



## Messaging Administrator Guide

# Publication Information

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## **Radio Frequency Interference**

**Warning:** This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the manufacturer's instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case, the user, at his/her own expense, will be required to take whatever measures may be required to correct the interference.

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# Introduction

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This guide provides brief instructions for a System Administrator to perform basic IPedge Messaging administration.

## Organization

This guide is divided as follows:

- **Chapter 1 – Getting Started** contains basic procedures on creating and deleting mailboxes using the Enterprise Manager GUI.
- **Chapter 2 – Greetings** describes Recording of Department or Company Greetings for incoming callers.
- **Chapter 3 – System Administrator Mailbox** is a guide to using the System Administrator's mailbox for basic system management.

## Conventions

| Conventions                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Note</b>                   | Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Important!</b>             | <i>Calls attention to important instructions or information.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Extension Number              | Press to answer a call to the Extension Number. Each station can have multiple extension buttons. Incoming calls ring the extension button(s) from the top down. For example, station 10's extensions ring 10-1 first, then 10-2, 10-3, and 10-4. A station is considered busy when all extensions are being used.<br><br><b>Note</b> The naming convention for DKT assignments within Toshiba is Directory Numbers. For clarity and ease of understanding, the terms Extension Number and Phantom Extension Number will be used in this document in lieu of PDN and PhDN. |
| <b>Arial bold</b>             | Represents telephone buttons.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| “Type”                        | Indicates entry of a string of text.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| “Press”                       | Indicates entry of a single key. For example: Type <b>prog</b> then press <b>Enter</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Plus (+)                      | Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: <b>Esc+Enter</b> . Entries with spaces between them show a sequential entry. Example: # + 5.                                                                                                                                                                                                                                                                                                                                                   |
| Tilde (~)                     | Means “through.” Example: 350~640 Hz frequency range.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| ➤                             | Denotes a procedure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| ➤                             | Denotes the step in a one-step procedure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <a href="#">See Figure 10</a> | Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM), cross-references appear in blue hypertext.                                                                                                                                                                                                                                                                                                                                                                                                        |

### Related Documents/Media

**Note:** Some documents listed here may appear in different versions on the Toshiba FYI site or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

- IPedge Installation Manual
- IPedge Messaging Manual
- IPedge Telephone, Messaging, and Call Manager User Guide
- IPedge General Description

## Overview

The purpose of this document is to provide brief instructions for a System Administrator to perform basic administration of IPedge Messaging. It does not replace the IPedge Messaging Manual.

This document is based on the assumption that the System Administrator has received some training on the features and functions of IPedge Messaging, and has a good understanding of how to navigate a Graphical User Interface (GUI).

This document has three sections:

- Creating and deleting mailboxes using Enterprise Manager GUI.
- Recording of Department or Company Greetings for incoming callers.
- Guide to using the System Administrator's mailbox for basic system management.

## Logging into IPedge Enterprise Manager

1. Log into IPedge Enterprise Manager Web Controller, by entering the IP address of the IPedge (e.g., <http://192.168.254.250:8080/oamp>). The default user name is Administrator, and the default password is password.
2. Select the timeout value. This determines how long the web page will remain open without commands. After the timeout the webpage will expire and you will be logged out of the session.
3. Check the Remember me box, if you wish the webpage to automatically log you in on your next visit.

