

MiCollab Advanced Messaging Voice Intercept Messaging User Guide

For version 9.1 and above

Notice

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2020, Mitel Networks Corporation

All rights reserved

Contents

Preface	5
References	5
Documentation	5
Documentation Updates	6
Help	6
Document Conventions	6
VIM Environment Overview	8
How VIM Works with MiCollab AM	9
How Diversions Are Initiated	9
User Enters an Activation Request through MiCollab AM TUI	9
Sample Diverted Call Processing	10
Leave a Message	10
Transfer to Operator/Personal Assistant	10
Connect to Mobile Telephone	11
Transfer to a Different Extension	11
Change Announcement Language	11
Critical Application Considerations	12
Personal Assistants	12
Personal Operator and System Operator	12
Transfer Types and Whispered Transfers	12
Diversion Database Synchronization	13
Normalization Node Access	13
Trunk-to-Trunk Transfers	13
Programming for the Interception Service	13
Diversion Bypass Allows Subscribers to Hear Their Messages	13
Installing VIM	15
Reviewing Installation Requirements	15
D.N.A. Server Requirements	15
MiCollab AM Server Requirements	15
Documentation Requirements	16

Configuring MiCollab AM for VIM	16
Attaching a Serial Cable between the MiCollab AM Server and the D.N.A. Server	16
Configuring the Connection to the VSI Service	17
Setting Up VIM Greetings and Announcements in MiCollab AM	18
(Custom Reason Codes) Recording Custom Reason Codes	19
(Custom Reason Codes) Guidelines for Making Audio Recordings	20
(Custom Reason Codes) Modifying VIMPrmpt.txt and VIMAsgn.txt to Include Custom Reason Codes	20
Configuring the VIM Tab in System Configuration	20
Configuring VIM for Subscribers	23

Preface

This guide explains how to set up Voice Intercept Messaging (VIM) in a MiCollab Advanced Messaging (MiCollab AM) system, integrated with one or more Ericsson® MD-110 telephone systems (PBXs) and using the Voice System Intercept (VSI) service of the Dynamic Network Administration (D.N.A) server. VIM provides MiCollab AM with the ability to process calls based on subscriber Message Diversion requests.

With VIM, MiCollab AM subscribers can provide informative messages to their callers when they're not available to answer their telephones. Subscribers can select from a number of diversion announcements, such as *at lunch* or *in a meeting*, that can be provided to callers. Diversion requests can be set and cancelled by subscribers using the MiCollab AM Telephone User Interface (TUI) in addition to their telephones or by operators using OWS consoles.

IMPORTANT This book explains how to configure MiCollab AM for VIM only. It does not explain how to integrate MiCollab AM with the PBXs nor how to set up a D.N.A. server. For instructions on integrating MiCollab AM, refer to the appropriate Integration Technical Note for the telephone system. For instructions on setting up the D.N.A. server, refer to the D.N.A. documentation.

It's best to configure MiCollab AM VIM support after you've installed the D.N.A. server and the PBX. The **VIM** tabs in MiCollab AM reflect the configurations you did on the D.N.A. server and the PBX. For example, the diversion request codes on the **VIM** tab should match those that the D.N.A. server uses for each PBX node.

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
 - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
 - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
 - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.

- **Server Documentation.** Available as a PDF only. Contains the following:
 - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
 - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
 - **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
 - **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel-certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel-certified technicians can view or download documents and program files from our partner web site: www.mitel.com

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document** Titles of other documents are shown in italics.

Example: See the *System Installation and Configuration Guide*.

- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the MiCollab AM System Server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

VIM Environment Overview

VIM requires a MiCollab AM system server and the VSI service of a D.N.A. server. The VSI service acts as a master, controlling all diversion events, while the MiCollab AM server acts as a slave, accepting diversion information and passing it on to the VSI. MiCollab AM communicates with the VSI through either a TCP/IP- based network connection or a serial cable.

A VIM environment can have one or more PBXs. A single PBX communicates with the MiCollab AM system over the serial cable or TCP/IP connection. Additional PBXs networked together, called nodes, communicate through the PBX connected to the MiCollab AM server. See [Figure 1](#) for an overview of a VIM environment with one or more switches.

The following figure shows a typical VIM setup with a single PBX. The dotted line shows how additional networked nodes would be added through the PBX connected to the MiCollab AM server and the D.N.A. server.

