

SCM Express Application Manual

INTRODUCTION

Purpose

This document describes the application operation guide of the SCM.

Document Content and Organization

This manual consists of the following parts and an abbreviation as follows.

PART I. Voice Mail

This part describes how to use the voice mail features.

PART II. Conference

This part describes how to use the conference features.

PART III. Simple ACD

This part describes how to use the simple ACD features.

PART IV. Communicator

This part describes how to use the communicator.

ABBREVIATION

This part describes the acronyms used in this document.

Conventions

The following types of paragraphs contain special information that must be carefully read and thoroughly understood. Such information may or may not be enclosed in a rectangular box, separating it from the main text, but is always preceded by an icon and/or a bold title.

WARNING

WARNING

Provides information or instructions that the reader should follow in order to avoid personal injury or fatality.

CAUTION

CAUTION

Provides information or instructions that the reader should follow in order to avoid a service failure or damage to the system.

CHECKPOINT

CHECKPOINT

Provides the operator with checkpoints for stable system operation.

NOTE

NOTE

Indicates additional information as a reference.

Console Screen Output

The lined box with 'Courier New' font will be used to distinguish between the main content and console output screen text

'**Bold Courier New**' font will indicate the value entered by the operator on the console screen.

Revision History

EDITION	DATE OF ISSUE	REMARKS
00	05. 2010	First Edition
01	12. 2010	Re-write based on version 3.1.x.x.
02	11. 2011	Updated for SCM version 3.2.2.x.
03	04.2012	Updated for SCM version 3.2.2.4
04	10.2012	Updated for SCM version 3.3.1

SAFETY CONCERNS

The purpose of the Safety Concerns section is to ensure the safety of users and prevent property damage. Please read this document carefully for proper use.

Symbols

	<p>Caution Indication of a general caution.</p>
	<p>Restriction Indication for prohibiting an action for a product.</p>
	<p>Instruction Indication for commanding a specifically required action.</p>

Warning

CAUTION

When the operator is running a delete command on a certain user data, the registration information of the terminal is deleted if the user terminal registration is done at the time. Also, when registration is done for the user terminal to be deleted and the line is busy or in progress of handling a call, the registration information of the terminal is deleted. Therefore, the operator must check the registration status of the user terminal and also the call status in relation to the terminal before running the delete command.

CAUTION

User Interaction service operates according to the contents described in Scenario file. Incorrect scenario technology may cause a problem in the system, so caution should be taken when changing the service scenario.

CAUTION

If the time is changed during a SCM operation, errors may occur. Therefore, the time change should be carried out after stopping the operation.

CAUTION

Running Database Restore during a SCM operation can cause a serious error. Thus the Database Restoring must be done after stopping all operations.

CAUTION

Deletion of the Feature Code is applied to all users of the User Group. To cancel only a certain user's service, only the service should be deleted from the Class of Service instead of deleting the Feature Code.

CAUTION

Deletion of the application server is applied to all users referring to the application server. To delete only a certain user's service, the service should be deleted only in Class of Service instead of deleting the application server.

CAUTION

Registration and Deletion of Service in Class of Service are affected to all users referring to the Class of Service. To register/clear the service of a certain user, the Class of Service that only that user refers to must be created.

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Chapter 1. Voice Mail

The voice mail system is an application which interoperates with the call processing system to play voice announcements and perform various services such as forwarding calls to subscriber numbers (auto attendant) and allowing the caller to leave a voice mail when the subscriber is absent. Voice Mail administration GUI has Basic / Advanced mode. Basic mode provides VM/AA feature partially. It does not provide Access Manager, System Report feature.

Call Processing System Configuration

SCM's built-in voice mail system cannot run independently of call processing. Therefore, to use the voice mail system, the necessary settings must be made for the call processing system.

License Key Registration

SCM Express includes a built-in voice mail system, which requires a license key for use. The license key can be registered or viewed in the [CONFIGURATION > Miscellaneous > License] menu.

To use the voice mail system, a separate embedded application license is required.

The license key can be registered in the [CONFIGURATION > Miscellaneous > License] menu.

Application Server Service Group

For voice mail and record services, the user should be assigned Application Server Service Group.

There are VM and Recording Servers in Application Server Service Group menu.

To use services using these application servers, create a Application Server Service Group. And then, designate a Application Server Service Group in user, service Group and user group menu. This is applied in the priority of user, service group, and user group.

In case of Active-Active Mode, Application Server Service Group can be assigned per node in user group and service group.

Voice Mail Server Registration

The connection information must be configured for connecting to the voice mail system.

Voice mail system connection information can be configured in the

[CONFIGURATION > Application > VM/AA Server] menu. To use SCM's built-in voice mail system, [Application Type] must be set to UMS.

Item	Description
User Group	Select a user group which will use the voice mail system.
Application Type	Specify a voice mail system type. <ul style="list-style-type: none"> - Internal UMS: SCM's built-in voice mail system. - External UMS: An independent voice mail system in an external server. - 3rd party UMS: A third-party voice mail system in an external server. Service provided may vary by voice mail systems.
Name	Specify a voice mail system name.
Access Number	Enter a phone number used for calling the voice mail system.
Location	Specify a location where the voice mail system is used.
Keep Alive Retry Interval(sec)	Specify the interval by which SCM sends messages to the voice mail system for checking the registration status. The default value is 30 seconds. If there is no response to the message, SCM regards the voice mail system as unregistered.
Retry Pause Time(sec)	If the voice mail system registration is canceled, SCM waits for the retry pause time before it retries sending the registration status check message. The default value is 60 seconds.

Conference Server Registration

Some of the call processing features provided by SCM in interoperation with the voice mail system, such as call recording, require that a three-way call be made with the calling phone, the called phone and the voice mail system. SCM uses its built-in conference system for three-way calls and no license key is required.

To use the conference system, the information for accessing the conference system must be configured.

Conference system connection information can be configured in the [CONFIGURATION > Application > Conference Server] menu. To use SCM's built-in conference system, [Application Type] must be set to Internal Conference.

Item	Description
User Group	Select a user group which will use the conference system.
Application Type	Specify a conference system type. <ul style="list-style-type: none"> - Internal Conference: SCM's built-in conference system.

Item	Description
	<ul style="list-style-type: none"> - External Conference: An independent conference system in an external server. - 3rd party Conference: A third-party conference system in an external server. Service provided may vary by conference systems.
Name	Specify a conference system name.
Access Number	Enter a phone number used for calling the conference system.
Location	Specify a location where the conference system is used.
Start Channel End Channel	Extension numbers are required to identify one conference from another. For this, a continuous range of extension numbers is applied by the start channel and the end channel.
Keep Alive Retry Interval(sec)	By default, SCM sends the OPTIONS message to the application sever every 30 seconds to check the registration status. If there is no response to the OPTIONS message, SCM retries for the keep alive retry maximum time at the keep alive retry interval. If there is still no response, the application server registration is canceled.
Retry Pause Time(sec)	If the conference system registration is canceled, SCM waits for the retry pause time before it retries sending the OPTIONS message.

Service Class Settings

To use the voice mail features, the voice mail-related items must be enabled in the service class. For more information on service classes, see the “Feature Service” section of “3.1. System Service.”

Service classes can be configured in the [CONFIGURATION > Service > Feature Service > Service Class] menu. The following voice mail-related items must be enabled.

- AME: If the service permission is set, the AME feature is available. If the AME feature is enabled, when there is an incoming call, the caller’s voice is heard over the speaker as the caller leaves a voice message, just like an answering machine.
- Auto Record: If the service permission is set, the auto record feature is available. If the auto record feature is enabled, when a call is connected, voice mail is automatically connected for recording the call.
- Call Recording: If the service permission is set, the call recording feature is available. The call recording feature records a call conversation in voice mail during the call.

Feature Code Settings

When using features related to the voice mail system or when accessing the voice mail system, the user can dial the feature code to have the call connected to the voice mail system. The voice mail system uses the feature code to determine the service type to be serviced.

The feature codes can be configured in the [CONFIGURATION > Service > Feature Service > Feature Code] menu. The following conference-related feature codes must be configured.

- AME –Enable, AME-Disable: This feature code enables or disables answering machine emulation. If the service is enabled, when there is an incoming call, the caller's voice is heard over the speaker as the caller leaves a voice message.
- AME –Manual Start, AME –Manual Stop: This feature code, when there is an incoming call, directs the call to answering machine while ringing, or stops answering machine recording of a call and directs the call to the user.
- Call Record: This feature code is used for requesting recording of the current call conversation in voice mail.
- UMS Access: This feature code is used for dialing to access the voice mail system.
- VM Administration: This feature code is used for accessing the voice mail system and changing its settings.
- VM Memo: This feature code is used for accessing the voice mail system and leaving a message for another number or in your own mailbox.
- VM Message Listen: This feature code is used for accessing the voice mail system and listening to messages in your mailbox.
- VM Transfer: This feature code is used for directing the current call to the voice mail system and connecting it to the mailbox for another number.

The administrator can set a particular subscriber's call to be recorded automatically. To enable the auto record feature, enable "Auto Record" for [Service Type] in the [CONFIGURATION > Service > Feature Service > Service Activation] menu. To enable the "Auto Record" service, the following items must be configured as well.

Item	Description
Auto Record Mailbox	Specify a mailbox where the recorded files will be stored if registering auto record.
Auto Record Call Type	Specify a type of calls to auto record if registering auto record. <ul style="list-style-type: none"> - Internal: Incoming calls from extension numbers are automatically recorded. - External: Incoming calls from trunks are automatically recorded. - Both: Incoming calls from both extension numbers and trunks are automatically recorded.

VM/AA Basic Mode

VM/AA provides Basic/Advanced mode in the Administration GUI. Basic mode hides the part of Open block Table menu in order to GUI menu makes simple. So the part of feature can't be set on the GUI. Below list is Basic mode feature list. Refer the description of details on the next pages.

