

Documentation

HiPath 3000/5000 HiPath 3000 Manager C

Administrator documentation

A31003-H3580-M101-7-76A9

Communication for the open minded

Siemens Enterprise Communications
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Contents

1 Introduction	1-1
1.1 Basic Functions	1-3
1.1.1 Read/write database	1-4
1.1.2 Security (User administration)	1-5
1.1.3 Settings	1-7
1.1.4 Password level	1-7
1.2 Wizard	1-8
1.3 File Types	1-9
1.3.1 Customer database (CDB)	1-10
1.4 Installing and Uninstalling the Software	1-11
1.5 Brief Guidelines for Starting Up	1-12
2 Operation	2-1
2.1 Program Window	2-2
2.1.1 Menu bar	2-4
2.1.2 Toolbar	2-5
2.1.3 System View/Net View and Station View	2-7
2.1.4 Administration area	2-9
2.1.5 Status bar	2-11
2.2 Copying and Deleting Entries (Drag & Drop)	2-11
2.3 Context Menu	2-12
2.4 Table Handling	2-13
2.5 Invoking Help	2-15
3 Start and Log-on	3-1
3.1 Logging on to Manager C	3-1
4 Station view	4-1
4.1 Station Selection	4-2
4.2 Station Parameters	4-3
4.2.1 Station view: Flags	4-5
4.2.2 Station view: Activated features	4-12
4.2.3 Station view: Workpoint Client	4-15
4.2.4 Station view: Groups	4-16
4.2.5 Station view: Forwarding	4-17
5 File Menu	5-1
5.1 Transfer HiPath 5000 RSM/AllServe Server	5-2
5.2 Open Customer Database	5-5
5.3 Save Customer Database	5-7
5.4 Save Customer Database As	5-8
5.5 Close Customer Database	5-9

Contents

5.6	Print / Print Preview	5-10
5.7	Printer Setup	5-10
5.8	Transfer	5-11
5.8.1	Transfer Communication	5-12
5.8.2	Transfer Communication Maintenance	5-17
5.8.3	Maintenance IVM (only if an IVM card is plugged in)	5-18
5.8.4	Maintenance IVM: Mailbox configuration (as of IVM Version 2)	5-20
5.8.5	Maintenance IVM: Mailbox configuration: General	5-21
5.8.6	Maintenance IVM: Mailbox configuration: Message call	5-23
5.8.7	Maintenance IVM: Mailbox configuration: Substitute	5-24
5.8.8	Maintenance IVM: Mailbox configuration: COS	5-25
5.8.9	Maintenance IVM: Mailbox configuration: Personal week plan	5-26
5.8.10	Maintenance IVM: Mailbox configuration: E-mail notification	5-27
5.8.11	Maintenance IVM: Mailbox Configuration: Automatic Call Forwarding	5-29
5.8.12	Maintenance IVM: Execute file operations	5-30
5.8.13	Maintenance IVM: Execute file operations: Display Statistical Data	5-33
5.8.14	Maintenance EVM	5-34
5.8.15	Maintenance EVM: Initialize mailboxes	5-36
5.8.16	Maintenance EVM: Execute file operations	5-37
5.8.17	Maintenance Trace Settings	5-39
5.8.18	Transfer Communication Security	5-45
5.8.19	Security User administration	5-46
5.8.20	Security Protocol	5-48
5.9	Exit	5-50
6	Settings Menu	6-1
6.1	Settings Netwide Data	6-2
6.1.1	Stations - Netwide Data	6-3
6.2	Settings Set up station	6-8
6.2.1	Subscriber	6-9
6.2.2	Key programming	6-13
6.2.3	Key programming: Fill/Delete	6-21
6.2.4	Key programming: Print	6-23
6.2.5	Terminal hw sw version	6-24
6.2.6	Emergency	6-26
6.3	Settings Cordless (Not in the USA)	6-28
6.3.1	Cordless System-wide	6-29
6.3.2	Cordless SLC	6-30
6.4	Settings Least Cost Routing	6-32
6.4.1	Flags and COS	6-33
6.4.2	Dial plan	6-35
6.4.3	Schedule	6-48
6.5	Settings Incoming calls	6-50
6.5.1	Call Pickup	6-51
6.5.2	Call forwarding	6-52

6.5.3 Groups/hunt groups	6-56
6.5.4 Groups/Hunt groups External destinations	6-60
6.5.5 UCD groups	6-61
6.5.6 MULAP groups	6-64
6.6 Settings Classes of service	6-65
6.6.1 Station	6-66
6.6.2 Day or Night	6-67
6.6.3 Allowed/Denied numbers	6-70
6.6.4 Autom. night service	6-72
6.6.5 Special days	6-74
6.6.6 autom. COS changeover.	6-75
6.7 Settings System Parameters	6-78
6.7.1 Miscellaneous	6-79
6.7.2 Intercept / Attendant	6-82
6.7.3 Speed dialing system	6-87
6.7.4 Texts	6-91
6.7.5 Daylight saving time/DISA.	6-93
6.8 Settings Auxiliary equipment	6-94
6.8.1 Ext. connection	6-95
6.8.2 Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)	6-97
6.8.3 IVM Parameter/Mailbox Parameters	6-101
6.8.4 IVM Parameter/COS	6-104
6.8.5 IVM Additional Settings/General	6-109
6.8.6 IVM Additional settings/Advanced.	6-114
6.8.7 IVM Additional settings /Automatic attendant	6-116
6.8.8 IVM Additional Settings/Calendar	6-118
6.8.9 IVM Additional Settings/Central distribution list	6-120
6.8.10 IVM Additional Settings/Group mailbox.	6-121
6.8.11 EVM (Entry Voice Mail)	6-123
6.8.12 EVM Additional settings/General.	6-126
6.8.13 EVM Additional settings / Automatic attendant:	6-128
7 System Status Menu.	7-1
7.1 System-wide	7-2
7.1.1 Cards.	7-3
7.1.2 Loadware	7-5
7.1.3 System	7-6
7.1.4 Flags	7-9
7.1.5 Forwarding	7-10
7.1.6 Line states.	7-12
7.1.7 System texts	7-14
7.1.8 UCD Agents	7-15
7.2 Call charges.	7-16
7.2.1 Stations (Not in the USA)	7-17
7.2.2 Trunks (Not in the USA)	7-18

Contents

7.2.3 Factors (Not in the USA)	7-19
7.2.4 Account codes	7-22
8 Tools Menu	8-1
8.1 Run Wizard (HiPath 3000)	8-2
8.2 Starting the S0 Wizard (HiPath 500)	8-3
9 Options Menu	9-1
9.1 Program Options	9-2
9.1.1 Program options General	9-3
9.1.2 Program options Save options	9-4
9.1.3 Program options Communication	9-7
9.1.4 Program options ISDN	9-10
9.2 Password Level	9-12
9.3 Change Password	9-13
10 Applications Menu	10-1
11 Help Menu	11-1
11.1 Help Topics	11-2
11.2 Using Help	11-2
11.3 Info	11-2

1 Introduction

HiPath 3000 Manager CAdministrator documentation

HiPath 3000 Manager is the administration program for the following communication systems:

- Hicom 150 E Office
- Hicom 150 H
- HiPath 3000
- HiPath AllServe
- HiPath 5000
- HiPath 500
- HiPath 2000
- HiPath OpenOffice EE

This administration manual is intended for anyone who are responsible for the administration and management of one of the above communication systems. All the important information needed to operate the HiPath 3000 Manager administration program can be found here:

- If you already have HiPath 3000 Manager installed and want to start working with it immediately, go to Chapter 3, “Start and Log-on”.
- Chapter 2, “Operation”, describes the user interface of HiPath 3000 Manager.
- This chapter describes the basic functions of HiPath 3000 Manager.

The help for HiPath 3000 Manager describes all available functions for all supported communication systems. If you cannot access certain functions, this is most likely due to the fact that these functions are not supported by the selected communication system. HiPath 3000 Manager automatically shows you only those functions which are supported by the selected communication system.

Requirements

All hardware components of the communication system have been installed and connected.

HiPath 3000 Manager must have been installed on your PC by you or by authorized service personnel. Your PC must have a CD-ROM or DVD drive for this.



If you are using Windows NT/2000/XP/2003, note that the access rights of the current account may not be sufficient for the installation and operation of HiPath 3000 Manager.

If this is the case, HiPath 3000 Manager must be installed and operated under an account that has the appropriate system access rights.

If you are not sure about your access rights, contact your system administrator.

Note that the power management feature on your PC should not be active when transferring customer databases to and from the communication system.

Contents of this chapter
Section 1.1, “Basic Functions”, on page 1-3 Section 1.2, “Wizard”, on page 1-8 Section 1.3, “File Types”, on page 1-9 Section 1.4, “Installing and Uninstalling the Software”, on page 1-11 Section 1.5, “Brief Guidelines for Starting Up”, on page 1-12

1.1 Basic Functions

Besides the usual management options provided via the User administration, you can also manage the communication system via the Settings (a list of the communication systems supported by the program can be obtained via **Help/About**). The capabilities offered by the program are determined by the Password level.



A detailed description of the HiPath 3000/5000 communication system can be found in the "HiPath 3000/5000, System Reference Manual".

A detailed description of all available features can be found in the manual "HiPath 3000/5000, Feature Description".

Basic functions

Section 1.1.1, "Read/write database", on page 1-4

Section 1.1.2, "Security (User administration)", on page 1-5

Section 1.1.3, "Settings", on page 1-7

Section 1.1.4, "Password level", on page 1-7

1.1.1 Read/write database

General Procedure

1. The configuration of the communication system is read via the menu item **File/Transfer/Communication/Read/write database/System -> PC** and is then stored as the customer database in your PC's main memory.
2. This customer database can now be administered using the **Settings** menu and can also be stored on the hard disk for later use.
3. In order to enable the implemented settings, the database is transferred back to the communication system via the menu item **PC -> System**.



The transfer from the **PC -> System** overwrites all previous communication system settings.

Delta mode

When Delta mode is activated, only changes made since the customer database was last downloaded are written to the communication system. If, for example, only a station name is changed, then the transmission time is drastically reduced.

To determine the delta data, the program compares the loaded customer database with the file **lastload.kds**, which is automatically created after every transfer from the **System -> PC** and is stored on the hard disk.

See also:

- Section 5.8, “Transfer”, on page 5-11
- Section 5.8.1, “Transfer | Communication”, on page 5-12

1.1.2 Security (User administration)

User administration

The access parameters between the program and the communication system are defined via the user administration (**File/Transfer/Communication/Security/User administration**). Up to 16 users (= administrators) can be entered. A user is identified by his or her name. The establishment of a user group defines the usage rights of the respective user. Authentication is carried out by means of a password.

Two user names and the user groups linked to them, which are relevant for the administration, are preset in the default setting of the user administration:

- **User name “31994” with the user group “Service”**
As long as no other user groups are set up, this user group has the access rights to all administrable system data and the execute rights for all actions available in the system. Excluded from this are access rights that are reserved for the development (see user group “Development”).
- **User name “633423” or “office” with the user group “Customer”**
The user group ‘Customer’ has access to all data that is intended for administration by the customer (see also further below).
- **User name “*95” with the user group “none”**
As long as no other user groups other than the one described above are set up, it is possible to administer customer-relevant data using the telephone with this user group (due to compatibility reasons with Hicom 150 E Office Rel. 1.0). This entry has no meaning for the communication system administration with HiPath 3000 Manager.

User access rights can be determined by specifying one of the 6 user groups available.

- User group **<none>**
This user group has no meaning when using the program for administration.
- The user group **User admin**
This user group has the access rights to the **User administration** dialog, where the user and the linked user groups are set up.
- The user group **Revision**
This user group has the access rights to the **Security protocol** dialog.
- User group **Service**
By default, only the user “31994” exists (see further below).
- The user group **Administration (Customer)**
By default, only the user “633423” exists (see further above).
This user group can access data that is intended for administration by the customer. This customer data can, however, also be additionally set up by the service. An exception is the confidential customer data, which may be handled only by the customer:

Introduction

Basic Functions

- PIN code (only relevant for administration on the system telephone)
- Individual speed dialing facility (only relevant for administration on the system telephone)
- Contents of the name keys of system telephones
- Central speed dial destinations
- Call charge data per station and per line
- The user group **Call charges**
has the access rights to the data from call detail recording, call charge data records and the call detail counter. If this user group is not set up, the rights belong to the customer user group. If the customer is not set up either, they belong to the service user group.
- User group **Development**
In addition to the access rights of the service user group, the Development user group has the possibility of administering additional data in the communication system.

See also:
– Section 5.8, “Transfer”, on page 5-11 – Section 5.8.1, “Transfer Communication”, on page 5-12 – Section 5.8.19, “Security User administration”, on page 5-46 – Section 5.8.20, “Security Protocol”, on page 5-48

1.1.3 Settings

The **Settings** option is used to administer the customer database currently loaded in the program. In order to enable the implemented settings, the customer database is transferred to the communication system via the menu item **File | Transfer | Communication | Read/write database | PC -> System** .

See also:
– Chapter 4, “Station view” – Chapter 6, “Settings Menu”

1.1.4 Password level

The password level determines the administration options of the CDB or the communication system.

The identification and authentication procedure has been altered significantly as of Hicom 150 E Office Rel. 2.

- Up to and including Hicom 150 E Office Rel. 1.0
The entered code for starting the program is immediately verified (against the passwords specified for the program). The user is then assigned the corresponding rights. The user name is not used.
- As of Hicom 150 E Office Rel. 2.0
The user name and password are checked against the customer database or the communication system. This means that the user name and password can only be entered here; the check, however, is only implemented after call setup or when a customer database has been opened.

See also:
– Section 1.1.2, “Security (User administration)”, on page 1-5 – Section 9.2, “Password Level”, on page 9-12

Introduction

Wizard

1.2 Wizard

The Wizard provides a guided dialog for entering the most important customer data. The customer data that is needed for an initial startup is collected here and then transferred to the customer database (CDB) of the communication system. Please note, however, that the Wizard only collects the most important customer data that is needed for a fast startup. Detailed entries can be processed later in HiPath 3000 Manager.

The Wizard can be started with **Tools | Run Wizard** (for HiPath 3000) or with **Tools | Run S0 Wizard** (HiPath 500).



The Wizard can also be run more than once. Note that in such cases, the currently loaded CDB is taken into account in the Wizard. In other words, all features which were set up later using HiPath 3000 Manager and which are not handled via the dialogs of the Wizard are retained.

Follow the instructions given in the user interface after you have started the Wizard.

After the Wizard has been run, you can optionally carry out additional settings in the HiPath 3000 Manager in order to optimize your communication system to suit your purposes.

Once you have modified the customer data, you still must transfer it to the communication system. On completion of this step, the communication system is ready for operation.

1.3 File Types

The following types of files exist:

- *.cdb, Customer database
- *.fst, Application Processor System (APS)

As of Hicom 150 E Office Rel. 2.2:

- *.lng, Loadable texts (languages)
- *.net, NET files, Central Database for networked systems on the HiPath 5000 server

The program tool will not recognize files with other extensions as databases.

Topic
Section 1.3.1, "Customer database (CDB)", on page 1-10

1.3.1 Customer database (CDB)

The customer database (CDB) contains all customized settings of the communication system. You can use the HiPath 3000 Manager to edit the CDB. The CDB data is generated on your PC in a file with the extension *.kds and then transferred to the communication system when you are done editing.

After selecting the software version (Version) and the system type (Expansion), a new empty CDB can be created via **File/New**. The individual cards are configured via **System Status/Cards**.



Please note that the CDB should always be first transferred from the communication system. This ensures that the data that you edit always reflects the current status. Nevertheless, you should still save the CDB on a data medium just to be on the safe side.

See also:

- Section 1.1.1, “Read/write database”, on page 1-4
- Section 1.3, “File Types”, on page 1-9
- Chapter 5, “File Menu”

1.4 Installing and Uninstalling the Software

Installation

1. Insert the installation CD into your CD-ROM drive.
If your CD-ROM drive is configured with an Autostart function, the CD menu will open automatically. If the CD menu does not open automatically, select **Start | Run** and then use the **Browse** button to find and execute the file
<CD-drive>:\setup.exe.
2. Select the menu item **Installation** from the CD menu.
3. Then select the menu item HiPath 3000 Manager from the following menu.
4. This starts up the installation wizard. Follow the instructions on the screen to complete the installation.
5. When the procedure has finished, you are notified that the installation has been successfully performed.
Confirm the message with the **OK** button.

The program has been installed.

Uninstallation

1. First close/exit the HiPath 3000 Manager (if not already closed).
2. Select **Start | Settings | Control Panel**.
3. Double-click the **Software** symbol in the **Control Panel** window.
4. Select the "HiPath 3000 Manager" entry in the list of installed programs and click the **Add/Remove** button.
5. Confirm the security query with the **Yes** button.
6. The program data is now removed from your PC.
Wait for this procedure to be completed.
7. When the procedure has finished, you are notified that uninstallation has been successfully performed.
Confirm the message with the **OK** button.

The program has been uninstalled.

Introduction

Brief Guidelines for Starting Up

1.5 Brief Guidelines for Starting Up

The following steps are needed to start up the communication system:

- Install communication system (by authorized service personnel)
- Connect terminals
- Connect PCs to communication system (e.g., via serial interface)
- Start the CD included in the delivery and install HiPath 3000 Manager on the PC
- Start HiPath 3000 Manager
- Transfer CDB from the communication system to the PC (File | Transfer)
- Optimize CDB in HiPath 3000 Manager
 - Configure station (Settings | Set up station, Station or Stationview)
 - Configure lines (Settings | Lines/networking, Lines and Routes)
 - Swapping/Replacing Languages, if necessary (File | Transfer, Loadable texts)
- Print out label sheets for system telephone(s) (e.g. optiPoint 500)
(Settings | Set up station, Key programming, Labeling)
- Save CDS (File | Save customer database as)
- Transfer CDB from the PC back to the communication system (File | Transfer)

2 Operation

This chapter is intended to familiarize you with the operation of HiPath 3000 Manager.

Contents of this chapter
Section 2.1, "Program Window", on page 2-2 Section 2.1.1, "Menu bar", on page 2-4 Section 2.1.2, "Toolbar", on page 2-5 Section 2.1.3, "System View/Net View and Station View", on page 2-7 Section 2.1.4, "Administration area", on page 2-9 Section 2.1.5, "Status bar" Section 2.2, "Copying and Deleting Entries (Drag & Drop)", on page 2-11 Section 2.3, "Context Menu", on page 2-12 Section 2.4, "Table Handling", on page 2-13 Section 2.5, "Invoking Help", on page 2-15

2.1 Program Window

After you start HiPath 3000 Manager and log on successfully (see Chapter 3, “Start and Log-on”), the program window appears. The display is optimized for a screen resolution of 1024 x 768 pixel.

The information that is displayed in the separate areas of the program window can differ, depending on the program status.

The following representation of the user interface gives an example of the program window. The exact display depends on the hardware components in use. The display in your program window may therefore differ.

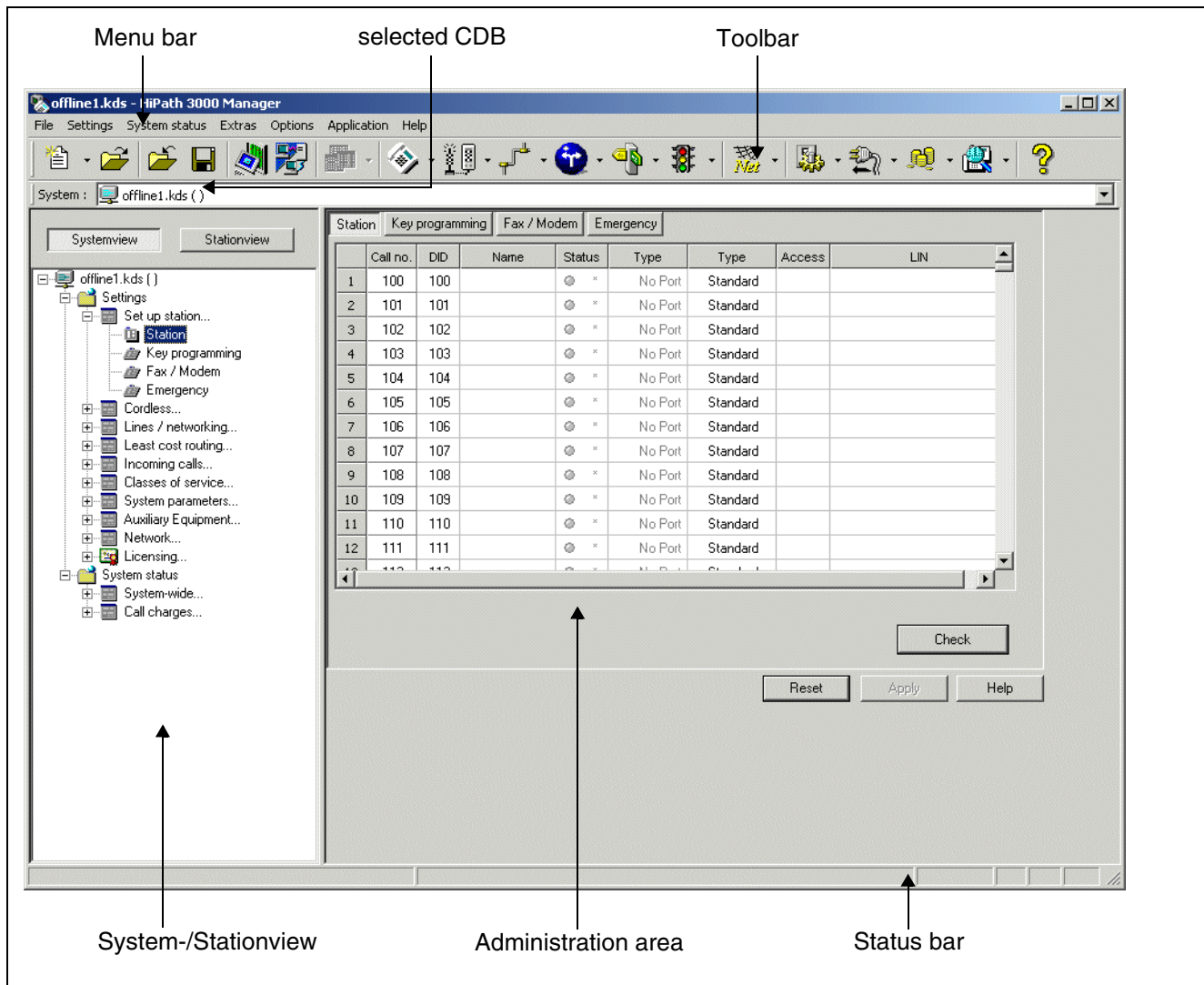
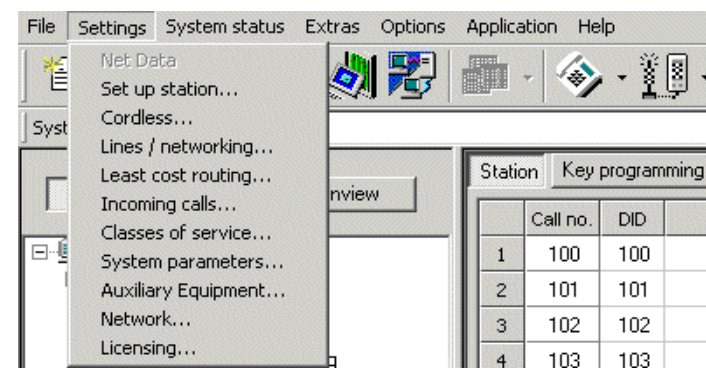


Figure 2-1 The Program Window

In the program window you will find:
Menu bar
Toolbar
System View/Net View and Station View
Administration area
Status bar

2.1.1 Menu bar

The functions of HiPath 3000 Manager can be accessed via the menu bar. When you click the left mouse button on one of the menu items, the menu opens, and you can then select the functions.



The following items can be found on the menu bar:	
File Menu	
Settings Menu	
System Status Menu	
Tools Menu	
Options Menu	
Options Menu	
Help Menu	

2.1.2 Toolbar

You can use the toolbar to start important functions directly and quickly; these functions are also available on the menu bar. Some icons allow you to reach other functions if you click the triangle to the right of the icon.



**The following items can be found on the toolbar:
(from left to right)**

	Open Customer Database
	Close Customer Database
	Save Customer Database
	Transfer
	Transfer HiPath 5000 RSM/AllServe Server
	Settings Netwide Data
	Settings Set up station
	Settings Cordless (Not in the USA)
	Settings Least Cost Routing
	Settings Incoming calls

Operation

Program Window

**The following items can be found on the toolbar:
(from left to right)**

	Settings Classes of service
	Settings System Parameters
	Settings Auxiliary equipment
	Call charges
	Help Topics

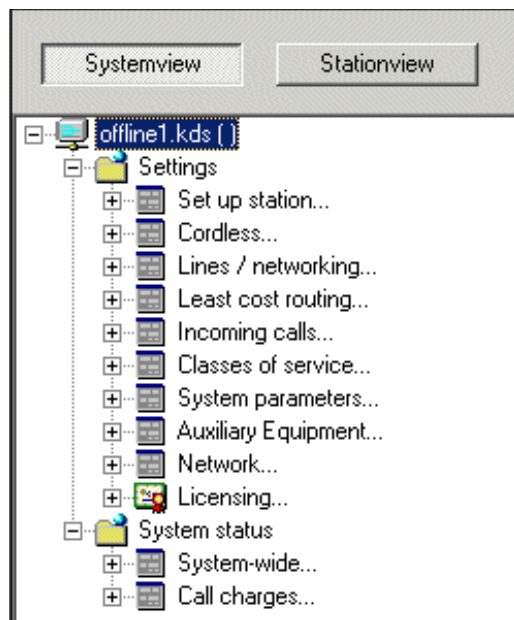
2.1.3 System View/Net View and Station View

The configuration of the communication system occurs via the System, Net and Station views. The system view shows the configuration from the viewpoint of the hardware / boards. If a network CDB has been loaded, the system view changes to the net view and includes all systems of the network. The station view can be used to obtain a quick overview of all configured stations. You can optionally switch between the various views by using the **Systemview**, **Netview** and **Stationview** buttons.

You can scale the width of the views area freely, even to the extent of making it completely invisible. To adjust the size, proceed in the same way as described for changing the column width in tables (see Section 2.4, “Table Handling”, on page 2-13).

System View and Net View

The system/net view includes navigation trees for all opened CDBs. The navigation tree provides you with quick access to the menu functions **Settings** and **System Status** (see also Section 2.1.1, “Menu bar”, on page 2-4). You can expand or collapse individual branches of the tree by clicking the + or - symbol before the relevant entries in the navigation tree. For each opened CDB, a separate branch is created in the navigation tree. When a network CDB is loaded, the branches for each CDB are initially collapsed.



Station view

The station view contains a table (station selection) with the call numbers and names of all stations. If a network CDB is loaded, the station view includes all stations in the network. Inactive stations are shown in gray. In the case of groups, a group icon is additionally displayed before the station name.

Operation

Program Window

You can select a station via the **Station selection**. The station parameters for the selected station are displayed in the right window pane (see also Section 4.2, “Station Parameters”, on page 4-3). The stations are sorted in ascending or descending order by one of the columns (Call no. or Name). You can change the sorting order by clicking the column headers.

The **Search no.** and **Search Name** fields/drop-down lists can be used to find a particular station. To do this, enter a call number or a name in the fields or select an entry from the drop-down lists. As you enter each character, the first (or closest) hit in the table is highlighted and can be made visible by moving the table. In this case, the table is automatically sorted in ascending order by the call number or name. On pressing the Enter key, the highlighted station is selected, and the station parameters/details for that station are displayed in the right window pane.

Due to system restrictions, not all parameters in the station view can be set for the selected station. This applies, in particular, to the call numbers, groups and forwarding. The arrow symbol on the right next to each parameter enables you to directly access the dialog box in which the corresponding parameter can be set.

