

Voice Mail, VM

OPERATIONAL DIRECTIONS



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GENERAL

A voice mail system (Voice Store and Forward system) is used for storing recorded messages in digital form and for transmitting them to and from the users' mailboxes. This document describes the operational directions for both the traditional voice mail system and the generic voice mail system.

The traditional voice mail system consists of a peripheral unit connected to the MX-ONE via the general interface for information systems (GICI) and also via normal analog extension lines connected to voice mailbox ports, see the interworking description for *VOICE MAIL*. Call connection to the Voice Mail System takes place on the extension lines, and information on which users that have message to listen to as well information on ongoing calls is sent via the signal interface.

The generic voice mail system is an application that can be integrated with the MX-ONE to provide Voice Mail services. The generic voice mail system is connected to the PBX exchange as an IPeX.

Note: Although it is possible to initiate the extension lines as generic extensions, only when they are also initiated as H323 extensions the voice mail functionality will be fully available

Examples of field applications are:

- Message systems, in which messages are transmitted and received without requiring the communicating parties to be simultaneously present in the system, that is, more or less the same function as a text message system.
- Advanced automatic telephone answering machines, that are informed by the MX-ONE of the identity of the wanted extension and that automatically store messages to that extension.

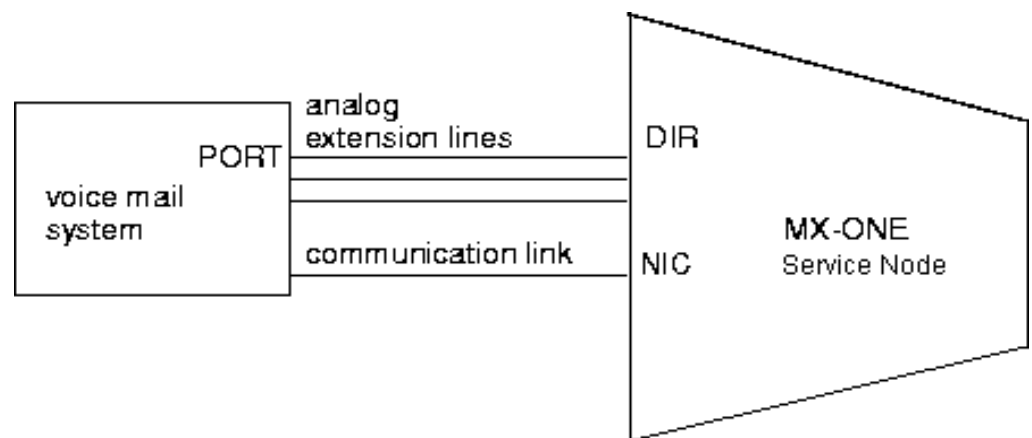


Figure 1: Connection of a traditional voice mail system to the MX-ONE.

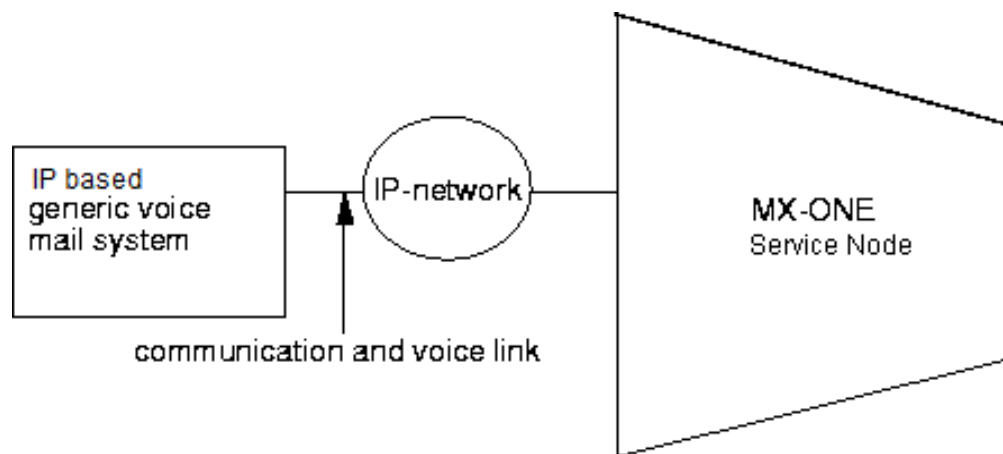


Figure 2: Connection of an IP based generic voice mail system. (Can be either extension or trunk interface for some VM systems)