- Voice Mail
 - Answering Machine Emulation(AME)
 - Auto Call Record
 - Call Back
 - Call forward to Voicemail
 - Call Back Requested
 - Future Delivery
 - Group And Sort Message Prio to Play
 - Individual Mailbox Greeting
 - Individual Mailbox Name
 - Message Delivery Options
 - Message Listen Options
 - Message Forward with Append
 - Message Retrieve
 - Message Reply
 - Message Scan
 - Message Skip
 - Message Undelete
 - One Touch Access
 - Retrieve Public Caller From Mailbox
 - Reminder
- Auto Attendant (AA)
 - Auto Attendant Route
 - Automatic After Hours Answering
 - Interruptible Voice Prompts
 - Multi language Support
 - Operator Access
 - Single Digit Routing

- Voice Studio –Prompt
- Port Activity
- Status Screen

Auto Attendant

When the auto attendant feature is enabled, the voice mail system automatically answers the incoming call and one or more announcements are played for the caller depending on the digit dialed by the caller before connecting the call. The caller can dial a number to specify a particular person or a group.

The auto attendant answers the incoming call with a pre-recorded announcement and allows the caller to select one of the several available features (including selecting a phone number to connect, connecting to the voice mailbox, connecting to the attendant, and accessing pre-recorded information).

Multiple Alphabetic Directory

When making a call, if the caller does not know the extension number of the person he/she wants to call, using this feature, the caller can just enter the first few characters of the called party and the system will find the phone number and connect the call to the called party's phone or voice mailbox.

- To register a directory name, log into your mailbox and press '#' to enter the Personal Services menu.
- Press '7' to enter the Personal Services menu.
- Press '3' and use the keypad on the phone to enter your last name and first name as your directory name. After entering the name, press '#' to confirm it.
- Press '2' in the Personal Services menu to record your name.

When there is an incoming call, the Auto Attendant menu will play an announcement telling the caller to enter an extension number to connect or if the caller does not know the number, he/she can press 9 to use the directory feature. Press '9' to enter the Directory menu.

Enter the first few characters of the directory name of the extension number you wish to connect.

If only one extension number matches the condition, the call will be connected immediately. If there are multiple numbers, their names are played for the caller so that the appropriate called party can be selected for connection.

Auto Attendant Route

The auto attendant route feature allows calls to be transferred according to the number dialed by the caller. This feature is useful when the voice mail system transfers a call to a specific subscriber or when a call is connected to the voice mailbox.

- Use the Auto Attendant menu to press an extension number to connect.
- If the extension number exists, a voice announcement is played to verify the number and then the call is transferred.

Automatic After Hours Answering

This feature allows the auto attendant to use different greetings by current time and current mode.

Dial the voice mail system feature code to access the voice mail system and press # + 0000 to enter the administrator mode.

- Enter the password and press '1' to enter the Edit Greetings menu.
- Record 1001 (day main greeting) and 1002 (night main greeting). The appropriate greetings will be used for different modes.

Holiday and Special Events

This feature plays appropriate announcements to the callers on public holidays and the company's special days.

The administrator can use the [VOICE MAIL > Schedule Table] menu to specify holidays or days with special events based on schedules.

Interruptible Voice Prompts

The interruptible voice prompts feature allows the caller to select a service without having to wait for the current voice announcement or greeting to finish.

You can access the next menu by pressing a digit during an announcement or a greeting.

Multi language Support

Supports multiple languages.

You can change the service language by changing the language code in the [VOICE MAIL > System Parameters] menu.

Operator Access

The caller can press a specific digit any time to connect to an available operator.

You can configure operator groups using the [CONFIGURATION > Service > Group Service > Operator Group] menu.

In SCM Administrator, use the [VOICE MAIL > Open Block Table > Menu] menu to set operator access for a specific digit. Default digit is '0'.

Single Digit Routing

Menu Input Processor can be configured to recognize a number for routing to a specific routine. (For instance, it can be configured to connect the call to the extension number 2001 for the sales department when '1' is pressed.)

SCM Administrator can use the [VOICE MAIL > Open Block Table > Menu] menu to select a menu and configure in Menu Input Processor.

Voice Mail

The voice mail feature is mainly used for allowing the caller to leave a voice mail for the called subscriber when the subscriber is unable to answer the call. When the call is connected to the voice mail system, the caller will be connected to the voice mailbox either after hearing the ringback tone for some time or without having to hear the ringback tone.

The voice mail system can play pre-recorded announcements depending on the call status such as busy, no answer or DND and connect the call to the voice mailbox for the caller to leave a message.

The subscriber can access his/her own voice mailbox from any location to listen to the messages. Various options are provided for processing the messages.

Answering Machine Emulation (AME)

This feature allows the subscriber to use his/her phone's speaker to monitor the call being recorded in the voice mailbox. This is similar to an answering machine.

When AME is running, the caller can leave a message in the called party's mailbox and the called party can listen to the call being recorded. While recording, the called party can press the "Stop AME" soft button on the phone to end recording and talk with the caller.

For more information on the AME feature, see the "Voice Mail Interoperation" section in [4.2. User Features](#).

Auto Record

This feature allows recording of the conversation between the caller and the called party in the called party's voice mailbox. Recording automatically starts when the call starts and recording ends when the call ends. The recording can be checked in the voice mailbox.

When the auto record feature is enabled, you can specify a mailbox in advance. Depending on the auto record call types, you can record incoming calls only, outgoing calls only, or both the incoming and outgoing calls.

When a call is being recorded, the "Recording" message will be shown on the screen and the subscriber can use the 'CANCEL', 'PAUSE', and 'STOP' soft menus.

For more information on the AME feature, see the "Voice Mail Interoperation" section in [4.2. User Features](#).

Auto Forward

If this feature is enabled, any voice messages in the voice mailbox which are not checked after a specified period of time are automatically forwarded to the mailbox of another phone. The user can specify the delay time and the user can also specify

whether the forwarded messages will be deleted from the mailbox or be left undeleted.

To use the auto forward feature, the following items must be configured in the [VOICE MAIL > Open Block Table > MailBox] menu.

Item	Description
Enable autoforward	Select 'Yes' to use the auto forward feature.
Auto forward delay(HH:MM)	Enter the delay time (in minutes) after which the messages are forwarded.
Auto-FWD in Call Director Tab	Select a mailbox to which the messages are forwarded.

Auto Login

This feature allows you to automatically log in to a voice mail box without entering the password and going through the authentication process.

To use the auto login feature, the following must be configured.

Administrator can set Auto Login to 'Yes' in General tab under the [VOICE MAIL > Open Block Table > Extension] menu.

Auto Message Play

This feature automatically plays any new messages that have arrived in a voice mailbox, when you log into the system. This helps minimize the operation of selecting and playing messages.

To use the auto message play feature, the following must be configured.

Administrator can set Auto Play New Messages to 'Yes' in the Authentication tab under the [VOICE MAIL > Open Block Table > Mailbox] menu.

Broadcast

This feature allows a subscriber with administrator privileges to broadcast a voice message to all subscribers of the system.

Administrator can set Broadcast Messages to 'Yes' in the Control tab under the [VOICE MAIL > Open Block Table > Mailbox] menu.

Administrator can Log in using the phone, press '6' to enter the Mailbox Management menu, press '9' to select the Broadcast Messages menu, record a message and broadcast it.

Call Back

This feature allows the subscriber, while listening to a message in the voice mailbox, to be connected automatically to the caller of the voice message. This works for both the extension numbers and trunks. For trunks, the phone must be able to recognize

call IDs.

To use the call back feature, log into the mailbox, listen to a message and press '5' while listening to call the caller.

Call Forward to Voicemail

This feature allows incoming calls to be forwarded to the voice mailbox when the subscriber is busy or does not answer, or allows all incoming calls to be forwarded to the voice mailbox.

To use the call forward to voicemail feature, the following must be configured:

- To enable call forward busy, in the [CONFIGURATION > Service > Service Activation] menu, select a user group and an extension number, click the Search button, select call forward busy and then click the Enable button. Specify the voice mail system feature code for the phone number and click the Enable button.
- To enable call forward no answer, in the [CONFIGURATION > Service > Service Activation] menu, select a user group and an extension number, click the Search button, select call forward no answer and then click the Enable button. Specify the voice mail system feature code for the phone number, specify the time (seconds) to wait before forwarding the call as an unanswered call, and click the Enable button.

Call Back Requested

When the caller leaves a message for the called party, the caller can select the call back request option. When leaving a message, the caller can enter the phone number for the called party to call back. When the subscriber listens to the message, the subscriber is notified that call back has been requested. The subscriber only needs to press a number to call the person who left the message.

To leave a call back request message:

- Dial the voice mail system feature code to log into your voice mailbox.
- Press '2', enter a mailbox where you wish to leave a voice mail, and record your message.
- When recording finishes, press '4' and select call back requested for the delivery option.

Distribution List

This feature allows a subscriber to leave a voice message for multiple subscribers at once. A list can not only include subscribers' phone numbers but also other lists which contain subscribers' phone numbers. When you leave a message for a list, the same message is left for all the subscribers who belong to the list.

To create a list:

- Create a list using the [VOICE MAIL > Open Block Table > List] menu.
- Assign members to the list.
- If you send a voice mail to the list, the voice mail will be sent to the

mailboxes of all the members on the list.

External Number Notification

When there is a new voice mail in the subscriber's mailbox, the notification is sent to a home phone, a mobile phone or another phone registered in advance.

Set the message notification feature to 'Yes' in Alerts under the [VOICE MAIL > Open Block Table > Mailbox] menu.

Specify an alert phone number.

When there is a new voice mail in the mailbox, a call will be made to the specified number.

Future Delivery

When a subscriber leaves a voice mail for another subscriber, this feature allows the message to be sent at an appointed time in the future.

To use the future delivery feature:

- Dial the voice mail system feature code to log into the voice mailbox.
- Press '2', enter a mailbox number for which to leave a voice mail, and record your message.
- When recording finishes, press '5' to schedule the delivery time.

[#]: Immediate delivery

[1]: Some hours later (1 to 9 hours)

[2]: At the end of the current work day

[3]: At the beginning of the next work day

[4]: At a specified time on a specified day of the week

[5]: At a specified time on a specified date

Group And Sort Message Prior to Play

This feature allows the subscriber to listen to the voice messages in his/her mailbox by grouping them into different types (urgent, call back, reply requested, alarm message, etc.).