The screenshot displays the 'Stationview' tab of the HiPath 3000/5000 Manager C, Administrator. The 'Station selection' pane on the left shows a table with columns 'Call no.' and 'Name'. The 'Call no.' column is sorted in ascending order, with '100' highlighted. The 'Station Parameters' pane on the right shows the parameters for station 100. The parameters are organized into sections: 'Flag status', 'Activated features', 'Workpoint Client', 'Groups', 'Forwarding', 'Template Editor', and 'ISDN flags'. The 'Activated features' section contains a list of checkboxes, some of which are checked (e.g., 'Missed Calls List', 'Compress display data', 'Entry in telephone directory', 'FWD external permitted', 'Prevention of voice calling off', 'autom. connection, CSTA', 'Ringback protection', 'Transit allowed via Hook-on', 'No group ringing on busy', 'Central busy signaling', 'Virtual station', 'Call prio./immed. tone call wait', 'Silent monitoring'). The 'ISDN flags' section contains a list of checkboxes, some of which are checked (e.g., 'Display of Emergency text', 'Voice recording', 'Discreet Call', 'Discreet Call Lock', 'Analog Station with CLIP', 'Last destination mailbox active', 'Disable handset microphone', 'Forced Number Presentation', 'Disable SNMP messages'). The 'Operating mode' dropdown menu is set to 'American'. The 'Language' dropdown menu is also set to 'American'. The 'Apply flags to ...' button is visible at the bottom of the 'Activated features' section. The 'Reset', 'Apply', and 'Help' buttons are at the bottom of the 'Station Parameters' pane.

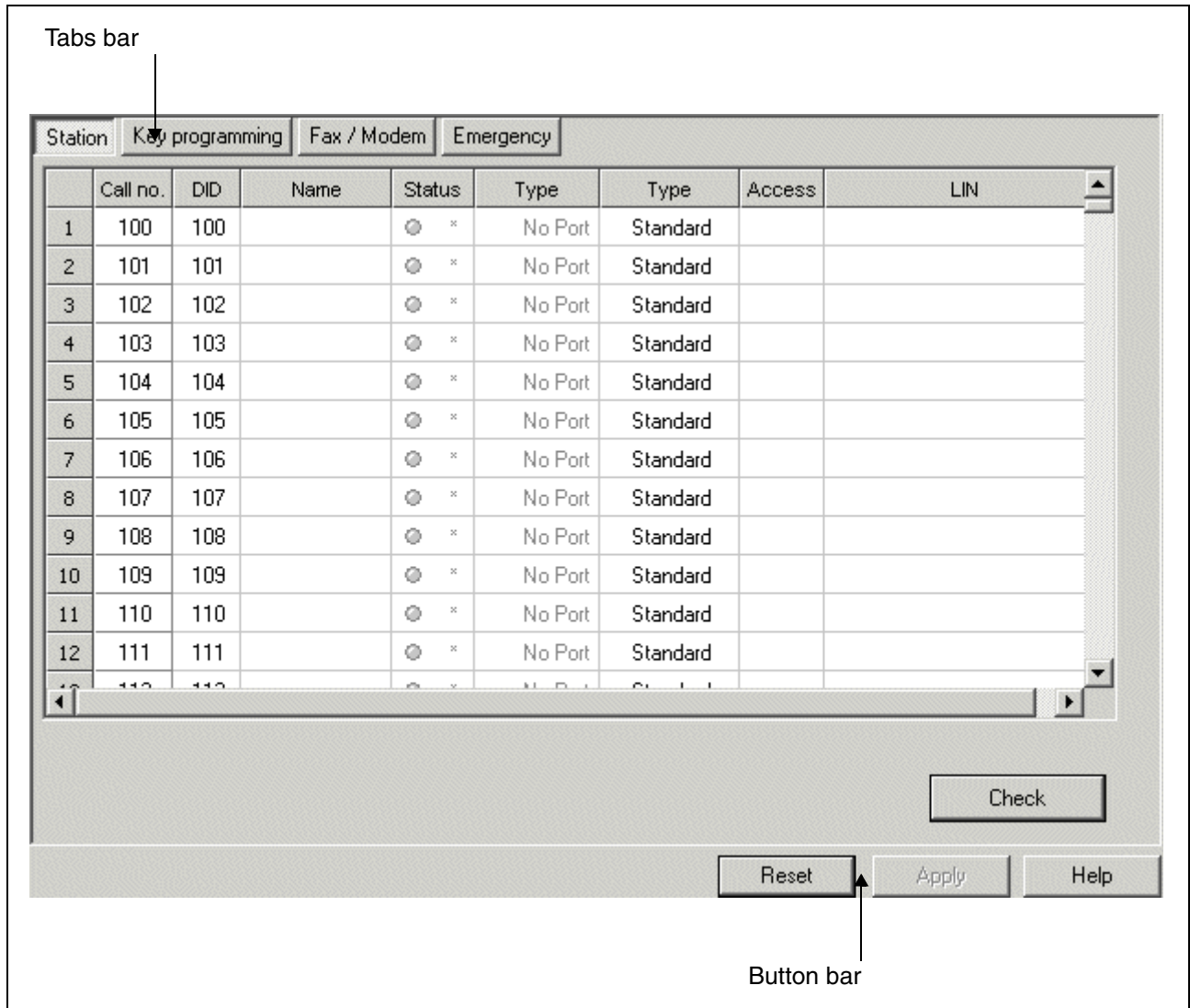
Call no.	Name
100	
101	
102	
103	
104	
105	
106	
107	
108	
109	
110	
111	
112	
113	
114	
115	
116	
117	
118	
119	
120	
121	
122	

Station Parameters for Call number 100:

- Flag status: ☐ Override class of service on, ☒ Prevention of voice calling off, ☐ Display of Emergency text.
- Activated features: ☐ Associated dialing/services, ☐ Telephone lock intercept, ☐ Voice recording.
- Workpoint Client: ☐ Call waiting rejection on, ☐ DISA class of service, ☐ Discreet Call.
- Groups: ☐ Headset, ☐ Door release DTMF, ☐ Discreet Call Lock.
- Forwarding: ☐ Override Do Not Disturb, ☒ autom. connection, CSTA, ☐ Analog Station with CLIP.
- Template Editor: ☒ Missed Calls List, ☐ Ringback protection, ☐ Last destination mailbox active.
- ISDN flags: ☐ MCID access, ☐ Transit allowed via Hook-on, ☐ Disable handset microphone.
- Operating mode: ☐ Forced Number Presentation.
- Language: ☐ Disable SNMP messages.

2.1.4 Administration area

The Administration area displays the dialogs in which settings for the communication system can be made. A detailed list of the communication systems supported by HiPath 3000 Manager can be found by selecting **Help/About...**).



Tabs bar

The tabs can be used to switch between the dialogs of the respective functions. You can also open the individual tabbed pages directly via the **Toolbar** (see also Section 2.1.2, "Toolbar", on page 2-5) or the **Navigation tree** (see Section 2.1.3, "System View/Net View and Station View", on page 2-7).

Operation

Program Window

Button bar

Button	Description
Reset	Discards the changes and restores the settings to the applicable values on call up the dialog box.
Apply	Accepts the changes into the opened CDB. Note that the changes will only take effect in the communication system after the CDB has been transferred back to the system.
Help	displays the help text for the open dialog.



To avoid data loss, especially in cases where you have made many changes, you should also use the **File/Save customer database** or **File/Save customer database as** function to ensure that your changes are also written to the file.

2.1.5 Status bar

The status bar provides you with additional brief information on the status of HiPath 3000 Manager.

The status bar consists of 4 areas:

Area	Description
Info	This area is used to display program messages and additional information, e.g., on the selected function.
CAPS	Status of Caps Lock key
NUM	Status of the Num Lock key

2.2 Copying and Deleting Entries (Drag & Drop)

You can copy and delete entries easily by using the “drag & drop” technique (“click and drag”):

1. To do this, first click on any entry that you want to copy or delete by using the left mouse button.
2. You can now drag the entry while holding down the left mouse button to the field to which it is to be copied.
3. To delete the contents of a field, drag and drop the entry onto the icon for the Recycle Bin.

2.3 Context Menu

If you right-click certain areas in the windows (e.g., in tables), a context menu appears with different menu items that are suited to the current situation. Two sample context menus are described below.

Example Context menu in tables

Delete	Marked areas are deleted.
Copy	Marked areas are copied to the clipboard.
Paste	Marked areas are pasted from the clipboard into the table.
Sort ascending	The table is sorted in ascending order according to the marked column.
Sort descending	The table is sorted in descending order according to the marked column.
Sort logical	Sorting as with the older Hicom Assistant versions.

Example Context menu in key programming

Delete	The selected key of all selected stations is cleared.
Clear all	All keys of all selected stations are cleared.
Copy	The currently selected key of the selected station is copied.
Copy all	All keys of the selected station are copied.
Paste	For all marked terminals, the keys copied earlier are copied over to the currently selected station. Multiple stations may be selected (using the Shift or Ctrl key).
Fill/Delete:	The dialog will offer options for filling in the keys (only for busy lamp fields).

2.4 Table Handling

All tables are handled in the same way when changing entries or the appearance of the table.

Changing entries in tables

1. Use the left mouse button to select the field to be changed (click the field).
2. Place the mouse pointer at the entry you want to change and enter the changes. The previous contents are retained.
3. Click the **Apply** button.

or

1. Use the left mouse button to click twice on the field to be changed (double-click the field).
2. Enter the changes. The previous contents are completely overwritten.
3. Click the **Apply** button.



The table entries in some tables cannot be changed.

Sorting tables

1. With the left mouse button, click the header of the column that you want to use for sorting the table. The table can be sorted via the header in ascending, descending and partly in logical order.

or

1. Click the header of the column that you want to use for sorting the table. The column is selected.
2. With the right mouse button, click on the selected column (right-click the selected column). The context menu is displayed.
3. Select the type of sorting from the context menu.



Some tables cannot be sorted.

Due to the sorting of the table, it is conceivable that important table entries may only appear at the end of the table.

The sorting method applies to the relevant table regardless of the opened CDB and remains in effect even after exiting HiPath 3000 Manager.

Operation

Table Handling

Changing column width

1. In the table header, guide the mouse pointer over the column marking to the right of the column whose width you want to change (or between two columns). The mouse pointer changes to a column identifier.
2. Click the left mouse button. While holding the mouse button down, drag the mouse to the right or left to change the column width.
3. You can also use this function on several columns at once. To do this, select several columns with the "Shift" key and the left mouse button. Click the header.

2.5 Invoking Help

HiPath 3000 Manager offers you multiple ways to invoke help.

- If you want to start the help without starting HiPath 3000 Manager, select **Start/Programs/HiPath 3000 Manager/HiPath 3000 Manager Help**.

Alternatively,

- you can start the help from within HiPath 3000 Manager via **Help/Help contents** or via the Help icon in the toolbar.

Context-sensitive help

HiPath 3000 Manager assists you in the process of editing settings by means of a context-sensitive help.

- Press the F1 key on your keyboard to obtain specific help on the current tab/dialog.

or

- Click the **Help** button from within the current tabbed page or dialog box.

In addition, brief information is also displayed in the status bar (see Section 2.1.5, “Status bar”, on page 2-11).

3 Start and Log-on

Start the HiPath 3000 Manager using:

Start/Programs/HiPath 3000 Manager/HiPath 3000 Manager.



If you are using Windows NT/2000, please note that the access rights of the current account may not be sufficient.

The HiPath 3000 Manager administration program must be started under an account that has the appropriate system access rights.

If you are not sure about your access rights, contact your system administrator.

3.1 Logging on to Manager C

The **Log-on** window is displayed on starting the program.

1. To log on, enter your **User name** and **Password** in the corresponding input fields. When logging onto a HiPath 500 for the first time, enter the default user name "633423" and the default password "633423". In the case of HiPath 3000, use the default user name "office" and the default password "office". More details on user names and passwords can be found in Section 1.1.2, "Security (User administration)" and Section 1.1.4, "Password level".
2. Confirm the entries with the **OK** button.
3. The Program window is displayed. The contents of the window depend on the configuration of your communication system.



If a password has already been created, please use this. You can change the password later via **Options/Change password**.

When entering your password, note that it is case-sensitive!

Start and Log-on

Logging on to Manager C

4 Station view

The **Station view** shows all stations and their parameters in the communication system. Most of the parameters for each individual station in the communication system can be defined via the station view.

Tabs and Dialog boxes
● Station Selection ● Station Parameters – Station view: Flags – Station view: Activated features – Station view: Workpoint Client – Station view: Groups – Station view: Forwarding

4.1 Station Selection

The **Station selection** consists of a table with the columns "Call no." and "Name". The **Search no.** and **Search Name** fields/drop-down lists can be used to find specific stations. Selecting a station in the table causes the parameters of the selected station to be displayed on the right.

Search no.

The **Search no.** drop-down list can be used to find a particular call number. You can select one of the call numbers already entered in the drop-down list or enter the call number that you want to find directly into the field. The station to be located is marked in the table, and the parameters are shown on the right.

Search Name

The **Search Name** drop-down list can be used to find a particular station name. You can select one of the names already entered in the drop-down list or enter the name that you want to find directly into the field. The station to be located is marked in the table, and the parameters are shown on the right.

Call no. (call number) column

The **Call no.** column contains the internal call number of the relevant station.

Name column

The **Name** column shows the name associated with the station.

4.2 Station Parameters

On selecting a station in the "Station selection" dialog, the parameters for the selected station are displayed on the right. You can then edit the parameters for the station via the tabs or view the status of the station. For parameters that cannot be edited here, you will find a link (arrow symbol) next to each such parameter that enables you to switch directly to the appropriate dialog in the system view where you can then set the parameters as required.

Name

The name assigned to the station is entered here. The name can be a person's name, the name of a department or any other suitable entry. The name can contain a maximum of 16 characters.

Note that no validity check is performed for the entered characters, so it is your responsibility to ensure that only valid characters are used.

The following ISO 8859-1 characters can be entered:

- Character 32 through 127 (the usual West-European characters, digits, letters)
- German Umlauts (Ä, Ö, Ü, ä, ö, ü)
- the characters Å, Æ, Ñ, Ø, Õ, õ.

Characters that are not permitted will be replaced with a space in the display.

When setting language conversion "Greek" or "Cyrillic", the letters of the Greek or Cyrillic alphabet can be entered in capital letters.

Station Number

The internal call number of each station is shown here (see also Subscriber). To change the call number, click on the arrow symbol after the number.

CLIP/LIN

The valid DID (direct inward dialing) number for CLIP or LIN is shown here (see also Subscriber). To change the call number, click on the arrow symbol after the CLIP/LIN.

Direct inward dialing (DID)

The DID number assigned to the corresponding extension is displayed here (see also Subscriber). To change the DID number, click on the arrow symbol after the DID.

Station view

Station Parameters

Type

Can only be changed by physically reconfiguring the communication system.

The type of telephone connected to the station port is automatically specified by the communication system. If a telephone is not connected, No Port is displayed in the column. If an analog telephone is connected, the column entry is “No Fe”.

- **No Port**, i.e. no telephone connected
- **No Fe**, i.e. analog telephone connected
- System telephone connected
- **S₀ station**

Access

Can only be changed by physically reconfiguring the communication system.

The name, number, slot of the station system board and the type of Workpoint Client (SYS=System, S₀) are displayed here. This column also indicates whether the port is a master or a slave.

Mobile code

The status of the mobile phone and the PIN code to log on the mobile telephone are displayed here (see also Cordless I SLC, Area: Portable Parts). To change the PIN code, click on the arrow symbol after the mobile code.

Tabs for Station Parameters

- Station view: Flags
- Station view: Activated features
- Station view: Workpoint Client
- Station view: Groups
- Station view: Forwarding

See also:

- Section 4.1, “Station Selection”, on page 4-2
- Section 4.2.1, “Station view: Flags”, on page 4-5
- Section 4.2.2, “Station view: Activated features”, on page 4-12
- Section 4.2.3, “Station view: Workpoint Client”, on page 4-15
- Section 4.2.4, “Station view: Groups”, on page 4-16
- Section 4.2.5, “Station view: Forwarding”, on page 4-17
- Section 6.2.1, “Subscriber”, on page 6-9
- Section 6.3.2, “Cordless I SLC”, on page 6-30

4.2.1 Station view: Flags

You can activate and deactivate station flags and parameters by using **Flags**. Unlike system flags, station flags apply only to the station for which they are set.

"Override class of service on" flag

Authorized stations can break into an existing connection with a code or key. The affected stations are notified of the override by a warning tone (and by a display).

Associated dialing/services flag

The user defines the call number of the destination station in the PC address book and activates the dialing. The PC executes the associated dialing.

An authorized station can activate or deactivate services for any other station in the communication system.

Call waiting rejection on flag

This flag disables the call waiting feature. When Call waiting rejection is set, incoming calls for busy stations are immediately processed in accordance with Call Management (see Settings | Incoming calls). If this flag is deactivated, an incoming call to a busy internal station is signaled by a warning tone and, if applicable, on the display.

Headset flag

Each system telephone (digital) can be furnished with a headset after this authorization has been enabled (connection to the handset connection).

The use of a headset for the system telephone is recognized by the communication system automatically; an authorization enable is not necessary in this case.

If this flag is set, the station can be equipped with a headset that plugs into the handset connection or into the headset adapter. This allows users to answer calls without lifting the handset simply by pressing a key.



If this flag is set, calls cannot be made by pressing the speaker key; an enable key must be programmed so that calls can be made.

Override Do Not Disturb flag

If a caller hits a busy extension, the called station is signaled that a call is waiting with the call waiting tone. If a station with the "Override Do Not Disturb" feature hits a station that has activated call waiting rejecting, the station can override the Do Not Disturb. The called station can now accept this call without ending the existing one.

Station view

Station Parameters

Missed Calls List flag

This flag activates the missed calls list for this station. The missed calls list records calls that were not answered (terminals with display only). The calls are time-stamped (time and date) and included in a chronological list. Only calls that also have a call number or a name are recorded. If a caller makes several calls, the timestamp of the entry is updated and a call counter is incremented for the caller.

If a station-specific missed calls list is created for an individual station in a station group, the station can access both lists as a shared list.

If an external incoming call is routed via the automatic attendant to an internal station and the station is currently busy or has call forwarding activated, no entry is made to the missed calls list.

MCID access flag (not in the USA)

This flag allows malicious callers to be traced (MCID, Malicious Call Identification). You must apply to your public network operator in order to use this feature.

FWD external permitted flag

This flag allows this station to forward calls to an external destination. If call forwarding to an external destination is permitted, an incoming DID call is connected via two B-channels by the communication system. External call numbers cannot be entered with the speed dialing feature; however, a key can be programmed for this purpose. If a key is programmed, the external station number is stored in the speed dialing pool.

When carrying out external call forwarding, the call charges that arise for the station that initiated the external FWD are displayed on this station's telephone after the end of the call and are also recorded in the call detail recording/CDRC.

Compress display data flag

Display outputs are compressed to enhance performance. If the display on a U_{P0/E} terminal changes, the communication system only updates the difference relative to the previous display. If an application (e.g. Smartset / TAPI) is connected via an RS 232 adapter (data or control adapter), this feature must be deactivated.

The flag must be deactivated for applications that obtain the call number information from the telephone's display, (i.e., uncompressed output with call number instead of compressed output with name).

This flag must be disabled manually for system telephones with a Chinese display until HiPath 3000 V4.0 SMR 7. As of SMR 7, this is no longer required.

Entry in telephone directory flag

This entry controls whether or not the call number of the station is entered in the telephone directory. In the case of stations which can only be reached via a group call number (e.g. MU-LAP), it may not be helpful to record their call numbers in the telephone directory.

On all telephones with a display, you can view the directory of all internal stations with names and call numbers as well as entries from the SSD (name, destination call number), specifically search for the required station and then call that station.

Edit tel. number flag

Allows a telephone number to be edited during the input. The editing is possible using the menu system of a system telephone with display. At the end, **Dialing** must then be selected. This flag has no effect when using other devices.

Keypad dial flag

Keypad dial allows for the handling of stimulus procedures to the ISDN CO. The numbers dialed in the CO direction are packed in information elements and sent to the CO. Display messages are sent in the other direction.



Actions carried out with the feature Keypad Dial are not subject to a system control, so that, under certain circumstances, misuse, significant faulty operations, or unnoticed or undesired actions that result in liability for payment may occur.

Prevention of voice calling off flag

Voice calling is only possible to internal $U_{P0/E}$ terminals with loudspeakers (also groups) using the voice calling button or a code. When the flag is set, this station can be called directly, without the called station lifting the handset. This switches on the loudspeaker at the destination station. If the flag is not set, the incoming speaker call is signaled as a normal call at the station.

Codelock intercept flag

If the code lock for a station is active and a trunk group code is dialed from that station, the call is immediately forwarded to the intercept destination entered here. Therefore, when dialing a number for which the station has no authorization, the call is signaled by the station call number entered under Intercept / Attendant.

DISA class of service flag

This flag allows station ports to activate Direct Inward System Access services, (Mobility Entry stations do not require DISA authorization) such as send info texts, activate or deactivate actuators, or activate or deactivate night service.

Station view

Station Parameters

Otherwise a fundamental authorization for the use of the DISA features is allocated for all internal ports (call numbers) using the system administration in the customer database: feature activation in the communication system via an external call. Furthermore, with DISA, it is possible to make an outgoing external connection via the incoming external connection.

Door release DTMF (Dual Tone Multi Frequency) flag

If this flag is set, the station can open a door with the DTMF/MFV code signaling when a door relay is connected to the relevant port.

Autom. connection, CSTA flag

Calls set up over the CSTA server can optionally work with or without auto answer at the originating device. Setting the flag causes the auto answer to be activated.

Ringback protection flag (only specific countries)

This flag can be activated in Brazil, Indonesia, Malaysia and Singapore.

(only relevant if ringback calls are offered by the telecommunication provider)

This feature makes it possible to set up ringback protection individually for each station, thus making it possible to automatically refuse incoming ringback calls. This also applies in the case of call forwarding, call pickup, an intercept, etc.

If this flag is set, ringback protection is activated when the station is called via MFC-R2 DID (Brazil, Malaysia and Singapore)/SMFC DID (Indonesia). This also applies to call forwarding, call pickup, intercept, etc.

Transit allowed via Hook-on flag

This flag activates the transfer of an external call to an external station when the handset is replaced.

This flag also affects the behavior in a conference (see HiPath 3000/5000, Feature Description, Conference):

The following dependencies apply in a conference:

- If the flag is not set at the station of the conference leader, and the conference leader hangs up, the entire conference will be terminated, and all connections will be cleared.
- If the flag is set at the station of the conference leader, and the conference leader hangs up, while other internal users are still participating in the conference, then the person who has been in the conference for the longest period becomes the new conference leader. If the new conference leader also hangs up, then the status of his or her "Transit allowed via Hook-on" flag will determine how the conference proceeds.

No group ringing on busy flag

The flag is set for the connected station so that the user can thus control which stations in the call ringing group should be called when the "master" is busy. If several stations have programmed the same station/Smartset for group ringing, this flag is valid once for all connections (via all "masters").

If this flag is **not set**, group ringing is always implemented (provided the station with group ringing programmed can be reached). This corresponds to the standard behavior.

If the flag is **set**, group ringing depends on availability of the "master":

- The "master" is free (Immediate group ringing)
- The "master" can be called (Group ringing after 5 seconds)
- The "master" cannot be called/call waiting is not active (No group ringing)



The "master" is the station with group ringing programmed

Central busy signaling flag

This flag must be set for stations which have busy signaling on a centralized communication system.

The implementation of central busy signaling is designed for a maximum of 100 stations per system (nodes).

Virtual station flag

Virtual ports are used for the signaling of statuses and calls on all systems. This flag can only be set for station ports for which a physical telephone interface is not available. This port is automatically activated.

If hardware is available for a particular port, any attempt to configure this port as a virtual station will be rejected. If a port has already been configured as a virtual station, any cards which are then plugged will not be activated. Virtual ports have their own internal and external call numbers under which they can be reached.

If stations are configured using a virtual station template, the **Virtual station** flag is only set for ports which do not have hardware.

"Call prio./immed. tone call wait." flag

By setting this flag (Call priority/immediate tone call waiting), calls through this station are signaled with a higher priority to partners. The priority is set to be the same as that of external calls. In other words, the prioritized calls are thus queued before existing internal calls, but after existing external calls. Note that existing first calls (not waiting calls) are usually never displaced, regardless of their ring type.

Station view

Station Parameters

If this flag is set, the caller receives a ring tone immediately instead of a busy tone. This has no impact on the acoustic signaling. The prioritized calls are still signaled like an internal call.

This feature is important for phonemail connections.

Silent Monitoring flag

With the "Silent Monitoring" feature an authorized subscriber can override an internal subscriber during a conversation, without the person noticing. This feature only works if the station also has override privileges.



The "Silent Monitoring" feature is not supported in HiPath 540/580. The **Silent Monitoring** flag must be deactivated.

The "Silent Monitoring" feature is enabled in the following countries:

- up to HiPath 3000/5000 V7 SMR 10: USA, IND, SIN, GBR, RSA, IM, BRA, THA, MAL, NDL, FRA, AUS, NSL, HGK, IRL, ARG, BEL, SPA, POR, CHN
- from HiPath 3000/5000 V8 and HiPath OpenOffice EE V1 R2: all countries

"Display of Emergency text" flag

If this flag is activated, the emergency text specified under Settings | Setup station | Emergency will be shown on the display in the event of an emergency.

Voice recording flag

If the flag is enabled, the user can activate voice recording during a call. If the IVM is to be used for voice recording, then the length of the voice recording can be set via IVM | Additional Settings/General, and the appropriate signaling mechanism before initiating the voice recording can be defined.

Analog Station with CLIP flag

If this flag is activated, the call number for analog stations is transmitted (CLIP = Calling Line identification Presentation).

The flag can only be used if there are analog ports in the system.

Last destination mailbox active flag

If this flag is activated and the called party is not available, the call is forwarded to the substitute mailbox and the caller's number is displayed on the substitute telephone.

Disable handsfree microphone flag

If this flag is activated, the handsfree microphone cannot be used.



This flag is only supported by OpenStage phones.

Language drop-down list

Here you select the language for the display texts created by the communication system for each station.

Apply flags to ... button

This button allows you to apply the settings you have made for the selected station to one or more (or all) stations.

To select the stations to which the flags are to be applied, the **Apply flags to...** dialog box is displayed. In this dialog, the stations to which the flags are to be applied can be selected in the first column of the table. If the flags are to be applied to all stations, select the option **For all stations**.

See also

- Section 4.1, “Station Selection”, on page 4-2
- Section 4.2, “Station Parameters”, on page 4-3
- Section 4.2.2, “Station view: Activated features”, on page 4-12
- Section 4.2.3, “Station view: Workpoint Client”, on page 4-15
- Section 4.2.4, “Station view: Groups”, on page 4-16
- Section 4.2.5, “Station view: Forwarding”, on page 4-17
- Section 5.8.7, “Maintenance | IVM: Mailbox configuration: Substitute”, on page 5-24
- Section 6.7.2, “Intercept / Attendant”, on page 6-82

4.2.2 Station view: Activated features

Activated features is used to

- display the features currently activated by the station
- reset the PIN of the station
- define the type of terminal device that is attached to each port
- define further parameters such as call signaling, paging, hotline and dialing method

Activated flags

You can see here whether the station has activated or deactivated the corresponding feature.

"System telephone lock reset" option

Activate this option to reset the code for the telephone lock to 00000.



If the station PIN is reset, and the customer database is loaded to the system in Delta mode, the PIN number in the communication system is not set to 00000. In order to transfer a modified PIN number to the communication system, delta mode must be deactivated and the Call charges switch activated.

