

WIN Series

VOICE PROCESSING SYSTEM

QUICK START MANUAL

Revision 1.0

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Digital Speech Systems, Inc.
WIN Series Quick Start Manual

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TABLE OF CONTENTS

1.0 INTRODUCTION.....1

 1.1 UNPACKING1

2.0 CONNECTIVITY1

3.0 MAILBOX SETUP1

 3.1 MAILBOX RENUMBERING1

 3.2 MAILBOX PROGRAMMING2

 3.2.1 Mailbox User Names.....2

 3.2.2 Mailbox Types.....3

 3.2.3 Mailbox Options.....3

 3.2.4 Outdial Sequences (Pager Notifications).....4

 3.3 DUPLICATING MAILBOX PROGRAMMING.....4

 3.4 CANCELING/ENABLING MAILBOXES5

4.0 AUTOATTENDANT/CALL ROUTING SETUP.....5

 4.1 SETTING UP AUDIOTEXT PATHS5

 4.2 RECORDING THE AUTO ATTENDANT GREETING5

 4.3 PROGRAMMING TIME OF DAY GREETINGS IN “INITIAL CALL ROUTING”6

5.0 TESTING.....6

Digital Speech Systems, Inc.
WIN Series Quick Start Manual

1.0 Introduction

The purpose of the QUICK START documentation is to give the installer direction on basic points of installation and testing. It will outline the basic principles of the wiring, programming, recording and testing necessary to install a system as efficiently as possible.

1.1 Unpacking

After unpacking the system, remove the cover and ensure that all of the cards and cables are firmly seated. Shipping can shift cards and cables, and unless they are seated properly the system may not function correctly.

Remove the Softlock from the manual. All new systems are shipped with the Softlock contained in the system manual. The system will not boot up without this device attached to the printer port.

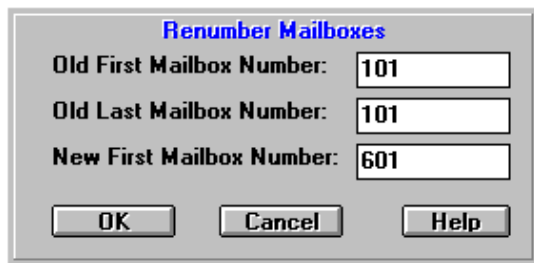
2.0 Connectivity

Systems equipped for analog integrations use the Dialog/4 card. However, systems that will integrate with digital stations have specific programming/wiring requirements that can be found in the “integration” section of the system manual. Please refer to the manual for these requirements.

The Dialog/4 cards used for analog integration support two channels per board jack. Using a standard two pair cable, connect the first line to the green-red pair, and the second line to the black-yellow pair. The ports will count from right to left when viewing the card from the back of the system; i.e. ports one and two will appear on the right board jack, ports three and four on the left.

3.0 Mailbox Setup

3.1 Mailbox renumbering




Renumber Mailboxes	
Old First Mailbox Number:	101
Old Last Mailbox Number:	101
New First Mailbox Number:	601
OK Cancel Help	

It may be necessary to renumber mailboxes in order to integrate with the extension range on the telephone system. The default numbering plan is 100 – 588 set up as mailboxes, and 990-999 reserved for audiotext boxes. To change these default values highlight the mailbox number that you wish to renumber, and click on the “Renumber” command at the top of the window. A new window will pop up asking for the first and last mailboxes to be renumbered, and the new first mailbox number. Define the first new mailbox number and confirm the range selected. If you wish to renumber a range of mailboxes you may either define that change manually by entering

the first and last mailbox numbers, or you may click on the first mailbox to be renumbered, holding the mouse button down, and then drag the cursor to the end of the range. When the range is selected, click “OK”.

Note: Renumbering the default audiotext boxes will clear the “Initial Call Routing” schedule. When possible, use the default values for audiotext.

3.2 Mailbox programming

To go to the mailbox programming, click on the “Mailbox Configurations” icon.  This will bring up the list of mailboxes in the system. To view a specific mailbox’s programming, double click on the mailbox, and this will bring up that mailbox’s programming.