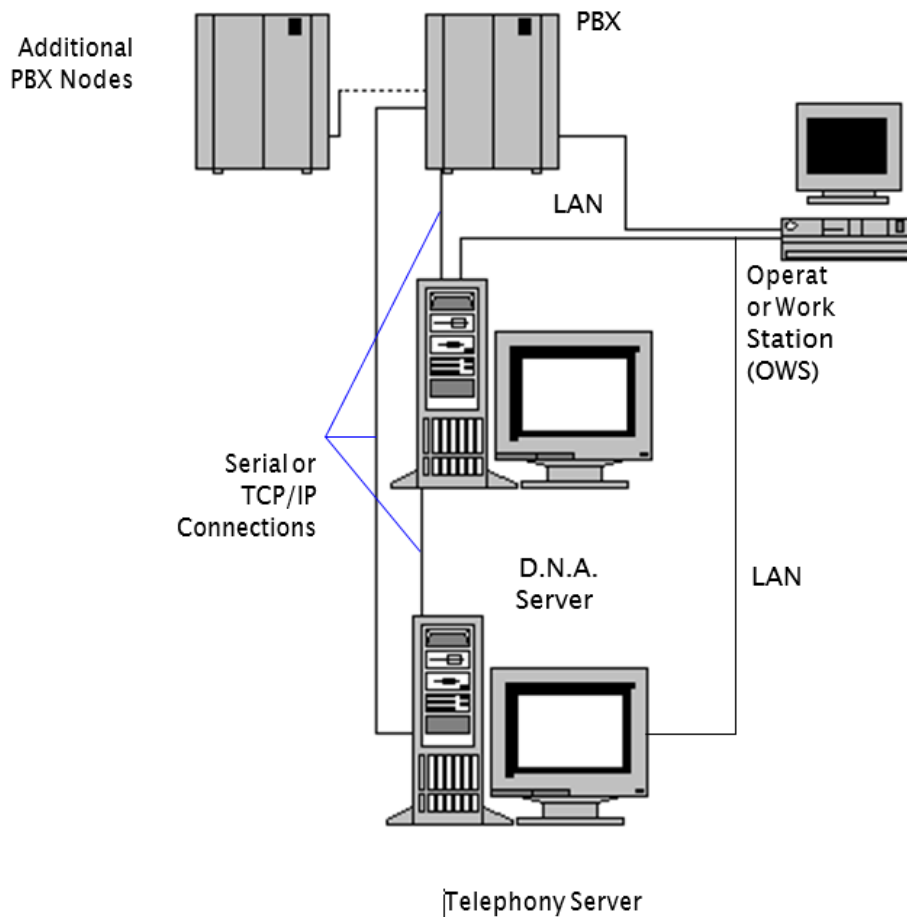


Figure 1. Example VIM Environment diagram

How VIM Works with MiCollab AM

This section describes how diversions work in a MiCollab AM installation, then provides an example of diverted call processing. At the end, you'll find a listing of issues you should be aware of when implementing this feature.

How Diversions Are Initiated

Diversions may be initiated by any of these events.

- A user enters an activation request using the MiCollab AM TUI.
- A user enters an activation code from a station set;
For example,
***FC*N*MMDD#** or ***FC*N*HHMM#**
 - **FC** represents Feature Code
 - **N** represents Reason Code
 - **MMDD** represents month and day
 - **HHMM** represents hour and minute
- An operator enters an activation code for a user through an OWS console.
- Future diversions can be set or cancelled using other D.N.A. applications, such as OWS, D.N.A. Directory Browser (DDB), and Ericsson Communication Assistant (ECA).

When the D.N.A. acts on diversions set from a station set or OWS, it will send the appropriate status change notification to the MiCollab AM server.

User Enters an Activation Request through MiCollab AM TUI

This section explains how diversions are entered through the MiCollab AM TUI.

The MiCollab AM server sends all diversion requests and cancellations entered through the MiCollab AM TUI directly to the VSI service without any change in status. The diversion status is changed only by the D.N.A. server once the new information is recorded and passed to the PBX and the OWS, and sent back to MiCollab AM.

To enter diversions through the MiCollab AM TUI:

- 1 The user uses the telephone and logs on to MiCollab AM, then uses PhoneManager to set the desired diversion.
- 2 The MiCollab AM server notifies the VSI of the diversion request but does not act on the diversion until later in the process.

- 3 The VSI service passes the diversion information to the RDS. RDS triggers a synchronization of the local databases (as appropriate) for the clients (e.g. OWS).
- 4 The RDS service commands the PBX to begin diversion of calls to the MiCollab AM server.
- 5 The VSI service then notifies MiCollab AM of the diversion activation and diversion information.
- 6 The MiCollab AM server records the information in its subscriber mailbox database for use when processing an intercepted call.