To use the group and sort message prior to play:

- Log into your voice mailbox.
- Press '11' to listen to the messages as grouped by types.

Individual Mailbox Greeting

This feature allows the subscriber to record a greeting for his/her own mailbox. When a caller is connected to the subscriber's mailbox for leaving a message, the recorded mailbox greeting will be played.

To record an individual mailbox greeting:

- Log into your voice mailbox.
- Press '5' to record a greeting in the Individual Greeting menu.

Individual Mailbox Name

This feature allows the subscriber to record his/her name with his/her own voice and link it to the subscriber's personal mailbox.

- Log into your voice mailbox.
- Press '#' to enter personal services.
- Press '7' to enter personal management.
- Press '2' to record your name.

Message Delivery Options

This feature allows you to set different options when sending a voice message. Available options include urgent message, call back request, reply required, confidential message, and return receipt.

- Log into your voice mailbox.
- Press '2', enter a mailbox number for which to leave a voice mail, and record your message.
- When recording finishes, press '4' to specify a message delivery option.
 - [1]: Urgent
 - [2]: Return receipt required
 - [3]: Call back requested
 - [4]: Private message
 - [5]: Reply required
- Press '#' to send the message.

Message Listen Options

These are the options used for listening to voice messages in the voice mailbox. Available options include replay, save, delete, rewind, fast forward, and pause.

- Log into your voice mailbox.
- Listen to a voice message.
 - Press '1' to play the message from the beginning again.
 - Press '2' to save the message.
 - Press '3' to delete the message.
 - Press '7' to rewind the message by 5 seconds.
 - Press '8' to pause the message and press '8' again to resume playing.
 - Press '9' to fast forward the message by 5 seconds.

Message Forward With Append

When the subscriber forwards a voice message in his/her mailbox, this feature allows the subscriber to record additional information about the voice message which will be forwarded with the voice message.

To forward a voice message with append:

- While listening to a voice message on the phone, press '6'.
- Enter the number of a mailbox to which the message will be forwarded.
- To record an introduction, press '2' and record it. After recording finishes, press '#' to send the message.

Message Retrieve

After the subscriber has left a message in another subscriber's voice mailbox, this feature allows the caller to cancel the voice message if the called party has not yet listened to the message.

To cancel a voice message delivery:

- Log into your voice mailbox.
- Press '6' to enter the Mailbox Management menu.
- Press '4' to enter the Review Undelivered Message menu. If asked to enter a mailbox number, enter the called party's mailbox number.
- Listen to your message and press '2' to have the message deleted from the called party's mailbox and have the message sent back to your mailbox.

Message Reply

This feature allows the subscriber to press a button while listening to a voice message in the subscriber's voice mailbox to leave a voice message for the caller.

To reply a voice message:

- Log into your voice mailbox.
- While listening to a voice message, press '4' to leave a message in the caller's mailbox.

Message Scan

This feature allows the subscriber to scan all the messages in the subscriber's voice mailbox by listening to the beginning part (10 seconds) of each message.

To scan messages:

- Log into your voice mailbox.
- While listening to a voice message, press '###' to listen to the beginning part only and skip to the next message.

Message Skip

When listening to a message in the voice mailbox, this feature allows the subscriber to listen to the next message without waiting for the current message to finish.

- Log into your voice mailbox.
- While listening to a voice message, press '#' to listen to the next message.

Message Undelete

This feature allows the subscriber to search for the messages which were previously deleted in the voice mailbox and listen to them or save them.

- Log into your voice mailbox.
- Press '6' to enter the Mailbox Management menu.
- Press '3' to select the Check Deleted Messages menu.
- You can listen to the deleted messages. You can also save, copy or forward them as you would with normal messages.

One Touch Access

This feature allows you to log into your mailbox or log in with administrator privileges with a single button.

To enable the one touch access feature and log in with administrator privileges:

Register the 'UMS Administration' feature code in the [CONFIGURATION > Subscriber > Device Key Programming] menu.

Press the key on the phone to log in with administrator privileges.

Retrieve Public Caller from Mailbox

When the subscriber logs into his/her voice mailbox, if there is a caller currently leaving a voice message, this feature notifies this to the subscriber and allows the subscriber to be connected to the caller. To enable this feature, the following must be configured in SCM Administrator:

Administrator can set Answer Mailbox Caller to 'Yes' in the Authentication tab under the [VOICE MAIL > Open Block Table > Extension] menu.

Reminder

The reminder feature allows the subscriber to leave a message for himself/herself. This is useful for recording important events or information.

Register the 'UMS Memo' feature code + your mailbox number in the [CONFIGURATION > Subscriber > Device Key Programming] menu.

Press the registered key and leave a message.

Access Manager

Access Manager controls how the callers are connected to individual subscribers. A mailbox owner can specify settings to disable ringing for his/her extension number, forward incoming calls to another extension number, or scan calls before answering them. All these settings are valid until the time specified. You can also enable the find me feature which allows you to call stored phone numbers to connect to subscribers in multiple locations.

Call Blocking

While call blocking is enabled by the subscriber, the voicemail system does not connect callers to the subscriber's extension. Instead, the call blocking greeting prompt is played immediately for the caller. If the call blocking greeting has not been recorded, the voicemail system plays the subscriber's no answer greeting. If the no answer greeting has not been recorded either, the voicemail system plays an announcement informing the caller that the number dialed is currently unavailable and other options are given to the caller.

The subscriber can enable call blocking using Access Manager. After enabling call blocking, the subscriber can set the time period for call blocking.

This feature is enabled for the following conditions:

- [1] For the next 1 to 9 hours as specified
- [2] Until the end of the current work day
- [3] Until the beginning of the next work day
- [4] Until the next specified day of the week
- [5] Until the specified date

Call blocking can be enabled in the following way:

- Set Allow Blocking to 'Yes' in the Authentication tab under the [VOICE MAIL > Open Block Table > Extension] menu to give the subscriber the privilege to configure call blocking.
- To record a greeting, set Greeting to Basic in the Caller Option Processor tab under the [VOICE MAIL > Open Block Table > Extension] menu.
 - Log into the mailbox and press '4' to select the Access Manager menu.
 - Press '3' to enable call blocking.
 - While logged into the mailbox, press '5' to enter the Personal Greeting menu.
 - Press '3' to record a blocking greeting.

Call Forwarding

This feature directs callers to another extension number. (Directing to trunks is not possible.) When a call is connected to an extension, the caller will hear the prompt 'You are attempting to connect to person A in department B. This call has been forwarded to person C.' When the called party answers the call, the called party will

hear an announcement explaining where the call is being forwarded from.

This feature is enabled for the following conditions:

- [1] For the next 1 to 9 hours as specified
- [2] Until the end of the current work day
- [3] Until the beginning of the next work day
- [4] Until the next specified day of the week
- [5] Until the specified date

Call forwarding can be enabled in the following way:

- Set Call Forwarding to 'Yes' in the Authentication tab under the [VOICE MAIL > Open Block Table > Extension] menu to give the subscriber the privilege to configure call forwarding.
- Use your phone to log into the mailbox. Press '4' to select Access Manager and press '4' again to select Call Forwarding, and then specify an extension number for forwarding and set a duration.

When there is an incoming trunk call, the caller will be informed that the call is being forwarded to another number and the call will be forwarded to the specified number.

Find Me

If this feature is enabled, the voice mail system attempts to forward incoming calls to a location specified by the subscriber. The voice mail system firstly looks for the subscriber in the location specified by the subscriber, and then, if necessary, calls all of the numbers specified by the subscriber until the call is answered.

This feature is enabled for the following conditions:

- [1] For the next 1 to 9 hours as specified
- [2] Until the end of the current work day
- [3] Until the beginning of the next work day
- [4] Until the next specified day of the week
- [5] Until the specified date

Find me can be enabled in the following way:

- Set Allow Find Me and Phone Number Saving to 'Yes' in the Authentication tab under the [VOICE MAIL > Open Block Table > Extension] menu.
- After logging into the mailbox, press '#' to enter the Personal Services menu.
- Press '2' to enter phone numbers to use for the find me feature. You can enter up to 9 numbers.
- After logging into the mailbox, press '4' to enter Access Manager.
- Press '6' to select the Find Me menu and specify the duration for which the feature will be enabled.

Follow Me

Any subscriber can pick up a call that is automatically forwarded to a designated location. This is called subscriber location designation. Location designation is possible for both extension numbers and external phone numbers.

This feature is enabled for the following conditions:

- [1] For the next 1 to 9 hours as specified
- [2] Until the end of the current work day
- [3] Until the beginning of the next work day
- [4] Until the next specified day of the week
- [5] Until the specified date

Follow me can be enabled in the following way:

- Set Allow Alternative Numbers to 'Yes' in the Authentication tab under the [VOICE MAIL > Open Block Table > Extension] menu.
- After logging into the mailbox, press '4' to enter Access Manager.
- Press '1' to specify phone numbers to connect and specify the duration for which the feature will be enabled. Specify both extension numbers and trunk numbers and test them repeatedly.

Hold for Busy Station

The voice mail system allows the caller to wait for the called party if the called party is busy. If the caller selects option to wait, the voice mail system puts the caller on hold. When there is an incoming call in addition to the already connected call, the voice mail system parks the new call for the busy extension number, informs the caller that he/she is put on hold because the called party is busy and also informs the expected remaining time before getting connected.

Hold for busy station can be enabled in the following way:

- Set Hold for Busy Station to 'Yes' in System Caller Options under the [VOICE MAIL > Open Block Table > EClass] menu.

Multiple Personal Greetings

When the subscriber is unable to answer calls, the voice mail system answers them. The voice mail system uses five different reasons for the subscriber's inability to answer calls. Different greetings can be used for different reasons. The voice mail system allows the subscriber to record greetings 1 to 9. The subscriber can link any of these greetings to appropriate reasons/conditions.

To record multiple personal greetings, the following must be configured:

- In the Authentication tab under the [VOICE MAIL > Open Block Table > Extension] menu, set Allow Blocking to 'Yes' to be able to record block greetings, set Allow Busy Greeting to 'Yes' to be able to record busy greetings, and set Call Screening to 'Yes' to be able to record call screening greetings.

- Log into the voice mailbox and press '5' to enter the Personal Greetings menu. Record the greetings.

