**ETERNITY ME/GE/PE**
**VMS Card**
**System Manual**

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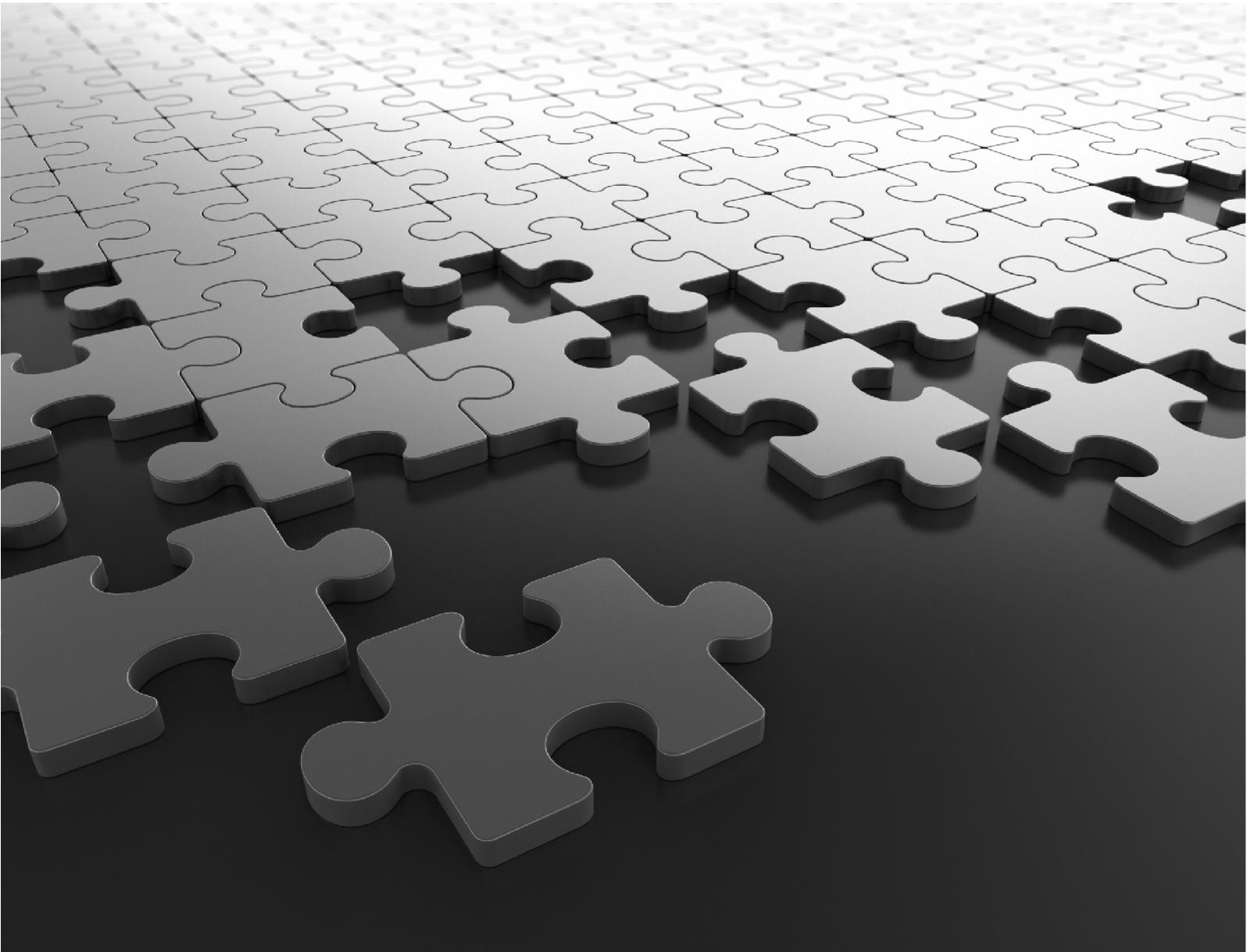
**ETERNITY ME/GE/PE**
**VMS Card**
Voice Mail Card with Auto Attendant

**System Manual**

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Matrix Comsec reserves the right to make changes in the design or components of the product as engineering and manufacturing may warrant. Specifications are subject to change without notice.

This is a general documentation for all Factory-set Configurations of the product. The product may not support all the features and facilities described in the documentation.

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# Contents

**CHAPTER 1** _Introduction_

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# Welcome

Welcome to the world of Telecom Solutions. Thank You for choosing VMS Card. This product is designed to give you the highest performance, combined with real ease of use. We hope you will make optimum use of this intelligent, intuitive, feature-packed Voice Mail Card. Please read this document carefully before installing your VMS Card.

# About this System Manual

VMS Card System Manual contains detailed information and instructions for installing, configuring and using VMS card. This System Manual also contains information on protecting and maintaining the card and steps to be followed to default the card in case you are unable to configure it properly. We have made the best efforts to let you know your VMS Card so that it becomes a fun for you to use it.

## Intended Audience

This System Manual is aimed at:

- **Network and System Engineer:** A person who will install, configure and maintain VMS Card. It is assumed that they have some experience in installing and programming Voice Mail Card.

- **Mailbox Owner:** A person who owns a station and also a mailbox of VMS Card.

- **User:** A person who owns at least one station of VMS Card. He may/may not own a mailbox. User includes residential users, personnel of small and medium businesses, large enterprises, other commercial and public organizations/institutions.

  It is assumed that the Users/mailbox owners have some previous experience in operating Voice Mail System. Users/mailbox owners are not expected to configure the card or program its features. However, it is anticipated that some of them may have to or want to configure the card and program its features. Therefore, this document provides instructions on installation and configuration in as lucid a manner as possible.

## Organization of this Document

This System Manual contains following sections:

- **Introduction:** Gives an overview of this document, its purpose, intended audience, organization, terms and conventions used to present information and instructions.

- **Knowing VMS:** Helps you to know your VMS Card.

- **Getting Started:** Contains information for installing and switching ON the VMS Card.

- **Features of VMS card:** Gives detailed instructions for programming the features of VMS. It also shows steps for using various features of VMS like sending messages, listening to messages, calling a person by dialing his extension number or by dialing his name, recording of system greetings and welcome messages, etc.

- **Reinstate the Default Settings:** Helps you to default the card when you are stuck somewhere or when you are unable to configure your card properly.

- **Upgrading the VMS card (Software Upgrade):** Gives you information on how to upgrade the software of VMS Card.

- **Backup Configuration:** Gives you information on how to take backup of configuration files.

- **Appendices:** Contain information such as System Prompts and Responses, FAQs, acronyms, system commands etc.

# How to Read this System Manual

This System Manual is prepared in such a way that you will find all the information quickly and easily.

- **Using table of contents and the index:** The table of contents given at the beginning of this System Manual shows all the sections along with the main topics covered in that section. Page numbers are given opposite to every topic which helps you to refer that particular topic easily. Also index at the back of this System Manual contains a keyword reference with page numbers which will help you to find the particular information easily.

- **Cross-references:** It is given in blue shaded text. You will be able to navigate easily through the System Manual with the help of Cross-references.

- **Prompts:** Default prompts played by the VMS card at different stages are mentioned at appropriate places. Name of each prompt file is given after the respective prompt. SE can change and replace the default prompt by re-recording the prompt as per his choice and convenience. (Refer prompts table in "Voice Guidance" to see the default prompts and respective prompt file.)

# Conventions used in this System Manual

The following symbols have been used for notices to draw your attention to important things:

**Note:** *It indicates something that requires your special attention or to remind you of something you need to do when you are using VMS (i.e. VMS Card).*

**Tip:** *It indicates a helpful hint giving you an alternative way to operate system or carry out a procedure more efficiently.*

# Terminology used in this System Manual

In this system manual word '**VMS Card**', '**VMS'** and '**Card**' are used synonymously.
Similarly '**user**', '**mailbox owner**' and '**you**' are used interchangeably and refer to the user of VMS.
Also '**Caller**' and '**Calling party**' are same and '**Callee**' and '**Called party**' are used synonymously.

Some of the terms used in this System Manual are defined below:

- **System Engineers (SE):** A person who install, configure and maintains VMS.

- **User:** A person who owns at least one station of VMS. He may/may not own a mailbox.

- **Mailbox Owner:** A person who owns a station and also a mailbox of VMS.

- **Caller/Calling party:** A person who makes calls. Caller may be an internal caller with or without mailbox as well as an external caller.

- **Callee/Called party:** A person to whom call is made by Caller.

- **LAN administrator:** A person who maintains the LAN network of an organization.

Using this System Manual, you will be able to install, operate and make optimum use of VMS Card. In case you face any technical difficulties, you are advised to contact our dealers for help. All Matrix dealers are properly trained and ready to give you support whenever needed. In addition to this, technical consultation is also available from Matrix engineers every business day. For technical consultation from our engineers, you are requested to dial our support numbers.

# *Knowing VMS Card*

Today the modern businesses require effective communication tools that can reduce human intervention and enhance productivity.

Matrix VMS Card is an integrated solution with auto-attendant and voice mail features rolled into one.

- As an Auto-attendant, VMS can attend incoming calls automatically and guide the caller through voice prompts giving him various options to choose from just like an operator.

- As a Voice Mail system, it allows the mailbox owner to leave the messages for his caller when he is not available or is busy, before taking him to the mailbox and it also stores the messages of the caller for the mailbox owner which can be retrieved by him later on.

# Overview of VMS Card

- The VMS card is an In-skin Voice Mail System (to Matrix PBX).

- The VMS Card is used in Eternity ME, Eternity GE and Eternity PE system of Matrix.

- The VMS Card of all three systems has 16 ports.

- The VMS Card of Eternity ME, GE and PE can be inserted in any slot of Eternity ME, GE and PE respectively.

- The VMS card can be programmed using the built-in Web Jeeves (through Ethernet port) as well as from any extension of the PBX.

VMS Card of Eternity ME has one Ethernet port, two COM ports, and four LEDs on Fascia and one USB port on the Card.

VMS Card of Eternity GE has one Ethernet port, one COM port and two LEDs on Fascia and one USB port on the Card

VMS Card of Eternity PE has one Ethernet port, one USB port and two LEDs on the Card.

## Ethernet Port

The Ethernet port labeled as 'Ethernet' is used to connect a computer to the VMS card. Alternatively, Ethernet port of VMS card can also be connected to a LAN network using RJ45.

## COM Port

COM port labeled as 'COM 10101' is used to connect a computer to the VMS card using a COM port cable for generating Configuration Reports and for Debug Reports.

## USB Port

USB port labeled as USB is used to connect a Pen Drive to the VMS card. All the voice messages, mailbox messages, greeting and other messages and prompts are stored in this Pen Drive.

## LEDs

- LEDs of VMS Card of Eternity ME and Eternity GE are visible on Fascia whereas LEDs of VMS Card of Eternity PE is on the card.

- VMS Card of Eternity ME has four LEDs viz. L1, L2, L3 and L4.

- VMS Card of Eternity GE has two LEDs viz. L1 and L2.

- VMS Card of Eternity PE also has two LEDs viz. L1 and L2.

- In all VMS cards 'L1' is used for showing the 'Status' whereas all other LEDs are unused.

# Using the VMS more Effectively

Follow the guidelines given below to use the card more effectively:
- Listen to the prompts properly and then dial the instructed code.

- Mailbox capacity should be decided as per the hierarchical position of the person in the organization.

- Message length should be kept between 20-25 seconds.

- Avoid assigning same extension to multiple stations unless necessary.

- Keep the graph simple and logical.

- It is advisable to exit VMS card by dialing instructed code. In case the caller dials no code or invalid code, VMS card waits for time-out and disconnects the line.

Matrix VMS card is a bundle of productivity enhancing features. Some of these features are listed below:

## Auto Attendant Features

- Welcome greetings depending on the time of the day.
- Different voice greetings for different time zones.
- Special greetings for holidays.
- Five call transfer types: none, blind, wait for ring, wait for answer and screen.
- Dial by extension.
- Dial by name.
- Flexible graph etc.

## Voice Mail Features

- Personalized greetings for each mailbox.
- Auto and manual mode.

- Individual mailbox size.
- Call forward on voice mail.
- Message forwarding.
- Distribution Lists.
- Broadcast message.
- Message wait indication.
- Redirecting messages etc.

## Special Features

- Traffic and utilization reports.
- Configuration reports.
- Programming using Web Jeeves.
- Call taping.
- Conversation recording.
- Message notification.
- Message verification etc.

## General Features

- Message stored in semiconductor memory (Pen Drive).
- Long retention of messages and configuration- 10 years.
- Low power consumption.
- Easy to install and use.
- Serial port for configuration reports and debug reports.
- Ethernet port for programming etc.

# Applications of VMS Card

## VMS as Auto-attendant

VMS can attend incoming calls automatically. It can guide the caller through voice prompts giving him various options to choose from and can transfer his call to destination of his choice just like an operator would have had done. Lot of flexibility is offered in transferring calls, similar to the real life scenario where an operator is present.

## VMS as Voice Mail System

VMS card has 512 mailboxes where it can store messages. These messages can be played back at appropriate time (like an answering machine). For e.g., if the caller desires to talk to a person and that person is busy then the caller can leave a message for the called person in his mailbox. The called person can retrieve the message from the mailbox when he becomes free. Likewise, the mailbox owner can also leave some message in his greeting message, which can be played back to the caller if he is not available or busy before taking him to the mailbox to leave a message. This way a small-customized message can be played back to the callers.

## VMS as Marketing Personnel

The customer can use the VMS to sell his products by taking him to the information node wherein he can record features of his product, can explain how his product is better than any other product, etc.

## VMS as Information Center

The customer can record information about his organization or any other relevant information like availability of products, new products, etc. at the information node. The caller can access this information by accessing the information node.

## VMS as Complaint Register

The customer can use the VMS as Complaint register by asking the caller to record his complaint in a dedicated mailbox (Message mailbox). The Support engineer can access the complaint register and can call the customer having problem and can solve his problem.

# Benefits of VMS

Benefits of VMS are listed below:
- Integrated auto-attendant and voice mail system.
- Reliable. No moving parts.
- Long retention of messages and configuration.
- Low power consumption, easy to install and use.
- No need to change already existing extension numbers of the users. Thereby the caller need not remember two different codes (extension numbers) to call the same person in an organization viz. one for calling a person through the VMS and the other for calling the person using the DID facility of the PBX.
- DID feature in PBX is not required to interface the VMS with a PBX.

## Benefits to the caller

- Answer your telephone calls on the first or second ring.
- Reduces the load on your receptionist/operator.
- Gives undiluted attention (and importance) to every call.
- Gives your caller (who could be your customer!) the flexibility of dialing the names rather than the extension number.
- Gives your caller the directory services of the persons, departments and the extensions.
- Reduces the loss of calls by urging the callers to leave a message.
- Gives the caller option of re-recording the message recorded.
- The familiar caller can skip the prompts and dial the digits at a single flow i.e. Caller need not to wait till the prompt gets over to dial next digit.
- Gives the caller a host of services from just one call.

## Benefits to the Mailbox Owner

- Gives the user the flexibility to access his or her mailbox through any telephone.
- Gives the user the security of the mailbox with a mailbox password.
- Provides vital message related information (like date/time) with every message.
- Allows the user to personalize the mailbox with a "personalized" greeting.
- Allows the user to screen the calls before answering.
- Allows multiple "Virtual Extensions and Mailboxes" mapped to one Physical Extension.
- Notifies the user about arrival of new message using unique features like, Message notification and message wait.

## Benefits to the System Engineer

- Needs no specialized training.
- Gives the System Engineer an easy interface to configure and install the card.
- Provides the System Engineer with invaluable reports on port usage, mailbox usage and system configuration.
- Optimizes the resources and ensures 24 hours up time of the system and non-stop functioning.

# Operation of VMS

Caller calls VMS. VMS greets the caller and takes him to the Home Position. The caller starts his journey of VMS from the Home Position. At Home Position, VMS plays system greetings as per the time of the day followed by the welcome message "Welcome! Please dial the extension number Or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #."[1]

- Dial Extension number. VMS transfers the call to the dialed extension. (Please refer "Dial by Extension Number")
- Dial '7'. VMS prompts the caller to dial first three letters of the name of the Called party. Dial valid digits and VMS transfers the call to the desired person. (Please refer "Dial By Name")

- Dial '6'. VMS prompts the caller to dial the desired extension number followed by the prompt to leave message at the home node for that extension user. (Please refer "Leaving a Message")

- Dial '8'. VMS prompts the caller to dial his extension number for mailbox management. Caller is taken to his mailbox after dialing valid extension number. (Please refer "Managing Mailbox")

- Dial '9'. VMS takes the caller to the operator. Operator assists the caller to reach desired person by transferring the call as per call transfer type of his station.

- Dial '0'. VMS plays prompts recorded for Root Node. (Please refer "Graphs and Nodes")

- Dial '#'. VMS goes idle after playing the message "Thank you for calling, Goodbye".

- Dial '*'. VMS takes you to the programming mode. (Please refer "Programming VMS Card")

If the caller does not dial any digit after playing of the Welcome Message i.e. at Timeout, VMS transfers the call to the operator or goes idle as per the programming done at Home Position.

At Home position, when caller dials '0', he is taken to the Root node of the graph of an organization. The first Menu node is Root Node. While traversing through the graph, if the caller wants to go back to home position, he has to dial '0'. **By default, '0' is used to reach home position from anywhere in the graph.** Please note that digit '0' should not be used for any other destination node while programming graph for an organization.

*If 'Route Incoming Calls to Root Node' option is enabled on the port then instead of greeting the caller and playing welcome message, VMS will directly take the caller to the Root Node.*

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1. In hotel mode, following welcome message will be played:
   Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #.

# Organization of VMS Card

VMS has few main logical entities and concepts viz. Station, Extension, Mailbox, Port, Graph, Node, Home Position and Call Transfer Types. Each of these is defined below with their inter-relationships.

**Station:** It is a logical entity of the system which logically connects VMS with the extensions of the PBX. The VMS supports maximum 512 stations. This effectively means that maximum of 512 extensions of the PBX can be assigned stations of the VMS.

**Port:** It is a logical entity of the VMS card which signifies the number of simultaneous calls between VMS and the PBX. ETERNITY GE VMS card and ETERNITY ME VMS card supports 8 ports as well as 16 ports.

**Mailbox:** It is an explicit memory space in the VMS where Voice messages of the Mailbox owner are stored. Mailbox is always assigned to a station. Only one mailbox can be assigned to a station.

**Extension:** It is not a logical entity of VMS. Rather, it is a logical entity of the PBX system to which VMS is connected. An extension of the PBX system is assigned to a station of the VMS. Maximum one extension of the PBX can be assigned to one station of the VMS. However, multiple stations of the VMS can be assigned to the same extension of the PBX. This flexibility of VMS offers a unique feature whereby multiple users of the PBX system sharing only one physical extension of the PBX (due to lack of PBX resources) can own independent station and mailbox.

**Graph:** It is a logical roadmap within the system which enables the caller to easily navigate through the system to reach the desired person in an organization. Graph can also be viewed as a logical and meaningful association of the nodes.

**Node:** It is a logical stopover point in a graph where some activity like making a decision, leaving a message, accessing information etc. is made. The VMS has four types of nodes viz. Menu Node, Transfer Node, Message Node and Information Node.

**6-node graph:**
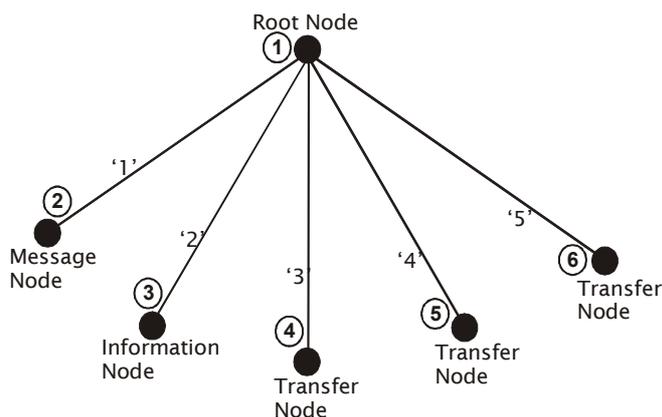


**Call Transfer Types:** Call Transfer Type is an attribute of a station. This attribute signifies the method by which the call is to be transferred to this station. VMS offers five types of Call Transfer viz. None, Blind, Wait for Ring, Wait for Answer and Screen.

**Configuration Reports and Status Reports:** VMS can be programmed using Web Jeeves as well as by making a voice call. The programming done in the system can be viewed in Web Jeeves. It is possible to get configuration reports. It is also possible to get Mailbox status report as well as Error Reports.

# Programming VMS Card

VMS can be programmed by the System Engineer as well as the Mailbox Owner. However, the System Engineer can configure all the parameters of the VMS whereas the Mailbox Owner can configure only parameters of his own mailbox like call transfer type, message redirection, message notification etc. (Please refer "Mailbox Parameters" for more details.)

VMS offers two methods to the System Engineer for programming the system. The SE can program the VMS either using system commands or Web Jeeves.

## Programming the VMS using System Command

- Call VMS → VMS responds with a greeting followed by Welcome Message.
- Dial *19 to enter programming mode → VMS prompts: "Enter the programming password". (Enprgpwd.wav)
- Enter programming password (By default, programming password is 1234) → VMS prompts: "Enter the programming command". (Entcmd.wav)
- Enter Programming command → VMS responds with "Command has been executed". (Okcmd.wav)
- Dial 00-#* to exit programming mode → VMS takes the SE to Home Position. The SE may disconnect the call or do some other activity as guided by VMS at Home Position.
    - *If the SE enters invalid programming command, VMS responds with "Programming command you entered is not valid" (Invalcmd.wav) followed by the prompt: "Enter the programming command". (Entcmd.wav)*
    - *If the SE does not enter any command till first digit wait time expiry, the VMS again prompts: "Enter the programming command". (Entcmd.wav) If the SE still does not dial any programming command, VMS takes the SE to the Home Position.*
    - *If the SE enters wrong SE password, the VMS responds with 'Invalid password' followed by the prompt Enter the programming password". (Enprgpwd.wav) VMS allows three (programmable) invalid password entries before it disconnects the call. (Please refer 'SE/Mailbox login retry count' in the topic "System Parameters").*

*Please note that on issuing the command for card default or changing network parameter, the VMS card restarts.*

## Programming the VMS using Web Jeeves

To program VMS using Web Jeeves, you must follow the steps given below first to access the Web Jeeves:

- Connect a computer to the Ethernet port of the VMS. (You may also connect the Ethernet port of VMS to a LAN switch)

- Switch ON the VMS and the computer.

- Contact your LAN administrator to know IP Address and Subnet mask of the computer from which the Web Jeeves of the VMS is to be accessed.

- Default IP Address and Subnet mask of VMS is 192.168.001.131 and 255.255.255.0 respectively.

- To access Jeeves of VMS from any computer, it is necessary that the computer and the VMS are in the same subnet.

- Enter the programming mode and issue appropriate command to change IP Address and Subnet mask of VMS Card so as to bring the computer and the VMS in the same subnet. Also program Gateway Address if necessary. (Please refer "Network Port Parameters" to know the command to change IP Address, Subnet mask and Gateway Address).

- VMS Card will restart as soon as command for changing IP address, Subnet mask or Gateway address is executed.

- Open Internet Explorer and enter the IP Address of the VMS in the URL field of the Web browser. Web Jeeves of VMS will open.
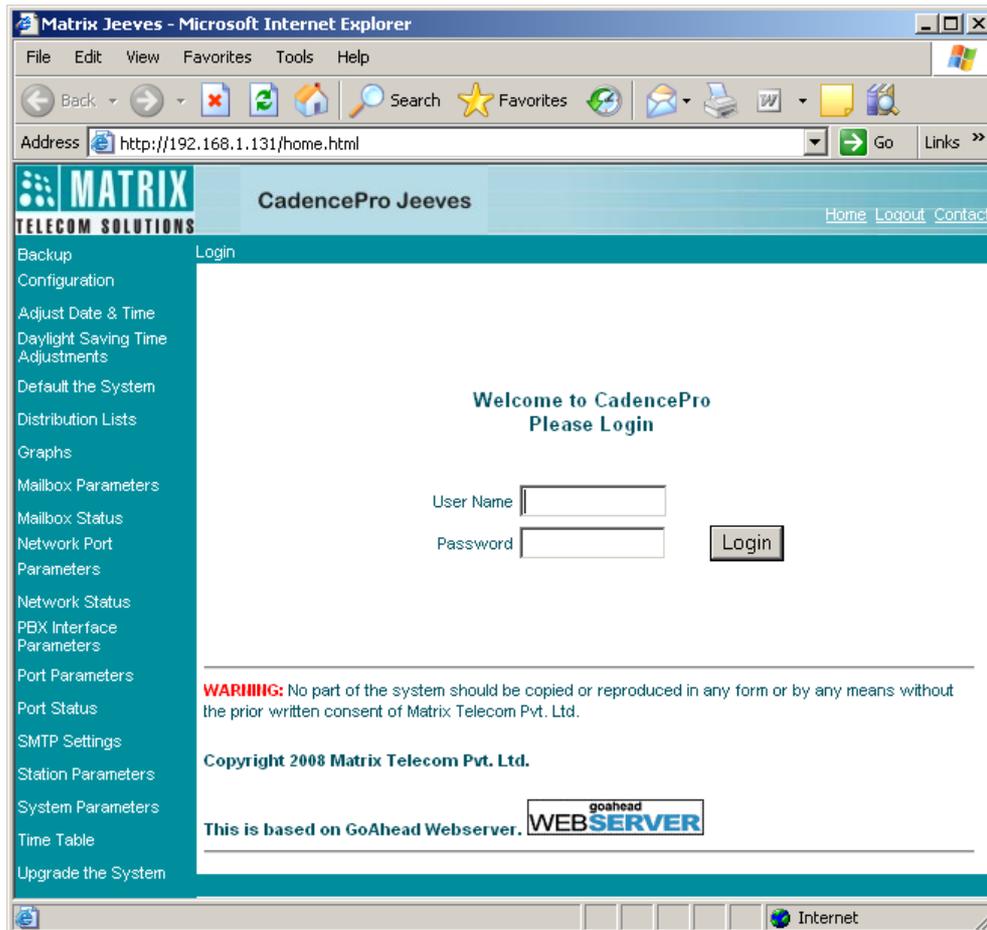
- • Login using the default password 1234. Home page of VMS will open.
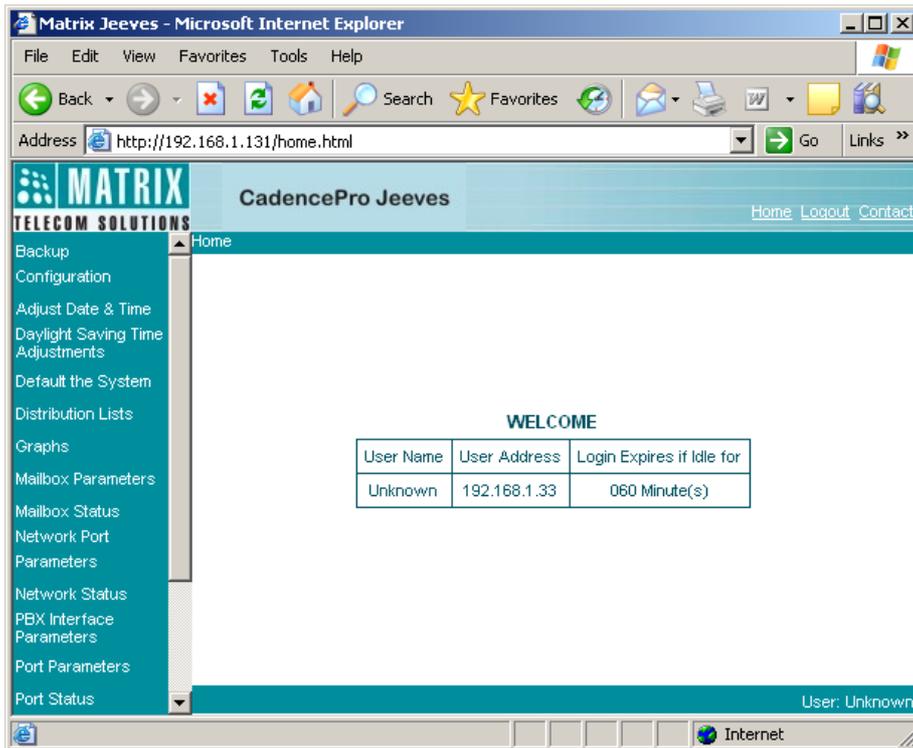


- • Click on the links given on the left side of the page and configure the necessary parameters.

You will also find following links at the bottom of some or all web pages. Utility of these links is given below:

1. **Submit:** Click this link to save the changes/programming done on the web page. Following message will appear. Click 'Ok' button.



2. **Default All:** Click this link to assign default values to all the parameters of the web page simultaneously. Following message will appear. Click 'Ok' button.
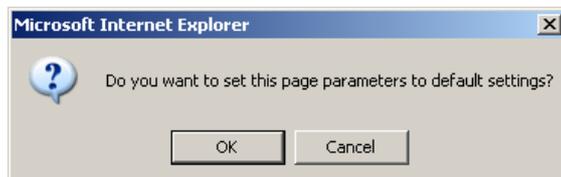


3. **Default one:** This link is available on the Station parameters page and the Mailbox parameters page. Click this link to assign default values to all the parameters of a specific mailbox or a station.

When you click this link, a dialog box will appear on the screen. Select Mailbox/Station whose parameters you wish to default and click on 'OK'. Parameters of the selected Mailbox/Station will be assigned default value.
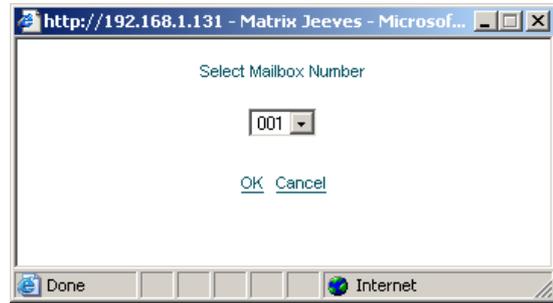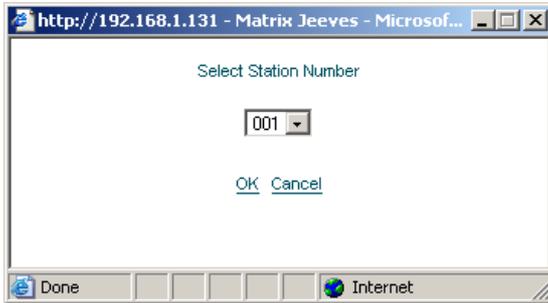
4. **Copy:** This link is available on the Mailbox parameters page and the Graphs page. Click this link to copy values programmed for one Mailbox/Graph to another Mailbox/Graph or all Mailboxes/Graphs.

When you click this link, a dialog box with two combo boxes will appear on the screen. Select Source and Destination Mailbox/Graph Number and click 'OK'. Values programmed for source Mailbox/Graph will be copied to the destination Mailbox/Graph.
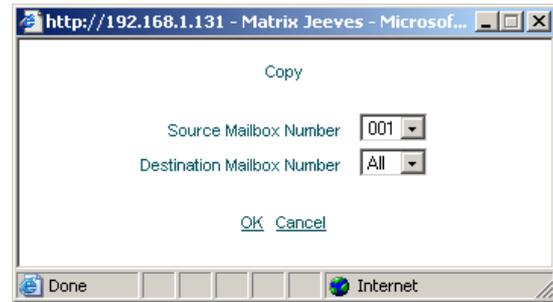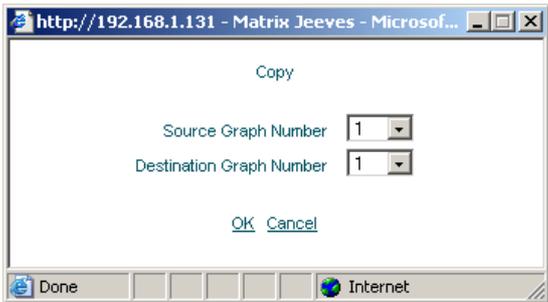
Except these, few links are available on specific web pages only. Description of these links is provided in the relevant topics.

*Getting Started*

# Protecting VMS Card

You should take following measures to protect your VMS.

## Installation Precautions

- Do not install the VMS card where sulfuric gases are produced and in areas where there are thermal springs because it may damage the card.
- Do not install the VMS card at the places where shocks or vibrations are frequent or strong.
- Do not install the VMS card at dusty places or places where it may come in direct contact with oil or water.

## Safety Instructions

Always take basic safety precautions to reduce the risk of fire, electric shock and injury to the system as well as person using it. Follow the steps given below:

- Do not touch non-insulated telephone wires or terminals before disconnecting at the network interface.
- Slots on the enclosure are for proper ventilation. They protect the system from over-heating. Never cover slots.

Remove card from the PBX and contact the qualified service personnel under the following conditions:

- When liquid is spilled upon the product.
- Product exposed to rain or water.
- Product does not operate normally by following operating instructions.
- Product exhibits unusual change in performance etc.

# Installing VMS Card

## Verifying Package Contents

Before installing VMS, verify the package contents. The Sales Kit of VMS contains:

 VMS Card

 CD containing System Manual, Quick Start, User Card and Voice Messages

 Quick Start and User Card

- Warranty Card

Make sure that all the above mentioned components are present when you open the Sales Kit of VMS Card. In case any of the part is missing or damaged, contact the vendor/system engineer from whom you have purchased the card.

## How to Connect?

Follow the steps given below to install VMS card:

- Insert the VMS card in one of the slots of the PBX.
- Connect Ethernet Port of VMS card to the computer or the LAN switch using Ethernet cable.
- Connect COM Port of VMS Card to the computer using COM port cable for generating configuration reports and for debug, if required. (Applicable for VMS Card of ETERNITY ME and GE)
- Switch ON the power supply.

# Switching ON the VMS Card

After inserting the VMS card in the slot of PBX, switch ON the power supply.

***At Power ON:***
- All LEDs are OFF.

- L1 LED glow green as soon as initialization process starts. Initialization process starts after approximately 100 seconds.

- After approximately 80 seconds of glowing of L1, all LEDs will follow the sequence as under:
***Glow Green-500 ms → Glow Red- 500 ms → Glow Orange-500 ms → LEDs OFF***

***In Normal Condition:***
- 'L1' LED will blink green (1 sec ON-1 sec OFF). All other LEDs are OFF.

- 'L1' LED will blink red (1 sec ON-1 sec OFF) when there is a File System Error.

- 'L1' LED will blink red 5 times (100ms ON-100ms OFF) in 1 sec ON and 1 sec OFF sequence when there is a Pen Drive error.

- SE should issue command 1152#* to stop the Error LED indication. This serves as an acknowledgement of error by the SE.

*LEDs of VMS Card of ETERNITY PE are located inside the Card and are not visible on the Fascia and therefore you will not be able to see the LED behavior pattern of this card. If necessary, open the system enclosure to see the LED behavior for troubleshooting.*

After switching On the VMS card, SE is recommended to program the customer profile first (Please refer 'Customer Profile' for more details) and then program other features of the VMS Card in the following sequence:
1. Network Port Parameters. (Not applicable if SE program the VMS card using commands)
2. PBX Interface Parameters (If using Matrix Eternity having software version below version 7)
3. Country Code
4. Station Parameters.
5. Call Transfer Types.
6. Port Parameters.
7. System Parameters.
8. Mailbox Parameters.
9. Graphs and Nodes.
10. Greetings and Welcome Messages etc.

Detailed description of configuration of all the parameters of VMS card and steps to use various features are explained in the respective topics under the chapter "Features of VMS Card".

## Restart VMS Card

Sometimes it becomes necessary for the SE/User to restart the card. Many a times it is difficult to walk to the system and restart it. VMS card gives facility to issue a command in SE mode to restart the card from an extension of PBX. This command gives the same effect as switching OFF the card and switching it ON again.

Use the following command to restart the system:
***1001-SE Password-#****

Where,
SE Password is of four characters. Digits 1 to 9 are accepted.

This command does not alter any programming parameters. But all active calls will be disconnected and the ports in use will be released.

# Test Calls[2]

After installing the VMS card and switching the power supply ON:

- Call VMS.
- VMS greets the caller with the System Greeting followed by the welcome message: "Welcome! Please dial the extension number Or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #."
- Dial extension number or dial 7 to dial by name.
- Follow the message prompts.
- Dial # to disconnect the call.

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2. In hotel mode, follow the steps given below for making test calls:
   a. Call VMS.
   b. VMS greets the caller with the System Greeting followed by the welcome message: "Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #."
   c. Dial valid room number/extension number to talk to the desired person.
   d. Follow the prompts and after finishing, dial # to disconnect the call.

# *Features of VMS Card*

# Alarm and Reminder

ETERNITY provides facility to set wake up alarm useful in Hotel and to set reminder for different occasions such as reminder for meeting, reminder for birthday etc. These alarms and reminders can also be set using voice guidance facility of VMS Card. Alarms and Reminders can be set by end user from his extension as well as by the operator from the remote end. To know more about this feature, please refer ETERNITY System Manual.

VMS provides facility to enable/disable the Alarm Verification option using system command as well as using Web Jeeves. Alarm Verification option enables the user to confirm:

- a. Time set for an alarm and,
- b. Date and time set as a reminder.

If 'Alarm Verification option' is disabled then VMS will not confirm the alarm and reminder set by the user.

Follow the steps given below to enable/disable Alarm Verification option using command:

- Call VMS → VMS responds with: "Welcome! Please dial the extension number Or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #."
- To enter programming mode, dial *19 → VMS prompts: "Enter the programming password". (Entprgpwd.wav)
- Enter programming password (By default, programming password is 1234) → VMS prompts: "Enter the programming command". (Entcmd.wav)
- Dial *1148-Code-#**,
  Where,

| Code | Meaning |
|------|---------|
| 0 | Disable |
| 1 | Enable |

  ***By default, Alarm Verification is Enable.***

- Dial *00-#** to exit programming mode.