Sample Diverted Call Processing

Once call diversion has been initiated, calls to the target station will be diverted by the PBX to the MiCollab AM server. At this point, the MiCollab AM server will begin processing the diverted calls.

When the call is received, MiCollab AM will retrieve all diversion information from the subscriber's mailbox, present the appropriate greeting (internal or external greeting) and/or reason code diversion announcement, then present the caller with a set of action options. System administrators can configure these action options on an individual subscriber basis using the subscriber mailbox **VIM** tab. These options may include:

- Leave a message
- Transfer to operator/personal assistant
- Connect to mobile telephone
- Transfer to a different extension
- Change the announcement language
- Repeat this message

In the event that a caller requests a transfer to the operator or personal assistant during diversion support, the MiCollab AM server initiates a transfer request to the appropriate station or OWS console. As part of the transfer, the PBX reinserts the original caller ID information when presenting the transferred call to the targeted telephone or OWS console.

Leave a Message

If the caller selects *Leave a message*, the MiCollab AM server allows the caller to leave a message for the subscriber and then terminates the call.

NOTE If Extension Specific Processing (ESP) is active in the subscriber's mailbox, this feature overrides a subscriber's ESP settings.

Transfer to Operator/Personal Assistant

If the caller selects *Transfer to operator/personal assistant*, MiCollab AM makes a decision as follows:

- If a personal assistant is specified and it is during the personal assistant's available hours, the call will be transferred to the personal assistant.

- If no personal assistant is specified or it is outside the personal assistant's available hours, the caller will not be prompted with the option of transferring to a personal assistant. This caller will also not be prompted with this option if the assistant has set call diversion for himself.

If the caller is transferred to a non-OWS location using a fully supervised (T-type) transfer, a *whisper* message precedes the actual transfer to inform the personal assistant of the diversion information.

Transfers that are not fully supervised will not support whisper messages.

In a multiple-PBX environment, the caller may be transferred from a remote networked node through the local switch connected to the MiCollab AM server. Also, during the forward to operator/personal assistant processing, the caller may be again transferred to another networked node.

Connect to Mobile Telephone

If the caller selects *Connect to mobile phone*, an attempt will be made to transfer the call to the subscriber's mobile telephone. If this is successful, MiCollab AM announces the caller and gives the subscriber the option to accept or reject the call by pressing a key. If the call is accepted, the transfer is completed. If the call is rejected, the caller returns to MiCollab AM where he can leave a message for the subscriber.

Transfer to a Different Extension

If the caller selects *Transfer to a different extension*, the caller will be transferred to that extension and normal call processing will take place for that time of day.

Change Announcement Language

If the caller selects *Change announcement language*, the language changes to the alternate language appropriate for the caller, either internal or external. The VIM greeting and menu of options is then repeated using the alternate language.

MiCollab AM follows the primary and alternate language settings specified on the **System Configuration > VIM** tab in the **MiCollab AM Admin** utility; this tab specifies the default languages used system-wide. However, when the called subscriber has a primary and alternate language specified in his mailbox, then these settings override the system-wide settings and are used by MiCollab AM.

Critical Application Considerations

The following section discusses issues that you may encounter when implementing VIM with MiCollab AM.

Personal Assistants

Each personal assistant must have a MiCollab AM subscriber mailbox. Personal assistant availability is based on settings for hours of the day and day of the week, which are set in the personal assistant's subscriber mailbox.

Therefore, it is the personal assistants that are allowed to specify when they are available, not the subscribers who require a personal assistant's services. Also, if the personal assistant wants to receive information about why his telephone is ringing and for whom, his subscriber mailbox must be configured to support fully supervised transfers (T-type) for whispered transfer support.

If the personal assistant is diverted, the caller will not be prompted with the option to transfer to the personal assistant even if the call falls within the availability days/time that is set up in the mailbox.

Personal Operator and System Operator

MiCollab AM supports the ability to define personal operator extensions on a subscriber-by-subscriber basis. When a personal operator extension is defined, it is used when callers are transferred from the subscriber's mailbox to an operator. If a personal operator is not defined, transfers to the operator go to the system operator. MiCollab AM does not attempt to forward calls to the system operator if the personal operator specified in a subscriber mailbox is not available.

The ability to transfer to an operator is based on how call processors are set up in MiCollab AM. In a call processor, the **0** key denotes operator availability by specifying a transfer action to an extension. Modification of the answer mode allows the system administrator to enable or disable **0** key transfers on a scheduled basis by supporting different call processors at different scheduled times.

When the MiCollab AM server processes a diverted call, its answer mode scheduling for the time of day and the telephone line carrying the call ensures that there is always an implicit call processor to define operator availability, as outlined above.