Park and Paging

The voice mail system provides the park and paging feature to those users who frequently leave their desks. When the subscriber does not answer the call, the caller can select 'Park and Paging.' Then, the voice mail system turns on the speakers on all the phones in the same station paging group as the subscriber and makes an announcement that there is an incoming call for the subscriber.

Park and paging can be enabled in the following way:

- Create a conference group in the [CONFERENCE > Conference management > Paging] menu.
- Enter the number of the conference group created in the page zone in the Overhead Page tab under the [VOICE MAIL > Open Block Table > EClass] menu.
- Set Overhead Page When Unanswered to Y in System Caller Options in General under the [VOICE MAIL > Open Block Table > EClass] menu.

Administration

The administration feature allows administration of the system using the essential operations data (including extension numbers, mailbox numbers, and various messages) as well as monitoring and statistics data.

Activity Display

The activity display feature provides a simple view of the operation activities of the voice mailbox.

To use activity display **service**, go to the [VOICE MAIL > Status Screen] menu.

System Report

This feature shows the usage activities of the voice mail **system**. To view the system report, go to the [VOICE MAIL > View System Report] menu.

Application Report

This shows call activities for each application.

- Report duration: This shows the beginning and the end of the reporting period.
- ØCount: This is the total number of calls serviced by the application.
- Total time connected (min): This is the total time (minutes) callers were connected to the application.
- Total caller percentage (%): This is the percentage of the callers connected

to the application out of the total number of callers.

System Report

This shows the call activities for the subscriber's extension number.

- Report Duration: This is the reporting period. This begins on day the report counter was last deleted and ends with the current counter.
- Subs Calls: This is the total number of calls for the subscriber's extension number grouped by the process types (including completed, forwarded, and rejected).
- Subscriber calls: This shows how the incoming calls for the subscriber were processed.
- Tot SubsCalls: This is the total number of incoming calls for the subscriber's extension number.
- Caller Hold Time: This is the total time (minutes) for which the subscriber had been waiting without ending calls.

Message Status Report

This shows the call activities for external callers and mailbox subscribers.

- Report Duration: This is the reporting **period**. **This** begins on day the report counter was last deleted and ends with today's date.
- Activity: This is the message activity by type. There are a few different categories.
- External: The first column is the total number of external callers connected to message activities of a specific type. The second column is the percentage of the total number of external callers out of the total number of callers (including subscriber callers) connected to message activities of a specific type.
- Subscriber: The first column is the total number of subscriber callers connected to message activities of a specific type. The second column is the percentage of the total number of subscriber callers out of the total number of callers (including external callers) connected to message activities of a specific type.
- Total: This is the total number of callers connected to message activities of a specific type.

Call Code Activity Report

This shows the system operation activities by call codes.

- Report Duration: This is the reporting **period**. **This** begins on day the report counter was last deleted and ends with today's date.
- Port Utilization by Call Code: This is the list of call code types.
- Calls: This is the total number of calls recorded for each call code.
- Total calls (%): This is the percentage of calls for a specific call code.

- Total time connected (min): This is the total time connected (minutes) for all calls for a specific call code.

Daily Report

This shows call activities for each hour of a day.

- Report Duration: This is the reporting **period**. **This** is begins on day the report counter was last deleted and ends with today's date.
- Calls: This is the total number of incoming calls for a specific hour.
- Total calls (%): This is the percentage of incoming calls during a specific hour.
- Total time connected (min): This is the total time connected (minutes) for all calls during a specific hour.

Port Number Report

This shows call activities for each port.

- Report Duration: This is the reporting **period**. **This** is begins on day the report counter was last deleted and ends with today's date.
- Calls: This is the total number of incoming calls via a specific port.
- Total calls (%): This is the percentage of incoming calls via a specific port.
- Total time connected (min): This is the total time connected (minutes) for all calls via a specific port.

Weekly Report

This shows call activities for each day of a week.

- Report Duration: This is the reporting **period**. **This** is begins on day the report counter was last deleted and ends with today's date.
- Calls: This is the total number of incoming calls for a specific day of a week.
- Total calls (%): This is the percentage of incoming calls for a specific day of a week.
- Total time connected (min): This is the total time connected (minutes) for all calls for a specific day of a week.

Voice Studio

Voice Studio allows you to create, edit, or delete prompts and announcements used by the voice mail system.

You can either dial from your phone to record your voice directly or select pre-recorded files for use.

To use your phone to record:

- Select Prompt/Announcement in the [VOICE MAIL > Voice Studio] menu.
- Enter your phone number in the window next to the Call button and click the Call button. The voice mail system will dial your phone. Answer your phone and click the Create button to enter a prompt/announcement number and create. On your phone, you will hear the prompt number entered. Press any digit on the phone to start recording. Press '#' to end recording. The prompt file will be created.
- Select a prompt/announcement and click the Change button to edit.
- Select a prompt/announcement and click the Delete button to delete.

User Service Code Table

Code 1	Code 2
[11] Group New Messages	[1] Group Urgent Messages
	[2] Group Callback Requests
	[3] Group Reminders
	[4] Group Private Messages
	[6] Group Voice Only Messages
	[8] Pause, Resume Menu Prompting
	[9] Group a Specific Sender
	[#] Play Message Inventory
	[0] Play Menu Options
	[*] Cancel, Return to Subscriber Menu
[1] Listen to New Messages	[1] Play Message
	[11] Play Previous Message
	[2] Save Message
	[3] Discard Message
	[4] Reply to Sender
	[5] Place Call to Sender
	[6] Forward a Copy of Message
	[7] Rewind 5 Seconds
	[8] Pause, Resume Message Playback
	[9] Fast Forward 5 Seconds
	[#] Skip to Next Message
	[##] Scan Messages
	[0] Play Menu Options
	[00] Play Message Information
[*] Cancel, Return to Subscriber Menu	
[2] Record & Send Messages	[#] For a Directory of Subscribers
	[##] To Create a Reminder
	Enter the Recipient's Number
	[1] Review Recording
	[2] Stop, Append to Recording

	[3] Discard Recording and Re-record
	[4] Set Delivery Options
	[5] Specify Future Delivery
	[6] Send Message, Then Copy
	[7] Rewind 5 Seconds
	[8] Pause, Resume Record/Playback
	[9] Fast Forward 5 Seconds
	[#] Send Message, Then Exit Record
	[0] Play Menu Options
	[*] Cancel, Return to Subscriber Menu
[4] Access Manager	[1] Follow Me
	[3] Block All Calls
	[4] Call Forwarding
	[5] Call Screening
	[6] Find Me
	[7] Auto Set Night Intercept
	[8] Pause, Resume Menu Prompting
	[#] Play Access Coverage
	[0] Play Menu Options
	[*] Cancel, Return to Subscriber Menu
[5] Personal Greetings	[1] Assign/Edit Primary Greeting
	[2] Assign/Edit Busy Greeting
	[3] Assign/Edit Blocking Greeting
	[4] Assign/Edit Night Greeting
	[5] Assign/Edit Call Screen Greeting
	[6] Edit Only Personal Greetings
	[7] Edit Only Mailbox Greetings
	[8] Pause, Resume Menu Prompting
	[0] Play Menu Options
	[*] Cancel, Return to Subscriber Menu
[6] Mailbox Administration	[1] Change Message Alert
	[2] Change Pager Notification
	[3] Review Deleted Messages
	[4] Review Undelivered Messages
	[5] Auto Play New Messages
	[6] Auto Play Message Information
	[8] Pause, Resume Menu Prompting
	[9] Record & Send Broadcast Message
	[0] Play Menu Options
	[*] Cancel, Return to Subscriber Menu

Code 1	Code 2	Code 3	
[8] Pause, Resume Subscriber Menu	-	-	
[0] Play Menu Options	-	-	
[#] Personal Services	[1] Review Workload	-	
	[2] Edit Stored Telephone Numbers	-	
	[3] Change Weekly Schedule	-	
	[5] Place a Direct Call	-	
	[7] Personal Administration	[1] Change Password	
		[2] Record Name	
		[3] Enter Directory Name	
		[4] Extended Prompting	
		[8] Pause, Resume Menu Prompting	
		[0] Play Menu Options	
		[*] Cancel, Return to Subscriber Menu	
[8] Pause, Resume Menu Prompting			
[#] Record a Reminder			
[0] Play Menu Options			
	[*] Cancel, Return to Subscriber Menu		
[*] Exit Subscriber Menu	-	-	

Administrator Mode

Code 1	Code 2	Code 3
[1] To Edit Prompt	[2] To Record	[1] To Review
		[2] To Continue & Record
		[3] To Discard & Re-record
		[#] To Save
	[#] To Satisfy	-
	[*] To Cancel	-

Descriptions for User Service Codes

[11] Group New Messages

This menu is used for new messages. After logging into the mailbox, press [11] to select the Group New Messages menu.

- [1] Group Urgent Messages: Listen to urgent messages.
- [2] Group Callback Messages: Listen to messages with callback requests.
- [3] Group Reminders: Listen to reminders.
- [4] Group Private Messages: Listen to private messages.
- [6] Group Voice Only Messages: Listen to all voice messages.
- [8] Pause, Resume Menu Prompting: Pause the current listening or operation. The default pause time is 60 seconds.
- [9] Group a Specific Sender: Listen to messages from a specified caller.
- [#] Play Message Inventory: Check the list of all messages in the mailbox.
- [0] Play Menu Options: Check the list of all available menu items.
- [*] Cancel, Return to Subscriber Menu: Cancel or go back to the parent menu.

[33] Group Saved Messages

This menu is used for saved group messages. After logging into the mailbox, press [33] to select the Group Saved Messages menu.

- [1] Group Urgent Messages: Listen to urgent messages.
- [2] Group Callback Messages: Listen to messages with callback requests.
- [3] Group Reminders: Listen to reminders.
- [4] Group Private Messages: Listen to private messages.
- [6] Group Voice Only Messages: Listen to all voice messages.
- [8] Pause, Resume Menu Prompting: Pause the current listening or operation. The default pause time is 60 seconds.
- [9] Group a Specific Sender: Listen to messages from a specified caller.
- [#] Play Message Inventory: Check the list of all messages in the mailbox.
- [0] Play Menu Options: Check the list of all available menu items.
- [*] Cancel, Return to Subscriber Menu: Cancel or go back to the parent menu.