To enable/disable Alarm Verification option using Web Jeeves:

• Click on **'System Parameters'** link. *By default, 'Alarm Verification Flag' is enabled.* Uncheck the flag to disable this parameter.
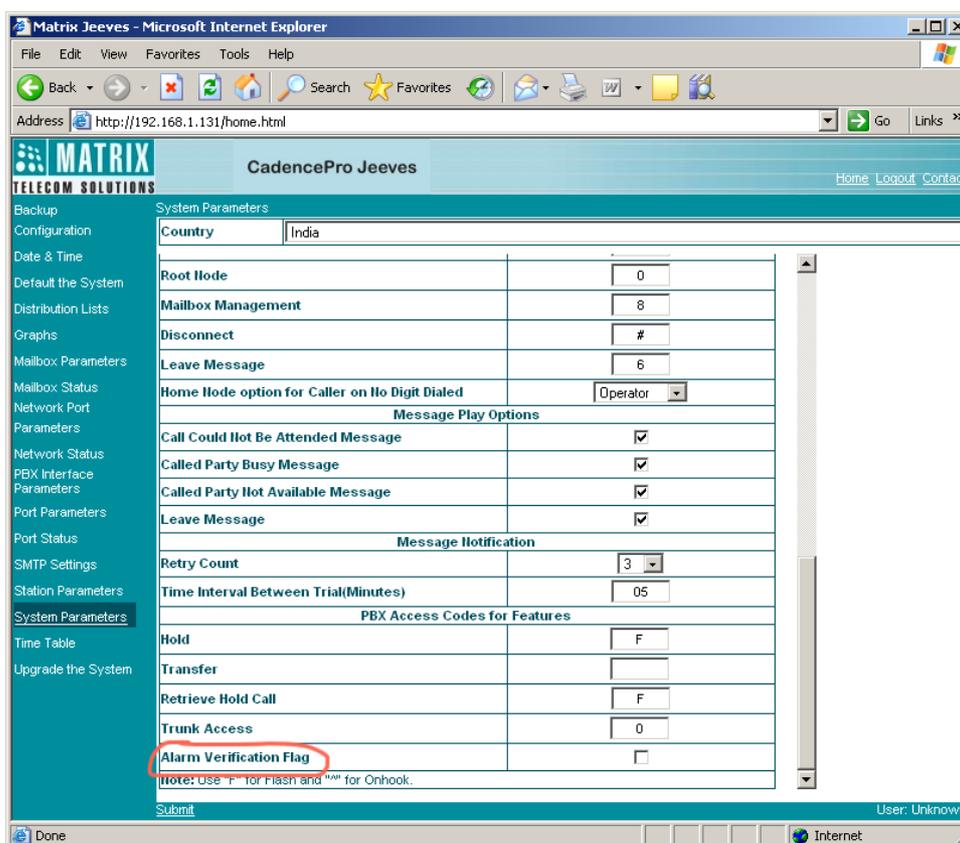


## *Programming Alarm and Reminder using Voice Guidance:*

**By End User:**
Follow the steps given below to set/cancel wake up alarm from user extension:
- Pick up handset of your telephone and dial 163 → VMS prompts: "Enter the time, HH MM in twenty four hour format. To cancel all alarms, press 'Pound'." (Entertime I.wav)
  - If no time is entered  then VMS prompts: "You have not entered any input" (NoInput.wav)
  - If invalid time is entered then VMS prompts: "You have entered invalid input." (InvalidInput.wav)
- To set alarm, dial valid time → VMS prompts: "To set once, Press '1', To set Daily Press '2'." (SetOnceDaily.wav)

### *For Once:*
- Dial 1 → VMS responds with: "You have set Wake up Alarm at …." (WakeupVeri.wav) followed by the prompt: To Confirm, Press 1, To Re-enter, Press 2." (AlarmConf.wav).
- Dial 1 to confirm the time set for alarm → VMS responds with: "Your Wake up Alarm is set." (WakeupSet.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
  - VMS responds with: "Sorry! Your Wake Up Alarm cannot be set. Please call Operator for further assistance." (AlarmNoset.wav) if alarm is not set. VMS further responds with: "Thanks for using this Service." (Thankservice.wav)

### *For Daily:*
- Dial 2 → VMS responds with: "You have set Daily Wake up Alarm at …." (DailyWakeupVeri.wav) followed by the prompt: "To Confirm, Press 1, To Re-enter, Press 2." (AlarmConf.wav)
- Dial 1 to confirm the time set for alarm → VMS responds with: "Your Daily Wake up Alarm is set." (DailyWakeupSet.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)

- VMS responds with: "Sorry! Your Wake Up Alarm cannot be set. Please call Operator for further assistance." (AlarmNoset.wav) if alarm is not set. VMS further responds with: "Thanks for using this Service." (Thankservice.wav)
- Dial £ to cancel all Wake up alarms → VMS responds with: "Your all Wake up Alarm are cancelled." (WakeupCancel.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
  - VMS responds with: "Sorry! There is no Alarm to cancel." (Alarmnocancel.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav) if no alarms are set.

Follow the steps given below to set/cancel Reminder from user extension:
- Pick up handset of your telephone and dial 164 → VMS prompts: "Enter the Date in DD MM YYYY format. To Cancel all Reminders, Press 'Pound'. For example, To enter Date 17th March 2008, Dial One Seven Zero Three Two Zero Zero Eight." (AlarmDateI.wav)
  - If no date is entered then VMS prompts: "You have not entered any input" (NoInput.wav)
  - If invalid date is entered then VMS prompts: "You have entered invalid input." (InvalidInput.wav)

- Dial valid Date → VMS prompts: "Enter the time, HH MM in twenty four hour format." (Entertime2I.wav)
  - If no time is entered then VMS prompts: "You have not entered any input" (NoInput.wav)
  - If invalid time is entered then VMS prompts: "You have entered invalid input." (InvalidInput.wav)

- Dial valid time → VMS prompts: "You have set Reminder for..." (ReminderVeri.wav) followed by the prompt: "To Confirm, Press 1, To Re-enter, Press 2." (AlarmConf.wav)

- Dial 1 to confirm the date and time set for Reminder → VMS responds with: "Your Reminder is set." (ReminderSet.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
  - Incase Reminder is not set, VMS responds with: "Sorry! Your Reminder cannot be set. Please call Operator for further assistance." (ReminderNoset.wav) VMS further responds with: "Thanks for using this Service." (Thankservice.wav)

- Dial £ to cancel Reminder → VMS responds with: "Your Reminder is cancelled." (ReminderCancel.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
  - If no reminder is set, VMS responds with: "Sorry! There is no Reminder to cancel." (Remindernocancel.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)

## *Programming Remote Alarm:*

**By Operator (Office):**
- Remote programming can be done only in SA mode. Follow the steps given below to set/cancel wake up alarm from remote end for an extension user:
- Dial 1072 to enter SA mode followed by 034 → VMS prompts: "Enter the Extension number for which you have to set or cancel Wake Up Alarm." (RemoteExt.wav)
- Dial valid extension number → If more than one station is associated to the dialed extension number, VMS prompts: "More than one match found. Names will be played one by one. Press '1' after the name you want to select. Press '2' to Skip to next name." (PreEntry2.wav)
- Dial 1 to select the station user for which the Alarm is to be set. VMS responds with: "Enter the time, HH MM in twenty four hour format. To cancel all alarms, press 'Pound'." (EntertimeI.wav)
  - If no time is entered then VMS prompts: "You have not entered any input" (NoInput.wav)
  - If invalid time is entered then VMS prompts: "You have entered invalid input." (InvalidInput.wav)

- To set alarm, dial valid time → VMS prompts: "To set once, Press '1', To set Daily Press '2'." (SetOnceDaily.wav)

### *For Once:*
- Dial 1 → VMS responds with: "To set it as Personal, Press 1. To set it as Automated, Press 2." (Alarmmode.wav)

- Dial 1 → VMS responds with: "You have set Personal Wake up alarm at…." (PerWakeupVeri.wav) followed by the prompt: "To Confirm, Press 1, To Re-enter, Press 2." (AlarmConf.wav)
- Dial 1 → VMS responds with: "Your Personal Wake up Alarm is set." (PerWakeupSet.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
  - Incase Wakeup Alarm is not set, VMS responds with: "Sorry! Your Wakeup Alarm cannot be set. Please call Operator for further assistance." (AlarmNoset.wav) VMS further responds with: "Thanks for using this Service." (Thankservice.wav)

OR

- Dial 2 → VMS responds with: "You have set Automated Wake up alarm at…." (AutoWakeupVeri.wav) followed by the prompt: "To Confirm, Press 1, To Re-enter, Press 2." (AlarmConf.wav)
- Dial 1 → VMS responds with: "Your Automated Wake up Alarm is set." (PerWakeupSet.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
  - Incase Wakeup Alarm is not set, VMS responds with: "Sorry! Your Wakeup Alarm cannot be set. Please call Operator for further assistance." (AlarmNoset.wav) VMS further responds with: "Thanks for using this Service." (Thankservice.wav)

### *For Daily:*
- Dial 2 → VMS responds with: "To set it as Personal, Press 1. To set it as Automated, Press 2." (Alarmmode.wav)
  - Dial 1 → VMS responds with: "You have set Daily Personal Wake up alarm at…." (DailyPerWakeupVeri.wav) followed by the prompt: "To Confirm, Press 1, To Re-enter, Press 2." (AlarmConf.wav)
  - Dial 1 → VMS responds with: "Your Daily Personal Wake up Alarm is set." (PerWakeupSet.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
    - Incase Wakeup Alarm is not set, VMS responds with: "Sorry! Your Wakeup Alarm cannot be set. Please call Operator for further assistance." (AlarmNoset.wav) VMS further responds with: "Thanks for using this Service." (Thankservice.wav)

  OR

  - Dial 2 → VMS responds with: "You have set Daily Automated Wake up alarm at…." (DailyAutoWakeupVeri.wav) followed by the prompt: "To Confirm, Press 1, To Re-enter, Press 2." (AlarmConf.wav)
  - Dial 1 → VMS responds with: "Your Daily Automated Wake up Alarm is set." (DailyPerWakeupSet.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
    - Incase Wakeup Alarm is not set, VMS responds with: "Sorry! Your Wakeup Alarm cannot be set. Please call Operator for further assistance." (AlarmNoset.wav) VMS further responds with: "Thanks for using this Service." (Thankservice.wav)

### By Operator (Hotel):
Remote programming can be done only in SA mode. Follow the steps given below to set/cancel wake up alarm from remote end for the rooms in a Hotel:
- Dial 1072 to enter SA mode followed by 034 → VMS prompts: "Enter the Room number for which you have to set or cancel Wake Up Alarm." (RemoteExt.wav)
- Dial valid room number → VMS responds with: "Enter the time, HH MM in twenty four hour format. To cancel all alarms, press 'Pound'." (Entertimel.wav)
  - If no time is entered  then VMS prompts: "You have not entered any input." (NoInput.wav)
  - If invalid time is entered then VMS prompts: "You have entered invalid input." (InvalidInput.wav)

For further programming, please follow the same steps as described for ***By Operator (Office)*** described above.

- Dial £ to cancel all Wake up alarms → VMS responds with: "Your all Wake up Alarm are cancelled." (WakeupCancel.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
  - VMS responds with: "Sorry! There is no Alarm to cancel." (Alarmnocancel.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav) if no alarms are set.

## *Programming Remote Reminder:*

**By Operator (Office):**

Remote programming can be done only in SA mode. Follow the steps given below to set/cancel reminder from remote end for an extension user:

- Dial 1072 to enter SA mode followed by 035 → VMS prompts: "Enter the Extension number for which you have to set or cancel Reminder." (RemoteExtRem.wav)
- Dial valid extension number → If more than one station is associated to the dialed extension number, VMS prompts: "More than one match found. Names will be played one by one. Press '1' after the name you want to select. Press '2' to Skip to next name." (PreEntry2.wav)
- Dial 1 to select the station user for which the Reminder is to be set. VMS responds with: "Enter the Date in DD MM YYYY format. To Cancel all Reminders, Press 'Pound'. For example, To enter Date 17th March 2008, Dial One Seven Zero Three Two Zero Zero Eight." (AlarmDateI.wav)
  - If no date is entered  then VMS prompts: "You have not entered any input" (NoInput.wav)
  - If invalid date is entered then VMS prompts: "You have entered invalid input." (InvalidInput.wav)

- Dial valid date → VMS prompts: "Enter the time, HH MM in twenty four hour format." (Entertime2I.wav)
  - If no time is entered  then VMS prompts: "You have not entered any input" (NoInput.wav)
  - If invalid time is entered then VMS prompts: "You have entered invalid input." (InvalidInput.wav)

- Dial valid time → VMS prompts: "To set it as Personal, Press 1. To set it as Automated, Press 2." (Alarmmode.wav)
  - Dial 1 → VMS responds with: "You have set Personal Reminder for…." (PerReminderVeri.wav) followed by the prompt: "To Confirm, Press 1, To Re-enter, Press 2." (AlarmConf.wav)
  - Dial 1 → VMS responds with: "Your Personal Reminder is set." (PerReminderSet.wav) followed by the prompt: Thanks for using this Service." (Thankservice.wav)
    - Incase Reminder is not set, VMS responds with: "Sorry! Your Reminder cannot be set. Please call Operator for further assistance." (AlarmNoset.wav) VMS further responds with: "Thanks for using this Service." (Thankservice.wav)

  OR
  - Dial 2 → VMS responds with: "You have set Automated Reminder for…." (AutoReminderVeri.wav) followed by the prompt: "To Confirm, Press 1, To Re-enter, Press 2." (AlarmConf.wav)
  - Dial 1 → VMS responds with: "Your Automated Reminder is set." (PerReminderSet.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
    - Incase Reminder is not set, VMS responds with: "Sorry! Your Reminder cannot be set. Please call Operator for further assistance." (AlarmNoset.wav) VMS further responds with: "Thanks for using this Service." (Thankservice.wav)

- Dial £ to cancel Reminder → VMS responds with: "Your Reminder is cancelled." (ReminderCancel.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
  - If no reminder is set, VMS responds with: "Sorry! There is no Reminder to cancel." (Remindernocancel.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)

**By Operator (Hotel):**

Remote programming can be done only in SA mode. Follow the steps given below to set/cancel wake up alarm from remote end for the rooms in a Hotel:

- Dial 1072 to enter SA mode followed by 035 → VMS prompts: "Enter the Room number for which you have to set or cancel Reminder." (RemoteExt.wav)
- Dial valid room number → VMS responds with "Enter the Date in DD MM YYYY format. To Cancel all Reminders, Press 'Pound'. For example, To enter Date 17th March 2008, Dial One Seven Zero Three Two Zero Zero Eight." (AlarmDateI.wav)
  - If no date is entered  then VMS prompts: "You have not entered any input" (NoInput.wav)
  - If invalid date is entered then VMS prompts: "You have entered invalid input." (InvalidInput.wav)

- Dial valid date → VMS prompts: "Enter the time, HH MM in twenty four hour format." (Entertime2I.wav)
  - If no time is entered  then VMS prompts: "You have not entered any input" (NoInput.wav)
  - If invalid time is entered then VMS prompts: "You have entered invalid input." (InvalidInput.wav)

  For further programming, please follow the same steps as described for ***By Operator (Office)*** above.

- Dial £ to cancel Reminder → VMS responds with: "Your Reminder is cancelled." (ReminderCancel.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)
  - If no reminder is set, VMS responds with: "Sorry! There is no Reminder to cancel." (Remindernocancel.wav) followed by the prompt: "Thanks for using this Service." (Thankservice.wav)

## *How Alarms and Reminders Works?*

The Wake up Alarms and Reminders will be played as per the date and time programmed by the user as per his requirement. Different possible options how Alarm or Reminder will be served are shown below:

- Wake up Alarm-Snooze Off
  - VMS plays system greeting as per time zone and the station name followed by the message "This is your Wake up Call. 'Music of 5 seconds." (Wake up Greeting.wav)

- Wake up Alarm-Snooze On
  - VMS plays system greeting as per time zone and the station name followed by the message "This is your Wake up Call. Please Press '0' for Acknowledge. 'Music of five seconds'." (SWakeUpgreeting.wav)
  - When user press '0', VMS prompts: "Your Alarm is Acknowledged." (Acknowledge.wav)

- Daily Wake up Alarm-Snooze Off
  - VMS plays system greeting as per time zone and the station name followed by the message "This is your Daily Wake up Call. 'Music of 5 seconds'." (DailyWake up Greeting.wav)

- Daily Wake up Alarm-Snooze On
  - VMS plays system greeting as per time zone and the station name followed by the message "This is your Daily Wake up Call. For Acknowledge, Please Press '0'. 'Music of five seconds'." (SWakeUpgreeting.wav)
  - When user press '0', VMS prompts: "Your Alarm is Acknowledged." (Acknowledge.wav)

- Reminder-Snooze Off
  - VMS plays system greeting as per time zone and the station name followed by the message "This is your Reminder call. 'Music of 5 seconds'." (Reminder Greeting.wav)

- Reminder-Snooze On
  - VMS plays system greeting as per time zone and the station name followed by the message "This is your Reminder Call. For Acknowledge, Please Press '0'. 'Music of five seconds'." (SRemindergreeting.wav)
  - When user press '0', VMS prompts: "Your Reminder is Acknowledged." (AcknowledgeRem.wav)

# Broadcast Message

Broadcasting messages means sending messages to number of stations simultaneously. VMS provides such a feature and it is useful when a common message like hosting of an event, announcing a sudden holiday, informing about a seminar etc. is to be delivered to all the stations having mailboxes at the same time. This feature can be programmed from SE mode only.

## How to use?

Follow the steps given below to Broadcast Message:

- Call VMS → VMS responds with: "You have <n> new messages" followed by the prompt: "Enter your mailbox password". (Enterpwd.wav)
- Dial *19* → VMS prompts: "Enter the programming password". (Entprgpwd.wav)
- Enter programming password (By default, programming password is *1234*) → VMS prompts: "Enter the programming command". (Entcmd.wav)
- Dial *9900-#** → VMS prompts: "Record your message after the beep and press any digit to end". (Recmsg.wav)
- Speak to record your message after the beep and press any digit to end the message.
- VMS prompts: "To re-record the message press 1, to confirm press 2". (RecAgain.wav)
- Dial 2 to confirm → VMS responds with "Your message has been sent." (Msgsent.wav)
  - *If you press '1', the VMS prompts: "Record your message after the beep and press any digit to end" (Recmsg.wav). To move further, follow the prompts.*
- Dial *00-#** to exit programming mode.
  - *If Message Verification is disabled, the SE is not offered the chance to re-record the message. Rather the message is sent to all the mailboxes and VMS plays prompt 'Msgsent.wav'.*

*Please note that maximum length of the message to be broadcasted can be equal to or less than the minimum of message length programmed for the mailboxes. For e.g. if the Maximum message length for a mailbox is programmed = 15 seconds, then maximum length of message to be broadcast can be less than or at the most equal to 15 seconds. Rest of the message (i.e. greater than 15 seconds in this case) shall be ignored and message of maximum 15 seconds shall be broadcast.*

**Relevant Topics:**

# Call Transfer Types

VMS transfers the call to the station depending upon the call transfer type assigned to that particular station. The VMS offers five types of Call Transfer viz. None, Blind, Wait for Ring, Wait for Answer and Screen.

Call Transfer Types for both, stations with mailbox and stations without mailbox is explained below:

## For Stations with Mailbox

- **None:** In this type of call transfer, the VMS does not check the status of the extension and directly takes the caller to the mailbox of the station. The caller can leave the message in the mailbox.

- **Blind:** In this type of call transfer, the VMS transfers the call to the dialed extension without checking the status of the extension.

- **Wait for Ring:** When the caller dials the extension number, the VMS keeps the caller on hold and dials the extension number. If the extension is free and rings, VMS transfer the call to the called party else the caller is taken to the mailbox and is asked to leave the message.

- **Wait for Answer:** When the caller dials the extension number, the VMS keeps the caller on hold and dial the extension number. If the extension is free and answers the call, VMS transfers the call to the called party. If the extension is busy or does not respond within the time set for Wait for Answer Timer then the VMS takes the caller to the mailbox and asks him to leave the message.

- **Screen:** When the caller dials the extension number, the VMS asks the caller to record his name. Then it holds the caller and dials the extension number. If extension is free and answers the call, the VMS informs the name of the caller to the dialed extension and prompts the called person to select whether to talk or not. If the called person selects to talk, the VMS transfers the call to the called person else it takes caller to the mailbox and asks him to leave a message.

## For Stations without Mailbox

- **None:** In this type of call transfer, the VMS does not check the status of the extension and plays the message "Sorry the call couldn't be attended" to the caller and then takes the caller to the Home Node.

- **Blind:** In this type of call transfer, the VMS transfers the call to the dialed extension without checking the status of the extension. If the dialed number is busy, the caller gets the busy tone whereas if it is ringing, it gets ringing tone. If the dialed extension is out of order, the caller gets error tone of the PBX.

- **Wait for Ring:** When the caller dials the extension number, the VMS keeps the caller on hold and dials the extension number. If the extension is free and rings, VMS transfer the call to the called party else the caller is taken to the Home Node.

- **Wait for Answer:** When the caller dials the extension number, the VMS keeps the caller on hold and dials the extension number. If the extension is free and answers the call, the VMS transfers the call to the called party else the caller is taken to the Home Node.

- **Screen:** When the caller dials the extension number, the VMS asks the caller to record his name. Then it holds the caller and dials the extension number. If extension is free and answers the call, the VMS informs the name of the caller to the dialed extension and prompts the called person to select whether to talk or not.

If the called person selects to talk, the VMS transfers the call to the called person else it takes the caller to Home Node.

# Programming Call Transfer Type

Call Transfer Type can be programmed for each station separately. Both SE and Mailbox Owner can change the call transfer type. Mailbox Owner can change Call Transfer Type through mailbox settings. (Please refer "Managing Mailbox" for more details). SE can program Call Transfer Type either by issuing commands or using Web Jeeves.

## Programming using System Commands

(Please refer "Station Parameters" for programming Call Transfer Type using System Commands.)

## Programming using Web Jeeves

(Please refer "Station Parameters" for programming Call Transfer Type using Web Jeeves.)

*In 'Screen' type of call transfer, the caller is given 5 seconds to record his/ her name after the beep.*

**Relevant Topics:**

1. "Mailbox Parameters"    80
2. "Managing Mailbox"    91
3. "Station Parameters"    128
4. "System Parameters"     135

# Communication Port

COM port of VMS card is connected to a computer using COM port cable. COM Port i.e. Communication Port is used to down load the configuration reports on the computer to which the COM port is connected. It is also used for Debug application.

Use the following default values for the communication port:
- Baud rate=115200
- Data bits=8
- Start bit=1
- Stop bit=0
- Flow control=None

Pin details of COM port is as given below:

| PIN. NO. | DETAILS |
|----------|---------|
| 1 | NC |
| 2 | RXD |
| 3 | TXD |
| 4 | DTR |
| 5 | GND |
| 6 | DSR |
| 7 | RTS |
| 8 | CTS |
| 9 | NC |

**Relevant Topics:**

# Configuration Reports

VMS provides facility to generate system configuration reports on the PC. These reports are useful for verifying the configuration that is done and storing the same for future reference.

Configuration reports can be generated from SE mode only and there is a separate command for each configuration report. No graphics are used in the reports and all the reports are generated in ASCII text format. Link to check the status of Mailbox parameters and Port Parameters is provided in the Web Jeeves too. Thus configuration of Mailbox Parameters and Port Parameters can be checked from Web Jeeves also.

Use following commands for generating various configuration reports:

| Type of Report | System Command |
|---|---|
| Distribution List Report | *1400-#\** |
| Error Register Report | *1150-#\** |
| Graph Parameters Report | *1800-Graph-#\** |
| Mailbox Parameter Report | *2000-Mailbox-#\** |
| Network Port Parameters Report | *1500-#\** |
| PBX parameter Report | *1300-#\** |
| Port Parameter Report | *1700-Port-#\** |
| Station Parameter Report | *1900-#\** |
| System Parameter Report | *1100-#\** |
| All Mailboxes Status Report | *2001-#\** |

*1. Sample of all above reports is shown behind the respective topics.*
*2. Disable all 'debugs' before you give command for configuration report.*

**Relevant Topics:**
1. "Communication Port"    30
2. "Programming VMS Card"    11

# Country Code

This feature is useful when VMS card is used in the country other than India. The values of various parameters in VMS card are set for India by default. When the VMS card is installed in the country other than India then SE shall change the Country Code of the VMS card to that of the country in which it is installed.

After changing the Country Code, SE shall default the system to change the values of following parameters as per the Country Code programmed, for proper functioning of the VMS card:

- Operator Code
- Root Node Code
- Trunk Access Code
- Welcome Message Number

Refer table given at the end of this topic for the values assigned to above mentioned parameters in different countries.

## Programming Country Code

### Programming using System Command

Use following command to change the Country Code:
***1101-Country Code-#****
Where,
Country Code is from 001 to 123.
***By default, the VMS is programmed with 041 Country Code (India)***

### Programming using Web Jeeves

- Click on 'System Parameters' link and select 'Country Code' from the list given on the page.

**Country Code Table**
Following table shows the values used for other countries for the parameters stated above. *(Values which are blank are as per INDIA)*

| Country Code | Country Name | Operator | Root Node Code | Trunk Access Code | Welcome Message |
|---|---|---|---|---|---|
| 001 | Afghanistan | | | | |
| 002 | Algeria | | | | |
| 003 | Antigua and Barbuda | | | | |
| 004 | Argentina | | | | |
| 005 | Australia (Perth) | 9 | 0 | 0 | 01-06 |
| 006 | Australia (Adelaide) | 9 | 0 | 0 | 01-06 |
| 007 | Australia (Brisbane, Canberra, Melbourne, Sydney) | | | | |
| 008 | Austria | 9 | 0 | 0 | 01-06 |
| 009 | Bahamas | 9 | 0 | 0 | 01-06 |
| 010 | Bahrain | 9 | 0 | 0 | 01-06 |
| 011 | Bangladesh | | | | |
| 012 | Belarus | | | | |
| 013 | Belgium | 0 | 9 | 9 | 07-12 |
| 014 | Bhutan | | | | |

| Country Code | Country Name | Operator | Root Node Code | Trunk Access Code | Welcome Message |
|---|---|---|---|---|---|
| 015 | Bolivia | | | | |
| 016 | Bosnia and Herzegovina | | | | |
| 017 | Botswana | | | | |
| 018 | Brunei | | | | |
| 019 | Brazil (Fernando De Noronha) | | | | |
| 020 | Brazil (Brasilia, Rio de Janeiro, Sao Paulo) | 0 | 9 | 9 | 07-12 |
| 021 | Brazil (Manaus) | | | | |
| 022 | Brazil (Acre) | | | | |
| 023 | Bulgaria | | | | |
| 024 | Cambodia | | | | |
| 025 | Cameroon | | | | |
| 026 | Canada (St. John's) | 0 | 9 | 9 | 07-12 |
| 027 | Canada (Halifax) | 0 | 9 | 9 | 07-12 |
| 028 | Canada (Montreal, Ottawa, Toronto) | 0 | 9 | 9 | 07-12 |
| 029 | Canada (Winnipeg) | 0 | 9 | 9 | 07-12 |
| 030 | Canada (Calgary) | 0 | 9 | 9 | 07-12 |
| 031 | Canada (Vancouver) | 0 | 9 | 9 | 07-12 |
| 032 | Chile | 0 | 9 | 9 | 07-12 |
| 033 | China | 0 | 9 | 9 | 07-12 |
| 034 | Colombia | | | | |
| 035 | Costa Rica | | | | |
| 036 | Croatia | | | | |
| 037 | Cuba | 0 | 9 | 9 | 07-12 |
| 038 | Cyprus | | | | |
| 039 | Czech Republic | | | | |
| 040 | Denmark | 0 | 9 | 9 | 07-12 |
| 041 | Egypt | 9 | 0 | 0 | 01-06 |
| 042 | Fiji | | | | |
| 043 | Finland | 9 | 0 | 0 | 01-06 |
| 044 | France | 9 | 0 | 0 | 01-06 |
| 045 | Germany | 9 | 0 | 0 | 01-06 |
| 046 | Greece | 9 | 0 | 0 | 01-06 |
| 047 | Guyana | | | | |
| 048 | Hong Kong | | | | |
| 049 | Hungary | 9 | 0 | 0 | 01-06 |
| 050 | India | | | | |
| 051 | Indonesia | | | | |
| 052 | Iran | | | | |
| 053 | Iraq | 9 | 0 | 0 | 01-06 |
| 054 | Ireland | 9 | 0 | 0 | 01-06 |
| 055 | Israel | | | | |
| 056 | Italy | 9 | 0 | 0 | 01-06 |
| 057 | Japan | | | | |
| 058 | Jordan | | | | |
| 059 | Kazakhstan | | | | |

| Country Code | Country Name | Operator | Root Node Code | Trunk Access Code | Welcome Message |
|---|---|---|---|---|---|
| 060 | Kenya | | | | |
| 061 | Korea - North | | | | |
| 062 | Korea - South | | | | |
| 063 | Kuwait | | | | |
| 064 | Kyrgyzstan | 9 | 0 | 0 | 01-06 |
| 065 | Lebanon | 9 | 0 | 0 | 01-06 |
| 066 | Libya | | | | |
| 067 | Malaysia | | | | |
| 068 | Maldives | | | | |
| 069 | Mauritius | | | | |
| 070 | Mexico (Mexico City) | 0 | 9 | 9 | 07-12 |
| 071 | Mexico (Chihuahua) | 0 | 9 | 9 | 07-12 |
| 072 | Mexico (Tijuana) | 0 | 9 | 9 | 07-12 |
| 073 | Mongolia | | | | |
| 074 | Mozambique | | | | |
| 075 | Myanmar | | | | |
| 076 | Namibia | 9 | 0 | 0 | 01-06 |
| 077 | Nepal | | | | |
| 078 | Netherlands | | | | |
| 079 | New Zealand | 9 | 0 | 0 | 01-06 |
| 080 | Nigeria | | | | |
| 081 | Norway | 9 | 0 | 0 | 01-06 |
| 082 | Oman | | | | |
| 083 | Pakistan | | | | |
| 084 | Paraguay | 9 | 0 | 0 | 01-06 |
| 085 | Peru | | | | |
| 086 | Philippines | | | | |
| 087 | Poland | 9 | 0 | 0 | 01-06 |
| 088 | Portugal | 9 | 0 | 0 | 01-06 |
| 089 | Qatar | | | | |
| 090 | Romania | | | | |
| 091 | Russia (Moscow, St. Petersburg) | 9 | 0 | 0 | 01-06 |
| 092 | Russia (Novosibirsk) | 9 | 0 | 0 | 01-06 |
| 093 | Russia (Vladivostok) | 9 | 0 | 0 | 01-06 |
| 094 | Singapore | | | | |
| 095 | Slovakia | | | | |
| 096 | South Africa | | | | |
| 097 | Spain | 9 | 0 | 0 | 01-06 |
| 098 | Sri Lanka | | | | |
| 099 | Sudan | | | | |
| 100 | Sweden | 9 | 0 | 0 | 01-06 |
| 101 | Switzerland | 9 | 0 | 0 | 01-06 |
| 102 | Syria | 9 | 0 | 0 | 01-06 |
| 103 | Taiwan | | | | |
| 104 | Tajikistan | | | | |

| Country Code | Country Name | Operator | Root Node Code | Trunk Access Code | Welcome Message |
|---|---|---|---|---|---|
| 105 | Thailand | | | | |
| 106 | Turkey | | | | |
| 107 | Uganda | | | | |
| 108 | Ukraine | | | | |
| 109 | United Arab Emirates | | | | |
| 110 | United Kingdom | 9 | 0 | 0 | 01-06 |
| 111 | United States (Atlanta, Augusta, Boston, Charlotte, Columbus, Detroit, Indiapolis, Miami, NY, Philadelphia, Washington) | 0 | 9 | 9 | 07-12 |
| 112 | United States (Chicago, Dallas, Des Moines, Memphis, Minneapolis, New Orleans, Oklahoma, Omaha, St. Louis) | | | | |
| 113 | United States (Albuquerque, Boise, Cheyenne, Denver, Salt Lake City) | | | | |
| 114 | United States (Las Vegas, Los Angeles, Phoenix, San Francisco, Seattle) | | | | |
| 115 | United States (Juneau) | | | | |
| 116 | United States (Hawaii) | | | | |
| 117 | Uzbekistan | | | | |
| 118 | Venezuela | | | | |
| 119 | Vietnam | | | | |
| 120 | Yemen | | | | |
| 121 | Yugoslavia | | | | |
| 122 | Zambia | | | | |
| 123 | Zimbabwe | | | | |

**Relevant Topics:**

# Customer Profile

VMS Card finds its application in different work environments. It is designed in such a way that it meets the requirements of an Enterprise as well as a Hotel-Motel industry.

Depending on the type of work environment in which the VMS Card is installed, SE should program the customer profile before programming other features of the VMS Card.

## Enterprise Mode:

By default, Customer profile is set to 'Enterprise' in the VMS Card. Hence, if the system is installed in an Enterprise there is no need to change the Customer profile. After that he is recommended to program the system in the sequence mentioned earlier in chapter 3. (Please refer "Switching ON the VMS Card" topic in 'Getting Started' chapter.)

Detailed programming of various parameters of VMS Card and their default values are mentioned under the respective topics.

## Hotel Mode:

If VMS Card is installed in a Hotel or a Motel, SE should change customer profile to 'Hotel' mode. By default, it is set to 'Enterprise'. When the customer profile is changed to 'Hotel' mode then the default values of parameters relating to the Hotel-Motel application will be loaded in the system.

When the customer profile is set to 'Hotel' mode in the VMS Card then the default values of following parameters will change.

1. **Time Table**

   VMS Card gives flexibility to program different working hours for each day of the week. It also gives flexibility to program a table of Holidays. But in case of hotel application, there would be no non-working hours and no holiday is observed in the hotel business. Thus, in 'Date and Time Settings' feature, the default time programmed in working hour table shall change as shown below:

   By default, working hour table is as shown below:

   | Time Zones/ | Working Hours | |
   |---|---|---|
   | Weekdays | Start | End |
   | Sunday | 00:00 | 23:59 |
   | Monday | 00:00 | 23:59 |
   | Tuesday | 00:00 | 23:59 |
   | Wednesday | 00:00 | 23:59 |
   | Thursday | 00:00 | 23:59 |
   | Friday | 00:00 | 23:59 |
   | Saturday | 00:00 | 23:59 |

   ***By default, holiday table would be blank.*** (Please refer "Date and Time Settings" for programming this feature).

2. **Mailbox Size**

Mailbox is the explicit memory space in the VMS Card where the messages are stored. Each mailbox has two attributes: Mailbox Size (in minutes) and Maximum Message Length (in seconds).
When the VMS Card is installed in a hotel, SE shall program the size of each mailbox as per the requirement of the Hotel. ***By default, the mailbox size is set to 300 minutes for all mailboxes.***

(Please refer "Mailbox Parameters" feature for programming mailbox size)

3. **Maximum Message Length**

VMS Card gives flexibility to the SE to program the maximum message length for each mailbox. In hotel mode, default maximum message length for each mailbox is set to 999 seconds i.e. the maximum value.

(Please refer "Mailbox Parameters" feature for programming maximum message length)

4. **Ask Mailbox Password**

VMS Card provides an option to ask mailbox password to the user every time he login into his mailbox. In hotel mode, ***by default this option is set to 'No'.***

In a hotel, generally the guests are assigned a mailbox at the time of their check-in into the hotel. Guest gives their extension number to various people during their stay in the hotel. This facility enables the guest to receive important messages of the callers left for him in his mailbox when he is busy or not available in the hotel. Many times it happens that the customer forgets his mailbox password and also it is very cumbersome to enter mailbox password every time he wants to access his messages. Therefore, to relieve the customer from entering mailbox password again and again and to enable him to retrieve his messages easily, 'ask mailbox password at login' option is set to no in hotel mode.

(Please refer "Mailbox Parameters" feature for programming this parameter)

5. **Assigning Mailbox to a station**

A mailbox can be assigned to the station of the VMS Card. Station 001 to 512 is assigned the mailbox 001 to 512 respectively, i.e. Station 001 is assigned mailbox number 001, Station 002 is assigned mailbox number 002 …….Station 512 is assigned mailbox number 512. ***By default, in hotel mode 'Mailbox Required' flag is enabled for all the stations.***

(Please refer "Station Parameters" feature for programming this parameter)

6. **To Post Check-in Welcome Message**

***In hotel mode, by default the flag for posting welcome message at the time of check-in of the guest is enabled.***

Generally the guests are assigned a mailbox at the time of their check-in into the hotel. Guest gives their extension number to various people during their stay in the hotel. Thus callers are taken to this mailbox to leave a message if the guest is busy or unavailable when the caller calls. This facility enables the guest to receive important messages of the callers left for him in the mailbox when he is busy or not available in the hotel.

(Please refer "System Parameters" feature for programming this parameter)

7. **Programming Welcome Messages for each port**

VMS Card gives flexibility to program Welcome Message for three time slots for each port. *In hotel mode, by default Welcome message number 04 will be played at all the ports for all the three time slots.*

| Welcome Message No. | File Name | Message |
|---|---|---|
| 04 | Welmsg04.wav (Hotel) | Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #. |

(Please refer "Port Parameters" feature for programming welcome message for each port.)

8. **Extension Number Validation**

*In hotel mode, Extension Number Validation flag is disabled (by default).* In hotel application, caller can dial the room number or the extension number of the guest. If this flag is enabled in the VMS Card then the caller will not be able to reach the desired person by dialing his room number thus this flag is disabled for hotel application. (Please refer "Dial by Extension Number" for more details)

# Programming Customer Profile

## Programming using System Commands:

Use following command to program the customer profile:
*1165-Customer Profile-#\**
Where,
Customer Profile is:

| Customer Profile | Meaning |
|---|---|
| 1 | Enterprise |
| 2 | Hotel |

*By default, Customer Profile is Enterprise.*

## Programming using Web Jeeves:

- Click on **'System Parameters'** link and program the following parameters:



- **Customer Profile:** Select Customer Profile in this field depending on the type of business environment in which the VMS Card is installed. *By default, Customer Profile selected is 'Enterprise'.*

# Date and Time Settings

Date and Time is one of the important parameter of VMS Card.

Different greetings are played according to the time of the day and also special greetings are played on holidays and at the time of festivals. Welcome Messages are also played depending on the date and time of the VMS.

Date and time in VMS card cannot be programmed separately for VMS card because it is received from the master card of ETERNITY (PBX).

## Programming Time Table

VMS enables SE/User to program working hours for week days and time table of holidays. Time table can be programmed using System Command as well as using Web Jeeves.

### Programming using System Command

***To program working hours for week days:***
VMS gives flexibility to program different working hours for each day of the week. Hence, it is possible to program Saturday as a weekly off or a half-day or a complete working day.

| Time Zones/ | Working Hours | |
|---|---|---|
| Weekdays | Start | End |
| Sunday | HH:MM | HH:MM |
| Monday | HH:MM | HH:MM |
| Tuesday | HH:MM | HH:MM |
| Wednesday | HH:MM | HH:MM |
| Thursday | HH:MM | HH:MM |
| Friday | HH:MM | HH:MM |
| Saturday | HH:MM | HH:MM |

Use following command to program working hours for each week day in VMS card:
***1113-Day-Start Time-End Time-#****
Where,
Day is any day of the week as per following table:

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Start Time is Time Zone start time in 24-hour, Hour: Minute format. HH = 00 to 23 and MM = 00 to 59.
End Time is Time Zone end time in 24 hour, Hour: Minute format. HH = 00 to 23 and MM = 00 to 59.

*The non-working hours need not be programmed as the VMS card automatically considers the left over duration as non-working hours.*

*When VMS card is installed in a hotel .i.e. when customer profile is set to hotel mode in VMS card, there would be no non-working hours as hotel works for 24 hours 7 days a week*

By default, working hour table is as shown below[3]:

| Time Zones/ Weekdays | Working Hours | | Non-Working Hours | |
|---|---|---|---|---|
| | Start | End | Start | End |
| Sunday | 00:00 | 00:00 | 00:00 | 00:00 |
| Monday | 09:00 | 18:00 | 18:00 | 09:00 |
| Tuesday | 09:00 | 18:00 | 18:00 | 09:00 |
| Wednesday | 09:00 | 18:00 | 18:00 | 09:00 |
| Thursday | 09:00 | 18:00 | 18:00 | 09:00 |
| Friday | 09:00 | 18:00 | 18:00 | 09:00 |
| Saturday | 09:00 | 18:00 | 18:00 | 09:00 |

Use following command to program a date to be observed as a holiday:

***1114-Holiday Index-Date-Month-#****

Where,

Holiday Index is from 01 to 10.

Date = 01 to 31.

Month = 01 to 12.

***By default, No holidays are programmed.***

Use following command to clear a date entry from holiday index:

***1114-Holiday Index-00-00-#****

Where,

Holiday Index is from 01 to 10.