Key modules

The number of key modules is displayed here.

Extension Type drop-down list

The extension type for the relevant port is selected in the drop-down list.

Standard	This setting is intended for system and analog telephones.
Phone Mail (call number, 5-digit)	This is used when connecting PhoneMail to a communication system with a numbering plan of up to five digits.
Phone Mail (call number, 6-digit)	This is used when connecting PhoneMail to a communication system with a numbering plan of up to six digits.
Answer Machine	With this setting, connected calls can be picked up via a DSS key. Besides being selected for answering machines, this entry should also be selected for pseudo (dummy) ports where no physical equipment has been set up. This prevents the communication system from checking the operating status of the port..
Fax	Call override is not possible with this setting. It is reserved for fax machines only.
Loudspeaker	This setting facilitates paging via the a/b port.

Standard	This setting is intended for system and analog telephones.
External MOH	This setting provides for external music on hold.
P.O. T. MW LED (not in the USA)	This setting should be selected for standard analog telephones with a message-waiting LED.
Door station with pulsed loop	This setting should be selected if a terminal with pulse dialing is used.
Modem	Call override is not possible with this setting. It is intended for modems.



When a fax or modem station is deleted (i.e., the call number and DID are deleted), the extension type must also be reset to the default (standard).

"Call signaling extern" drop-down list

Here you can select three **ring types** for external calls.

- **System telephone**
Ring type 1 = External call (e.g., double ring)
Ring type 2 = External call CO 2 (e.g., triple ring)
Ring type 3 = External call CO 3 (e.g., short/long/short)
- **Analog telephones, Germany:**
Ring type 1 = External call
Ring type 2 = Automatic recall
Ring type 3 = Doorbell ring
- **Analog telephones, Other countries:**
Ring type 1 = External call
Ring type 2 = External call
Ring type 3 = External call

Hotline, Mode, Hotline (Number)

The following options are available for selection in the "Hotline mode" selection list:

- "Off": The feature is deactivated.
- "Off-hook alarm after timeout": The call to the hotline takes place after a predefined delay (off-hook alarm time). If the subscriber dials a digit before this interval has expired, the hotline is not called.
- "Hotline": The hotline number is called directly after the receiver is lifted at the telephone in question.

In the **Hotline** drop-down list, you can set the hotline index (hotline number) to be used at the relevant station.

Station view

Station Parameters

Hotline numbers for the indexes and delay intervals can be set via **Miscellaneous**.

To change these settings, click on the arrow symbol after Hotline.

Payload Security

If this flag and the **SPE support** system flag are activated, the Signaling & Payload Encryption (SPE) feature is supported for the selected subscriber(s). This means that the signaling and payload data is encrypted for this/these subscriber/s.

The subscribers must have one of the following telephones for this: OpenStage CorNet-IP (HFA), optiPoint 410 (not: optiPoint 410 entry, optiPoint 410 economy), optiPoint 420 (not: optiPoint 420 economy).

OpenStage TDM features an option for indicating whether or not part of a connection path to an IP station is encrypted (off = no information is displayed).



For OpenStage TDM it is not possible to encrypt the signaling and voice data along the complete connection path.

The payload security setting does not work for any other telephones.

4.2.2.1 Area: Dialing method, DP/DTMF

The signaling method (**DP**=pulse dialing, **DTMF**=Dual Tone Multi Frequency) used at the terminal in question is configured here. This feature is only available for analog lines. If a system telephone is connected, this item is deactivated. Digital phones default to DTMF. DTMF must be activated for ports configured as answering machines.

See also

- Section 4.1, “Station Selection”, on page 4-2
- Section 4.2, “Station Parameters”, on page 4-3
- Section 4.2.1, “Station view: Flags”, on page 4-5
- Section 4.2.3, “Station view: Workpoint Client”, on page 4-15
- Section 4.2.4, “Station view: Groups”, on page 4-16
- Section 4.2.5, “Station view: Forwarding”, on page 4-17

4.2.3 Station view: Workpoint Client

Workpoint Client is used to define the parameters for an IP terminal, e.g., the IP address for an H.323 or SIP client.

4.2.3.1 Area: System Client

Authentication active flag

You can define here whether this client requires authentication at the LAN card in order to be used. This is specially relevant in the case of clients who are not on the internal LAN but who are dialing in from the outside.

Password

If authentication has been activated, enter the password for this client here and confirm your entry by repeating it.

See also:
– Section 4.1, “Station Selection”, on page 4-2 – Section 4.2, “Station Parameters”, on page 4-3 – Section 4.2.1, “Station view: Flags”, on page 4-5 – Section 4.2.2, “Station view: Activated features”, on page 4-12 – Section 4.2.4, “Station view: Groups”, on page 4-16 – Section 4.2.5, “Station view: Forwarding”, on page 4-17 – Section 6.2.1, “Subscriber”, on page 6-9

4.2.4 Station view: Groups

Groups can be used to list all the groups in which the selected station is a member.

4.2.4.1 Hunt groups table

This table lists all hunt groups to which the selected stations belong. To edit the Groups/Hunt groups, click on the arrow symbol after the number.

4.2.4.2 Team/Top table

This Team/Top table lists all Team/Top groups to which the selected stations belong. MULAPs belonging to the listed Team/Top groups are not shown here. To edit Team/Top, click on the arrow symbol after Team/top

4.2.4.3 Area: Class of service groups

The class of service (COS) groups for day and night of the selected station are shown here. Select a COS group for day or night from the drop-down list to assign it to the station. To edit the COS groups, click on the arrow symbol after Class of service groups.

4.2.4.4 Area: Call pickup groups

This area shows the call pickup group in which the selected station is a member and the other members of that group. To assign a station to a call pickup group, select the appropriate call pickup group from the drop-down list. To edit the call pickup groups, click on the arrow symbol after Call pickup groups.

See also
– Section 4.1, “Station Selection”, on page 4-2 – Section 4.2, “Station Parameters”, on page 4-3 – Section 4.2.1, “Station view: Flags”, on page 4-5 – Section 4.2.2, “Station view: Activated features”, on page 4-12 – Section 4.2.3, “Station view: Workpoint Client”, on page 4-15 – Section 4.2.5, “Station view: Forwarding”, on page 4-17 – Section 6.5.1, “Call Pickup”, on page 6-51 – Section 6.5.3, “Groups/hunt groups” – Section 6.6.1, “Station” – Section 6.6.2, “Day or Night”, on page 6-67

4.2.5 Station view: Forwarding

Forwarding can be used to show the status of any call forwarding that may have been set for the selected station. Under **Call forwarding** you can view whether the station has been forwarded to another station and/or is the destination of call forwarding itself.

4.2.5.1 Area: Call forwarding

The current status of the set call forwarding is shown under **Status**. One of three forwarding methods can be set here (External, Internal or All). If the field after status is empty, the station has not enabled any call forwarding.

Under **Forwarding destination from**, you can view all the (internal) stations that have set the currently selected station as a call forwarding destination.

4.2.5.2 Area: Ringing group

Under **Stations included** you can view all the stations that have currently been added by the selected station to the answer group.

Connection of shows all the stations that have currently added the selected station to an answer group.

4.2.5.3 Area: Call forwarding

The call forwarding details for the selected stations are shown in this field. Use the drop-down list to select one call dest. list each for **Day**, **Night** and **Internal**, respectively. In the fields below the drop-down lists, the currently defined call dest. lists are displayed. To edit call destination lists, click on the arrow symbol after Call forwarding.

See also
– Section 4.1, “Station Selection”, on page 4-2 – Section 4.2, “Station Parameters”, on page 4-3 – Section 4.2.1, “Station view: Flags”, on page 4-5 – Section 4.2.2, “Station view: Activated features”, on page 4-12 – Section 4.2.3, “Station view: Workpoint Client”, on page 4-15 – Section 4.2.4, “Station view: Groups”, on page 4-16 – Section 6.5.2, “Call forwarding”, on page 6-52

Station view
Station Parameters

5 File Menu

HiPath 5000 RSM/AllServe
– Transfer HiPath 5000 RSM/AllServe Server
Open Customer Database
Save Customer Database
Save Customer Database As
Close Customer Database
Print / Print Preview
Printer Setup
Transfer
• Transfer Communication
• Transfer Communication Maintenance
– Maintenance IVM (only if an IVM card is plugged in)
– Maintenance IVM: Mailbox configuration (as of IVM Version 2)
– Maintenance IVM: Execute file operations
– Maintenance IVM: Execute file operations: Display Statistical Data
– Maintenance EVM
– Maintenance EVM: Initialize mailboxes
– Maintenance EVM: Execute file operations
• Transfer Communication Security
– Security User administration
– Security Protocol
Exit

Table 5-1 File menu

File Menu

Transfer | HiPath 5000 RSM/AllServe Server

5.1 Transfer | HiPath 5000 RSM/AllServe Server



File | HiPath 5000 RSM/AllServe | Transfer | HiPath 5000 RSM/AllServe Server

Transfer | HiPath 5000 RSM/AllServe Server is used to load the server configuration to HiPath 3000 Manager and to transfer the modified configuration back to the server.

Area: Security

Change password

Opens the **Change password in system** dialog, via which the current password being used in all nodes and in the server can be modified. Changes are implemented immediately in all nodes and in the server.

User administration

Opens the Security | User administration dialog, where the user administrator can define new users, assign them to a user group, and also delete existing users. Changes are implemented in all nodes and in the server.

Area: HiPath 5000 RSM/AllServe Server

Area: Server

A server computer can be specified in this field. If this computer is not available, the error message **PC not found!** is displayed. If the server software has not been loaded on this computer, the error message **HiPath 5000 RSM/AllServe server not installed on this PC!** is displayed.

Browse

The system to be used as the server can be selected via Browse.

Area: Update server from systems

System->Server

Pressing the **System->Server** button loads the customer data memory from the individual nodes to the server. The data is then loaded from the server to the main memory of the PC (this corresponds to the **Server->Manager** option).

Area: Read/write database

Server->Manager, Manager->Server

Server->Manager is used to transfer the customer database from the server to the main memory of the PC.

Manager->Server is used to load the active customer databases from the PC to the server and then automatically to the appropriate nodes.

The PC and the server can be the same machine. Depending on the communication system, the transfer can take between two and six minutes.

Note that a read is always implemented first in order to have an error-free customer database even if a transmission error should occur.



When a customer database is downloaded from the communication system, it is always assigned the file name HiPathServerDB.net, and the node customer database is named HiPathServerDBx.kds (where x corresponds to the number of the node in question).

Delta mode

Delta mode can only be activated if a CDB is already loaded in your PC's main memory.

When **Delta mode** is activated, only changes made since the customer database was last downloaded are written to the communication system. If, for example, only a station name is changed, then the transmission time is drastically reduced.

Call charges

Pressing the **Call charges** button causes the contents of a particular memory area (RDI = Read or Init) of the communication system to be overwritten by the customer database. This data contains values that can be only read or initialized by HiPath 3000 Manager.

It makes sense to select this field when exchanging the motherboard so that all data can be completely taken over or when resetting the following data in HiPath 3000 Manager:

- Call charges
- Counter for the features activated in the communication system
- Station codelock

The following data is also overwritten:

- External call forwarding destinations
- Activated call forwarding by station
- Messages sent (message waiting)
- Call forwarding destinations
- Code word for the release of the mobile telephone
- Cordless base station data

File Menu

Transfer | HiPath 5000 RSM/AllServe Server

Area: Add/Delete Nodes

Add Node, Delete Node

These buttons are only enabled when nodes have been added or deleted. It is only via these buttons that the changes made are also permanently implemented in the HiPath 5000 server.

See also:
– Chapter 5, “File Menu” – Section 5.8, “Transfer”, on page 5-11 – Section 5.8.19, “Security User administration”, on page 5-46

5.2 Open Customer Database



File | Open customer database

The **Open customer database** dialog box allows you to open a customer database file on your PC's hard drive or on a floppy disk.

Once you have opened a customer database, the name of that database is displayed in the title bar of the application window. This database is now the "active" or "current" database, which means that any changes you make will apply to this customer database.

Now you can edit the customer database "offline", i.e., the changes that you make do not affect your communication system as yet. The changes do not become effective until you have transferred the modified CDB back to the communication system. Make sure that you also save your changes locally on your hard disk or a diskette.

If you commission authorized service personnel to change the CDB for you via remote service, be sure to the CDB on your hard disk or on a data medium after this has occurred.

Look in:

By default, the folder set via **Options | Program options General** is searched for files. You can change the folder to open a saved CDB.

File name

Name of the CDB. Any customer database that you download from a communication system to your PC will be called **lastload.kds**.

File type

For a description of the various file types, see Section 1.3, "File Types", on page 1-9.

If you select **All file types (*.*)**, all the files which can be opened are displayed.

Notes

This field displays notes that were stored when saving the file.

Info

This field is used to display the customer name, system type, APS stamp and the date when the selected customer database was last saved.

File Menu

Open Customer Database

See also:
– Section 1.3, “File Types”, on page 1-9 – Chapter 5, “File Menu” – Section 5.5, “Close Customer Database”, on page 5-9 – Section 9.1.1, “Program options General”, on page 9-3

5.3 Save Customer Database



File | Save customer database

The active CDB can be saved in file via **Save customer database**. The file extension is always ***.cdb**.



When you are saving the CDB for the first time, the dialog box **Save Customer Database As** is displayed so that you can enter the file name.



If the customer database was manually stored or was stored by the communication system by means of the automatic store function (see Program options General), it can no longer be loaded from the PC into the communication system in Delta mode. If you use Delta mode, the changes that you made before you saved will not be transferred.

See also:

- Section 1.3, “File Types”, on page 1-9
- Chapter 5, “File Menu”
- Section 5.4, “Save Customer Database As”, on page 5-8
- Section 9.1.1, “Program options General”, on page 9-3

File Menu

Save Customer Database As

5.4 Save Customer Database As



File | Save customer database as

The active CDB can be saved under a different file name by using **Save customer database as**. You can then specify the name and storage location of the file.



If the customer database was manually stored or was stored by the communication system by means of the automatic store function (see Program options General), it can no longer be loaded from the PC into the communication system in Delta mode. If you use Delta mode, the changes that you made before you saved will not be transferred.

Save

Similarly, the default storage location is the folder that was set using **Options | Program options General**. You can optionally change the folder and specify some other storage location.

File name

The name of the CDB. Any customer database that you download from a communication system to your PC will be called **lastload.kds**.

File type

For a description of the various file types, see Section 1.3, “File Types”, on page 1-9.

Notes

This field can be used to enter notes which are then stored with the saved customer database.

Info

This field is used to display the customer name, system type, APS stamp and the date when the selected customer database was last saved.

See also:

- Section 1.3, “File Types”, on page 1-9
- Chapter 5, “File Menu”
- Section 5.3, “Save Customer Database”, on page 5-7
- Section 9.1.1, “Program options General”, on page 9-3

5.5 Close Customer Database



File | Close customer database

The **Close customer database** menu item can be used to close the active customer database.

Please note, however, that it is not necessary to close the current customer database or to exit the HiPath 3000 Manager before opening a new CDB. When you open a new CDB, the active CDB is closed automatically. This also applies on exiting the program. If you have made changes to the customer database, you will see a message that allows you to save the changes that you have made.

See also:
– Chapter 5, “File Menu” – Section 5.2, “Open Customer Database”, on page 5-5 – Section 5.9, “Exit”, on page 5-50

File Menu

Print / Print Preview

5.6 Print / Print Preview

File | Print

File | Print preview

The menu items **Print** and **Print preview** can be activated when the Subscriber dialog is open.

Print can be used to print out station-related data (e.g., flags, assigned class of service groups and Call Management settings) in a compressed and clear form. In addition, the user can select if the data should be output to a file (in Excel format *.csv), or to paper. The data printed out is sorted according to the algorithm selected in the table (ascending, descending, logical).

See also:
– Chapter 5, “File Menu” – Section 5.7, “Printer Setup”, on page 5-10 – Section 6.2.1, “Subscriber”, on page 6-9

5.7 Printer Setup

File | Printer setup

Printer options can be set up via **Print setup**. This opens the standard Windows **Printer setup** dialog box, in which the settings can be made.

See also:
– Chapter 5, “File Menu” – Section 5.6, “Print / Print Preview”, on page 5-10

5.8 Transfer



File | Transfer

The **Transfer** dialog is primarily used to load the configuration of the communication system into HiPath 3000 Manager and to transfer the modified configuration back to the communication system. Besides transferring the configuration (CDB), you can also use the Transfer dialog for Maintenance and Security / User Administration tasks.

Tabs and Dialog boxes
● Transfer Communication – Transfer Communication Maintenance – Transfer Communication Security

5.8.1 Transfer | Communication



File | Transfer | Communication

The **Communication** tab allows you to set up various types of transfers between the communication system and your PC.



The settings in the interfaces must correspond to those in the communication system.

Example:

If you select either the **Modem** or the **ISDN** options, you must enter a number via which the communication system can be accessed before a connection can be established. For example: 9,14084921234...890.

In this case, because the connection is to be set up by the automatic attendant and the standard number of the IMOD has not been changed, the connection is established from a PABX (9,) followed by the local or long-distance number and then the (...890).

5.8.1.1 Area: Access

Direct

If your PC is connected directly to the communication system, you should select the **Direct** option. To use this option, the PC must be connected to the communication system via a null modem cable.

Modem

If you have a modem connection between the communication system and your PC, select the **Modem** option. When this option is selected, the communication system displays a text box where telephone numbers can be entered.



To ensure proper functioning, the settings under Modem parameters, Modem type, and Init string might need to be adjusted (see Program options Communication).

Call number

If you select either the **Modem**, **ISDN** or **RMM Client** options, you must enter a number via which the communication system can be accessed before a connection can be established.

IP-HiPath

This option makes it possible to access the communication system over a LAN via the HG 1500 card or the LAN interface.

IP address

In order to set up a connection, the IP address via which the communication system can be reached must be specified for the **IP-HiPath** and **IP-IVM** options.

Disconnect following action

By default, the connection is automatically terminated after an action has been implemented (e.g., **Read/write database** or **Maintenance**). It is not possible to terminate the connection for ISDN and modem connections. This allows you to execute several actions sequentially (Read customer database ->Event Log,...).

The connection must be released manually using the **Hang up** button, or – if no additional actions are executed – is automatically ended after an adjustable time. This time can be set under Program options Communication.

Hang up

Releases/Terminates a modem or ISDN connection.

5.8.1.2 Area: Route

PIN code

The customer can program an individual six-digit PIN code in the system administration (Remote service, Accesses). To set up a connection to a digital modem, this individual code must be entered in the **PIN code** field. The default PIN code will not work with a digital modem. This means that the customer must explicitly allow the access to the modem by entering this PIN code.

If necessary, the PIN code can be reset to the default value using the password-protected system administration function (terminal only, i.e. not HiPath 3000 Manager).

If the station PIN is reset and the customer database is loaded to the system in **Delta mode**, the PIN number in the system is not set to 00000. In order to transfer a PIN number to the communication system, delta mode must be deactivated and the **Call charges** option activated.

5.8.1.3 Read/write database, System -> PC, PC -> system option

Read/write database can be used to transfer the CDB from the communication system to the PC (**System -> PC**) or to load the active CDB from the PC to the communication systems **PC -> system**). Depending on the communication system, this procedure takes between two and six minutes.

Note that a read is always implemented first in order to have an error-free customer database even if a transmission error should occur.



When the CDB is downloaded from the communication system, it is always assigned the file name **lastload.kds**. In the process, all changes that were undertaken on the existing lastload.kds file are overwritten. If the existing file should be retained, it must be renamed beforehand (e.g., via Save Customer Database As).

The following options are available for applications connected to HiPath 3000/5000 Manager E via the OLE port:

- **Read CDB with IVM.** The CDB is load with IVM.
- **Read CDB without IVM.** The CDB is loaded without IVM.

Load IVM data, System -> PC, PC -> System

If **IVM Download** is activated (default setting), the IVM data is transferred from the communication system to the PC using the **System -> PC** button. If **IVM Download** is deactivated, only the CDB is transferred.

If **IVM Upload** is activated (default setting), the IVM data is transferred from the PC to the communication system using the **PC -> System** button. If **IVM Upload** is deactivated, only the CDB is transferred.

Delta mode

Delta mode can only be activated when a CDB read from the communication system was loaded. The option has a gray background when a customer database has been loaded from the hard disk.

When **Delta mode** is active, only the changes made since the last **Read database** are written into the communication system. If, for example, only a station name is changed, then the transmission time is drastically reduced. In order to determine the delta data, the loaded/active CDB is compared with the **lastload.kds** file, which is automatically created and stored on the hard disk whenever the CDB is read.

Following every successful delta transmission, a log file is created in which the transmitted data is recorded. A dialog box is displayed to allow you to specify the name of the log file. If no name is explicitly specified for the log file, a log file named **delta.log** is generated automatically. The Log file contains a paragraph in its header in which the compared customer database names

and the creation data are listed. The creation date of the reference customer database is the date on which the customer database is stored on the hard disk. The creation date of the delta customer database is the PC time at which the delta transmission was triggered.



If the database was manually stored or was stored by the communication system by means of the automatic store function (see Program options General), it can no longer be loaded from the PC into the communication system in Delta mode. If you use Delta mode, the changes that you made before you saved will not be transferred.

Only the customer database that is currently loaded in the communication system should be transmitted. An older customer database may not be transmitted into the communication system in this manner.

Call charges

Activating the **Call charges** option causes the contents of a particular memory area (RDI = Read or Init) of the communication system to be overwritten by the customer database. This data contains values that can be only read or initialized.

It makes sense to select this field when exchanging the motherboard so that all data can be completely taken over or when resetting the following data:

- Call charges
- Counter for the features activated in the communication system
- Station code lock

The following data is also overwritten:

- External call forwarding destinations
- activated call forwarding by station
- Messages sent (message waiting)
- Call forwarding destinations
- Codeword for enabling the mobile telephone
- Cordless base station data

5.8.1.4 Maintenance option

On selecting the **Maintenance** option, further dialogs to set parameters for remote maintenance of the communication system are displayed (see Section 5.8.2, “Transfer | Communication | Maintenance”).

5.8.1.5 Security option

The **Security** option displays the **Change password**, **User administration** and **Protocol** buttons.

File Menu

Transfer

Change password

When you select this option, a **Change password in system** dialog box is displayed. This dialog box allows you to change the current password used in the communication system. The change is immediately executed.

User administration

When you select this option a dialog Security | User administration is displayed where the user administrator can define new users and assign them to a user group. Existing users can be deleted.

Protocol

When you select this option, the Security | Protocol dialog box is displayed, where the revisor can control the security data records.

See also:
– Section 1.1.2, “Security (User administration)”, on page 1-5 – Section 4.2.1, “Station view: Flags”, on page 4-5 – Section 5.8, “Transfer”, on page 5-11 – Section 5.8.2, “Transfer Communication Maintenance”, on page 5-17 – Section 9.1.1, “Program options General”, on page 9-3 – Section 9.1.3, “Program options Communication”, on page 9-7

5.8.2 Transfer | Communication | Maintenance



File | Transfer | Communication | Maintenance

Maintenance is used to change the settings that are needed for remote maintenance of the communication system. Remote maintenance is possible through direct access (V.24 interface) or through Callback.

To see the Maintenance dialogs:

1. Select **File/Transfer**.
2. Switch to the **Communication** tab.
3. Select the **Maintenance** option.
4. Click the **Maintenance** button.

Tabs and Dialog boxes

- Maintenance | IVM (only if an IVM card is plugged in)
 - Maintenance | IVM: Execute file operations
 - Maintenance | IVM: Execute file operations: Display Statistical Data
 - Maintenance | IVM: Mailbox configuration (as of IVM Version 2)
- Maintenance | EVM
 - Maintenance | EVM: Initialize mailboxes
 - Maintenance | EVM: Execute file operations
- Maintenance | Trace Settings

5.8.3 Maintenance | IVM (only if an IVM card is plugged in)

Read data

Current IVM information is displayed after **Read data** is pressed.

Hardware version

The hardware version of the IVM and the associated Siemens code (part) numbers are shown here. In the case of an IVMP8 or IVMS8, 2 code numbers are displayed; one for the wall housing (e.g., HiPath 3350, HiPath 3550) and one for the 19" rack housing (e.g., HiPath 3300, HiPath 3500).

Software version

The software version of the IVM and the associated Siemens code (part) number are displayed here.

Language 1, 2, 3

Descriptions of the languages currently available on the IVM can be found here. The language and version are displayed.

MAC ID

The MAC ID of the IVM card. This information is needed to set up network access.

Released channels

Maximum number of channels that can be concurrently seized.

Activated features

The features available in the current software are listed here. At present, this includes only the Automatic attendant functionality.

Res. mailboxes, free

Initial statistical data on the capacity of the IVM can be found here. This includes: how many mailboxes are currently reserved and how many are still free.

Hard disk load

Here you can see what percentage of the IVM storage capacity has already been utilized. See Maintenance | IVM: Execute file operations: Display Statistical Data for further details.

Lock

The lock status of the IVM after the **Read data** is displayed in the two activation boxes **HW lock active** and **SW lock active**.

Next Buttons

The "Next" buttons branch to the appropriate subdialogs.

Subdialogs
– Maintenance IVM: Mailbox configuration (as of IVM Version 2) – Maintenance IVM: Execute file operations – Maintenance IVM: Execute file operations: Display Statistical Data

5.8.4 Maintenance | IVM: Mailbox configuration (as of IVM Version 2)

Mailbox configuration can be used to display and partially configure the settings for the individual mailboxes.

Tabs
– Maintenance IVM: Mailbox configuration: General – Maintenance IVM: Mailbox configuration: Message call – Maintenance IVM: Mailbox configuration: Substitute – Maintenance IVM: Mailbox configuration: COS – Maintenance IVM: Mailbox configuration: Personal week plan – Maintenance IVM: Mailbox configuration: E-mail notification

See also:
– Section 5.8.3, “Maintenance IVM (only if an IVM card is plugged in)”, on page 5-18 – Section 5.8.5, “Maintenance IVM: Mailbox configuration: General”, on page 5-21 – Section 5.8.6, “Maintenance IVM: Mailbox configuration: Message call”, on page 5-23 – Section 5.8.7, “Maintenance IVM: Mailbox configuration: Substitute”, on page 5-24 – Section 5.8.8, “Maintenance IVM: Mailbox configuration: COS”, on page 5-25 – Section 5.8.9, “Maintenance IVM: Mailbox configuration: Personal week plan”, on page 5-26 – Section 5.8.10, “Maintenance IVM: Mailbox configuration: E-mail notification”, on page 5-27

5.8.5 Maintenance | IVM: Mailbox configuration: General

The general settings of the mailbox are displayed via **General**. The settings released for the mailbox by the COS (see also Maintenance | IVM: Mailbox configuration: COS) are automatically displayed.

5.8.5.1 Table Selection

You can select the mailbox whose data is to be displayed/modified here.

5.8.5.2 Area: Status

Mailbox activated

This option shows whether the mailbox has been released. If this is not the case, it can be released by enabling the option. Please note, however, that it is not possible to deactivate a mailbox that has already been released.

Message recording activated

This option shows whether message recording has been turned on. The status can be activated and deactivated.

5.8.5.3 Area: Greetings

active

You can see here - depending on the COS of the mailbox - which of the maximum of 4 greetings is activated. The active greeting can also be changed. In addition, you can also see for each greeting whether a "Standard" greeting or "User-defined" greeting is involved.

User name available

This option shows whether a user name is available. The status cannot be changed here.

Private message available

This option shows whether a private message is available. The status cannot be changed here.

5.8.5.4 Area: Settings

The settings for the following options are displayed here. The settings of these options cannot be modified here.