Transfer Types and Whispered Transfers

MiCollab AM supports four alternative transfer types for subscribers. However, to speak a whispered transfer where MiCollab AM provides diversion information, MiCollab AM must transfer by using a fully supervised (or T-type) transfer.

Therefore, if a subscriber's personal assistant needs whispered transfers, the default automated attendant transfer type on the Features tab in the personal assistant's subscriber mailbox must be set to **Transfer**. This setting overrides the MiCollab AM server's default transfer type.

NOTE Different transfer types require different PBX settings at a station level to ensure that forwarding and diversion processing operate correctly.

Diversion Database Synchronization

If the VSI connection between the MiCollab AM server and the D.N.A. server becomes inactive due to down time by either server, the active server will hold all communication events until the link becomes active again. The individual servers have the option to remove irrelevant entries once the link becomes active.

Normalization Node Access

Node is a term that refers to a PBX that is part of a network, either local or wide area, of PBXs. MiCollab AM actions will occur in the same way regardless of which node contains a particular extension. It does not make any processing decision based on the node ID. For example, MiCollab AM will always issue transfer requests in the same way regardless of whether an extension exists on a local node or a remote node.

Trunk-to-Trunk Transfers

The diversion request to transfer to a mobile telephone will often involve a *trunk-to-trunk* transfer that connects an external caller to an external mobile telephone. For companies that use toll-free lines such as 800 numbers, such transfers can result in long-distance charges being billed to the originally called toll-free number. Because MiCollab AM allows these transfer actions, extreme care must be exercised in configuring trunk and station class-of-service programming to restrict long-distance access through the least-cost routing scheme on the PBX.

Programming for the Interception Service

You need to set up the Interception Service on the D.N.A. server. Refer to the MD-110 documentation for details.

Diversion Bypass Allows Subscribers to Hear Their Messages

If your site has one of the Desktop Suite applications installed, such as MiCollab AM Unified Messaging for Microsoft Exchange, consider using the **Diversion Bypass** box on the **VIM** tab in **System Configuration** of **MiCollab AM Admin**. By specifying a diversion override template string, you allow Desktop callouts to override active diversions and ring subscribers' telephones in order to play their voice messages.

To use this feature, you also need to program the telephone system. Specifically, the **SERV** parameter of the extension category (CAT) for the system server extensions that will execute the diversion bypass must be programmed.

In addition, the CAT of subscriber extensions that will be called must allow intrusion. Voice mail ports must not be intruded on, but they must allow for the highest priority intruder status. A priority level 3

intruder allows the voice mail port to perform diversion bypass on any directory number in the system. The subscriber stations can then be programmed to suit the particular application, but they must be programmed to at least a priority level of 1.

The **SERV** parameter is an 8-bit parameter. **D3** and **D4** define the intrusion characteristics. System server ports should be programmed as **D3=1** and **D4=3**, which is level 3 intruder.

For example:

```
EXCCS:CAT=1,SERV=001310000,TRAF=3151501, CDIV=000060000,ROC=000000;
```

Installing VIM

This section discusses the tasks that must be accomplished to install VIM. It covers the following tasks in sequence:

- Reviewing installation requirements
- Configuring MiCollab AM for VIM
- Setting up VIM greetings in MiCollab AM
- Configuring Subscribers for VIM

Reviewing Installation Requirements

Installation requirements are listed below for successfully installing VIM support with MiCollab AM. Review these requirements before continuing with the other procedures discussed in this book.

D.N.A. Server Requirements

NOTE To support VIM through a TCP/IP connection, D.N.A. version 5.0 is required.

- D.N.A. 3.0 with Service Pack 4, D.N.A. 4.1, or D.N.A. 5.0
- Static IP address for TCP/IP connection
- Available serial port if using RS-232 as physical link

MiCollab AM Server Requirements

To support VIM over a serial connection, the MiCollab AM system must meet the following requirements:

- MiCollab AM version 9.1 or later
- Serial port dedicated to the operation of VIM

In most cases, COM1 and COM2 will be used for PBX integration and remote administration (modem) access to MiCollab AM.

VIM requires that an additional serial port be installed and configured. A multi-I/O board, such as the Digiboard or Equinox, is recommended in order to provide multiple serial ports and to conserve IRQ assignments.