*No holiday is observed in a hotel business therefore when VMS card is installed in a hotel, above mentioned commands for programming holiday table would not be applicable.*

---

3. For default time table in Hotel mode, please refer hotel mode topic in the "Customer Profile" feature.

## Programming using Web Jeeves

- Click on **'Time Table'** link and program the following parameters:



- In Time Table, you should program start time and end (closing) time in HH:MM format for all working days. Valid range: Hour =00 to 23 and Minutes =00 to 59.

- In table for Holidays, you should program the days on which the organization has declared holiday in DD: MM format for e.g. National holidays like 15th August, 26th January etc. Maximum 10 holidays can be entered.

# Dial by Extension Number

VMS facilitates caller to reach directly the desired person in an organization by dialing the extension number of that person at Home Position. However, to accomplish this, SE should assign all the extension numbers of the PBX to the stations of the VMS.

- If only one station is associated to the extension number dialed, VMS transfers the call to the dialed extension.

- If more than one station is associated to the dialed extension, VMS plays the name of all the station users one by one. To select the desired person, caller should dial '1' after the name of that person. VMS shall transfer the call as per call transfer type programmed for the selected station.

VMS also facilitates validation of the extension numbers dialed by the caller. Some times it is observed that the PBX has more than 512 extensions and since VMS supports only 512 stations, only 512 extensions of the PBX can be reached by the external caller. To remove this limitation, VMS supports a parameter viz. 'Extension Number Validation flag'.

- If enabled, VMS compares the extension number dialed by the external caller with the programmed extension numbers in VMS. If the match is not found, VMS responds with a message 'Invalid Number' (Invalno.wav) message.
- If disabled, VMS does not compare the extension number dialed by the external caller with the programmed extension numbers in VMS. By default, 'Extension Number Validation Flag' is enabled. Hence, in case more than 512 extensions of the PBX are to be reached by the external caller, it is recommended to disable 'Extension Number Validation Flag'.

## Programming Dial by Extension Number

### Programming using System Command

(Please refer "Station Parameters" for programming extension numbers in the VMS.)

Use following command to enable/disable the 'Extension Number Validation Flag':
***1147-Flag-#****
Where,

| Flag | Meaning |
|------|---------|
| 0 | Disable |
| 1 | Enable |

***By default, 'Extension Number Validation Flag' is enabled[4].***

---

4. In hotel mode, extension number validation flag is disabled. (by default) Please refer hotel mode topic in the "Customer Profile" feature.

---

# Programming using Web Jeeves

- Click on **'Station Parameters'** link and program the extension numbers of PBX in the 'Extension Number' field.
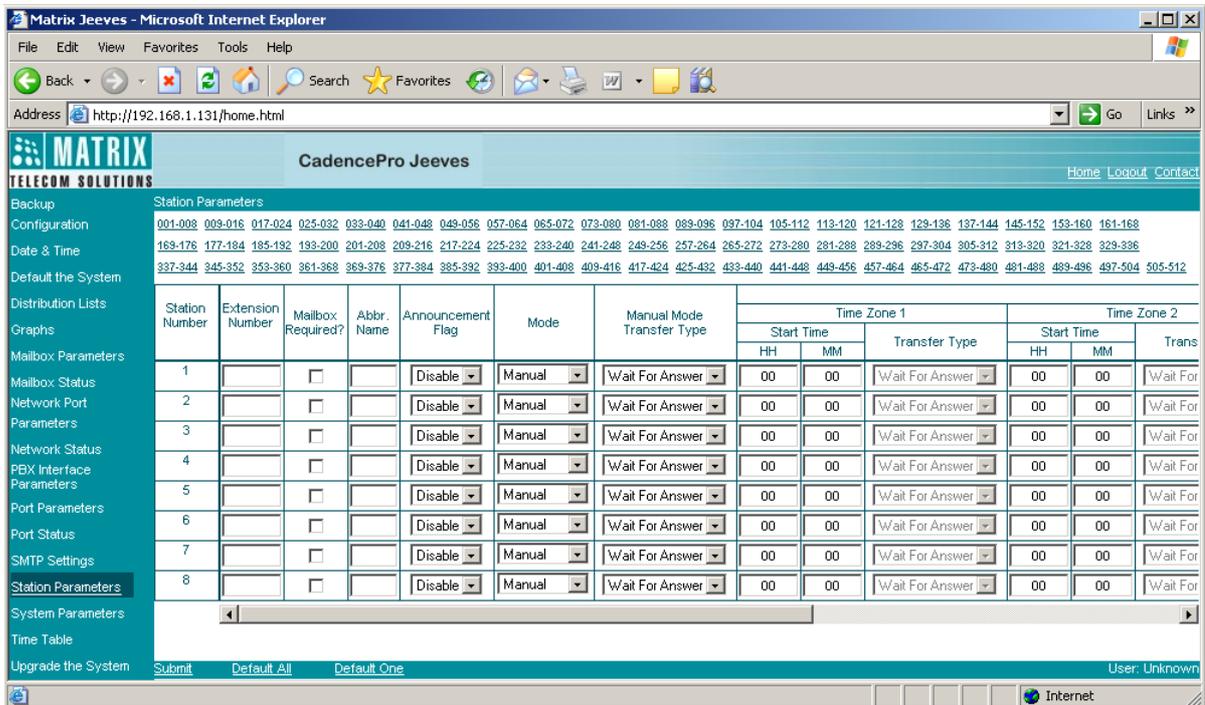


- VMS also facilitates validation of extension numbers dialed by the caller. Click on **'System Parameters'** link.
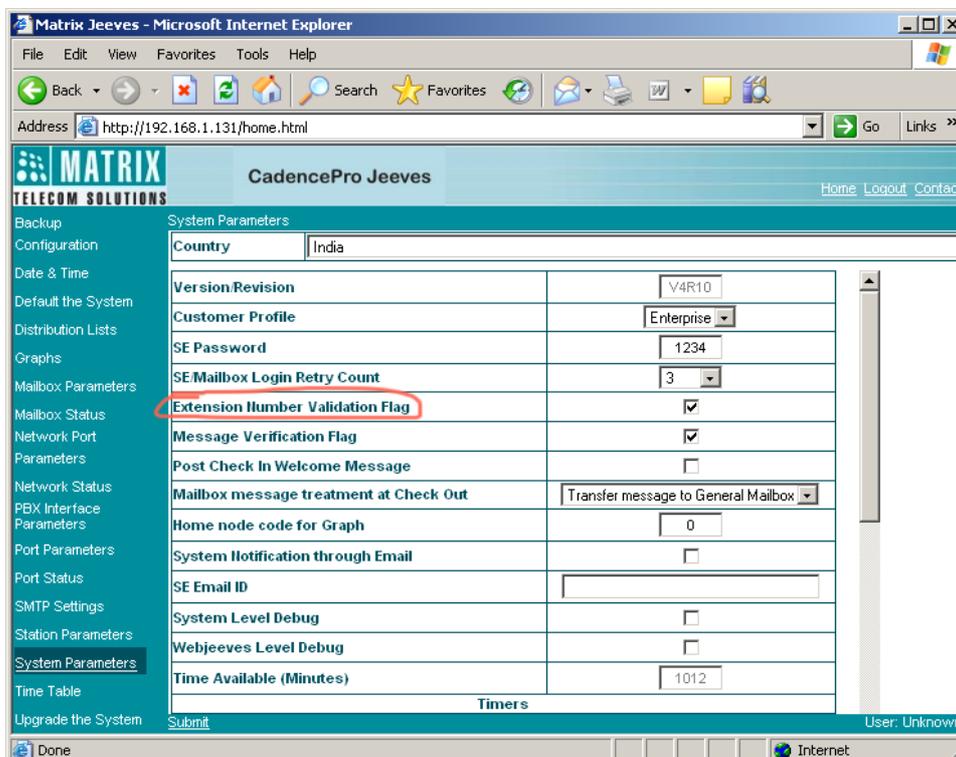


- Enable 'Extension Number Validation Flag' if validation is required.
- Disable 'Extension Number Validation Flag' if validation is not required.

## How to use?

Follow the steps given below to dial by Extension Number:

- Call VMS → VMS responds to internal caller with: "You have <n> new messages" followed by Enter your mailbox password" (Enterpwd.wav)
- VMS responds to external caller with a greeting followed by Welcome Message: "Welcome! Please dial the extension number Or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #[5].
- Dial valid extension number → VMS transfers the call as per the transfer type programmed for the selected station. Talk.
  - *If more than one station is associated to the dialed extension then the VMS prompts: "More than one match found. Matching names will be played one by one. Press '1' after the name you wish to select, to skip to the next name press '2', to go to home position press '0'." (PreName.wav). Dial 1 after the name of the desired person and talk after VMS transfers the call.*
  - *If Invalid extension number is dialed then the VMS prompts: "The number is not valid." (Invalno.wav) followed by the prompt: "Please dial the extension number or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #"[6] . Dial valid extension number and talk.*

**Relevant Topics:**

---

5. In hotel mode, following welcome message will be played:
   Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #.
6. In hotel mode, following welcome message will be played:
   Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #.

# Dial By Name

VMS facilitates caller to reach the desired person in an organization by dialing the name of that person. This feature will be helpful in case the caller forgets the extension number of the person with whom he wants to talk to.

However, abbreviated names of all the station users should be programmed by the SE to use this feature. It is recommended that the station names are abbreviated to the first three alphabets of the name. For example, Ganesh is abbreviated to GAN and Ramesh is abbreviated to RAM. In case two persons have same name in an organization, SE should program their station names by differentiating them by their last names. For example, Sanjay Shah can be abbreviated to SAS and Sanjay Patel can be abbreviated to SAP. The SE should record this in the prompt message and guide the caller for the same.

## Programming Abbreviated Name

Abbreviated names can be programmed for each station separately. Programming of abbreviated name can be done either by System Command or using Web Jeeves.

### Programming using System Command

(Please refer "Station Parameters" for programming abbreviated name using System Commands.)

### Programming using Web Jeeves

(Please refer "Station Parameters" for programming abbreviated name using Web Jeeves.)

### How to use?

- Call VMS → VMS responds to internal caller with: "You have <n> new messages" followed by "Enter your mailbox password". (Enterpwd.wav)
- VMS responds to external caller with a greeting followed by Welcome Message: "Welcome! Please dial the extension number Or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #."[7]
- Dial 7 → VMS prompts: "Please enter first three letters of the name." (DialName.wav)
- Dial valid digits → VMS prompts: "To confirm press '1', to cancel press '2'." (Xfromot.wav)
- Dial 1 → VMS transfers the call as per the transfer type of the selected station. Talk.
  - *If more than one name relating to the dialed digit is found, VMS prompts: "More than one match found. Matching names will be played one by one, press '1' after the name you wish to select, to skip to the next name press '2', to go to home position press '0'." (PreName.wav). Dial 1 after the name you wish to select and talk after VMS transfers the call.*
  - *If Invalid digits are dialed, VMS prompts: "Sorry no match found." (Empty.wav) followed by the prompt: "Welcome! Please dial the extension number Or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #"[8] . Dial 7 and follow the prompts.*

---

7. In hotel mode, following welcome message will be played:
   Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #.
8. In hotel mode, following welcome message will be played:
   Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #.

**Relevant Topics:**

# Distribution List

Distribution list is a group of stations with mailbox. Distribution list helps the user to send message to a particular group of people in an organization or a department simultaneously.

- Distribution list may comprise of all members of a department.
- Distribution list may comprise of all the heads of the department.
- Distribution list may comprise of all the managers of an organization etc.

Any station with mailbox can be programmed in the distribution list. Maximum 99 distribution lists can be formed (001 to 099) and each distribution list can have maximum 100 stations with mailbox.

## Programming Distribution List

To program Distribution List, decide the station users with mailbox owners to be included in the distribution list.

### Programming using System Command

Use following command to program stations with mailbox in the Distribution List:
*1401-Distribution List Index-Member Number-Station Number-#\**
Where,
Distribution List Index is from 001 to 099.
Member Number is from 001 to 100.
Station Number is from 000 to 512.

**Example:** To program a distribution list that includes Ramesh: station 001, Rakesh: station 011, Mahesh: station 033 and Suresh: station 034, use the commands given below:
For Ramesh: *1401-001-01-001-#\**
For Rakesh: *1401-001-02-011-#\**
For Mahesh: *1401-001-03-033-#\**
For Suresh: *1401-001-04-034-#\**

Use following command to set flag for sending message to Distribution List immediately:
*1149-Flag-#\**
Where,

| Flag | Meaning |
|------|---------|
| 0 | Disable |
| 1 | Enable |

***By default, this flag is disabled.***

*When the flag for sending message to Distribution List immediately is enabled and if any message is to be sent to the distribution list then, until the message is sent:*
- *System will not answer any call*
- *All existing calls will be disconnected*
- *All other application viz., SMTP, Web Jeeves, etc. will be stopped.*

*After completion of this process, VMS Card will start working normally again.*
- *If notification through email is set for the mailbox user programmed in the distribution list, VMS will send notification email to the destination mailbox after the message is delivered to all the members of the distribution list.*

Use following command to take Report of the Distribution List:

*1400-Distribution List Index-#\**

Distribution List Index is from 001 to 099.

## *Programming using Web Jeeves:*

- Click on '**Distribution Lists**' link and program the desired stations in the distribution lists. You can program maximum 100 members in one distribution list.
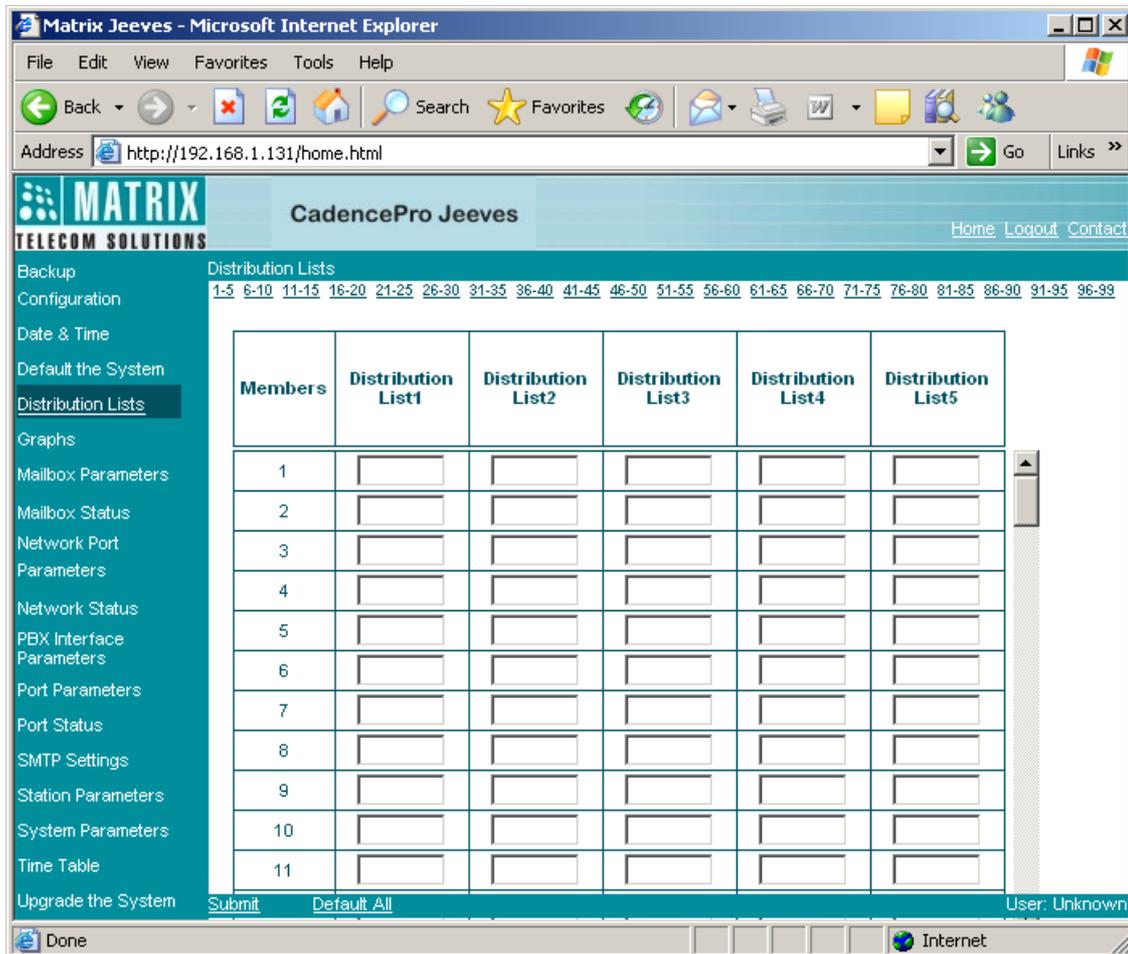


- Click on '**System Parameters**' link and tick to enable 'Send Messages to Distribution List immediately' flag, if you want to send message to distribution list promptly. *By default, this flag is Untick i.e. disabled.*

- *If same station is programmed twice in a distribution list, the VMS will send the same message two times to the same station.*
- *Distribution lists are from 001-099 so extension starting from 0 is considered as part of distribution list and not an extension. In this case, if SE wants to use extension number starting with 0, he has to program the same into any of distribution list also.*

**Relevant Topics:**

1. "Programming VMS Card"     11
2. "Sending Messages"     121
3. "Broadcast Message"     27
4. "Forwarding Messages"     56

```
DISTRIBUTION LIST REPORT                          AS ON 15-DEC-2009(Tue) AT 13:47
--------------------------------------------------------------------------------
MEMBER NUMBER                        Members
--------------------------------------------------------------------------------
  001-010        -       -       -       -       -       -       -       -       -       -
  011-020        -       -       -       -       -       -       -       -       -       -
  021-030        -       -       -       -       -       -       -       -       -       -
  031-040        -       -       -       -       -       -       -       -       -       -
  041-050        -       -       -       -       -       -       -       -       -       -
  051-060        -       -       -       -       -       -       -       -       -       -
  061-070        -       -       -       -       -       -       -       -       -       -
  071-080        -       -       -       -       -       -       -       -       -       -
  081-090        -       -       -       -       -       -       -       -       -       -
  091-100        -       -       -       -       -       -       -       -       -       -
--------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                                  PAGE:01
```

# Email Based Notification

VMS supports E-mail Based Notification feature. This feature is used:
- To notify the mailbox user of the arrival of the new messages in his mailbox through E-mail. Old mailbox messages marked as new by the mailbox user will be notified by email as new messages.
- To notify the system engineer of the mailbox full condition.

*New messages can be sent as attachments with the Email notification to the mailbox user.*

Email based notification can be programmed using System Commands as well as using Web Jeeves. Only SE is authorized to program email based notification parameters.

## Programming Email Based Notification

### Programming using System Commands:

Use following command to enable/disable message notification through Email for a mailbox:
***2036-Mailbox-Code-#****
Where,
Mailbox is from 001 to 512.

| Code | Meaning |
|------|--------------------|
| 0 | Disable |
| 1 | Without Attachment |
| 2 | With Attachment |

***By default, message notification is disabled for all mailboxes.***

Use following command to enable/disable message notification through Email for all mailboxes:
***2036-*-Code-#****

Use following command to program Email ID for a mailbox:
***2037-Mailbox-Email ID-#****
Where,
Mailbox is from 001 to 512
Email ID can be of maximum 64 characters. All ASCII characters are allowed. (For programming special characters, refer table given at the end of this topic)
***By default, it is blank i.e. no Email ID is programmed for any mailbox.***

Use following command to clear Email ID of a mailbox:
***2037-Mailbox-#****

Use following command to clear Email ID of all mailboxes:
***2037-*-#****

Use following command to enable/disable message notification through Email for a System Engineer:
***1171-Code-#****
Where,

| Code | Meaning |
|------|---------|
| 0 | Disable |

| Code | Meaning |
|------|---------|
| 1 | Enable |

*By default, message notification through Email for a System Engineer is disabled.*

Use following command to program Email ID for a System Engineer:
*1172-SE Email ID-#\**
Where,
Email ID can be of maximum 64 characters. All ASCII characters are allowed. (For programming special characters, refer table given at the end of this topic)
*By default, it is blank i.e. no Email ID is programmed for SE.*

## Programming using Web Jeeves:

- Click on **'Mailbox Parameters'** link and program 'Message Notification (through E-mail)' table:



- **Enable Message Notification (through E-mail)?** This parameter has three options:
  - **Disable:** Select this option to disable message notification through email for a mailbox.
  - **Without Attachment:** Select this option to enable message notification through email without attachment. If this option is selected, VMS will send a mail to notify the mailbox user of the receipt of the new message as well as of the mailbox full condition.
  - **With Attachment:** Select this option to enable message notification through email with attachment. If this option is selected, VMS will notify mailbox user of the receipt of the new message in the mailbox along with the attached message. It also notifies mailbox user of the mailbox full condition.
  *By default, message notification through Email is disabled.*

- **E-mail ID:** Program E-mail ID at which the mailbox user is to be notified. E-mail ID can be of maximum 64 characters. All ASCII characters are allowed. *By default, it is blank.*

- Click on **'System Parameters'** link and program the following parameters:
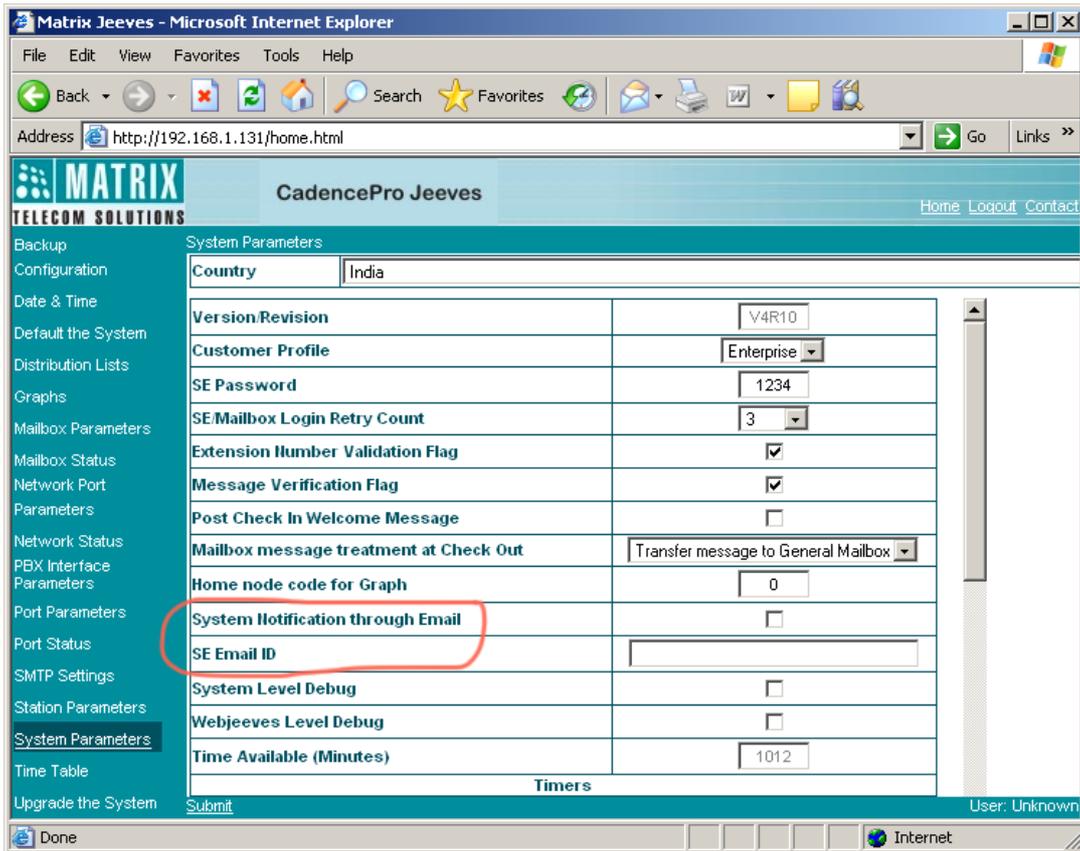


- **System Notification through E-mail:** Tick to enable message notification through email for System Engineer. *By default, it is Untick i.e. disabled.*

- **SE Email ID:** Program Email ID for System Engineer in this field if System Notification through Email ID is enabled. SE Email ID can be of maximum 64 characters. All ASCII characters are allowed. *By default, it is blank.*

- *In hotel mode during Room shift, email id programmed for a mailbox user is copied to the new destination mailbox.*
- *In hotel mode at the time of check-in of the new guest, the email id programmed for the previous guest is deleted automatically.*

Table for programming special characters through telephone instrument:

| Digits | Character | Digits | Character | Digits | Character |
|--------|-----------|--------|-----------|--------|-------------|
| 01 | A | 27 | a | 53 | 1 |
| 02 | B | 28 | b | 54 | 2 |
| 03 | C | 29 | c | 55 | 3 |
| 04 | D | 30 | d | 56 | 4 |
| 05 | E | 31 | e | 57 | 5 |
| 06 | F | 32 | f | 58 | 6 |
| 07 | G | 33 | g | 59 | 7 |
| 08 | H | 34 | h | 60 | 8 |
| 09 | I | 35 | i | 61 | 9 |
| 10 | J | 36 | j | 62 | 0 |
| 11 | K | 37 | k | 63 | * |
| 12 | L | 38 | l | 64 | # |
| 13 | M | 39 | m | 65 | @ |
| 14 | N | 40 | n | 66 | _ (underscore) |
| 15 | O | 41 | o | 67 | .(dot) |
| 16 | P | 42 | p | 68 | - (dash) |
| 17 | Q | 43 | q | 69 | : (colon) |
| 18 | R | 44 | r | | |
| 19 | S | 45 | s | | |
| 20 | T | 46 | t | | |
| 21 | U | 47 | u | | |
| 22 | V | 48 | v | | |
| 23 | W | 49 | w | | |
| 24 | X | 50 | x | | |
| 25 | Y | 51 | y | | |
| 26 | Z | 52 | z | | |

**Relevant Topic:**

# Error Register

VMS gives facility to record error event. Each error is stored in a log called 'Error Register' date wise and time wise. Error register can accommodate maximum 100 entries. When the error register is full, it follows FIFO method to store the last error. After taking error report, the error register can be cleared.

Following events are considered as error events:
- While playing a message, no file corresponding to a response is found.
- The system is unable to open (play) a prompt file.
- When the hard disk gets full.
- When a personal mailbox gets full and the new message for that mailbox is found.
- Internal hardware failure.
- Any error occurred during upgrading/uploading.

## Programming Error Register

### Programming using System Commands

Use following command to take Error register report:
*1150-#\**

Use following command to clear Error Register:
*1151-#\**

Error LED indication can be stopped by issuing a command.
Use following command to stop Error LED Indication:
*1152-#\**

*In case any personal mailboxes are spilling over, the SE should inform the mailbox user to clear his mailbox to resolve the error.*

**Relevant Topics:**

```
ERROR REGISTER                                  AS ON 15-DEC-2009(Tue) AT 13:45
--------------------------------------------------------------------------------
DATE        TIME   ERROR MESSAGE
--------------------------------------------------------------------------------




--------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                              PAGE: 01
```

# Forwarding Messages

VMS gives facility to the mailbox owner to forward messages of his mailbox to other mailboxes. VMS offers the mailbox owner two options for forwarding messages:

1. Forwarding messages without adding a comment and,
2. Forwarding messages after adding a comment.

VMS offers a feature of 'message read receipt'. Before forwarding the message, VMS asks the sender whether he needs confirmation about the message being read by the recipient. If the sender request for 'message read receipt', VMS remembers it and when the recipient reads the message, VMS generates a file containing first 5 seconds of the message that was sent by the sender and delivers it to the sender's mailbox in form of a new message enveloped with a prompt: "This message was read by <Station Name><5 seconds of the message sent>" with date and time at which the message was read. (if Date and Time stamp is enabled).

In case the message is not delivered to the recipient, then the VMS generates a file containing first 5 seconds of the message that was sent by the sender and delivers it to the sender's mailbox in form of new message enveloped with a prompt: "This message was not delivered to <Station Name><5 seconds of the message>" with date and time (if Date and Time stamp is enabled).

## How to use?

- Call VMS → VMS responds to internal caller with: "You have <n> new messages" followed by "Enter your mailbox password" (Enterpwd.wav)
- Enter your mailbox password → VMS responds with: "You have 0/n new messages". (Nonewmsg.wav/ Newmsg.wav)
- VMS prompts: "To listen to new messages press '1', to listen to old message press '2', to send a message press '3', to change your mailbox settings press '4', to go to home position press '0'". (Mmmm.wav)
- Dial 1/2 and listen to the messages → VMS prompts: "To replay the message press '1', for Date and Time stamp press '2', to delete the message press '3', to play the next message press '4', to forward the message press '5', to save the message as new press '6', to go to previous menu press '0'." (Mmsmo.wav)
- Dial 5 → VMS prompts: "To forward the message without comment press '1', to forward the message with comment press '2', to go to previous menu press '0'." (Fwdhow.wav)
- To forward message without comment dial '1'. VMS prompts: "Enter the Destinations". (Msgdest.wav). Dial Destination numbers/Distribution list number to forward the message to the dialed destination.

  OR

- To forward message with comment dial '2'. VMS prompts: "Enter the Destinations". (Msgdest.wav) Dial Destinations/Distribution list number to forward the message.
- VMS prompts: "Record your message after the beep and press any digit to end." (Recmsg.wav)
- Speak to record the message and press a digit to end. VMS prompts: "To re-record the message press '1', to confirm press '2'." (RecAgain.wav) Dial 2 to confirm.
- VMS prompts: "To request read receipt press '1', to ignore read receipt press '2'." (Askcfrm.wav)
- Dial 1/2. VMS responds with "Your message has been sent". (Msgsent.wav)
- If the mailbox of the recipient is full or message could not be delivered to the recipient, VMS responds with: "Sorry the message cannot be sent." (Pending.wav) and then play 'Mmmm.wav' message.

1. *Mailbox owner should take care to enter the valid destinations. If invalid destination is entered then the VMS will clear all the entries and will ask the mailbox owner to re-enter all the destinations again.*
2. *A message can be forwarded to maximum 10 destinations. A destination can be a station as well as a distribution list.*

**Relevant Topics:**

# Graphs and Nodes

## Graph

Graph is a logical and meaningful association of various nodes. Caller reaches root node by dialing '0' at home position. Root node is the entry point of the graph. At root node, various options like accessing Company information, posting a query, calling a department etc is offered to the caller. Caller has to decide his path by dialing digits.

In VMS maximum 4 graphs can be set ranging from 1 to 4. A graph can be programmed port wise. It can have maximum 64 nodes ranging form 01 to 64. A graph initiates from the root node and traverse through many menu nodes. A graph can terminate either at information node or a message node or a transfer node but never at a menu node. A single digit codes are used to navigate within a graph.

Following figure gives a logical representation of graphs:

**6-node graph:**
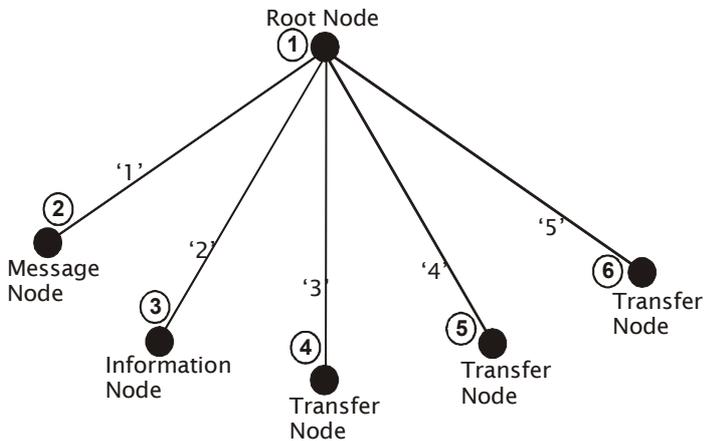


As shown in the above figure:
- Dialing '1' at root node will take caller to the Message Node.
- Dialing '2' at root node will take caller to the Information Node.
- Dialing '3', '4' and '5' at root node will take caller to the Transfer Node.

**22-node graph:**
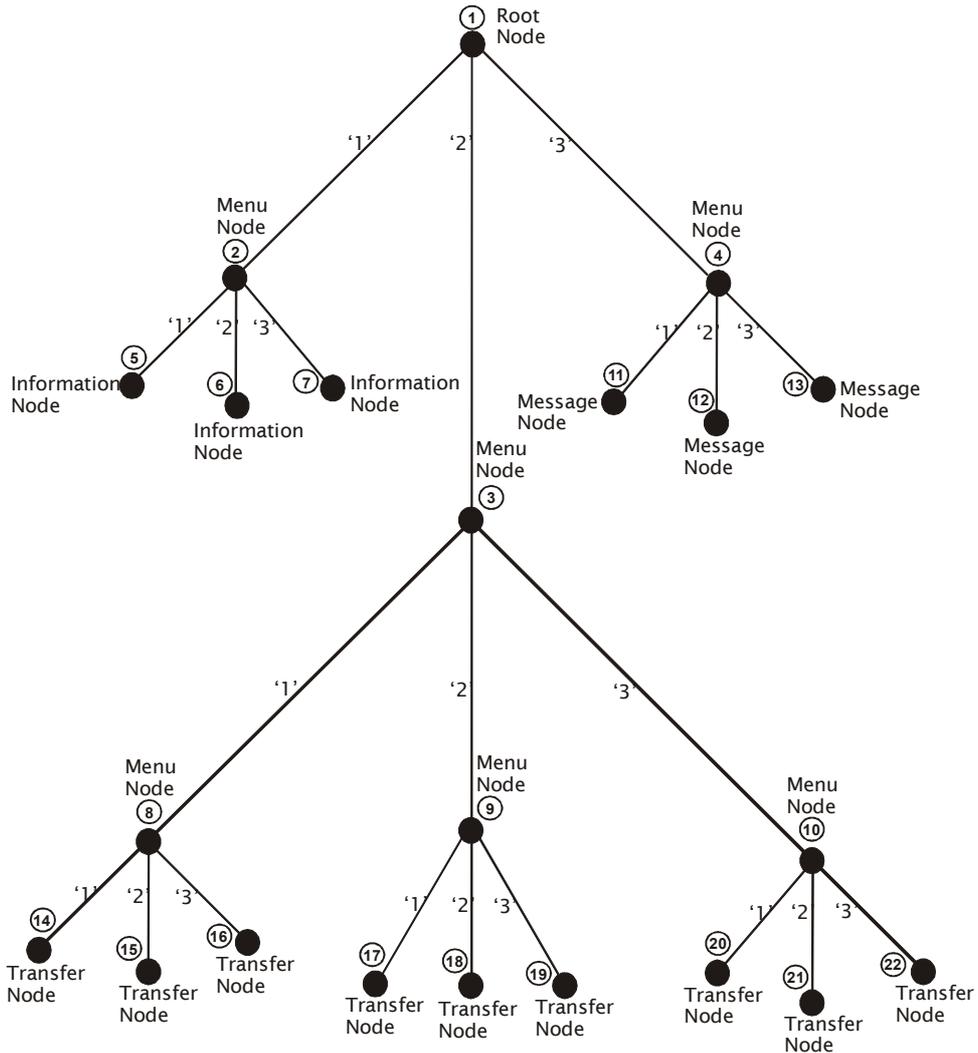


The caller has to dial appropriate digits while traversing through the graph to reach the desired destination. While traversing through the graph, VMS prompts the caller at every step so as to enable him to reach the desired destination.

# Node

A node is an arbitrary point in a graph where some activity like making a decision, leaving a message, accessing information etc. is made. The VMS has four types of nodes:

1. Menu Node.
2. Transfer Node.
3. Message Node.
4. Information Node.

Each node has a voice file (a prompt of maximum 60 seconds.) attached to it. When the caller traverses through the graph, at each node the VMS plays the prompt attached to it. For example, at menu node VMS plays the prompt related to menu options. At information node, the VMS plays the information prompt. At transfer node since no prompt is required, the VMS simply transfers the call to the designated destination. The user can program the prompt of his choice at each node.

## Menu Node

- Menu node is the arbitrary point in the graph at which the VMS presents few options in form of a voice prompt to the caller to further navigate through the graph. Since the caller is given a menu to select from, it is called a menu node.
- The first Menu node is Root node. There are many menu nodes in a graph.
- Different prompt can be recorded for each menu node.
- A caller can be offered 9 options at a menu node. Digits 1 to 9 can be programmed as the keys to traverse from one node to another. However, the digit programmed for traversing to the home position should not be used for any other destination node. By default, '0' is used for traversing to the home position.

## Message Node

- Message node is an arbitrary point in the graph at which the VMS prompts the caller to leave a message. Message node can be reached only from a menu node.
- After listening message at the message node, caller has four options: to record a message, to go to Home Position, to go to Operator, or to disconnect. Graph can be terminated at the message node.
- Different prompt can be recorded for each message node. Generally message node can be used for Order Booking, Telemarketing, Complaint registration etc. Each message node is linked to a mailbox wherein caller can store the message.
- Message node does two jobs i.e. delivering information as well as taking messages.
- The mailboxes used for messages nodes are consumed from the total (511 + 1) mailboxes provided by the system. Hence if two message nodes are used, then only 509 stations can have mailboxes. One being general mailbox.

## Transfer Node

- Transfer node is an arbitrary point in the graph form where the VMS takes the caller to a specific extension.
- Transfer node can be reached only form a menu node.
- At transfer node, the call is directed as per the call transfer type of the station. If the station at transfer node has mailbox facility, then the VMS plays four options to the caller to leave a message, to go to home position, to go to operator or to disconnect. Graph can be terminated at the transfer node.
- Transfer node can be used for accessing a department, Helpline, knowing product availability, etc.
- Each transfer node is linked to an extension.

## Information Node

- Information node is an arbitrary point in the graph at which the VMS delivers some information to the caller.
- Information node can be reached only form a menu node.
- At information node, the caller has three options: to go to home position, to go to operator or to quit. Graph can be terminated at information node too.
- Different prompt can be recorded for each information node. Events for which information node is used are Company Profile, Company News, Product Information, Company's Distribution Network etc.

# Programming Graphs and Nodes

Before programming Graph for a port, it is advisable to program the following parameters:

To program station-extension relationship:
(Please refer "Station Parameters".)

To program the station name:
(Please refer "Station Parameters".)

To record the station name:
(Please refer "Station Parameters".)

To assign a mailbox to a station:
(Please refer "Station Parameters".)

## Programming using System Commands

Draw graph structure for the organization:

Decide a simple and easy flow to access maximum number of extensions and stations of an organization. Draw a graph for this flow. Prepare a clear and unambiguous graph to make caller feel comfortable while traversing the graph.

*1. Graph should be very simple to understand.*
*2. Graph should be very easy to traverse.*
*3. Graph should have optimum number of nodes.*
*4. Too small a graph will make the graph complex and confuse the caller.*
*5. Too big a graph will also make a graph complex and the caller will lose patience and feel uncomfortable.*
*6. Though nine options are available at each menu node, it is advisable to give only 3-4 options at the menu node. The caller might forget the first option by the time he listens the whole prompt.*

**Assign node number to each node in the graph:**
Assign a node number to each node starting from 01. A graph can have maximum 64 nodes.