Language	Set language
Greeting control	Selected type of greeting control (manual, day/night HiPath, calendar or type of call; depending on the COS of the mailbox, not all options are always available)
Fax intercept	Current Fax intercept
Hunt group code	Current hunt group code
Route code	Current route code (trunk group)
Attendant console	Call no. of the attendant console
Name selection permitted	The mailbox is entered in the directory for name dialing
Information mailbox	The mailbox is configured as an information mailbox, which allows the caller to navigate within the greeting or to listen to it repeatedly, for example.
Automatic hook on after announcement	After the announcement, the mailbox is automatically released. This option is only available for information mailboxes.

Sorting messages

You can set the sort order for messages in each mailbox separately using the drop-down list (LiFo or FiFo). If you select LiFo (Last in - First out), the most recent message is announced first. If you select FiFo (First in - First out), the oldest message is announced first.
Default setting: system-specific.

See also:
– Section 5.8.4, “Maintenance IVM: Mailbox configuration (as of IVM Version 2)”, on page 5-20 – Section 5.8.6, “Maintenance IVM: Mailbox configuration: Message call”, on page 5-23 – Section 5.8.7, “Maintenance IVM: Mailbox configuration: Substitute”, on page 5-24 – Section 5.8.8, “Maintenance IVM: Mailbox configuration: COS”, on page 5-25

5.8.6 Maintenance | IVM: Mailbox configuration: Message call

Message call can be used to configure the message call (if allowed by the mailbox COS):

- Activate/deactivate message call function generally
- Activate message call, provided the call number is entered there
- Define call numbers and suffixes
- Define general greeting message for urgent calls
- Define notification times at which a message call is to occur

5.8.6.1 Table Selection

You can select the mailbox whose data is to be displayed/modified here.

5.8.6.2 Area: General greeting message

Activated	Activate or deactivate the message call function generally
Message call active	Activated call number to be notified
Call Number	Call numbers to be notified
Suffix dialing	Digit sequence sent as DTMF characters after connecting to the call number to be notified, e.g., in the display of a pager
only urgent calls	Message calls should only be made in urgent cases
Weekly program with notification times (Monday ... Sunday)	currently set user-defined notification times within the framework of a weekly program (Monday to Sunday). If no times have been set, the current time appears in both fields here. To deactivate a message call for a day, both times must be set to 00:00.

See also:
– Section 5.8.4, “Maintenance IVM: Mailbox configuration (as of IVM Version 2)”, on page 5-20 – Section 5.8.5, “Maintenance IVM: Mailbox configuration: General”, on page 5-21 – Section 5.8.7, “Maintenance IVM: Mailbox configuration: Substitute”, on page 5-24 – Section 5.8.8, “Maintenance IVM: Mailbox configuration: COS”, on page 5-25

5.8.7 Maintenance | IVM: Mailbox configuration: Substitute



The "substitute mailbox" and the "Voice mailbox selection on call forwarding" feature is not yet implemented in HiPath 3000!

Substitute can be used to configure the substitute call (if allowed by the mailbox COS):

- Activate/deactivate substitute function generally
- Activate substitute, provided the call number is entered there
- Define call number

5.8.7.1 Table Selection

You can select the mailbox whose data is to be displayed/modified here.

5.8.7.2 Area: Substitute

Activated	Activate or deactivate the substitute function generally
Substitute function active	Manually activated call numbers to be dialed in place of the original number.
Substitute function active and Selection according to call type active	Active call numbers (the first four numbers) to be dialed in place of the original number.
Call number	Enter the call numbers to which a call is to be forwarded when using the substitute function.

See also:

- Section 5.8.4, "Maintenance | IVM: Mailbox configuration (as of IVM Version 2)", on page 5-20
- Section 5.8.5, "Maintenance | IVM: Mailbox configuration: General", on page 5-21
- Section 5.8.6, "Maintenance | IVM: Mailbox configuration: Message call", on page 5-23
- Section 5.8.8, "Maintenance | IVM: Mailbox configuration: COS", on page 5-25

5.8.8 Maintenance | IVM: Mailbox configuration: COS

COS is used to display the COS of a mailbox in detail.

5.8.8.1 Table Selection

You can select the mailbox whose data is to be displayed here.

5.8.8.2 Area: COS

The relevant COS (Class Of Service) is displayed here. The settings of the mailbox cannot be modified here.

See also
– Section 5.8.4, “Maintenance IVM: Mailbox configuration (as of IVM Version 2)”, on page 5-20 – Section 5.8.5, “Maintenance IVM: Mailbox configuration: General”, on page 5-21 – Section 5.8.6, “Maintenance IVM: Mailbox configuration: Message call”, on page 5-23 – Section 5.8.7, “Maintenance IVM: Mailbox configuration: Substitute”, on page 5-24

5.8.9 Maintenance | IVM: Mailbox configuration: Personal week plan

The **Personal week plan** can be used if different settings from the general calendar (see Section 6.8.8, “IVM | Additional Settings/Calendar”, on page 6-118) are required.

Every AutoAttendant Mailbox receives a personal week plan. This personal week plan has the same structure as the general calendar (daytime, noon, night-time and special time).

5.8.9.1 Area: Selection

You can select the mailbox whose data is to be displayed/modified here.

5.8.9.2 Personal Week Plan Activated flag

This flag enables or disables the Personal Week Plan feature. The Personal Week Plan can only be edited if the flag has been activated. After the personal mailbox calendar has been activated, the general calendar is no longer used.

5.8.9.3 Area: Week plan

The times for the mailbox can be defined here for each day of the week and recording can be activated or deactivated.

5.8.9.4 Use Common Special Days (Year) flag

This flag can only be set if the **Personal Week Plan Activated** flag is enabled.

When allocating/activating a personal week plan, you can select whether (flag disabled) or not (flag enabled) the personal week plan is also to apply on the defined special days.

See also
– Section 5.8.4, “Maintenance IVM: Mailbox configuration (as of IVM Version 2)”, on page 5-20 – Section 5.8.5, “Maintenance IVM: Mailbox configuration: General”, on page 5-21 – Section 6.8.2, “Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)”, on page 6-97 – Section 6.8.5, “IVM Additional Settings/General”, on page 6-109 – Section 6.8.8, “IVM Additional Settings/Calendar”, on page 6-118

5.8.10 Maintenance | IVM: Mailbox configuration: E-mail notification

When new voice mail messages arrive in the mailbox, an email notification is created and sent. The user can then check the message from a phone and also from a PC via his or her email mailbox. Furthermore, the presence of the notification in the form of a file also makes it easy to create an electronic archive of such messages.

5.8.10.1 Call no. and Name table

You can select the mailbox whose data is to be displayed/modified here.

5.8.10.2 Use Template button

This button has no effect on the email addresses.

5.8.10.3 E-mail Notification flag

This flag enables or disables the E-mail Notification feature.

5.8.10.4 Defining email messages

You can enter up to 3 email addresses. For every email address, you can also define whether the message should be appended as a Wave file.

5.8.10.5 Area: SMTP Server

You can enter either the IP address or the DNS Name of the SMTP server here. The default setting for the SMTP port is 25.

5.8.10.6 Area: Delete voice mails

You can select between three alternatives here:

Manual: The voice mail is deleted manually.

Automatic - after notification: The voice mail is deleted automatically, e.g., immediately after the email was sent.

Automatic - after predefined time: The voice mail is deleted after a predefined time period (1-90 days). Only the voice mails that have already been heard are deleted.

5.8.10.7 Area: SMTP Authentication

If the SMTP Authentication flag is not activated, then no authentication occurs.

If the SMTP Authentication flag has been activated, you will need to enter your user name and password and to select the authentication and encryption method.

See also
– Section 5.8.4, “Maintenance IVM: Mailbox configuration (as of IVM Version 2)”, on page 5-20 – Section 5.8.5, “Maintenance IVM: Mailbox configuration: General”, on page 5-21 – Section 6.8.2, “Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)”, on page 6-97 – Section 6.8.5, “IVM Additional Settings/General”, on page 6-109

5.8.11 Maintenance | IVM: Mailbox Configuration: Automatic Call Forwarding

Automatic call forwarding can be used if the station does not respond to a call within a given time (this time can be set). The call is then automatically forwarded to the specified call forwarding destination.

5.8.11.1 Table Selection

In this area, you can select the mailbox to which the call should be automatically forwarded.

5.8.11.2 Activate Calling Line Identification Presentation (CLIP)

You can activate automatic call forwarding in this area.

5.8.11.3 Table Allocation

Index column

Index of the incoming call number.

Incoming call number column

You can enter the calling stations here.

Column number

You can enter the switching destination here.

See also

- Section 5.8.4, “Maintenance | IVM: Mailbox configuration (as of IVM Version 2)”, on page 5-20
- Section 5.8.5, “Maintenance | IVM: Mailbox configuration: General”, on page 5-21
- Section 6.8.2, “Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)”, on page 6-97
- Section 6.8.5, “IVM | Additional Settings/General”, on page 6-109

5.8.12 Maintenance | IVM: Execute file operations

Execute file operations can be used to select the desired file operation.

5.8.12.1 Area: Read file

STATISTIC

The IVM's **STATISTIC** file contains information about the IVM's use distribution.

On selecting **STATISTIC**, the **PC file** dialog box appears; this is the file on the PC where the file loaded from the IVM is to be stored.

If the **Read: IVM->PC** button is then pressed, the size of the STATISTIC file is displayed. This can be used to reach conclusions concerning the transmission time. After confirmation of the transmission start, the transmission of the STATISTIC file is carried out.

After the successful transmission, the IVM statistic data are stored under the name previously entered and the data contained are displayed (see Maintenance | IVM: Execute file operations: Display Statistical Data).

As an alternative, the **Load: File->PC** button may also be used; then a statistic file that was saved earlier can be displayed once again (see (Maintenance | IVM: Execute file operations: Display Statistical Data).

BACKUP

The **Backup** file contains data about mailboxes that should be saved. It is compiled by the IVM when the HiPath 3000 Manager requests it.

On selecting **BACKUP**, the **PC file** dialog box appears (this is the file on the PC where the file loaded from the IVM is to be stored), and the registered mailboxes are displayed in a list.

The **BACKUP-/RESTORE Parameter** option can be used to set whether the messages are to be included in the backup. You can define whether the data of **all mailboxes** or only **these mailboxes** should be saved. If **these mailboxes** was selected, the appropriate mailboxes can be marked in the list of all configured mailboxes.

If the **Read: IVM->PC** button is then pressed, the size of the Backup file is displayed. This can be used to reach conclusions concerning the transmission time. After confirmation of the transmission start, the transmission of the Backup file is carried out.

After the successful transmission of the IVM backup file, the IVM backup data are stored under the name previously input.

5.8.12.2 Area: Write file

RESTORE

The **Restore** file is an extract from a Backup file and is compiled from such a backup file. If a Restore file is transferred to the IVM, the IVM accepts the data contained in it automatically.

On selecting **RESTORE**, the **PC file** dialog box opens. You can then enter the file on the PC from where the backed up data is to be restored. After the file name has been entered, the Assistant reads the mailbox information that was stored in it. The mailboxes contained are displayed in a list. By using the options in the **BACKUP-/RESTORE parameter** field, the information **Greetings, Messages** or **Mailbox configuration** that was contained in the backup file is now presented for selection. The highlight can be removed from data that are not to be a part of the restore.

The restore process type can be set with the **overwrite** option. In default mode, **overwrite** is not selected. In this case, the selected mailboxes are overwritten with the restore data or recreated. For the selected **overwrite** option, all mailboxes set up in the IVM are first deleted and then the selected restore data is written. You can define whether the data of **all mailboxes** or **these mailboxes** should be restored. If **these mailboxes** was selected, the appropriate mailboxes can be marked in the list of all configured mailboxes that are present in the backup file.

After pressing the button **Write: PC->IVM**, the volume of the data to be transferred is displayed. This can be used to reach conclusions concerning the transmission time. After confirmation of the transmission start, the transmission of the Restore data to the IVM is carried out.

5.8.12.3 Greetings, PC->IVM Delta

This option shows the configured mailboxes in a listbox or, if the **Greetings** option is selected (versions 2 and 3), in another listbox. The required mailboxes can be selected and modified.

- IVM - Version 1:
Once you have selected a mailbox from the **Select mailbox to store greeting** listbox, the greetings are immediately downloaded from the IVM and displayed in the **Greetings** field.
- IVM - Version 2 and Version 3:
If you select the **Greetings** option (radio button) the **Select mailbox to store greeting** listbox appears next to the **Select mailbox to store greeting** listbox, where you can select several mailboxes.

The greetings can be modified in the **Greetings** field for the selected mailboxes. If no mailbox is selected in the **Select mailbox to store greeting** listbox, the greetings in the **Greetings** field are transferred to the mailboxes selected in the **Select mailbox to store greeting** listbox.

When you click **Delete**, "Standard" is displayed. In other words, the greeting is deleted on the IVM and the standard greeting is reset.

File Menu

Transfer

When a greeting is selected, it is automatically converted into the CCITT format in the background. This may take some time when large files are involved.

After the editing has been completed, only the modified data is transferred to the IVM on clicking the **PC->IVM Delta** button.

5.8.12.4 Data transfer via IP-IVM with FTP

If the conditions for fast FTP access to the IVM are satisfied, the option **Data transfer via IP-IVM with FTP** is enabled and can be selected. On selecting this option, the relevant IP address is displayed.

See also:
– Section 5.8.3, “Maintenance IVM (only if an IVM card is plugged in)”, on page 5-18 – Section 5.8.4, “Maintenance IVM: Mailbox configuration (as of IVM Version 2)”, on page 5-20 – Section 5.8.13, “Maintenance IVM: Execute file operations: Display Statistical Data”, on page 5-33

5.8.13 Maintenance | IVM: Execute file operations: Display Statistical Data

Statistical data is displayed via **Maintenance | IVM: Execute file operations** and the **STATISTIC** option.

Display Statistical Data displays different types of statistics of the IVM.

General

The **General** tab shows some general information on the usage level of the IVM.

Sort by

The **Sort by ...** tabs contains details on 25 mailboxes each, including the call number of the mailbox, the number of available messages for that mailbox, how many of those messages have not been processed, the total recording time, the date the mailbox was last accessed by the user, and the respective dates of the most recent and oldest messages. The tabs are sorted in various ways (by number of messages, age of message and by total recording time) and may also include different mailboxes.

Busy times table

The **Busy times table** tab shows the periods (broken down hourly) within the last 30 days in which the IVM was not available for the indicated number of minutes because all ports were busy. This allows conclusions to be drawn about whether the number of ports for a given customer should be increased to achieve an acceptable level of availability.

See also:

- Section 5.8.12, “Maintenance | IVM: Execute file operations”, on page 5-30
- Section 5.8.15, “Maintenance | EVM: Initialize mailboxes”, on page 5-36

5.8.14 Maintenance | EVM



During the execution of **Maintenance | EVM**, the EVM is no longer accessible to the user.

Read data

Current EVM information is displayed on clicking **Read data**.

Hardware version

The Siemens part numbers of the EVM are shown here.

Firmware version

The Firmware version of the EVM is shown here.

Languages

The languages loaded into the EVM are shown here. The following naming conventions exist:

xxxxAABB

where:

xxxx= four-digit version number

AA = two-digit language code

BB = two-digit country code

The country code (BB) is usually identical to the language code (AA).

Language Code	Country Code	Language
de	de	German
en	uk	English (UK)
es	es	Spanish
fr	fr	French
it	it	Italian
nl	nl	Dutch
pt	pt	Portuguese
ro	ro	Romanian

Production information

The Production Information for the EVM board is shown here.

Memory usage

Here you can see what percentage of the EVM storage capacity has already been used.

Initialize mailboxes

This button takes you to the corresponding Maintenance | EVM: Initialize mailboxes subdialog.

Delete all Mess./Greetings

On clicking the **Delete all Mess./Greetings** button, all messages and greetings on the EVM are deleted.

Execute file operations

This button takes you to the corresponding Maintenance | EVM: Execute file operations subdialog.

5.8.15 Maintenance | EVM: Initialize mailboxes

The configured mailboxes are shown in the **Mailboxes** list and can be transferred to the **Initialize mailboxes** list by using the "drag&drop" technique.

Initialize mailboxes

On clicking the **Initialize mailboxes** button, the following actions are performed for the mailboxes in the **Initialize mailboxes** list:

Standard Mailboxes:

- The password is reset
- The Recording flag is set
- Messages are deleted
- Greetings are deleted
- Greeting control to manual
- Active greeting: Greeting 1

AutoAttendant Mailboxes:

- The password is reset
- The "Intercept after announcem." and "no suffix-dialing" flags are disabled.
- Speed destinations are deleted
- Greetings are deleted
- Greeting control to manual
- Active greeting: Greeting 1

See also
– Section 5.8.14, "Maintenance EVM", on page 5-34 – Section 5.8.16, "Maintenance EVM: Execute file operations", on page 5-37

5.8.16 Maintenance | EVM: Execute file operations

Execute file operations can be used to select the desired file operation.

5.8.16.1 Area: Greetings

The configured mailboxes are shown in the drop-down list. The desired mailbox can be selected. The greetings in the selected mailbox are loaded on the PC for Greeting 1 (day) and Greeting 2 (night), respectively, and displayed. If the name **Standard** is displayed here, this means that no customized greeting is available for the subscriber.

Save

On clicking **Save**, the greeting is saved under the specified path and file name.



The greetings are saved in binary format on the PC and can therefore not be played back or modified.

Load

A previously saved greeting or a Wave file can be selected by clicking **Load**. The Wave file to be loaded must have the following format:

PCM, 16 Bit, 8kHz, mono

The selected Wave file is converted on loading. Depending on the size of the Wave file, this may take some time. You can select the audio quality via the **CODEC setting** subdialog. The available options are: memory-optimized or HiQuality.

After the loading has been completed, the modified data is transferred to the EVM on clicking the **Write: PC->EVM** button.

Clear/Undo

The selected greeting can be deleted. After clicking **Clear** (but before the transfer to the EVM!), the selection can be optionally undone by then clicking **Undo**.

After the editing has been completed, the modified data is transferred to the EVM on clicking the **Write: PC->EVM** button.

File Menu

Transfer

Languages file

The language file to be loaded can be selected via **Languages file**. After a valid language file has been selected, the version and language are displayed (see Maintenance | EVM for naming conventions).

On clicking **Write: PC-> EVM**, the selected file is transferred to the EVM.

Firmware

The Firmware to be loaded can be selected via **Firmware**. After a valid Firmware file has been selected, the version is displayed.

Deleting a Language File

The language files loaded on the EVM are displayed in the list. (see Maintenance | EVM for naming conventions). After a language file has been selected, the selected file can be removed from the EVM by clicking the **Delete Language File** button.

See also:
– Section 5.8.14, “Maintenance EVM”, on page 5-34 – Section 5.8.15, “Maintenance EVM: Initialize mailboxes”, on page 5-36

5.8.17 Maintenance | Trace Settings

Trace profiles

The trace profiles are feature-oriented with specific traces are assigned to them. This allows users with limited experience to activate the required traces in accordance with the faulty feature. Up to three trace profiles can be activated. This is an advantage where a fault occurs in several features.

Procedure

1. Click on **Set Default** to enable the trace profile.
2. Based on the fault that occurs in the "Trace Profiling" -> "Step 1: Feature Selection" list, determine the required trace profiles. See also "Trace profiles with assigned traces".
3. Select the trace profiles and click on **Add Profile** to add the trace profile from the list below.
4. Under "Step 2: Combined Problem": Link the selected feature to a superordinate problem from the five options shown and then activate the option that most closely corresponds. The first option is activated by default and can be selected if no other option corresponds.
5. Activate traces from the "Trace-Process" menu list, if applicable.
6. Click on **Write Data** to transfer the trace settings from the profiles added above and from the activated option to the communication system.
7. Click on **Trace Start** to start the traces.

NOTE: If there are too many active traces, this will reduce the performance of the communication system. For this reason, the following must be observed for the traces in the "Trace-Process" list:

- The traces may only be activated by very experienced users, where requested by the development department or where prompted by a help text.
- The traces may only be activated after traces have already been activated via the "Trace Profiling" list.
- The traces may only be activated in addition to the traces selected via the "Trace Profiling" list.

Trace profiles with assigned traces

The following table shows the trace profiles available in the "Trace Profiling" -> "Step 1: Feature Selection" list and the traces assigned to them:

Trace profile	Assigned traces
Automatic Call Distribution (UCD Groups)	• CP-Port-Service Handler • CP-Port-User • CP-Net
Actuators / Sensors / Door Opener	• CP-Port-Service Handler • CP-Port-User • AkSe • Obus • DH-SLA
Call Forwarding - Call Dest. List	• CP-Port-Service Handler • CP-Port-User • CP-Net
Call Pickup Group (standalone environment)	• CP-Port-User
Call Pickup Group (network environment)	• CP-API
DSS Keys	• CP-API
BMO (Central Busy Signaling)	• CP-Port-Service Handler
CLIR (Calling Line Identification Restriction)	• CP-Port-Service Handler • CP-Port-User
Caller List (missed calls)	• CP-Port-Service Handler • CP-Port-User
Code Lock - DND (do not disturb) - Room monitor	• CP-Port-Service Handler • CP-Port-User
CTI (Computer Telephony Integration)	• CP-Port-Service Handler • CP-Port API • API-CTI
Group Call (Hunt groups, Groups, Call Waiting group)	• CP-Net
Path replacement	• CP-Net
Handsfree Answer	• CP-Port-Service Handler
Message Waiting	• CP-Port-Service Handler • CP-Port-User

Tabelle 5-2 Trace profiles with assigned traces

Trace profile	Assigned traces
Night Service	• CP-Port-Service Handler • CP-Port-User
Automatic Callback	• CP-Port-Service Handler • CP-Port-User • CP-Port-Sub
Ringing Group	• CP-Net • CP-Port-Service Handler
Camp-on	• none
Silent Call Waiting	• CP-Port-Service Handler
Call Transfer	• CP-Net • CP-Port-User
MULAP / Mobile Connect	• CP-Net
Conference / Call Intrusion / Silent monitoring / Discreet Call (whisper)	• CP-Net • DH-NW • CP-Resource Manager Interface
Call Duration	• DH-UPN • CP-Port-Accounting • Display
OCA (optiClient Attendant)	• DH-UPN • CP-Port-Sub • DH-CORNET-TS
CDR (Call Charges)	• DH-UPN • CP-Port-Accounting • CP_CCO: GEZ • CP-CCO
EVM	• DH-UPN • DH-EVM • VMM
IVM	• DH-UPN
CLIP on analog phones	• DH-SLA • Input-Output process
CMI	• DH-UPN • DH-CMI
Assistant-T	• CP-Port-User • DH-UPN

Tabelle 5-2 Trace profiles with assigned traces

Trace profile	Assigned traces
Associated services - Flex Call	• CP-Port-User • DH-UPN
Common Hold	• CP-Port-User • DH-UPN
DISA	• CP-Port-User • DH-UPN
DTMF	• CP-Port-User
Hotline	• CP-Port-User • DH-UPN
Key Programming	• CP-Port-User • DH-UPN
LDAP - Phonebook	• CP-Port-User • DH-UPN
Meet me	• CP-Port-User • DH-UPN
MSN	• CP-Port-User • DH-UPN
Mute	• CP-Port-User • DH-UPN
Override	• CP-Port-User • DH-UPN
Park Call	• CP-Port-User • DH-UPN
PKZ (Account codes)	• CP-Port-User • DH-UPN
Redial	• CP-Port-User • DH-UPN
IP Mobility	• CP-Port-User • DH-UPN
Speaker call	• CP-Port-User • DH-UPN
Speed Dialing System	• CP-Port-User • DH-UPN

Tabelle 5-2 Trace profiles with assigned traces

Trace profile	Assigned traces
LCR	• CP-Port-User • CP-Net • CP-Port-Sub
Plug in/out devices and accessories	• DH-UPN • DH-CORNET-TS
Led signaling	• DH-UPN
TLANI/TLA/TMANI port/card blocking	• DH-HKZ • Input-Output Process
SLA/SLMA/SLMAE port/card blocking	• DH-SLA • Input-Output Process
E&M Tie trunks	• DH-E&M • Input-Output Process
Calls via analog trunks	• DH-HKZ • Input-Output Process
Calls to/from analog subscribers	• DH-SLA • Input-Output Process
Call lost - Destination not reachable	• CP-Port-User
Card module startup problem	• Presence • Input-Output process
Attenuation problems	• NW traces
IMODN function	• Presence • IMOD
Resources problems: (MOH, Conferences, DSPs, Paging, Announcements)	• DH-RM • CP-Resource Manager Interface • DH-NW
LIM	• Ethernet Driver
ANI Module	• Obus • DH-HKZ
T1 Analog (Loopstart/Groundstart)	• DH-HKZ
T1 Digital	• none
Licencing	• Database

Tabelle 5-2 Trace profiles with assigned traces

Options

The options in the "Step 2: Combined Problem" list activate additional trace settings. Information is provided via help texts as to which traces apart from system software traces should be additionally activated. The options to be additionally activated are:

Option	Assigned traces
General problem category	
General Display issue	• DH-UPN
Speechpath problem (if no IP telephones/ trunks are integrated)	• CP-Resource Manager Interface
Speechpath problem	• DH-UPN • DH-NW
Wrong display at OpenStage 40/60/80	• CP-Port-Sub • DH-UPN • DH-CORNET-TS

Tabelle 5-3 Options from the "Step 2: Combined Problem" list

5.8.18 **Transfer | Communication | Security**



File | Transfer | Communication | Security

Security is used to manage the security parameters in the system.

To view the Security dialogs:

1. Select **File/Transfer**.
2. Switch to the **Communication** tab.
3. Select the **Security** option.
4. Select one of the buttons on the right of the Security option.

Tabs and Dialogs
• Security User administration

5.8.19 Security | User administration



File | Transfer | Communication | Security | User administration

The **User administration** function can be used to define new users and to assign them to a user group.

For more information on user administration, see also Section 1.1.2, “Security (User administration)”, on page 1-5.

New users are registered by entering a user name in the table and assigning a user group. Then a password is assigned to the newly set-up user by double-clicking on the Password column; this password must be changed when logging on to the communication system for the first time.

Users who are already registered can be deleted by deleting the corresponding user name and resetting the user group to **none**.

5.8.19.1 User administration table

User name column

This column is used to enter the user name, which may be up to 15 characters. The following characters are permitted:

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ1234567890 #*+-. , () _ /

User group column

User access rights can be determined by specifying one of the 6 user groups available (see Section 1.1.2, “Security (User administration)”, on page 1-5).

Password column

By double-clicking on a field of this column the **Create password** dialog box is opened for the selected user. A default password can only be created for new users. Passwords cannot be modified here. In any case, this can only be implemented by the users themselves.



If a user forgets their password, they must be deleted from the system by another authorized user and reconfigured.

If the last authorized user also forgets their password, the communication system has to be regenerated.

Created column

In this column the creation date of the user is displayed.

Last used column

This column indicates when the selected user last logged into the communication system.

5.8.19.2 Buttons

Group chip card

<currently without any function>

Indiv. chip card

<currently without any function>

See also:
– Section 1.1.2, “Security (User administration)”, on page 1-5 – Section 5.8.1, “Transfer Communication”, on page 5-12

5.8.20 Security | Protocol



File | Transfer | Communication | Security | Protocol

Protocol can be used to display the archiving information from the communication system.

A distinction is made here between:

- Offline mode
- Online mode, Active logging
- Online mode, Logging not active

For more information on the Security protocol, see Section 1.1.2, “Security (User administration)”, on page 1-5.

5.8.20.1 Buttons

Archive (online mode)

Pressing this button activates the transfer of available data records from the communication system. After the transfer has completed successfully, the **Display** and **Print** buttons appear. These buttons can then be used to display or print the logs that were last requested. After archiving, the logs are automatically deleted from the communication system.

Read only (online mode)

This button can be used to call up logs from the communication system without deleting them or adding them to an archive file.