Key areas of the voicemail box’s programming are:

- Mailbox names for “Dial By Name” feature
- Mailbox type
- Mailbox Options
- Pager Notifications

3.2.1 Mailbox User Names

When entering the User’s name in the name field, it is important to know if they intend to use the “Dial by name” feature, and if so which name (first or last) they want the system to search for. If the system is to search for first names, then the name must be entered first name first (i.e. “Mark Taylor”). If it is to search by last name then the name must be entered last name first (i.e. “Taylor Mark”). *Note: DO NOT use commas to separate the names.*

By default, the system will prompt callers to enter the first four digits of the persons LAST name for the “Dial by Name” feature. To change to first name, close the “DSSI Voice Server” and the administration program. Go to the start button, then to programs, and open the DOS command prompt. Type the command “C:\rundir” to change to the “rundir” directory. Now, type in the command “firstnam”. This will change the prompt to ask for the first name. Close the command prompt and reload the Server and Administration.

3.2.2 Mailbox Types

There are 9 types of mailboxes available in the mailbox programming (Dependant upon system capabilities)

Type	VM = Voicemail only
<input type="radio"/> VM	AA= AutoAttendant (Extension Transfers only)
<input type="radio"/> AA	MA = Voicemail and extension transfers
<input checked="" type="radio"/> MA	AX = Audiotext
<input type="radio"/> AX	MN = Mailbox Networking box
<input type="radio"/> MN	FG = Fax Gateway
<input type="radio"/> FG	HC = Hotel Check-in access
<input type="radio"/> HC	EM = Enable Mailbox
<input type="radio"/> EM	DM = Disable Mailbox
<input type="radio"/> DM	

The most commonly used box types are:

1. VM – Voice messaging only. When the number is dialed, the caller is placed directly into the mailbox.
2. AA – Auto Attendant only. Callers are automatically transferred to the extension, and cannot leave a message.
3. MA – Mailbox and Attendant. Callers are first transferred to the extension, and then placed in the mailbox to record a message on ring no answer or busy.
4. AX – Audiotext. Mailboxes used to give single or multi – key choices to incoming callers.

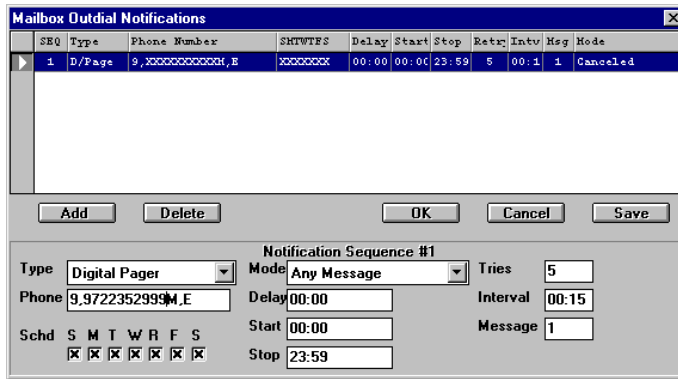
3.2.3 Mailbox Options

To view the mailbox options, click on the mailbox number, then on the “Voice Messaging” tab. You will see the Mailbox Options parameter, and the number of assigned options will be in blue. Click on the number of options, and the list of mailbox options will come up in a new window. Enable or disable mailbox options by clicking in the box next to the appropriate option. If the option is enabled, an “X” will appear in the box. For a description of the mailbox options, refer to the Win Series Operational and Technical Manual, page 35.

Message Source Announcement	<input checked="" type="checkbox"/>	OK
Future / Urgent Message Delivery	<input type="checkbox"/>	
Mailbox Fax Operations	<input type="checkbox"/>	Cancel
Transfer to Another Mailbox/Extension	<input checked="" type="checkbox"/>	
First Time User Tutorial	<input checked="" type="checkbox"/>	
Play User's Name Before Message Delivered	<input type="checkbox"/>	
Administrative Distribution Lists Access	<input type="checkbox"/>	
Automatic Message Day/Time Play Option	<input type="checkbox"/>	
Mailbox Message Forwarding	<input type="checkbox"/>	
Message Deletion Confirmation	<input type="checkbox"/>	
Caller Message Editing	<input checked="" type="checkbox"/>	
DTMF Digits Capture Option	<input type="checkbox"/>	
Voice Transaction Option	<input type="checkbox"/>	
Transfer Out of Mailbox Before Recording	<input checked="" type="checkbox"/>	
Simplified Mailbox	<input type="checkbox"/>	
Wake-up Call / Message Reminder	<input type="checkbox"/>	

3.2.4 Outdial Sequences (Pager Notifications)

By default, the last port on the system will be set up as the outdial port to handle all Message Waiting Lights and outdials to pagers and phones. Dependant on phone system type, you may choose to add more outdial ports. For systems installed on Lucent or Nortel systems, this may not be available, call Tech Support for assistance before adding outdial ports.