[1] Listen to Messages

You can listen to, save, delete or forward received messages.

After logging into the mailbox, press [1] to select the Listen to Messages menu.

- [1] Play Message: Listen to a new message or listen to the current message again.
- [11] Play Previous Message: While listening to new messages, listen to the previous message. If there is no previous message, the feature for [11] is unavailable.
- [2] Save Message: Save the current message.
- [3] Discard Message: Delete the current message.
- [4] Reply to Sender: After listening to a new message, reply the caller.
- [5] Place Call to Sender: Dial the callback number.
- [6] Forward a Copy of Message: Forward a new message to another location.
- [7] Rewind 5 Seconds: While listening to a message, rewind it five seconds.
- [8] Pause, Resume Message Playback: Pause the current listening or operation. The default pause time is 60 seconds.
- [9] Fast Forward 5 Seconds: While listening to a message, fast forward it five seconds.
- [#] Skip to Next Message: Skip to the next message.

- [##] Scan Messages: Listen to the first 10 seconds of all new messages.
- [0] Play Menu Options: Check the list of all available menu items.
- [00] Play Message Information: Check the information for the current message.
- [*] Cancel, Return to Subscriber Menu: Cancel or go back to the parent menu.

[3] Review Saved Messages

This menu is used for managing saved messages. After logging into the mailbox, press [3] to select the Review Saved Messages menu.

- [1] Play Message: Listen to a new message or listen to the current message again.
- [11] Play Previous Message: While listening to new messages, listen to the previous message. If there is no previous message, the feature for [11] is unavailable.
- [2] Save Message: Save the current message.
- [3] Discard Message: Delete the current message.
- [4] Reply to Sender: After listening to a new message, reply the caller.
- [5] Place Call to Sender: Dial the callback number.
- [6] Forward a Copy of Message: Forward a new message to another location.
- [7] Rewind 5 Seconds: While listening to a message, rewind it five seconds.
- [8] Pause, Resume Message Playback: Pause the current listening or operation. The default pause time is 60 seconds.
- [9] Fast Forward 5 Seconds: While listening to a message, fast forward it five seconds.
- [#] Skip to Next Message: Skip to the next message.
- [##] Scan Messages: Listen to the first 10 seconds of all new messages.
- [0] Play Menu Options: Check the list of all available menu items.
- [00] Play Message Information: Check the information for the current message.
- [*] Cancel, Return to Subscriber Menu: Cancel or go back to the parent menu.

[2] Record & Send Messages

This menu is used for recording messages and sending recorded messages. After logging into the mailbox, press [2] to select the Record & Send Messages menu.

- [#] For a Directory of Subscribers: Find a recipient by directory name.
- [##] To Create a Reminder: Record a reminder.

Enter the Recipient's Number

- [1] Review Recording: Listen to the recorded message.
- [2] Stop, Append to Recording: Stop recording, or continue recording to append to current recording.
- [3] Discard Recording and Re-record: Discard the recorded message and record it again.
- [4] Set Delivery Options: Specify a message delivery option.
 - [1]: Urgent
 - [2]: Return receipt required
 - [3]: Call back requested
 - [4]: Private message
- [5]: Reply required
- [5] Specify Future Delivery: Message is sent at an appointed time.
 - [#]: Immediate delivery
 - [1]: Some hours later (1 to 9 hours)
 - [2]: At the end of the current work day

- [3]: At the beginning of the next work day
- [4]: At a specified time on a specified day of the week
- [5]: At a specified time on a specified date
- [6] Send Message, Then Copy: Send the message and then copy it to another mailbox.
- [7] Rewind 5 Seconds: While listening to a message, rewind it five seconds.
- [8] Pause, Resume Message Playback: Pause the current listening or operation. The default pause time is 60 seconds.
- [9] Fast Forward 5 Seconds: While listening to a message, fast forward it five seconds.
- [#] Send Message, Then Exit Record: Send the message and then exit the record menu.
- [0] Play Menu Options: Check the list of all available menu items.
- [*] Cancel, Return to Subscriber Menu: Cancel or go back to the parent menu.

[4] Access Manager

Log into the mailbox and press [4] to select the Access Manager menu.

- [1] Follow Me: Incoming calls are forwarded to another number.
- [3] Block All Calls: Incoming calls are not connected but a recorded announcement is played instead.
- [4] Call Forwarding: Incoming calls are forwarded to another extension number for a specified period of time.
- [5] Call Screening: When there is an incoming call, the system notifies who is the caller.
- [6] Find Me: When the called party is absent, incoming calls are connected to the multiple phone numbers specified in advance by the called party. The specified phone numbers are dialed in the order they were entered. The called party can decide whether to answer the call, forward it to another number, or to reject the call.
- [7] Auto Set Night Intercept: Incoming calls outside the work hours are not connected but the night greeting is played instead.
- [8] Pause, Resume Message Playback: Pause the current listening or operation. The default pause time is 60 seconds.
- [#] Send Message, Then Exit Record: Send the message and then exit the record menu.
- [0] Play Menu Options: Check the list of all available menu items.
- [*] Cancel, Return to Subscriber Menu: Cancel or go back to the parent menu.

[5] Personal Greetings

This menu is used for managing personal greetings.

After logging into the mailbox, press [5] to select the Personal Greetings menu.

- [1] Assign/Edit Primary Greeting: Edit the primary greeting.
- [2] Assign/Edit Busy Greeting: Edit the busy greeting.
- [3] Assign/Edit Blocking Greeting: Edit the greeting when all incoming calls are blocked.
- [4] Assign/Edit Night Greeting: Edit the night greeting.
- [5] Assign/Edit Call Screen Greeting: Set caller information to be provided.
- [6] Edit Only Personal Greeting: Record personal greetings.
- [7] Edit Only Mailbox Greeting: Record mailbox greetings.

- [8] Pause, Resume Message Playback: Pause the current listening or operation. The default pause time is 60 seconds.
- [0] Play Menu Options: Check the list of all available menu items.
- [*] Cancel, Return to Subscriber Menu: Cancel or go back to the parent menu.

[6] Mailbox Administration

Log into the mailbox and press [6] to select the Mailbox Administration menu.

- [1] Change Message Alert: Set the system to alert a specified phone number when there is a new message. Select the following sub-level codes.
 - [1]: Enable/disable the message alert feature.
 - [2]: Set schedule alert.
 - [3]: Set urgent message alert.
 - [4]: Change alert number.
- [2] Change Pager Notification: Set the system to alert a pager when there is a new message. Select the following sub-level codes.
 - [1]: Enable/disable the alert feature.
 - [2]: Set schedule alert.
 - [3]: Set urgent message alert.
 - [4]: Change alert number.
- [3] Review Deleted Messages: Review and/or restore deleted messages.
- [4] Review Undelivered Messages: Review sent messages which are not yet checked by the recipient. After reviewing the messages, you can cancel their delivery.
- [5] Auto Play New Messages: You can set the system to play new messages each time you log into the mailbox.
- [6] Auto Play Message Information: You can set the system to play the new message information each time you log into the mailbox.
- [8] Pause, Resume Message Playback: Pause the current listening or operation. The default pause time is 60 seconds.
- [9] Record & Send Broadcast Message: Record a message and broadcast it to all mailboxes.
- [0] Play Menu Options: Check the list of all available menu items.
- [*] Cancel, Return to Subscriber Menu: Cancel or go back to the parent menu.

[#] Personal Services

After logging into the mailbox, press '#' to select the Personal Services menu.

- [1] Review Workload: Check reminders.
- [2] Edit Stored Telephone Numbers: Save phone numbers or edit saved phone numbers.
- [3] Change Weekly Schedule: Set weekly schedule.
- [5] Place a Direct Call: Make a call.
- [7] Personal Administration: Change general settings for the mailbox. Change password, name, etc. Select the following sub-level codes.
 - [1] Change Password: Change the mailbox password.
 - [2] Record Name: Change the record message name.
 - [3] Enter Directory Name: Enter the directory name.
 - [4] Extended Prompting: Specify the level for playing the mailbox menu information.
- [8] Pause, Resume Menu Prompting: Pause the current listening or operation. The

default pause time is 60 seconds.

[0] Play Menu Options : Check the current menu location.

[*] Cancel, Return to Services Menu : Deselect or go back to the parent menu.

[#] Record Reminder: Record a reminder.

[0] Play Menu Options: Check the list of all available menu items.

[*] Cancel, Return to Subscriber Menu: Cancel or go back to the parent menu.

To Edit Prompt

You can edit greetings by logging in with administrator privileges.

To log in with administrator privileges, dial '#' + 0000 (length of the extension number) and enter the password in the Auto Attendant menu.

Chapter 2. Conference

SCM's built-in conference supports 128 voice conference channels.

Conference Features

SCM supports basic conference features, Meet-Me conference, and paging features. The basic conference features and paging features are available in all SCM editions, while the Meet-Me conference feature is available only in SCM Express.

Basic Conference

Add-On Conference

During a call (including a conference call), the call can be put on hold and a new call is made to another attendee. If the new attendee answers the call, the conference button can be pressed to include the new attendee in the conference.

Conference On Answer (COA)

Similar to the Add-On method, a call is made to an attendee and when the called party answers the call, the called party is automatically included in the conference.

Predefined Conference

A list of conference attendees are registered in advance and the attendees are paged using the conference group number. Those attendees answering the call are automatically included in the conference.

Progressive Conference

Similar to the predefined method, the conference attendees are not registered in advance but the attendees' phone numbers are entered one by one according to the interactive voice announcement. When the call is made, those attendees answering the call are automatically included in the conference.

Intercom Conference

Initiate a conference by dialing feature code + station group number. The phones registered in the station group answer automatically to join the conference.

Dispatch Conference

This feature is provided for the CSTA applications to initiate a conference using its own conference group. It is not available from a phone.

Meet-Me Conference

Meet-Me Conference

A conference room is reserved, and then the conference attendees call the conference system to enter the conference room.