- Configuration of the COM port to communicate correctly with the D.N.A. server
- An EIA-standard RS232 DTE/DTE serial cable to connect to the VSI (refer to the appropriate manufacturer's documentation)

To support VIM over a TCP/IP-based network connection, the MiCollab AM system must meet at least the following requirements:

- MiCollab AM version 9.1 or later
- 10/100 Ethernet network interface card
- TCP/IP protocol installed with static address configured
- Physical connection to the D.N.A. server through a LAN, a wide area network (WAN), or an Internet service provider (ISP)

Documentation Requirements

In addition to this document (VIM User Guide), the following documents are helpful to refer to:

- Integration Technical Note appropriate for the telephone system; you'll use this to connect MiCollab AM to the PBX
- *System Administration Guide*
- *System Installation and Configuration Guide*
- (Optional) Voice Intercept Messaging Card
- (Optional) TUI Quick Reference Card

Configuring MiCollab AM for VIM

If you intend to use a dedicated serial connection to link the D.N.A. server with the MiCollab AM server, you must set up and configure that connection. You will need to cable the two servers together, then set up their COM ports along with their communication settings. On the other hand, if you intend to use a TCP/IP connection, you must provide the MiCollab AM server with the identity (name or IP address) of the D.N.A. server and the TCP/IP port (RPORT) number that the D.N.A. server uses to support VIM.

Finally, you'll need to set up the diversion greetings and announcements for the site. MiCollab AM comes with a standard set for both; however, you can create and install custom greetings and announcements as needed.

NOTE If you intend to use a TCP/IP connection between the MiCollab AM server and the D.N.A. server, the TCP/IP network protocol must be installed on both servers. For more information about how to install this protocol, see the TCP/ IP online help provided with Windows.

Attaching a Serial Cable between the MiCollab AM Server and the D.N.A. Server

For reference purposes, the following procedure summarizes the process of attaching a serial cable between the MiCollab AM server and the D.N.A. server. If you will use TCP/IP to connect the two servers, this cable is not required.

To cable to the VSI port:

- 1 Connect one end of the serial cable to the COM port dedicated to VIM on the MiCollab AM server.
- 2 Connect the other end of the serial cable to the serial port on the D.N.A. server that will serve as the VSI port.

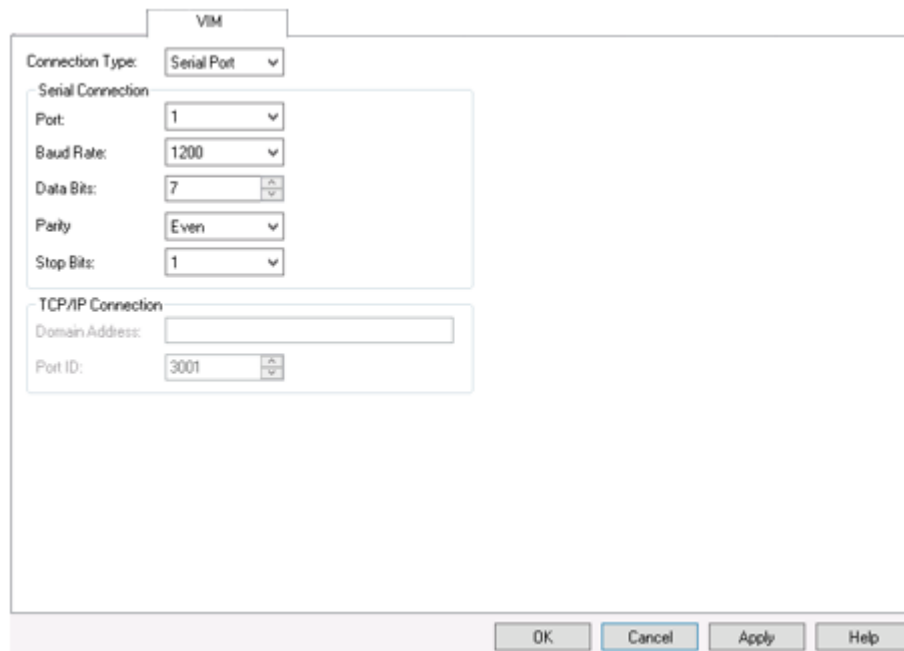
Configuring the Connection to the VSI Service

Once the MiCollab AM server and the VSI service have been connected to one another, you must specify the type of connection (serial or TCP/IP) used for VIM. For a serial connection, you must specify the COM port to be used as well as match the data bits, parity, and stop bits configured for the VSI service.

For a TCP/IP connection, you must specify the IP address of the VSI service and the TCP/IP port that it uses to support VIM.

To configure the MiCollab AM server for VIM:

- 1 Open **MiCollab AM Configuration** and select the **Main** tab.
- 2 If the system is running, click **Shutdown**, and then wait until **Current Status** changes to **Stopped**.
- 3 Click the **VIM** tab.

