

MiVoice MX-ONE

Recorded Voice Announcement - Operational Directions

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General

The Recorded Voice Announcement (RVA) feature provides recorded voice announcements to the caller for the following cases:

1. Incoming calls answered by the Private Branch Exchange (PBX) operator (PBX Operator answer announcement)
2. Diverted calls
3. Calls to a PBX operator queue
4. Calls to Automatic Call Distribution (ACD) groups
5. Calls to PBX groups
6. Calls to individual extensions
7. Calls parked by an individual extension
8. Calls parked by a PBX operator

In the case a PBX operator answers an incoming call, the recorded PBX operator answer announcement can be heard by both caller and PBX operator, so the latter does not have to repeat the same welcome phrase for every telephone call.

For calls waiting in the queue of a PBX operator, various announcements, such as welcome, queue, continuous, and repeat queue, can be read. This option can be selected for each call origin group.

For calls waiting in the queue of a PBX group or an ACD group, various announcements, such as welcome, queue, continuous, and repeat queue announcements, can be read. This option can be selected per group.

For calls parked by an extension, the continuous announcement defined for the individual will be read.

For calls queuing towards a Call Origin Group (CORG), and for calls parked by an operator serving a CORG, the continuous announcement defined for that CORG will be played repeatedly.

The RVA feature is also used to provide vocal guidance announcements for certain traffic cases. This vocal guidance enables analog extension users to receive a recorded voice message in addition to the tone messages about the traffic case or condition. If the voice message device is unavailable, only appropriate tone messages are provided. The assignment of announcements to the traffic cases can also be made customer specific.

RVAs are not provided to PBX operators. IP extensions are not provided with vocal guidance announcements.

The MX-ONE Media Gateways (MGU, MGU2, MS) are capable of playing different or the same messages on all resources allocated for RVA. No extra external boards or cables are used when using an MX-ONE Media Gateway.

The MX-ONE Media Server also supports an alternative configuration for a SIP streaming option, where the voice announcements can be provided as streamed media, either using URL addresses or WAV files as sources. See the Operational Directions for *STREAMING MEDIA SERVER CONFIGURATION* for details.

NOTE: Recorded Voice Announcement can also be configured with MX-ONE ServiceNode Manager (SNM).

Glossary

For a complete list of abbreviations and glossary, see the description for ACRONYMS, ABBREVIATIONS AND GLOSSARY.

Prerequisites

For the MX-ONE Media Gateways (MGU, MGU2), hardware shall be installed and correctly configured.

If Media Server is used, it shall also be installed and correctly configured.

For proper configuration, all Media Gateways (MGUs and Media Servers) must have the same set of local voice prompts installed. However, If all Service Nodes are configured to use Media Server (SIP/MSXML interface) for RVA and MOH, then only Media Servers need to have voice prompts installed

Aids

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References

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Procedures

MX-ONE Media Gateways with MGU or MS

When the MX-ONE Media Gateway is used to provide a voice message, the following procedures should be followed:

1. Load and initiate a message by the `recorded_announcement_prompt` command (if announcements are to be used).
2. Repeat it for all wanted messages.
3. Initiate a voice announcement for a traffic case (for PBX operators, extensions, ACD, and PBX groups).
4. Repeat it for all traffic cases where voice messages are wanted.

To completely remove all voice messages, the following procedures should be followed:

1. Terminate the voice announcements for the traffic cases (for ACD and PBX groups)
2. Remove message data from the announcements
3. Terminate the announcement group numbers (If PBX operator answer announcements are used).

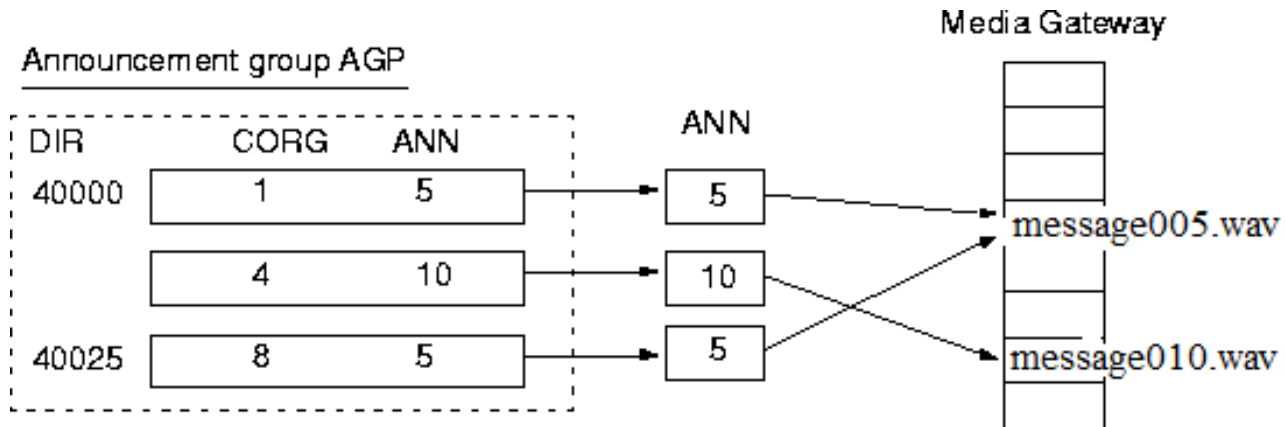
NOTE: If Server Redundancy is used, also remove the relevant announcements from the standby server(s) MS(s), by using the `ms_media_sync` command in the MS.