Make a table relating node number and the node type:
For Example:

| Node Number | Node Type |
|---|---|
| 1 | Menu |
| 2 | Information |
| 3 | Message |
| 4 | Transfer |

***Define node type for each node:***
Use following command to define node type for each node:
***1801-Graph-Node-Node Type-#****
Where,
Graph is from 1 to 4.
Node is from 01 to 64.
Node Type is:

| Node Type | Meaning |
|---|---|
| 1 | Menu |
| 2 | Information |
| 3 | Message |
| 4 | Transfer |

***By default, node type for 01 node is 'Menu' and for all other nodes it is 'Transfer'.***

Use following command to record a prompt for a node:
*1802-Graph-Node-#**
Where,
Graph is from 1 to 4.
Node is from 01 to 64.
*By default, it is blank.*

Use following command to playback a prompt for a node:
*1803-Graph-Node-#**
Where,
Graph is from 1 to 4.
Node is from 01 to 64.

Use following command to assign unique digit for each option of a menu node:
*1804-Graph-Node-Digit-Destination Node-#**
Where,
Graph is from 1 to 4.
Node is from 01 to 64.
Digit is from 0 to 9. (0 is used to go to root node of the graph.)
Destination Node is from 01 to 64.
*By default, destination node is 00.*

Use following command to program a digit for a function to go to home node from anywhere in the graph:
*1805-Code-#**
Where,
Code is from 0 to 9.
*By default, the Code is 0.*

Use following command to assign mailbox for a message node:
*1806-Graph-Node-Mailbox-#**
Where,
Graph is from 1 to 4.
Node is from 01 to 64.
Mailbox is from 001 to 512.
*By default, Mailbox is 000.*

Use following command to de-assign mailbox for a message node:
*1806-Graph-Node-000-#**

Use following command to assign unique station to a transfer node:
*1807-Graph-Node-Station-#**
Where,
Graph is from 1 to 4.
Node is from 01 to 64.
Station is from 001 to 512.

Use following command to de- assign station of a transfer node:
*1807-Graph-Node-000-#**

Use following command to take report of Graph Parameters:
*1800-Graph-#**
Where,
Graph is from 1 to 4.

Let us consider the following Example to understand Graph and Node:

Program Graph 1 according to the following requirements:

- Information to be given for Analog PBX.
- Information to be given for Digital PBX.
- Information to be given for other products.
- Order Booking (Mailbox 001 assigned to station 300 associated with extension 234).
- Complaint Registration (Mailbox 002 assigned to station 301 associated with extension 235).
- Telemarketing (Mailbox 003 assigned to station 302 associated with extension 236).

Direct call to Marketing
   Direct call to Sagar (station 001 at extension 224)
   Direct call to Newton (station 002 at extension 226)
   Direct call to Hiren (station 003 at extension 226)
   (Please note that Hiren and Newton share an extension)

Direct call to Support
   Direct call to Pranav (station 004 at extension 227)
   Direct call to Vinay (station 005 at extension 228)
   Direct call to Mahendra (station 006 at extension 229)

Direct call to Co-Ordination
   Direct call to Bharti (station 007 at extension 230)
   Direct call to Beena (station 008 at extension 231)
   Direct call to Smita (station 009 at extension 233)

Record appropriate prompts at each node.
**Solution:**

Draw a graph structure of an organization. Assign a node number to each node and define the type of node for each node as shown below:
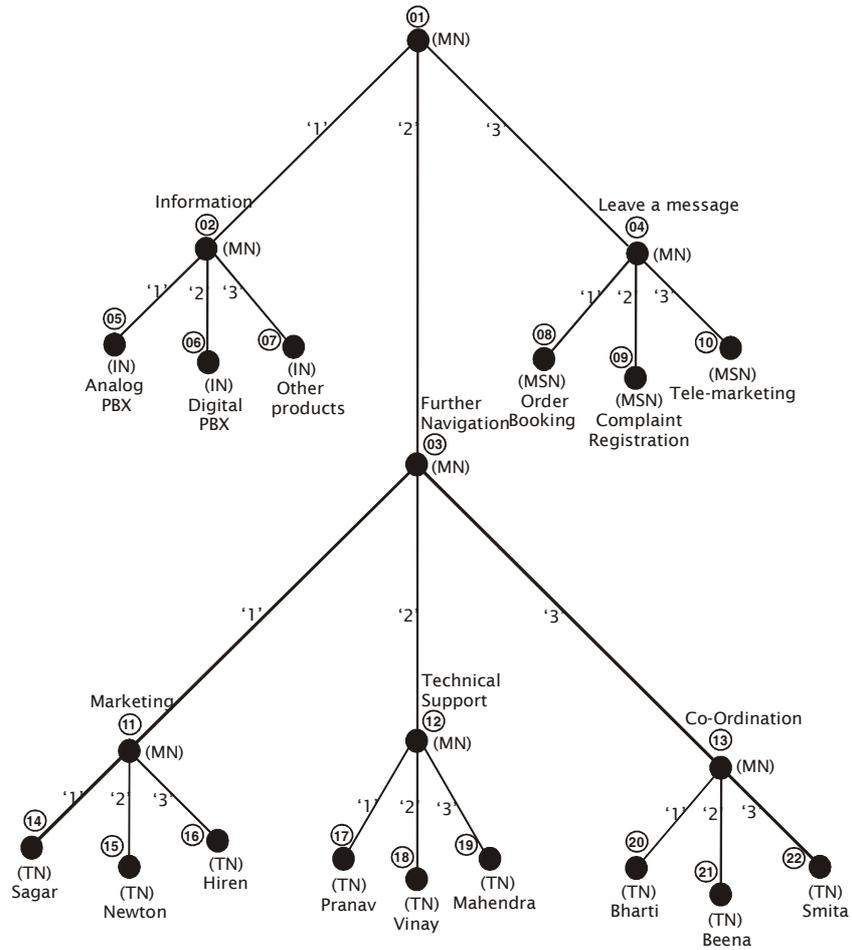


Make a table relating the node number and node type:

| Node Number | Node Type |
| --- | --- |
| 01 | Menu Node |
| 02 | Menu Node |
| 03 | Menu Node |
| 04 | Menu Node |
| 05 | Information Node |
| 06 | Information Node |
| 07 | Information Node |
| 08 | Message Node |
| 09 | Message Node |
| 10 | Message Node |
| 11 | Menu Node |
| 12 | Menu Node |
| 13 | Menu Node |
| 14 | Transfer Node |
| 15 | Transfer Node |
| 16 | Transfer Node |

| Node Number | Node Type |
|---|---|
| 17 | Transfer Node |
| 18 | Transfer Node |
| 19 | Transfer Node |
| 20 | Transfer Node |
| 21 | Transfer Node |
| 22 | Transfer Node |

Program the node type for each node.

*1801-Graph-Node-Node Type-#\**

*1801-1-01-1-#\**

*1801-1-02-1-#\**

*1801-1-03-1-#\**

*1801-1-04-1-#\**

*1801-1-05-2-#\**

*1801-1-06-2-#\**

*1801-1-07-2-#\**

*1801-1-08-3-#\**

*1801-1-09-3-#\**

*1801-1-10-3-#\**

*1801-1-11-1-#\**

*1801-1-12-1-#\**

*1801-1-13-1-#\**

*1801-1-14-4-#\**

*1801-1-15-4-#\**

*1801-1-16-4-#\**

*1801-1-17-4-#\**

*1801-1-18-4-#\**

*1801-1-19-4-#\**

*1801-1-20-4-#\**

*1801-1-21-4-#\**

*1801-1-22-4-#\**


Assign unique digit for each option of a menu node:

*1804-Graph-Node-Digit-Destination Node-#\**

*1804-1-01-1-02-#\**

*1804-1-01-2-03-#\**

*1804-1-01-3-04-#\**

*1804-1-02-1-05-#\**

*1804-1-02-2-06-#\**

*1804-1-02-3-07-#\**

*1804-1-03-1-11-#\**

*1804-1-03-2-12-#\**

*1804-1-03-3-13-#\**

*1804-1-04-1-08-#\**

*1804-1-04-2-09-#\**

*1804-1-04-3-10-#\**

*1804-1-11-1-14-#\**

*1804-1-11-2-15-#\**

*1804-1-11-3-16-#\**

*1804-1-12-1-17-#\**

*1804-1-12-2-18-#\**

*1804-1-12-3-19-#\**

*1804-1-13-1-20-#\**
*1804-1-13-2-21-#\**
*1804-1-13-3-22-#\**

Assign unique mailbox for a message node:
*1806-Graph-Node-Mailbox-#\**
*1806-1-8-300-#\**
*1806-1-9-301-#\**
*1806-1-10-302-#\**

Assign unique station for a transfer node:
*1807-Graph-Node-Station-#\**
*1807-1-14-001-#\**
*1807-1-15-002-#\**
*1807-1-16-003-#\**
*1807-1-17-004-#\**
*1807-1-18-005-#\**
*1807-1-19-006-#\**
*1807-1-20-007-#\**
*1807-1-21-008-#\**
*1807-1-22-009-#\**

Record a prompt for a node:
*1802-Graph-Node-#\**

*1802-1-01-#\**-"Please dial '1' for Information, '2' for further navigation and '3' to leave a message".

*1802-1-02-#\**-"Please dial '1' for information on Analog PBX, '2' for information on Digital PBX and '3' for information on other products".

*1802-1-03-#\**-"Please dial '1' for Marketing, '2' for Technical Support and '3' for Co-ordination".

*1802-1-04-#\**-"Please dial '1' to place an order, '2' to register your complaint and '3' to leave information about your product".
*1802-1-05-#\**-"Thanks for showing your interest in our analog range of products. We offer different models. For more information, please visit our website www.MatrixTeleSol.com. Thanks for calling".

*1802-1-06-#\**-"Thanks for showing your interest in our digital range of products. We offer different models. For more information, please visit our website www.MatrixTeleSol.com. Thanks for calling".

*1802-1-07-#\**-"Thanks for showing your interest in our products. Apart from Analog and Digital PBXs, we offer Intercom systems called Cadence and a PLCC EPAX. For more information, please visit our website www.MatrixTeleSol.com. Thanks for calling".

*1802-1-08-#\**-"Thanks for choosing our product. Please place your order in following sequence: Your name, Your firm's name, Name of the product to be ordered followed by quantity, Address at which the product is to be delivered."

*1802-1-09-#\**-"Please leave your complaint after the beep in following order: Name of the product, Date of Installation, Software version and Hardware version, Nature of Problem, Ways used to rectify the problem.

*1802-1-10-#\**-"Please leave the information about your product after the beep in following order: Your Name, Your contact no. and Mail ID, Name of the firm you represent, Name of the product, Price of the product and features of your product.

***1802-1-11-#\****-"Please dial '1' for Sagar, '2' for Newton and '3' for Hiren".

***1802-1-12-#\****-"Please dial '1' for Pranav, '2' for Vinay and '3' for Mahendra".

***1802-1-13-#\****-"Please dial '1' for Bharti, '2' for Beena and '3' for Smita".

Please note that customized prompts cannot be played at transfer node. Hence no need to record a prompt at transfer nodes.

Verify the recorded prompt using command ***1803-Graph-Node-#\****.

On giving this command the VMS plays back the recorded prompts.
To re-record any prompt, issue the command ***1802-Graph-Node-#\****.

## Programming using Web Jeeves

- Click on **'Graphs'** link. Program the following parameters:



- **Node Number:** A graph has maximum 64 nodes.

- **Node Type:** Select 'Node Type' for each node in the graph.
  - Select Node Type = Menu, if you wish to give more options to the user at this point in the graph. Doing so, the fields viz. 'Station Number' and 'Mailbox Number' will become un-editable whereas the field viz. 'Destination Node for the Digits' will become editable. Assign destination nodes to which you wish the caller to direct on pressing digits 1 to 9.
  - Select Node Type = Information, if you wish to give some information to the caller. Doing so, all the three fields viz. 'Station Number', 'Mailbox Number' and 'Destination Node for the Digits' will become un-editable.
  - Select Node Type = Message, if you wish to give an option to the user to leave a message at this point in the graph. Doing so, the fields viz. 'Station Number' and 'Destination Node for the Digits' will become un-editable. Enter 'Mailbox Number' that is to be assigned to the Message node.

- Select Node Type = Transfer, if you wish to give an option to the user to reach the desired extension of the PBX by dialing a single digit. Doing so, the fields viz. Transfer: 'Mailbox Number' and 'Destination Node for the Digits' will become un-editable. Program 'Station Number' to which the call is to be transferred.

- **Station Number:** Assign a unique station number for each transfer node.

- **Mailbox Number:** Assign unique mailbox to each message node. Please ensure that the mailbox assigned to a message node is not assigned to any station user.

- **Destination Node for the Digits:** Assign destination node number for each digit at Menu node. By default, the destination node number is '00' for all the digits at menu node. To de-assign a destination node for a particular digit at menu node, program '00' for that digit.

1. *At any menu node if the caller dials a digit, which is not programmed to go to any other node, it goes to home node.*
2. *At any menu node if the caller does not dial any digit till 'time out', then the VMS plays the prompt: "Dial '0' to go to home node or any other digit to disconnect."*
3. *At home node if the caller dials invalid digits, then the VMS plays the prompt: "The number is not valid" (Invalno.wav) and the caller remains at the home node.*
4. *At home node if caller does not dial any digit till time out, then the VMS takes the caller to Operator (Default).*
5. *If the PBX supports the feature of Pilot Group (Group Call), then while programming a graph, 'extension' can be replaced by a code used to make a group call in a PBX.*
6. *Please note that the VMS does not have an extension number of its own. The caller has to dial the extension number of the PBX only to reach the desired person in the organization. This gives a unique advantage to the user in terms of allowing him to keep same extension number for the station user even after routing the calls through the VMS. The caller need not remember two different numbers to call the same person in an organization.*
7. *If no message (prompts) is recorded at any of the menu nodes, default node message: "This node does not have a message" (N.wav) will be played.*
8. *Digit '0' is a programmable code in the graph structure to go to Home node. This digit should not match with the disconnect string else caller would not be able to go to the Home node and will get disconnected.*

**Relevant Topics:**

```
GRAPH PARAMETERS REPORT                          AS ON 15-DEC-2009(Tue) AT 13:49
-------------------------------------------------------------------------------
NODE TYPE EXTN  (NAME)   D1 D2 D3 D4 D5 D6 D7 D8 D9
-------------------------------------------------------------------------------
01   MENU                00 00 00 00 00 00 00 00 00
02   XFR
03   XFR
04   XFR
05   XFR
06   XFR
07   XFR
08   XFR
09   XFR
10   XFR
11   XFR
12   XFR
13   XFR
14   XFR
15   XFR
16   XFR
17   XFR
18   XFR
19   XFR
20   XFR
21   XFR
22   XFR
23   XFR
24   XFR
25   XFR
26   XFR
27   XFR
28   XFR
29   XFR
30   XFR
31   XFR
32   XFR
33   XFR
34   XFR
35   XFR
36   XFR
37   XFR
38   XFR
39   XFR
40   XFR
41   XFR
42   XFR
43   XFR
44   XFR
45   XFR
46   XFR
47   XFR
48   XFR
49   XFR
50   XFR
-------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                              PAGE:01
```

```
GRAPH PARAMETERS REPORT                          AS ON 15-DEC-2009(Tue) AT 13:49
--------------------------------------------------------------------------------
NODE TYPE EXTN  (NAME)   D1 D2 D3 D4 D5 D6 D7 D8 D9
--------------------------------------------------------------------------------
51   XFR
52   XFR
53   XFR
54   XFR
55   XFR
56   XFR
57   XFR
58   XFR
59   XFR
60   XFR
61   XFR
62   XFR
63   XFR
64   XFR

--------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                                 PAGE:02
```

# Greetings and Welcome Messages

System Greeting and Welcome Message is played when a new call lands on the VMS. Mailbox Greeting is played when a caller is taken to the mailbox to leave a message.

## Greetings

### System Greetings

- Different greetings are played at different times of the day. SE can program different greetings for morning, afternoon and evening.
- Different system greetings can be programmed to be played on holidays and during festivals.
- Total 12 different system greetings can be recorded.

### Mailbox Greetings[9]

- VMS allows station users to record personal mailbox greeting messages. These messages are played to the callers when they are diverted to the station user's mailbox.
- Station users can record and change the mailbox greeting as per their choice.

## Welcome Messages

- Total 12 types of Welcome messages can be recorded. Welcome messages are played as per the Time Table and Holidays programmed in 'Date and Time Settings'. The default Welcome messages are shown in the table given below:

| No. | Filename | Prompts/ Response |
|---|---|---|
| 01 | Welmsg01.wav | Welcome! Please dial the extension number Or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #. |
| 02 | Welmsg02.wav | Welcome! We are closed at this moment. To leave message, press 6. For Assistance, press 9. To disconnect, press #. |
| 03 | Welmsg03.wav | Welcome! We are closed due to holiday. To leave message, press 6. For Assistance, press 9. To disconnect, press #. |
| 04 | Welmsg04.wav (Hotel) | Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #. |
| 05 | Welmsg05.wav | Welcome! We are closed at this moment. Please press 9 for assistance or press # to disconnect. |
| 06 | Welmsg06.wav | Welcome! We are closed due to holiday. Please press 9 for assistance or press # to disconnect. |
| 07 | Welmsg07.wav | Welcome! Please dial the extension number Or to dial by name press 7. To leave message, press 6. To go to operator, press 0. For more options, press 9. To disconnect, press £. |
| 08 | Welmsg08.wav | Welcome! We are closed at this moment. To leave message, press 6. For assistance, press 0. To disconnect, press £. |
| 09 | Welmsg09.wav | Welcome! We are closed due to holiday. To leave message, press 6. For assistance, press 0. To disconnect, press £. |

---

9. *In hotel mode, guests can record personal mailbox greeting messages. When a new guest is checked in, the personal mailbox greeting recorded by the previous guest will be deleted.*

| No. | Filename | Prompts/ Response |
|---|---|---|
| 10 | Welmsg10.wav (Hotel) | Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 0. To disconnect, press £. |
| 11 | Welmsg11.wav | Welcome! We are closed at this moment. Please press 0 for assistance or press £ to disconnect. |
| 12 | Welmsg12.wav | Welcome! We are closed due to holiday. Please press 0 for assistance or press £ to disconnect. |

*For India, Welcome messages from 01 to 06 are used. If Country Code for specific country is changed, the 'Welcome Message' will also be changed as per the selected country. (Refer "Country Code" for more details.)*

*If VMS is set to Hotel mode then welcome message number 04 or 10 will be played at all the relevant places as per the Country Code programmed.*

# Programming Greetings and Welcome Messages

## Programming using System Command

***To program System Greeting***
Use following command to record a system greeting:
***1601-Greeting-#****
Where,
Greeting is from 01 to 12.
(On issuing the command, the VMS plays a prompt: "Please record your message after the beep. Press any digit to end". Record the greeting after the beep.)

List of System Greeting is as follow:

| No. | Filename | Prompts/ Response |
|---|---|---|
| 01 | SysGrt01.wav | "Good Morning" |
| 02 | SysGrt02.wav | "Good Afternoon" |
| 03 | SysGrt03.wav | "Good Evening" |

*Only three System Greetings are programmed. Greeting number 04 to 12 are blank.*

Use following command to playback the recorded system greeting:
***1602-Greeting-#****
Where,
Greeting is from 01 to 12.
(On issuing the command, the VMS plays back the recorded system greeting.)

*Greeting is played according to the time of the day. The day is divided into three parts:*
* *Morning Time- 00:00 to 11:59.*
* *Afternoon Time- 12:00 to 16:59.*
* *Evening Time- 17:00 to 23:59.*

***To program Welcome Message:***
Use following command to record the welcome message:
***1603-Welcome Message-#****

Where,

Welcome message is from 01 to 12 as shown in the 'welcome messages' table.

Use following command to playback the recorded welcome message:

*1604-Welcome Message-#\**

*To record mailbox greeting:*

Use following command to record time zone greeting (scheduled mode) for a mailbox:

*2013-Mailbox-Time Zone Index-#\**

Where,

Mailbox is from 001 to 512.

Time Zone Index is from 1 to 4.

On issuing this command, the VMS responds with a prompt "Please record your greeting after the beep and dial any digit to end".

*By default, no greetings are recorded.*

(Refer "Station Parameters" for Time Zone Index)

Use following command to playback the recorded time zone greeting (scheduled mode) for a mailbox:

*2014-Mailbox-Time Zone Index-#\**

Where,

Mailbox is from 001 to 512.

Time Zone Index is from 1 to 4.

On issuing this command, the VMS plays back the recorded greeting for the selected time zone.

Use following command to record a greeting (manual mode) for a mailbox:

*2011-Mailbox-#\**

Where,

Mailbox is from 001 to 512.

On issuing this command, the VMS responds with a prompt "Please record your greeting after the beep and dial any digit to end".

*By default, no greetings are recorded.*

Use following command to playback the recorded greeting (manual mode) for a mailbox:

*2012-Mailbox-#\**

Where,

Mailbox is from 001 to 512.

On issuing this command, the VMS plays back the recorded greeting for manual mode.

*You can record System Greetings and Welcome messages of your choice by issuing above mentioned commands. The new recorded System Greetings and Welcome message will overwrite the existing System Greetings and Welcome messages.*

## Programming using Web Jeeves

SE can copy greetings and welcome messages using Web Jeeves also. Follow the steps given below:
- Click on 'Back Up Configuration' link.
- An authentication window will appear. Enter SE password.
- Following folders will appear on the screen:
    - Mailbox Messages
    - PBX Interface Strings
    - Station Names
    - System Configuration
    - System Greetings

- System Prompts and Responses
- System Welcome Messages
- Click on System Greetings folder. All the greetings will appear on the screen. Similarly click on System Welcome Messages folder to see all the Welcome messages.
- You can copy and use these system greetings and welcome messages

*All the greetings and welcome messages must be in .wav file. 'Wav' file format should be as shown below:*
- *Bit Rate: 128 kbps*
- *Audio Sample Size: 16 bit*
- *Channels: 1 (Mono)*
- *Audio Sample Rate: 8 KHz*
- *Audio Format: PCM*

**Relevant Topics:**

# Home Position

Home Position is the point from where the journey of caller/user in the flow of VMS starts. VMS greets the caller and then take him to the Home Position. At Home Position, welcome message is played. Welcome message offers various options to the caller.

*By default, the prompt recorded at home position is: "Welcome. Please dial the extension number or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #."[10]*

SE can program the codes assigned to functions at home position, function digits at home node etc.

## Programming at Home Position

### Programming using System Command

Use following command to assign default codes for the function at home node:
*2101-#**

The following are the default function codes for home node:

| Function Digit | Meaning | Code |
|---|---|---|
| 1 | Dial by Name | 7 |
| 2 | Operator | 9 |
| 3 | Programming | * |
| 4 | Root Node | 0 |
| 5 | MB Management | 8 |
| 6 | Disconnect | # |
| 7 | Leave Message | 6 |

*1. All other digits except default function codes are used to access extensions.*
*2. SE should change default programming code if it is used for some other purpose in the PBX with which VMS is interfaced to avoid clashing of Codes.*

Use following command to program digits for functions done at home node:
*2102-Function-Code-#**
Where,
Function digit is from 1 to 7.
Code is any digit from 0-9, * and #.

Use following command to program Home node option for caller when no digit is dialed:
*2103-Code-#**
Where,

| Code | Meaning |
|---|---|
| 1 | Take the caller to Operator |
| 2 | Play Goodbye message and disconnect the caller |
| 3 | Take the caller to Root Node |

10.In hotel mode, following welcome message will be played:
Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #.

*By default, Code is '1' i.e. take the caller to Operator.*

## Programming using Web Jeeves

- Click on **'System Parameters'** link and program the digits for functions done at 'Home Node'.



1. If 'Route Incoming Calls to Root Node' option is enabled on the port then instead of greeting the caller and playing welcome message, VMS will directly play the Root Node message to the caller.
2. If caller does not dial any digit at the Home Position then VMS functions as per the programming done at home node. By default, VMS transfers the caller to the operator.
3. Default codes used for the functions at home position should not be used for functions at root node to avoid the clashing of codes. A code programmed at home position prevails over the codes programmed at root node.

**Relevant Topic:**

1. "System Parameters"   135

# Leaving a Message

VMS gives facility to the caller to leave a message:
- At the message node for order booking, registering complaint etc., or
- In the mailbox of the called person in case he is either busy or unavailable. To leave a message, it is necessary that the called person is station user with mailbox.

The length of message recorded cannot exceed the message length set for the mailbox therefore if the message recorded is greater than the message length set for the mailbox, VMS will stop recording the message after the maximum set time for recording the message and will save the partial recorded message.

## How to Use?

Leaving a message at a message node of the Graph:
- Call VMS → VMS responds with a greeting followed by Welcome Message: "Welcome! Please dial the extension number Or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #."[11]
- Dial 0 ' VMS takes the caller to the root node where option to leave a message is recorded.
- Follow the prompt → VMS takes the caller to the message node as per the programming done at message node and prompts: "Record your message after the beep and press any digit to end." (Recmsg.wav)
- Speak to record the message and press any digit to end. VMS plays back the recorded message and prompts: "To re-record the message press 1, to confirm press 2." (RecAgain.wav)
- Dial 2 → VMS prompts: "Your message has been recorded."
  - *If message verification flag is disabled then VMS does not playback the recorded message and prompts: "Your message has been recorded" after caller press a digit to end message recording*

Leaving a message in the mailbox (after transferring the call):
- Call VMS → VMS responds with a greeting followed by Welcome Message: "Welcome! Please dial the extension number Or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #."[12]
- Dial valid extension number ' VMS takes the caller to the mailbox of the called party if the called party could not attend the call of the caller.
- Caller is greeted by mailbox greeting followed by a prompt: "Dial '1' to leave a message, '2' to disconnect, '0' to go to Home Position". (Leavemsg.wav)
- Dial 1 → VMS prompts: "Record your message after the beep and press any digit to end." (Recmsg.wav)
- Speak to record the message and press any digit to end. VMS plays back the recorded message and prompts: "To re-record the message press 1, to confirm press 2." (RecAgain.wav)
- Dial 2 → VMS prompts: "Your message has been recorded."
  - *If message verification flag is disabled then VMS does not playback the recorded message and prompts: "Your message has been recorded" after caller press a digit to end message recording.*
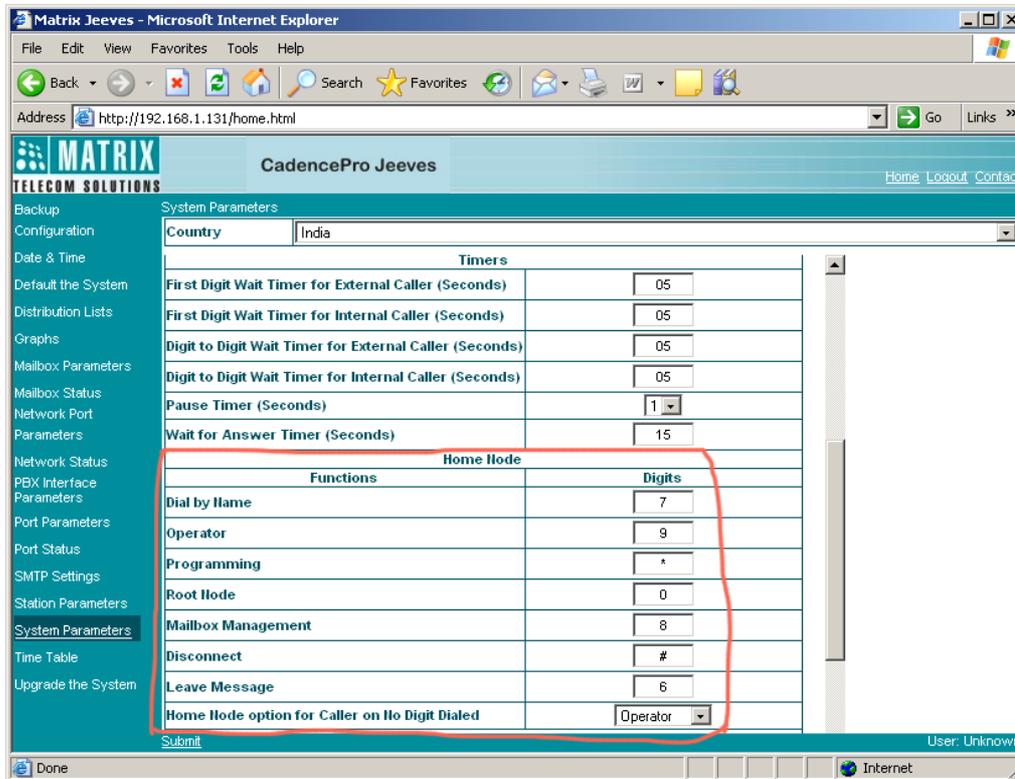
---

11. In hotel mode, following welcome message will be played:
   Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #.
12. In hotel mode, following welcome message will be played:
   Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #.

Leaving a message in the mailbox (from Home Node):

- Call VMS → VMS responds with a greeting followed by Welcome Message: "Welcome! Please dial the extension number Or to dial by name press 7. To leave message, press 6. To go to operator, press 9. For more options, press 0. To disconnect, press #."[13]
- Dial 6 to leave message at home node → VMS prompts: "Enter the Extension number for which you wish to leave message." (LeavemsgE.wav)
  - *If extension number dialed is invalid then VMS prompts: "The number is not valid" (Invalno.wav) followed by playing the welcome message. Dial '6' again and then dial valid extension number.*

- Dial valid extension number → VMS prompts: "Record your message after the beep and press any digit to end. (Recmsg.wav)
  - *If no mailbox is assigned to the dialed extension number then VMS prompts: "Mailbox not assigned. To disconnect, press 1. To go to Home Position, Press 0." (NoMailbox.wav)*

- Speak to record the message and press any digit to end. VMS plays back the recorded message and prompts: To re-record the message press 1, to confirm press 2." (RecAgain.wav)
- Dial 2 → VMS prompts: "Your message has been recorded."
  - *If message verification flag is disabled then VMS does not playback the recorded message and prompts: "Your message has been recorded" after caller press a digit to end message recording.*

*It is mandatory for the caller to terminate the recording by dialing a digit. If recording of message is terminated simply by going on-hook, VMS will not terminate the recording and the call will be disconnected only after time-out.*

**Relevant Topics:**

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13. In hotel mode, following welcome message will be played:
    Welcome! Please dial the room number. To leave message for the guest, press 6. To go to operator, press 9. To disconnect, press #.

# Listening to Messages

Callers leave messages in the mailbox of the user when they are inaccessible or the user has forwarded his calls to the mailbox. User should access their mailboxes to listen to the messages.

VMS offers two options:
- To listen to old messages.
- To listen to new messages.

Once the message is heard by the mailbox owner, VMS treats it as an old message and places it in the old message list. VMS also gives a facility to save the heard message as a new one and every-time the mailbox is accessed the VMS plays such 'save-as-new' message as a new message.

## How to Use?

Follow the steps given below for listening messages in the mailbox:
- Call VMS.
- VMS responds with: "You have <n> new messages" followed by the prompt: "Enter your mailbox password". (Enterpwd.wav)
- Enter your mailbox password → VMS prompts: "You have n new/no new messages."
- VMS prompts: "To listen to new messages press '1', to listen to old messages press '2', to send a message press '3', to change your mailbox settings press '4', to go to home position press '0'." (Mmmm.wav)
- Dial 1 to listen to new messages or dial 2 to listen to old messages.

*1. Maximum 254 (New + Old) messages can be stored in the mailbox.*
*2. VMS follows the Last In First Out method (LIFO) to play the messages i.e. the latest message is played first.*

**Relevant Topics:**

# Mailbox Parameters

Mailbox is an explicit memory space in the VMS where the messages are stored. It is associated with a station of an extension. VMS supports 512 mailbox and 254 messages per mailbox.

VMS has three types of mailboxes:
- Personal
- General
- Message-Drop

## Personal Mailbox

- A personal mailbox is assigned to a station user by the SE and is maintained by the mailbox owner.
- The caller can leave messages in the personal mailbox of the station user when the station user is either busy or unavailable.
- Mailbox owner can access his mailbox using mailbox password from within the organization as well as from outside the organization.
- If SE sets 'Ask Mailbox Password at Login' field to No then mailbox owner will be able to access his mailbox without password.

## General Mailbox

- General mailbox is always assigned to an extension. One or more stations may be associated with such an extension.
- In case the personal mailbox of any station user gets full, further messages of such an user is spilled over in the general mailbox by default and error is recorded in the error register in the form of a record.
- A printout of the error register is taken by the SE and he takes corrective actions to solve the error.
- Mailbox number 512 is the general mailbox.

## Message-Drop Mailbox

- Message-drop mailbox is assigned to an extension at which message node is programmed in the VMS.
- Unlike personal mailbox, message-drop mailbox can be accessed by all the people in an organization who shares message-drop mailbox password.
- When message-drop mailbox gets full further messages to be stored in message-drop mailbox will spill over to the general mailbox by default.

Each mailbox has two attributes:
1. Mailbox Size (in minutes)
2. Maximum Message Length (in seconds)

Each mailbox have maximum of 254 fix messages like:
- Mailbox greetings
- Mail delivery option in mailbox full condition
- Date and Time Stamp with the message
- External message notification etc.

All these features are programmable by the mailbox owner as well as SE.

# Programming Mailbox Parameters

*It is advisable to program station-extension relationship first before assigning mailboxes to a station. Please refer "*"Station Parameters"* for more details.*

## Programming mailbox parameters using System Command:

***To program Mailbox Size (Minutes)***
Use following command to program individual Mailbox Capacity:
***2002-Mailbox-Mailbox Size-#****
Where,
Mailbox is from 001 to 512.
Mailbox size is in minutes from 001 to 999.
***By default, mailbox capacity is 5 minutes[14].***

Use following command to program mailbox capacity for all the mailboxes:
***2002-*-Mailbox Size-#****

***To program Maximum Message Length (seconds)***
Use following command to program maximum message length of a mailbox:
***2003-Mailbox-Maximum Message Length-#****
Where,
Mailbox is from 001 to 512.
Maximum message length is in seconds from 001 to 999.
***By default, each message's length is 15 seconds[15].***

Use following command to program maximum message length for all the mailboxes:
***2003-*-Maximum Message Length-#****

***To set option for New Message Delivery in Mailbox Full Condition***
Use following command to set mail delivery option in mailbox full condition of a mailbox:
***2004-Mailbox-Delivery Option-#****
Where,
Mailbox is from 001 to 512.
Delivery Option is:

| Delivery Option | Meaning |
|---|---|
| 1 | Ignore new messages. |
| 2 | Deliver new messages to General mailbox. |
| 3 | Overwrite old messages. |

***By default, messages are sent to general mailbox.***

Use following command to set mail delivery option in mailbox full condition for all mailboxes:
***2004-*-Delivery Option-#****

***To set option for whether or not to play Date and Time after delivering Message***
Use following command to enable/ disable date-time stamp option for a mailbox:
***2005-Mailbox-Date and Time Stamp Option-#****

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14. Please refer Hotel mode topic in *"Customer Profile"* feature for default mailbox size i.e. mailbox capacity in Hotel mode.
15. Please refer Hotel mode topic in *"Customer Profile"* feature for default maximum message length in Hotel mode.

Where,
Mailbox is from 001 to 512.
Date and Time Stamp Option is:

| Date and Time Stamp Option | Meaning |
| --- | --- |
| 1 | Never play date and time stamp. |
| 2 | Always play date and time stamp. |
| 3 | Play date and time stamp on demand. |

*By default, Date and Time Stamp is 3.*

Use following command to enable/ disable date stamp option for all the mailboxes:
*2005-\*-Date and Time Stamp Option-#\**

*To set option for whether to ask Mailbox Password at Login*
Use following command to program password option for mailbox user at login:
*2007-Mailbox-Password Option-#\**
Where,
Mailbox is from 001 to 512.
Password Option is:

| Password Option | Meaning |
| --- | --- |
| 0 | Do not ask mailbox password to the mailbox user when he login. |
| 1 | Ask mailbox password to the mailbox user when he login. |

*By default, ask Mailbox Password Option is 1[16].*

Use following command to program password option for all mailbox users at login:
*2007-\*-Password Option-#\**

*To Record Mailbox Greetings:*
(Refer "Greetings and Welcome Messages" for more details)

## Message Notification (through call):

To enable/disable the message notification option for a mailbox:
(Refer "Message Notification" for details)

To set message notification type for a mailbox:
(Refer "Message Notification" for details)

To program destination number time-zone wise for a Mailbox (in case of Immediate):
(Refer "Message Notification" for details)

To program three different notification times for mailbox (in case of Scheduled)
(Refer "Message Notification" for details)

---

16. Please refer Hotel mode topic in *"Customer Profile"* feature for default value of this parameter in the Hotel mode.

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ETERNITY ME/GE/PE VMS Card V4 System Manual

To program Destination number for all three different notification times for mailbox (in case of Scheduled)
(Refer "Message Notification" for details)

## Message Notification (through E-mail):

To enable/disable message notification through Email:
(Refer "Email Based Notification" for details)

To program Email ID for a mailbox:
(Refer "Email Based Notification" for details)

To set default password for a mailbox:
(Refer "System Security (Passwords)" for details)

### To clear the contents and parameters of the mailbox:
Use following command to clear the contents and parameters of the mailbox:
*2099-Mailbox-#**
Where,
Mailbox is from 001 to 512.

Use following command to clear the contents and parameters of all the mailboxes:
*2099-*-#**

On giving this command, following parameters will get cleared:
- Number of Messages.
- Number of Accesses.
- Total length of message.
- Average length of message.
- Average days before the message are heard.
- Average days before the message are deleted.
- Mailbox last cleared on: Mailbox last accessed on: Date on which the command is issued.

### To take report of Mailbox Parameters:
Use following command to take report of Mailbox Parameters:
*2000-Mailbox-#**
Where,
Mailbox is from 001 to 512.

Use following command to take printout of all mailboxes' status report:
*2001-#**

### To program Message Play Options:
In certain applications, it is desirable not to play certain prompts. For example, a mailbox is to be used only to collect service complaints. SE has programmed call transfer type as 'None'. Now as per normal call flow, VMS greets the caller and plays a prompt: "Dial '1' to leave a message, '2' to disconnect and '0' to go to home position." In this case, this message is not required. VMS offers flexibility to enable or disable playing of this message.