To set up an outdial sequence for pagers or cell phones, go to the “Voice Messaging” tab within the mailbox. You will see the “Outdial Notifications Sequences” field with the number of assigned sequences. Click on the number of sequences to bring up the programming window. If there are no sequences assigned, click on the “Add” button to add a default sequence. The default sequence will be defined as a “Digital pager” type sequence. Other Types you may choose include:

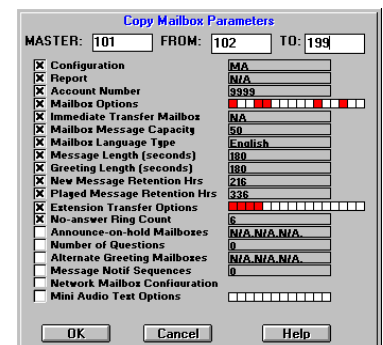
- 1) Tone pagers – to dial to a tone pager.
- 2) Message W/Password – calls the defined number, and requires the mailbox password to play the message.
- 3) Message N/Password – calls the defined number and automatically plays the new message(s) after the user presses “7”.
- 4) Screened M/Dlvr – calls the defined number and informs the answer that there is a new message in the users mailbox and then gives them advanced options.

When programming the telephone number to be called, it is necessary to follow the number with the letter “M”. This tells the system to monitor the call for more reliable functionality.

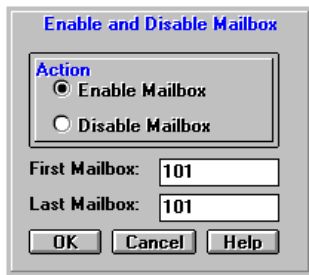
3.3 Duplicating mailbox programming

Once one mailbox has been configured, you can copy the parameters of that mailbox to other mailboxes on the system.

To do this, click on the “Copy” command at the top of the window. This will bring up another window in which you may select the “Master” mailbox; the mailbox from which you will be copying, and the range of mailboxes to which to copy. The parameters to be copied will be marked with an “X”. To add or remove items to be copied, simply add or remove the “X”.



3.4 Canceling/Enabling mailboxes



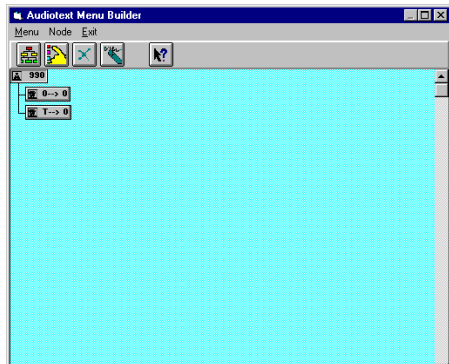
When all mailbox programming is complete, it is suggested that you take all unused mailboxes out of service. In order to do this, click on the “Enable” command at the top of the mailbox programming window. Define the range of mailboxes; select “enable” or “disable”, and click ok.

4.0 Autoattendant/Call Routing setup

Call routing is used to give incoming callers single or multi-key choices in order to route the call efficiently. Audiotext boxes are programmed with the appropriate key choices to set up audiotext “paths”.

4.1 Setting Up Audiotext Paths

To set up an audiotext path or “tree”, click on the “Call Mapping” icon.



Highlight the audiotext box that is programmed to answer in the initial call routing and click on the “mapping” button. A new window will come up displaying the first “node” in the path, which is the audiotext box that you are programming. To add a node, click on the second icon from the left labeled “Add node”. Select the key from the drop down list that appears. Valid keys are 0 through 9, #, *, Immediate, Timeout and Error. Multi-digit “keys” may also be used. Select the appropriate action; “Audiotext” to transfer to another audiotext box with further menu options,

“Extension” transfer to transfer the call, and “Voicemail binding” to place the caller directly in the mailbox. Finally, enter the number of the destination mailbox in the “Dest mailbox” field.