The image shows a software window titled "VIM". Inside the window, there is a "Connection Type:" dropdown menu set to "Serial Port". Below this, there are two main sections: "Serial Connection" and "TCP/IP Connection". The "Serial Connection" section is active and contains several settings: "Port:" with a dropdown set to "1", "Baud Rate:" with a dropdown set to "1200", "Data Bits:" with a dropdown set to "7", "Parity:" with a dropdown set to "Even", and "Stop Bits:" with a dropdown set to "1". The "TCP/IP Connection" section is currently collapsed. At the bottom of the window, there are four buttons: "OK", "Cancel", "Apply", and "Help".

- 4 In the **Connection Type** list box, select the kind of connection you want to configure.
Depending on the connection type that you select, either the **Serial Connection** or the **TCP/IP Connection** group box becomes available.
 - If you are setting up a **Serial Connection**, continue with next step.
 - If you are setting up a **TCP/IP Connection**, skip to **Step 7**.
- 5 Select the COM port used to support VIM from the **Port** list box.

IMPORTANT The data bits, parity, and stop bits settings for the COM port must match the settings of the port on the D.N.A. server.

- 6 Specify the data bits, parity, and stop bits for the COM port in the appropriate boxes. Skip to step 9.
- 7 In the **Domain Address** box, type the IP address of the D.N.A. server in decimal notation. This address takes the form **nnn.nnn.nnn.nnn**, where **nnn** is any digit from 0 through 255.
- 8 In the **Port ID** box within the **TCP/IP Connection** group, type the TCP/IP port number that the VSI service uses to support VIM.

IMPORTANT The setting of 3001 that appears by default in this box is also the default TCP/IP port number set at the D.N.A. server for VIM support. Unless you have a specific reason to change this number, leave it at the default value.

If you must change the port number to avoid conflict with other software, you must change it to the same number on the system server and the D.N.A. server.

For more information on configuring the D.N.A. server, see the manuals that accompany that server.

- 9 Click **OK**.

Setting Up VIM Greetings and Announcements in MiCollab AM

MiCollab AM is flexible enough that you can support any diversions that a company may want for its employees. It allows:

- 1–99 greetings
- 0–999 reason codes
- 0–999 reason announcements

This section outlines how to create custom recordings, then explains how to set up MiCollab AM to use them.

To simplify installation, MiCollab AM comes with default recordings that you can use.

- One default greeting, *Thank you for calling...*, and its associated prompt file
- Ten default reason codes and their associated prompt files

Table 1. Reason Codes and Associated prompt files

Reason Code	Reason Description	Prompt Code	Text of Prompt	Filename
000	Lunch	000	...is at lunch.	Vimxx000.wav
001	Gone for the day	001	...has left for the day.	Vimxx001.wav

002	Away on business	002	...is out on business.	Vimxx002.wav
003	Attending a meeting	003	...is attending a meeting.	Vimxx003.wav
004	Business trip	004	...is on a business trip.	Vimxx004.wav
005	Sick	005	...is off sick.	Vimxx005.wav
006	Vacation	006	...is on vacation.	Vimxx006.wav
007	Attending a training course	007	...is attending a training course.	Vimxx007.wav
008	Temporarily out	008	...is temporarily out.	Vimxx008.wav
009	Miscellaneous	009	...is unavailable.	Vimxx009.wav

Note that prompt codes do not need to match reason code numbering. The default reason code prompt files are located in the ...\\CX\\tenant-data\\<tenantID>\\recordings\\vim directory.

If you plan to use the default prompts, you still need to enable the feature on the **VIM** tab in **MiCollab AM Admin's System Configuration**, which is explained in this section. Additional settings on the **VIM** tab might be required for the site as well.

If you deleted a default prompt file from the VIM directory but would like to use it again, you can copy that file from the appropriate Language Prompt CD.

NOTE If MiCollab AM is deployed as a hosted solution in the cloud, the server administrator performs this task.

(Custom Reason Codes) Recording Custom Reason Codes

With the right equipment and software, you can produce any necessary custom greetings and reason code announcements required for a site. Custom VIM audio files must have a .wav extension and be in **G.711 (PCM Mu-Law or A-Law)** at 8 KHz format.

Dimensions of the stored waveform audio are as follows:

- **Sampling rate.** MiCollab AM records and plays back audio at 8,000 samples per second or 8 KHz.
- **Sampling method.** MiCollab AM uses 8 bits per sample **G.711 (PCM Mu-Law or A-Law)**.

To create audio files, use a general-purpose audio editor to create or load standard *.WAV files. Examples of such programs are Sound Forge® by Sony Pictures Digital, Audition™ by Adobe Systems Incorporated, and GoldWave™ by GoldWave Incorporated.