2 PREREQUISITES

For traditional voice mail systems, basic information system data for a network interface individual shall be initiated with command ICFUI, see the command description for *INFORMATION SYSTEMS, IC*. For generic voice mail systems, *ICFUI* command shall be used just to reserve a logical resource.

Directory information on all extensions designated as users shall be defined in the traditional voice mail system or generic voice mail system.

Up to 16 voice mail systems per MX-ONE can be initiated.

3 AIDS

I/O terminal.

4 REFERENCES

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5 PROCEDURE

5.1 TRADITIONAL VOICE MAIL

The following procedure shall be used for the voice mail activity.

- Initiate the voice mail system
- Initiate the voice mail ports

5.2 GENERIC VOICE MAIL

The following procedure shall be used for the voice mail activity.

- Initiate the generic voice mail system
- Initiate the generic voice mail extensions

6

EXECUTION

6.1

TRADITIONAL VOICE MAIL SYSTEMS

6.1.1

THE VOICE MAIL FUNCTION

6.1.1.1

Initiation of the voice mail system

General

Connect the voice mail system to the network interface individual, see the operational directions for *IP EXTENSION*.

Prerequisites

The INFORMATION SYSTEM interface shall be initiated with command ICFUI.

Extension individuals for connection of voice mail ports and if any group hunting numbers are used (for queuing purposes), shall be initiated.

Application system parameter PARNUM= 145 for call information signal sequence selection is set to, either send the information immediately after the exchange alerts the voice mail system (default), or after the voice mail system answers the call.

Execution

Key the command *VMFUI* to initiate the voice mail system.

Key the command *VMFUP* to verify the result.

6.1.1.2

Removal of the voice mail system

General

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Prerequisites

Before the voice mail system is removed all initiated voice mail ports and those groups defined as the message diversion position for the voice mail system must be removed too.

Execution

		Measure/Question	Observation/ Comment
<p>Flow</p> <pre>graph TD; START([START]) --> 1[1]; 1 --> 2{2}; 2 -- Y --> 3[3]; 2 -- N --> 4[4]; 3 --> 4; 4 --> 5[5]; 5 --> STOP([STOP])</pre>	1	Key the command <i>VMPOP</i> to verify which voice mail ports analog extension or internal group hunting number are initiated for the voice mail system.	
	2	Do initiated voice mail ports exist?	
	3	Key the command <i>VMPOE</i> to remove the voice mail ports analog extension or internal group hunting number.	See the section for Removal of voice mail ports.
	4	Key the command <i>VMFUE</i> to remove the voice mail system.	
	5	Key the command <i>VMFUP</i> to verify the result.	

6.1.1.3

*Alteration to the voice mail system data***General**

Only those parameter data, initiated with command ICFUI, can be altered with command ICFUC. If other parameter data are to be altered, it is first necessary to remove the voice mail system and then re-initiate it with new parameter data.

Prerequisites

The voice mail system must be initiated with command VMFUI.

Execution

		Measure/Question	Observation/ Comment
<p>Flow</p> <pre> graph TD START([START]) --> 1[1] 1 --> 2{2} 2 -- N --> A((A)) 2 -- Y --> 3[3] 3 --> 4[4] 4 --> B((B)) </pre>	1	Key the command <i>VMFUP</i> and <i>ICFUP</i> to verify existing parameter data.	
	2	Are there parameter values that cannot be altered with command <i>ICFUC</i> ?	VMF and POFMT cannot be changed with <i>ICFUC</i> .
	3	Remove the voice mail system.	See the section for Removal of voice mail ports.
	4	Initiate the voice mail function with new parameter values. Key the command <i>VMFUP</i> to verify the result.	See the section for Initiation of the voice mail system.