Example

MX-ONE Media Gateways with MGU or MS

When MGU/MS is used, the voice message prompts (MSGx, earlier recorded for example in some PC application, in the appropriate format) must first be loaded and initiated in the MGU(s), using the `recorded_announcement_prompt` command. When this is done, the messages shall be associated with announcement numbers, to be accessible from the Service Node, and be played in appropriate traffic cases.

Below is an example of an announcement group number used with the PBX operator answer announcement in the Media Gateway (MGU or MS).



If a PBX operator, with directory number 40000, answers a call from the call origin group 4, then announcement number 10 will be provided. Announcement number 10 has message number message0101.wav automatically assigned to it. Message010.wav is stored in the Media Gateway (MGU or MS).

NOTE: Thus the RAMDI command (associating message numbers with announcement numbers) is NOT needed when MGU is used. The command can still be used, but the default behavior is as described above.

NOTE: There are two specific traffic cases to be aware of when using recorded voice announcement. One of the cases is when the voice announcement is to be provided for the external follow me traffic case, the voice announcement should not be longer than 4 seconds. Otherwise the call might be dropped due to time out of the called party external line. The other case is when the voice announcement is to be provided for the diversion at no answer to paging traffic case, the voice announcement should not be longer than the register time out of the paging equipment that is used. The paging equipment register time out is the maximum time allowed after seizure of a paging equipment individual to the sending of the first digit.

Execution

Announcement Group Number, CORG and ANN

Prerequisites

A message number must be assigned to an announcement number.

Initiation

To initiate PBX operator group announcement, the following commands have to be executed.

1. Key the command `RAGMP` to determine an announcement group number that is not used.
2. Key the command `RAGPI` to enter the required CORGs and ANN to the selected announcement group number.
3. Key the command `RAGMP` to verify that data is configured correctly.

Removal

To remove a PBX operator group announcement, the following commands have to be executed.

1. Key the command `RAGMP` to determine the announcement group number that is to be removed.
2. Key the command `RAGPE` to remove the call origin groups from the announcement group number.
3. Key the command `RAGMP` to verify that the call origin groups have been removed.

PBX Operator Answer Announcements

Prerequisites

A message number must be assigned to an announcement number.

Initiation

To initiate a PBX operator answer announcement, per individual PBX operator, the following commands have to be executed.

1. Key the command `RAGMP` to determine the announcement group number that is not used.
2. Key the command `RAGMI` to enter the required PBX operator directory number to the defined announcement group number.
3. Key the command `RAGMP` to verify that data is configured correctly.

Removal

To remove a PBX operator answer announcement, per individual PBX operator, the following commands have to be executed.

1. Key the command `RAGMP` to determine the announcement group number that is to be removed.
2. Key the command `RAGME` to remove the call origin group from the announcement group number.
3. Key the command `RAGMP` to verify that the call origin group has been removed.

ACD Group and PBX Group Announcements

Prerequisites

A message number must be assigned to an announcement number.

Initiation

1. For an ACD or PBX group, key the command `RAGAP` to determine whether welcome, queue, continuous, repeat queue, CID request announcements, and the timer values for various announcements, have been assigned.
2. Key the command `RAGAI` to enter the required group welcome, queue, continuous, repeat queue, CID request announcements, and the timer values for various announcements of the ACD or PBX group.
3. Key the command `RAGAP` to verify.

Change

1. For an ACD or PBX group, key the command `RAGAP` to determine whether welcome, queue, continuous, repeat queue, CID request announcements, and the timer values for various announcements, have been assigned.
2. Key the command `RAGAC` to change the required group welcome, queue, continuous, repeat queue, CID request announcements and the timer values, for various announcements of the ACD or PBX group.
3. Key the command `RAGAP` to verify.

Removal

1. Key the command `RAGAP` to determine the ACD or PBX group number for which announcements are to be removed.
2. Key the command `RAGAE` to remove all announcements for the ACD or PBX group.
3. Key the command `RAGAP` to verify.

Call Origin Group Announcements

Prerequisites

A message number must be assigned to an announcement number.

