTERNATIONAL CALLS OK	1 - YES, 2 - NO	4.16.4
1238	DAY NIGHT MODE	0 - AUTO 1 - DAY 2 - NIGHT	2.1
1239	USE SPECIAL MESSAGE	1 - YES, 2 - NO	2.2
1240	DAY GENERAL DELIVERY MB	MAILBOX #	2.3
1241	NIGHT GENERAL DELIVERY MB	MAILBOX #	2.4
1245	HOLIDAYS ALLOWED	1 - YES, 2 - NO	2.18
1246	NAME SEARCH MESSAGE	0 - GENERAL NAME 1 - FIRST NAME 2 - LAST NAME	2.19
1247	FAX MAILBOX	MAILBOX #	2.20
1249	WELCOME MESSAGE (DAY)	-1 TO 99	2.5
1250	WELCOME MESSAGE (NIGHT MODE)	-1 TO 99	2.6
1251	WELCOME MESSAGE (SPECIAL)	-1 TO 99	2.7
1252	MENU PART 1 MESSAGE (DAY MODE)	-1 TO 99	2.8
1253	MENU PART 1 MESSAGE (NIGHT)	-1 TO 99	2.9
1254	MENU PART 1 MESSAGE (SPECIAL MODE)	-1 TO 99	2.10
1255	SINGLE DIGIT MENU FOR DAY MODE	-1 TO 99	2.11
1256	SINGLE DIGIT MENU FOR NIGHT MODE	-1 TO 99	2.12
1257	SINGLE DIGIT MENU FOR SPECIAL MODE	-1 TO 99	2.13

CODE	NAME	DATA	SECTION
1258	MENU PART 2 MESSAGE (DAY)	-1 TO 99	2.14
1259	MENU PART 2 MESSAGE (NIGHT)	-1 TO 99	2.15
1260	MENU PART 2 MESSAGE (SPECIAL)	-1 TO 99	2.16
1261	SINGLE DIGIT MENU ACTIVE	1 – YES, 2 – NO	6.1
1262	SINGLE DIGIT MENU AT NIGHT	1 – YES, 2 – NO	6.2
1263	SINGLE DIGIT OPTIONS, DIGIT 1	MAILBOX #	6.3
1264	SINGLE DIGIT OPTIONS, DIGIT 2	MAILBOX #	6.3
1265	SINGLE DIGIT OPTIONS, DIGIT 3	MAILBOX #	6.3
1266	SINGLE DIGIT OPTIONS, DIGIT 4	MAILBOX #	6.3
1267	SINGLE DIGIT OPTIONS, DIGIT 5	MAILBOX #	6.3
1268	SINGLE DIGIT OPTIONS, DIGIT 6	MAILBOX #	6.3
1269	SINGLE DIGIT OPTIONS, DIGIT 7	MAILBOX #	6.3
1270	SINGLE DIGIT OPTIONS, DIGIT 8	MAILBOX #	6.3
1287	UNIQUE IDENTIFIER PORT 1	1 TO 16	5.1
1288	UNIQUE IDENTIFIER PORT 2	1 TO 16	5.1
1289	UNIQUE IDENTIFIER PORT 3	1 TO 16	5.1
1290	UNIQUE IDENTIFIER PORT 4	1 TO 16	5.1
1291	UNIQUE IDENTIFIER PORT 5	1 TO 16	5.1
1292	UNIQUE IDENTIFIER PORT 6	1 TO 16	5.1
1293	UNIQUE IDENTIFIER PORT 7	1 TO 16	5.1
1294	UNIQUE IDENTIFIER PORT 8	1 TO 16	5.1
1295	UNIQUE IDENTIFIER PORT 9	1 TO 16	5.1
1296	UNIQUE IDENTIFIER PORT 10	1 TO 16	5.1
1297	UNIQUE IDENTIFIER PORT 11	1 TO 16	5.1
1298	UNIQUE IDENTIFIER PORT 12	1 TO 16	5.1
1299	UNIQUE IDENTIFIER PORT 13	1 TO 16	5.1
1300	UNIQUE IDENTIFIER PORT 14	1 TO 16	5.1