NOTE We do not provide technical support for third-party software.

Each reason code announcement must exist as a separate prompt .wav file. Place the custom VIM prompt files in the ...\\CX\\tenant-data\\<tenantID>\\recordings\\vim directory.

(Custom Reason Codes) Guidelines for Making Audio Recordings

For the best-quality recordings, make sure that the person speaking the phrases is seated comfortably and is not distracted, then follow these guidelines:

- Maintain a consistent distance from the microphone as well as a consistent direction toward it.
- Say each phrase at least twice, but preferably three times, in case some phrases have incorrect pronunciation, breathe sounds, or other unwanted noises.
- Slate each phrase for easy identification of the phrase being spoken (that is, speak the phrase number before actually speaking the phrase).
- When you record phrases that are used with other prompts, it is helpful to record them in context so that the inflection will be correct. For example, record *John Doe...is out on jury duty* for the phrase *is out on jury duty*. Then, use the audio editor to cut unwanted portions.
- When speaking a phrase, leave a little silence between the actual phrase and the surrounding words so that the desired words can be easily separated when the phrase is digitized.

(Custom Reason Codes) Modifying VIMPrmpt.txt and VIMAsgn.txt to Include Custom Reason Codes

Two text files contain the prompt assignments and reason code information for MiCollab AM: **VIMPrmpt.txt** and **VIMAsgn.txt**. When you develop custom reason codes, you'll need to modify these files by using a text editor. These files are located in ...\\CX\\Bin.

If your site has multiple PBX nodes, you may want to set up a **VIMPrmpt.txt** and **VIMAsgn.txt** file for each node. For just a few nodes, however, you can put all node information in one set of files.

IMPORTANT Make a copy of **VIMPrmpt.txt** and **VIMAsgn.txt** before modifying them. This will give you the ability to quickly recover if you encounter problems.

NOTE If MiCollab AM is deployed as a hosted solution in the cloud, the server administrator performs this task.

Configuring the VIM Tab in System Configuration

The **VIM** tab in **MiCollab AM Admin**'s System Configuration lets you set up the greetings and reason code announcements used at the site. The reason code numbers and types specified on this tab must match those specified on the D.N.A. server.

To configure the VIM tab in System Configuration:

- 1 The tenant administrator logs on to **MiCollab AM Admin**.
- 2 From the menu, go to **Configuration > System**. The **System Configuration** dialog box appears.
- 3 Click the **VIM** tab. The **VIM** tab appears.

- 4 On a new system, the **Reason Code Assignments** table is shown blank. This information automatically appears once you set up the **VIM Initialization** dialog box.

- 5 Select the **Enable Voice Intercept Messaging (VIM) Support** checkbox. For non-hosted solutions on the cloud, this enables VIM support system-wide. For hosted solutions on the cloud, this enables the VIM tenant-wide.
- 6 If the MiCollab AM system includes a Desktop Suite application, such as MiCollab AM Unified Messaging for Microsoft Exchange, and subscribers will be using their telephones to listen to voice messages, specify the code required to override diversions that are already activated in the **Diversion Bypass** box.

NOTE MiCollab AM uses a code to override a diversion and ring a subscriber's telephone. The default override is ***60*X#**.

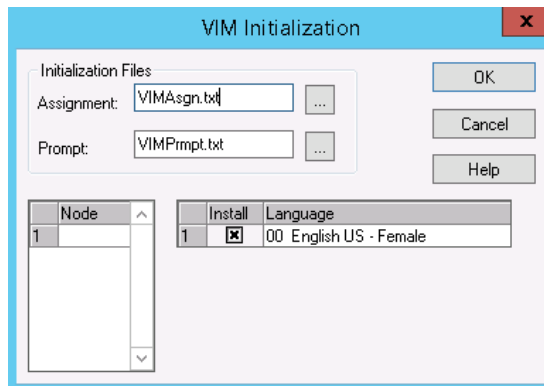
You also need to program the telephone system for this feature. For more information about setting up this feature, refer to the online help.


- 7 In the **VIM Timeouts** option group, select the amount of time that MiCollab AM should wait for a response from users while VIM is active.

Table 2. VIM Timeout Options

If MiCollab AM should wait for ...	Then...
The amount of time specified as the system-wide default on the Timing tab (usually five seconds)	Select Default .
An amount of time specific to VIM	Clear Default and type the appropriate amount of time in the Command Input (sec) box.