Display

The selected archive file is converted to text and an external editor is launched. The external editor can be configured in the **ass_150e.ini** file. The columns in the text file are separated by tabs.

Print

Pressing this button opens a dialog box where a range of data records can be selected. The default printer is used for printing.

Exit

If online mode (yes) was selected, but logging is not active in the communication system after connection setup, the dialog can only be exited via the **Exit** button. The logging mode (active/inactive) depends on your HW configuration.

See also:
– Section 1.1.2, “Security (User administration)”, on page 1-5 – Section 5.8.1, “Transfer Communication”, on page 5-12

File Menu

Exit

5.9 Exit

File | Exit

Exits the HiPath 3000 Manager. The active CDB is closed. If changes were made to the customer database since the last "Save", you will be asked whether you want to save the CDB.

See also:
– Chapter 5, "File Menu" – Section 5.3, "Save Customer Database", on page 5-7 – Section 5.4, "Save Customer Database As", on page 5-8 – Section 5.5, "Close Customer Database", on page 5-9

6 Settings Menu

Settings Netwide Data
Settings Set up station
Settings Least Cost Routing
Settings Incoming calls
Settings Classes of service
Settings System Parameters
Settings Auxiliary equipment

Table 6-1 Settings Menu

6.1 **Settings | Netwide Data**



You can use **Settings | Netwide Data** to define specific parameters for all stations in a net-
worked system. The data which can be modified here for the individual communication systems
must be consistent in the network.

Tabs	
•	Stations - Netwide Data

6.1.1 Stations - Netwide Data



Settings | Netwide Data | Stations

The **Stations** tab consists of a table, which is divided into the columns described below. Values for call numbers, DID numbers, and names can be altered by selecting individual fields.



You can also configure the stations via the new Station view.

Node call number

If open numbering is set, the call number of the node is displayed here. A station is reached from an external telephone by dialing this node number, followed by the call number or the DID number.

As of HiPath 3000/5000 V5.0, the node number is no longer placed before the DID automatically, regardless of whether the recipient is a local CO or tie trunk. The node number must therefore be entered as the PABX number .

6.1.1.1 User-defined columns

The first three columns can be defined by the user. The system offers standard settings for the first two fields, but they can also be overwritten.

Call no. (Call number) column

The **Call no.** column contains the internal call number of the relevant station. This number may contain a maximum of six digits.

DID (direct inward dialing number) column

The DID number assigned to the corresponding extension is entered in this column. This number may contain a maximum of 11 digits. This is the call number used for DID and CorNet.



If a call number is modified in this table, the same modifications must be made in Call Management (Settings | Incoming calls).

The tables under Settings | Incoming calls are updated immediately once changes have been saved for the Call no. and DID fields.

Settings Menu

Settings / Netwide Data

Name column

The name assigned to the station is entered here. The name can be a person's name, the name of a department or any other suitable entry. The name can contain a maximum of 16 characters.

The program does not check the characters entered. It is therefore the user or service technician's responsibility to ensure that only signs permitted are used.

The following ISO 8859-1 characters can be entered:

- Character 32 through 127 (the usual West-European characters, digits, letters)
- German Umlauts (Ä, Ö, Ü, ä, ö, ü)
- the characters Å, Æ, Ñ, Ø, Õ, õ.

Characters that are not permitted will be replaced with a space in the display.

When setting language conversion "Greek" or "Cyrillic", the letters of the Greek or Cyrillic alphabet can be entered in capital letters.

6.1.1.2 System-specific columns

The system-specific data contained in the previous columns may only be modified by actually reconfiguring the communication system.

Type column (fourth column)

Can only be changed by physically reconfiguring the communication system.

You can specify here whether the call number relates to a station port or group port.

Inactive column

Can only be changed by physically reconfiguring the communication system.

The status of the relevant station port is displayed in the **inactive** column. If the * symbol appears in this column, the port (station) is inactive. If the field is empty, the port is active.



The status indicated here is that of the port when the customer database is down-loaded.

Type column (sixth column)

Can only be changed by physically reconfiguring the communication system.

The type of telephone connected to the station port is automatically specified by the communication system. If a telephone is not connected, No Port is displayed in the column. If an analog telephone is connected, the entry "P.O.T." appears in the column.

- **No Port**, i.e. no telephone connected
- **P.O.T.**, i.e. analog telephone connected
- System telephone connected
- **S₀ station**

Access column

Can only be changed by physically reconfiguring the communication system.

The name, number and slot of the station system card is displayed here. This column also indicates whether the port is a master or a slave.



This column is often not fully visible. In order to see all entries, use the horizontal scroll function or reduce the width of the other columns by moving the column separators.

System column

Can only be changed by physically reconfiguring the communication system.

This column indicates the network node where the station is located.

6.1.1.3 Network name field

The network name designates the name of the networked system. The configuration is saved under the network name with the suffix *.net. The network name has no significance for the operation of the networked system, but is only used for transparency.

6.1.1.4 Buttons

LCR Support

LCR Support is intended only for Customer Service.

Requirements for LCR Support:

- HiPath 5000 RSM/AllServe
- MS Excel (any version as of Excel 97) must be installed on the PC

LCR Support can be used to generate dial plan proposals in an Excel table for each individual node of the network with respect to the availability of the stations at the remaining nodes in the network. An Excel file is created in the process with as many tables as the nodes on the network. The names of the tables (= titles of the tabs visible in Excel at the bottom left of the screen) are identified by the names of the CDBs of the nodes.

The rest of the structure in the table depends on the type of numbering for nodes on the network. A distinction can be made here between closed and open numbering.

Closed numbering	Every table consists of 3 columns (Excel columns A, B and C).
	The first column (A) lists all internal call numbers of the processed node (detectable from the table name), sorted in ascending order.
	The second column (B) lists all internal call numbers of the remaining nodes, sorted in ascending order.
	The third column (C) lists the resulting proposals for the dial plan of the node, also sorted in ascending order. Note that only "-" and "x" are used here, since the dial plan proposals need to be transparent and easy to understand. If required, the full internal call numbers are listed.
Open numbering	In this case, the tables consist of only one column (A) in which the node call numbers of the remaining nodes are listed with a leading "-" and a closing "z".

The generated proposal must be saved as an Excel file. A **Save As** dialog box appears after the generation for this purpose. This dialog box defaults to directory of the HiPath 3000 Manager and the name of the network. The file type filter is preset to .xls and can only be changed to All Files (*.*). If an existing file is to be overwritten, an appropriate dialog box with a prompt to this effect is displayed by Excel (which runs in the background).



The default option enabled in this dialog box is **No**, which means that the generated Excel file will NOT be saved, and the older information in the Excel file named **<network_name>.xls** is retained. This also applies if the operation is aborted using **Cancel**.

The file generated by Excel using this method can then be opened, and the dial plan proposals can be transferred to the respective CDBs.

Check

Ensure that you have not assigned the same station number or DID number to two or more stations by pressing the **Check** button to initiate a check. If duplicates are found, an error message is displayed together with a list of the duplicates. You can then make appropriate corrections.

When assigning call numbers in the communication system to S₀ stations, the closing digits of this number must be unique in relation to all internal call numbers of all other stations (for example: The S₀ call number 9553193 conflicts with the station call number 193.).

See also:
– Section 6.1, “Settings Netwide Data”, on page 6-2 – Section 6.2.1, “Subscriber”, on page 6-9 – Section 6.5, “Settings Incoming calls”

6.2 Settings | Set up station



Settings | Setup station

Settings | Setup station can be used to view and optionally define or edit the settings for stations, fax/modem, emergency operation for Workpoint clients and the key programming in the communication system.



You can also configure the stations via the new Station view.

Tabs and Dialog boxes

- Subscriber
- Key programming
 - Key programming: Fill/Delete
 - Key programming: Print
- Emergency

6.2.1 Subscriber



Settings | Setup station | Stations

The **Station** tab consists of a table, which is divided into the following columns. The values for the call number, DID number and name can be changed by selecting the individual fields.

The table is often not fully visible. In order to see all entries, use the horizontal scroll function or reduce the width of the columns by moving the column separators.

This station status can also be printed via Print / Print Preview.



You can also configure the stations via the new Station view.

Call no. (call number) column

The **Call no.** column contains the internal call number of the relevant station. This number may contain a maximum of six digits.

When a fax or modem station is deleted (i.e., the call number and DID are deleted), the extension type must also be reset to the default (standard).

DID (direct inward dialing number) column

The DID number assigned to the corresponding extension is entered in this column. This number may contain a maximum of 11 digits. This is the call number used for DID and CorNet.

When a fax or modem station is deleted (i.e., the call number and DID are deleted), the extension type must also be reset to the default (standard).



If a call number is modified in this table, the same modifications must be made in Call Management (Settings | Incoming calls).

The tables under Settings | Incoming calls are updated immediately once changes have been saved for the Call no. and DID fields.

Settings Menu

Settings / Set up station



If your provider has assigned you various MSNs, you can enter these "CO numbers" in the **DID** column to define the call allocation. The MSN is entered without the "prefix". An MSN can only be assigned to a single internal call number. If an MSN is to be signaled at multiple internal stations, a group or hunt group call number must be entered. The stations are then assigned to the groups (see Groups/hunt groups). If you want to unassign the MSN, you can also delete it from the **DID** column. Please note, however, that a call to an unassigned MSN (CO numbers) will not be signaled or only signaled at the first port at the intercept position.

Name column

The name assigned to the station is entered here. The name can also be entered via the Station view. More details on the name of a station can be found in the station view under Name.

Status column

Can only be changed by physically reconfiguring the communication system.

The status of the relevant station port is displayed in the **Status** column. If a gray symbol or the * symbol appears in this column, the port (station) is inactive. If a green symbol appears in this column or if the field is empty, the port (station) is active.

Cordless base stations with SLUC cards are always shown as inactive, since this call number cannot be reached.

If a mobile phone is involved, the following status indicators are used:

Port active	PP registered	Status display	Meaning
no	yes	green	OK
yes	yes	red	Board lockswitch set for registered PP.
no	no	yellow	PP was automatically logged off by a change to the PIN in the Manager E.
yes	no	gray	No PP was ever registered on this port.



The status indicated here is that of the port when the customer database is down-loaded.

Type column

Can only be changed by physically reconfiguring the communication system.

The type of telephone connected to the station port is automatically specified by the communication system. If a telephone is not connected, No Port is displayed in the column. If an analog telephone is connected, the column entry is "No Fe".

- **No Port**, i.e. no telephone connected
- **No Fe**, i.e. analog telephone connected
- System telephone connected
- **S₀ station**

Access column

Can only be changed by physically reconfiguring the communication system.

The name, number, slot of the station system board and the type of Workpoint Client (SYS=System, S₀) are displayed here. This column also indicates whether the port is a master or a slave.

For an offline-configured database, there are no slave ports with HiPath 37xx. You can assign a slave port to a specific master port by double-clicking the Access field. The result is identical to connecting a slave terminal on the hardware side and then reading the CDB. If a slave port is assigned, you can remove it for both the master port and the slave port by double-clicking the Access field.

CLIP column

If Configurable CLIP is activated, a valid DID number can be specified for each device here .

CLIP and LIN (Location Identification Number; only in the USA) are mutually exclusive. By default, LIN is activated for the USA and CLIP for all other countries. If CLIP is activated for the USA, LIN is automatically disabled.

LIN column (Location Identification Number; USA only)

When emergency number E911 is set up, a valid DID (direct inward dialing) is entered for each telephone. This number identifies the location of the station from which the emergency call was made. There is no consistency test carried out for this.

LIN and CLIP are mutually exclusive (see also CLIP).

Check button

Ensure that you have not assigned the same station number or DID number to two or more stations by pressing the **Check** button to initiate a check. If duplicates are found, an error message is displayed together with a list of the duplicates. You can then make appropriate corrections.

Settings Menu

Settings / Set up station

When assigning call numbers in the communication system to S₀ stations, the closing digits of this number must be unique in relation to all internal call numbers of all other stations (for example: The S₀ call number 9553193 conflicts with the station call number 193).

See also

- Chapter 4, “Station view”
- Section 5.6, “Print / Print Preview”, on page 5-10
- Section 6.2.2, “Key programming”, on page 6-13
- Section 6.5, “Settings | Incoming calls”, on page 6-50
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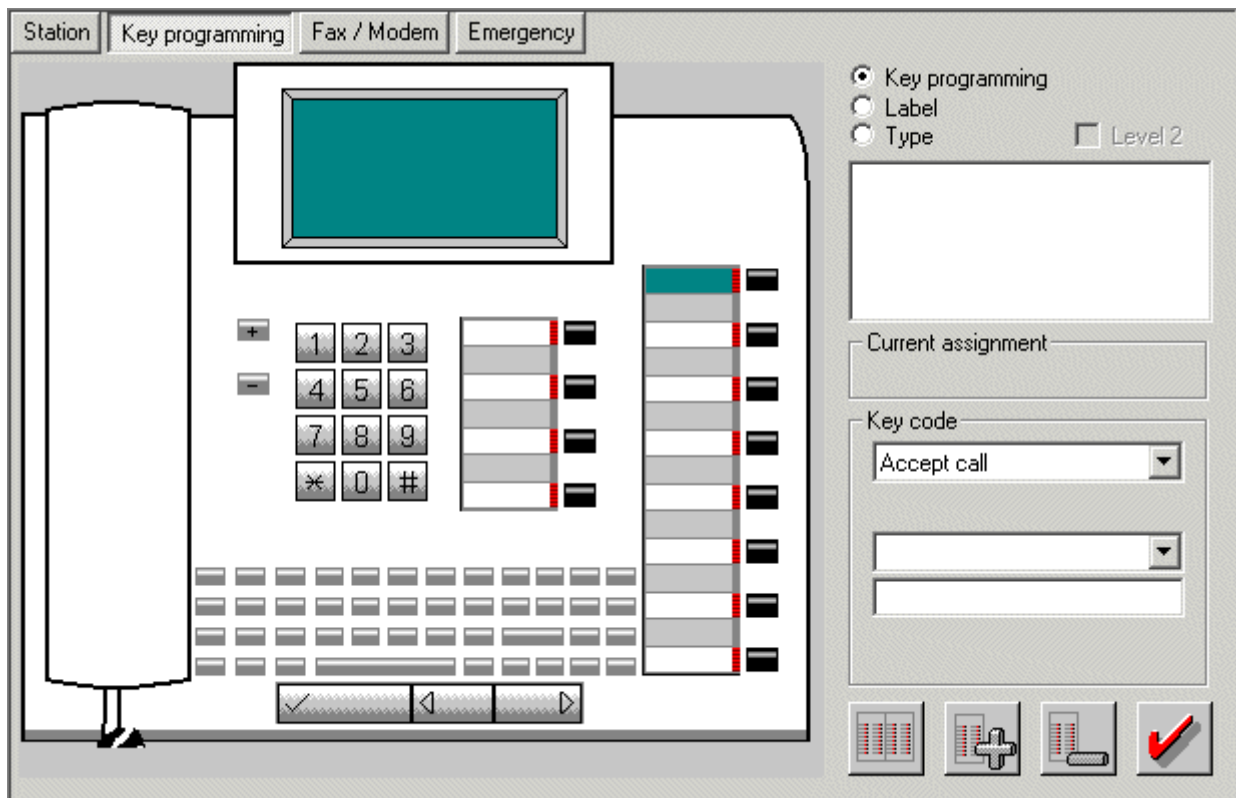
6.2.2 Key programming



Settings | Setup station | Key programming

In the **Key programming** tab, the telephones' keys can be reserved. Depending on the station that was selected, the connected telephone is displayed. Furthermore, key modules can be inserted and programmed as well as removed. As of Hicom 150 E Office Rel. 2.0, it is possible to distinguish between a key extension unit and a busy lamp field.

If you click on one of the programmable keys, its assignment is displayed in the **Current assignment** field. This assignment can be changed and stored by selecting a feature in the field **Key code**.



These functions are selected using the options in the upper right-hand corner of the mask.

- **Key programming option**
- **Label option** (key labeling)
- **Type option** (configuring the appropriate system telephone)

A list box containing numbers and names is provided below these functions. The station to be edited can be selected here. The number and name are highlighted in color in the list box, and also appear on the system telephone display (if it has one).

Settings Menu

Settings / Set up station

If you select a key under **Key programming**, the key name is highlighted in color and the current assignment is displayed in the **Current assignment** field. The programmable functions are displayed in a list box (Key code). When you select one of the features, it appears in the selection box. To add the feature to the key, click on the symbol with the red check mark.

You can copy the key assignment of the current station to another station via the context menu.

Level 2

The second level of keys is displayed. This applies to key programming, as well as labeling. If the **Type** option is selected, this field has no significance. In order to use the second level, a Shift key must be available. Only external call numbers can be programmed on the second level. The LEDs always belong to Level 1. The second level is also available for the key extensions, but not on busy lamp fields.



Note that on phones of type optiPoint 500 Advanced, the keys on level 2 are not labeled due to space constraints.

List box

The station to be edited can be selected here. The number and name are highlighted in color in the list box, and also appear on the system telephone display (if it has one).

Special features of optiPoint 500 entry



Display-related key programming (e.g. call parking, call hold, conference) is no longer allowed for optiPoint 500 phones.

When reprogramming the default keys, keep in mind that some of these keys cannot be reset to the default values after the change!

The list of the programmable keys includes the following options:

- Repertory dialing
- Speed dialing
- Speaker call

Depending on the telephone type and/or configuration, not all keys may appear in the selection box.

The following keys cannot be programmed on entry and basic:

- Advisory message
- Ringer cutoff
- Handsfree answer back
- Waiting tone on & off
- Call waiting answer (until SMR_G Rel 2.2)
- Toggle/Connect (until SMR_G Rel 2.2)
- Conference (until SMR_G Rel 2.2)
- Park (until SMR_G Rel 2.2)
- View call
- DTMF dial
- Room monitor
- Release CO trunk
- View call charges
- Calls in queue
- Delete
- Loudspeaker (blocked for entry only)

For reasons of standardization, please ensure that you do not assign alternative or additional features to the four function keys next to or above the number pad for the terminal types "advance plus", "standard" and "memory". Tests must be performed in exceptional situations to ensure that the system is working properly. It must also be ensured that any changes made do not result in unwanted errors.

Special features with OpenStage 15 and OpenStage 30

When a new OpenStage 15/30 is connected to the communications system, the programmable function keys are by default assigned with the functions with the displayed in the image:

OpenStage 15		OpenStage 30	
Internal		Internal	
			
			
			
			
Mute			
Number Redial			
Disconnect			

- Assignment of the first programmable function key with the function "Internal":
 - If the "Simplified dialing" feature is activated, then the "Internal" function is automatically assigned to the first programmable function key.
 - The "Internal" function can be assigned to another programmable function key.
 - If the "Simplified dialing" feature is deactivated having been previously activated, the "Internal" function is removed from the first programmable function key. If however the "Internal" function is assigned to another programmable function key, it is not removed.
 - If the "Simplified dialing" feature is reactivated, then the "Internal" function is automatically assigned to the first programmable function key, even if this function key is occupied with another function.
 - If the "Simplified dialing" feature is not activated, then the "Internal" function is also not available.
- The assignment of the programmable function keys is maintained if a reset is executed on HiPath 3000 or OpenStage 15/30 is disconnected and reconnected. If the operating system is reloaded, the assignment of the programmable function keys is lost.

- Swapping out terminals:
 - If OpenStage 15/30 is replaced by another terminal (e.g. by another OpenStage), then the programmable function keys of this terminal are occupied by default with the functions intended for the terminal.
 - If a terminal is replaced by OpenStage 15/30, then the functions keys are occupied by default with the functions displayed in the above figure.
- If HiPath 3000 is upgraded from an older to a newer system software, then the OpenStage 15/30 connected before the upgrade maintain the same function key assignment as before the upgrade.

Special features with OpenStage 60 and OpenStage 80

A programmable sensor key on the telephone can be programmed using the HiPath 3000 redial function ("Expanded Redial"). If the redial function is activated by pressing the sensor key, one of the last 10 external call numbers dialed can be selected.

The HiPath 3000 redial function does not affect the internal list of call numbers dialed that is stored in the telephone. The redial function of the telephone is available via this list. The last 10 external call numbers dialed are also stored here.

6.2.2.1 Key programming option

All system telephones come with default key programming. However, all of these keys can be reprogrammed. On display models, some keys can be programmed by the user as well.

When key programming is activated, the telephone connected is displayed in the graphics on the left side of the dialog for each selected station whose call number is activated in the list box.

It is possible to copy the key programming of a terminal to other stations via the context menu. The context menu also provides deletion and filling options.

If you click on one of the programmable keys, this key is highlighted in color and its assignment is displayed in the **Current assignment** field. This assignment can be changed by selecting a feature in the **Key code** field. You can then add the selected feature to the key by clicking the checkmark icon.

Current assignment

When a key on the telephone's graphic display is selected/clicked, the current assignment of the key is displayed.

Settings Menu

Settings / Set up station



You can copy the key assignment of the current station to another station via the context menu. You can use **Copy** to copy the currently selected key or **Copy all** to copy all keys of this terminal. You can then use **Paste** to copy over the keys that you copied earlier to the currently selected station. Multiple stations may be selected (using the Shift or Ctrl key).

Key code

To program a key, the new function is selected under **Key code**. Depending on the feature, necessary additional information is queried in the additional fields. The user prompts are the same in this case as for the key programming on the telephone.

6.2.2.2 Label option

Another feature available on the **Key programming** tab is printing key labels. If you have a printer attached to the PC used to manage the communication system, you can print out a faceplate for the system telephone that lists the functions you have programmed for the individual keys. This faceplate fits under the protective plastic overlay that sits on top of the keys. There are different faceplate styles to fit the various system telephones.

To print a faceplate for your terminals, select the **Label** option. The **Key code** field is replaced by the **Key text** field, and the **Print** and **Font** buttons are displayed. Print opens a dialog box in which you can specify the **Label print** type (Key programming: Print) or select the stations to be printed.

If you click on one of the programmable keys, this key is highlighted in color and its assignment is displayed in the **Current assignment** field. The text for this key is displayed in the Key text field and can be modified by overwriting the text.



This feature is useful for DSS keys. The name assigned to the station can be printed and placed next to the key.

Key text

When selecting the **Label** option, the **Key code** field is replaced by the **Key text** field, and the **Print** and **Font** buttons are displayed. If you click on one of the programmable keys, this key is highlighted in color and its assignment is displayed in the **Current assignment** field. The text for this key is displayed in the Key text field and can be modified by overwriting the text.

6.2.2.3 Type option

In this connection, a future telephone type can be predefined for station ports that aren't inserted. Because of this, keys can be predefined on telephones without the telephone being physically inserted in the communication system. If the telephone type entered is inserted into the communication system later and if it matches the programmed type, then the keys are activated with the predefined function.

If a different type of telephone is physically inserted, the new telephone is put into service with the standard assignments.

The **Terminal type** list box appears when selection this option. This list box is used to determine the terminal type which should be assigned to the station. A corresponding graphic display of each of the system telephones is stored in the communication system.



If a terminal is already connected to the station port, the communication system automatically displays the appropriate graphic display.

Terminal type

On selecting the **Type** option, the **Terminal type** list box appears. This list box is used to determine the terminal type which should be assigned to the station.

Settings Menu

Settings / Set up station

6.2.2.4 Icon buttons

Range	Description
	Clicking the icon switches the display between the terminal and the key extension unit/key module or the busy lamp field (only possible if a key extension unit is attached).
	When you click the icon, one or more key extension units/key modules of a system telephone or a busy lamp field are plugged in (if supported by the device). If you already have four units, this button will be grayed out. As of Hicom 150 E Office Pro/Com Rel. 2.0, you will be prompted to specify whether you want a key extension unit or a busy lamp field.
	When you click the icon, one or more key extension units/key modules or busy lamp fields are deleted. This always deletes the last key extension unit. If there are no units available, this button will be grayed out. As of Hicom 150 E Office Pro/Com Rel. 2.0, you will be prompted to verify whether a key extension unit or busy lamp field is involved.
	When you click on the icon, the current key assignment is saved.

See also

- Chapter 4, “Station view”
- Section 6.2.1, “Subscriber”, on page 6-9
- Section 6.2.3, “Key programming: Fill/Delete”, on page 6-21
- Section 6.2.4, “Key programming: Print”, on page 6-23

6.2.3 Key programming: Fill/Delete



Settings | Setup station | Key programming **BLF | Fill/Delete**

Fill/Delete BLF keys enables you to quickly set up or delete a busy lamp field. The choices for filling out the field are ordered by call number (ascending order); only existing call numbers can be filled in.

To call up the dialog, click on the first icon button on the Key programming tab and select the menu item **Fill/Delete** from the context menu (a busy lamp field should have already been set up in advance via Key programming using the second icon button)

Fill direction

You can select either **vertically** or **horizontally**. The starting key is the one selected on calling the context menu. The direction last used is offered again at the next call.

Action

Fill (default value) or **Delete** can be selected.

When filling, the **start call number** and **end call number** or **start call number** and **number** must be entered.

When deleting, only the number must be entered.

Start call number

Drop-down list with all call numbers. The call number to be placed on the first key (= selected key) should be specified.

End call number

Drop-down list with all call numbers. The last call number to be displayed should be specified. The **Number** field is automatically adjusted when the end call number is entered. The end call number must not be smaller than the starting call number.

Number

Drop-down with the number of possible keys. The number depends on the position of the selected key. The field “End call number” is automatically adjusted whenever the number is entered.

Settings Menu

Settings / Set up station

See also
– Section 6.2.2, “Key programming”, on page 6-13

6.2.4 Key programming: Print



**Settings | Setup station | Key programming
Label | Print**

Label allows you to print key labels for your telephones.

To access the dialog box, select the Key programming tab and then select the **Label** option. Click the **Print** button.

A dialog appears where you can select the telephones and attached key modules for which you want to print the key assignment.

In a network, you can choose whether you want to print the key assignment for all or selected telephones.

Column: Print

Select the ports for which key labeling should be printed.

Column: BLF / EKL

Select the ports for which key labeling should additionally be printed for the key modules added.

All stations

All ports are selected for which key labeling is to be printed.

Print on printed form? (without frame)

Prints the label without a frame.

See also
– Section 6.2.2, “Key programming”, on page 6-13

6.2.5 Terminal hw sw version



Settings | Set up station | Endpoint hw sw version

The **hardware/software version of the terminals** is made up of the **current OpenStage SW versions in MMC** and a table, in which the number, the name, the type, the location as well as the current software and hardware version of the terminals are displayed.

The table is often not fully visible. In order to see all entries, use the horizontal scroll function or reduce the width of the columns by moving the column separators.

6.2.5.1 Area » Current OpenStage SW Versions in MMC«

The current software version is displayed here which is available on the MMC card for upgrading OpenStage T devices.

6.2.5.2 Table

Call Number column

The internal number of each IP terminal is displayed here. No number is displayed for IP terminals which have been added to Manager E but which are not yet registered in the system.

Name column

This column displays the name of the station.

Type column

This column displays the terminal type of OpenStage and optiPoint IP telephones.

Column: Current SW Version

The current software version of the OpenStage and optiPoint IP terminals registered on the system is displayed here. No software version is displayed for IP terminals which have been added to Manager E but which are not yet registered in the system.

Column: HW Version

The hardware version of the OpenStage terminals which are registered on the system is displayed here.

Column: Access

The slot location of the respective IP terminal is displayed here.

6.2.6 **Emergency**



Emergency **enables you to control the behavior of the IP Workpoint clients (system clients) within the framework of the SRS concept** (Small Remote Sites). A detailed description of the SRS concept can be found in the manual "HiPath 3000/5000, Feature Description".

Emergency text

Enter the text (max. 15 characters) to be displayed on the system clients in the event of an emergency (failure of the HiPath 4000) here.

Workpoint Clients table

The table shows all the system clients that have been set up.