1301	UNIQUE IDENTIFIER PORT 15	1 TO 16	5.1
1302	UNIQUE IDENTIFIER PORT 16	1 TO 16	5.1
1303	<<ADD HOLIDAY>>	1 – PROCEED, 2 – EXIT	2.17.3
1320	DELETE HOLIDAY #1	1 – PROCEED, 2 – EXIT	2.17.4
1321	DELETE HOLIDAY #2	1 – PROCEED, 2 – EXIT	2.17.4
1322	DELETE HOLIDAY #3	1 – PROCEED, 2 – EXIT	2.17.4
1323	DELETE HOLIDAY #4	1 – PROCEED, 2 – EXIT	2.17.4
1324	DELETE HOLIDAY #5	1 – PROCEED, 2 – EXIT	2.17.4
1325	DELETE HOLIDAY #6	1 – PROCEED, 2 – EXIT	2.17.4
1326	DELETE HOLIDAY #7	1 – PROCEED, 2 – EXIT	2.17.4
1327	DELETE HOLIDAY #8	1 – PROCEED, 2 – EXIT	2.17.4
1328	DELETE HOLIDAY #9	1 – PROCEED, 2 – EXIT	2.17.4
1329	DELETE HOLIDAY #10	1 – PROCEED, 2 – EXIT	2.17.4
1330	DELETE HOLIDAY #11	1 – PROCEED, 2 – EXIT	2.17.4
1331	DELETE HOLIDAY #12	1 – PROCEED, 2 – EXIT	2.17.4
1332	DELETE HOLIDAY #13	1 – PROCEED, 2 – EXIT	2.17.4
1333	DELETE HOLIDAY #14	1 – PROCEED, 2 – EXIT	2.17.4
1334	DELETE HOLIDAY #15	1 – PROCEED, 2 – EXIT	2.17.4
1335	DELETE HOLIDAY #16	1 – PROCEED, 2 – EXIT	2.17.4
1336	SCHEDULE TYPE	0 – DAY OF MONTH 1 – WEEK OF MONTH	2.17.3.1
1337	DAY OF MONTH	1 – 31	2.17.3.2
1338	MONTH	1 – 12	2.17.3.5
1339	HOLIDAY LENGTH (days)	1 – 9	2.17.3.6
1340	IF THIS HOLIDAY FALLS ON WEEKEND	NEXT MONDAY PREVIOUS FRIDAY CLOSEST WEEKDAY	2.17.3.8

CODE	NAME	DATA	SECTION
		DO NOT SHIFT	
1341	WELCOME MSG (holiday)	-1 TO 99	2.17.3.9
1342	MAIN MENU PART 1 (holiday)	-1 TO 99	2.17.3.10
1343	SINGLE DIGIT MENU (holiday)	-1 TO 99	2.17.3.11
1344	MAIN MENU PART 2 (holiday)	-1 TO 99	2.17.3.12
1345	WEEK OF MONTH	1 – 5	2.17.3.3
1346	DAY OF THE WEEK	1 – 7	2.17.3.4
1347	SET BASIC BUSINESS HOURS	1 – PROCEED, 2 – EXIT	2.21
1348	SATURDAY	1 – PROCEED, 2 – EXIT	2.21
1349	SUNDAY	1 – PROCEED, 2 – EXIT	2.21
1350	MONDAY	1 – PROCEED, 2 – EXIT	2.21
1351	TUESDAY	1 – PROCEED, 2 – EXIT	2.21
1352	WEDNESDAY	1 – PROCEED, 2 – EXIT	2.21
1353	THURSDAY	1 – PROCEED, 2 – EXIT	2.21
1354	FRIDAY	1 – PROCEED, 2 – EXIT	2.21
1355	WEEKENDS	1 – PROCEED, 2 – EXIT	2.21
1356	WEEKDAYS	1 – PROCEED, 2 – EXIT	2.21
1357	EVERY DAY	1 – PROCEED, 2 – EXIT	2.21
1358	BUSINESS HOURS – SET TIME START PERIOD 1	0000 – 2359	2.21.2.1