When the conference moderator uses the Conference Reservation menu on PWP to set the conference room number, password, etc. and register the conference attendees, SCM sends an invitation mail to the conference attendees. The conference attendees can call the conference ID at the conference time as instructed by the invitation mail to enter the conference room.

Paging Features

Station Paging

When extension numbers are registered to a [paging](#) group number in advance, the entire [paging](#) group can be paged. The call is automatically answered by the phones paged so that the subscribers can listen to the moderator's announcement.

Paging On Answer

When the telephone numbers are registered to a [paging on answer](#) group number in advance, the entire group can be paged. When the called party answers, he can listen to the moderator's announcement.

Call Processing System Configuration

SCM's built-in conference system cannot run independently of call processing. Therefore, to use the conference system, the necessary settings must be made for the call processing system.

License Key Registration

A separate embedded application license key is required to use the meet me conference feature, which allows attendees to join a conference by dialing a conference room number reserved in advance.

The license key can be registered in the [CONFIGURATION > Miscellaneous > License] menu.

After entering the license key, please check the Meet-Me Channels value in the Misc Settings tab of [CONFERENCE > System Configuration] menu. Out of the total 128 voice conference channels, this number of channels are available for meet me conferences.

Application Server Service Group

For services using conference server, the user should be assigned Application Server Service Group.

There are the following application servers for conference. Application Server Service Group consists of these application servers.

- Paging Server
- Meet-me Conference Server
- One-Step Conference Server
- Add-On Conference Server

To use services using these application servers, create a Application Server Service Group. And then, designate a Application Server Service Group in user, service Group and user group menu. This is applied in the priority of user, service group, and user group.

In case of Active-Active Mode, Application Server Service Group can be assigned per node in user group and service group.

Conference Server Registration

The connection information must be configured for the call processing system to connect to the conference system.

Conference system connection information can be configured in the [CONFIGURATION > Application > Conference Server] menu. To use SCM's built-in conference system, [Application Type] must be set to Internal Conference.

Item	Description
User Group	Select a user group which will use the conference system.
Application Type	Specify a conference system type. <ul style="list-style-type: none"> - Internal Conference: SCM's built-in conference system. - External Conference: An independent conference system in an external server. - 3rd party Conference: A third-party conference system in an external server. Service provided may vary by conference systems.
Name	Specify a conference system name.
Access Number	Enter a phone number used for calling the conference system.
Location	Specify a location where the conference system is used.
Start Channel Tel Number End Channel Tel Number	Extension numbers are required to identify one conference from another. For this, a continuous range of extension numbers is applied by the start channel and the end channel.

Item	Description
Keep Alive Retry Interval(sec)	By default, SCM sends the OPTIONS message to the application sever every 30 seconds to check the registration status. If there is no response to the OPTIONS message, SCM retries for the keep alive retry maximum time at the keep alive retry interval. If there is still no response, the application server registration is canceled.
Retry Pause Time(sec)	If the conference system registration is canceled, SCM waits for the retry pause time before it retries sending the OPTIONS message.
Service List	<p style="color: red;">Specify the type of conference services on this conference system.</p> <ul style="list-style-type: none"> - Paging: Station Paging, Paging On Answer - Meet-Me Conference: Meet-Me Conference - One-Step Conference: Predefined, Progressive, Intercom, Dispatch Conferences - Add-On Conference: Add-On, COA Conferences

Service Class Settings

To use the conference features, the conference-related items must be enabled in the service class. For more information on service classes, see the “Feature Service” section of “3.1. System Service.”

Service classes can be configured in the [CONFIGURATION > Service > Feature Service > Class of Service] menu. The following conference-related items must be enabled.

- Add-On Conference: If the service permission is set, the Add-On conference, COA, Predefined conference, Progressive conference, Intercom conference, and Dispatch conference features are available.
- Meet-me Conference: If the service permission is set, meet me conference feature is available.
- Station Paging: If the service permission is set, the station paging feature is available.
- Paging On Answer: If the service permission is set, the paging on answer feature is available.

Feature Code Settings

When a user dials a conference feature code, SCM connects the call to the conference system. The conference system uses the feature code to determine which type of conference should be serviced.

The feature codes can be configured in the [CONFIGURATION > Service > Feature Code] menu. The following conference-related feature codes must be configured.

- Conference: This feature code is used for starting an Add-On conference.
- Conference On Answer: This feature code is used for adding a conference **participants** by COA.
- Predefined Conference: This feature code is used for starting a predefined conference.
- Progressive Conference: This feature code is used for starting a progressive conference.
- Intercom Conference: This feature code is used for starting an intercom conference
- **Dispatch Conference: This feature code is used for starting a dispatch conference from an equipments through CTSA interface.**
- Meet Me Conference Join: This feature code is used for joining a meet-me conference.
- Station Paging: This feature code is used for starting a station paging.
- Paging On Answer: This feature code is used for starting a paging on answer.

Conference System Configuration

The conference system information can be configured by clicking the [CONFERENCE] icon in SCM Administrator.

System Configuration

Using system configuration, you can configure the essential settings for running the conference system.

Mixer Setting Tab

You can set the audio codec information used by the conference system.

Item	Description
Predefined Audio Codec	Specify priority for audio codec negotiation.

Prompt/DTMF Setting Tab

You can set the information related to the prompt used by the conference system.

Item	Description
TIMEOUT	You can specify the digit input waiting time when the user is instructed to enter a digit during an interactive voice announcement

Item	Description
	such as for a progressive conference.
Error Prompt Repeat Count	You can specify the retry count for digit input error when the user is instructed to enter a digit during an interactive voice announcement such as for a progressive conference.
Max DTMF Input Length	You can specify the maximum digit length when the user is instructed to enter a digit during an interactive voice announcement such as for a progressive conference.
Default Language	You can view the language used for voice announcement. The language used by the conference system for voice announcement follows the language configured for announcement by the SCM.

Misc Setting Tab

You can set the information by the conference system when reserving conferences, etc.

Item	Description
Meet-Me Channels	You can view the maximum number of channels allocated for meet me conferences. This is determined by the license key entered.
Alert attendee's in/out with sound	You can specify whether an alarm will be heard when joining or exiting conferences.
Overbooking Rate	You can specify whether overbooking will be allowed when reserving conferences. Overbooking allows reserving a conference for more attendees than the number of available channels, considering those attendees who may not be able to join the conference.
Allow Early Entrance	You can specify whether to allow attendees to enter the conference room even before the conference start time for a reserved conference. If you allow early entrance, you can also specify how many minutes before the start time the attendees will be allowed in.
Sole Participant Audio Type	You can specify the type of music played when an attendee is left alone in the conference room for a reserved conference.
Tone Duration	If specifying the type of music played when an attendee is left alone in the conference room for a reserved conference, you must also specify the default duration for repeating the tone.
Gain Controller	You can specify the control range of audio decibel for conferences.

Item	Description
Threshold (%)	
Paging Setup Time (sec)	You can specify the waiting time for the callee's answer. If all the extensions answer prior to this timeout, the paging starts immediately.

Prompt Configuration

You can manage the sound sources for interactive voice announcements and situational sound sources.

Prompt Tab

This screen is used for managing sound sources for interactive voice announcements. You can register new WAV files or listen to the currently registered sound sources.

Alarm Tone Tab

This screen is used for managing sound sources which are played for different situations such as joining or exiting conference rooms. You can register new WAV files or listen to the currently registered sound sources. If registering a tone instead of music, you must specify the playback duration during which silence is maintained.

Conference Management

You can configure the settings related to meet-me conferences and predefined conferences. You can also monitor the currently running conferences.

Meet Me Reservation

You can view reservation status of meet me conference by hours. Hours with reserved conference(s) are highlighted in different colors. Depending on the ratio of channels reserved, if less than 50% are reserved, it is highlighted in green → yellow and if 50% or more are reserved, it is highlighted in orange → red.

If you have the scm in master – slave configuration, choose the node from the node combobox before you proceed.

When you hover the mouse over the timetable, the number of remaining channels is displayed

You can reserve a conference and send the invitation mails by dragging a time period with available channels and clicking the Create button.

Item	Description
Date	This is the date for which the conference will be reserved.

Item	Description
Title	Enter a title for the conference. This is shown when querying reservation information and is saved in the conference log.
Subject	Enter a subject for the conference. This is notified to the attendees when the invitation mail is sent.
Conference ID	This is the conference ID used for joining the conference. Use a three-digit number from 100 to 999. Press the Check button to check whether the number is available.
Duration	This is the conference time.
Number of Attendees	Specify the number of attendees for the conference. You must enter within the range of the maximum number of invites shown on the right. This number determines how many channels will be reserved, and there may be no more channels left for others to use. Therefore, only enter the value you will actually use.
Owner	When the conference is running, only the conference owner can view the conference status on PWP.
Attendee List	Select conference attendees by clicking the Select button. If selecting an extension subscriber, select the attendee from the list. If selecting an external attendee, enter the name and the email address. The email address is used for sending the invitation mail.
Send Invitation letters	<p>Check this if you wish to send the invitation mail to the email addresses of the attendees.</p> <p>The email field entered when reserving meet me conferences is used for sending the invitation mail. If you are not sending the invitation mail, you do not have to enter the email addresses.</p> <p>If you are not sending the invitation mail, the conference owner must give separate instruction to the attendees on how to join the conference.</p>
Password	This is the password used for joining the conference.
Recurrence	You can specify whether to repeat the conference. When changing the recurrence option, you must specify the recurrence period in the date item again.
Early Entrance	Early entrance before the conference start time.
Stay Locked	Enable lock so that people cannot join the conference. This is useful when the conference owner does not want other attendees to join

Item	Description
	<p>the conference.</p> <p>For example, if the conference owner wants to be the first person in the conference, the owner can unlock and start the conference when he/she is available to join the conference.</p>

After entering all the information, click the Create button to create a meet me conference.

An email account is required for sending invitation mails. If a user ID and a password is set for auth login in the [PERFORMANCE > Fault > E-mail Notification Setup] menu in SCM Administrator, this account will be used. If the setting is not found or invalid, a window is displayed for entering the email information.

To allow early entrance and conference channel management, a meet me conference must be reserved at least an hour prior to the conference start time.