Use following command to enable/ disable playing of 'no attend message'. (104- "Sorry the call could not be attended")
*2028-Option Flag-#**
Where,

---

Option Flag is:

| Option Flag | Meaning |
| --- | --- |
| 0 | Disable |
| 1 | Enable |

*By default, Option Flag is 1.*

Use following command to enable/ disable playing of 'extension busy message'. (100- "The called person is busy")
*2029-Option Flag-#\**
Where,
Option Flag is

| Option Flag | Meaning |
| --- | --- |
| 0 | Disable |
| 1 | Enable |

*By default, Option Flag is 1.*

Use following command to enable/ disable playing of 'no reply message'. (99- "The called person is not available")
*2030-Option Flag-#\**
Where,
Option Flag is:

| Option Flag | Meaning |
| --- | --- |
| 0 | Disable |
| 1 | Enable |

*By default, Option Flag is 1.*

Use following command to enable/ disable playing of 'Leave message'. (105- "Dial 1 to leave a message, 2 to disconnect, 0 to go to home position")
*2031-Option Flag-#\**
Where,
Option Flag is:

| Option Flag | Meaning |
| --- | --- |
| 0 | Disable |
| 1 | Enable |

*By default, Option Flag is 1.*

Use following command to transfer the message to the general mailbox or to delete it at the time of checkout:
*2032-Message Option-#\**
Where,

Message Option is:

| Message Option | Meaning |
|---|---|
| 0 | Transfer messages to general mailbox. |
| 1 | Delete the messages. |

*By default, Message Option Flag is set to '0'.*

## Programming mailbox parameters using Web Jeeves:

- Click on 'Mailbox Parameters' link and program the following mailbox parameters:
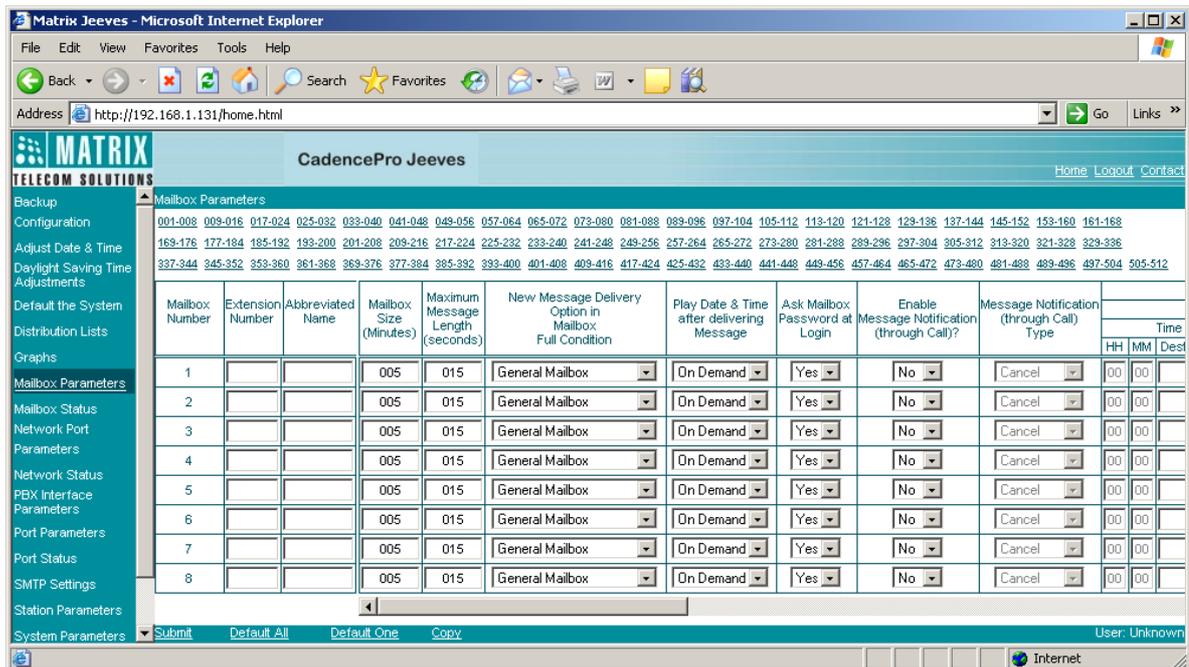


- **Extension Number:** Extension number programmed in 'Station Parameters' will be displayed in this field. This field is uneditable.

- **Abbreviated Name:** Abbreviated name programmed in 'Station Parameters' will be displayed in this field. This field is uneditable.

- **Mailbox Size (Minutes):** Program mailbox size for each mailbox.

- **Maximum Msg. Length (seconds):** Program maximum message length for each mailbox.

- **New Msg. Delivery Option in Mailbox Full Condition:** Select an option for new message delivery in mailbox full condition.

- **Play Date and Time after delivering Message:** Select an option to play date and time after delivering messages.

- **Ask Mailbox Password at Login:** Set this field to 'Yes' if you want VMS to ask the mailbox password every time the user access his mailbox else select 'No'.

- **Enable Message Notification (through Call):** Select 'Yes' if you want VMS to notify you each time a new message is arrived in your mailbox else select 'No'.

- **Message Notification Type (through Call):** Select message notification type if 'Enable Message Notification' is set to 'Yes'.

- **Message Notification (through Call) - Immediate:** If 'Immediate' is selected as message notification type, then program destination number time zone wise for each mailbox.

- **Message Notification (through Call) - Scheduled:** If 'Scheduled' is selected as message notification type, then program three different notification times and destination numbers for all three timings for each mailbox. (Please refer "Message Notification" for more details)

- **Enable Message Notification (through Email):** Select one of the following options for message notification (through Email): Disable, Without Attachment and With Attachment. *By default, it is disabled.*

- **Email ID:** Program E-mail ID at which the mailbox user is to be notified of the new message in his mailbox. (Please refer "Email Based Notification" for more details)

**Relevant Topics:**

```
MAILBOX PARAMETERS REPORT                       AS ON 15-DEC-2009(Tue) AT 14:04
-------------------------------------------------------------------------------
MAILBOX NUMBER                      001
EXTENSION NUMBER
STATION NAME
MAILBOX CAPACITY                    005 min
MAXIMUN MESSAGE LENGTH              015 sec
ANNOUNCE DATE & TIME                ON DEMAND
ANNOUNCE STATION NAME ENABLED       NO
ASK MAILBOX PASSWORD                YES
LAST CLEARED ON                     01-01-2007
No. OF MESSAGES                     000
No. OF ACCESSESS                    000
LAST ACCESSED ON                    01-01-2007
TOTAL LENGTH OF MESSAGES            00000 sec
AVERAGE LENGTH OF MESSAGE           0000 sec
AVERAGE DAYS BEFORE MESSAGE HEARD   0000 days
AVERAGE DAYS BEFORE MESSAGE DELETED 0000 days
-------------------------------------------------------------------------------
MESSAGE NOTIFICATION (THROUGH CALL)
-------------------------------------------------------------------------------
MESSAGE NOTIFICATION                        DISABLED
MESSAGE NOTIFICATION ALLOWED                NO
-------------------------------------------------------------------------------
                MESSAGE NOTIFICATION SCHEDULED
-------------------------------------------------------------------------------
00:00
00:00
00:00
-------------------------------------------------------------------------------
                MESSAGE NOTIFICATION IMMEDIATE
-------------------------------------------------------------------------------
00:00
00:00
00:00
00:00
-------------------------------------------------------------------------------
MESSAGE NOTIFICATION (THROUGH EMAIL)
-------------------------------------------------------------------------------
MESSAGE NOTIFICATION                        DISABLE
E-mail Id
-------------------------------------------------------------------------------
MESSAGE REDIRECTION ENABLED                 NO
ALTERNATE MAILBOX
DELIVERY OPTION IN MAILBOX FULL CONDITION   DELIVER TO GENERAL MB
-------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                              PAGE:01
```

# Mailbox Status

VMS allows you to check the mailbox status in two ways:
- By generating Mailbox Parameters Report on PC by issuing command (Please refer "Mailbox Parameters") and,

- Through Web Jeeves by entering the mailbox number in the 'Mailbox Number' field and clicking 'OK' in **'Mailbox Status'** link.
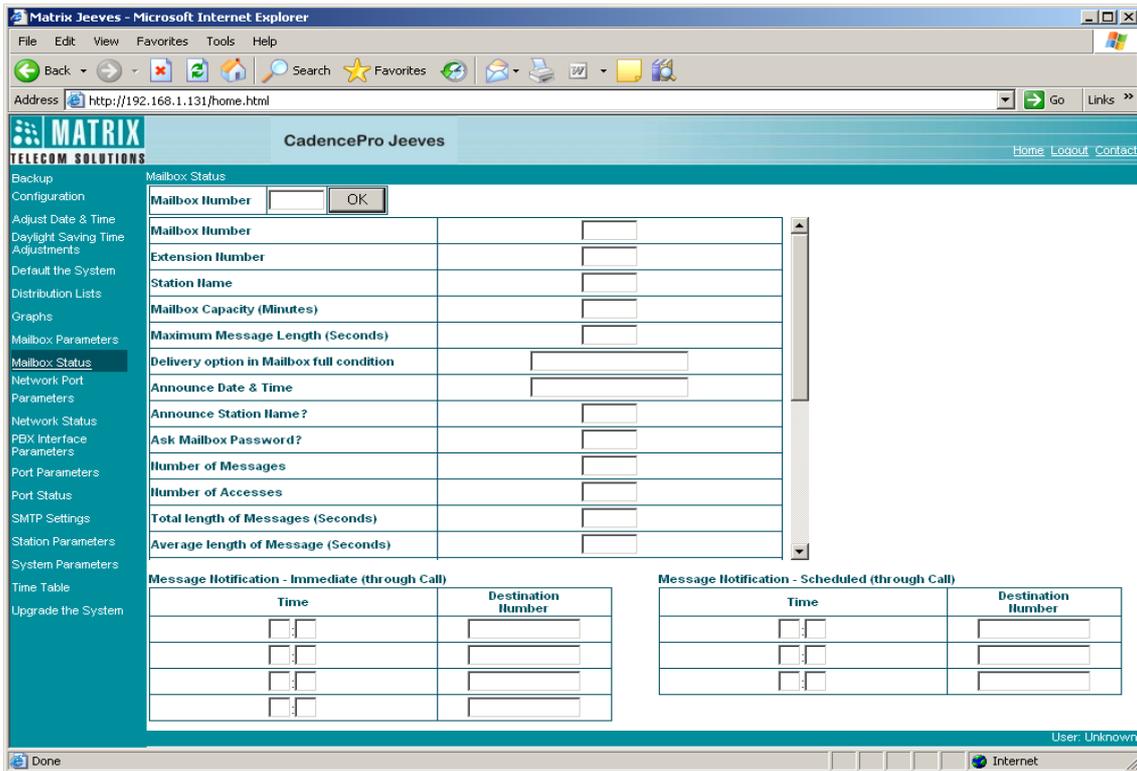


In mailbox status page following parameters will be displayed:
- Mailbox Number
- Extension Number
- Station Name
- Mailbox Capacity (Minutes)
- Maximum Message Length (Seconds)
- Delivery option in Mailbox Full Condition
- Announce Date and Time?
- Announce Station Name?
- Ask Mailbox Password?
- Number of Messages
- Number of Accesses
- Total Length of Messages (Seconds)
- Average length of Message (Seconds)
- Average days before Message heard
- Average days before Message deleted
- Last Accessed on
- Last Cleared on
- Message Redirection Enabled?
- Alternate Mailbox for Redirection

- Message Notification Enabled?
- Message Notification Type
- If selected Message Notification type is 'Immediate'; Destination Number entered for each time zone will be displayed.
- If selected Message Notification type is 'Scheduled'; Scheduled time entered and the destination number entered for each Scheduled time will be displayed.

VMS also enables you to clear the contents and parameters of the mailbox, if required.

### *To clear contents and parameters of the mailbox by issuing command:*

(Refer "Mailbox Parameters" topic)

### *To clear contents and parameters of the mailbox through Web Jeeves:*

- Click on 'Clear Mailbox' link provided at the bottom of 'Mailbox Status' page. A dialog box will appear on the screen as shown below.
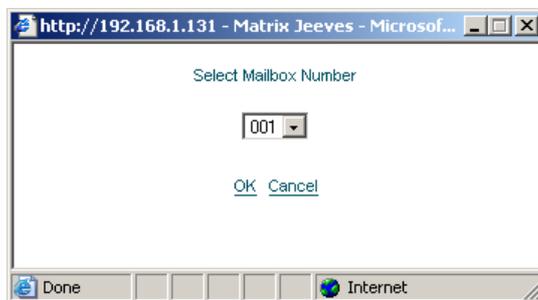


- Select the Mailbox number from the combo box whose contents and parameters you wish to clear and click on 'OK'.

- Following parameters will get cleared:
    - Number of Messages.
    - Number of Accesses.
    - Total length of message.
    - Average length of message.
    - Average days before the message are heard.
    - Average days before the message are deleted.
    - Mailbox last cleared on: Mailbox last accessed on: Date on which the command is issued.

```
MAILBOX STATUS REPORT                        AS ON 15-DEC-2009(Tue) AT 13:58
-------------------------------------------------------------------------------
MBn EXTN-NAM NM  TM  TA  TU  LAST-ACC | MBn EXTN-NAM NM  TM  TA  TU  LAST-ACC
-------------------------------------------------------------------------------
001         000 000 005 000 01-01-07 | 051         000 000 005 000 01-01-07
002         000 000 005 000 01-01-07 | 052         000 000 005 000 01-01-07
003         000 000 005 000 01-01-07 | 053         000 000 005 000 01-01-07
004         000 000 005 000 01-01-07 | 054         000 000 005 000 01-01-07
005         000 000 005 000 01-01-07 | 055         000 000 005 000 01-01-07
006         000 000 005 000 01-01-07 | 056         000 000 005 000 01-01-07
007         000 000 005 000 01-01-07 | 057         000 000 005 000 01-01-07
008         000 000 005 000 01-01-07 | 058         000 000 005 000 01-01-07
009         000 000 005 000 01-01-07 | 059         000 000 005 000 01-01-07
010         000 000 005 000 01-01-07 | 060         000 000 005 000 01-01-07
011         000 000 005 000 01-01-07 | 061         000 000 005 000 01-01-07
012         000 000 005 000 01-01-07 | 062         000 000 005 000 01-01-07
013         000 000 005 000 01-01-07 | 063         000 000 005 000 01-01-07
014         000 000 005 000 01-01-07 | 064         000 000 005 000 01-01-07
015         000 000 005 000 01-01-07 | 065         000 000 005 000 01-01-07
016         000 000 005 000 01-01-07 | 066         000 000 005 000 01-01-07
017         000 000 005 000 01-01-07 | 067         000 000 005 000 01-01-07
018         000 000 005 000 01-01-07 | 068         000 000 005 000 01-01-07
019         000 000 005 000 01-01-07 | 069         000 000 005 000 01-01-07
020         000 000 005 000 01-01-07 | 070         000 000 005 000 01-01-07




501         000 000 005 000 01-01-07 | 507         000 000 005 000 01-01-07
502         000 000 005 000 01-01-07 | 508         000 000 005 000 01-01-07
503         000 000 005 000 01-01-07 | 509         000 000 005 000 01-01-07
504         000 000 005 000 01-01-07 | 510         000 000 005 000 01-01-07
505         000 000 005 000 01-01-07 | 511         000 000 005 000 01-01-07
506         000 000 005 000 01-01-07 | 512         000 000 005 000 01-01-07
-------------------------------------------------------------------------------
 MBn: MAILBOX NUMBER,EXTN : EXTENSION NUMBER, NAM: ABBREVIATED NAME
 NM: NEW MESSAGES, TM: TOTAL MESSAGES
 TA: TIME ALLOTTED (min), TU: TIME USED (min), LAST-ACC: LAST ACCESS DATE
-------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                           PAGE: 06
```

# Managing Mailbox

VMS offers flexibility to the mailbox owner to program few features on his own. However, these features can also be configured by the SE. For more details on how the Mailbox settings can be changed by the SE, please refer "Mailbox Parameters".

The Mailbox Owner can:
- Change the Mailbox Password
- Change the Mode - Auto/Manual (Used for Call transfer types and greetings)
- Program the time zones if Auto Mode is selected
- Record greetings
- Enable/Disable Message Notification
- Enable/Disable Date and Time Flag
- Enable/Disable Announcement Flag
- Redirect Messages
- Select Message delivery option in mailbox full condition

## Change the Mailbox Password

A Mailbox owner can change his password.
The SE cannot change the mailbox password of a mailbox but can assign a default mailbox password. For more details, please refer "System Security (Passwords)".

## Change the Mode - Auto/Manual

VMS offers two modes of operation for a Mailbox viz. Auto and Manual.
In Auto mode, the mailbox owner can divide a day into four different time zone viz. Morning, Afternoon, Evening and Non-working. He can assign different call transfer types and can record different greetings to these four different time zones. For example, the mailbox owner would like to attend calls from only few callers of his choice during morning time then he can assign Call transfer - Screen during morning time zone. The mailbox owner can even record different greetings. For e.g. a mailbox owner can record a message 'Good Afternoon! I shall be back late evening. Please leave your message' on a specific day.

In Manual mode, the mailbox owner has only one caller transfer type and one greeting.

## Message Notification

The Mailbox owner can program his mailbox to notify him on arrival of new messages in his mailbox. On receipt of a new message, the VMS shall call the mailbox owner on his personal number (number to which notification can be sent is programmable) and notify him of the arrival of the new message. For more details, please refer "Message Notification".

## Date and Time Flag

The mailbox owner can know the date and time of message received in his mailbox. He can enable or disable this feature according to his wish. To program this feature, click on 'Mailbox parameters' page and select option of your choice. Three options are provided: Enable, Disable and On Demand.

If 'Enable' is selected, VMS plays a message "This message was recorded on <Date> at <Time>" always after playing the original message.

If 'Disable' is selected, VMS plays only the original message and does not play date and time of the message.

If 'On Demand' is selected, then the VMS plays date and time if the mailbox owner chose option to play date and time stamp after listening to the message.
*By default, 'On Demand' is selected.*

## Announcement Flag

The VMS can play the name of the station user/mailbox user to the caller while transferring the call.
If the Announcement flag is enabled, the VMS shall play a message 'Please hold. Transferring the call to <Station Name>.
If the Announcement flag is disabled, the VMS shall play a message 'Please hold. Transferring the call.
*By default, Announcement is disabled.*
The Mailbox user can enable/disable this flag as per his wish.

## Message Re-Direction

A Mailbox owner can re-direct his messages to other mailbox. This is useful when the mailbox owner is on vacation and wants his colleague/sub-ordinate to attend his messages. For more details, please refer "Redirecting Messages".

## Mail Delivery option in mailbox full condition

The VMS offers following three options to the user for mail delivery when his mailbox gets full:
- To ignore new messages
- To deliver new messages in the general mailbox (This option is selected by default). When general mailbox is full, overwrite old messages in FIFO method.
- To overwrite the old messages (VMS follows LIFO method to overwrite the messages).

## How to use?

- Call VMS.
- VMS responds with: "You have <n> new messages" followed by the prompt: "Enter your mailbox password". (Enterpwd.wav)
- Enter your mailbox password → VMS responds with: "You have n new/no new messages."
- VMS prompts: "To listen to new messages press '1', to listen old message press '2', to send a message press '3', to change your mailbox settings press '4', to go to home position press '0'." (Mmmm.wav)
- Dial 4 → VMS prompts: "To change password, press '1'. To change to auto mode, press '2'. To change to manual mode, press '3'. For message notification, press '4'. For date-time stamp, press '5'. For announce name, press '6'. For message redirection, press '7'. For delivery option in mailbox full condition, press '8'. For mailbox name, press '9'. To go to home position, press '0'." (Chgmbset.wav)

After the above prompt follow the steps given below to change various mailbox settings:

**To change password**
- Dial 1 → VMS prompts: "Enter your new mailbox password". (Entnupwd.wav)
- Dial new four digits valid password → VMS prompts: "Your password has been changed". (Pwdchg.wav)
- Dial '0' to go to home position or '#' to disconnect the call.

**To change to Auto Mode**
- Dial 2 → VMS prompts: "For morning zone settings press '1', for afternoon zone settings press '2', for evening zone settings press '3', for non-working zone settings press '4', to go to previous menu press '0'." (Cam.wav)
- Dial 1 for morning zone settings → VMS prompts: "For start time press '1', to change transfer type press '2', to record greeting press '3', to play greeting press '4', to go to previous menu press '0'." (CmbTt.wav)
- To enter start time dial 1 → Dial valid time in 24-hour format after the prompt: "Enter the time" (PrgTime.wav) and VMS responds: "Command has been executed." (Okcmd.wav)
- To change transfer type dial 2 → VMS prompts: "To change your transfer type for none press '1', for blind press '2', for wait for ring press '3', for wait for answer press '4', for screen press '5', to go to previous menu press '0'." (Ttopt.wav) → Dial desired digit and VMS responds: "Command has been executed." (Okcmd.wav)
- To record greeting dial 3. VMS prompts: "Record your message after the beep and press any digit to end." (Recmsg.wav) → Speak to record your message and press any digit to end.
- To play the greeting dial 4. VMS plays back the recorded greeting, dial any digit to stop.

*Above explanation is given for morning zone settings. Follow the same steps for other zones after selecting the appropriate zone.*

**To change to Manual Mode**
- Dial 3 → VMS prompts: "To change transfer type press '1', to record greeting press '2', to play greeting press '3', to go to previous menu press '0'." (Cmm.wav)
- To change transfer type dial 1 → VMS prompts: "To change your transfer type for none press '1', for blind press '2', for wait for ring press '3', for wait for answer press '4', for screen press '5', to go to previous menu press '0'" (Ttopt.wav) ' Dial desired digit and VMS prompts: "Command has been executed." (Okcmd.wav)
- To record greeting dial 2 → VMS prompts: "Record your message after the beep and press any digit to end." (Recmsg.wav) → Speak to record your message and press any digit to end.
- To play the greeting dial 3 → VMS plays back the recorded message, dial any digit to stop.

**For Message Notification**
(Please refer "Message Notification")

**To Play Date-Time Stamp**
- Dial 5 → VMS prompts: "To enable date-time stamp press '1', to disable date-time stamp press '2', to play date-time stamp on-demand press '3', to go to previous menu press '0'."
- To enable date-time stamp dial 1 → VMS responds: "Command has been executed." (Okcmd.wav)
- To disable date-time stamp dial 2 → VMS responds: "Command has been executed." (Okcmd.wav)
- To play date-time on-demand dial 3 → VMS responds: "Command has been executed." (Okcmd.wav)

**For Announcing Name**
- Dial 6 → VMS prompts: "To enable announce name press '1', to disable announce name press '2', to go to previous menu press '0'." (AnnName.wav)
- Dial 1 to enable announce name and dial 2 to disable announce name. VMS responds: "Command has been executed." (Okcmd.wav)

**For Message Redirection**
(Please refer "Redirecting Messages")

**Message delivery in MB full condition**
- Dial 8 → VMS prompts: "To refuse new messages press '1', to deliver new message to general mailbox press '2', to overwrite old message press '3', to go to previous menu press '0'."
- Dial the desired digit → VMS responds: "Command has been executed." (Okcmd.wav)

**To Assign Name to a Mailbox**
- Dial 9 → VMS prompts: "To record Name, press '1'. To play Name, press '2'. To go to Previous menu, press '0'." (MailboxName.wav)
- Dial 1 to record name for mailbox → VMS prompts: "Record your name after the beep and press any digit to end." (Recname.wav)

**Relevant Topics:**

# Message Notification

VMS notifies the mailbox owner of the arrival of a new message in his mailbox. VMS supports two types of message notification: Immediate Message Notification and Scheduled Message Notification. Notification can be sent to the internal number as well as the external number.

**Immediate Message Notification:** VMS notifies the mailbox owner immediately of the arrival of the new message on the number programmed by him. Notification can be sent to different numbers during different time zones.

**Scheduled Message Notification:** VMS notifies the mailbox owner of the arrival of the new message at a fixed time. A schedule should be programmed to get scheduled message notification. A schedule supports three different timings at which the notification can be sent. Different destination numbers can be programmed for these three different timings.

## Programming Message Notification

Message notification can be programmed by the SE as well as by mailbox owner. SE can program message notification using system commands as well as Web Jeeves:

### Programming using System Command

Use following command to allow/ deny the message notification for a mailbox:
*2021-Mailbox-Code-#\**
Where,
Mailbox is from 001 to 512.
Code is:

| Code | Meaning |
|------|---------|
| 0 | Disable |
| 1 | Enable |

*By default, message notification is denied for each mailbox.*

Use following command to allow/ deny the message notification for all the mailboxes:
*2021-\*-Code-#\**

Use following command to set message notification type for a mailbox:
*2022-Mailbox-Code-#\**
Where,
Mailbox is from 001 to 512.
Code is:

| Code | Meaning |
|------|---------|
| 1 | None |
| 2 | Immediate |
| 3 | Scheduled |

*By default, message notification is None.*

Use following command to set message notification type for all mailboxes:
***2022-\*-Code-#\****

Use following command to program destination number time-zone wise for a Mailbox (in case of Immediate):
***2023-Mailbox-Time Zone Index- Destination Number-#\****
Where,
Mailbox is from 001 to 512.
Time Zone Index is from 1 to 4.
Destination number is the phone number to which the message is to be delivered (Maximum 16 digits). Digits 0 to 9, \* and # are accepted.
***By default, Destination number is Blank.***
(Refer "Station Parameters" for Time Zone Index)

Use following command to program three different notification times for mailbox (in case of Scheduled)
***2024-Mailbox-Time Index-HH-MM-#\****
Where,
Mailbox is from 001 to 512.
Time Index is from 1 to 3.
HH is from 00 to 23.
MM is from 00 to 59.
***By default, notification time is Blank.***

Use following command to program Destination number for all three different notification times for mailbox (in case of Scheduled)
***2025-Mailbox-Time Index-Destination number-#\****
Where,
Mailbox is from 001 to 512.
Time Index is from 1 to 3.
Destination number is the phone number to which the message is to be delivered (Maximum 16 digits). Digits 0 to 9, \* and # are accepted.
***By default, no phone number is programmed.***

Use following command to program the retry count for message notification:
***2026-Retry Count-#\****
Where,
Retry Count is from 1 to 9.
***By default, Retry Count is 3.***

Use following command to program the time between two retries for message notification:
***2027-Retry Time-#\****
Where,
Retry time is from 01 to 99 minutes.
***By default, Retry Time is 5 minutes.***

# Programming using Web Jeeves

- Click on 'Mailbox Parameters' and program the following parameters:





- **Enable Message Notification:** SE should select 'Yes' to enable message notification else he should select 'No'.
- **Message Notification Type:** SE should select message notification type if 'Enable Message Notification' is set to 'Yes'. VMS supports two message notification types: Immediate and Scheduled.
- **Message Notification- Immediate:** If 'Immediate' is selected as message notification type, then SE should program destination number time zone wise for each mailbox.

- **Message Notification- Scheduled:** If 'Scheduled' is selected as message notification type, then SE should program three different notification times and the destination numbers for all the three different timings for each mailbox.

- Click on 'System Parameters' and program the following parameters:



- **Retry Count:** SE should program Retry Count for message notification. VMS will give this number of trials to the user in case he fails to perform a particular action.
- **Time Interval between Trials:** SE should program time interval between two trials.

*It is advisable to keep the message notification retry count and message notification retry time to be optimum.*

## Programming Message Notification by mailbox owner

- Call VMS → VMS prompts: "You have <n> new messages" followed by "Enter your mailbox password". (Enterpwd.wav)
- Dial your mailbox password → VMS prompts: "You have n new/0 new messages." followed by the prompt: To listen to new messages press '1', to listen old message press '2', to send a message press '3', to change your mailbox settings press '4', to go to home position press '0'." (Mmmm.wav)

- Dial 4 to change mailbox settings → VMS prompts: "To change password press '1', to change to auto mode press '2', to change to manual mode press '3', for message notification press '4', for date-time stamp press '5', for announce name press '6', for message redirection press '7', for delivery option in mailbox full condition press '8', for mailbox name press '9', to go to home position press '0'." (Chgmbset.wav)
- Dial 4 for message notification → VMS prompts: "To cancel message notification press '1', to set immediate message notification press '2', to set scheduled message notification press '3', to go to previous menu press '0'." (MbNotTyp.wav)
- Dial 1 to cancel message notification.
- Dial 2 to set immediate message notification → VMS prompts: "For message notification in morning zone press '1', for message notification in afternoon zone press '2', for message notification in evening zone press '3', for message notification in non-working zone press '4', to go to previous menu press '0'." (MbMsgNot.wav)
- Dial 1 → VMS prompts: "Enter the phone number to which you want to send message notification." (PrgPhone.wav) → Dial the phone number.

*Similarly dial 2, 3 and 4 to set message notification in afternoon zone, evening zone and non-working zone.*

- Dial 3 to set scheduled message notification → VMS prompts: "For scheduled message notification 1 press '1', for scheduled message notification 2 press '2', for scheduled message notification 3 press'3', to go to previous menu press '0'." (SchMsgNot.wav)
- Dial any digit from 1' VMS prompts: "To enter time press '1', to enter phone number press '2', to go to previous menu press '0'." (EntrTmPh.wav)
- Dial 1 → VMS prompts: "Enter the time". (PrgTime.wav) ' Dial time in 24 hour format at which you want VMS to notify you for new messages.
- Dial 2 → VMS prompts: "Enter the phone number to which you wish to send message notification". (PrgPhone.wav) ' Dial the phone number.

*Similarly dial 2 and 3 and follow the same steps mentioned above for scheduled message notification 2 and scheduled message notification 3.*

1. *For message notification on external numbers, the extension of PBX on which the VMS is connected should be allowed to make out going calls.*
2. *Both, Immediate message notification and Scheduled message notification use different message notification time table.*
3. *Mailbox owner can modify the message notification parameter only if it is allowed by the SE.*

**Relevant Topics:**

# Message Verification

Message verification enables the user to check the message before sending it to someone. Enabling this feature will verify the recorded message and give an option to re-record the message in case the message is not clear or confusing. If this feature is disabled, VMS will send the message immediately after recording.

## Programming Message Verification

### Programming using System Command

Use following command to enable/disable message verification option:

*1141-Code-#*\*

Where,

| Code | Meaning |
|------|---------|
| 0 | Disable |
| 1 | Enable |

*By default, Message Verification is enabled.*

### Programming using Web Jeeves

- Click on 'System Parameters' and enable message verification flag to use this feature.

*The message verification option is applicable to all the mailbox users.*

**Relevant Topics:**
1. "Leaving a Message"    77
2. "Sending Messages"    121
3. "Forwarding Messages"    56
4. "Broadcast Message"    27

# Message Wait

Message Wait feature is used to inform the mailbox owner of arrival of new message. This information is sent to the extension of the mailbox owner. Whenever there is a new message in the mailbox of the mailbox owner, VMS sends a string of digits to the PBX to inform it about the arrival of a new message.

The PBX in turn informs the extension of the mailbox owner about the arrival of the new message. This is done in various ways viz. In the form of LED Lamp or Shuttered dial tone or Voice Message or Periodic ring, etc.

Matrix PBXs provides Message wait indication support through LED Lamp, Shuttered dial tone, Voice Message and periodic ring. (Message Wait feature depends on the hard configuration of the Card. Please check with specific PBX type for message wait type).

# Network Port Parameters

Network conditions vary for every customer. Configuring Network Port Parameters is important step in configuring VMS Card. Network Port Parameters are configured to access the Web Jeeves as well as to access VMS in the network in which it is connected.

## Connection Type

SE shall program the connection type depending on the IP Addressing Scheme of the network. VMS supports following connection types:
- **Static:** In this type, values such as IP Address, Subnet Mask, DNS Address and Gateway Address are obtained from LAN Administrator and entered manually.
- **DHCP:** In this type, values such as IP Address, Subnet Mask, DNS Address and Gateway Address are assigned dynamically by DHCP Server.
- **PPPoE:** In this type, PPPoE User ID, PPPoE Password and PPPoE Service Name are obtained from service provider and entered manually while other values are assigned dynamically by PPPoE server.

## DNS Setting

DNS stands for Domain Name Server which is used to resolve domain name in to IP Address. You may select either 'Static DNS' or 'Automatic DNS'.
- **Automatic DNS:** Select this option if your ISP provides DHCP or PPPoE type of connection.
- **Static DNS:** Select this option to enter DNS Address and DNS Domain Name manually.

## MAC Address

MAC address- Media Access Control Address is the unique address that a manufacturer assigns to each networking device. It consists of two parts: 24-bit Company ID and 24-bit Extension ID. It is programmed at factory and cannot be changed by the user. MAC Address is assigned as per IANA standard.

Sometimes it is required to clone MAC address for specific purpose. Therefore, VMS provides option to use Cloned MAC address also.
- **Unique MAC Address:** Select this option to use unique MAC address assigned to VMS Card.
- **Clone MAC Address:** Select this option to use MAC Address entered manually by SE in this field.

All the Network Port Parameters can be programmed either by issuing command or using Web JEEVES.

## Programming Network Port Parameters

### Programming Using System Command

Use following command to program Connection Type:
*1504-Connection Type-#**
Where,

| Connection Type | Meaning |
| --- | --- |
| 1 | DHCP |
| 2 | PPPoE |

---

| Connection Type | Meaning |
|:---:|:---:|
| 3 | Static IP |

***By default, Connection Type is Static IP.***

- *When connection type is changed from DHCP or PPPoE to Static then DNS connection type is also changed to Static.*
- *When DHCP is selected as connection type then PPPoE Parameters, Static IP Parameters and DNS Settings will become non-programmable.*

If Connection Type = Static
Use following command to program Static IP Address:
***1501-Address-Address-Address-Address-#****
Where,
Address is of four octets. Each octet is of three digits ranging from 000 to 255.
***By default, IP Address is 192.168.001.166.***

Use following command to program Subnet Mask Address:
***1502-Address-Address-Address-Address-#****
Where,
Address is of four octets. Each octet is of three digits ranging from 000 to 255.
***By default, Subnet Mask Address is 255.255.255.0.***

Use following command to program Gateway IP Address:
***1503-Address-Address-Address-Address-#****
Where,
Address is of four octets. Each octet is of three digits ranging from 000 to 255.
***By default, Gateway IP Address is 000.000.000.000.***

If Connection Type = PPPoE

Use following command to program PPPoE User ID:
***1505-PPPoE User ID-#****
Where,
PPPoE User ID is a string of maximum 16 characters. All ASCII characters are allowed. (For programming special characters, refer table given at the end of this topic)
***By default, PPPoE User ID is blank.***

Use following command to program PPPoE Password:
***1506-PPPoE Password-#****
Where,
PPPoE Password is a string of maximum 16 characters. All ASCII characters are allowed. (For programming special characters, refer table given at the end of this topic)
***By default, PPPoE Password is Blank.***

Use following command to program PPPoE Service Name:
***1507-PPPoE Service Name-#****
Where,
PPPoE Service Name is a string of maximum 16 characters. All ASCII characters are allowed. (For programming special characters, refer table given at the end of this topic)
***By default, PPPoE Service Name is Blank.***

Use following command to program DNS Connection Type:

*1508-DNS Connection Type-#\**

Where,

| DNS Connection Type | Meaning |
|:---:|:---|
| 1 | Static |
| 2 | Obtain Automatically |

*By default, DNS Connection Type is Static.*

Use following command to program DNS IP Address:

*1509-Address-Address-Address-Address-#\**

Where,

Address is of four octets. Each octet is of three digits ranging from 000 to 255.

*By default, DNS IP Address is blank.*

Use following command to program DNS Domain Name:

*1510-DNS Domain Name-#\**

Where,

DNS Domain Name is of maximum 40 characters. All ASCII characters are allowed. (For programming special characters, refer table given at the end of this topic)

*By default, DNS Domain Name is blank.*

Use following command to program MAC Address Type:

*1511-MAC Address Type-#\**

Where,

| MAC Address Type | Meaning |
|:---:|:---|
| 1 | Unique |
| 2 | Clone |

*By default, MAC Address Type selected is Unique.*

Use following command to program Clone MAC Address:

*1512-Clone MAC Address-#\**

Where,

MAC Address is a string of maximum 12 characters. Character allowed are 0-9, A-F. (For programming special characters, refer table given at the end of this topic)

*By default, it is blank.*

Use following command to program Web Server Port:

*1513-Web Server Port-#\**

Where,

Port is 00080 and 01024 to 65535.

*By default, Web Server Port is 00080.*

- *System will restart as soon as any of the Network Port Parameters is changed.*
- *You can check IP Address and Web Server Port programmed in VMS Card through DKP connected to Eternity also.*

Use following command to take report of Network Port Parameters:
**1500-#***

## Programming Using Web Jeeves:

- Click on **'Network Port Parameters'** link and program the following parameters:



- **Connection Type:** Select a Connection Type depending on the IP Addressing Scheme of the network. VMS supports following connection types:

    - **Static:** Select 'Static' if you want to assign IP Address, Subnet Mask and Gateway Address manually. Obtain necessary information from your LAN administrator and enter it manually. *By default, 'Static' is selected.*

    - **DHCP:** Select 'DHCP', if you want IP Address, Subnet Mask, DNS Address and Gateway Address to be assigned automatically by the DHCP server.

    - **PPPoE:** Select 'PPPoE', if you want PPPoE server to assign IP Address, Subnet Mask, DNS Address and Gateway Address automatically. If you select this option, you must enter User ID and Password provided by your service provider in PPPoE Parameters.

- **PPPoE Parameters:** If you have selected 'PPPoE' connection type then program following parameters:

- **User ID:** Enter PPPoE User ID provided by your service provider manually in this field. User ID can be of maximum 16 characters. All ASCII characters are allowed in this field. ***By default, it is blank.***

- **Password:** Enter PPPoE User Password provided by your service provider manually in this field. Password can be of maximum 16 characters. All ASCII characters are allowed in this field. ***By default, it is blank.***

- **Service Name:** Enter PPPoE Service Name provided by your service provider in this field. Service Name can be of maximum 16 characters. All ASCII characters are allowed in this field. ***By default, it is blank.***

- **Static IP Parameters:** If you have selected 'Static' connection type then program following parameters:

  - **IP Address:** Enter 'Static IP Address' provided by your service provider in this field. Default Static IP Address of VMS is 192.168.001.131. You can change the IP address as per you LAN addressing scheme.

  - **Subnet Mask:** Enter 'Subnet Mask' provided by your service provider in this field. ***Default subnet mask of VMS is 255.255.255.000.***

  - **Gateway:** Enter Gateway Address (if provided by your ISP) in this field. By default, Gateway Address is 000.000.000.000. You can change Gateway IP Address, if required.

  - **DNS Setting:** Select either Static DNS or Automatic DNS. ***By default, Static DNS is selected.***

  - **Automatic DNS:** Select 'Automatic DNS' if your ISP provides DHCP or PPPoE type of connection.

  - **Static DNS:** If Static DNS is selected then program the following parameters manually:

    **DNS Address:** Enter DNS address provided by the service provided manually in this field. DNS Address can be of four octets. Valid range of each octet is 000 to 255. By default, it is blank.

    **DNS Domain Name:** Enter DNS Domain Name in this field. It can be of maximum 40 characters. All ASCII characters are allowed. By default, it is blank.

- **MAC Address:** MAC Address provides two options: Unique and Clone. Select MAC Address in this field. By default, Unique is selected.

- **Unique MAC Address:** If 'Unique' is selected, VMS will use unique MAC address assigned to it as source MAC address in all Ethernet frames.

- **Clone MAC Address:** Select 'Clone' if you want to use MAC Address other than Unique MAC Address. Enter desired MAC Address manually in the corresponding field. Clone MAC Address can be of maximum 17 characters. Only characters 0-9, A-F and dot (.) are allowed. ***By default, it is blank.***

- **Web Server Port:** Enter Web Server Port in this field. Valid range is 00080, 01024 to 65535. ***By default it is 00080.***

- VMS will restart as soon as the user submits the page.