<p>Flow</p> <pre>graph TD; A((A)) --> 6[6]; 6 --> 7[7]; 7 --> STOP([STOP]); B((B)) --> 5[5]; 5 --> 7;</pre>		Measure/Question	Observation/ Comment
	5	Key the command <i>ICFUC</i> to alter the requisite data.	
	6	Key the command <i>ICFUC</i> to alter the requisite data.	
	7	Key the command <i>ICFUP</i> to verify the result.	

6.1.1.4 *Printout of the voice mail system*

Key commands VMFUP and ICFUP to obtain a printout of data relevant to one or more voice mail systems.

6.1.2 VOICE MAIL PORTS

6.1.2.1 *Initiation of voice mail ports*

General

Initiation of a voice mail port means that a port number (PORT) is affiliated to a directory number (DIR) (see Figure 1).

Prerequisites

The voice mail system shall be initiated and a free equipment position for an analog extension individual shall exist.

The extension individual for connection to a voice mail port shall be assigned the following category characteristics on initiation:

- reception of call waiting tone permitted
- diversion of extension not permitted
- intrusion on extension not permitted

- participation in conferences forbidden.

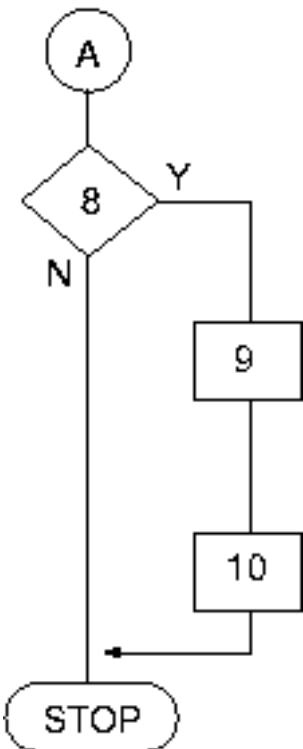
Execution

Flow		Measure/Question	Observation/ Comment
<pre> graph TD START([START]) --> 1[1] 1 --> 2[2] 2 --> 3{3} 3 -- N --> 8[8] 3 -- Y --> 4{4} 4 -- N --> 5[5] 4 -- Y --> 6[6] 5 --> 6 6 --> 7[7] 7 --> 8 8 --> STOP([STOP]) </pre>	1	Key the command <i>EXTEI</i> to initiate extension individual that is to be affiliated to a voice mail port . Key the command <i>EXDDP</i> to verify the result.	See the operational directions for <i>ANALOG EXTENSION</i> and the prerequisites for categorization.
	2	Key the command <i>VMPOI</i> to initiate the port .	
	3	Is the extension to be a member of internal group hunting?	
	4	Does any group for this purpose exist?	
	5	Key the command <i>GHGRI</i> to initiate the group.	See the operational directions for <i>GROUP HUNTING</i> .
	6	Key the command <i>GHGMI</i> to initiate the extension as member. Key the command <i>GHDAP</i> to verify the result.	
	7	Key the command <i>VMPOI</i> , parameter GRP, to initiate the group as message diversion position.	
	8	Key the command <i>VMPOP</i> to verify the result.	

6.1.2.2

Removal of voice mail ports

	Measure/Question	Observation/ Comment
<p>Flow</p> <pre> graph TD START([START]) --> 1[1] 1 --> 2[2] 2 --> 3{3} 3 -- Y --> 4[4] 4 --> 5[5] 5 --> 6[6] 6 --> 7[7] 7 --> A((A)) 3 -- N --> A </pre>	1 Key the command <i>VMPOE</i> to remove the voice mail port.	
	2 Key the command <i>VMPOP</i> to verify the result.	
	3 Was the port a member of the internal group hunting?	
	4 Key the command <i>VMPOE</i> , parameter <i>GRP</i> , to remove the group as a message diversion position.	
	5 Key the command <i>VMPOP</i> to verify the result.	
	6 Key the command <i>GHGME</i> to remove the group members.	See the operational directions for <i>GROUP HUNTING</i> .
	7 Key the command <i>GHGME</i> to verify the result.	