1359	BUSINESS HOURS – SET TIME START PERIOD 2	0000 – 2359	2.21.2.1
1360	BUSINESS HOURS – SET TIME START PERIOD 3	0000 – 2359	2.21.2.1
1361	BUSINESS HOURS – SET TIME END PERIOD 1	0000 – 2359	2.21.2.1
1362	BUSINESS HOURS – SET TIME END PERIOD 2	0000 – 2359	2.21.2.1
1363	BUSINESS HOURS – SET TIME END PERIOD 3	0000 – 2359	2.21.2.1
1364	BUSINESS HOURS – SET TIME OPERATING MODE FOR PERIOD 1	0 – DAY 1 – NIGHT 2 – SPECIAL 3 – UNUSED	2.21.2.1
1365	BUSINESS HOURS – SET TIME OPERATING MODE FOR PERIOD 2	0 – DAY 1 – NIGHT 2 – SPECIAL 3 – UNUSED	2.21.2.1
1366	BUSINESS HOURS – SET TIME OPERATING MODE FOR PERIOD 3	0 – DAY 1 – NIGHT 2 – SPECIAL 3 – UNUSED	2.21.2.1
1367	EVERYTHING ELSE	0 – DAY 1 – NIGHT 2 – SPECIAL 3 – UNUSED	2.21.2.2
1368	BUSINESS HOURS – START TIME	0000 – 2359	2.21.1.1
1368	DAY START TIME	0000 – 2359	2.21.1.1
1369	DAY END TIME	0000 – 2359	2.21.1.2
1370	EDIT HOLIDAY #1	1 – PROCEED, 2 – EXIT	2.17.3
1371	EDIT HOLIDAY #2	1 – PROCEED, 2 – EXIT	2.17.3
1372	EDIT HOLIDAY #3	1 – PROCEED, 2 – EXIT	2.17.3
1373	EDIT HOLIDAY #4	1 – PROCEED, 2 – EXIT	2.17.3
1374	EDIT HOLIDAY #5	1 – PROCEED, 2 – EXIT	2.17.3
1375	EDIT HOLIDAY #6	1 – PROCEED, 2 – EXIT	2.17.3

CODE	NAME	DATA	SECTION
1376	EDIT HOLIDAY #7	1 – PROCEED, 2 – EXIT	2.17.3
1377	EDIT HOLIDAY #8	1 – PROCEED, 2 – EXIT	2.17.3
1378	EDIT HOLIDAY #9	1 – PROCEED, 2 – EXIT	2.17.3
1379	EDIT HOLIDAY #10	1 – PROCEED, 2 – EXIT	2.17.3
1380	EDIT HOLIDAY #11	1 – PROCEED, 2 – EXIT	2.17.3
1381	EDIT HOLIDAY #12	1 – PROCEED, 2 – EXIT	2.17.3
1382	EDIT HOLIDAY #13	1 – PROCEED, 2 – EXIT	2.17.3
1383	EDIT HOLIDAY #14	1 – PROCEED, 2 – EXIT	2.17.3
1384	EDIT HOLIDAY #15	1 – PROCEED, 2 – EXIT	2.17.3
1385	EDIT HOLIDAY #16	1 – PROCEED, 2 – EXIT	2.17.3
1386	LOCAL AREA CODE:	AREA CODE	4.16.1
1387	LONG DISTANCE PREFIX	1 – YES, 2 – NO	4.16.2
1388	ALWAYS USE AREA CODE	1 – YES, 2 – NO	4.16.3
1389	NUMBER OF RETRIES	0 – 10	4.18.7
1390	MINUTES BETWEEN RETRIES	1 – 255	4.18.8

▪ Mailbox Administration Options

CODE	NAME	DATA	SECTION
1400	ACTIVE	1 – YES, 2 – NO	7.29.1
1400	ACTIVE	1 – YES, 2 – NO	7.33.1
1400	ACTIVE STATUS	1 – YES, 2 – NO	7.1
1401	EXTN	PHONE SYSTEM EXTENSION #	7.2