Table for programming some characters through telephone instrument:

| Digits | Character | Digits | Character | Digits | Character |
|--------|-----------|--------|-----------|--------|-----------|
| 01 | A | 27 | a | 53 | 1 |
| 02 | B | 28 | b | 54 | 2 |
| 03 | C | 29 | c | 55 | 3 |
| 04 | D | 30 | d | 56 | 4 |
| 05 | E | 31 | e | 57 | 5 |
| 06 | F | 32 | f | 58 | 6 |
| 07 | G | 33 | g | 59 | 7 |
| 08 | H | 34 | h | 60 | 8 |
| 09 | I | 35 | i | 61 | 9 |
| 10 | J | 36 | j | 62 | 0 |
| 11 | K | 37 | k | 63 | * |
| 12 | L | 38 | l | 64 | # |
| 13 | M | 39 | m | 65 | @ |
| 14 | N | 40 | n | 66 | _ (underscore) |
| 15 | O | 41 | o | 67 | .(dot) |
| 16 | P | 42 | p | 68 | - (dash) |
| 17 | Q | 43 | q | 69 | : (colon) |
| 18 | R | 44 | r | | |
| 19 | S | 45 | s | | |
| 20 | T | 46 | t | | |
| 21 | U | 47 | u | | |
| 22 | V | 48 | v | | |
| 23 | W | 49 | w | | |
| 24 | X | 50 | x | | |
| 25 | Y | 51 | y | | |
| 26 | Z | 52 | z | | |

**Relevant Topics:**

```
NETWORK PARAMETERS REPORT                        AS ON 15-DEC-2009(Tue) AT 13:47
--------------------------------------------------------------------------------
CONNECTION TYPE    STATIC
--------------------------------------------------------------------------------
PPPOE PARAMETERS
--------------------------------------------------------------------------------
USER ID
PASSWORD
SERVICE NAME
--------------------------------------------------------------------------------
STATIC IP PARAMETERS
--------------------------------------------------------------------------------
IP ADDRESS          192.168.001.131
SUBNET MASK         255.255.255.000
GATEWAY IP ADDRESS
--------------------------------------------------------------------------------
DNS SETTING
--------------------------------------------------------------------------------
DNS CONNECTION TYPE    STATIC
DNS ADDRESS
DNS DOMAIN NAME
--------------------------------------------------------------------------------
MAC ADDRESS
--------------------------------------------------------------------------------
MAC ADDRESS TYPE      UNIQUE
CLONE ADDRESS
--------------------------------------------------------------------------------
WEB SERVER PORT      00080
--------------------------------------------------------------------------------
NETWORK STATUS
--------------------------------------------------------------------------------
IP ADDRESS          192.168.001.131
SUBNET MASK         255.255.255.000
GATEWAY IP ADDRESS
DNS ADDRESS
MAC ADDRESS         00:50:c2:55:b0:00
--------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                              PAGE:01
```

# Network Port Status

VMS Card gives facility to check the Network Port status in two ways:
- By generating Network Port Parameters Report on PC by issuing command. (Please refer 'Network Port Parameters') and,

- Through Web Jeeves by clicking on **'Network Status'** link. In Network Status page, following parameters will be displayed:
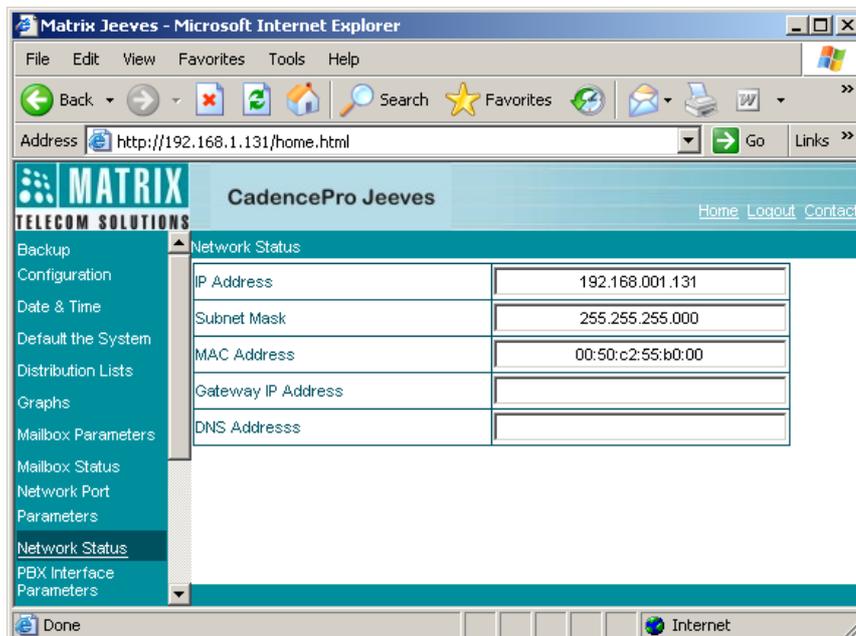


- **IP Address:** This field displays IP Address currently assigned to VMS Card.

- **Subnet Mask:** This field displays Subnet Mask currently assigned to VMS Card.

- **MAC Address:** This field displays MAC Address assigned to VMS Card.

- **Gateway Address:** This field displays Gateway IP Address assigned to VMS Card.

- **DNS Address:** This field displays the DNS Address of VMS Card.

# PBX Interface Parameters

PBX Type is the only significant parameter of PBX Interface Parameters. SE should program the appropriate PBX Type in PBX Interface Parameters while programming VMS Card. 'Matrix ETERNITY Version 7 Onwards' option is selected as default PBX Type in VMS Card. It is recommended to the SE/User, who is using Matrix ETERNITY having software version below version 7 to change the PBX Type to 'Matrix Digital' (03).

## Programming PBX Interface Parameters

### Programming PBX Interface parameters using System Command

Use following command to program the type of PBX interfaced with the VMS:
*1301-PBX Type-#*,*
Where,

| PBX TYPE | DESCRIPTION |
|----------|-------------|
| 03 | Matrix Digital |
| 16 | Matrix ETERNITY Version 7 Onwards. |

*By default, PBX Type is 16 (Matrix ETERNITY Version 7 Onwards).*

### Programming PBX Interface parameters using Web Jeeves

Click on 'PBX Interface Parameters' link and select the PBX Type.
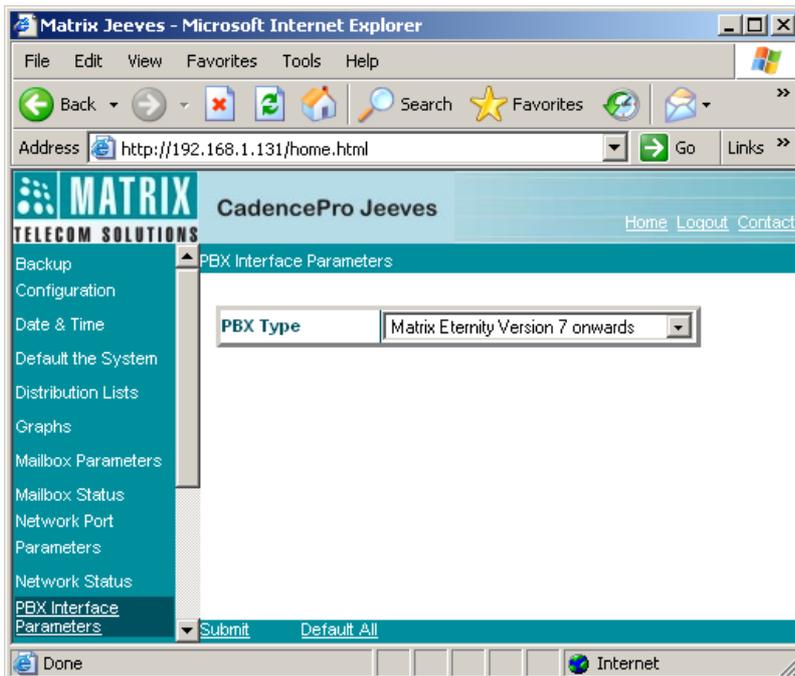


**Relevant Topics:**

```
PBX PARAMETERS REPORT                          AS ON 15-DEC-2009(Tue) AT 13:45
-------------------------------------------------------------------------------
TONE TO SPEECH TIMER       3000 ms (NOTE)
VMS STRING DIGIT TIMER     6000 ms (NOTE)
PBX TYPE                   Matrix Eternity Version7 onwards
-------------------------------------------------------------------------------
NOTE:-THESE PARAMETERS ARE NOT APPLICABLE FOR BUILT-IN CADENCEPRO (VMS CARD)
-------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                              PAGE:01
```

```
VMS STRINGS                                    AS ON 15-DEC-2009(Tue) AT 13:45
-------------------------------------------------------------------------------
ab1%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Direct Internal Call ---------
ab2%%%%%%%%%%%%%!%%%%%%%!%%%%%%%%%%%%%%%%%---- Direct External Call ---------
ab3%%%%%%%%%%%%%!%%%%%%%!%%%%%%%%%%%%%%%%%---- DID Call ---------------------
ac2%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Record Conversation ----------
ab4%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Internal Call Fwd [No Reply] -
ab4%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- External Call Fwd [No Reply] -
ab4%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- DID Call Fwd      [No Reply] -
ab5%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Call Fwd with LCS [No Reply] -
ab6%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Internal Call Fwd [Busy] -----
ab6%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- External Call Fwd [Busy] -----
ab6%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- DID Call Fwd      [Busy] -----
ab7%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Internal Call Fwd [All] ------
ab7%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- External Call Fwd [All] ------
ab7%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- DID Call Fwd      [All] ------
ab8%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Call Fwd with LCS [All] ------
ab9%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Returned Call Int.[No Reply] -
ab9%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Returned Call Ext.[No Reply] -
ab9%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Returned Call DID [No Reply] -
ac1%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Returned Call Int.[Busy] -----
ac1%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Returned Call Ext.[Busy] -----
ac1%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Returned Call DID [Busy] -----
ba7%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Station Taping --------------
ba5%%%%%%%%%%%%%!%%%%%%%!%%%%%%%%%%%%%%%%%---- Sync. Date and Time ----------
ba8%%%%%%%%%%%%%@aaaaaa%$aaaaaa%%%%%%%%%%%---- Room Shift-------------------
ba9%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Check In---------------------
ba0%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Check out--------------------
ad0%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Mailbox not required---------
ad1%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%---- Mailbox required-------------
ba3%%%%%%%1%%%%%%%------------------------- Set Message Wait ---------------
ba3%%%%%%%0%%%%%%%------------------------- Reset Message Wait -------------
ba4%%%%%%%%%%%%%%%------------------------- Started Recording [LCS] --------
ba3aaaaaa0%%%%%%%%------------------------- Reset Message Wait All ---------
ad2%%aaaaaa%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%-- Room Number extention----------
ad3%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%-- Extension for Room Number------
ad4%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%%%%%%%%%%-- Transfer to mailbox------------
ad5%%aaaaaa%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%-- External message notificationS--
%%%%%%%%%%%%%%%%%%------------------------- Unused -----------------------
ac3%%------------------------------------- Dial Tone ---------------------
ac4%%------------------------------------- Ring Back Tone ----------------
ac5%%------------------------------------- Busy Tone ---------------------
```

```
ac6%%---------------------------------------- Error Tone --------------------
ac7%%---------------------------------------- DND ---------------------------
ac8%%---------------------------------------- Confirmation Tone -------------
ac9%%---------------------------------------- Speech/Answer ------------------
ba1%%---------------------------------------- Disconnect ---------------------
%%%%%%%%%%%%%%%%%---------------------------- Call Forward to vms ------------
ab0%%---------------------------------------- Delete LCS Msg ------------------
ac0%%---------------------------------------- check out number----------------
cd1%%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%*T%%%%%%%%-- alarm call---------------------
cd2%%%%%%%%%%%%%%!T%%%%%%%%%%%%%%%%%%%%%%%%-- remote alarm-------------------
cd3%%%%%%%%%%%%%%@aaaaaa%!%%%%%%%%*TT%%%%%%%%-- alarm notification-------------
cd4%%aaaaaaTTDDMMYYYYHHMM%%%%%%%%%%%%%%%%%%%%-- alarm status------------------
cd5%%%%%%%%%%%%%%!T%%%%%%%%%%%%%%%%%%%%%%%%%%-- alarm set/not set info----------
---------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                          PAGE:02




ac6%%---------------------------------------- Error Tone --------------------
```

# Port Parameters

VMS Card supports eight as well as sixteen port configuration. Port is a physical part of the VMS Card to which an extension of a PBX is connected. Following Port Parameters of VMS Card can be programmed by the user:

- Enable/Disable Port
- Graph
- Greetings and Welcome Messages

VMS provides facility to generate a detailed report of all the parameters including activity parameters of the port. It also gives facility to clear the activity parameters and usage parameters of the port.

## Programming Port Parameters

### Programming using System Command

**To enable/disable a port:**
Each port of VMS can individually be enabled or disabled. The port to which extension of PBX is connected should be enabled whereas other ports should be disabled.

Use following command to enable/disable a port:
***1701-Port-Code-#****
Where,
Port is from 01 to 16.

| Code | Meaning |
|------|---------|
| 0 | Disable |
| 1 | Enable |

***By default, a port is enabled.***

Use following command to enable/disable all the ports:
***1701-\*-Code-#****

Use following command to assign a Graph to the port:
***1704-Port-Graph-#****
Where,
Port is from 01 to 16.
Graph is from 0 to 4. 0 is used when no graph is assigned.
***By default, Graph 1 is assigned to all the ports.***

Use following command to clear graph assignment to a port:
***1704-Port-0-#****
Where,
Port is from 01 to 16.

Different Graphs can be assigned to different ports of the system. Please refer "Graphs and Nodes" for more details.

**To Program System Greetings and Welcome Messages for all three time slots of the port:**

Different greetings and welcome messages can be played at all the ports for all three time slots. Please refer "Greetings and Welcome Messages" for more details.

Use following command to program system greetings for all three time slots of the port:
*1705-Port-Greeting Index-Greeting Number-#**
Where,
Port is from 01 to 16.

Greeting number is from 01 to 12.

| Greeting Index | Meaning |
|----------------|---------|
| 1 | Greeting during Morning |
| 2 | Greeting during Afternoon |
| 3 | Greeting during Evening |

*By default, table for all ports is as shown below:*

| Greeting Index | Greeting Number |
|----------------|-----------------|
| 1 | 01 |
| 2 | 02 |
| 3 | 03 |

Use following command to program welcome messages for all three time slots of the port:
*1706-Port-Welcome Message Index-Welcome Message-#**
Where,
Port is from 01 to 16.
Welcome Message is from 01 to 12.

| Welcome Message Index | Meaning |
|-----------------------|---------|
| 1 | Message during working hour |
| 2 | Message during non-working hour |
| 3 | Message during Holiday |

*By default, table for all ports is as shown below:*[17]

| Welcome Message Index | Welcome Message Number |
|-----------------------|------------------------|
| 1 | 01 |
| 2 | 02 |
| 3 | 03 |

Use following command to Clear Port Usage and Activity Parameters:
*1707-Port-#**
Where,

17. In hotel mode, for all three time slots, welcome message number 04 will be played. Refer hotel mode topic in "Customer Profile" feature for more details.

Port is from 01 to 16.

**To Route Incoming calls to Route Node:**
Use following command to program whether to route the incoming call directly to Root node for all three time slots of the port:
***1708-Port-Index-Code-#*****
Where,
Port is from 01 to 16

| Index | Meaning |
|-------|---------|
| 1 | During Working Hour |
| 2 | During Non-Working Hour |
| 3 | During Holiday |

| Code | Meaning |
|------|---------|
| 1 | No |
| 2 | Yes |

***By default, route incoming calls to Route Node option is set to 'No'.***

*When this parameter is set to 'Yes', instead of playing Greeting and Welcome Message, VMS will directly play Root Node message to the caller.*

Use following command to take a report of Port Parameters:
***1700-Port-#*****
Where,
Port is from 01 to 16.

VMS offers a facility to take report of following Port Parameters:
- Total Port usage Time.
- Number of calls received on a Port.
- Average Call Duration.
- Time Zone Wise Greetings.
- Holidays Greetings.
- Non-Working Hour Greetings.

## Programming using Web Jeeves

- Click on **'Port Parameters'** link and program the parameters given below:



- **Port Status:** By default the ports which are connected to the extension of PBX are enabled. Disable the option if the port goes out of order or to be stopped from being used.

- **Graph Number:** SE can assign different graphs to different ports. Maximum four different graphs can be organized. By default, graph 1 is assigned to all ports. (Please refer "Graphs and Nodes" for more details.)

- **Greeting:** Different greetings can be played at different ports of the card for all the three time slots. By default, 01 greeting will be played during morning, 02 greeting will be played during afternoon and 03 greeting will be played during evening. (Please refer "Greetings and Welcome Messages" for more details.)

- **Welcome Message**[18]**:** Different Welcome messages can be played during working hours and non-working hours and holidays at each port. By default, Welcome message number 01 will be played during working hour, 02 will be played during non-working hour and 03 will be played during holidays. (Please refer "Greetings and Welcome Messages" for more details.)

---

18. In hotel mode, for all three time slots, welcome message number 04 will be played. Refer hotel mode topic in "Customer Profile" feature for more details.

- **Route to Root Node:** Enable this option for all three time slots, if you want to route incoming calls directly to Root Node. By default, it is disabled. When this option is enabled, VMS will play Root Node message to the caller instead of greeting and welcome message.

**Relevant Topics:**

```
PORT PARAMETERS REPORT                              AS ON 15-DEC-2009(Tue) AT 13:48
--------------------------------------------------------------------------------
PORT NUMBER                    01
STATUS                         ENABLED
DIALING TYPE                   TONE      (NOTE)
FLASH TIMER                    600 ms    (NOTE)
ASSIGNED GRAPH                 1
No. OF CALLS RECEIVED          0000
TOTAL TIME OF USAGE            0000 min
AVERAGE CALL DURATION          0000 min
LAST CLEARED ON                01-01-2007
OPEN LOOP DISCONNECT SIGNAL    ENABLED   (NOTE)
OPEN LOOP DISCONNECT TIMER     200 ms    (NOTE)
RING CADENCE OFF TIMER         4 sec     (NOTE)
--------------------------------------------------------------------------------
                    GREETING FILE
--------------------------------------------------------------------------------
TIMINGS          MORNING  AFTERNOON   EVENING
GRT. NO          01       02          03
--------------------------------------------------------------------------------
                    WELCOME FILE
--------------------------------------------------------------------------------
WORKING MODE     WORKING  NON-WORKING  HOLIDAYS
WEL. NO          01       02           03
--------------------------------------------------------------------------------
WORKING MODE     WORKING  NON-WORKING  HOLIDAYS
ROOTNODE         NO       NO           NO
--------------------------------------------------------------------------------
NOTE:-THESE PARAMETERS ARE NOT APPLICABLE FOR BUILT-IN CADENCEPRO (VMS CARD)
--------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                               PAGE:01
```

# Port Status

VMS gives facility to check the Port status in two ways:

- By generating Port Parameters Report on PC by issuing command. (Please refer "Port Parameters") and Through Web Jeeves. Click on **'Port Status'** page and check status of each port.
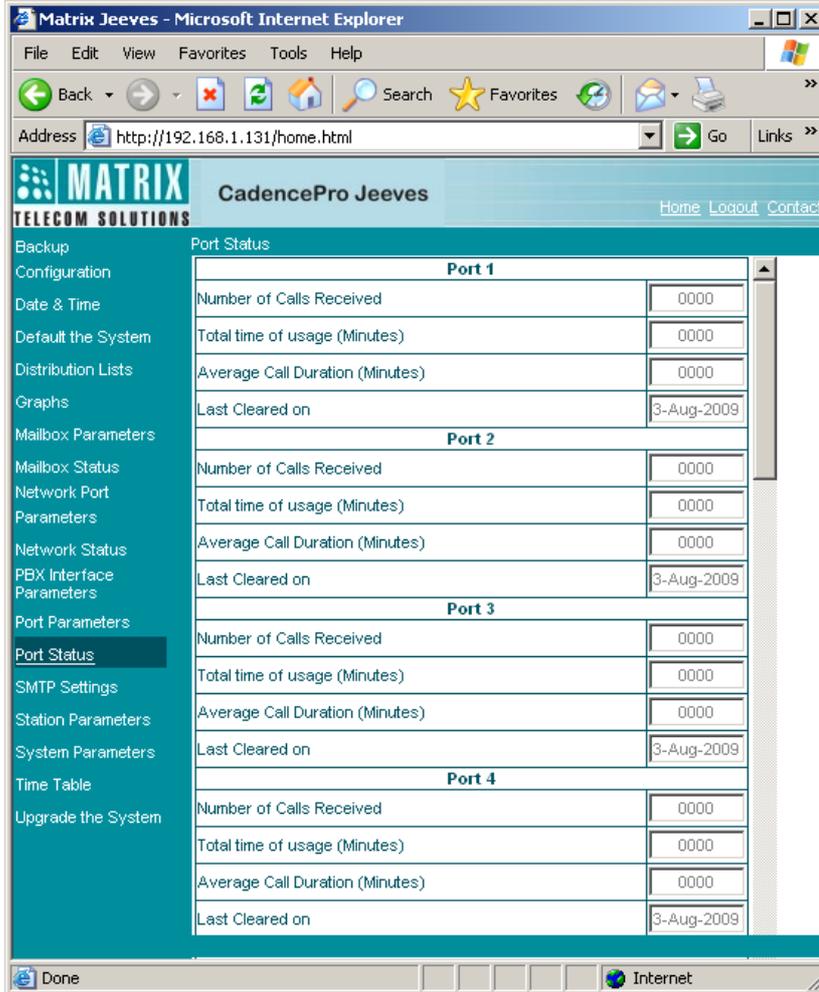


In Port Status page, following parameters will be displayed for each port:

- **Number of Calls Received:** Total numbers of calls received on the port is displayed in this field.

- **Total Time of Usage (Minutes):** Total time for which the port is used is displayed in this field

- **Average Call Duration (Minutes):** Average call duration is displayed in this field.

- **Last Cleared on:** This field shows the date on which the above mentioned port status details is cleared last time by the SE.

VMS also enables you to clear all above mentioned parameters, if required.

## To clear Port Usage and Activity Parameters by issuing command:

(Refer "Port Parameters" topic)

### To clear Port Usage and Activity Parameters through Web Jeeves:

- Click on 'Clear Port Usage' link provided at the bottom of 'Port Status' page. A dialog box will appear on the screen as shown below.



- Select the Port number from the combo box whose usage and activity parameters you wish to clear and click on 'OK'.

# Redirecting Messages

VMS provides facility to the mailbox owner to re-direct all his messages to some other mailbox. This facility is useful when the mailbox owner is going out for a long time and would not be able to access his mailbox. In such a situation VMS facilitates user to redirect his messages to his colleagues' mailbox so that in his absence his colleague can attend and reply to the important messages.

*By default, Message Redirection feature is available for all mailboxes. But destination mailbox where the messages are to be redirected is not selected. At the time of using this feature, change mailbox password if necessary. Valid digits for new mailbox password are from 1 to 9.*

## How to use?

- Call VMS.
- VMS responds with: "You have <n> new messages" followed by the prompt: "Enter your mailbox password". (Enterpwd.wav)
- Enter your mailbox password → VMS prompts: "You have n new/no new messages."
- VMS prompts: "To listen to new messages press '1', to listen to old messages press '2', to send a message press '3', to change your mailbox settings press '4', to go to home position press '0'." (Mmmm.wav)
- Dial 4 → VMS prompts: "To change password press '1', to change to auto mode press '2', to change to manual mode press '3', for message notification press '4', for date-time stamp press '5', for announce name press '6', for message redirection press '7', for delivery option in mailbox full condition press '8', for mailbox name press '9', to go to home position press '0'." (Chgmbset.wav)
- Dial 7 → VMS prompts: "To set message redirection press '1', to cancel message redirection press '2', to go to previous menu press '0'." (MbMsgRd.wav)
- Dial 1 to set message redirection → VMS prompts: "Enter the destination extension." (MsgRdHdl.wav)
- Dial valid destination extension → VMS responds: "Command has been executed." (Okcmd.wav)
  - *If more than one station is associated to the dialed extension, VMS prompts: "More than one match found for the extension. Names will be played one by one, press '1' after the name you want to select, to skip to next name press '2', to go to home position press '0'." (PreEntry.wav)*
  - *Dial 1 after the name you want to select → VMS responds: "Command has been executed." (Okcmd.wav)*
- Dial 2 to cancel message redirection → VMS responds: "Command has been executed." (Okcmd.wav)

**Relevant Topics:**

# Sending Messages

VMS gives facility to the mailbox owner to send messages to any other mailbox owner. A mailbox owner can send message to maximum 10 destinations at a time. Mailbox owner can send message either to a specific mailbox or to a distribution list. It is possible to send message to maximum 100 mailboxes simultaneously. (Provided each distribution list has 10 stations with mailbox owners.)

VMS also gives facility to the sender to request a read receipt of the message sent. When the recipient reads the message, the VMS generates a file containing first 5 seconds of the message that was sent and delivers it to the sender's mailbox in the form of a new message with date and time stamp enveloped with a prompt: "This message was read by <station name> <5 seconds of message sent>". If the sender ignores "read receipt", no such message is delivered to the sender.

If the message is not delivered to the recipient, then the VMS generates a file containing first 5 seconds of the message that was sent by the sender and delivers it to the sender's mailbox in form of a new message enveloping with a prompt: "This message was not delivered to <Station Name><5 seconds of the message>".

## How to use?

- Call VMS.
- VMS responds with: "You have <n> new messages" followed by the prompt: "Enter your mailbox password". (Enterpwd.wav)
- Enter your mailbox password → VMS prompts: "You have n new/no new messages."
- VMS prompts: "To listen to new messages press '1', to listen to old messages press '2', to send a message press '3', to change your mailbox settings press '4', to go to home position press '0'." (Mmmm.wav)
- Dial 3 → VMS prompts: "Enter the destinations." (Msgdest.wav)
- Dial valid extension number/distribution list number → VMS prompts: "Record your message after the beep and press any digit to end".
- Speak to record the message and press any digit to end. VMS plays back the recorded message and prompts: "To request read receipt press '1', to ignore read receipt press '2'."
  - *If message verification flag is disabled then VMS will not playback the recorded message.*
- Dial 1 to request read receipt of your message else dial 2.
- VMS responds: "Your message has been sent." (Msgsent.wav)
  - *If message could not be delivered to the specified destination then VMS responds: "Sorry the message cannot be sent." (Pending.wav)*

*1. Mailbox owner should take care to enter valid destinations only. If any one of the destination entered is invalid, the VMS clears all the destinations from the list and asks the caller to enter all the destinations again.*

*2. Once if valid destination number is entered and none of the stations is selected, the VMS understands it to be the end of list and sends the message.*

**Relevant Topics:**

# Simple Mail Transfer Protocol

Simple Mail Transfer Protocol (SMTP) is the standard for e-mail transmission across the internet. It is simple text-based protocol used to transfer text file as email attachment to the pre-defined e-mail address. Most e-mail service providers like Yahoo and G-mail provides configuration for configuring e-mail client to send and receive e-mails using the e-mail id provided.

In VMS Card SMTP is required for sending emails to mailbox users and system engineer or to the email id programmed, to notify or provide vital information about the events or behavior of the functioning of the Card. For example, notification of arrival of new messages in the mailbox, notification of USB full condition, etc.

To use this feature, SE should configure different SMTP parameters like:
1. Authentication
2. Enable SSL
3. E-mail ID
4. User ID
5. SMTP Server Address and Port
6. Timers

## Authentication

This field specifies that whether SMTP server authenticates the user account or not before providing the E-mail service.

## Enable SSL

SSL refers to Secure Socket Layer which is security protocol used to transport various applications in secure manner viz. HTTP, SMTP etc.

## Email ID

Email ID refers to the email address of the account related to the SMTP server, provided by the Email service provider. Email Id programmed in this field is copied in the email as originator of the E-mail.

## User ID and User Password

User ID and User Password is used by the E-mail service provider to authenticate the user's account.

## SMTP Server Address and Port

Address of SMTP server and port is used to send outgoing mails using SMTP server. If SE does not program the server port then VMS will use default port value i.e. 25.

## Timers

**Connection Timeout Interval:** It is the time for which VMS will try to connect to the SMTP/POP3 server.

**Reconnection Interval:** It is the time after which SMTP/POP3 client will retry to establish connection with SMTP/POP3 server in case the connection is not established.

**Retry Count:** This field specifies the number of times the SMTP client will try to connect to SMTP server. It is non-programmable and by default, it is fixed to 3 times.

All SMTP Parameters can be programmed either by issuing command or using Web JEEVES.

# Programming SMTP Settings

## Programming Using System Command:

Use following command to enable/disable authentication:
***1181-Code-#****
Where,

| Code | Meaning |
|------|---------|
| 0 | Disable |
| 1 | Enable |

***By default, authentication is disabled.***

Use following command to enable/ disable Secure Socket Layer (SSL):
***1182-Code-#****
Where,

| Code | Meaning |
|------|---------|
| 0 | Disable |
| 1 | Enable |

***By default, Secure Socket Layer (SSL) is disabled.***

Use following command to program Display Name:
***1183-Display Name-#****
Where,
Display Name can be of maximum 24 characters. All ASCII characters are allowed. (For programming special characters, refer table given at the end of this topic)
***By default, Display Name field is blank.***

Use following command to program E-mail ID for SMTP which is to be used in the 'From' field of the E-mail:
***1184-Email ID-#****
Where,
E-mail ID can be of maximum 64 characters. All ASCII characters are allowed. (For programming special characters, refer table given at the end of this topic)
***By default, E-mail ID field is blank.***

Use following command to program User ID:
***1185-User ID-#****
Where,
User ID can be of maximum 40 characters. All ASCII characters are allowed. (For programming special characters, refer table given at the end of this topic)
***By default, User ID field is blank.***

Use following command to program Password:
***1186-Password-#****
Where,

Password can be of maximum 24 characters. All ASCII characters are allowed. (For programming special characters, refer table given at the end of this topic)
*By default, Password field is blank.*

Use following command to program SMTP Server Address:
*1187-SMTP Server Address-#\**
Where,
SMTP Server Address can be of maximum 46 characters. All ASCII characters are allowed. (For programming special characters, refer table given at the end of this topic)
*By default, SMTP Server Address is blank.*

Use following command to program SMTP Server Port:
*1188-SMTP Server Port-#\**
Where,
SMTP Server Port can be of maximum 5 characters. Valid Port values are 25, 587, 465 or in the range of 1024 to 65535.
*By default, SMTP Server Port is 25.*

Use following command to program Connection Timeout Interval:
*1191-Connection Timeout Interval-#\**
Where,
Connection Timeout Interval is in the range of 01 to 99 seconds.
*By default, it is 60 seconds.*

Use following command to program Reconnection Interval:
*1192-Reconnection Interval-#\**
Where,
Reconnection Interval is in the range of 01 to 10 seconds.
*By default, Reconnection Interval is of 10 seconds.*

Use following command to take report of SMTP Parameters:
*1180-#\**

# Programming Using Web Jeeves:

- Click on **'SMTP Settings'** link and program following parameters:



**Outgoing Mail Configuration (SMTP)**

- **Requires Authentication:** Select 'Yes' in this field to enable authentication of user account by SMTP server for E-mail service. ***By default, it is set to 'No'.***

- **Enable Secure Socket Layer (SSL)?:** Select 'Yes' in this field to enable SSL if all data to the SMTP server is to be transmitted over secure layer. ***By default, it is set to 'No'.***

- **Display Name:** Program Name in this field. This name is sent in the FROM field of E-mail address. Name can be of maximum 24 characters. All ASCII characters are allowed in this field. ***By default, it is blank.***

- **E-Mail ID:** Program E-mail ID of SMTP Server provided by the E-mail service provider in this field. E-Mail ID can be of maximum 64 characters. All ASCII characters are allowed. ***By default, it is blank.***

- **User ID:** Program User ID in this field. User ID programmed here is used by E-Mail service provider to authenticate the user's account if authentication required is enabled. User ID can be of maximum 40 characters. All ASCII characters are allowed. ***By default, it is blank.***

- **Password:** Program Password in this field. It is used by E-Mail service provider to authenticate the user's account if authentication required is enabled. Password can be of maximum 24 characters. All ASCII characters are allowed. ***By default, it is blank.***

- **SMTP Server Address:** Program SMTP Server Address provided by E-mail Service Provider in this field. SMTP Server Address can be of maximum 46 characters and all ASCII characters are allowed. ***By default, SMTP Server Address is blank.***

- **SMTP Server Port:** Program Server Port provided by E-mail Service Provider in this field. Server Port can also be of maximum 5 characters. Valid Port values are 25, 587, 465 or in the range of 1024 to 65535. ***By default, SMTP Server Port is 25.***

**Timers**

- **Connection Timeout Interval:** Program Connection Timeout Interval timer in this field. Range of Connection Timeout Interval timer is from 01 to 99 seconds. ***By default, it is 60 seconds.***

- **Reconnection Interval:** Program Reconnection Interval timer in this field. Range of Reconnection Interval timer is from 01 to 10 seconds. ***By default, it is 10 seconds.***

**Test SMTP Settings**

- **'Click to Test SMTP Settings':** Click this button to check the parameters configured for SMTP. It will display the following alert message: ***"Testing SMTP can take upto 99 seconds. Would you like to continue?"*** Click 'OK' button. Following message will appear: ***"Please refresh the web browser after few seconds to check the test mail status"***. Click 'OK' button. After few seconds refresh the web browser, the Test Result will be displayed in 'Test Status' field.

- **Test Status:** In this field, test result of SMTP settings will be displayed. One of the following results may appear:

| Event | Message |
|---|---|
| When connection to SMTP server fails due to any reason. | "SMTP Server Connection Not Established" |
| When connection to SMTP server is established but login to SMTP server fails due to any reason. | "Login to SMTP Server Failed" |
| When connection to SMTP has been established successfully but there is no acknowledgement for the test mail sent. | "Sending Test Mail Failed" |
| When acknowledgement for the test mail sent to SMTP server received successfully. | "Test Mail Sent Successfully" |

Table for programming special characters through telephone instrument:

| Digits | Character | Digits | Character | Digits | Character |
|---|---|---|---|---|---|
| 01 | A | 27 | a | 53 | 1 |
| 02 | B | 28 | b | 54 | 2 |
| 03 | C | 29 | c | 55 | 3 |
| 04 | D | 30 | d | 56 | 4 |
| 05 | E | 31 | e | 57 | 5 |
| 06 | F | 32 | f | 58 | 6 |
| 07 | G | 33 | g | 59 | 7 |
| 08 | H | 34 | h | 60 | 8 |
| 09 | I | 35 | i | 61 | 9 |
| 10 | J | 36 | j | 62 | 0 |
| 11 | K | 37 | k | 63 | * |

| Digits | Character | Digits | Character | Digits | Character |
|--------|-----------|--------|-----------|--------|-----------------|
| 12 | L | 38 | l | 64 | # |
| 13 | M | 39 | m | 65 | @ |
| 14 | N | 40 | n | 66 | _ (underscore) |
| 15 | O | 41 | o | 67 | .(dot) |
| 16 | P | 42 | p | 68 | - (dash) |
| 17 | Q | 43 | q | 69 | : (colon) |
| 18 | R | 44 | r | | |
| 19 | S | 45 | s | | |
| 20 | T | 46 | t | | |
| 21 | U | 47 | u | | |
| 22 | V | 48 | v | | |
| 23 | W | 49 | w | | |
| 24 | X | 50 | x | | |
| 25 | Y | 51 | y | | |
| 26 | Z | 52 | z | | |

**Relevant Topics:**

```
SMTP SETTINGS                              AS ON 15-DEC-2009(Tue) AT 13:45
-------------------------------------------------------------------------------
OUTGOING MAIL CONFIGURATION (SMTP)
-------------------------------------------------------------------------------
Requires Authentication?         DISABLED
Enable Secure Socket Layer (SSL)?  DISABLED
-------------------------------------------------------------------------------
Display Name
Email ID
User ID
Password
-------------------------------------------------------------------------------
SMTP Server Address
-------------------------------------------------------------------------------
TIMERS
-------------------------------------------------------------------------------
Connection Timeout Interval      60    sec
Reconnection Interval            10    sec
-------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                          PAGE:01
```

# Station Parameters

Station is a logical port of the VMS. VMS has total 512 stations. Stations are generally linked to an extension of a PBX. Generally one station is linked to one extension. However, more than one station can also be linked to a single extension. A station has six attributes:

1. Station Name
2. Extension Number of the PBX
3. Mailbox
4. Call Transfer Type
5. Name Announcement to the Caller
6. Mode of Operation viz. Manual and Scheduled

A mailbox can be attached to a station. A station may or may not be assigned a mailbox depending upon the requirement. Generally, important persons in the organization are assigned mailbox to their stations whereas persons with lower hierarchy may not be assigned a mailbox to their station.

## Programming Station Parameters

### Programming using System Command

Use following command to assign extension of the PBX to a station:
***1901-Station-Extension-#****
Where,
Station is form 001 to 512.
Extension is of six digits. Valid digits are 0-9, # and *.
Extension is a valid extension number of the PBX to which call is to be routed.
***By default, Extension is Blank.***

Use following command to de-assign extension of the PBX to a station:
***1901-Station-#****
Where,
Station is form 001 to 512.

Use following command to program abbreviated name of the station:
***1903-Station-Abbreviated Name-#****
Where,
Station is form 001 to 512.
Abbreviated name is the name of the station user abbreviated to three characters.
***By default, Abbreviated Name is 'Blank' for all stations.***

Use following table to enter abbreviated name from a telephone instrument:

| Digits | Alphabet | Digits | Alphabet |
|--------|----------|--------|----------|
| 01 | A | 14 | N |
| 02 | B | 15 | O |
| 03 | C | 16 | P |
| 04 | D | 17 | Q |
| 05 | E | 18 | R |
| 06 | F | 19 | S |
| 07 | G | 20 | T |
| 08 | H | 21 | U |

| Digits | Alphabet | Digits | Alphabet |
|--------|----------|--------|----------|
| 09 | I | 22 | V |
| 10 | J | 23 | W |
| 11 | K | 24 | X |
| 12 | L | 25 | Y |
| 13 | M | 26 | Z |

Use following command to clear abbreviated name of the station:

***1903-Station-#****

Where,

Station is form 001 to 512.

> *It is recommended that the SE takes care of following points before programming the abbreviated names for each station:*
> 1. *It is mandatory to abbreviate the name of the station user to three alphabets only.*
> 2. *It is better that station names are abbreviated to the first three alphabets of the name. For example, Ganesh is abbreviated to GAN and Ramesh is abbreviated to RAM.*
> 3. *In case two persons have same name in an organization, SE should program their station names by differentiating them by their last names. For example, Sanjay Shah can be abbreviated to SAS and Sanjay Patel can be abbreviated to SAP. The SE should record this in the prompt and guide the caller for the same.*

Use following command to assign/De-assign mailbox to a station:

***1902-Station-Flag-#****

Where,

Station is form 001 to 512.

Flag is:

| Flag | Meaning |
|------|---------|
| 0 | Mailbox not required i.e. Disable |
| 1 | Mailbox required i.e. Enable |

***By default, Mailbox is not assigned to any station.***

Use following command to assign mailbox to all the stations:

***1902-*-Flag-#****

> *If mailbox required flag is disabled for a station i.e. if no mailbox is assigned to a station then also the station user will be able to access his mailbox through mailbox management but no one will be able to leave message for that station user and thus no new message will arrive in his mailbox.*

Use following command to record the name of a station:

***1904-Station-#****

Where,

Station is form 001 to 512.

***By default, name of the station is Blank.***

After issuing this command, VMS responds with the prompt: "Please record your message after the beep, press any digit to end." SE should dial either any digit to end recording or wait for a minute.

Use following command to playback the recorded name of a station:

***1905-Station-#****

Where,

Station is form 001 to 512.

After issuing this command, the VMS plays back the recorded name.