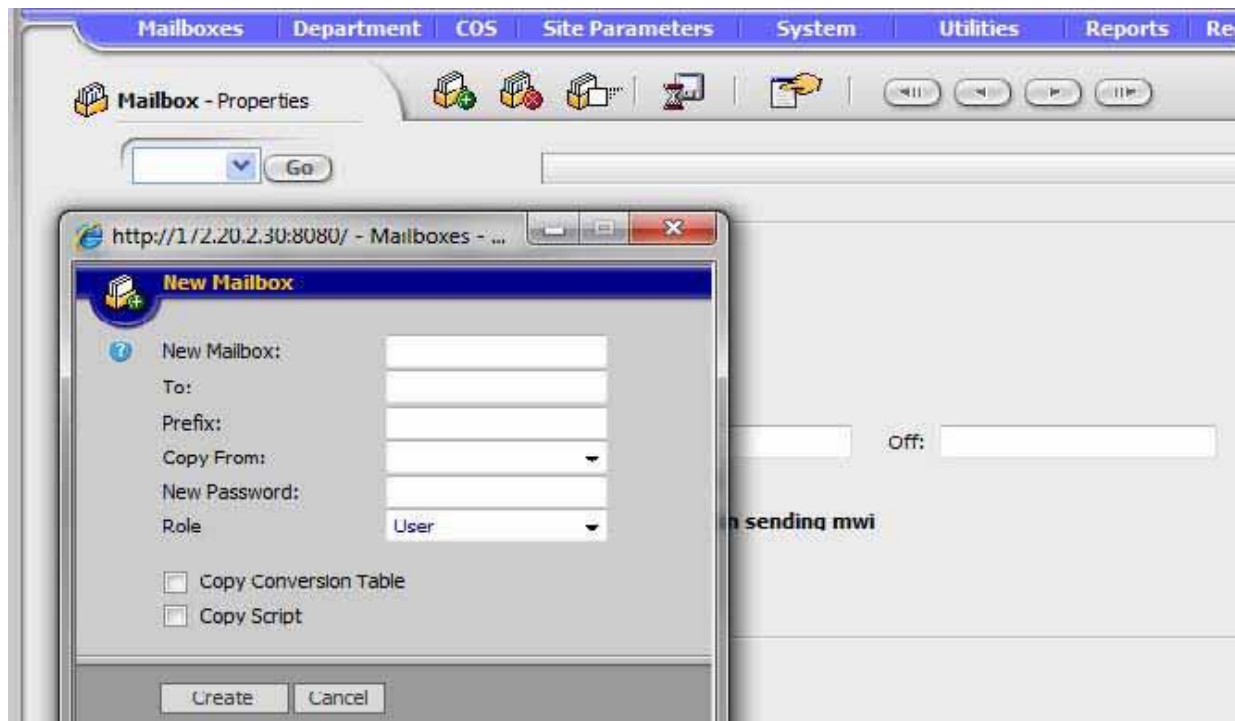


**Creating Mailboxes**

Once the IPedge Messaging is running you can create mailboxes for existing stations, or create the mailboxes as you create the stations.

**Setting up a Mailbox for an Existing Station**

1. Using Enterprise Manager, select Application > Messaging.
2. Select the appropriate system where Messaging resides.
3. Click OK.
4. Select Mailbox > Properties.
5. Click the New Mailbox icon.
6. In the pop-up screen:
  - Enter the first mailbox to be created.
  - Enter the last mailbox to be created (optional).
  - Leave the Prefix blank.
  - If there is a mailbox you wish to copy select it from the dropdown.
  - Enter a password  
(If no password is entered the default of 0000 is used)
  - Assign a role (the default is "user")
7. Click on Create.



8. After the mailbox(s) are created add the first and last name, then modify as needed.

## Creating Mailboxes While Creating Multiple Stations

After Messaging is installed you can automatically create the mailbox when a station is created.

1. Select Station > Station Assignments.
2. To create a range, select the Create PDN Range icon and check create voicemail box for each extension.



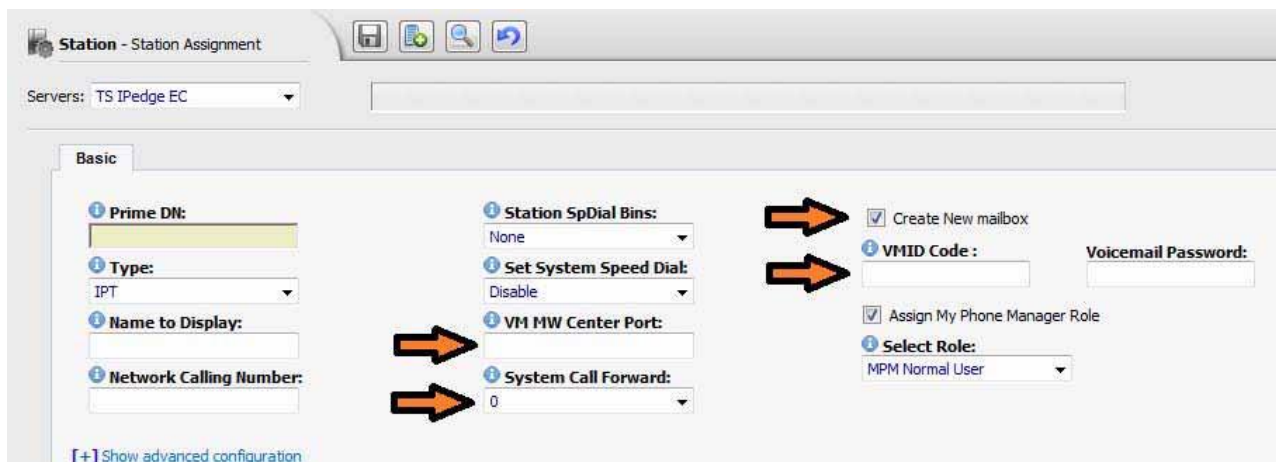
3. Click Save. A screen will appear to show which mailboxes were created, and any conflicts which caused the creation to fail.