Initiation

1. For a call origin group, key the command `RAGAP` to determine whether welcome, queue, continuous, repeat queue, and the timer values for various announcements, have been assigned.
2. Key the command `RAGAI` to enter the required call origin group, welcome, queue, continuous, repeat queue, and the timer values for various announcements.
3. Key the command `RAGAP` to verify.

Change

1. For a call origin group, key the command `RAGAP` to determine whether welcome, queue, continuous, repeat queue, and the timer values for various announcements, have been assigned.
2. Key the command `RAGAC` to change the required call origin group welcome, queue, continuous, repeat queue, and the timer values for various announcements.
3. Key the command `RAGAP` to verify.

Removal

1. Key the command `RAGAP` to determine the call origin group number for which announcements are to be removed.
2. Key the command `RAGAE` to remove all announcements for the required call origin group.
3. Key the command `RAGAP` to verify.

Individual Announcements

Prerequisites

A message number must be assigned to an announcement number.

Change

1. For a Individual extension, key the command `RACEP` to determine whether welcome or continuous announcements have been assigned.
2. Key the command `RACEC` to change the required individual welcome or continuous announcements.
3. Key the command `RAGAP` to verify.

Removal

1. Key the command `RACEP` to determine the individual extension for which announcements is to be removed.
2. Key the command `RACEE` to remove all announcements for the required individual extension.
3. Key the command `RACEP` to verify.

Individual PBX Operator Continuous Announcement

Prerequisites

A message number must be assigned to an announcement number.

Change

1. For an individual operator, key the command `RACEP` to determine whether continuous announcement has been assigned.
2. Key the command `RACEC` to change the required individual PBX operator continuous announcement.
3. Key the command `RACEP` to verify.

Removal

1. Key the command `RACEP` to determine the individual PBX operator for which continuous announcement is to be removed.
2. Key the command `RACEE` to remove individual PBX operator continuous announcement for the required individual operator.
3. Key the command `RACEP` to verify.

Vocal Guidance

Prerequisites

A message number must be assigned to an announcement number.

Initiation

To initiate vocal guidance announcements assigned to different traffic cases, the following commands have to be executed.

1. Key the command `RACEP` to determine whether any announcement number has already been initiated for the intended traffic case. Parameter `CUST` can also be specified to print customer-specific announcements.
2. Key the command `RACEI` to assign the required announcement number using the parameter `VOCGU` to a traffic case specified using the parameter `VOCT`. Parameter `CUST` can also be specified to assign the customer-specific announcements.
3. Key the command `RACEP` to verify that announcement is assigned correctly.

Change

To change vocal guidance announcements assigned to different traffic cases, the following commands have to be executed.

1. Key the command `RACEP` to determine the existing announcement number for the intended traffic case. Parameter `CUST` can also be specified to print customer-specific announcements.
2. Key the command `RACEC` to change the announcement number assigned to the traffic case. Optionally, the change can be done for a customer using the `CUST` parameter.
3. Key the command `RACEP` to verify that announcement is changed as required.

Removal

To remove vocal guidance announcements assigned to different traffic cases, the following commands have to be executed.

1. Key the command `RACEP` to determine the traffic case parameter `VOCT` and its associated announcement number parameter `VOCGU` that is to be removed. Parameter `CUST` can also be specified to print customer-specific announcements.
2. Key the command `RACEE` to remove the traffic case and its associated announcement. Parameter `CUST` can be used to specify the customer for which announcement have to be removed.
3. Key the command `RACEP` to verify that the intended traffic case has been removed.

Voice Announcement for Traffic Cases

Prerequisites

A message number must be assigned to an announcement number.

Removal

To remove the voice announcement in the different type of traffic cases, the following actions should be taken.

Follow me/Diversion

For diversion traffic cases to an extension or PBX operator:

1. Key the command `ASPAC: PARNUM=114` to disable reception of voice announcement by calls of a selected traffic case.
2. Key the command `ASPAP` to verify that data are set correctly.

For diversion traffic cases to paging:

1. Key the command `ASPAC: PARNUM=115` to disable reception of voice announcement by calls of the selected traffic case.
2. Key the command `ASPAP` to verify that data are set correctly.

Calls to ACD or PBX Group**For ACD or PBX group announcements:**

1. Key the command `RAMDP` to determine all messages assigned to announcements for ACD or PBX group queue announcement for the selected traffic case that is to be removed.
2. For each ACD or PBX group that is to have the selected traffic case removed, key the command `RAMDE` specifying the message numbers that are to be removed.
3. Key the command `RAMDP` to verify that data are set correctly.
4. Key the command `RAGAP` to determine that all ACD or PBX group announcements and their respective timers are initiated to provide announcements to the selected traffic case that is to be removed.
5. For each ACD or PBX group that is to have the selected traffic case removed, key the command `RAGAC` or `RAGAE` specifying the group announcements and their timers that are to be removed.
6. Key the command `RAGAP` to verify that data are set correctly.