Use following command to assign transfer type to a station for Manual mode:
*1912-Station-Transfer Type-#**
Where,
Station is form 001 to 512.

| Transfer Type | Meaning |
|---|---|
| 1 | None |
| 2 | Blind |
| 3 | Wait for Ring |
| 4 | Wait for Answer |
| 5 | Screen |

*By default, Transfer Type is 4.*

Use following command to assign same transfer type to all stations for Manual mode:
*1912-*-Transfer Type-#**

Use following command to assign transfer type to a station for Scheduled mode:
*1914-Station-Time Zone Index-Transfer Type-#**
Where,
Station is form 001 to 512.
Time Zone Index is from 1 to 4.

| Transfer Type | Meaning |
|---|---|
| 1 | None |
| 2 | Blind |
| 3 | Wait for Ring |
| 4 | Wait for Answer |
| 5 | Screen |

*By default, Transfer Type is 4.*

Use following command to assign same transfer type to all stations for Scheduled mode:
*1914-*-Time Zone Index-Transfer Type-#**

Use following command to set the mode of operation of the station:
*1911-Station-Mode-#**
Where,
Station is from 001 to 512.

| Mode | Meaning |
|---|---|
| 1 | Manual |
| 2 | Scheduled |

Use following command to set the mode of operation for all the mailboxes:
*1911-*-Mode-#**
*By default, each station is set to manual mode.*

Use following command to program start time for a Time Zone of a mailbox of a station:
*1913-Station-Time Zone Index-Start Time-#**
Where,
Station is form 001 to 512.
Time Zone Index is from 1 to 4.

Start time is in the form of HH: MM. HH = 00 to 23 and MM = 00 to 59.
*By default, Time zone of mailbox of a Station is 00:00.*

Use following command to program start time for a Time Zone of all mailboxes of all stations:
*1913-\*-Time Zone Index-Start Time-#\**

Use following command to take a report of station parameters:
*1900-#\**

Use following command to clear station parameters:
*1999-Station-#\**
Where,
Station is from 001 to 512.

Use following command to clear all station parameters:
*1999-\*-#\**

Use following command to enable/disable announcement flag for a Station:
*1906-Station-Announcement Flag-#\**
Where,
Station is from 001 to 512.

| Announcement Flag | Meaning |
|---|---|
| 0 | Disable |
| 1 | Enable |

*By default, announcement flag is disabled.*
Use following command to enable/disable announcement flag for all the Stations:
*1906-\*-Announcement Flag-#\**

*1. Avoid assigning multiple stations to an extension.*
*2. It is very important to record the station name for proper functioning of VMS.*

## Programming using Web Jeeves

- Click on **'Station Parameters'** link and program the following parameters:





- **Extension Number:** Assign extension of PBX to the stations of VMS. More than one station can be assigned to an extension.

- **Mailbox Required?:** Enable this flag if you want to assign mailbox to a station. Only important people in the organization are assigned a mailbox to their stations. It is not compulsory to assign a mailbox to all the stations.

- **Abbr. Name:** Abbreviated name is the name of the station user abbreviated to the first three letters of his name. For e.g. John abbreviated to JOH and Anthony abbreviated to ANT. Assign abbreviated name to all the stations. (Refer "Dial By Name" for more details.)

- **Announcement Flag:** VMS will play the name of the extension user before transferring the call to the dialed extension if announcement flag is enabled. By default, announcement flag is disabled.

- **Mode:** Select the mode for programming the call transfer type. You may select either Manual mode or Scheduled mode.

- **Manual Mode Transfer Type:** Select the call transfer type for manual mode, if mode type selected is manual.

- **Scheduled Mode:** Scheduled Mode is divided into four different time zones. Program the start time for each time zone and also select the call transfer type for each time zone if mode type selected is scheduled.

**Relevant Topics:**

```
STATION PARAMETERS REPORT                       AS ON 15-DEC-2009(Tue) AT 13:50
--------------------------------------------------------------------------------
STN  EXTN  MB# NAM ANN? MD X   TZ1 X1  TZ2 X2  TZ3 X3  TZ4 X4
--------------------------------------------------------------------------------
001        N    N    A  0000 A 0000 A 0000 A 0000 A
002        N    N    A  0000 A 0000 A 0000 A 0000 A
003        N    N    A  0000 A 0000 A 0000 A 0000 A
004        N    N    A  0000 A 0000 A 0000 A 0000 A
005        N    N    A  0000 A 0000 A 0000 A 0000 A
006        N    N    A  0000 A 0000 A 0000 A 0000 A
007        N    N    A  0000 A 0000 A 0000 A 0000 A
008        N    N    A  0000 A 0000 A 0000 A 0000 A
009        N    N    A  0000 A 0000 A 0000 A 0000 A
010        N    N    A  0000 A 0000 A 0000 A 0000 A
011        N    N    A  0000 A 0000 A 0000 A 0000 A
012        N    N    A  0000 A 0000 A 0000 A 0000 A
013        N    N    A  0000 A 0000 A 0000 A 0000 A
014        N    N    A  0000 A 0000 A 0000 A 0000 A
015        N    N    A  0000 A 0000 A 0000 A 0000 A
016        N    N    A  0000 A 0000 A 0000 A 0000 A
017        N    N    A  0000 A 0000 A 0000 A 0000 A
018        N    N    A  0000 A 0000 A 0000 A 0000 A
019        N    N    A  0000 A 0000 A 0000 A 0000 A
020        N    N    A  0000 A 0000 A 0000 A 0000 A


501        N    N    A  0000 A 0000 A 0000 A 0000 A
502        N    N    A  0000 A 0000 A 0000 A 0000 A
503        N    N    A  0000 A 0000 A 0000 A 0000 A
504        N    N    A  0000 A 0000 A 0000 A 0000 A
505        N    N    A  0000 A 0000 A 0000 A 0000 A
506        N    N    A  0000 A 0000 A 0000 A 0000 A
507        N    N    A  0000 A 0000 A 0000 A 0000 A
508        N    N    A  0000 A 0000 A 0000 A 0000 A
509        N    N    A  0000 A 0000 A 0000 A 0000 A
510        N    N    A  0000 A 0000 A 0000 A 0000 A
511        N    N    A  0000 A 0000 A 0000 A 0000 A
512        N    N    A  0000 A 0000 A 0000 A 0000 A
--------------------------------------------------------------------------------
STN: STATION NUMBER, EXTN: EXTENSION NUMBER, MB#: MAILBOX NUMBER
NAM: ABBREVIATED NAME, ANN?: ANNOUNCEMENT FLAG, MD:MODE
X: TRANSFER TYPE FOR MANUAL MODE
TZ1: START TIME FOR TIME ZONE 1, X1: TRANSFER TYPE FOR TIME ZONE 1
TZ2: START TIME FOR TIME ZONE 2, X2: TRANSFER TYPE FOR TIME ZONE 2
TZ3: START TIME FOR TIME ZONE 3, X3: TRANSFER TYPE FOR TIME ZONE 3
TZ4: START TIME FOR TIME ZONE 4, X4: TRANSFER TYPE FOR TIME ZONE 4
M: MANUAL, S: SCHEDULED
T: TRANSFER TYPES(N:NONE,B:BLIND,R:WAIT FOR RING,A:WAIT FOR ANSWER,S:SCREEN)
--------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                              PAGE: 11
```

# System Parameters

In VMS, certain global parameters are to be configured which are related to the entire system and not a specific port. These parameters are called System Parameters.

From the view point of compatibility of the VMS Card with PBX and its proper functioning, all timers are kept programmable. These timers are common for all the ports and hence are called System Timers. VMS supports following System Timers:

## First Digit Wait Timer

First Digit Wait Timer is the time for which the VMS waits for the first digit to be dialed after playing the prompt. This timer is loaded when the VMS prompts the caller to dial a digit to select an option at Home Position/Menu Node etc.

VMS offers two types of first digit wait timer, Viz. First Digit Wait Timer for external caller and First Digit Wait Timer for mailbox owner. These two different timers are helpful when the speed of pressing digits of the callers and the mailbox owner is different. The caller may not require more time to decide his destination whereas the mailbox owner may require more time to decide destination while using features such as forwarding a message, redirecting a message, etc.

## Digit to Digit Wait Timer

This timer signifies the time for which the VMS wait between dialing of two digits. This timer is loaded when the caller dials the first digit of the extension number and waits for the second digit, while reaching a desired extension.

VMS offers two types of digit to digit wait timer, Viz. Digit to Digit Wait Timer for external caller and Digit to Digit Wait Timer for the mailbox owner. These two different timers are helpful when the speed of pressing digits of the callers and the mailbox owner is different. The caller may not require more time to decide his destination whereas the mailbox owner may require more time to decide his destination extension in case of redirecting the message.

## Pause Timer

Pause Timer is the time after which the VMS dials number after dialing flash.

## Wait for Answer Timer

Wait for Answer Timer is the time for which the VMS waits for the called person to answer the call. This timer is useful in case of 'Wait for Answer' and 'Screen' type of Call transfer.

## Programming System Parameters

### Programming using System Commands

**To change the Country Code:**
(Refer "Country Code" for details)

**To select Customer Profile:**
VMS finds its application in different work environments. It is designed in such a way that it meets the requirements of an Enterprise as well as a Hotel-Motel industry.

SE should program the customer profile depending on the environment in which it is installed.

Use following command to program the customer profile:
*1165-Customer Profile-#\**
Where,
Customer Profile is:

| Customer Profile | Meaning |
|---|---|
| 1 | Enterprise |
| 2 | Hotel |

*By default, Customer Profile is Enterprise.*

*To program SE Password:*
(Refer "System Security (Passwords)" for details)

*To program login retry count for SE/Mailbox Owner:*
Use following command to program login retry count for SE/ Mailbox Owner:
*1142-Count-#\**
Where,
Count is the number ranging from 1 to 9.
*By default, Retry Count is 3.*

*To enable/disable Extension Number Validation Flag:*
(Refer "Dial by Extension Number" for details)

*To enable/disable Message Verification Flag:*
(Refer "Message Verification" for details)

*To post welcome message at the time of check-in of the guest:*
Generally the guests are assigned a mailbox at the time of their check-in into the hotel. Callers can leave messages into this mailbox when the guest is busy or not available in the hotel. Later on, the guest can check his mailbox to retrieve these messages.

If 'Post Check-in Welcome message' flag is enabled then VMS will play the following check-in welcome message: "It is our pleasure receiving you. We will do our best to make your stay comfortable." (Chkinwel.wav) when the guest checks his mailbox for the first time.

If 'Post check-in Welcome message' flag is disabled then VMS will directly play the prompt: "You have n new/no new messages." when the guest checks his mailbox.

Use following command to post check-in welcome message to the mailbox of the guest at the time of check-in:
*1146-Flag-#\**
Where,
Flag is:

| Flag | Meaning |
|---|---|
| 0 | Do not post welcome message at Check-In. |
| 1 | Post welcome message at Check-In |

***By default, Flag is 0.*[19]**

*This command is useful for the hotel application of VMS.*

**To select 'Mailbox Message Treatment at check out' option:**

A mailbox is assigned to the guest at the time of his check-in in the hotel. People used to leave messages for him in his mailbox, in case he is busy or unavailable, during his stay in the hotel. This thing happens in case of every guest. So it is necessary that when the guest checks-out from the hotel, his mailbox is cleared so that the same mailbox can be assigned to the subsequent guest.

SE shall program 'Mailbox Message treatment at check out' option as per the hotel policy. He can select one of the following two alternatives:

1. Transfer messages to General Mailbox
2. Delete the messages

***By default, Mailbox Message treatment at Check Out option is set to 'Transfer message to General Mailbox'.***

- *This command is useful for the hotel application of VMS only.*
- *This parameter will be effective at the time of subsequent check-in of the guest in the hotel. Till that time, the messages of the former guest will remain in the mailbox.*
- *This parameter is also applicable to the destination room's mailbox in case of room shift i.e. when the room shift command is sent by the Eternity.*
- *During room shift, the personal mailbox greeting and all mailbox messages of the guest are transferred to the mailbox of the new room. The mailbox messages of the old room are stored as old messages in the mailbox of the new room.*

***To program Home Node Code for Graph:***

Use following command to program a Code to go to home node from anywhere in the graph:

***1805-Code-#****

Where,

Code is from 0 to 9.

***By default, the Code is 0.***

(Refer "Graphs and Nodes" for details)

***To enable/disable System Notification through Email for a System Engineer:***

(Refer "Email Based Notification" for details)

***To program Email ID for a System Engineer:***

(Refer "Email Based Notification" for details)

***To enable/disable flag for sending message to Distribution List immediately:***

(Refer "Distribution List" for details)

***To enable/disable System Level Debug:***

Use following command to enable/disable the system level debug:

***1160-Flag-#****

Where,

---

19. Please refer Hotel mode topic in "Customer Profile" feature for default value of this parameter in the Hotel mode.

Flag is:

| Flag | Meaning |
|------|---------|
| 0 | Disable |
| 1 | Enable |

*By default, system level debug is disabled.*

*To enable/disable Web Jeeves Level Debug:*
Use following command to enable/disable the Web Jeeves level debug:
*1161-Flag-#**
Where,
Flag is:

| Flag | Meaning |
|------|---------|
| 0 | Disable |
| 1 | Enable |

*By default, Web Jeeves level debug is disabled.*

*To set System Timers:*
Use following command to program First Digit Wait Timer for External Caller:
*1131-Timer-#**
Where,
Timer is of two digits from 01 to 99 seconds.
*By default, First Digit Wait Timer is 5 seconds.*

Use following command to program First Digit Wait Timer for Internal Caller:
*1132-Timer-#**
Where,
Timer is of two digits from 01 to 99 seconds.
*By default, First Digit Wait Timer is 5 seconds.*

Use following command to program Digit to Digit Wait Timer for External Caller:
*1133-Timer-#**
Where,
Timer is of two digits from 01 to 99 seconds.
*By default, Digit to Digit Wait Timer is 5 seconds.*

Use following command to program Digit to Digit Wait Timer for Internal Caller:
*1134-Timer-#**
Where,
Timer is of two digits from 01 to 99 seconds.
*By default, Digit to Digit Wait Timer is 5 seconds.*

Use following command to program the Pause Timer:
*1135-Timer-#**
Where,
Timer is in seconds from 0 to 3.
*By default, Pause Timer is 1 second.*

Use following command to program wait for answer timer:

*1136-Timer-#**

Where,

Timer is of two digits from 01 to 99 seconds.

**By default, Wait for Answer Timer is 15 seconds.**

**To program Home Node Codes:**

Use following command to program Home Node codes:

(Please refer "Home Position" for more details)

**To set message play option:**

To set message play options to play:

- No Attend Message.
- Extension Busy Message.
- No Reply Message.
- Leave Message.

(Please refer "Mailbox Parameters" to set message play options.)

**Message Notification:**

Use following command to program the retry count for message notification:

*2026-Retry Count-#**

Where,

Retry Count is from 1 to 9.

**By default, Retry Count is 3.**

Use following command to program the time between two retries for message notification:

*2027-Retry Time-#**

Where,

Retry time is from 01 to 99 minutes.

**By default, Retry Time is 5 minutes.**

**To program function codes:**

**Code (digit) for Hold function**

Use following command to program Code (digit) for a 'Hold' function:

*1310-Code-#**

Where,

Code is from 0-9, #, *, F, ^ and Blank.

**By default, Code for the 'Hold' function is 'Flash'.**

**Code (digit) for a 'Transfer' function**

In most of the PBXs the call is transferred simply by going On-Hook. However, few PBXs might use some other digit/s to signify this function. VMS provides flexibility to change the code for Transfer function.

Use following command to program Code for 'Transfer' function:

*1311-Code-#**

Where,

Code is from 0-9, #, *, F, ^ and Blank.

**By default, no code is assigned for 'Transfer' function.**

**Code (digit) for a 'Trunk Access' function**

Trunk Access code is specific to country. For e.g. in India '0' is used as Trunk Access code whereas in US '9' is used as Trunk Access code. VMS provides flexibility to change this code. Trunk Access code changes on changing the country code

Use following command to program Code for 'Trunk Access' function:

*1312-Code-#\**

Where,

Code is from 0-9, #, *, F, ^ and Blank.

*By default, the code is '0'.*

**Code (digit) for 'Retrieve Hold Call' function**

VMS provides flexibility to change the code for Retrieve Hold Call function.

Use following command to program Code for 'Retrieve Hold Call' function:

*1313-Code-#\**

Where,

Code is from 0-9, # and F.

*By default, the code for 'Retrieve Hold Call' is Flash.*

*SE should use following codes to program special digits:*

| SPECIAL DIGIT | CODE |
|---|---|
| On-Hook (^) | #0 |
| Off-Hook | #1 |
| Flash | #2 |
| Pause | #3 |
| A | #4 |
| B | #5 |
| C | #6 |
| D | #7 |
| # | ## |
| End of dialing | #* |

Use following command to take report of System Parameters:

*1100-#\**

On giving this command, report of following parameters can be obtained:

- Working hours.
- Holidays.
- System timers.

.

## Programming using Web Jeeves

- Click on **'System Parameters'** link and program the following parameters:



- **Software Version-Revision:** You can check current Software version revision of VMS Card here.

- **Kernel Date:** This field displays the date of current Kernel of the system in DD-MMM-YYYY format.

- **Country:** Select the Country in which the VMS is installed. (Please refer "Country Code" for more details)

- **Customer Profile:** Select Customer Profile in this field depending on the type of business environment in which the VMS is installed. (Please refer "Customer Profile" for more details)

- **SE Password:** Default SE Password is 1234. (Please refer "System Security (Passwords)" for more details)

- **SE Mailbox login retry count:** Program mailbox login retry count for SE. By default, it is 3.

- **Extension Number Validation Flag:** By default, extension number validation flag is enabled. (Refer "Dial by Extension Number" for more details.)

- **Message Verification Flag:** By default, Message Verification Flag is enabled. (Please refer "Message Verification" for more details.)

---

- **Post Check in Welcome Message:** Enable this option to post welcome message in the mailbox of the guest at the time of check-in of the guest in the hotel.

- **Mailbox Message Treatment at Check Out:** Select an option for the messages of the guest when he check-out from the hotel.

- **Home node code for Graph:** Program Home node code for Graph in this field. By default, Home node code for Graph is '0'. (Refer "Graphs and Nodes" for more details.)

- **System Notification through Email:** (Refer "Email Based Notification" for details.)

- **SE Email ID:** (Refer "Email Based Notification" for details.)

- **Send Messages to Distribution List immediately:** (Refer "Distribution List" for details.)

- **System Level Debug:** By default, System Level Debug is disabled. Enable the option to take System Level Debug.

- **Web Jeeves Level Debug:** By default, Web Jeeves Level Debug is disabled. Enable the option to take Web Jeeves Level Debug.

- **Time Available (Minutes):** This field shows the empty space remaining in the PEN Drive connected to the USB Port of the system.

- **Timers:** Set the following timers:
  - *First Digit Wait Timer for External Caller (Seconds):* Set First Digit Wait Timer for External Callers. By default it is 5 seconds.
  - *First Digit Wait Timer for Internal Caller (Seconds):* Set First Digit Wait Timer for Internal Callers. By default, it is 5 seconds.
  - *Digit to Digit Timer for External Caller (Seconds):* Set Digit to Digit Wait Timer for External Callers. By default, it is 5 seconds.
  - *Digit to Digit Timer for Internal Caller (Seconds):* Set Digit to Digit Wait Timer for Internal Callers. By default, it is 5 seconds.
  - *Pause Timer (seconds):* Set Pause Timer in this field. By default, it is 1 second.
  - *Wait for Answer Timer (Seconds):* Set Wait for Answer Timer in this field. By default, it is 15 seconds.

- **Home Node:** Program the default digits for the following default functions at Home Node.
  - *Dial by Name:* By default, digit used for Dial by Name is 7.
  - *Operator:* By default, digit used for Operator is 9.
  - *Programming:* By default, digit used for programming mode is *.
  - *Root Node:* By default, digit used to go to Root Node is 0.
  - *Mailbox Management:* By default, digit used for Mailbox Management is 8.
  - *Disconnect:* By default, digit used to disconnect the call is #.
  - *Leave Message:* By default, digit used to leave message at home node is 6.

  (Please refer "Home Position" for more details.)

- **Message Play Options:** There are four message play options supported by VMS. They are:
  - *Call Could Not Be Attended Message:* By default, this option is enabled. Disable this option if you do not want to play call could not be attended message.
  - *Called Party Busy Message:* By default, this option is enabled. Disable this option if you do not want to play called party busy message.

- **Called Party Not Available Message:** By default, this option is enabled. Disable this option if you do not want to play called party not available message.
- **Leave Message:** By default, this option is enabled. Disable this option if you do not want to play leave message.

(Please refer "Mailbox Parameters" for more details.)

- **Message Notification:** Program following parameters for Message Notification:
  - **Retry Count:** By default, Retry Count is 3.
  - **Time Interval between Trials (Minutes):** By default, time interval between trials is 5 minutes.

(Please refer "Message Notification" for more details.)

- **Function Codes:** Program following function codes:
  - **Hold:** Assign code for 'Hold' function.
  - **Transfer:** Assign code for 'Transfer' function.
  - **Retrieve Held Call:** Assign code for 'Retrieve Hold Call' function.
  - **Trunk Access:** Assign code for 'Trunk Access' function.

--------------------------------------------------------------------------------
COUNTRY        050(India)
--------------------------------------------------------------------------------
                                WORKING HOURS
           START TIME   END TIME
--------------------------------------------------------------------------------
SUNDAY        09:00      18:00
MONDAY        09:00      18:00
TUESDAY       09:00      18:00
WEDNESDAY     09:00      18:00
THURSDAY      09:00      18:00
FRIDAY        09:00      18:00
SATURDAY      09:00      18:00
--------------------------------------------------------------------------------
                                  HOLIDAYS
SR DATE   MONTH
--------------------------------------------------------------------------------
01
02
03
04
05
06
07
08
09
10
--------------------------------------------------------------------------------
              CALL PROGRESS TONE DETECTION (NOTE)
              FREQUENCY1(Hz)     OPERATOR     FREQUENCY2(Hz)
--------------------------------------------------------------------------------
RING BACK TONE      0400             NO           0025
BUSY TONE           0400             NO           0025
ERROR TONE          0400             NO           0025
--------------------------------------------------------------------------------
                              CADENCES (ms) (NOTE)
              ONTIME1   OFFTIME1   ONTIME2   OFFTIME2   ONTIME3   OFFTIME3
--------------------------------------------------------------------------------
RING BACK TONE  0400      0200      0400      2000      0000      0000
BUSY TONE       0750      0750      0000      0000      0000      0000
ERROR TONE      0250      0250      0000      0000      0000      0000
--------------------------------------------------------------------------------
                              DEBUG LEVELS
--------------------------------------------------------------------------------
SYSTEM LEVEL DEBUG      DISABLED
WEBJEEVES LEVEL DEBUG   DISABLED
--------------------------------------------------------------------------------
NOTE:-THESE PARAMETERS ARE NOT APPLICABLE FOR BUILT-IN CADENCEPRO (VMS CARD)
--------------------------------------------------------------------------------
MATRIX CADENCEPRO V4R12                                           PAGE:01

```
SYSTEM PARAMETERS REPORT                        AS ON 15-DEC-2009(Tue) AT 13:44
--------------------------------------------------------------------------------
                              DST PARAMETERS   (NOTE)
--------------------------------------------------------------------------------
DST MODE             DISABLE
                     DATE MONTH CURRENT TIME ADVANCE TIME
MANUAL ADVANCE TIME   01    01     00:00         00:00
                     DATE MONTH CURRENT TIME DELAY TIME
MANUAL DELAY TIME     01    01     00:00         00:00


SCHEDULED TYPE        01
--------------------------------------------------------------------------------
                                  TIMERS
--------------------------------------------------------------------------------
AUTOATTENDANT FIRST DIGIT TIMER      05 sec
AUTOATTENDANT DIGIT DIGIT TIMER      05 sec
VOICE MAIL FIRST DIGIT TIMER         05 sec
VOICE MAIL DIGIT DIGIT TIMER         05 sec
WAIT FOR ANSWER TIMER                15 sec
PAUSE TIMER                           1 sec
--------------------------------------------------------------------------------
RE RECORDING                                    ENABLED
PASSWORD RETRIALS                               3
NOTIFICATION RETRY COUNT                        3
NOTIFICATION RETRY INTERVAL                     05 min
CALL COULD NOT BE ATTENDED MESSAGE OPTION       ENABLED
CALLED PERSON IS BUSY MESSAGE OPTION            ENABLED
CALLED PERSON IS NOT AVAILABLE MESSAGE OPTION   ENABLED
DIRECT LEAVE MESSAGE OPTION                     ENABLED
CHECKIN WELCOME MESSAGE OPTION                  DISABLED
VALIDATE RECEIVED DIGITS OPTION                 ENABLED
ALARM VERIFICATION OPTION(NOTE)                 DISABLED
CUSTOM PROFILE                                  Enterprise
SEND MESSAGE TO DISTRIBUTION LIST IMMEDIATELY   DISABLED
--------------------------------------------------------------------------------
MESSAGE NOTIFICATION (THROUGH EMAIL)
--------------------------------------------------------------------------------
MESSAGE NOTIFICATION ALLOWED              NO
E-mail Id
--------------------------------------------------------------------------------
DIGIT TO GO TO HOME NODE FROM ANYWHERE IN THE GRAPH     0
--------------------------------------------------------------------------------
                   DIGITS FOR FUNCTION AT HOME NODE
--------------------------------------------------------------------------------
PROGRAMMING CODE                                *
DISCONNECT CODE                                 #
OPERATOR CODE                                   9
MAILBOX MANAGEMENT CODE                         8
DIAL BY NAME CODE                               7
ROOT NODE CODE                                  0
LEAVE MESSAGE CODE                              6
--------------------------------------------------------------------------------
HOLD DIGIT            F
TRANSFER DIGIT
RETRIEVE DIGIT       F
TRUNK ACCESS DIGIT   0
```

```
--------------------------------------------------------------------------
-F: FLASH, P: PAUSE, ^: ON-HOOK, v: OFF-HOOK
--------------------------------------------------------------------------
NOTE:-THESE PARAMETERS ARE NOT APPLICABLE FOR BUILT-IN CADENCEPRO (VMS CARD)
--------------------------------------------------------------------------
TIME AVAILABLE    1006min
MATRIX CADENCEPRO V4R12                                           PAGE:02
```

# System Security (Passwords)

The programming of VMS is secured at two levels:
- System Engineer Level. This level is protected by SE password.
- User Level. This level is protected by mailbox password.

## System Engineer Password

SE enters the System Engineer mode of the system using SE password to change the settings of the system. SE password is of 4 digits and it can be changed by issuing the command given below.

### Programming SE Password using System Command

Use following command to change SE password:
*1143-New SE Password-#\**
Where,
SE password is of four digits from 1 to 9.
***By default, SE password is 1234.***

It is very important to remember the SE password. Without this password, it is not possible to enter the programming mode and change the settings. Thus it is advisable to note this password at a safe place. However, if the SE password is lost, then it can be set to its default value by following the steps given below:
- Switch Off the system.
- Locate a mini jumper J2 on ETERNITY PE Card, jumper J5 on ETERNITY GE Card and jumper J5 on ETERNITY ME Card.
- Put the jumper in AB position.
- Switch On the system.
- Wait for 30 seconds, after system gets initialize.
- Switch Off the system.
- Restore the jumper in its original position (BC) and switch On the system.
- The SE password gets default to 1234.

## Programming SE password using Web Jeeves

- Click on **'System Parameters'** link and program SE password.
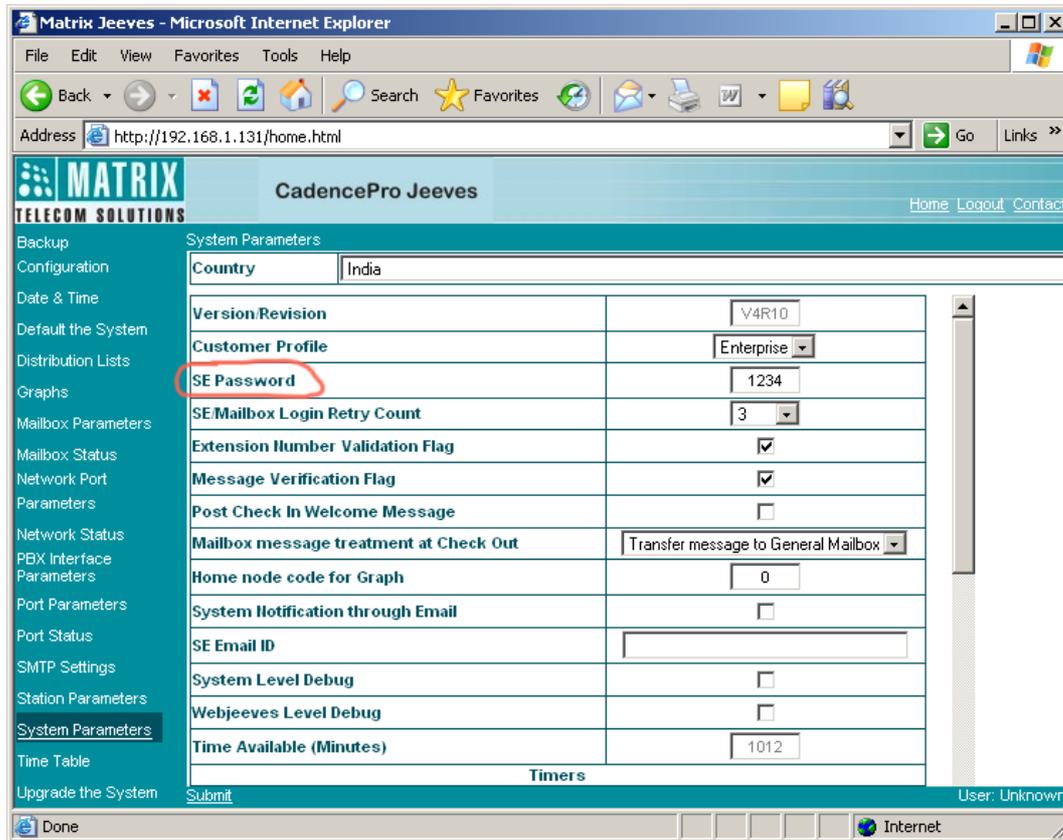


# Mailbox Password

The mailbox password provides security to the mailbox from any unauthorized use. VMS asks mailbox password every time the mailbox owner tries to access it. Mailbox password is of 4 digits and it can be changed by mailbox owner only. The default mailbox password is 1111 for all the users. In case the mailbox owner forgets his mailbox password, the SE can set it to its default value. Valid digits for new mailbox password are 1 to 9. Please note that SE cannot know the mailbox password but can only change it to its default value.

### *To default Mailbox Password using commands:*

Use following command to set default password for a mailbox:
***2006-Mailbox-#\****
Where,
Mailbox is from 001 to 512.
***By default, Mailbox Password is '1111'.***

Use following command to set default password for all the mailboxes:
***2006-\*-#\****

### *To default Mailbox Password using Jeeves:*

- Click on 'Mailbox Parameters' link and click on 'Default Mailbox Password' link at the bottom of the page.
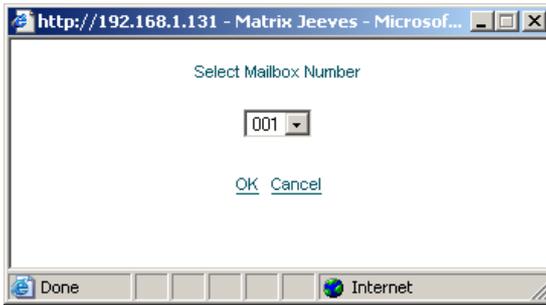


- **Default Mailbox Password:** A dialog box having 'Mailbox Number' field will appear on the screen. Select mailbox whose password you want to default from the combo box and click on 'OK'. Selected mailbox password will get default. You can also default password of all mailboxes simultaneously by selecting 'All' option in the 'Mailbox Number' field.

**Relevant Topic:**

# Voice Guidance

VMS guides the caller throughout its journey of VMS by playing various guiding messages. These messages are in the form of Greetings, Welcome Messages, Node Messages, Prompts and Responses.

- **Greetings** are the voice guidance messages that are played to greet the caller when he/she calls the VMS.
- **Welcome Messages** are the voice guidance messages that are played to help him navigate through the VMS.
- **Node messages** are the voice guidance messages that are played to help the caller to take some action.
- **Prompts/Responses** are the voice guidance messages that are played to the caller in response to his action. The words 'Prompts' and 'Responses' are used interchangeably and are context sensitive.

The VMS gives flexibility to the user to record these prompts in his/her own voice. User can record this prompts in regional language also. However, in VMS all the default prompts are recorded in English only.

## Programming Voice Guidance Messages

### Programming using System Command

Use following command to record Voice Guidance messages:
***1201-Prompt Number-#****
Where,
Prompt Number is from 001 to 160.

Use following command to playback the recorded messages:
***1202-Prompt Number-#****
Where,
Prompt Number is from 001 to 160.

> 1. *All the prompts/responses are programmable and can be changed by issuing proper command in programming mode.*
> 2. *The maximum length of the prompt can be of 60 seconds.*
> 3. *While a recorded message is being played, it can be terminated by dialing any digit.*
> 4. *Recording of message can also be terminated by dialing a digit.*

### Programming using Web Jeeves

SE can copy the voice guidance messages using Web Jeeves also. Follow the steps given below:
- Click on 'Back Up Configuration' link.
- An authentication window will appear. Enter SE password.
- Following folders will appear on the screen:
  - Mailbox Messages
  - PBX Interface Strings
  - Station Names
  - System Configuration
  - System Greetings
  - System Prompts and Responses
  - System Welcome Messages
- Click on 'System Prompts and Responses' folder to see all the system prompts and responses.
- You can copy and use it, whenever required.

While copying voice guidance messages, following points are to be kept in mind:
- The messages recorded must be in .wav file.
- 'Wav' file format should be as shown below:
  - Bit Rate: 128 kbps
  - Audio Sample Size: 16 bit
  - Channels: 1 (Mono)
  - Audio Sample Rate: 8 KHz
  - Audio Format: PCM

A list of all the Voice Guidance messages i.e. prompts/responses are given in the table shown below:

Voice Guidance Table:

| No. | Filename | Prompts/Responses |
|---|---|---|
| 000 | Extra0.wav | Blank |
| 001 | Num0.wav | "Zero" |
| 002 | Num1.wav | "One" |
| 003 | Num2.wav | "Two" |
| 004 | Num3.wav | "Three" |
| 005 | Num4.wav | "Four" |
| 006 | Num5.wav | "Five" |
| 007 | Num6.wav | "Six" |
| 008 | Num7.wav | "Seven" |
| 009 | Num8.wav | "Eight" |
| 010 | Num9.wav | "Nine" |
| 011 | Num10.wav | "Ten" |
| 012 | Num11.wav | "Eleven" |
| 013 | Num12.wav | "Twelve" |
| 014 | Num13.wav | "Thirteen" |
| 015 | Num14.wav | "Fourteen" |
| 016 | Num15.wav | "Fifteen" |
| 017 | Num16.wav | "Sixteen" |
| 018 | Num17.wav | "Seventeen" |
| 019 | Num18.wav | "Eighteen" |
| 020 | Num19.wav | "Nineteen" |
| 021 | Num20.wav | "Twenty" |
| 022 | Num21.wav | "Twenty One" |
| 023 | Num22.wav | "Twenty Two" |
| 024 | Num23.wav | "Twenty Three"" |
| 025 | Num24.wav | "Twenty Four" |
| 026 | Num25.wav | "Twenty Five" |
| 027 | Num26.wav | "Twenty Six" |
| 028 | Num27.wav | "Twenty Seven" |
| 029 | Num28.wav | "Twenty Eight" |
| 030 | Num29.wav | "Twenty Nine" |
| 031 | Num30.wav | "Thirty" |
| 032 | Num31.wav | "Thirty One" |
| 033 | Num40.wav | "Forty" |
| 034 | Num50.wav | "Fifty" |
| 035 | Num60.wav | "Sixty" |
| 036 | Num70.wav | "Seventy" |

| No. | Filename | Prompts/Responses |
|---|---|---|
| 037 | Num80.wav | "Eighty" |
| 038 | Num90.wav | "Ninety" |
| 039 | Num100.wav | "Hundred" |
| 040 | Month1.wav | "January" |
| 041 | Month2.wav | "February" |
| 042 | Month3.wav | "March" |
| 043 | Month4.wav | "April" |
| 044 | Month5.wav | "May" |
| 045 | Month6.wav | "June" |
| 046 | Month7.wav | "July" |
| 047 | Month8.wav | "August" |
| 048 | Month9.wav | "September" |
| 049 | Month10.wav | "October" |
| 050 | Month11.wav | "November" |
| 051 | Month12.wav | "December" |
| 052 | N.wav | "This node does not have a Message" |
| 053 | Invalno.wav | "The number is not valid" |
| 054 | Pwdchg.wav | "Your password has been changed" |
| 055 | Invalpwd.wav | "Invalid password." |
| 056 | PreName.wav | "More than one match found. Matching names will be played one by one. Press '1' after the name you wish to select., To skip to the next name press 2, to go to home position press 0". |
| 057 | Empty.wav | "Sorry, no match found." |
| 058 | Plscont.wav | "Please continue" |
| 059 | DialAgn.wav | "Invalid destination. Enter all the destinations again" |
| 060 | Noextn.wav | "Destination not specified" |
| 061 | Recmsg.wav | "Record your Message after the beep and press any digit to end" |
| 062 | PlayMsg.wav | "The message you recorded is…" |
| 063 | RecAgain.wav | "To re-record the message press1, to confirm press 2" |
| 064 | PrgTime.wav | "Enter the time" |
| 065 | RecdCncl.wav | "Sorry, your message cannot be delivered" |
| 066 | Chkinwel.wav | "It is our pleasure receiving you. We will do our best to make your stay comfortable." |
| 067 | Extstamp.wav | "Extension Number" |
| 068 | Extra1.wav | Blank |
| 069 | Extra2.wav | Blank |
| 070 | Extra3.wav | Blank |
| 071 | Extra4.wav | Blank |
| 072 | Extra5.wav | Blank |
| 073 | Extra6.wav | Blank |
| 074 | Extra7.wav | Blank |
| 075 | Extra8.wav | Blank |
| 076 | Extra9.wav | Blank |
| 077 | Extra10.wav | Blank |
| 078 | Extra11.wav | Blank |
| 079 | Extra12.wav | Blank |
| 080 | Enprgpwd.wav | "Enter the programming password" |

| No. | Filename | Prompts/Responses |
|-----|----------|-------------------|
| 081 | Entcmd.wav | "Enter the programming command" |
| 082 | Invalcmd.wav | "The Programming command you entered is not valid" |
| 083 | Okcmd.wav | "Command has been executed" |
| 084 | Prnbusy.wav | "The communication port is busy" |
| 085 | Prglockd.wav | "System is already in Programming mode" |
| 086 | Extra13.wav | Blank |
| 087 | Extra14.wav | Blank |
| 088 | Extra15.wav | Blank |
| 089 | Extra16.wav | Blank |
| 090 | Whichbox.wav | "Enter your extension number for mailbox management" |
| 091 | DialName.wav | "Please enter first three letters of the name." |
| 092 | PreLeave.wav | "More than one match found. Matching names will be played one by one. Press '1' after the name to leave a message. Press 2 to skip to next station name. Press 0 to go to home position" |
| 093 | Xfrornot.wav | "To confirm press 1, to cancel press 2" |
| 094 | MatchFor.wav | "The name selected is…" |
| 095 | PlsHold.wav | "Please hold" |
| 096 | Xfrcalto.wav | "Please hold, transferring the call to." |
| 097 | Opr.wav | "Operator" |
| 098 | XfrCall.wav | "Please hold, transferring the call" |
| 099 | Noreply.wav | "The person you are trying to reach is not available" |
| 100 | Extbusy.wav | "The called person is busy" |
| 101 | Recname.wav | "Record your name after the beep and press any digit to end" |
| 102 | Callfrom.wav | "There is a call from" |
| 103 | Takecall.wav | "Dial '1' to take the call, '2' and disconnect if you do not want to take the call". |
| 104 | Noattnd.wav | "Sorry, the call couldn't be attended" |
| 105 | Leavemsg.wav | "Dial '1' to leave a message, '2' to disconnect, '0' to go to Home Position". |
| 106 | Mblockd.wav | "Access denied because the mailbox is currently in use" |
| 107 | Edestopn.wav | "Dial '1' to disconnect, '0' to go to Home position". |
| 108 | Thankyou.wav | "Thank you for your call" |
| 109 | LeavemsgE.wav (Enterprise) | "Enter the extension number for which you wish to leave message." |
| 110 | LeavemsgH.wav (Hotel) | "Enter the Room number or the Extension number for which you wish to leave message." |
| 111 | NoMailbox.wav | "Mailbox not assigned. To Disconnect, press '1'. To go to Home Position, Press '0'." |
| 112 | Checkout.wav | "Sorry! The Guest has been checked out." |
| 113 | XferMailbox.wav | "Please hold, transferring the call to the mailbox." |
| 114 | Extra17.wav | Blank |
| 115 | Extra18.wav | Blank |
| 116 | Extra19.wav | Blank |
| 117 | Extra20.wav | Blank |
| 118 | Extra21.wav | Blank |
| 119 | Extra22.wav | Blank |
| 120 | Enterpwd.wav | "Enter your mailbox password" |
| 121 | Youhave.wav | "You have" |

| No. | Filename | Prompts/Responses |
|-----|----------|-------------------|
| 122 | Newmsg.wav | "New Message" |
| 123 | Newmsgs.wav | "New Messages" |
| 124 | Nonewmsg.wav | "You have 0  New messages" |
| 125 | Mmmm.wav | "To listen to new message, press '1', to listen to old message press '2', to send a message press '3', to change your mailbox settings press '4', to go to home position press '0'". |
| 126 | Msgrecon.wav | "This message was recorded on" |
| 127 | Mmsmo.wav | "To replay the message press '1', for date and time stamp press '2', to delete the message press '3', to play the next message press '4', to forward the message press '5', to save the message as new press '6', to go to previous menu press '0'". |
| 128 | Fwdhow.wav | "To forward the message without comment press '1', to forward the message with comment press '2', to go to previous menu press '0'". |
| 129 | Msgdest.wav | "Enter the destinations". |
| 130 | Askcfrm.wav | "To request read receipt press '1', to ignore read receipt press '2'". |
| 131 | Pending.wav | "Sorry, the message cannot be sent." |
| 132 | Msgsent.wav | "Your message has been sent" |
| 133 | Nooldmsg.wav | "You have no Old messages" |
| 134 | PreEntry.wav | "More than one match found for the extension. Names will be played one by one. Press '1' after the name to make selection, to skip to next name press '2', to go to home position press '0'". |
| 135 | Chgmbset.wav | "To change password, press 1. To change to auto mode, press '2'. To change to manual mode, press '3'. For message notification, press '4'. For date-time stamp, press '5'. For announce name, press '6'. For message redirection, press '7'. For delivery option in mailbox full condition, press '8'. For Mailbox Name, press '9'. To go to home position press '0'". |
| 136 | Entnupwd.wav | "Enter your new mailbox password". |
| 137 | Cam.wav | "For morning zone settings press '1', for afternoon zone settings press '2', for evening zone settings press '3', for non-working zone settings press '4', to go to previous menu press '0'" |
| 138 | CmbTt.wav | "For start time press '1', to change transfer type press '2', to record greeting press '3', to play greeting press '4', to go to previous menu press '0'". |
| 139 | Ttopt.wav | "To change your transfer type for none press '1', for blind press '2', for wait for ring press '3', for wait for answer press '4', for screen press '5', to go to previous menu press '0'". |
| 140 | Cmm.wav | "To change transfer type press '1', to record greeting press '2', to play greeting press '3', to go to previous menu press '0'". |
| 141 | Nofclity.wav | "This facility is not provided to you" |
| 142 | MbNotTyp.wav | "To cancel message notification press '1', to set immediate message notification press '2', to set scheduled message notification press '3', to go to previous menu press '0'" |
| 143 | MbMsgNot.wav | "For message notification in morning zone press '1', for message notification in afternoon zone press '2', for message notification in evening zone press '3', for message notification in non-working zone press '4', to go to previous menu press '0'". |
| 144 | PrgPhone.wav | "Enter the phone number to which you wish to send message notification" |

| No. | Filename | Prompts/Responses |
|-----|----------|-------------------|
| 145 | SchMsgNot.wav | "For scheduled message notification 1 press '1', for scheduled message notification 2 press '2', for scheduled message notification 3 press '3', to go to previous menu press '0'". |
| 146 | EntrTmPh.wav | "To enter time press '1', to enter phone number press '2', to go to previous menu press '0'". |
| 147 | MsgNtfy.wav | "Message notification" |
| 148 | MbDtTmCh.wav | "To enable date-time stamp press '1', to disable date-time stamp press '2', to play date-time stamp on-demand press '3', to go to previous menu press '0'". |
| 149 | AnnName.wav | "To enable announce name press '1', to disable announce name press '2', to go to previous menu press '0'". |
| 150 | MbMsgRd.wav | "To set message redirection press '1', to cancel message redirection press '2', to go to previous menu press '0'". |
| 151 | MsgRdHdl.wav | "Enter the destination extension." |
| 152 | Mbfulstg.wav | "To refuse new messages press '1', to deliver new message to general mailbox press '2', to overwrite old messages press '3', to go to previous menu press '0'". |
| 153 | At.wav | "At" |
| 154 | Msgread.wav | "This message was read by" |
| 155 | Msgfail.wav | "This message was not delivered to" |
| 156 | MsgDelCnf.wav | "Your message has been deleted" |
| 157 | MsgSavCnf.wav | "Your message has been saved as new" |
| 158 | MailboxName.wav | "To record Name, press '1'. To play Name, press '2'. To go to previous menu, press '0'." |
| 159 | Extra23.wav | Blank |
| 160 | Extra24.wav | Blank |
| 161 | Extra25.wav | Blank |
| 162 | Extra26.wav | Blank |
| 163 | Extra27.wav | Blank |
| 164 | Extra28.wav | Blank |
| 165 | Extra29.wav | Blank |
| 166 | Extra30.wav | Blank |
| 167 | Extra31.wav | Blank |
| 168 | Extra32.wav | Blank |
| 169 | Extra33.wav | Blank |
| 170 | Extra34.wav | Blank |
| 171 | Entertimel.wav | "Enter the time, HH:MM in Twenty four hour format. To cancel all alarms, press £." |
| 172 | EntertimeU.wav | "Enter the time, HH:MM in Twelve hour format. To cancel all Alarm, press £. For am, press 1. For pm, press 2." |
| 173 | WakeupCancel.wav | "Your all Wake up Alarm are Cancelled." |
| 174 | SetOnceDaily.wav | "To set Once, Press '1'. To set Daily, Press '2'." |
| 175 | WakeupVeri.wav | "You have set Wake up Alarm at….." |
| 176 | DailyWakeupVeri.wav | "You have set Daily Wake up Alarm at…." |
| 177 | WakeupSet.wav | "Your Wake up Alarm is set." |
| 178 | DailyWakeupSet.wav | "Your Daily Wake up Alarm is set" |
| 179 | Am.wav (for US) | "A.M." |
| 180 | Pm.wav (for US) | "P.M." |

| No. | Filename | Prompts/Responses |
|---|---|---|
| 181 | AlarmConf.wav | "To Confirm, Press 1, To Re-enter, Press 2." |
| 182 | Thankservice.wav | "Thanks for using this service." |
| 183 | NoInput.wav | "You have not entered any input." |
| 184 | InvalidInput.wav | "You have entered Invalid input." |
| 185 | AlarmDateI.wav (for India) | "Enter the Date in DD MM YYYY format. To Cancel all reminders, press £. For example, to enter date 17th March 2008, Dial One Seven Zero Three Two Zero Zero Eight." |
| 186 | AlarmDateU.wav (for US) | "Enter the Date in DD MM YYYY format. To Cancel all reminders, press £. For example, to enter date March 17th 2008, Dial Zero Three One Seven Two Zero Zero Eight." |
| 187 | ReminderCancel.wav (for Hotel) | "Your Reminder is cancelled." |
| 188 | ReminderVeri.wav (for Hotel) | "You have set Reminder for…" |
| 189 | ReminderSet.wav (for Hotel) | "Your Reminder is set." |
| 190 | Alarmnoset.wav | "Sorry! Your Wake Up Alarm cannot be set. Please call Operator for further assistance." |
| 191 | Remindernoset.wav | "Sorry! Your Reminder cannot be set. Please call Operator for further assistance." |
| 192 | RemoteExt.wav (for Office) | "Enter the Extension number for which you have to set or cancel Wake Up Alarm." |
| 193 | RemoteExtH.wav (for Hotel) | "Enter the Room number for which you have to set or cancel Wake Up Alarm" |
| 194 | PreEntry2.wav | "More than one match found. Names will be played one by one. Press '1' after the name you want to select. Press '2' to Skip to next name." |
| 195 | Extra35.wav | Blank |
| 196 | PerWakeupVeri.wav (for Hotel) | "You have set Personal Wake up Alarm at…" |
| 197 | AutoWakeupVeri.wav (for Hotel) | "You have set Automated Wake up Alarm at…" |
| 198 | PerWakeupSet.wav (for Hotel) | "Your Personal Wake up Alarm is set." |
| 199 | AutoWakeupSet.wav (for Hotel) | "Your Automated Wake up Alarm is set." |
| 200 | DailyPerWakeupSet.wav (for Hotel) | "You have set Daily Personal Wake up Alarm at…" |
| 201 | DailyAutoWakeupSet.wav (for Hotel) | "You have set Daily Automated Wake up Alarm at…" |
| 202 | DailyPerWakeupSet.wav (for Hotel) | "Your Daily Personal Wake up Alarm is set." |
| 203 | DailyAutoWakeupSet.wav (for Hotel) | "Your Daily Automated Wake up Alarm is set." |
| 204 | PerReminderVeri.wav (for Hotel) | "You have set Personal Reminder for…" |
| 205 | AutoReminderVeri.wav (for Hotel) | "You have set Automated Reminder for…" |
| 206 | PerReminderSet.wav (for Hotel) | "Your Personal Reminder is set." |

| No. | Filename | Prompts/Responses |
|-----|----------|-------------------|
| 207 | AutoReminderSet.wav (for Hotel) | "Your Automated Reminder is set." |
| 208 | Alarmmode.wav | "To set it as Personal, Press 1. To set it as Automated, Press 2." |
| 209 | Alarmnocancel.wav | "Sorry! There is no Alarm to Cancel." |
| 210 | Remindernocancel,wav | "Sorry! There is no Reminder to Cancel." |
| 211 | WakeUpgreeting.wav (for Hotel) | "This is your Wake up Call. 'Music of 5 seconds'." |
| 212 | DailyWakeUpgreeting.wav (for Hotel) | "This is your Daily Wake up Call. 'Music of 5 seconds'." |
| 213 | Remindergreeting.wav (for Hotel) | "This is your Reminder call. 'Music of 5 seconds'" |
| 214 | SWakeUpgreeting.wav (for Hotel) | "This is your Wake up Call. For Acknowledge, Please Press '0'." 'Music of 5 seconds'." |
| 215 | SDailyWakeUpgreeting.wav (for Hotel) | "This is your Daily Wake up Call. For Acknowledge, Please Press '0'. 'Music of 5 seconds'." |
| 216 | SRemindergreeting.wav (for Hotel) | "This is your Reminder call. For Acknowledge, Please Press '0'. 'Music of 5 seconds'" |
| 217 | Acknowledge.wav | "Your Alarm is acknowledged." |
| 218 | Entertime2I.wav | "Enter the Time, HH MM in Twenty four hour format." |
| 219 | Entertime2U.wav | "Enter the Time, HH MM in Twelve hour format. For am, Press 1. For pm, Press 2." |
| 220 | RemoteExtRem.wav (for Office) | "Enter the Extension number for which you have to set or cancel Reminder." |
| 221 | RemoteExtHRem.wav (for Hotel) | "Enter the Room number for which you have to set or cancel Reminder" |
| 222 | RemAcknowledge.wav | "Your Reminder is acknowledged." |
| 223 | Extra36.wav | Blank |
| 224 | Extra37.wav | Blank |
| 225 | Extra38.wav | Blank |
| 226 | Extra39.wav | Blank |
| 227 | Extra40.wav | Blank |
| 228 | Extra41.wav | Blank |
| 229 | Extra42.wav | Blank |
| 230 | Extra43.wav | Blank |

(Please refer "Greetings and Welcome Messages" for default system greetings and welcome messages.)

# *Reinstate  the Default Settings*

VMS Card enables you to restore the default factory settings either by issuing command through phone or using Web Jeeves. Sometimes, due to some programming error, the system goes haywire and it become difficult to analyze the problem. In such a situation, it is advisable to load default values in the system.

Defaulting the VMS card will:
- Restart VMS Card.
- Default SE password.
- Stop all on-going communication.
- Clear all mailbox greetings.
- Clear all mailbox messages.
- Default the mailbox capacity and the message length.

On defaulting the system, following parameters will not change i.e. will not be defaulted:
- Prompts
- System greetings
- Welcome messages
- Date and Time
- Country Code
- Customer Profile
- Network Port Parameters

## Defaulting the System

### Default System using System Command

To default the system by issuing command through phone, follow the steps given below:
- Call VMS.
- Dial *19* to enter programming mode after VMS answers the call.
- Dial *1234*. (Default Password)
- Dial *1000-Reverse SE Password-#**
  Where,
  Password is of four digits. Valid digits are 1 to 9.
  *By default, SE Password is 1234.*
- Dial *00#** to exit programming mode.

### Default System using Web Jeeves

To default the system using Web Jeeves, follow the steps given below:

- Click on **'Default the System'** link.



- Alert window will appear showing message: "This option will assign default values to all the programmable parameters and will restart the system. Do you want to continue?"
- Click on 'OK'. System will restart. Default values will be assigned to all the parameters of VMS.
- Click 'Cancel'. System will not be defaulted. Values assigned to the parameters will remain same.

- *When VMS card is defaulted after changing the country code in the system parameters page then the parameters relating to the country code will also change.*
- *Refer 'Country code' topic to see the parameters that will change after defaulting the system and also for knowing new values of those parameters.*

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ETERNITY ME/GE/PE VMS Card V4 System Manual

# CHAPTER 6    *Upgrading the System*

Due to continuous feedbacks from the customer and their requirements, a software change becomes inevitable. VMS provides facility to upgrade the software to latest version just by clicking a button. You can check the current software version revision of the system and upgrade the same using Web Jeeves only.

## Checking current Software version revision:

- Click on 'System Parameters' link. Current Software version revision of VMS Card will be displayed as shown below.
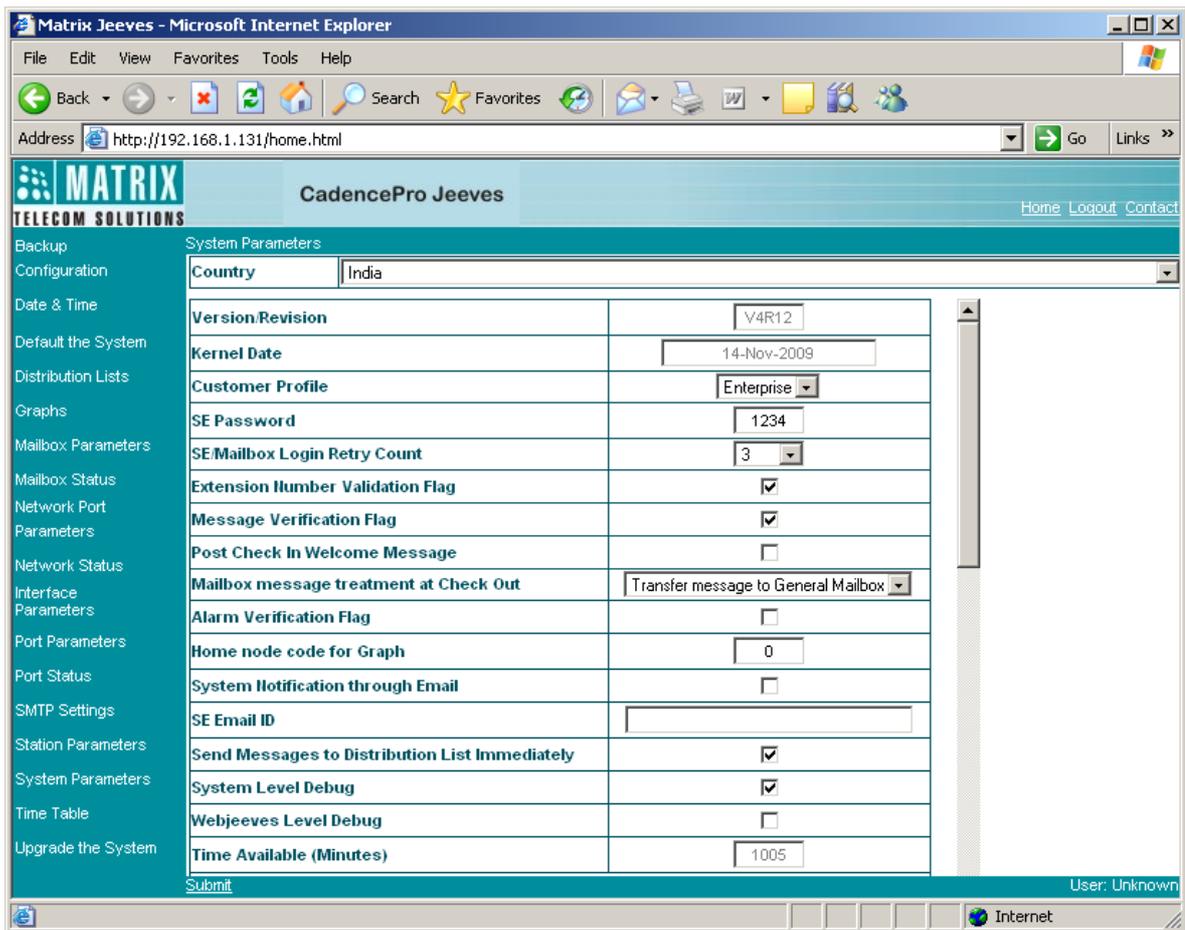
# Upgrading Software:

- Click on 'Upgrade the System' link. You will get two folders: Web Server and Bin.
- Delete the files which are to be upgraded and then copy the new files.
- Mailbox user messages or Mailbox greetings are stored in the folders named as Mb001, Mb002…..Mb512 corresponding to Mailbox1, Mailbox2…Mailbox512 respectively.

*The computer used to upgrade the system should have any one of these operating systems:*
- *Windows 95 or*
- *Windows 98 or*
- *Windows NT or*
- *Windows 2000 professional or*
- *Windows XP.*

CHAPTER 7 *Back Up Configuration*

VMS provides facility to copy the configuration files and use it as a Back-up whenever required.

Follow the steps given below:
- Click on 'Backup Configuration' link. You will get following folders:
    - Mailbox Messages.
    - PBX Interface String.
    - Station Names.
    - System Configuration.
    - System Greetings.
    - System Prompt Responses.
    - System Welcome Messages.

Copy and save the configuration files in respective folders. You may use these files whenever required.

# *Appendix*

# Acronyms

| | |
|---|---|
| *ASCII* | American Standard Code for Information Technology |
| *BT* | Busy Tone |
| *COM Port* | Communication Port |
| *CPT* | Call Progress Tones |
| *DDWT* | Digit to Digit Wait Timer |
| *DHCP* | Dynamic Host Control Protocol |
| *DST* | Daylight Savings Time |
| *DTMF* | Dual Tone Multi-Frequency |
| *ET* | Error Tone |
| *FDWT* | First Digit Wait Timer |
| *FIFO* | First In First Out |
| *HH* | Hours |
| *LAN* | Local Area Network |
| *LED* | Light Emitting Diodes |
| *LIFO* | Last In First Out |
| *MAC* | Media Access Control |
| *MB* | Mailbox |
| *MM* | Minutes |
| *Ms* | milliseconds |
| *PBX* | Private Branch Exchange |
| *PC* | Personal Computer |
| *PPPoE* | Point to Point Protocol over Ethernet |
| *PWR* | Power |
| *RBT* | Ring Back Tone |
| *RFC* | Request for Comments |
| *Sch.* | Scheduled |
| *SE* | System Engineer |
| *Sec* | Seconds (time) |
| *SMTP* | Simple Mail Transfer Protocol |
| *Stn.* | Station |
| *STS* | Status |
| *TZ* | Time Zone |
| *URL* | Universal Resource Locator |
| *VMS* | Voice Mail System |

# FAQs

**Q.1  How programming is done in VMS?**

**Ans.** VMS can be programmed either by issuing system commands through phone connected to PBX or using computer through the Web Jeeves. In VMS programming is done at two levels: System Engineer level and Mailbox Owner level. SE can program all the parameters of VMS whereas Mailbox Owners can program features of their respective mailboxes only. (Please refer "Programming VMS Card" for more details)

**Q.2  Can I check the configuration of programmable parameters after programming the system? How?**

**Ans.** Yes, you can check the configuration of all the programmable parameters after programming the system. VMS provides facility to generate system configuration reports on the PC. Configuration reports can be generated by issuing appropriate command in SE mode. There is a separate command for each configuration report. (Please refer "Configuration Reports" for more details)

**Q.3  Can I call a person by dialing his name? How?**

**Ans.** Yes, VMS gives facility to call a person in an organization by dialing his name. Follow the prompts and dial first three letters of the name of the Called party after the prompt. VMS will transfer the call to the desired person as per the programming done. SE should program the abbreviated names of all the station users in VMS to use this feature. (Please refer "Dial By Name" for more details)

**Q.4  Can I record system greetings and welcome messages of my choice?**

**Ans.** Yes, you can record and use system greetings and welcome messages of your own choice by issuing appropriate system commands through phone. (Please refer "Greetings and Welcome Messages" for more details.

**Q.5  Can I record the prompt messages of my choice in VMS? How?**

**Ans.** Yes, you can record the prompt messages that are played in VMS according to your choice. Prompts can be recorded by issuing appropriate command. (Please refer "Voice Guidance" for more details)

**Q.6  In which format voice guidance messages should be recorded?**

**Ans.** Voice Guidance messages should be recorded in .wav file format only. 'Wav' file format should be as shown below:
- Bit Rate: 128 kbps.
- Audio Sample Size: 16 bit.
- Channels: 1 (Mono).
- Audio Sample Rate: 8 KHz.
- Audio Format: PCM.

**Q.7  Which is the default code to go to Home position while traveling through the graph?**

**Ans.** By default, '0' is used to go to the home position while traversing through the graph. (Please refer "Graphs and Nodes" for more details)

**Q.8  Maximum how many graphs are supported by the VMS? Each graph has maximum how many nodes?**

**Ans.** VMS supports maximum 4 graphs. A graph can have maximum 64 nodes ranging from 01 to 64.

**Q.9  Can I change the default functions defined at home position? Can I change the default codes assigned to the functions at home node?**

**Ans.** No, you cannot change the default functions defined at home position but you can change the default codes assigned to the functions at home node by issuing appropriate command through phone as well as

using Web Jeeves. (Please refer "Home Position" for more details)

**Q.10  How many mailboxes are supported by VMS? How many messages can be stored in one mailbox?**

**Ans.**  VMS supports 512 mailboxes and maximum 254 messages can be stored in one mailbox.

**Q.11  What happens to the new message in case the personal mailbox is full?**

**Ans.**  VMS gives facility to the mailbox owner to set mail delivery option in mailbox full condition. By default, new messages are sent to general mailbox in mailbox full condition. (Please refer "Mailbox Parameters" for more details)

**Q.12  Can I get notification of the arrival of new message in my mailbox on my personal number?**

**Ans.**  Yes, you can get notification of the arrival of new message in your mailbox on your personal number. VMS offers two types of message notification options. Immediate message notification and Scheduled message notification. (Please refer "Message Notification" for more details)

**Q.13  Can I redirect the messages of my mailbox to mailbox of my colleagues when I am outstation for long time?**

**Ans.**  Yes, you can redirect your messages to someone else mailbox whenever necessary by using 'Redirecting Messages' facility of VMS. (Please refer "Redirecting Messages" for more details).

**Q.14  What should I do if there is some error in the system and it becomes difficult to analyze the problem?**

**Ans.**  It is advisable to default the system when there is some error in the system and you are unable to locate the problem. VMS facilitates to default the system either using Web Jeeves or by issuing commands through Phone. (Please refer "Reinstate the Default Settings" for more details)

**Q.15  What happens if SE forgets the password?**

**Ans.**  Default the SE password by changing position of jumper J2 on ETERNITY PE Card, jumper J5 on ETERNITY GE Card and jumper J5 on ETERNITY ME Card from BC to AB.  (Please refer "System Security (Passwords)" for more details)

**Q.16  What happens if Mailbox Owner forgets his mailbox password?**

**Ans.**  If mailbox owner forgets his mailbox password, SE can reset the mailbox password to default value. (Please refer "Mailbox Parameters" to reset mailbox password)

**Q.17**  Can I set Alarm and Reminders for important meetings using my telephone instrument? How?

**Ans.**  Yes, you can set alarm as well as reminders for the important meetings using your conventional phone. (Please refer "Alarm and Reminder" feature for more details.)

# Product Specifications

## *System Capacity and Resources*

| System Capacity and Resources | ETERNITY ME VMS Card | ETERNITY GE VMS Card | ETERNITY PE VMS Card |
|---|---|---|---|
| Number of Ports | 16 | 16 | 16 |
| COM Port | 2 | 1 | - |
| Ethernet Port | 1 | 1 | 1 |
| Number of Stations | 512 | 512 | 512 |
| Number of Mailboxes | 512 | 512 | 512 |
| Mailbox Capacity | Max. 999 minutes (Programmable) | Max. 999 minutes (Programmable) | Max. 999 minutes (Programmable) |
| Message Lengths in a Mailbox | Max. 999 seconds (Programmable) | Max. 999 seconds (Programmable) | Max. 999 seconds (Programmable) |
| Number of Messages per Mailbox | Max. 254 | Max. 254 | Max. 254 |
| Number of nodes per port | 64 | 64 | 64 |
| Number of greetings per port | 12 | 12 | 12 |
| Voice Format | wav | wav | wav |

## *Communication Port*

| Pin No. | Signal Name |
|---|---|
| 1 | NC |
| 2 | Receive Data (RXD) |
| 3 | Transmit Data (TXD) |
| 4 | Data Terminal Ready (DTR) |
| 5 | Ground (GND) |
| 6 | Data Set Ready (DSR) |
| 7 | Request To Send (RTS) |
| 8 | Clear To Send (CTS) |
| 9 | NC |

# System Commands

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*Broadcast Message*

To Broadcast Message            ***9900#****

*Country Code*

To program Country Code            ***1101-Country Code-#****

*Date and Time Settings*

| | |
|---|---|
| To program working hours for week days | ***1113-Day-Start Time-End Time-#**** |
| To program a date to be observed as a holiday | ***1114-Holiday Index-Date-Month-#**** |
| To clear a date entry from holiday index | ***1114-Holiday Index-00-00-#**** |

*Dial by Extension Number*

To enable/disable extension number validation      ***1147-Flag-#****

*Distribution List*

| | |
|---|---|
| To program station with mailbox in the distribution list | ***1401-Distribution List Index-Member Number-Station Number-#**** |
| To set the flag for sending message to Distribution List immediately | ***1149-Flag-#**** |
| To take report of distribution list | ***1400-Distribution List Index-#**** |

*Email Based Notification*

| | |
|---|---|
| To enable/disable Message Notification through Email for a mailbox | ***2036-Mailbox-code-#**** |
| To enable/disable Message Notification through Email for all mailboxes | ***2036-*-code-#**** |
| To program Email ID for a mailbox | ***2037-Mailbox-Email ID-#**** |
| To clear Email ID for a mailbox | ***2037-Mailbox-#**** |
| To clear Email ID for all mailboxes | ***2037-*-#**** |
| To enable/disable Message Notification through Email for a System Engineer | ***1171-Code-#**** |
| To program Email ID for a System Engineer | ***1172-SE Email ID-#**** |

*Error Register*

| | |
|---|---|
| To take report of Error Register | ***1150-#**** |
| To clear the Error Register | ***1151-#**** |
| To stop error LED indication | ***1152-#**** |

*Graphs and Nodes*

| | |
|---|---|
| To program node type for each node | ***1801-Graph-Node-Node Type-#**** |
| To record a prompt for a node | ***1802-Graph-Node-#**** |
| To playback a prompt for a node | ***1803-Graph-Node-#**** |

---

| | |
|---|---|
| To assign unique digit for each option of a menu node | *1804-Graph-Node-Digit-Destination Node-#** |
| To program a digit for a function to go to home node | *1805-Code-#** |
| To assign mailbox for a message node | *1806-Graph-Node-Mailbox-#** |
| To de-assign mailbox for a message node | *1806-Graph-Node-000-#** |
| To assign unique station to a transfer node | *1807-Graph-Node-Station-#** |
| To de- assign station for transfer node | *1807-Graph-Node-000-#** |
| To take a report of Graph Parameters | *1800-Graph-#** |

### Greetings and Welcome Messages

| | |
|---|---|
| To record a system greetings | *1601-Greetings-#** |
| To playback the recorded greetings | *1602-Greetings-#** |
| To record Welcome Message | *1603-Welcome Message-#** |
| To playback the recorded Welcome Message | *1604-Welcome Message-#** |
| To record time zone greeting (scheduled mode) for a mailbox | *2013-Mailbox- Time Zone Index-#** |
| To playback the recorded time zone greeting (scheduled mode) for a mailbox | *2014-Mailbox-Time Zone Index-#** |
| To record a greeting (manual mode) for a mailbox | *2011-Mailbox-#** |
| To playback the recorded greeting (manual mode) for a mailbox | *2012-Mailbox-#** |

### Home Position

| | |
|---|---|
| To assign default codes to the function at home node | *2101-#** |
| To program digits for functions done at home node | *2102-Function-Code-#** |
| To program Home node option | *2103-Code-#** |

### Mailbox Parameters

| | |
|---|---|
| To program mailbox capacity | *2002-Mailbox-Mailbox Size-#** |
| To program mailbox capacity for all the mailboxes | *2002-*-Mailbox Size-#** |
| To program maximum message length of a mailbox | *2003-Mailbox-Maximum Message Length-#** |
| To program maximum message length for all the mailboxes | *2003-*-Maximum Message Length-#** |
| To set mail delivery option in mailbox full condition of a mailbox | *2004-Mailbox-Delivery Option-#** |
| To set mail delivery option in mailbox full condition for all mailboxes | *2004-*-Delivery Option-#** |
| To enable/ disable date-time stamp option for a mailbox | *2005-Mailbox- Date and Time Stamp Option-#** |
| To enable/ disable date stamp option for all the mailboxes | *2005-*-Date and Time Stamp Option-#** |
| To allow mailbox to ask password to user | *2007-Mailbox-Password Option-#** |
| To allow all the mailboxes to ask password to user | *2007-*-Password Option-#** |

| | |
|---|---|
| To clear the contents and parameters of the mailbox | **2099-Mailbox-#*** |
| To clear the contents and parameters of all the mailboxes | **2099-*-#*** |
| To enable/ disable playing of 'no attend message | **2028-Option Flag-#*** |
| To enable/ disable playing of 'extension busy message | **2029- Option Flag-#*** |
| To enable/ disable playing of 'no reply message | **2030- Option Flag-#*** |
| To enable/ disable playing of 'Leave message | **2031- Option Flag-#*** |
| To transfer the message to the general mailbox or to delete it at the time of checkout | **2032-Message Option-#*** |
| To take report of Mailbox Parameters | **2000-Mailbox-#*** |
| To take printout of all mailboxes' status report | **2001-#*** |

*Message Notification*

| | |
|---|---|
| To allow/ deny the message notification for a mailbox | **2021-Mailbox-Code-#*** |
| To allow/ deny the message notification for all the mailboxes | **2021-*-Code-#*** |
| To set message notification type for a mailbox | **2022-Mailbox-Code-#*** |
| To set message notification type for all mailboxes | **2022-*-Code-#*** |
| To program destination number time-zone wise for a Mailbox (in case of Immediate) | **2023-Mailbox-Time Zone Index- Destination Number-#*** |
| To program three different notification times for mailbox (in case of Scheduled) | **2024-Mailbox-Time Index-HH-MM-#*** |
| To program Destination number for all three different notification times for mailbox (in case of Scheduled) | **2025-Mailbox-Time Index-Destination number-#*** |
| To program the retry count for message notification | **2026-Retry Count-#*** |
| To program the time between two retries for message notification | **2027-Retry Time-#*** |

*Message Verification*

| | |
|---|---|
| To enable/disable message verification option | **1141-Code-#*** |

*Network Port Parameters*

| | |
|---|---|
| To program IP Address | **1501-Address-Address-Address-Address-#*** |
| To program Subnet Mask Address | **1502-Address-Address-Address-Address-#*** |
| To program Gateway IP Address | **1503-Address-Address-Address-Address-#*** |
| To program Connection Type | **1504-Connection Type-#*** |
| To program PPPoE User ID | **1505-PPPoE User ID-#*** |
| To program PPPoE Password | **1506-PPPoE Password-#*** |
| To program PPPoE Service Name | **1507-PPPoE Service Name-#*** |
| To program DNS Connection Type | **1508-DNS Connection Type-#*** |
| To program DNS IP Address | **1509- Address-Address-Address-Address-#*** |

| | |
|---|---|
| To program DNS Domain Name | *1510-DNS Domain Name-#** |
| To program MAC Address Type | *1511-MAC Address Type-#** |
| To program Clone MAC Address | *1512-Clone MAC Address-#** |
| To program Web Server Port | *1513-Web Server Port-#** |
| To take report of Network Port Parameters | *1500-#** |

**PBX Interface Parameters**

| | |
|---|---|
| To program the type of PBX | *1301-PBX Type-#*,* |

**Port Parameters**

| | |
|---|---|
| To enable/disable a port | *1701-Port-Code-#** |
| To enable/disable all the ports | *1701-*-Code-#** |
| To assign a Graph to the port | *1704-Port-Graph-#** |
| To clear graph assignment to a port | *1704-Port-0-#** |
| To program system greetings for all three time slots of the port | *1705-Port-Greeting Index-Greeting Number-#** |
| To program welcome messages for all three time slots of the port | *1706-Port-Welcome Message Index-Welcome Message-#** |
| To Clear Port Usage and Activity Parameters | *1707-Port-#** |
| To program whether to route the incoming call directly to Root node for all three time slots of the port | *1708-Port-Index-Code-#** |
| To take a report of Port Parameters | *1700-Port-#** |

**Programming the System**

| | |
|---|---|
| To enter SE Mode | *\*-19-SE Password (1234)* |
| To exit SE Mode | *00-#** |
| To program login retry count for SE/Mailbox owner | *1142-Count-#** |

**Restart the System**

| | |
|---|---|
| To restart the system | *1001-SE Password-#** |

**Simple Mail Transfer Protocol**

| | |
|---|---|
| To enable/disable authentication | *1181-Code-#** |
| To enable/disable Secure Socket Layer (SSL) | *1182-Code-#** |
| To program Display Name | *1183-Display Name-#** |
| To program E-mail ID for SMTP which is to be used in the 'From' field of the E-mail | *1184-Email Id-#** |
| To program User ID | *1185-User ID-#** |
| To program Password | *1186-Password-#** |
| To program SMTP Server Address | *1187-SMTP Server Address-#** |
| To program SMTP Server Port | *1188-SMTP Server Port-#** |
| To program Connection Timeout Interval | *1191-Connection Timeout Interval-#** |
| To program Reconnection Interval | *1192-Reconnection Interval-#** |

| | |
|---|---|
| To take report of SMTP Parameters | *1180-#** |

*Station Parameters*

| | |
|---|---|
| To assign extension of the PBX to a station | *1901-Station-Extension-#** |
| To de-assign extension of the PBX to a station | *1901-Station-#** |
| To program abbreviated name of the station | *1903-Station-Abbreviated Name-#** |
| To clear abbreviated name of the station | *1903-Station-#** |
| To assign/de-assign mailbox to a station | *1902-Station-Flag-#** |
| To assign mailbox to all the stations | *1902-*-000-#** |
| To record the name of a station | *1904-Station-#** |
| To playback the recorded name of a station | *1905-Station-#** |
| To assign transfer type to a station for Manual mode | *1912-Station-Transfer Type-#** |
| To assign same transfer type to all stations for Manual mode | *1912-*-Transfer Type-#** |
| To assign transfer type to a station for Scheduled mode | *1914-Station-Time Zone Index-Transfer Type-#** |
| To assign same transfer type to all stations for Scheduled mode | *1914-*-Time Zone Index-Transfer Type-#** |
| To set the mode of operation of the station | *1911-Station-Mode-#** |
| To set the mode of operation for all the mailboxes | *1911-*-Mode-#** |
| To program start time for a Time Zone of a mailbox of a station | *1913-Station-Time Zone Index-Start Time-#** |
| To program start time for a Time Zone of all mailboxes of all stations | *1913-*-Time Zone Index-Start Time-#** |
| To take a report of station parameters | *1900-#** |
| To clear station parameters | *1999-Station-#** |
| To clear all station parameters | *1999-*-#** |
| To enable/disable announcement flag for a Station | *1906-Station-Announcement Flag-#** |
| To enable/disable announcement flag for all the Stations | *1906-*-Announcement Flag-#** |

*System Parameters*

| | |
|---|---|
| To program the Customer Type | *1165-Customer Type-#** |
| To program login retry count for SE/Mailbox owner | *1142-Count-#** |
| To post check-in welcome message to the mailbox of the guest at the time of check-in | *1146-flag-#** |
| To enable/disable the system level debug | *1160-flag-#** |
| To enable/disable the Web Jeeves level debug | *1161-flag-#** |
| To program Code (digit) for a 'Hold' function | *1310-Code-#** |
| To program Code for 'Transfer' function | *1311-Code-#** |
| To program Code for 'Trunk Access' function | *1312-Code-#** |
| To program Code for 'Retrieve Hold Call' function | *1313-Code-#** |
| To take report of System Parameters | *1100-#** |

### System Timers

| | |
|---|---|
| To program First Digit Wait Timer for External Caller | *1131-Timer-#** |
| To program First Digit Wait Timer for Internal Caller | *1132-Timer-#** |
| To program Digit to Digit Wait Timer for External Caller | *1133-Timer-#** |
| To program Digit to Digit Wait Timer for Internal Caller | *1134-Timer-#** |
| To program the Pause Timer | *1135-Timer-#** |
| To program wait for answer timer | *1136-Timer-#** |

### System Security (Password)

| | |
|---|---|
| To program to change SE password | *1143-New SE Password-#** |
| To set default password for a mailbox | *2006-Mailbox-#** |
| To set default password for all the mailboxes | *2006-*-#** |

### Voice Guidance

| | |
|---|---|
| To record Voice Guidance messages | *1201-Prompt Number-#** |
| To playback the recorded messages | *1202-Prompt Number-#** |

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# *Index*

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