**Note:** This method will not assign the VM MW Center Port required for proper operation of the Message Waiting Indicator (Station Message Light) to the stations. You will need to assign the voice mail pilot number in station assignments for one of your new stations then copy to the other stations.

4. After the mailboxes are created you will need to access Application > Messaging, and then select Mailbox > Properties to enter the user names and make any modifications to the mailboxes.

## Creating a Single Mailbox While Creating a Station

1. Select Station > Station Assignments
2. Click the New icon.

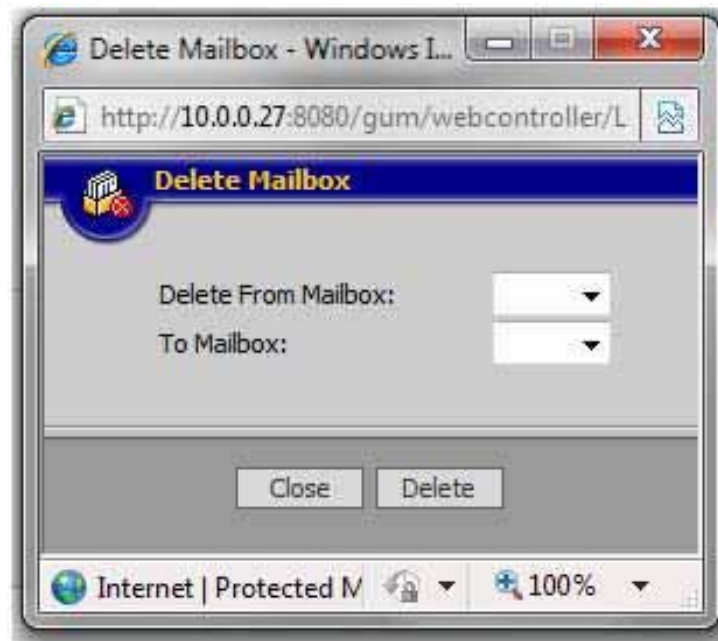


- Enter the Prime PDN.
  - Check Create New Mailbox.
  - Enter the VMID (usually the same as the PDN).
  - Enter the VM MW Center Port (the Pilot of the VM hunt group).
  - You can assign a password for the mailbox.
  - Normally a System Call Forward is assigned to the station so it will forward to voice mail.
3. After the mailbox is created you will need to access Application > Messaging, and then select Mailbox > Properties to enter the user names and make any modifications to the mailboxes.

## Deleting a Single or Multiple mailboxes

To delete one or more mailboxes:

1. Go to Mailbox > Properties page
2. Select the Delete Mailbox icon.
3. Enter a single mailbox or a range of mailboxes



4. Click on Delete, and confirm deletion.

**Note:** For further details concerning the managing of mailbox properties, please see Chapter 2 of the IPedge Messaging Manual.

## **FOLLOW-ME SETUP**

This procedure is used to setup the Follow-Me feature in Messaging.

### **Registry Parameters**

Assign the Follow-Me parameters in Messaging.

1. Log into Enterprise Manager.
2. Select **Application > Messaging**. Select the server.
3. In the Messaging administration select **Registry > Parameters**.
4. Scroll down to the Netserver parameters. Enter the following:

**Netserver Address** – The IP address of the Net Server if Follow Me control/hand-off from the phone button is required. Use 127.0.0.1 when the built-in Net Server is used or the actual IP address of the Net Server when the external ACD/Net Server is used.