Call No. column

The internal call number of each station is shown here.

Name column

The name assigned to the station is shown here.

CFSS-Destination column

You can select a forwarding destination for each station via the drop-down list. If the system client is not working (e.g. because the PC on which OpenScape Personal Edition is running has been shut down), calls will be forwarded to the specified destination.

The local call number may not be entered as a target. If a station with the same call number is entered as a CFSS target in another system, this call number must be unique within the system. It should not conflict with the internal dial plan. A call number of this type must then be assigned a prefix (or seizure code) that is configured in the LCR dial plan.

See also
– Section 6.2.1, “Subscriber”, on page 6-9

6.3 Settings | Cordless (Not in the USA)



Settings | Cordless can be used to set the parameters for Cordless.

Tabs and Dialog boxes	
•	Cordless System-wide
•	Cordless SLC

6.3.1 Cordless | System-wide



Settings | Cordless | System-wide

System-wide contains system parameters for Cordless (CMI).

6.3.1.1 Area: CMI data

System ID

The **System ID** is entered in this field as an 8-digit hexadecimal digit sequence.

The following applies here:

1st. digit	E/ARC	Access Right Class
2nd. - 5th. digits	EIC	Equipment Installers Code
6th. - 7th. digits	FPN	Fixed Part Number
8th. digit	FPS	Fixed Part Subscriber



The entry **must** have 8 digits.

PP Deviation Control

Echoes often occur when VoIP calls are made using DECT handsets. The "PP Deviation Control" function can be activated to suppress/minimize these echoes. This function affects all DECT handsets connected to the HiPath 3000 communications systems. The activation or deactivation only takes effect for a handset when it is turned off and turned back on.

The function can be used with Gigaset S3 professional, Gigaset SL3 professional, Gigaset S4 professional and newer handsets.

In "Deactivate" mode echo suppression does not work and echoes can occur when VoIP calls are made using DECT handsets. By default the function is deactivated.

See also

- Section 6.3.2, "Cordless | SLC", on page 6-30

Settings Menu

Settings | Cordless (Not in the USA)

6.3.2 Cordless | SLC



Settings | Cordless | SLC

The parameters for the SLC16 card can be configured via **SLC**. All cordless cards are displayed in the system.

6.3.2.1 Table SLC

System ID	Node ID/System ID of the system. For systems that have already been configured, the system ID entered in the CDB is displayed. This need not be identical to the node ID, but should be unique in a network of multiple systems.	-
Slot	Slots of the inserted SLC16 cards	-
SLC16 no.	Unique system-wide ID number of the SLC card	The range of values is: 1-15, 17-31, 33-47, ..., 127 (multiples of 16 are not allowed).
Number of PPs	Number of Portable Parts (PP). The number of portable parts can be increased in the Portable Parts area	-
SLC Call no.	Unique system-wide call number of the S ₀ extension line	
Access	Name, number and slot of the S ₀ extension line	-

6.3.2.2 Area: Portable Parts (mobile telephones)

The parameters of the portable parts (PPs or mobile telephones) are displayed in the table.. You can then choose to display either the mobile telephones of the SLC card selected in the table **per SLC in Slot**) or all mobile telephones (**All**).

Call Number	Call no. of the mobile phone	-
Name	Name of the mobile phone	-
Mobil code	PIN code to log on the mobile telephone.	configurable The mobile code must be unique system-wide.

Access	Name, number and slot for the S ₀ extension line	-
--------	---	---

Status display of the PP

An icon in front of the mobile code displays the status. The following combinations are possible:

Port active	PP registered	Status display	Meaning
no	yes	(green)	OK
yes	yes	(red)	Board lockswitch set for registered PP
no	no	(yellow)	PP was automatically logged off by a change to the PIN in the Manager E.
yes	no	(gray)	No PP was ever registered on this port.

Add

If the number of portable parts is less than the (version-dependent) size allowed in the system, then the field next to the **Add** button can be used to enter and add an additional number of portable parts (per card).

Deleting PPs

The Portable Parts selected in the table are removed from the system with **Delete**.

Fill Mobile Code

The **Fill Mobile Code** button is used to automatically generate the PIN codes for registering mobile telephones. The PIN for the mobile code is generated from the call number of the station. No mobile code is generated for stations without call numbers; the mobile codes must be entered manually in such cases.

See also:

- Section 6.3.1, “Cordless | System-wide”, on page 6-29

6.4 **Settings | Least Cost Routing**



Settings | Least Cost Routing can be used to determine LCR parameters.

The Automatic Least cost routing (LCR) function enables the communication system to automatically control via which route the outgoing call will be routed. The call may be routed via the public network, various network providers or via a private network. This ensures that the most cost-effective connection is always automatically used in relation to the dialed destination.

The dialed call number is used as the criterion for the connection path to be used. The communication system can evaluate up to 24 digits of the digit sequence plus up to 9 field separators. The digit sequence that can be dialed can consist of up to 32 digits. The evaluation can be carried out both destination-dependently and time-dependently and in dependence on the station's LCR classes of service.

Tabs and Dialog boxes
• Flags and COS • Dial plan • Schedule

6.4.1 **Flags and COS**



Settings | Least Cost Routing Flags and COS

The automatic LCR is activated via **Flags and COS** and the LCR authorization for each individual station determined.

6.4.1.1 Class of service table

Call No. (call number) column

All call numbers in the communication system are listed in this column.

Name column

The station names that are allocated to the call numbers are listed here.

Class of service column

An LCR class-of-service (1-15) can be assigned to each station which is evaluated by means of the route table when a route is being seized. The assigned level must be equal to or greater than the level associated with the Route group selected to gain access to the service.

6.4.1.2 LCR authorization codes table

The authorization codes or P.I.N (Personal Identification Number) allocated to the individual network providers are transmitted together with the call number.

Index column

Consecutive digits are entered here in accordance with the respective network provider. In the dial rule, the entries M1-M16 refer to index 1-16.

P.I.N. column

Sixteen authorization codes of not more than 16 characters (ASCII characters) can be entered for the various network providers.

6.4.1.3 Area: LCR - flags, Activate LCR

Automatic least cost routing can be activated with **Activate LCR**.

6.4.1.4 Digit Transmission area (HiPath 3000/5000 V7 R4)

The type of digit transmission is established here throughout the system.

Digit-by-digit

The digits are transmitted in sync with dialing.

En-bloc sending

During en-block sending digit transmission, the digits are cached by the communication system. Dialing only takes place when a timer has elapsed after the last digit has been dialed, when the end-of-dial code # has been entered or if an exact match in the dial rule is found. In the case of PRI in the USA block dialing to the central office is mandatory.

See also:
– Section 6.4.2, “Dial plan”, on page 6-35 – Section 6.5, “Settings Incoming calls”, on page 6-50

6.4.2 Dial plan



Settings | Least Cost Routing | Dial plan

For external connections, each call number including the code (up to a maximum of the 30th. character incl. field separators) is checked in the dial plan. The **dial plan** then determines a route table for the station; the station is assigned this table for the connection setup. Up to 16 routes are created via a single **route table**. The **Dialing rules table** defines how the digits selected by the station are converted and dialed by the communication system.

The station can cancel automatic selection by seizing a line directly (Carrier Select Override - CSO). If Internet telephony is set up via one or more ITSPs, a connection via the Internet is set up with the CO code, "0". In this case a connection via ISDN or the analog trunk connection is possible using the special CO code, "80".

The LCR class-of-service cannot be transferred between CorNet-networked communication systems.

6.4.2.1 Table above (Call number evaluation for external connections)

Name column

The **Name** column can be used to assign a name to each profile, e.g., local call, long-distance call, international, etc. Depending on the version of the communication system, the Name column may or may not be displayed.

A meaningful name should be selected when assigning names. Multiple instances of the same name may be used. Appropriate names are automatically assigned via the Dial Rule wizard.

Dialed digits column

The **Dialed digits** column specified the call number evaluation. Call numbers should be defined using the Digit Analysis wizard. To open the Dial Rule wizard, double-click the corresponding entry in the Dialed digits column or select an entry and then click the **Dial rule wizard** button. A description of the Dial rule wizard can be found in Section 6.4.2.3, "Digit Analysis Wizard", on page 6-39.

Route table column

The **Route table** column is used to specify which route table is to be used for the profile. The definition of the route tables then occurs via the table below (Route table).

Settings Menu

Settings / Least Cost Routing

Acc. code (Account code) column

The **Yes/No** setting in this column determines whether or not an account code entry is mandatory after the seizure code (in USA: after end-of-dialing). If the **No** is selected, the account code is not required until the dial plan has been dialed completely if it has been configured for the route Call charges.../Account codes (see Account codes). An appropriate user prompt appears on telephones with a display.

ACCT entries must be completed with **Apply** only if the entry is "unverified". The entry is saved automatically for "list verification" Call charges.../Account codes (see Account codes) or "digit verification" Call charges.../Account codes (see Account codes).



For LCR configuration, note that all digits illustrate the Access Code (field E1) up to the first separator.

Example: Station dials 2xx

- a) Dial plan "2XX", dialing rule "A" => AccessCode="2xx", rest of dialing="" => "" is dialed!
- b) Dial plan "2XX", Dial rule "E1" => AccessCode="2xx", rest of dialing="" => "2xx" is dialed
- c) Dial plan "-2XX", Dial rule "A" => AccessCode="", rest of dialing="2xx" => "2xx" is dialed
- d) Dial plan "2-XX", Dial rule "E1A" => AccessCode="2", rest of dialing="xx" => "2xx" is dialed

The splitting up of the dialed digits in Access Code and rest of dialing is only changed by an alteration of the LCR - dial plan.

COS column (toll restriction)

The **COS** (toll restriction) controls activation of the toll restriction. This applies to networking, as well as to standalone communication systems. With this, individual call numbers can be removed from the toll restriction. If the toll restriction should be applied, the known rules regarding the Allowed / Denied Lists apply (see Allowed/Denied numbers).

Emergency Column

If a number that was configured as an emergency number (dialed digits, emergency column=**yes**) is dialed, and no free line is available, then a line that is being used for a non-emergency number (emergency column=**no**) is disconnected and then made available automatically for the emergency number.

6.4.2.2 Lower table (Route table)

Each path/route is described by a combination of routes, dial rules, LCR class-of-service, schedule and the designation of an expensive route. The LCR class-of-service is evaluated hierarchically for LCR. The route table is searched from top to bottom. If the route located is seized, or if the station does not have the necessary authorization, the next route is tried.

If the use of an entry fails because the route is not available, insufficient classes of service or not matching schedule, the next entry will be used, until all criteria match and the call can be established. When moving from one entry to the next, a warning about a more expensive connection may be announced if this has been configured for the overflow entry.

Route table drop-down list

The Route table drop-down list is used to select the appropriate route table, which can then be edited in the table.

The type of digit transmission is displayed on the bottom right end of second table as static (e.g. route table 6: en-bloc sending).

Route column

The route is selected here.

Dial rule column

The dial rule is selected here. Dial rules should be defined by using the Dial rule wizard. To open the Dial Rule wizard, select an entry in the Dial rule column and then click the **Dial rule wizard** button. A description of the Dial Rule wizard can be found in Section 6.4.2.4, "Dial rule wizard", on page 6-41.

min. COS column (Class of service)

The min. COS describes the minimum LCR class-of-service needed by a station in order to use the associated route. It is thus possible to stipulate, for example, that one station is only permitted to place calls via a specific carrier or during certain times, while other stations have the option of using alternative routes.

Schedule column

A time zone is entered here which is compared with the LCR schedule (see Schedule) If the comparison does not yield a match, the route is not enabled. Instead, the next route (next line) in the route table is tried. If a time zone has not been entered, the route is used without referring to the LCR time plan.

Settings Menu

Settings / Least Cost Routing

Warning column

You define here whether a warning is to be output if an expensive connection (route) is being set up, and which warning should be selected. The warning **Expensive connection** is only displayed if a name has not been configured for the associated dial rule. If a name has been configured, it is displayed.

See also:
– Section 6.4.2.3, “Digit Analysis Wizard”, on page 6-39 – Section 6.4.2.4, “Dial rule wizard”, on page 6-41 – Section 6.4.3, “Schedule”, on page 6-48 – Section 6.4.2.4, “Network provider’s method of access”, on page 6-42 – Section 6.5, “Settings Incoming calls”, on page 6-50 – Section 6.6.3, “Allowed/Denied numbers”, on page 6-70 – Section 7.2.4, “Account codes”, on page 7-22

6.4.2.3 Digit Analysis Wizard

The Digit Analysis wizard is used to define call number evaluation for external connections.

To call the wizard, click **Settings | Least Cost Routing | Dial plan** and then:

- double-click in the **Dialed digits column**
- or select the **Dialed digits** column and click the **Dial rule wizard** button
- or select it via the context menu (right mouse click) of the **Dialed digits** column

Profiles

Some profiles are already predefined. You can use the options to select for which connections a call number evaluation is to occur, e.g., **City** for all local calls.

The **User-defined** option can be used to create profiles in addition to those already predefined.

Name

The name for the profile is specified via **Name**. The predefined profiles are already assigned names.

Dialed digits

Dialed digits specifies to which call number(s) the dial rule applies.

The following entries are permitted for the call number(s):

- 0...9 (permitted digits)
- - (field separator)
- X (any digit between 0...9)
- N (any digit between 2...9)
- Z (one or more digits follow up to end-of-dialing)
- C (simulated dial tone (cannot be entered more than 3 times))



within a dial string indicates end-of-dialing or switching of the signaling method; therefore * and # are not taken into account as entries here.

In order to access all available functions, a field separator, "-", must be placed between the route code and the number you wish to dial.

When configuring LCR for a network, the dial plan for internal network call numbers should always be configured without access codes.

Settings Menu

Settings / Least Cost Routing

Except

Except is specify exceptions, i.e., to which of the call numbers specified under Dialed digits the dial rule should not be applied.

Example using City:

Dialed digits: 0CZ

Except: 0C0Z

The dial rule applies only to local calls. If the value 0C0Z were not specified under Except, the dial rule would apply to all external calls, i.e., even long-distance calls, for example.

Set Route table, Acc. code, COS and Emergency to Standard

If this option is activated (Standard), the values in the corresponding columns are reset to default values, i.e., no route table, Acc. code: no, COS; yes, emergency call: no

If the option is deactivated, a further dialog box is displayed in which the appropriate values can be selected.

See also:
– Section 6.4.2, “Dial plan”, on page 6-35

6.4.2.4 Dial rule wizard

The Dial rule wizard is used to define dialing rules for the call number evaluation for external connections.

To call the Dial rule wizard, click **Settings | Least Cost Routing | Dial plan** and then:

- Double-click in the column **Dial rule**
- or select the **Dial rule** column and click the **Dial rule wizard** button
- or select it via the context menu (right mouse click) of the **Dial rule** column

The appropriate method for dialing different network providers (carriers) depends on their technical specifications. To determine which method is supported and which parameters need to be specified for it, please contact the network carrier or refer to their relevant intranet pages.

Examples for network providers in Germany:

Network provider:	Deutsche Telekom
Network provider's method of access	Main network supplier
Access code:	
Dial rule format:	A

Network provider:	Arcor
Network provider's method of access	MCL single-stage
Access code:	01070
Dial rule format:	C,01070A

Edited dial rule

Here you select which dial rule is to be edited. The displayed dial rule name (by default, Dial rule 1...254) can also be edited here. To do this, select the dial rule first and then enter a new name for it.

Network provider's method of access

The method used by individual network providers is entered here.

Procedure	Description	Example
Unknown		
Main network supplier	When seizing a line via the main network provider, simple dialing is carried out either block-by-block or by dialing individual digits into the public network.	A
MCL single-stage	With this type of LCR, the required network provider is selected with a prefix and the call number is then dialed via the D-channel in the case of ISDN or via the normal channel in the case of the MSI.	C123A
MCL two-stage	With two-stage LCR, the required network provider is also selected with a prefix. Following a synchronization phase a configurable authorization code is first transmitted, followed by the destination call number (DTMF).	C131SP6M1A
Corporate Network (CN)	In the case of the Corporate Network, the alternative network is directly connected to the Hicom 150 E Office/HiPath 3000. This refers to the internal network of the company. The LCR function establishes the relevant route from the number dialed by the station and routes the call either via the trunk group of the public CO or via the trunk group with the corporate network. Both an open and a closed numbering system can be implemented using this method by means of digit manipulation.	E1A
Dial-in control server (DICS)	With this type of LCR the required network provider is dialed with a prefix via a Dial In Control Server (DICS) and in the process the call number and a configurable authorization code is transmitted in the subaddress. The number is dialed via the D channel.	UM2A
Primary rate interface (PRI)	In the case of Primary Rate Interface, the carrier or the calling service is selected in the SETUP via the information elements Network Specific Facility, Operator System Access and Transit Network Selection.	A



If **Main network supplier** is selected as the procedure in the dialing rules table, forwarding in the Route table will not work for the entries after the route programmed as the main network provider.

Normally in a **Primary Rate Interface (PRI)** environment, the central office does not require the 1 for long distance calls or 011 for international calls to be sent before the dialed number. In cases where the public network provider requires the 1 for long distance calls or the 011 for international calls, additional dial rules need to be created for long distance calls (D1A) and for international calls (D011A).

Access code, Pause (max. 12 sec.), Authorization code

Depending on the procedure of the network provider, further parameters required for the dial rule must be specified.

Dial rule format

The dial rules make it possible to actually access the various carriers by manipulating the digits. The dial rules address the fields of the dial plan directly in order to retry, suppress, exchange or insert digits. Other operations include the insertion of pauses, switching the signaling method or identification of the dial tone.

The dial rules are defined via the following special characters:

Parameter A A ensures that all subsequent digit fields are transmitted. The reference point is the last field indicator preceding A. A can occur more than once in the string and can be placed in any position. The AA combination is meaningless and has the same effect as A.	All	repeat remaining fields (transmit)
Parameter D (n) D (n) can occur more than once in the string and can be placed in any position. D (n) can be surrounded by any other parameters.	Dial	Dial digit sequence (1 to 25 digits)
Parameter E (n) E (n) can occur more than once in the string and can be placed in any position. E (n) can be arranged in any order, depending on n. A determining field can be addressed more than once, even consecutively. With the exception of the E1 A combination, E (n) can be surrounded by any other parameters.	Echo	retry field in dial plan (Number 1 to 10)

Settings Menu

Settings / Least Cost Routing

Parameter P (n) P(n) can occur more than once in the string and can be placed in any position. P (n) can be surrounded by any other parameters.	Pause	Pause (1 to 60 times the system-wide pause unit)
Parameter M (n) M (n) can occur only once in the string. M (n) should not be placed in the final position in the string.		Authorization Code (1 to 16)
Parameter S S can occur only once in the string. S should not be placed in the final position in the string. After using S in the string, the C parameter may not be used.	Switch	Switch signaling method from DP to DTMF
Parameter U U can occur only once in the string. U should not be placed in the final position in the string. The subsequent characters are re-selected in INFO. After U the parameters S, P, C and M may not be used.		Use of the signaling method SUBaddress
Parameter C C can occur only once in the string. After C the following digits are sent without dial pause. C is used for carrier access with single stage, two stage, DICS and PRI.	Carrier	Access code

USA only:

Parameter N (n) N (n) can occur only once in the string. N should not be placed in the first position in the string. Depending on the service to be used, N designates the SFG.	Network-specific facility	SFG (1 to 5) or Band Number (1)
Parameter L L can only occur at the end of a string of characters. L causes the call to be handled as an emergency call.	Location identification number	The call is treated as an emergency (E911)

min. COS Time slots, Warning

This drop-down list corresponds to the respective columns in the route table (see Section 6.4.2, “Dial plan”, on page 6-35).

Type of Number [TON]

For each dial rule, the following types of number from "Called Party Number" can be selected from the drop-down list:

- PABX number
- Local area code
- Country Code

"Unknown" is the default entry.

Sample options:

- Example:

If the rule format "D492302667..." is entered, the TON "Country code" must be set. For the TON "Local Area Code" the rule format "D2302667..." should be configured, for example.

- Example - Called number supply:

The called number (DAD) is configured via LCR, PABX number incoming:

The number 0-089-722-4711 is dialed. The following should be sent: 49 89 722 4711. The dial plan contains 0C0-89722Z. The dial rule contains D49E3A and the type of number - country code (international).



The type of number is only set in E.164. In a conventional network, parameters are set to "Unknown".

Rule for forwarding within the route table depending on the procedure configured in the route table

- Connection release in all cases:

CAUSE VALUE	Description	Type
VT_CALL_REJECTED	Rejected	internal
VT_NO_ACCESS	No authorization, e.g. CON	internal
VT_NICHT_MOEG	Not available	internal
DERR_LINEBUSY	Line busy	internal

If an entry is made in the MCL single stage or MCL two stage route table, external connections are forwarded for all CAUSE values. (Note: this refers to standard causes in accordance with the ISDN standard ETS 300 102-1/2)

Settings Menu

Settings / Least Cost Routing

- Entry # in the Corporate Network route table:

CAUSE VALUE	Description	Type
CAU_03_NO_ROUTE_TO_DESTINATION	Invalid route	external
CAU_06_CHANNEL_NOT_ACCEPTABLE	Unknown B-channel	external
CAU_34_NO_CHANNEL_AVAILABLE	No B-channel available	external
CAU_38_NETWORK_OUT_OF_ORDER	Network is not available	external
CAU_41_TEMPORARY_FAILURE	Temporarily out of service	external
CAU_42_SWITCHING_CONGESTION	Connection is overloaded	external
CAU_44_CHANNEL_NOT_AVAILABLE	Channel is not available	external
CAU_47_RESOURCES_UNAVAILABLE	Service is not available	external
CAU_52_OUTGOING_CALL_BARRED	Route is blocked	external
CAU_63_SERVICE_NOT_AVAILABLE	Service is not available	external
CAU_82_CHANNEL_NOT_EXISTENT	Channel does not exist	external
CAU_102_RECOVERY_ON_TIMER_EXPIRY	Security timer has expired (layer 3)	external

- Entry in the dialing rules table (recommended for use in Germany):

CAUSE VALUE	Description	Type
CAU_03_NO_ROUTE_TO_DESTINATION	Invalid route	external
CAU_21_CALL_REJECTED	Call is rejected	external
CAU_28_INVALID_NUMBER_FORMAT	Invalid call number format	external
CAU_34_NO_CHANNEL_AVAILABLE	No B-channel available	external
CAU_38_NETWORK_OUT_OF_ORDER	Network is not available	external
CAU_41_CHANNEL_NOT_AVAILABLE	Channel is not available	external
CAU_66_CHA_TYP_NOT_IMPLEMENTED	Channel type is not supported	external
CAU_88_INCOMPATIBLE_DESTINATION	Invalid route	external
CAU_102_RECOVERY_ON_TIMER_EXPIRY	Security timer has expired (layer 3)	external

- Entry in the dialing rules table for the main station:

CAUSE VALUE	Description	Type
CAU_03_NO_ROUTE_TO_DESTINATION	Invalid route	external
CAU_34_NO_CHANNEL_AVAILABLE	No B-channel available	external
CAU_38_NETWORK_OUT_OF_ORDER	Network is not available	external
CAU_41_CHANNEL_NOT_AVAILABLE	Channel is not available	external
CAU_44_CHANNEL_NOT_AVAILABLE	Channel is not available	external

See also:

- Section 6.4.2, “Dial plan”, on page 6-35

6.4.3 Schedule



Settings | Least Cost Routing | Schedule

A **schedule** (with up to 8 time slots per day) may be configured for controlling the LCR. You can configure these time slots for every day of the week. The first time slot of any given day begins at 00:00 and ends with the entry in the time limit. A time zone is assigned to each time slot. The next time slot begins when the previous one ends.

Example for a time plan:

Monday	12:30 A	16:45 B	23:59 A	---	---
Tuesday	23:59 A	---	---	---	---
:					
Sunday	23:59 A	---	---	---	---

Selection of the route is unsuccessful if the time zone in the route table in the dial plan does not match the time zone of the current time slot.

6.4.3.1 Schedule table

Time slots can be entered into the schedule by "drawing" them with a mouse or via a dialog box. If the maximum number of time slots allowed is exceeded for a given day, the time slots are not created.

To "draw" a time slot in the schedule, first mark an area in the schedule and then select a time zone by clicking on one of the buttons (A-H) to the right of the schedule.

To insert a time slot via a dialog, double-click on the area in the schedule where the time slot is to be inserted. A dialog box in which you can enter the start and end time and select the time zone is displayed.

Existing time slots - even across multiple days - can be marked and moved to another position in the schedule (if possible). If moving an area results in the creation of an undefined gap, the preceding time slot is extended accordingly.

6.4.3.2 Context menu

Copy Paste	Existing time slots - even across multiple days - can be marked and then copied. To do this, simply mark the area and select Copy from the context menu. You can then use Paste to insert (paste) the copied area into the schedule at the current position. Instead of using the context menu to copy and paste, you can also use the standard keyboard shortcuts Ctrl+C and Ctrl+V, respectively.
Copy to all weekdays	The copied area is copied to all weekdays. If the time slots cannot be copied for any particular day (because other time slots already exist, for example), then that day is omitted.
Delete this weekday	All time slots of the marked weekday are deleted.
Clear all	The entire schedule is deleted.
Set resolution	Defines the chronological resolution (units of 1, 15, 30 or 60 minutes).
A-H	Sets a time zone.

See also:

- Section 6.4.2, “Dial plan”, on page 6-35
- Section 6.5, “Settings | Incoming calls”, on page 6-50

6.5 Settings | Incoming calls



Settings | Incoming calls

Settings | Incoming calls can be used to set the parameters for **Call Management (CM)**. Call numbers can be administered in the Call Management. These call numbers can be assigned to extensions or groups. Each extension, independent of the telephone type, receives one station number. The trunk connections can be reserved for analog lines (MSI) or ISDN connections. If S_0 lines are inserted, then one line per B-channel is counted in the Call Management, i.e., an S_0 connection has two lines for the Call Management.

Tabs and Dialog boxes

- Call Pickup
- Call forwarding
- Groups/hunt groups
 - Groups/Hunt groups | External destinations
- UCD groups
- MULAP groups

See also:

- Section 6.7.2, “Intercept / Attendant”, on page 6-82

6.5.1 Call Pickup



Settings | Incoming calls | Call pickup

Call pickup groups can be created via **Call pickup**. When stations are collected into call pickup groups, a call to any member of the group is signaled to all members. However, the extension that is being called is the only station that will actually ring. The call is signaled to other members initially by a flashing LED next to the pickup key and, on display-model system telephones, by a display message. Then, if the call is not answered after a specified period of time, a tone sounds at all of the member stations.

6.5.1.1 Call pickup group

They are numbered Group 1, Group 2, Group 3, and so on. You select the group number by clicking on the number you want to use in the **Call Pickup Group** list.

6.5.1.2 Selection and Members table

Selection contains the stations of the communication system.

Members contains the stations of the selected call pickup group. A station can only be a member of one call pickup group.

To assign a station to a call pickup group, select the relevant station in the **Selection** table and add it to the **Member** table with the -> button. The group membership is then displayed in the **Group** column of the **Selection** table.

To delete a station from a call pickup group, select the relevant station in the **Member** table and delete it with the <- button from the **Member** table.

See also
– Section 6.5, “Settings Incoming calls”, on page 6-50 – Section 6.5.3, “Groups/hunt groups”, on page 6-56

6.5.2 Call forwarding



Settings | Incoming calls | Call forwarding

Call forwarding (RNA) can be used if the station does not respond to a call within a given time (this time can be set). The call is then automatically forwarded to the call forwarding destination that has been entered. Calls can be forwarded to another station or hunt group, for example.



A call destination list may be assigned to multiple stations/groups.

Changes made to the entries in specific call destination list will thus affect all the stations/groups to which it was assigned.