NOTE: Once a mailbox is programmed into an audiotext menu, changes may only be made through the originating audiotext box. Example: In audiotext box 990, choice 1 transfers that caller to audiotext box 992, which will have further options. Once the path has been programmed in 990 for choice 1 to go to Ax box 992, nodes may only be added to 992 by going to Ax box 990, clicking on box 992 and choosing to add a node.

4.2 Recording the Auto Attendant Greeting

By default; the day Auto Attendant greeting is contained in Audiotext mailbox 990. The night greeting is in Audiotext mailbox 991.

NOTE: The number of the audiotext box that is programmed to answer by default will vary dependant upon the number of digits in the extensions. For systems with four digit extensions,

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WIN Series Quick Start Manual

the day and night Autoattendant greetings will be in 9990 and 9991

To record a new greeting in either mailbox, call the Voicemail pilot number or hunt group number. When the main greeting is played, press the # sign and enter the mailbox number (990 or 991). You will then be prompted to enter a password; default passwords are the mailbox numbers, in this case 990 or 991. To change the greeting, press 1. At this point, the system will play the active mailbox greeting to you, which can make it sound as though you have been sent back to the Autoattendant, simply continue to listen until prompted to record a new greeting.

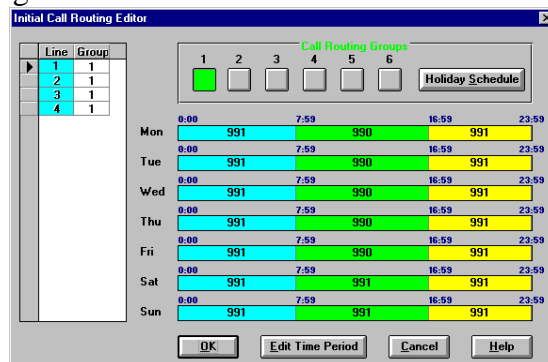
Note: On integrated systems, it will be necessary to press the *(star) key and then the #(pound key) prior to entering a mailbox number that is not associated with the extension that you are calling from.

4.3 Programming Time of Day Greetings in “Initial Call Routing”

In order to control which audiotext box answers per time of day, it must be programmed in “Initial Call Routing”. To program the “Initial Call Routing”, click on the third icon from the left.



A new window will appear which will show the seven days of the week and the programming on each day. Each day can have up to eight different greetings per time of day. To change the programming for a particular time of day, simply click on the time of day that you wish to change, and then click on the button labeled “Edit Time Period”. At this time you will be able to edit the start time, ending time and Audiotext box that is to answer for that time period.



The system also supports up to 30 special dates for holidays. To set up a special date, click on the “Holiday Schedule” icon. You will then need to define the Month, Day, and which audiotext box or greeting group is to answer for that day.

NOTE: IN ORDER TO PROGRAM AN AUDIOTEXT TO ANSWER IN INITIAL CALL ROUTING, THERE MUST BE A GREETING RECORDED IN THAT AUDIOTEXT BOX.

5.0 Testing

After installation of the hardware is complete, test the system in all conditions under which it will function.

Digital Speech Systems, Inc.
WIN Series Quick Start Manual

- 1.) Test external calls to the autoattendant, and transfers from the autoattendant to internal stations. All calls to stations that are forwarded to Voicemail should integrate into the users mailbox and the caller should be prompted to leave a message.
- 2.) Test internal station to station calls letting the call forward to voicemail on Ring No Answer and Busy conditions. All calls to stations forwarded to voicemail should integrate into the users mailbox and the caller should be prompted to leave a message.
- 3.) Test direct internal calls to the voicemail to check messages. The user should go directly into their mailbox and be prompted to enter their password.
- 4.) Leave test messages to test Message Waiting Indications.
- 5.) If using outdials to pagers or phones, leave test messages to test the outdial sequences.

If any tests fail, refer to the “Troubleshooting” section and the “Integration Notes” included in the system manual.