**Netserver Port** – The TCP port number (typically 8767) of the Net Server if Follow Me control/hand-off from the phone button is required.

**Netserver User** – The user name to connect to the Net Server if Follow Me control/hand-off from the phone button is required. Use the pilot DN unless there is a specific need for the login name.

**Netserver User password** – The password to connect to the Net Server if Follow Me control/hand-off from the phone button is required. Use the pilot DN unless there are specific needs for the password. If the password needs to be reset once it is set, it can be only erased from Net Server administration menu.

**Netserver User Extension** – The extension number (unique in the system) to connect to the Net Server if Follow Me control/hand-off from the phone button is required. Use the pilot DN unless there are specific needs for the Extension number.

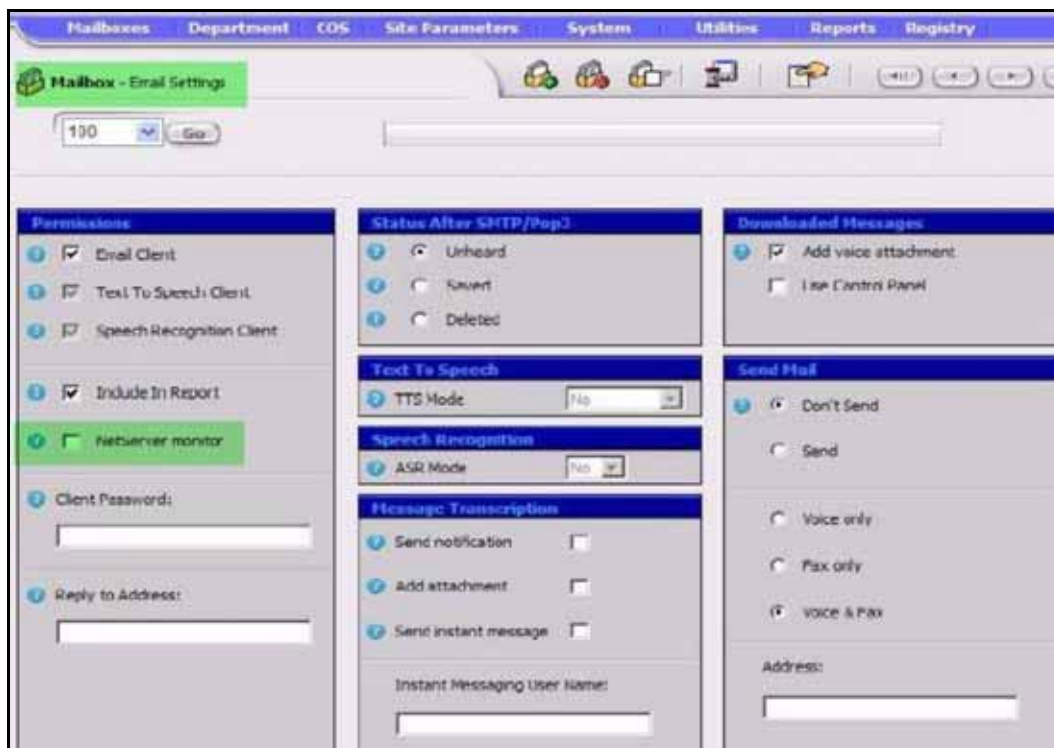
**Netserver Follow me Handoff Application** – The Application ID to connect to the Net Server if Follow Me control/hand-off from the phone button is required. The Application ID must match with the one assigned to each phone. Use 80 if "Follow Me" is assigned to a button from the Enterprise Manager.

### **Mailbox – Email Settings**

Assign the Net Server Monitor parameter to the mailbox in Messaging. Log into Enterprise Manager.

1. Log into Enterprise Manager.
2. Select **Application > Messaging**. Select the server.
3. In the Messaging administration screen select **Mailboxes > Email Settings**.

4. **Net Server Monitor** – Check-mark this box if Follow Me control/hand-off from the phone button is required. In order to use this feature, Net Server on IPedge or Windows server is required.



**Station - Key Assignment**

Assign the Follow Me key in either Enterprise Manager Key assignments or through Enterprise Manager Personal Admin.

Select the key, right click, and select Voice Mail, Follow Me, once selected click Save.