	Measure/Question	Observation/ Comment
<p>Flow</p>  <pre> graph TD A((A)) --> D{8} D -- Y --> 9[9] 9 --> 10[10] 10 --> STOP([STOP]) D -- N --> STOP </pre>	8 Shall the extension individual be removed?	
	9 Key the command <i>EXTEE</i> to remove the extension individual used as voice mail port.	See the operational directions for <i>ANALOG EXTENSION</i> .
	10 Key the command <i>EXDDP</i> to verify the result.	

6.1.2.3

Printout of voice mail ports

Key the command *VMPOP* to obtain a printout of data on voice mail ports.

6.1.2.4

Initiation of updating

See the operational directions for *INFORMATION SYSTEMS*.

6.1.2.5

Inquiry and transfer

General

Configuration of a voice mail port should be set so when it transfers a call to the PBX operator, message information diversion will be also transferred.

Prerequisites

Voice mail ports are initiated.

Execution

Set the option Blind transfer to YES in the voice mail configuration.

6.2

GENERIC VOICE MAIL SYSTEMS

6.2.1

INITIATION OF THE GENERIC VOICE MAIL SYSTEM

General

Connect the SIP (or H.323) based generic voice mail system to the network where the MX-ONE is located, see the operational directions for *IP EXTENSION*.

Prerequisites

The Information System interface is initiated with command ICFUI.

Execution

Flow		Measure/Question	Observation/ Comment
<pre> graph TD START([START]) --> 1[1] 1 --> 2[2] 2 --> 3{3} 3 -- N --> 7[7] 3 -- Y --> 4{4} 4 -- N --> 7 4 -- Y --> 5[5] 5 --> 6[6] 6 --> 7 7 --> STOP([STOP]) </pre>	1	Key the command <i>ip_extension -i</i> to initiate extension individual to affiliate to a voice mail port. Key the command <i>ip_extension -p</i> to verify the result.	See the operational directions for <i>IP EXTENSION</i> and prerequisites for categorization.
	2	Key the command <i>VMGEI</i> to initiate the port.	
	3	Is the extension to be a member of internal group hunting?	
	4	Does any group for this purpose exist?	
	5	Key the command <i>GHGRI</i> to initiate the group.	See the operational directions for <i>GROUP HUNTING</i> .
	6	Key the command <i>GHGMI</i> to initiate the extension as member . Key the command <i>GHDAP</i> to verify the result.	
	7	Key the command <i>VMGEP</i> to verify the result.	

6.2.2

REMOVAL OF THE GENERIC VOICE MAIL SYSTEM

General

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Prerequisites

Before the voice mail system is removed, all groups defined as the message diversion position for the generic voice mail system must be removed.

Execution

		Measure/Question	Observation/ Comment
Flow <pre> graph TD START([START]) --> 1[1] 1 --> 2[2] 2 --> 3{3} 3 -- Y --> 4[4] 4 --> 5[5] 5 --> 3 3 -- N --> A((A)) </pre>	1	Key the command <i>VMGEE</i> to remove the voice mail port.	
	2	Key the command <i>VMGEP</i> to verify the result.	
	3	Was the port a member of the internal group hunting?	
	4	Key the command <i>GHGME</i> to remove the group members.	See the operational directions for <i>GROUP HUNTING</i> .
	5	Key the command <i>GHDAP</i> to verify the result.	

6.2.3 ALTERATION TO THE GENERIC VOICE MAIL SYSTEM DATA

General

Only those parameter data initiated with command *ICFUI* can be altered with command *ICFUC*. See the operational directions for *INFORMATION SYSTEMS, IC*.

6.2.4 PRINTOUT OF THE GENERIC VOICE MAIL SYSTEM

Key commands *VMGEP* and *ICFUP* to obtain a printout of data relevant to one or more voice mail systems.

6.2.5 INITIATION OF UPDATING

See the operational directions for *INFORMATION SYSTEMS*.

7 TERMINATION

If exchange data have been altered and no more commands are to be keyed a dump shall be performed.