1402	PASSWORD	UP TO 8 DIGITS	7.3
1402	PASSWORD	UP TO 8 DIGITS	7.33.2
1403	MAX MSGS	0 – 255	7.6
1404	REC TIME LIMIT (secs)	0 – 9999	7.7
1405	PURGE TIME (days):	0 – 255	7.8
1406	RINGS AT EXTN	1 – 9	7.9
1407	DEL IMMED	1 – YES, 2 – NO	7.19
1408	MSG FWD DAYS	0 – 255	7.10
1409	MSG FWD TO	MAILBOX #	7.11
1410	DIRECT TO VM	1 – YES, 2 – NO	7.16
1412	SAVE MSG	1 – YES, 2 – NO	7.17
1413	MSG W/FAX	1 – YES, 2 – NO	7.18
1414	PLAY FROM	1 – YES, 2 – NO	7.20
1415	PLAY DATE	1 – YES, 2 – NO	7.21
1416	PLAY CAPTURE	1 – YES, 2 – NO	7.22
1417	BEEPER SEQUENCE	DIALING SEQUENCE	7.23
1418	REWIND TIME (secs):	1 – 99	7.24
1419	PLAY FD	1 – YES, 2 – NO	7.25
1421	MSG / NEW	OLDER FIRST NEWER FIRST	7.31
1422	MSG / OLD	OLDER FIRST NEWER FIRST	7.32
1424	OUTBOUND FORWARD OK	1 – YES, 2 – NO	7.4.1
1425	FWD	0 – NONE 1 – BEEPER 2 – OUTBOUND 3 – FOLLOW ME	7.4.2
1426	FWD NUM	PHONE NUMBER	7.4.3
1427	GREETINGS FOR BUSY / DAY	-1 TO 99	7.5.1
1428	GREETINGS FOR NO ANSWER / DAY	-1 TO 99	7.5.1

CODE	NAME	DATA	SECTION
1429	GREETINGS FOR BUSY / NIGHT	-1 TO 99	7.5.1
1430	GREETINGS FOR NO ANSWER / NIGHT	-1 TO 99	7.5.1
1431	GREETINGS FOR BUSY / SPECIAL	-1 TO 99	7.5.1
1432	GREETINGS FOR NO ANSWER / SPECIAL	-1 TO 99	7.5.1
1433	DEFAULT GREETING NUMBER	-1 TO 99	7.5.2
1434	AUTO GREETING SELECT	1 – YES, 2 – NO	7.5.3
1435	REROUTE ON BUSY	0 – VOICE MAIL 1 – ANOTHER MBX 2 – OPERATOR	7.13.1
1436	REROUTE ON BUSY TO MBX	MAILBOX #	7.13.2
1437	REROUTE ON NO ANSWER	0 – VOICE MAIL 1 – ANOTHER MBX 2 – OPERATOR	7.13.1
1438	REROUTE ON NO ANSWER TO MBX	MAILBOX #	7.13.2
1439	REROUTE ON REJECTED	0 – VOICE MAIL 1 – ANOTHER MBX 2 – OPERATOR	7.13.1
1440	REROUTE ON REJECTED TO MBX	MAILBOX #	7.13.2
1441	PERSONAL OPERATOR	1 – YES, 2 – NO	7.13.3
1442	PERSONAL OPERATOR MAILBOX	MAILBOX #	7.13.4
1443	NOTIFY DELAY (mins):	0 – 99	7.15.1
1444	NUM NOTIFIES:	1 – 15	7.15.2
1445	NOTIFY TIME (mins):	1 – 255	7.15.3
1446	ALLOW HOLD:	1 – YES, 2 – NO	7.27.1
1447	HLD BEGIN	5000 – 5999	7.27.2
1448	HLD END	5000 – 5999	7.27.3
1449	MAX HOLD	1 – 12	7.27.4
1450	PLAY HOLD POS	1 – YES, 2 – NO	7.27.5
1451	HOLD ON NA	1 – YES, 2 – NO	7.27.6