To view detailed reservation information, select an hour period for which the conference is reserved and click the Details button. You can change or cancel the reservation on the Details screen.

Meet-Me Status

You can view, edit or cancel the list of currently reserved meet-me conferences in a table.

Pre-defined

You can view, create, delete, or edit conference groups for predefined conferences.

If you select a conference group ID from the list on the left, a list of the conference owner and attendees is shown in the window on the right.

To create a new predefined conference group, click the Create button to be allocated with a conference group ID and register the phone numbers of the attendees to call for conference.

Item	Description
Type	Predefined is selected.
Group ID	This is the ID for the newly created conference group. A four-digit number from 1000 to 9999 can be used. Click the Check button to check if the ID is available.
Owner	This is the owner of the conference group.
Name	Enter a name for the conference group. This is used for identifying the conference group when viewing the information.
Select attendees from	If selecting extension subscribers, you can search for them by their

Item	Description
subscribers	phone numbers or names and enter them as attendees. Select attendees from the search results and click the Add button to add them to the attendees list.
Participant List	<p>You can add attendees by searching for attendees or manually entering their names and phone numbers and then clicking the Add button.</p> <p>To remove some of the attendees, select them on the list and click the Remove Selected button. To remove all attendees, click the Remove All button.</p>

Select the conference group ID from the list on the left and click the Edit or Delete button to edit or delete the conference group.

Current Conference Status

The administrator can monitor the status of currently running conferences real-time. Here, you can end a conference, lock a conference to prevent any additional attendees from joining, mute a conference attendee, or eject a conference attendee.

Using Conference Features

The user can use the conference features in the following ways.

Add-On Conference

You can put the current call on hold and dial “Add-On conference feature code + phone number” on your phone to call an attendee. When the attendee answers the call, you can dial the conference feature code to start an conference.

COA

You can put the current call on hold and dial “conference on answer feature code + phone number” on your phone to call an attendee. When the attendee answers the call, a conference will start automatically.

Predefined Conference

You can dial “predefined conference feature code + conference group ID” on your phone to connect to the conference system. The conference system will then call all the members registered in the conference group and the members answering the call are included in the conference. Members must be defined for the conference group.

Progressive Conference

You can dial “progressive conference feature code” on your phone to connect to the

conference system and then enter the members to call as instructed by the voice announcement of the conference system. The conference system will then call all the members and the members answering the call are included in the conference.

Intercom Conference

You can dial “Intercom conference feature code + hunt group telephone number” on your phone to connect to the conference system. The conference system will then call all the members registered in the hunt group and the call will be automatically answered by the members for conference. Members must be defined for the hunt group

Meet Me Conference

When it is the time for the meet me conference, you can dial “meet me conference join feature code + conference ID” on your phone to connect to the conference system and the conference system will include you in the conference.

When using an external phone, you can dial the phone number for the conference system and then dial the meet me conference join feature code + conference ID as instructed by the voice announcement of the conference system to join the conference.

The meet me conference’s invitation mail includes the necessary information such as the phone number for the conference system, the meet me conference join feature code, and the conference ID.

To join a meet me conference, the conference must be reserved and you must know the conference id and password.

Station Paging

You can dial “paging + paging group telephone number” on your phone to connect to the conference system. The conference system will then call all the members registered in the paging group and the call will be automatically answered by the members for station paging. Members must be defined for the paging group.

Paging On Answer

You can dial “paging on answer feature code + paging on answer group telephone number” on your phone to connect to the conference system. The conference system will then call all the members registered in the paging on answer group and the call will be automatically answered by the members for paging on answer. Members must be defined for the paging on answer group.

Conference History Management

Event Reports

The administrator can use the [CONFERENCE > Event Reports] menu to view the events generated during the conference. Here, the administrator can monitor creation and participation status of the conference real-time.

Mixer Management

The administrator can use the [CONFERENCE > Mixer Management] menu to view the mixer status.

Select system status to view the number of currently running conferences and the number of attendees for each conference.

Select system event to view the events generating in the mixer.

History Management

The administrator can use the [CONFERENCE > History Management] menu to view the conference system history.

Select conference history to view the list of conferences processed by the conference system by dates, etc.

Select system history to view history related to conference system operation and management including conference system start and stop.

You can delete unnecessary history entries.

Chapter 3. Automatic Call Distribution (ACD)

The Automatic Call Distribution (ACD) service is useful when there are more incoming calls than the people available to answer them. If the ACD feature is enabled, callers do not need to hear the busy tone for a long time or get delayed in getting their calls answered. When a call is connected while the ACD group is busy, the call is put in waiting status until an agent becomes available, and a waiting announcement is played for the caller so that the caller can wait until an agent answers the call.

To use the ACD feature, three sets of information must be configured. Only when these items are configured, ACD calls can be supported with waiting when busy, waiting announcement, agent allocation, agent distribution, etc.

3.1 Creating ACD Agents

Agent IDs are specified for each user group regardless of the system extension number. An agent can use any phone to login with his/her agent ID and password to have the ACD group's incoming calls distributed to the phone used for login.

ACD agents can be created in the [CONFIGURATION > Application > ACD > ACD Agent] menu.

Item	Description
User Group	Select a user group for which the ACD agent will be created.
Agent ID	Enter the user ID used by the ACD agent to log into the ACD group. This is the key data identifying each agent and must not be entered in duplicate.
Password	Enter the password used by the ACD agent to log into the ACD group.
Agent Name	You can enter the name of the ACD agent. This is used for easy identification of the agent and can be entered in duplicate.
Node Name	Select a node name for which the ACD agent will be created.

3.2 Configuring ACD Group

The way of distributing ACD calls and the configuration for ACD call processing are described as follow.

ACD groups can be configured in the [CONFIGURATION > Application > ACD > ACD Group] menu.

The following sets of information can be configured for ACD groups.

ACD Group Basic Information

The basic ACD group settings such as the list of agents logging into the ACD group and the method for distributing incoming calls to agents must be set.

Item	Description
User Group	Select a user group for which the ACD group will be created.
Name	Enter a name for the ACD group. This is used for easy identification of the ACD group and can be entered in duplicate.
Group Number	Enter a number to call the ACD group. This is the key data identifying each ACD group and must not be entered in duplicate with any extension number or extension group number.
Agent Select Method	When there are two or more available ACD agents, select the method for selecting an agent for call distribution. <ul style="list-style-type: none"> - Longest Idle Agent : When distributing an ACD group call to an agent, the call is distributed to the agent with the longest idle time. - Least Occupied Agent : When distributing an ACD group call to an agent, the call is distributed to the agent with the fewest calls since login. - Sequence Mode: Calls are distributed to the ACD group's agents in a sequence.
Group Members	Register the IDs of the agents allowed to log into the ACD group. You can select from the agent IDs created in the [CONFIGURATION > Application > ACD > ACD Agent] menu.

ACD Overflow

When there is an incoming ACD group call, the call will be connected to an agent if an agent is available. But if no agent is available, the call will standby for the ACD group and the caller will continue to hear the greeting and the MOH one after another. If no agent becomes available after a long time of waiting, the call can be forwarded to another ACD group, etc.

You can set the following information for forwarding calls to another number, etc. when the calls waiting for the ACD group cannot be connected because no agent is

available for a long time.

Item	Description
Overflow Time(sec)	When there is an incoming call for the ACD group, the settings must be made to forward the call to another ACD group, etc. if no agent is available to answer the call or an agent connected does not answer for a long time.
Overflow Destination	<p>You can specify the phone number to which incoming calls for the ACD group will be forwarded if not answered by any agent during [Next Destination Overflow Time (sec)].</p> <p>When [Next Destination Overflow Time (sec)] has exceeded and the call has to be forwarded to another number, but if the number set for this item is unavailable for receiving calls, the call is terminated. If no phone number is set for this item, the call is forwarded to Operator Group.</p>
All Busy Destination	When there is an incoming ACD group call and all agents are busy, the call can be forwarded to another ACD group, etc. without waiting. If a phone number is set for this item, the call will be forwarded immediately. Take note that if the phone number is unavailable for receiving calls, the call will be terminated.
All Logout Destination	When there is an incoming ACD group call, if no agent is logged in, the call can be forwarded to another ACD group, etc. If a phone number is set for this item, the call will be forwarded immediately. If the phone number set is unavailable for receiving calls, the call will be terminated.
Agent No Answer Time(sec)	If a call connected to an agent is not answered by the agent for a specified period of time, the call can be connected the next agent. If the agent does not answer after [Agent No Answer Time (sec)], the connection is canceled and the call is connected to the next agent. This setting is necessary as situations arise whereby agents are unable to answer calls. If no other agent is available after this period of time, the phone will keep ringing.

ACD Miscellaneous Information

The following additional information can be configured for processing ACD group calls.

Item	Description
Maximum Queuing Count	Greetings and MOH are played for callers waiting for ACD groups. Since SCM's built-in announcement system has limited number of channels, it is necessary to limit the number of calls waiting for ACD. You must use this item to specify the maximum number of calls allowed to wait for ACD.
Maximum Overflow Count	When forwarding an incoming ACD group call to another phone number, if the phone number is an ACD group number, you must specify the maximum number of calls allowed to be forwarded.
Queuing Wait Time(sec)	When there is an incoming ACD group call, the caller may find it strange if the greeting is played immediately. Therefore, you must specify a time period for which the caller will hear the ring-back tone before listening to the first greeting.
Minimum Greet Listen Time(sec)	When an agent becomes available while the greeting is being played, the caller may find it strange if the greeting suddenly stops and the call is connected to an agent. Therefore, you must specify a minimum time period for which the greeting will be played before connecting the call to an agent.
No Answer Wrap-Up Time(sec)	When an incoming ACD group call is connected to an agent but the agent did not answer the call and the call is connected to the next agent, the agent who became idle because he/she failed to answer the call is likely to be unable to answer the next connected call as well. Therefore, you must specify a time period during which the incoming calls for the ACD group will not be connected to the agent. Incoming ACD group calls will not be distributed to the agents who became idle because they did not answer ACD calls during this period of time.
Normal Wrap-Up Time(sec)	When an agent answers an ACD group call and ends the call, the agent needs some time to wrap up. You must specify the time period during which ACD group calls will not be connected to the agent after an ACD call.
Supervisor Number	<p>You can specify the phone number of an ACD group supervisor, whom the agents can consult for urgent matters.</p> <p>This information can be downloaded for the agent program so that the supervisor can be connected with a single click.</p>
Queuing Level-up Interval(sec)	[ACD Queuing Level] is incremented by one per [Queuing Level-up Interval (sec)]. ACD Queuing Level 0-9 is available. The higher the [ACD Queuing Level] is, the shorter the queue waiting

Item	Description
	time is. At the time of the first incoming, [ACD Queuing Level] can be set in the [CONFIGURATION > Trunk Routing > CLI Routing] and [CONFIGURATION > Trunk Routing > DID Routing]
Node Name	Select a node name for which the ACD group will be created.