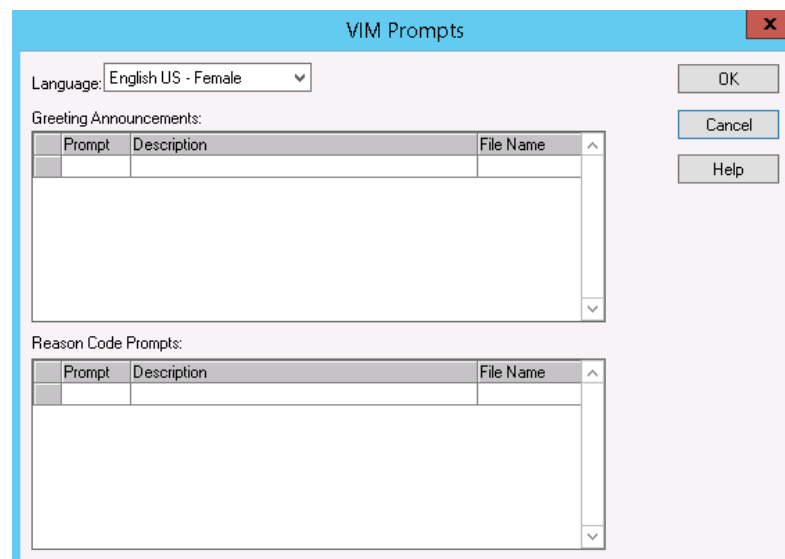
- 8 Click the **Initialization** button to set up MiCollab AM with the reason code and prompt assignment text files. The **VIM Initialization** dialog box appears.



- 9 In the **Initialization Files** group box, make sure that the **VIMAsgn.txt** and **VIMPrmpt.txt** files are specified. If necessary, click the  browse button to locate the files in **...\CX\BIN**.
- 10 Specify the node number of the PBX to which these files apply.

NOTE If MiCollab AM is connected to a single PBX, then specify **001**.
If these files apply to several nodes, you can identify node-specific reason codes on the **VIM** tab.

- 11 Select the languages that these files apply to from the list of installed languages. Up to two languages can be specified, which will be used as the primary and alternate languages.
- 12 Click **OK** to return to the **VIM** tab.
- 13 Click the **Prompts** button to set up the audio files. The **VIM Prompts** dialog box appears.



- 14 For each greeting and reason code announcement, specify the filename of the audio file if other than the default.
- 15 Click **OK** when you are done to return to the **VIM** tab.

- 16 Configure **Language & Greeting Defaults** as necessary for the site. These defaults will be used system-wide except for individual subscribers that have specific languages and greetings specified.

If necessary, click the **Help** button or press **F1** for information about configuring the **VIM** tab.

Configuring VIM for Subscribers

After VIM has been globally configured in MiCollab AM, it can be enabled and configured for each subscriber by using **MiCollab AM Admin**.

To enable VIM for a subscriber:

- 1 Select the subscriber mailbox you want to enable VIM.
- 2 Click the **VIM** tab. The **VIM** tab appears.

The screenshot shows the 'VIM' tab in the MiCollab AM Admin interface. The tab is selected, and the configuration options are displayed. The 'Enable Voice Intercept Messaging (VIM) Support' checkbox is checked. Below it, the 'Let user see and configure setting' checkbox is also checked. The 'Mobile Phone Number' section has a 'Phone' field and a 'Let user see and configure setting' checkbox, which is checked. The 'Personal Assistant Configuration' section has an 'Extension' field and a 'Let user see and configure setting' checkbox, which is checked. The 'Personal Assistant Availability' section has a 'Start' time of 12:00 AM, a 'Stop' time of 11:59 PM, and a 'Days' section with checkboxes for Sun, Mon, Tue, Wed, Thur, Fri, and Sat. The 'Language & Greeting Defaults' section has a 'Primary Language' dropdown set to 'Default', an 'Alternate Language' dropdown set to 'None', and a 'Welcome Greeting Prompt' dropdown set to 'Default'. The 'Options' section has a 'Timeout' dropdown set to 'Leave Message', a 'User Identity' dropdown set to 'Name if Available', and two checked checkboxes: 'Allow caller to leave a message' and 'Allow caller to transfer to another extension'. The 'Current Diversion' section has a 'Node' field set to '001'. At the bottom of the window are 'OK', 'Cancel', and 'Help' buttons.

- 3 Select the **Enable Voice Intercept Messaging (VIM) Support** checkbox.
- 4 Configure the remaining boxes on this tab as necessary for this subscriber. However, you may not need to change anything on this screen if the default settings are appropriate for the subscriber.

For details about setting the boxes on this screen, click the **Help** button or press **F1**.