1452	PAGE ZONE	01 – 10	7.26.1
1453	DAY TRANSFER	1 – YES, 2 – NO	7.28.1
1454	NOTIFY	1 – YES, 2 – NO	7.28.2
1455	NO CALL PROGRESS	1 – YES, 2 – NO	7.28.3
1456	DIRECT ACCESS	1 – YES, 2 – NO	7.28.4
1457	GROUP	N/A	7.28.5
1458	SPEAKERPHONE	1 – YES, 2 – NO	7.28.6
1459	VOICE MAIL ONLY	1 – YES, 2 – NO	7.28.7
1460	PAGE OK	1 – YES, 2 – NO	7.28.8
1461	PAGE ALWAYS	1 – YES, 2 – NO	7.28.9
1462	URGENT OK	1 – YES, 2 – NO	7.28.10
1463	ALT MSG MOTIFY	1 – YES, 2 – NO	7.28.11
1464	SKIP STATUS	1 – YES, 2 – NO	7.28.12
1465	CALL SCREENING	1 – YES, 2 – NO	7.28.13
1466	BEEP ONLY	1 – YES, 2 – NO	7.28.14
1467	NO OPTIONS	1 – YES, 2 – NO	7.28.15
1468	FAX OK	1 – YES, 2 – NO	7.28.16
1469	FAX ONLY	1 – YES, 2 – NO	7.28.17
1470	BUSY OVERRIDE	1 – YES, 2 – NO	7.28.18
1471	CAPTURE DIGITS	1 – YES, 2 – NO	7.28.19
1472	WAKE UP ALLOWED	1 – YES, 2 – NO	7.28.20
1473	FAX BROADCAST	1 – YES, 2 – NO	7.28.21
1475	EXCL EMERG PURGE	1 – YES, 2 – NO	7.28.22
1477	AUDIOTEXT DIGIT "1"	MAILBOX #	7.33.4
1478	AUDIOTEXT DIGIT "2"	MAILBOX #	7.33.4

CODE	NAME	DATA	SECTION
1479	AUDIOTEXT DIGIT "3"	MAILBOX #	7.33.4
1480	AUDIOTEXT DIGIT "4"	MAILBOX #	7.33.4
1481	AUDIOTEXT DIGIT "5"	MAILBOX #	7.33.4
1482	AUDIOTEXT DIGIT "6"	MAILBOX #	7.33.4
1483	AUDIOTEXT DIGIT "7"	MAILBOX #	7.33.4
1484	AUDIOTEXT DIGIT "8"	MAILBOX #	7.33.4
1485	AUDIOTEXT DIGIT "9"	MAILBOX #	7.33.4
1486	<<AUDIOTEXT>>	N/A	7.33
1486	<<NORMAL>>	N/A	7.33.5
1487	HANG UP WHEN PLAYED	1 – YES, 2 – NO	7.33.6
1488	RECORD RESPONSE	1 – YES, 2 – NO	7.33.7
1489	FAX BACK	1 – YES, 2 – NO	7.33.8
1490	FAX BACK ONE SELECTION	1 – YES, 2 – NO	7.33.9
1491	TYPE OF GROUP	0 – BROADCAST 1 – DISPATCH 2– ACD 3 – RETRIEVAL	7.30.1
1492	CALL DISTRIBUTION	0 – NONE 1 – TOP DOWN 2– UNIFORM	7.30.2
1493	NUMBER OF MEMBERS	0 - 40	7.30.3
1494	#01 – GROUP MEMBER	MAILBOX #	7.30.4
1495	#02 – GROUP MEMBER	MAILBOX #	7.30.4
1496	#03 – GROUP MEMBER	MAILBOX #	7.30.4
1497	#04 – GROUP MEMBER	MAILBOX #	7.30.4
1498	#05 – GROUP MEMBER	MAILBOX #	7.30.4
1499	#06 – GROUP MEMBER	MAILBOX #	7.30.4
1500	#07 – GROUP MEMBER	MAILBOX #	7.30.4
1501	#08 – GROUP MEMBER	MAILBOX #	7.30.4
1502	#09 – GROUP MEMBER	MAILBOX #	7.30.4