## Recording Department/ Company Greetings

In Messaging, a Department defines how the auto-attendant feature answers an incoming call to a company. Each department have their own auto-attendant greetings.

Different departments can be assigned to voice mail resources so that different greetings can be heard depending on which incoming SIP trunk calls. In addition, a DID can be directed to a script box, via integration, which can switch that call to a different department.

All department greeting are recorded from the Administration mailbox, which by default is mailbox 100 with a default password of 0000.

Once logged into mailbox 100;

1. Press **#** for the administrative functions menu.
2. Press **2** to record a greeting.

Below, are the greeting numbers to record:

|     |                                         |
|-----|-----------------------------------------|
| 100 | “Good morning”                          |
| 101 | “Good afternoon”                        |
| 102 | “Good evening”                          |
| 111 | “Thank you for calling the ABC company” |
| 121 | Instructional greeting (day)            |
| 131 | Instructional greeting (lunch)          |
| 141 | Instructional greeting (night)          |

Instructional greetings are used to provide the various options or menu choices for the caller.

For example, greetings 100, 111 and 121 combined together may sound like this;

*“Good morning. Thank you for calling the ABC company. If you know your party’s extension, please dial it now, or you may dial zero, or wait on the line for an operator. To access our company directory, please press 5.”*

Note that greetings 111 ~ 141 relate to Department 1, as designated by the last digit of the greeting prompt number. The greetings for Department 2 would be 112, 122, 132, and 142.

## Set Greeting Active Times

The times at which prompts 100 ~102 will play are configured under Site Parameters > Settings.



| Greeting Hours                   |    |    |    |
|----------------------------------|----|----|----|
| Morning starts at (prompt 100)   | 08 | 00 | AM |
| Afternoon starts at (prompt 101) | 12 | 00 | PM |
| Evening starts at (prompt 102)   | 05 | 00 | PM |

Prompt 111 plays all the time for the default Department 1.

Prompts 121, 131, and 141 (Day, Lunch and Night Greeting for Department 1) are controlled by the schedules in Department > Working Hours.

The lunch schedule can be disabled by setting the Lunch Start and Lunch End times to the same value.

Each department can also have its own working hours. These can be set up by changing the Department drop down list on the Working Hours page.

The System Administrator Mailbox enables administrators the ability to use Messaging's Telephone User Interface (TUI) to perform various tasks for system maintenance.

By default the System Administrator's mailbox is 100, with a default password of 0000. After logging into the mailbox, press **#** to enter the System Administrator's menu. From this menu, administrators can perform the following tasks:

- Record and activate the Emergency Greeting – When activated, the Emergency Greeting automatically replaces the day greeting for Department 1.
- Record system greeting prompts – Record the welcome and instructional greetings for all Departments.
- Create or delete a mailbox password – Used for resetting a user's mailbox password.
- Define the Operation Mode of the system – Commands the system to change its operational mode, e.g. Day, Lunch, Night, Emergency.
- Record mailbox names – Used to record mailbox names for users, so they do not have to on their own.
- Manage mailbox group lists – Used for creating mailbox distribution lists in the system.
- Set the systems date and time – Sets the date and time for the entire system.
- Mailbox administration – Used to add, delete, or edit user mailboxes and reset a mailbox message waiting indication.