For customer identity request announcement:

1. Key the command `RAGAP` to determine that all ACD groups are initiated to provide the selected traffic case that is to be removed.
2. For each ACD group that is to have the selected traffic case removed, key the command `RAGAC` to remove CID request announcement.
3. Key the command `RAGAP` to verify that data are set correctly.

Calls to Individual PBX Operator**For individual PBX operator queue announcement:**

1. Key the command `ASPAC: PARNUM=139` to disable public trunk lines from receiving PBX-operator queue announcement.
2. Key the command `ASPAP` to verify that data are set correctly.

Calls to Call Origin Group**For operator call origin group announcements:**

1. Key the command `RAMDP` to determine all messages assigned to announcements for PBX operator call origin group announcement for the selected traffic case that is to be removed.
2. For each PBX operator call origin group that is to have the selected traffic case removed, key the command `RAMDE` specifying the message numbers that are to be removed.
3. Key the command `RAMDP` to verify that data are set correctly.

4. Key the command **RAGAP** to determine that all operator call origin group ACD announcements and their respective timers are initiated to provide announcements to the selected traffic case that is to be removed.
5. For each operator call origin group that is to have the selected traffic case removed, key the command **RAGAC** or **RAGAE** specifying the group announcements and their timers that are to be removed.
6. Key the command **RAGAP** to verify that data are set correctly.

Calls to Individual Extension

For individual announcements:

1. Key the command **RAMDP** to determine all messages assigned to announcements for individual announcement for the selected traffic case that is to be removed.
2. For each individual extension that is to have the selected traffic case removed, key the command **RAMDE** specifying the message numbers that are to be removed.
3. Key the command **RAMDP** to verify that data are set correctly.
4. Key the command **RACEP** to determine that all individual announcements are initiated to provide announcements to the selected traffic case that is to be removed.
5. For each individual that is to have the selected traffic case removed, key the command **RACEC** or **RACEE** specifying the individual announcements that are to be removed.
6. Key the command **RACEP** to verify that data are set correctly.

Music-On-Hold (Parked Cases)

Prerequisites

A message number must be assigned to an announcement number.

Initiation

For music-on-hold for parked party:

1. Key the command **RACEP** to determine if continuous announcements are initiated for parked calls.
2. Key the command **RACEI** or **RACEC** (with parameter **DIR** of the parking party) to select the music-on-hold option for parked calls. Also, set **ASPAC** (**PARNUM=116**) to select which types of parked parties shall get MoH.
3. Key the command **RACEP** to verify the music-on-hold initiation.

Removal

For music-on-hold for parked party:

1. Key the command `RACEP` to display the current music-on-hold option of parked calls.
2. Key the command `RACEE` to remove the music-on-hold option for the parked parties. If the feature is removed for all parties, also reset `ASPAC (PARNUM=116)`.
3. Key the command `RACEP` to verify the removal of music-on-hold option.

Music-On-Wait (Queued Cases)

Prerequisites

A message number must be assigned to an announcement number.

Initiation

For music-on-wait for both PBX and ACD groups, and for call waiting or camp-on busy:

1. Key the command `RAGAP` to determine if continuous announcements are initiated for queued calls.
2. Key the command `RAGAI` or `RAGAC` (with parameter `GRP` of the called group number, or parameter `DIR` of the busy extension) to select the music-on-wait option. Also, set `ASPAC (PARNUM=116)` to select which types of queuing parties shall get MoW.

NOTE: The MoW parameters in `SERV` of the `AC` and `GH` commands are overridden by `CONT` parameter value. Valid for `CONT = 251, 252 or 253`.

3. Key the command `RAGAP` to verify the music-on-wait initiation.

Removal

For music-on-wait for both PBX and ACD groups, and for call waiting or camp-on busy:

1. Key the command `RACEP` to display the current music-on-wait option of queued group or extension calls.
2. Key the command `RACEE` to remove the music-on-wait option for the queued calls. If the feature is removed for all groups or all extensions, reset `ASPAC (PARNUM=116)`.
3. Key the command `RACEP` to verify the removal of music-on-wait option.

False B-Answer

Initiation

For ACD or PBX group continuous announcement:

1. Key the command `ASPAC: PARNUM=1 6 1` to enable false B-answer for continuous announcement.
2. Key the command `ASPAP` to verify that data are set correctly.

NOTE: Do not use `ASPAC: PARNUM=1 4 7` to set false B-answer, this will disconnect the continuous announcement.

Removal

For ACD or PBX group continuous announcement:

1. Key the command `ASPAC: PARNUM=1 6 1` to disable false B-answer for continuous announcement.
2. Key the command `ASPAP` to verify that data are set correctly.

Termination

If exchange data has been altered and no more I/O commands that modify exchange data are to be entered, a dump to backup media should be performed.