As of HiPath 3000/5000 V5.0, the "Call dest. list" is no longer followed for an H.323 client. In other words, if an H.323 client calls a station where call forwarding has been configured, the call will be signaled only at the dialed station. Call forwarding will not occur. An H.323 client can, however, still have call forwarding.

Example:

- Scenario 1: An H.323 client (station A) calls station B. The first destination in the call dest. list of station B is station C. In this case, the physical station B is called.
- Scenario 2: Station A (system telephone) calls station B (H.323 client). The first destination in the call dest. list of station B is station C. In this case, station C is called.

6.5.2.1 Call destination lists - Definition table

The call destination lists define how incoming calls for the assigned station or assigned group are handled. Different entries are possible for internal and external calls (day or night).

No. column

Number of the Call destination list.

Target 1 > Target 4 column

All four columns of the CFW destinations have the same classes of service. Blank fields are ignored. An asterisk (*) is identical to the entry for the selected call number. The entry # refers to a system search of all stations except for the 'executive'-extension.

The fields of the call forwarding destinations (Target 1 - Target 4) can each contain the entries listed below:

- non entry
- an external destination (see Entering external targets)
- * (asterix), identical to called station

- **, identical to user defined (call forwarding after time)
- #9, system search run through all stations except for the 'executive'-extension
- targeted call number of a station or a group
- #201 - #260 or #450, call distribution group (UCD group)
- #801 - #816 or #864, Ann. device

Target 1 cannot be changed in Manager C.

Entering external targets

External targets are also entered via the Target 1 - Target 4 columns. If you want to enter an external destination, select the entry **External destination** in the corresponding column. A window in which you can enter the external destination appears. Enter the external destination in one of the following ways:

- Either: with a preceding trunk or seizure code (if LCR (Least Cost Routing) is activated)
- Or: with a preceding CO code and specifying a route (if LCR is not activated).

Cycles column

The CFW time is defined in the **Cycles** column. This time is only measured in multiples of 5 seconds; the **Cycles** entry specifies the multiplier. The communication system is preset to 3 ring cycles, i.e., a call is forwarded after 3×5 seconds = 15 seconds.

If the destination involved is a UCD, this column is not used. Instead, call forwarding is based on the mechanisms of the primary and secondary call cycles (see UCD groups).

SR (second ringer) Target column

An additional station can be called by means of the **SR Target** entry. This entry supports the "common ringer" function. An actuator (relay) of an actuator/sensor option or an additional station number at which a call is also to be signaled is entered here.

SR (second ringer) Type column

The **SR Type** column defines when ringing assignment takes place. The options are: immediate call connection or connection after CFW timeout.

It is not possible to link the CFW. i.e., if a station is listed in a CFW destination and has a call allocation with CFW of its own, only the originally selected CFW is performed.

CFW column

The **CFW** column can be used to select whether or not call forwarding on busy should be implemented.

Settings Menu

Settings / Incoming calls

It is not possible to link the CFW. This means that if a station listed as a CFW destination has also activated ringing assignment with CFW, only the original forwarding operation is performed.

6.5.2.2 Area: Call dest. list - Station assignment

In this table, call destination lists are assigned for the stations and groups. Here you can select to display either all stations/groups or only the stations/groups which are already assigned in the **Call dest. list - Definition** table of the selected call destination lists.

Three call destination lists can be assigned to each station or station group in the communication system:

- an internal call (also for networked systems)
- an external call during day service
- an external call during night service



It is important not to confuse call destination list numbers with call numbers. The call destination list number is the number of the call destination list assigned to the station. The call number is the station number or group number of the station.

Call No. column

The station number or the group number are entered here.

Name column

This is the name associated with the station or group number. Symbols are used to identify whether an entry as a station or a group:

-  Symbol for Stations
-  Symbol for hunt group

Day column

The call destination list number that is to be used for incoming external calls during business hours. Call destination list 14 is set as the default in the communication system.

Night column

This is the number of the Call destination list that is to be used for incoming external calls when night answer is in effect. Call destination list 15 is set as the default in the communication system.

Internal column

This is the number of the call destination list that is to be used for all internal calls. Call destination list 16 is set as the default in the communication system.

See also:
– Section 6.5, “Settings Incoming calls”, on page 6-50 – Section 6.5.3, “Groups/hunt groups”, on page 6-56

6.5.3 Groups/hunt groups



Settings | Incoming calls | Groups/Hunt groups

Groups/Hunt groups is used to create groups and hunt groups for which multiple stations can be reached under one call number each. This call number can be also a code. Within each communication system, certain call numbers are reserved for groups or hunt groups, and cannot be used for individual stations. The last 60 groups can also be used for UCD applications. Note that in order to support IVM cards with up to 24 channels, the first group must be used, since the corresponding number of ports is only supported for the first group.

A station can belong to several groups/hunt groups, but groups cannot be entered as members of other groups. (Exception: Basic MULAP and Executive MULAP groups can be recorded as members of hunt groups.) External call numbers can be entered, too.

After a hunt group has been set up with IVM stations, download to the IVM is started automatically after the CDB has been transferred to the communication system.

Note that if both system telephones as well as mobile telephones are configured in a group, the mobile phones must be configured first in the case of Dect-Light (e.g., in a HiPath 3300/3500).

6.5.3.1 Group table

Group contains the parameters for the groups/hunt groups.

Index column

Index of the group. The index is also displayed when checking for potential conflicts (**Check** button).

Call No. column

The call number for the respective group can be specified here.

DID column

You can enter a direct inward dialing call number for each call number in the **DID** (Direct Inward Dialing) column. In this case, direct inward dialing means that an external station reaches a hunt group with its call number + the direct inward dialing call number.

Name column

You can define a name for the group in the **Name** column. Groups / hunt groups are frequently named for some aspect that the stations have in common. Examples: "Sales", "Support", "Logistics". When there is a call, the name of the called hunt group appears on the display panel of the telephones.

Type column

Linear	Incoming calls ring first at one station and then another in the sequence in which the members were entered in the group table. Incoming calls always start at the first group station and are passed along to the next station until a free station is found. The time between the calls is the same as the RNA time.
Cyclic	Incoming calls ring first at one station and then another in the sequence in which the members were entered in the group table. In this case, each new call starts at the location where the last call ended.
Group	Incoming calls are signaled at all available stations simultaneously. (An available station is one that is not busy.)
RNA	(Call forwarding) - Incoming calls ring simultaneously at all stations. If a station in the RNA group is busy, the group is marked as busy. The next caller receives a busy signal. Hunt group / group calls are only signaled at free stations. If a station is busy, it is skipped. Call waiting is implemented for all stations in the hunt group / group only when the entire hunt group / group is busy and call forwarding is not possible.
Call waiting	Incoming calls ring simultaneously at all available stations of the group. (Any station that is not busy is considered to be available.) If a station of the call waiting group is busy, the waiting call is nonetheless signaled at that station.
Voicemail	A voicemail group allows a special group of stations to access voicemails. If a call is directed to the call number of a voicemail group, the call (i.e. the voicemail) is forwarded directly to the voicemail box of the group and not to the group members. Once the voicemail has been stored in the voicemail box of the group, it is forwarded to the voicemail boxes of the group members. All group members receive the voicemail simultaneously. If a group member deletes the voicemail in his voicemail box, the voicemail is also deleted in the voicemail boxes of all group members and in the voicemail box of the group. This does not affect the personal voicemails of the individual group members. However, every group member can also be reached under his own call number.

Settings Menu

Settings / Incoming calls

Ring Type column

When using the **Ring type** entry, the call can be acoustically signaled in the group/code number with a double ring (1), a triple ring (2) or with short/long/short (3). The set **Ring type** applies only to external calls.

Changes to the setting have no meaning for analog stations.

Tel. directory column

This option determines whether the call number of the group is recorded in the telephone directory.

Check

Note that this mask also offers a **Check** button so that after you have finished defining your group, you can check to see if there are any conflicts.

External destinations

The Groups/Hunt groups | External destinations dialog box is displayed in order to set up external destinations.

6.5.3.2 Selection and Members table

Selection contains the stations of the communication system.

Members contain the stations of the selected group.

To assign a station to a group/hunt group, select the relevant station in the **Selection** table and add it via the -> button to the **Member** table. In the **Selection** list box, an asterisk (*) next to the station number indicates a port that did not yet have a station attached when the customer database was downloaded.

To rearrange the stations in the **Members** list, use the up arrow or down arrow buttons (**up** or **down**) that are to the right of the Members list). For MULAPs, the order is only relevant in connection with call pickups. When multiple members of a MULAP also belong to a call pickup group, then the last member of the MULAP is displayed to the members of the call pickup group on calling the MULAP.

To remove a station from a group/hunt group, select the relevant station in the **Member** table and delete it via the <- button from the **Member** table. A MULAP must have at least one master or executive. This is why the last master/executive cannot be removed unless it is the last remaining member of the group. Members in this MULAP originating in a team/top cannot be deleted here.

In MULAPs, master or executive stations are indicated by a + sign. The first member to be added becomes master or executive automatically.

See also:

- Section 6.5, “Settings | Incoming calls”, on page 6-50
- Section 6.5.4, “Groups/Hunt groups | External destinations”, on page 6-60

6.5.4 Groups/Hunt groups | External destinations



Settings | Incoming calls | Groups/Hunt groups | External destinations

External destinations is used to enter call numbers in a subsystem and a CO. If group stations are also external stations, this group can be called by a station without CO call privileges. However, the external stations will be excluded.

External destinations can be included in a cyclical or linear hunt group, and entered in a no answer group. UCD groups and MULAPs cannot be used for this purpose.



A route must be entered for each external destination (call number). Otherwise, the applicable hunt group cannot be reached by call forwarding from an internal subscriber.

6.5.4.1 Area: Group

The name and call number of the selected group is displayed.

6.5.4.2 Members table

All internal and external stations in a group are listed.

6.5.4.3 Area: External destinations

The external destination can be entered here, where the call number may contain up to 6 digits for seizing the line and 25 digits for dial information.

6.5.4.4 Close button

The **Close** button closes the dialog and returns you to the Groups/hunt groups tab. It is only on this tab that any changes that were made can be actually applied.

See also:

- Section 6.5.3, “Groups/hunt groups”, on page 6-56

6.5.5 UCD groups



Settings | Incoming calls | UCD groups

Agents are assigned to workgroups via **UCD group**. Each agent can only be allocated to one group.

The last hunt groups are used in UCD to set up a master call number, a DID number and a group name for the individual UCD groups. Each UCD group is assigned a virtual address number beginning from #201 (to #260 or #450) under Call forwarding. The UCD group 1 (#201) can therefore be called by dialing the default call number for Groups/hunt groups.

When an agent logs on to myAgent, he is automatically logged on to the UCD (Universal Call Distribution) of HiPath 3000. If OpenScape Office crashes, and myAgent with it, UCD deals with incoming calls and therefore ensures the continued functioning of the call center. If myAgent has already crashed when an agent wants to log on, he can log on to the UCD via his telephone.

6.5.5.1 Selection, Members table

Agents can be assigned to the UCD groups with the **Selection** and **Members** lists. In order to do this, drag that respective ID from the **Selection** list into the **Members** list. Each ID can only appear in one group.

6.5.5.2 UCD groups table

The **UCD groups** table enables the group-specific configuration of UCD parameters. The table is divided into the following columns:

UCD group column

The **UCD group** column contains a list of the available groups.

Prim. ring cycles, Sec. ring cycles columns

The primary and secondary ring cycles can be set up for each group. The behavior depends on whether or not further UCD groups have been configured as destinations in the respective call destination list.

Scenario 1: A UCD group is configured only for the first destination

The Universal Call Distribution (UCD) is set up to route a call to an available agent depending on the longest idle phase. If additional agents are available and the call was not accepted, the call is forwarded to the next available agent after the number of cycles (5 second intervals)

Settings Menu

Settings / Incoming calls

specified under **Primary Ring Cycle** has expired. The timer for the second free agent, i.e., the **Secondary ring cycle** is then started. Depending on the configuration, the agents called via the call forwarding to the next agent are set to “not available”.

Scenario 2: One UCD group each has been configured for both the first and second destinations, and free agents are available in both groups

The available agents in the first group are called as described under scenario 1. The call is then forwarded to the next group. Call forwarding within the second group occurs here in accordance with the **Secondary ring cycle** timer.

Scenario 3: One UCD group each has been configured for both the first and second destinations, and no free agent is available in the first group

The call remains in the queue of the first group for the duration of the **Primary ring cycle** and is then forwarded to the second group. The **Secondary ring cycle** timer is started, and a search for available agents in both groups is performed. The first available agent receives the call.

Queued calls column

The maximum number of queued calls can be set in the **Queued calls** column (max. value = 30).

For the last group the maximum number is 72.

AICC column

The **AICC** column (Automatic Incoming UCD Call Connection) is used to activate the automatic setup of UCD calls. An acoustical signal will be transmitted to the UCD agent's headset and the call is automatically connected.

This feature can be activated if a headset and the Disconnect key are configured for the relevant telephone.

Change announcement column

In this column, it is possible to specify how the recorded announcements are changed. Changes can be made **once** or **cyclic**. The Announcements are sent to the caller in the configured order. If the **cyclic** option is selected, the last announcement and the previous one are connected cyclically.

Overflow time column

If the external application (e.g. HPCO) does not accept the waiting call within the time period specified here, the call is taken back by the communication system. The call is then no longer processed in the external application but in the CM of the system.

Valid value range: 0-600s or 0-15240s as of HiPath 3000 V1.2/Hicom150 H V1.2.

Announcement delay column

This timeout parameter is used to configure the delay before a queued call is switched to the recorded announcement device. Each call to a UCD group is assigned an announcement. If no announcement device is configured, the communication systems internal music-on-hold is activated for the calling party. To suppress the announcement, the Ann. delay time should be configured to the maximum value, assuming that the call will be answered within this time.

Valid value range: 0-600s.

6.5.5.3 Group parameters table

Destination index column

Seven Wait dest. (index 1-7) for announcement devices can be configured per group.



The internal MoH (MoH = Music on Hold) cannot be configured as the first UCD announcement (index 1). This setting can result in problems in scenarios involving IP network connections.

Wait destination column

The **Wait dest.** column is used to assign the **Dest. index** to the recorded announcement devices in the communication system. Two types of announcement device can be configured: devices with a fixed beginning and end (announcements) and tape loops (music).

Wait time column



For consultation calls in a UCD group (e.g., for unscreened transfers), announcement devices are not connected until after the call has been transferred. The transferring station is not given an announcement connection.

This option can only be used for terminals with tape loops.

A queue time can be programmed for each target. After this timeout the next configured announcement is sent to the calling party.

See also

- Section 6.5, “Settings | Incoming calls”, on page 6-50
- Section 6.5.2, “Call forwarding”, on page 6-52
- Section 6.5.3, “Groups/hunt groups”, on page 6-56

6.5.6 MULAP groups



Settings | Incoming calls | MULAP groups

MULAP groups configured in Manager E and the respective members can be displayed in this tab. The name of a MULAP group can be changed, all other displayed parameters cannot.

6.5.6.1 Groups table

In the Groups table all MULAP groups are displayed, regardless of whether or not they belong to a team/top.

- Call No. column: MULAP group number
- Name column: Name of the MULAP group (can be changed, max. 16 characters)
- Type column: MULAP group type (basic MULAP or executive MULAP)

6.5.6.2 Members table

The Members table displays the members of the MULAP group selected in the Groups table.

- Call No. column: Station number
- Name column: Name of the station

6.6 Settings | Classes of service



Settings | Classes of service

Settings | Classes of service can be used to restrict external calls. The types of calls that can be made from each station are defined for this purpose. Some of the tabs are not directly related to classes of service, but have a similar function, since they can be used to restrict a station's access to other stations and CO lines.

Setting up Classes of Service involves several steps:

Font	Action
1.	Station is used to assign stations for day and for night to the service groups 1 to 15.
2.	Individual COS groups are assigned classes of service from via Day or Night. The classes of service range from highly restricted to totally unrestricted access. Each group and route (trunk group) is allocated its own classes of service for day and night operation.
3.	Create lists of allowed and denied telephone numbers (Allowed/Denied numbers). These lists are referenced by the classes of service "Allowed list 1-6" and "Denied list 1-6".
4.	If toll restriction should not be activated (other than in the basic settings) for individual call numbers, this can be set up in the Dial plan. This also applies to networking.



The above mentioned steps can be completed in any order. You may prefer to compile your lists or define your groups before you assign your stations to groups. These functions are highly interactive. You should have an general plan before you begin.

Tabs and Dialog boxes

- Station
- Day or Night
- Allowed/Denied numbers
- Autom. night service
- Special days
- autom. COS changeover

6.6.1 Station



Settings | Classes of service | Stations

Stations is used to restrict access to external call numbers by assigning them to COS groups. This is achieved by assigning the individual stations to a COS group.

6.6.1.1 Assignment of Stations to Classes of Service Groups table

To assign class of service groups, select a class of service group number from the **Day** and **Night** drop-down list boxes. You can select one group for the **Day** and a different group for the **Night**.

The selection that you make in the **Day** column will refer to the **CO Call Privilege Day** table (see Day or Night), where the COS group is linked to the actual classes of service. The selection that you make in the **Night** column will refer to the **CO Call Privilege Night** table (see Day or Night), where the COS group is linked to the actual classes of service.

There are fifteen numbers available for COS groups, but you can have more than fifteen groups because COS Group 1 for Day and COS Group 1 for Night can be defined differently.

If the **autom. COS changeover** feature has been activated, then the table header changes to "Assignment of stations to Profiles/Classes of service groups", and profiles are used instead of class of service groups in the **Day column**.



It is important to remember that the number you assign to the station here is the number for the COS group and not the number for the COS. A class of service can be found under class of service with active codelock.

See also:

- Section 6.6, "Settings | Classes of service", on page 6-65
- Section 6.6.2, "Day or Night", on page 6-67
- Section 6.6.6, "autom. COS changeover", on page 6-75

6.6.2 Day or Night



Settings | Classes of service | Day
Settings | Classes of service | Night

You use **Day** or **Night** to continue the process by assigning CO call privileges per route (trunk group) to the individual COS groups.

The stations can be restricted in their access to external call numbers by assigning class of service groups on the Station tab. The individual class of service groups for day and night modes can be assigned appropriate authorizations on the Day or Night tab.

Default settings for the CO call privileges per COS group

- Germany and Greece:

COS group 1:	Internal (for all routes)
COS group 2:	Outward-restricted (for all routes)
COS group 3:	Denied list 1 (for all routes)
COS group 4:	Allowed list 1 (for all routes)
COS group 5:	Denied list 2 (for all routes)
COS group 6:	Denied list 3 (for all routes)
COS group 7-15:	Unrestricted (for all routes)

- Other countries:

COS group 1-15:	Unrestricted (for all routes)
-----------------	-------------------------------

Access for networked systems:

Class of service in the sub-system	Authorization that accesses the subsystem in the main system for the station
Internal (0)	internal (0)
Outward-restricted (1)	Outward-restricted (1)
Allowed list (2-7)	Denied list 1 for the main system (8)
Denied list (8-13)	Denied list 1 for the main system (8)
Unrestricted (14)	Unrestricted (14)

Settings Menu

Settings / Classes of service

The Internal, Outward-restricted or Unrestricted Classes of service are adopted in the main system. If allowance or denial is assigned to a subscriber in the sublevel, the denied list always accesses denied list 1 in the main device during a CO connection.

6.6.2.1 Selection table

All class of service groups of the communication system are displayed in this list. When you select one of the class of service groups, the assigned **CO call privileges Day/Night** as well as the assigned stations (**Members**) are displayed for each route.

6.6.2.2 CO call privileges Day/Night, Route, Class of Service table

The CO call privileges are assigned in this table. A total of 15 Classes of service groups are possible.

Route, Class of service columns

A distinction is made between the following classes of service:

Class of service	Description
Internal (0)	– The station can make internal calls. – Central speed dialing is allowed. – External incoming calls cannot be answered.
Outward-restricted (1)	– The station can make internal calls. – Central speed dialing is allowed. – External incoming calls can be answered.
Allowed list 1-6 (2-7)	– The station can make/answer the types of calls listed for Code 1 (Allowed list 1-6). – Only the numbers entered in Allowed/Denied numbers can be dialed.
Denied list 1-6 (8-13)	– The station can make/answer the types of calls listed for Code 1 (Denied list 1-6). – All call numbers, except the entries in the Denied list, can be dialed.
Unrestricted (14)	– The station has unrestricted access for both incoming and outgoing calls.

All restrictions are effective only for the lines for a route of the type **CO**.

The digits entered in this list can be dialed from a station with the authorization level **2**. The suffix dialing of additional digits is not subject to any restrictions.

6.6.2.3 Members table

This list shows the stations assigned to the COS group selected in the **Selection** list (see Station).

See also
– Section 6.6, “Settings Classes of service”, on page 6-65 – Section 6.6.1, “Station”, on page 6-66 – Section 6.6.3, “Allowed/Denied numbers”, on page 6-70

6.6.3 Allowed/Denied numbers



Settings | Classes of service | Allowed/Denied numbers

You use **Allowed/Denied Numbers** to build tables with call numbers that users are permitted or not permitted to call. This step is only needed if you assigned the classes of service “Allowed list 1-6” or “Denied list 1-6” to one of your COS groups.

6.6.3.1 Area: Allowed list

The **Allowed list** can be used to create tables with call numbers that can be called by the station. A maximum of six Allowed lists can be created. Your first list can have up to one hundred entries, and the remaining five lists can have a maximum of ten entries.

Numbers can contain up to seven digits, which can include the numbers 0 through 9 and the symbols * and #. The complete telephone number does not need to be listed. For example, to permit users to dial any 800 number, you would need to enter the standard code **1** (for out-of-area) and then **800**.

6.6.3.2 Area: Denied list

In the **Denied list**, you can create tables with call numbers that users are not permitted to call. A maximum of six Denied list can be created. Your first list can have up to fifty entries, while the remaining five lists can have a maximum of ten entries.

A # sign at the start of the Denied list ensures that the system telephone toll restriction is applied, where an analog CO line is to be seized using DTMF signaling, or switched to DTMF during dialing.

Numbers can contain up to seven digits, which can include the numbers 0 through 9 and the symbols * and #. The complete telephone number does not need to be listed. For example, to prohibit users from dialing charge-per-minute 900 numbers, you would need to enter the standard out-of-area prefix **1** followed by **900**.



Since these lists are only for outgoing external calls, it is not necessary to include the trunk seizure with the numbers you enter.

6.6.3.3 List no.

Switches between the Allowed lists or Denied lists.

6.6.3.4 Input, Change, New, Delete

To **Change** a number:

1. Select the number that you want to change in the Allowed/Denied list. The number is displayed in the **Input** field.
2. Overwrite the number in the **Input** field with the new number.
3. Click the **Change button**.

To create (**New**) a new list or to add a number to an existing list:

1. Select the list number (**List no.**).
2. Enter the new number in the **Input** field.
3. Click the **New** button. The new number will be added to the list.

To **Delete** a number:

1. Select the number that you want to delete in the Allowed/Denied list.
2. Click the **Delete** button. The number will be removed from list.

See also
– Section 6.6, “Settings Classes of service”, on page 6-65

6.6.4 Autom. night service



Settings | Classes of service | Autom. night service

The **Autom. night service** is used to define the appropriate CO call privileges per route (trunk) via the individual class of service groups for the switchover between the day and night service.

The manual night service overrides the automatic night service,

which is configured via the schedule. The schedule covers the entire week (Monday through Sunday) as well as special days. Special days are public holidays or special days such as company holidays of the customer (see Section 6.6.5, “Special days”, on page 6-74).

The schedule for a day can be split into 4 time intervals.

These intervals can be defined sequentially and without gaps, i.e., the end time of the first interval may be identical to the start time of the second interval, for example.

However, an interval cannot have the same start and end times. The minimum length of an interval is 15 minutes.

If the last interval for a day ends at 24.00 hours (12 p.m.), the end time must be entered as 23:59 (11:59). If the first interval for a day begins at 0.00 hours, then the start time must be entered as 0:00.

Editing the schedule

You can select any field in the schedule by clicking in it with the left mouse button. When you then click on the **Night** button to the right of the schedule, you can assign the appropriate night call number for that field.

You can double-click on the desired field to open the **Night service** dialog, in which you can select the night call number and change the start and end times on a minute basis.

A left mouse click in a column header of the schedule, e.g., the column title Saturday, selects the entire Saturday column. When you then click on the **Night** button to the right of the schedule, you can assign the appropriate night call number for that column.

Clicking the **Day** button on the right of the schedule switches off the automatic night mode for the selection.

6.6.4.1 Context menu

The context menu is activated by using the right mouse button.

Copy Paste	Existing time frames - even over multiple days - can be marked and then copied. To do this, simply mark the desired area and select Copy from the context menu. The copied area can then be inserted (past-ed) at the current position by using the Paste function. Instead of the context menu, you can also use the standard keyboard shortcuts of Ctrl+C and Ctrl+V to copy and paste, respectively.
Delete	The marked areas are deleted.
Delete this weekday	All time frames of the marked weekday are deleted.
Set resolution	Defining the time resolution (1, 15, 30 or 60 minutes).
Day	Cancels the automatic night service for the selection
Night	Assigns the automatic night service to the selection

See also

- Section 6.6.5, “Special days”, on page 6-74
- Section 6.6.6, “autom. COS changeover”, on page 6-75

6.6.5 Special days



Settings | Classes of service | Special days

The **Special days** option can be used to define certain days such as public and company holidays as "special", i.e., days which need to be handled differently. Up to 50 special days can be defined. All special days have the same fixed assigned profile.

The calendar of the current month is displayed. The current date is circled in red. If you want to define December 25 as the special day of Christmas, for example, you would proceed as follows:

1. First mark the first free entry in the table under the Day **column**.
2. Then scroll through the calendar until the month of December is displayed.
3. Click on the 25th. This adds the entry into the table.
4. Enter the term Christmas under the Name **column of the table**.

The special days defined here will be taken into account for both the **autom. night service** and for the **autom. COS changeover**.

See also
– Section 6.6.4, "Autom. night service", on page 6-72 – Section 6.6.6, "autom. COS changeover", on page 6-75

6.6.6 autom. COS changeover



Settings | Classes of service | autom. COS changeover

The **autom. COS Changeover** feature is used to switch classes of service during the day. This is achieved by assigning specific profiles such as Management, Purchase, Warehouse, etc., to stations. For each profile, you can configure a separate schedule in which you define what class of service belongs to a specific segment of the day.

The assignment of a profile to a station is described in Section 6.6.1, “Station”, on page 6-66. The assignment of a class of service to a COS group is described in Section 6.6.2, “Day or Night”, on page 6-67.

6.6.6.1 All database equal button

This button is used to transfer the schedule for all profiles to all other open CDBs.

6.6.6.2 Automatic COS Changeover flag

If the **autom. COS Changeover** flag is not set (the default), the assignment of the class of service groups to the stations is not changed. A station can have different class of service groups for the day and night.

If the **Autom. COS Changeover** flag is set, a profile is assigned to a station instead of a COS group. Every profile has a different schedule in which the class of service groups are defined for specific time periods. The schedule can only be edited if the flag is activated.

Please note, however, that the station is still assigned a COS group for the night. The automatic COS changeover has no effect here.



The automatic night service feature overrides the automatic COS changeover feature. The schedule for the automatic COS changeover is only relevant during the day.

Note that a manual activation of the code lock disables the automatic COS changeover for the corresponding station.

Settings Menu

Settings / Classes of service

6.6.6.3 Area: Select profile

You can select one of the 15 possible profiles here. The corresponding entries in the schedule for that profile will then apply.

6.6.6.4 Area: Edit profile name

The selected profile can be assigned an appropriate name here such as Management, Purchase or Warehouse, for example.