1503	#10 – GROUP MEMBER	MAILBOX #	7.30.4
1504	#11 – GROUP MEMBER	MAILBOX #	7.30.4
1505	#12 – GROUP MEMBER	MAILBOX #	7.30.4
1506	#13 – GROUP MEMBER	MAILBOX #	7.30.4
1507	#14 – GROUP MEMBER	MAILBOX #	7.30.4
1508	#15 – GROUP MEMBER	MAILBOX #	7.30.4
1509	#16 – GROUP MEMBER	MAILBOX #	7.30.4
1510	#17 – GROUP MEMBER	MAILBOX #	7.30.4
1511	#18 – GROUP MEMBER	MAILBOX #	7.30.4
1512	#19 – GROUP MEMBER	MAILBOX #	7.30.4
1513	#20 – GROUP MEMBER	MAILBOX #	7.30.4
1514	#21 – GROUP MEMBER	MAILBOX #	7.30.4
1515	#22 – GROUP MEMBER	MAILBOX #	7.30.4
1516	#23 – GROUP MEMBER	MAILBOX #	7.30.4
1517	#24 – GROUP MEMBER	MAILBOX #	7.30.4
1518	#25 – GROUP MEMBER	MAILBOX #	7.30.4
1519	#26 – GROUP MEMBER	MAILBOX #	7.30.4
1520	#27 – GROUP MEMBER	MAILBOX #	7.30.4
1521	#28 – GROUP MEMBER	MAILBOX #	7.30.4
1522	#29 – GROUP MEMBER	MAILBOX #	7.30.4
1523	#30 – GROUP MEMBER	MAILBOX #	7.30.4
1524	#31 – GROUP MEMBER	MAILBOX #	7.30.4
1525	#32 – GROUP MEMBER	MAILBOX #	7.30.4
1526	#33 – GROUP MEMBER	MAILBOX #	7.30.4

CODE	NAME	DATA	SECTION
1527	#34 – GROUP MEMBER	MAILBOX #	7.30.4
1528	#35 – GROUP MEMBER	MAILBOX #	7.30.4
1529	#36 – GROUP MEMBER	MAILBOX #	7.30.4
1530	#37 – GROUP MEMBER	MAILBOX #	7.30.4
1531	#38 – GROUP MEMBER	MAILBOX #	7.30.4
1532	#39 – GROUP MEMBER	MAILBOX #	7.30.4
1533	#40 – GROUP MEMBER	MAILBOX #	7.30.4
1534	LAST NAME	3 DIGITS	7.12.1
1535	FIRST NAME	3 DIGITS	7.12.2
1536	M. INIT	1 DIGITS	7.12.3
1537	WAKE UP TIME #1	0000 – 2359	7.34.1
1538	WAKE UP TIME #2	0000 – 2359	7.34.1
1539	WAKE UP TIME #3	0000 – 2359	7.34.1
1540	WAKE UP NUMBER	PHONE NUMBER	7.34.2
1541	WAKE UP NUMBER	PHONE NUMBER	7.34.2
1542	WAKE UP NUMBER	PHONE NUMBER	7.34.2
1543	IVR ACTIVE X MAILBOX	MAILBOX #	7.29
1544	IVR ID	1 – 99	7.29.3
1545	NEXT MAILBOX	MAILBOX #	7.33.7.1
1546	STORE IN MB	MAILBOX #	7.33.7.2
1547	REQUIRED	1 – YES, 2 – NO	7.33.7.3
1548	MAX MSG LENGTH	0 – 9999	7.33.7.4

▪ **Advanced Options**

CODE	NAME	DATA	SECTION
1700	ENABLE REMOTE MAINTENANCE	N/A	10.1
1701	PLAY VERSION NUMBER	N/A	N/A
1702	LOAD PRESET SWITCH	N/A	3.1
1710	REBOOT	N/A	N/A
1750	USE EXTERNAL SCHEDULER	1 – YES, 2 – NO	9.3.12.1