3.3 Configuring ACD Announcement

The way of connecting Greeting message for incoming ACD call can be configured. It sets in the [CONFIGURATION > Application > ACD > ACD Greeting Message].

ACD Announcement

When there is an incoming call for the ACD group, the caller is allowed to listen to the ring-back tone for a certain period of time and then the call is connected to SCM's announcement system for an announcement. If an agent is available at this point, the call is connected to the agent. If no agent is available, the call will continue to standby for the ACD group as the announcement and the MOH are played one after another. If an agent becomes available during the announcement or the MOH, the announcement or the MOH will stop and the call will be connected to the available agent. The caller will hear the ring-back tone or the MOH until the call is answered by the agent.

The following information can be configured for the announcement played for callers waiting for the ACD group.

Item	Description
First Greet Message(Available)	You can specify the ID of a first greeting to play when there is an incoming call for the ACD group and an agent is available to answer the call. The call will be connected to an agent when the first greeting finishes playing. If no first greeting is set, the call will be connected to an agent without any announcement.
First Greet Message(All Busy)	You can specify the ID of a first greeting to play when there is an incoming call for the ACD group and no agent is available to answer the call. When the first greeting finishes playing, the MOH and the greeting will be played one after another until an agent becomes available.
First MOH ID	You can specify the ID of the MOH to play after the first greeting and

Item	Description
	before the second greeting.
First Greeting Repeat	You can specify the number times to repeat the first greeting.
First MOH Duration(sec)	You can specify the period of time to play the first MOH.
Second Greeting Message 1~7	<p>After the first greeting and the MOH are played, the second greeting and the second MOH will be played after one another until an agent become available to answer the call. You can specify the ID of a second greeting here.</p> <p>Second MOH is played in order (1~7).</p>
Second MOH ID 1~7	<p>After the first greeting and the MOH are played, the second greeting and the second MOH will be played after one another until an agent become available to answer the call. You can specify the ID of a second MOH here.</p> <p>Second MOH is played in order (1~7).</p>
Second Greeting Repeat 1~7	You can specify the number times to repeat each the second greeting.
Second MOH Duration 1~7(sec)	You can specify the period of time to play each the second MOH.
Last Repeated Greeting Message	<p>After all second greeting message(1-7) and all second moh(1-7) finish, if caller is still waiting for agent, SCM supports Last Repeated Greeting Message. You can specify the ID of a Last Repeated Greeting Message.</p>
Last Repeated MOH ID	<p>After all second greeting messages (1-7) and all second MOH (1-7) finish, if caller is still waiting for agent, SCM supports Last Repeated MOH. You can specify the ID of a Last Repeated MOH.</p>
Last Repeated Greeting Repeat	You can specify the number times to repeat the last repeated greeting.
Last Repeated MOH Duration(sec)	You can specify the period of time to play the last repeated MOH.
Release Message	<p>If a call is disconnected without any connection to agent, SCM support a specific Release Message. You can specify the ID of a Release Message.</p>
Release Message Repeat	You can specify the number times to repeat the release message.

3.4 ACD Agent Status

This section describes the agent status, which is used for distributing incoming calls for ACD groups.

An agent's status can be in one of the following three:

- **Logged In:** The agent is available to take calls as a member of an ACD group.
- **Wrap-Up:** The agent is wrapping up after ending an ACD group call.
- **Break:** The agent is taking a break.

An agent can log in/out or register or cancel the wrap-up or break status by dialing the feature codes.

The feature codes for registering and canceling the agent status can be created in the [CONFIGURATION > Service > Feature Service > Feature Code] menu.

- **Logged In:** The [ACD Agent Login – Login] and [ACD Agent Login – Logout] feature codes must be configured.
- **Wrap-Up:** The [ACD Agent Wrapup – Set] and [ACD Agent Wrapup – Reset] feature codes must be configured.
- **Break:** The [ACD Agent Break – Set] and [ACD Agent Break – Reset] feature codes must be configured.

Agents' login status can be viewed for each ACD group in the [CONFIGURATION > Application > ACD > ACD Group Status] menu.

Agents' wrap-up and break status can be viewed for each ACD agent in the [CONFIGURATION > Application > ACD > ACD Agent] menu.

Log In/Out

For an agent to be able to answer ACD group calls, the agent must log into an ACD group.

- The agent can log in by dialing <[ACD Agent Login – Login] feature code + agent ID + agent password + ACD group number> on the phone.
- If an ACD group number is entered when logging in, the agent will be logged into the selected group only. If no ACD group number is entered, the agent will be logged into all the groups the agent belongs to.

For an agent to be unavailable to answer ACD group calls, the agent must log out of an ACD group.

- The agent can log out by dialing <[ACD Agent Login – Logout] feature code + agent password + ACD group number> on the phone.
- If an ACD group number is entered when logging out, the agent will be logged out of the selected group only. If no ACD group number is entered,

the agent will be logged out of all the groups the agent belongs to.

Wrap-up

When an agent does not answer an ACD group call and the call ends, or when the agent answers a call and the call ends, the agent automatically enters the wrap-up status. Although ACD group calls are not connected when an agent is in the wrap-up status, the status indicates that the agent is busy working.

If an agent wishes to extend the time for the wrap-up status, the agent can register the wrap-up status by dialing the [ACD Agent **Wrap-up** – Set] feature code.

If an agent wishes to end the wrap-up status and become available to answer ACD group calls, the agent can cancel the wrap-up status by dialing the [ACD Agent Wrap-up – Reset] feature code.

Break

An agent can register the break status instead of logging out so that no ACD group calls are connected to the agent. The break status indicates that the agent is not busy working.

If an agent wishes to take a break, the agent can register the break status by dialing the [ACD Agent Break – Set] feature code.

If an agent wishes to end the break status and become available to answer ACD group calls, the agent can cancel the break status by dialing the [ACD Agent Break – Reset] feature code.

3.5 ACD Statistics

SCM provides statistics on the incoming calls processed by ACD groups and ACD calls processed by agents.

For more information on ACD statistics, see the “6.6 Statistics Reports” section.

3.6 ACD Agent Program

While it is possible for ACD agents to handle ACD calls just using phones, they can handle ACD calls more efficiently by using a dedicated agent program.

A separate license is required for using the dedicated ACD agent program. The program supports features such as real-time monitoring of calls waiting for the ACD group.

For more information on the ACD agent program, see the “5.4 External Applications” section.

Chapter 4. Communicator

5.4. External Applications

Communicator

The Samsung Communicator is Unified Communications Client software running on a client PC that takes the functionality commonly used and understood on our telephones and puts it at your finger tips and Screens on your PC. The Samsung Communicator can be run in three different Device Modes. The Samsung Communicator can be a Stand-alone device when in the SoftPhone Mode, when in UCPhone Mode it can work in connection to a UCPhone (SMT-i Series) device. When in DeskPhone Mode, it can work in connection to SCM directly via CSTA I/F for call control of UCPhone(SMT-I Series)

For more details, see the Samsung Communicator User Guide

ACD Agent Program

ACD Agent is a call center agent that enables call center agents to operate the SCM Express system effectively and enables managing call center agents.

Agent provides all functions that can be performed by call center agents for operating the call center.

ACD Agent Desktop is the Windows-based Client Application that resides on the agent's computer. With Agent ACD, you can control calls with your computer.

The ACD Agent allows you to:

Call Control

Make Calls, Answer Calls, HangupCall

HoldCall, RetrieveCall

Transfer Calls, Blind TransferCall

Conference Calls

Favorites

Agents, Tel Number, ACD Group

History Call Log

ACD Incoming Call, Non-ACD Call

Monitoring

Provides the real time status information of the ACD Group where the Agent belongs.

Number of wait calls: Currently waiting for the call distribution.

Number of Logged-in Agents

Longest ACD wait time (current): Waiting time of the call that has waited for the longest time among the calls currently waiting

Number of IDLE Agents: Agents that the call distribution service has available.

For more details, see the ACD Agent User Guide

ABBREVIATION

A

AA	Auto Attendant
AAR	Automatic Alternative Routing
ACD	Automatic Call Distribution
AR	Alternative Route

B

BHCA	Busy Hour Call Attempt
BLF	Busy Lamp Field

C

CAC	Call Admission Control
CDR	Call Detailed Record
CLI	Calling Line Identification
CLIR	Calling Line Identification Restriction
COS	Class of Service
CPS	Call Per Second
CSTA	Computer Supported Telephony Application
CTI	Computer Telephony Interface

D

DID	Direct Inward Dial
DISA	Direct Inward System Access
DN	Directory Number
DND	Do Not Disturb
DOD	Direct Outward Dial
DR	Direct Route
DTMF	Dual Tone Multi-Frequency

I

ITSP	Internet Telephony Service Provider
IVR	Interactive Voice Response

L

LDAP	Lightweight Directory Access Protocol
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M

MCS	Multimedia Conference System
MOH	Music On Hold
MWI	Message Waiting Indication

N

NMS	Network Management System
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P

PBX	Private Branch eXchange
PSTN	Public Switched Telephone Network

R

RADIUS	Remote Authentication Dial In User Service
RFC	Request For Comments
RTP	Real Time Protocol

S

SBC	Single Board Computer
SCM	Samsung Communication Manager
SIP	Session Initiation Protocol
SNMP	Simple Network Management Protocol

T

TLS	Transport Layer Security
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U

UMS	Unified Messaging System
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V

VMS	Voice Mailing System
VoIP	Voice over Internet Protocol