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Emergency Greeting | <p>Record a greeting that plays at times where the normal greetings's information is inadequate, e.g. company closures.</p> <ol style="list-style-type: none"><li>1. From the System Admin menu, press 1.</li><li>2. Select from these options:<ul style="list-style-type: none"><li>• Press <b>1</b> to activate the emergency greeting.</li><li>• Press <b>2</b> to review the emergency greeting.<ul style="list-style-type: none"><li>• Press <b>1</b> to play.</li><li>• Press <b>2</b> to save.</li><li>• Press <b>2</b> to save.</li><li>• Press <b>3</b> to erase.</li><li>• Press <b>5</b> to record.</li></ul></li><li>• Press <b>*</b> to cancel.</li></ul></li></ol> |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Record (Greeting) Prompts | <p>To record a prompt file that will be used as a greeting to incoming callers, perform the following:</p> <ol style="list-style-type: none"> <li>1. From the System Admin menu, press <b>2</b>.</li> <li>2. Enter the prompt number (see <a href="#">page 7</a> for the correct prompt number)</li> <li>3. Select from these options: <ul style="list-style-type: none"> <li>• Press <b>1</b> to play.</li> <li>• Press <b>2</b> to save.</li> <li>• Press <b>3</b> to erase.</li> <li>• Press <b>5</b> to record.</li> <li>• Press <b>1</b> to review.</li> <li>• Press <b>2</b> to save.</li> <li>• Press <b>3</b> to erase.</li> <li>• Press <b>4</b> to add.</li> <li>• Press <b>5</b> to erase and record.</li> </ul> </li> </ol> |
| Mailbox Passwords         | <p>To create or delete a password for a mailbox, perform the following:</p> <ol style="list-style-type: none"> <li>1. From the System Admin menu, press <b>3</b>.</li> <li>2. Enter the mailbox number.</li> <li>3. Select from these options: <ul style="list-style-type: none"> <li>• Press <b>1</b> to enter a new password.</li> <li>• Press <b>2</b> to delete the password. <ul style="list-style-type: none"> <li>• Press <b>#</b> to confirm.</li> <li>• Press <b>0</b> to exit.</li> </ul> </li> </ul> </li> </ol>                                                                                                                                                                                                             |
| Operation Mode            | <p>To set the operation mode for Messaging, perform the following:</p> <ol style="list-style-type: none"> <li>1. From the System Admin menu, press <b>4</b>.</li> <li>2. Select from the following options: <ul style="list-style-type: none"> <li>• Press <b>1</b> for Day.</li> <li>• Press <b>2</b> for Lunch.</li> <li>• Press <b>3</b> for Night.</li> <li>• Press <b>4</b> for Emergency.</li> <li>• Press <b>5</b> for Automatic (returns to standard schedule).</li> <li>• Press <b>*</b> to exit.</li> </ul> </li> </ol>                                                                                                                                                                                                       |
| Record Names              | <p>To record names for user mailboxes, perform the following:</p> <ol style="list-style-type: none"> <li>1. From the System Admin menu, press <b>5</b>.</li> <li>2. Enter the mailbox number.</li> <li>3. Select from these options: <ul style="list-style-type: none"> <li>• Press <b>1</b> to record.</li> <li>• Press <b>*</b> to cancel.</li> </ul> </li> </ol>                                                                                                                                                                                                                                                                                                                                                                     |

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Group lists            | <p>To create a group list of mailboxes, perform the following:</p> <ol style="list-style-type: none"><li>1. From the System Admin menu, press <b>6</b>.</li><li>2. Select from these options:<ul style="list-style-type: none"><li>• Press <b>1</b> to create a list, and then enter list number.</li><li>• Press <b>2</b> to record a list name, and then enter list number.</li><li>• Press <b>3</b> to delete a list, and then enter list number.</li><li>• Press <b>4</b> for member options, and then enter list number.<ul style="list-style-type: none"><li>• Press <b>1</b> to listen to the list of members.</li><li>• Press <b>2</b> to add a member.</li><li>• Press <b>4</b> to delete a member.</li></ul></li></ul></li></ol> |
| System time and date   | <p>To set Messaging's time and date, perform the following:</p> <ol style="list-style-type: none"><li>1. From the System Admin menu, press <b>7</b>.</li><li>2. Select from these options:<ul style="list-style-type: none"><li>• Press <b>1</b> to set the time.</li><li>• Press <b>2</b> to set the date.</li></ul></li></ol>                                                                                                                                                                                                                                                                                                                                                                                                            |
| Mailbox administration | <p>To add, delete, or edit a mailbox or reset a message waiting indication, perform the following:</p> <ol style="list-style-type: none"><li>1. From the System Admin menu, press <b>8</b>.</li><li>2. Select from these options:<ul style="list-style-type: none"><li>• Press <b>2</b> to add a mailbox, and then enter a mailbox number.</li><li>• Press <b>3</b> to delete a mailbox, and then enter a mailbox number.</li><li>• Press <b>4</b> to edit a mailbox, and then enter a mailbox number.</li><li>• Press <b>5</b> to reset MWI, and then enter a mailbox number.</li></ul></li></ol>                                                                                                                                         |

The System Administrator flow chart is on the following page.