6.6.6.5 Schedule

Different class of service groups can be assigned to a profile for specific time periods in the schedule. The schedule covers the entire week (Monday through Sunday) as well as special days. Special days are public holidays or special days such as company holidays of the customer (see Section 6.6.5, “Special days”, on page 6-74).

The schedule for a day can be split into 4 time intervals.

These intervals can be defined sequentially and without gaps, i.e., the end time of the first interval may be identical to the start time of the second interval, for example.

However, an interval cannot have the same start and end times. The minimum length of an interval is one minute.

Only one time zone is supported by the system. Remote user groups who are working in different time zones are automatically switched over to the system time.

Editing the schedule with the left mouse button:

You can select any field in the schedule by clicking in it with the left mouse button. When you then click on one of the **Board1** to **Board15** buttons to the right of the schedule, the appropriate class of service group is assigned to this field.

6.6.6.6 Context menu

The context menu is activated via the right mouse button:

Copy Paste	Existing time frames - even over multiple days - can be marked and then copied. To do this, simply mark the desired area and select Copy from the context menu. The copied area can then be inserted (pasted) at the current position by using the Paste function. Instead of the context menu, you can also use the standard keyboard shortcuts of Ctrl+C and Ctrl+V to copy and paste, respectively.
Delete	The marked areas are deleted.
Set resolution	Defining the time resolution (1, 15, 30 or 60 minutes). If the selected resolution is too low, the entry will not be visible and will be shown with an "*" prepended to the COS group (e.g. "*Board4"). You can display the complete contents by double-clicking on the field.
Properties	This function can only be called when exactly one field has been selected. The Properties dialog box opens: – COS group: selection from class of service groups 1 through 15 – Start: The start time can be changed on a minute basis. – End: The end time can be changed on a minute basis. If multiple fields were selected, the Properties function will be disabled. Double-clicking on a field has the same effect as calling the Properties function via the context menu.

See also

- Section 6.6.1, "Station", on page 6-66
- Section 6.6.2, "Day or Night", on page 6-67
- Section 6.6.4, "Autom. night service", on page 6-72
- Section 6.6.5, "Special days", on page 6-74

Settings Menu

Settings | System Parameters

6.7 Settings | System Parameters



Settings | System Parameters

All system-wide parameters are configured via **Settings | System Parameters**.

Tabs and Dialog boxes
• Miscellaneous • Intercept / Attendant • Speed dialing system • Texts • Daylight saving time/DISA

6.7.1 Miscellaneous



Settings | System Parameters | Miscellaneous

The menu option **Miscellaneous** can be used to configure parameters for key clicks, the system ID for Cordless/CMI data and port assignments for call detail recording.

6.7.1.1 Area: Key click

Volume

The tones that sound when telephone keys are pressed (key beeps for system telephones) can be turned on or off here. You can also control the volume.

6.7.1.2 Area: System name

On system telephones, the system branding HiPath appears on the display. This text can be changed here if required.

6.7.1.3 Area: Hotline

The **Hotline** feature allows you to program one hotline number(s). For stations which are programmed with a particular index, an internal or an external number is automatically dialed when the handset is lifted.



In order for this feature to work, the Hotline function must be set up for the selected station(s) under Station view: Activated features.

6.7.1.4 Area: Port assignment

Which applications are supported on which V.24 interfaces can be configured using Port assignment.

In order to make the connection of a call detail printer or a call detail PC more flexible, the output can be made to a TP-API2 adapter in addition to the V.24 ports. This adapter is operated as a bay option on system telephones. This makes it possible to output the charges to any U_{P0/E} port with a TA-API2 adapter. Only one adapter per call detail output is supported in the communication system.

As of Hicom 150 H V1.0 (Hicom 150 E Office Rel. 3.0):
The call charges can be output via LAN in three different modes.

Settings Menu

Settings / System Parameters

Call Detail Recording Central (CDRC)

The parameters in this area are used for configuring the applications to be supported at the various V.24 (RS-232) interfaces. In the USA, there are a limited number of call charge recording features for which application interface parameters must be set.

Output format

The selection activates CDR and directs the call data to the appropriate port type. The following options are possible:

- V.24 port (RS-232)
- UPN port
- none

V.24 port

In this field you specify which V.24 interface should be used for the CDR system output. You don't need to set this specification unless you selected V.24 as the **Output format**.

UPN port

In this field, you specify which system telephone should be used for the output of call detail recording. You don't need to set this specification unless you selected UPN as the **Output format**.

Attendant P

In this field, you specify which system telephone should be used for the output of call detail recording. No setting needs to be made here unless Attendant P was selected as the **Output format**.

Call charges per station (not in the USA)

Charges that accumulate at a station are output to the port that is set up.

Call charges per trunk (not in the USA)

Charges that accumulate on the trunk are output to the port that is set up.

Customer Database Printout

This setting determines the port to which the printer is attached. Here you specify which V.24 interface should be used. This is the printer that will be used if you have elected to have the database printout automatically after remote administration.

See also:

- Section 6.7, “Settings | System Parameters”, on page 6-78



Important: If "Simplified dialing" (Prime Line) to the central office is activated, then LCR (Least Cost Routing) is not available. These features are not mutually compatible.

6.7.2 Intercept / Attendant



Settings | System Parameters | Intercept / Attendant

The attendant is configured via **Intercept / Attendant**. When an incoming call cannot be completed, either because the number is incorrect or because the called party does not answer, the call is forwarded in accordance with the criteria established in the Call Management (see Settings | Incoming calls). The call is then diverted to the intercept position.

6.7.2.1 Area: Intercept position

The call number of the intercept position is defined here. The intercept position can be a single station or group. A UCD group may not be selected as an intercept position. The handling of the call forwarding occurs via Settings | Incoming calls. Then the intercept is made to the intercept position.

On S₀-lines, an evaluation takes place only when **no** day/night intercept position has been set up.

As of Hicom 150 E Office Rel. 2.0, default key assignments are automatically given for the intercept places (both day and night) that are defined here. This happens only when the intercept position is a telephone, not when it's a group. In the latter case, the same functionality can be achieved by defining the telephone as an intercept position for a short time. The default key assignment has also the **Number of calls** key. This can be assigned to only 6 telephones. If the limit has been reached, no more default key assignments are made. The assigned default keys are not cancelled when a device is no longer defined as an intercept position.

Day, Night

The intercept position can be defined separately for **Day** and **Night**. In addition, it is also possible to enter any destination when activating the night service (variable night service).

6.7.2.2 Area: Central intercept position (not in the USA)

This is a European feature that is not in use in the United States.

It is possible to define a central intercept position. The central intercept position defines the (common) intercept position for QSIG- and CorNet networked communication systems. It is necessary to add a trunk group index to the call number first. Note that when the digit repetition between the trunk group index and the call number is active, a valid seizure code should be inserted for the trunk group selected.



A central attendant console can be programmed for CorNet-N and CorNet-NQ using LCR. However, no intercept to this attendant console occurs.

6.7.2.3 Area: Intercept to intercept position

Six different intercept conditions exist. You can choose which of these criteria should be active. You can select any number of criteria.

On RNA

When **on RNA** (Ring No Answer) is activated, the call follows the defined procedure (see Settings | Incoming calls). If the end of the table is reached and does not answer, the system checks to see whether or not intercept after timeout applies. In this case, the intercept position is called after the number of rings specified under Call forwarding.

A call is not intercepted from a hunt group. The call is forwarded again to the first hunt group station and continues to remain in the hunt group.

On Busy

If a line is **on Busy**, the system first checks to see whether or not a waiting call can be signaled. If it is not possible to signal a waiting call (call waiting rejection or intercept criterion), then the call follows the Call Management procedure (see Settings | Incoming calls).

If the call cannot be signaled at any station, the system checks to see whether intercept or clear-down applies (B signal to CO). If an analog telephone with call waiting rejection is busy, the call is cleared down, regardless of trunk type. In the case of DTMF direct inward dial and MSI, the call is always intercepted.

On Invalid

If this flag is on, when a wrong number is dialed, the system checks to see whether intercept or clear-down applies. In the case of DTMF direct dial, the call is always intercepted.

On Incomplete

If the station number dialed is incomplete, the intercept position is called at the end of the time.

On Unanswered Recall

If an external call is not picked up by the B subscriber after the A subscriber implements Transfer before answering to the B subscriber, and the call is still not picked up after a recall to the A subscriber is implemented, the intercept position is called after a defined period.

If this flag is not set, the call is cleared down after the defined period.

Settings Menu

Settings / System Parameters

On More Than Two Calls to P.O.T. (France only)

This feature is available only in **France**.

If call waiting is signaled during an ongoing call with an analog telephone, any further call is rejected.

6.7.2.4 Area: Codelock intercept

If the telephone lock for a station is active and a trunk group code is dialed from that station, the call is immediately forwarded to the intercept destination entered here. This means that if a user dials a number that is not authorized, the call will be signaled on the station number assigned here. The **Codelock intercept** function is set individually for each station via Station view: Flags.

6.7.2.5 Area: Attendant code

The intercept defined under system parameters can be reached using both the internal extension number or the DID number and the console code (internal and external calls).

Call Number Internal

This is the number used by internal devices to reach the Intercept position.

After changing the internal call number of the attendant and transferring the CDB, a download to the IVM is triggered automatically.

Call Number External

This is the number used by DID or network (CorNet-N or CorNet-NQ) to reach the Intercept position.

6.7.2.6 Area: Attendant

There are several parameters regarding the attendant.

Queued Calls

In the Queued Calls field, you define the maximum number of calls that can wait in the Attendant queue. If the number of stations waiting in the queue of the attendant reaches this numerical value, the calls are forwarded to a Configurable overflow destination.

Wait Time

Here you enter the number of seconds that a call can wait in the queue. When calls exceed this time, they are diverted to Call forwarding defined via the Call Management (see Settings | Incoming calls).

Speed Extending

If this flag is set, the attendant can transfer the call to another party by entering the station number for that party. This speed call transfer can only be used when the system flag **DTMF automatic** is deactivated.

Extend undialed lines (up to Release 1.0)

If the 'extend undialed lines' flag is set, an undialed trunk can be transferred to a subscriber via the local attendant console (AC) so that this subscriber is able to conduct an external call.

The subscriber to whom an undialed trunk is transferred also receives the toll restriction of the attendant console for this call. This means:

1. If, for example, the attendant console has unrestricted local area access, then this access is also assigned to the subscriber to whom a trunk is transferred.
2. If a trunk is transferred to a subscriber, this transferred trunk is valid for only one dialing operation.

The feature can be used from the local attendant console (not for the entire network) or from any attendant console, from an attendant console group, or from the night station.

Extend undialed lines (as of Release 2.2)

An authorized subscriber (attendant console AC) can transfer an undialed trunk to an internal subscriber who does not have sufficient direct trunk access so that this subscriber can conduct exactly one external call.

After the trunk is transferred to the subscriber without sufficient direct trunk access, toll restriction takes place based on an additional direct trunk access for transferred trunks. The outgoing external call is allowed only if this additional direct trunk access is sufficient, for example, if the subscriber dials a valid number according to the denied or allowed list for transferred trunks.

The subscriber must dial the seizure code on a transferred trunk.

A CO call privilege can be configured in the communication system for each trunk group via a reference subscriber. The default reference subscriber is the first logical subscriber port or the attendant console. The default setting is set to **unrestricted trunk access** for all trunk groups.

6.7.2.7 Area: Other criteria

Call Waiting on Busy

This flag activates the **Call Waiting** feature for all stations in the communication system. The following are two examples of how the call waiting feature operates (see also Station view: Flags).

Settings Menu

Settings | System Parameters

Example 1:

When **Call waiting on busy** is activated, an external caller (A) hears the ring tone when calling the busy station (B). Station B is notified by a display message that a call is waiting and hears the call waiting tone on the voice channel. Station B can now answer the waiting call using the **Accept call waiting** function. This action automatically places the existing call on exclusive hold.

Example 2:

If the station is busy and intercept on busy is active, the caller will be intercepted at the attendant which can then call the destination station and signal call waiting in order to switch the call. This only works if the destination station has not activated Call waiting rejection.

Call waiting only for intercept

This flag is only relevant for CorNet networked systems.

- If the flag is set, call waiting is only allowed when an attendant console (system A) calls station B (system B). All other stations of system A cannot reach system B via call waiting. For the stations in System B, the condition for call waiting rejection (see Station view: Flags) applies to the respective stations.
- If the flag is not set, all calls to busy stations in another system are switched through via call waiting, provided the station has not turned on the call waiting rejection option.

This flag must be set if you want to place the calling intercept on hold immediately and enable call waiting when a station is busy. If this flag is not set, the intercept receives the busy signal and is only placed on hold after a few seconds.

Intercept with serial FWD (Call forwarding)

It is not possible to chain calls for forwarding; an attempt to initiate this procedure is rejected on activation. For example, if a station has activated external call forwarding and the call destination has also forwarded its calls, you have a chained calls situation. This is not allowed by the communication system. If this flag is turned on, these calls are intercepted. As of Hicom 150 E Office Rel. 2.2 (Version 159; SMR-J), this flag has been deleted. A chain of call forwarding instances is now possible.

See also:

- Section 4.2.1, “Station view: Flags”, on page 4-5
- Section 6.5, “Settings | Incoming calls”, on page 6-50
- Section 6.5.2, “Call forwarding”, on page 6-52
- Section 6.7, “Settings | System Parameters”, on page 6-78

6.7.3 Speed dialing system



Settings | System Parameters | Speed dialing system

The **Speed dialing system** allows you to program telephone numbers which can then be speed-dialed from all terminals in the communication system.

The speed dialing destinations can be both station-individual speed dialing numbers (SDI) as well as speed dialing system destinations (SDS). These call numbers are not subject to toll restriction and can be dialed from every extension. If the speed dial number authorization is restricted via LCR, the number cannot be dialed.

Some users program this feature to execute additional functions. For example, it is possible to program a **DTMF switchover** and a **dial pause** by entering the following key codes within the speed dialing number:

- # = DTMF switchover
- P = Dial pause (Redial key).

Example:

dialable number (ext. number) # P + DTMF digits = 0123456#P123

6.7.3.1 Speed Dialing System Destinations table

This table is used to enter the call number to be dialed by the communication system when a speed dial number is entered and the name associated with that call number. Note that both the speed dialing number and the call number must be specified for the speed dialing destination to be valid. A name can also be specified (optional).

Speed-dialing column

The number that you enter here is also called the Speed Dialing Index. This is the number that the station will dial. The speed dialing index numbers must be three-digits, so leading zeros are used when necessary. These numbers do not have to match the numbers in the left-most column.

Each speed dial number can only be assigned once. The number of destinations which have already been configured and those still available is displayed at the bottom of the status bar.

Call number column

In this column, you enter the call number of the desired destination. These telephone numbers (destinations) can contain a maximum of up to thirty-two digits. All entries must begin with the digit 9 or another route or line code (e.g., 81 or 801).

Settings Menu

Settings / System Parameters

When the LCR feature is active and there are deleted trunk group codes, the entries in this column are **not** subject to digit analysis.



The call number is always entered with seizure and/or route codes.

"Automatic suffix dialing" can be achieved by entering the character '-'. This means that a decision is made when configuring the SDS whether only the configured call number is sent or whether the option of adding a suffix manually or automatically exists. The automatic suffix can also comprise multiple digits. A call number can include a maximum of one '-'. A '-' after a '#' is not allowed.

Example for ISD entries:

- entered number to send: 7220
 - Manual and automatic suffix: 722-0
- If the subscriber does not manually dial a DID thereafter, the digit 0 is automatically dialed after 4 seconds.

With the system configuration "LCR with Dial rule and Block dialing", the existing block dialing timer (LCR: Timer for simulated end of dial) is used.. In this case, the timer is set to 5 seconds.

Name column

Names entered in this column are saved in the internal phone book and are displayed on dialing the associated speed-dialing destination. Up to sixteen characters can be accepted.

6.7.3.2 Area: Status

Seized SDS, Available SDS

Depending on the expansion level of the communication system, the number of speed dialing destinations available in each case will differ. **Seized SDS** therefore shows the total number of all entered speed dialing destinations, and **Available SDS** shows the total number of destinations still available.

6.7.3.3 Importing and exporting entries into and from the telephone directory

The following functions are available to import/export telephone directory entries from or to a CDB in addition to the usual Copy and Paste functions

Assign Indexes... button

The **Assign Indexes...** button can be used to automatically number the entered speed-dial destinations.

Clicking the **Assign Indexes...** button opens a dialog box with the following parameters:

- **Reassign all indexes** and **Assign free indexes** (default value). When you click on one of these two options, the dialog box closes, and the indexes are assigned to the telephone book entries.
- **Start Index** input files (default value: first unused index). You can specify the index at which the assignment should begin here.

The indexes are assigned in the order that is visible in the table and depend on the sorting algorithm being used.

Import... button

Clicking the **Import ...** button opens a dialog box in which the path and file name of the file to be imported must be specified. The default path is **C:\Documents and Settings\<User>\Application Data\Siemens\Manager E**, where <User> stands for the user name with which the user has logged on at the PC. The default file name is „kwz.csv“.

In addition, a further input field in which the number of the route (empty by default) can be entered is displayed. This number is automatically prepended to every number of the imported list. Semi-colons, commas, and tabs are allowed as delimiters. Multiple delimiters in sequence are not interpreted as delimiters, but represent an empty field. The "Import" function is then executed with empty fields. The selected fields are not relevant.

The "Import" and "Paste" functions are subject to the following restrictions:

- the index must lie between 0 and 999. Invalid and duplicate indexes are ignored. Corrections can be made later via the **Assign Indexes...** button.
- The call numbers can have a maximum length of 32 characters (including special characters and the trunk seizure code). Longer numbers are truncated.
- The permitted characters in the call number are: 0-9, P, # and "-"; all others characters are deleted.
- Call numbers that are invalid based on the rules above are deleted. Invalid means that they cannot be entered manually.
- The names can have a maximum length of 16 characters. Longer names are truncated.
- Names that are invalid (i.e., cannot be entered manually) are deleted.
- If the Import list contains too many entries, the extra entries at the end are skipped.

Export... button

Clicking the **Export ...** button opens a dialog box in which the path and file name of the file to be exported must be specified. The default path is **C:\Documents and Settings\<User>\Application Data\Siemens\Manager E**, where <User> stands for the user name with which the user has logged on at the PC. The default file name is „kwz.csv“.

Settings Menu

Settings | System Parameters

The fixed delimiter ";" (semi-colon) is used. Tabulators can be used via the Copy/Paste function.

The **Export** function always exports all the data.

6.7.3.4 **Area: Merge speed**

All database equal button

This button is used to provide all speed dialing system lists in all communication systems in a networked system with uniform speed dialing destinations.

In a networked system, or if multiple CDBs are loaded, the current speed dialing destinations of the CDB being displayed CDB are copied to all other CDBs.

The maximum number of destinations provided depends on the communication systems used in the networked system and is equal to the number provided by the smallest communication system.

If the button is grayed out, this means that the networked communication systems support a different number of speed dial destinations (e.g., a Pro supports 1000 speed dial destinations, but a Point supports only 300). Please note, however, that If speed dial destinations are entered in the Point, it is possible to match them against the Pro.

See also
– Section 6.7, “Settings System Parameters”, on page 6-78

6.7.4 Texts



Settings | System Parameters | Texts

The texts of the text messages can be edited via **Texts**.

Two types of text messages are supported:

- **Info texts** (notifications), which can be sent from one station to another
- **Answer texts**, which can be sent to callers when the extension being called does not answer

6.7.4.1 Area: Reset, to default values

Here you can reset the messages and answer texts to the predefined values for a given language. A reset occurs by selecting a language from the drop-down list box.

6.7.4.2 Area: Info texts

Information texts are short messages that one station can send to another. The communication system supplies ten standard Info texts. Each of these standard texts can be overwritten. There are only ten possible messages available at any time. Informational texts can contain up to twenty-four alpha or numeric characters.

Users access this information texts via the **Send Message?** menu item on their system telephones. Stations with which have an alphanumeric keypad also have the option of creating their own messages; however, they can not change these default messages.

6.7.4.3 Area: Answer texts

Answer texts are short messages that users can arrange to have callers receive in their absence. Ten standard texts are available. Each of these standard texts can be overwritten. Answer texts can contain up to twenty-four alphanumeric characters.

Stations with which have an alphanumeric keypad also have the option of creating their own messages; however, they can not change these default messages. For many situations, users will only need to add individual information to the existing messages.

Texts with a colon give the station the opportunity to complete the message by adding a number or a date. Users access these answer texts via the **Advisory Message On?** menu item on their system telephones.

Settings Menu

Settings | System Parameters

See also
– Section 6.7, “Settings System Parameters”, on page 6-78

6.7.5 Daylight saving time/DISA



Settings | System Parameters | Daylight saving time/DISA

The date and time for the switchover to **Daylight saving time** can be defined in this dialog. The day and month when daylight saving time begins and ends is defined for each year. The communication system switchover occurs between 02.00 am and 03.00 am in both cases.

6.7.5.1 Area: Set daylight saving time dates

Starting Year

The communication system allows you to define the switchover date for a ten-year period. The starting year determines when this period begins.



If there is no daylight saving time in your country and the current year was set as the starting year, the communications system miscalculates the time. To solve this problem enter a starting year that does not match the current year and is in the distant future, e.g. 2050.

Start, End, Year columns

The table contains the corresponding start (last Sunday in March; in the US first Sunday in April) and end information (last Sunday in October) for the years 1990 through to 2079.



The start information usually entered to this table (last Sunday in March) does not apply to the US. The start date must be set to the first Sunday in April in this case. Otherwise the switchover to daylight saving time in the communication system will be implemented a week early.

See also:

- Section 4.2.1, “Station view: Flags”, on page 4-5
- Section 6.7, “Settings | System Parameters”, on page 6-78

6.8 Settings | Auxiliary equipment



Settings | Auxiliary equipment

Settings | Auxiliary equipment allows you to configure system ports (trunks) to support a wide range of auxiliary equipment (modules).

Tabs and Dialog boxes
• Ext. connection • Integrated Voice Mail (IVM) (only if an IVM card is plugged-in) – IVM Parameter/Mailbox Parameters – IVM Parameter/COS – IVM Additional Settings/General – IVM Additional settings /Automatic attendant – IVM Additional Settings/Calendar – IVM Additional Settings/Central distribution list – IVM Additional Settings/Group mailbox • EVM (Entry Voice Mail) – EVM Additional settings/General – EVM Additional settings / Automatic attendant:

6.8.1 Ext. connection



Settings | Auxiliary equipment | Ext. connection

Ext. connection can be used to set up stations for:

- a maximum of four entrance telephone relays



Note that for an a/b port of the entrance telephone, all station flags must be first deleted, and the station type must be configured. This step must be completed before an entrance telephone can be configured.

6.8.1.1 Selection table

All stations in the communication system are listed in the **Selection** list by call number and name.

The setup is implemented by selecting the extension from the list and dragging it to the desired position (**External MOH** or **Door relay**). To delete an entry, select the entry and drag and drop it onto the Recycle Bin.

6.8.1.2 Area: Door relay

Four entrance telephones/door openers can be configured in this table. To configure a station for an external MOH device, you drag that station from the **Selection** list to the **Station** or **Destination** field in the External MOH area.

You can also set up to three flags (**Opener**, **DTMF** and **FWD**).

Station, Destination columns

The **Station** port type must be **P.O.T** or **No Port**. A station number or a group number can be specified as the **Destination** at which a special ring is signaled when the doorbell button is pressed. The call is signaled in accordance with the call forwarding algorithms defined in Settings | Incoming calls.

Opener

The door opening system is set up via an analog interface with this configuration. The relevant TFE adapter box must be connected to the entrance telephone for this purpose.



The TFE adapter box is not available in the USA.

Settings Menu

Settings | Auxiliary equipment

DTMF (Dual Tone Multi Frequency)

This flag defines whether the door opening system can be activated remotely with a DTMF transmitter.

FWD (Call Forwarding)

This option must be activated if the doorbell ring should follow destination external call forwarding and if call forwarding is to be signaled at the external destination. Internal call forwarding is always followed, regardless of this option.

See also
– Section 6.2.1, “Subscriber”, on page 6-9 – Section 6.5, “Settings Incoming calls”, on page 6-50 – Section 6.8, “Settings Auxiliary equipment”, on page 6-94

6.8.2 Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)



Settings | Auxiliary equipment | Integrated Voice Mail (IVM)

IVM is started with 8 or 24 B-channels by default.

The parameters and maintenance settings needed for IVM can be read out and administered with the HiPath 3000 Manager.

IVM is only available if an IVM card is plugged into the communication system.

The start-up of the IVM ports is analogous to the start-up of a digital station port. In addition, the station flags are used to set the station port type to Phonemail (5-digit call number).

In the ISDN port flags, the Layer 3 CHI format is set by default to interface type: other interface, and the call reference length is set to 2.

When configuring a Groups/hunt groups, note that in order to support IVM cards with up to 24 channels, the first group must be used, since the corresponding number of ports is only supported for the first group. Furthermore, 24 channels are only possible if the type of the group is set to cyclic or linear. If a cyclic or linear group with 24 channels was created and if this group is later reconfigured as a normal group, then all channels in the group will be deleted.



Caution

When using an IVM, the ports of the EVM for voice mail usage must be decommissioned (see Section 6.8.11, "EVM (Entry Voice Mail)", on page 6-123 for details).

6.8.2.1 Mailboxes table

All mailboxes are shown in the table. Every mailbox must be uniquely identified via the index (=row header).

Column	Type	Default value	Range
Mailbox ID	Read only	Consecutive number	1-500

Mailbox call no.

The call numbers of the individual mailboxes are entered and assigned to the corresponding index here.

Column	Type	Default value	Range
Mailbox call number	Edit control	-	1–8 places

Settings Menu

Settings / Auxiliary equipment

Name

The **Name** belonging to the mailbox is entered here. It can be a person's name, the name of a department or an other suitable entry. The name can contain a maximum of 16 characters. Only uppercase and lowercase letters from A-Z, digits, commas, periods and blanks may be used.

The station for which a mailbox should be configured can be copied over via the Add station mailbox data button from the station dialog or from an Excel table into the mailbox dialog using the Copy and Paste technique.

Column	Type	Default value	Range
Mailbox name	Edit control	-	ASCII

COS

A defined COS class (**COS 1** through **COS 17**) can be assigned per mailbox, or the IVM | Parameter/Mailbox Parameters dialog can be used to freely assign individual COS bits to a mailbox. Up to 254 different combinations (Type 1 to Type 254) are possible as new COS classes. These 17 fixed and 254 free COS combinations can be assigned to mailboxes via the **COS** drop-down list. All further combinations are just identified as "user-defined" and cannot be assigned by using the COS drop-down list.

Column	Type	Default value	Range
Mailbox COS	Selection box	COS 4	COS 1 to COS 17 Type 1 to type 254 (user defined)

Param

The **Param** column in this dialog functions exactly as in the subscriber dialog. If it is selected with a double-click, the submenu IVM Parameter opens with the tab:

Tabs
– IVM Parameter/Mailbox Parameters – IVM Parameter/COS

As in the station dialog, the modified settings can be stored temporarily as a template and copied to additional mailboxes. The template is identified by "" in the Parameter column.

Name selection

You can define here whether or not name selection is to be possible for a particular station. Requirements: name selection must be allowed in general (see IVM | Additional Settings/General) and the station must have a recorded name.

6.8.2.2 Buttons

Additional settings

Using this button, you can reach **Additional settings** for setting the IVM via tabs.

Tabs	
–	IVM Additional Settings/General
–	IVM Additional settings/Advanced
–	IVM Additional settings /Automatic attendant
–	IVM Additional Settings/Calendar
–	IVM Additional Settings/Central distribution list
–	IVM Additional Settings/Group mailbox

Add station mailbox data

So long as no entries have been made in the table, the stations that are active or have been provided with a name can be taken over in this dialog via Subscriber.

After the values are transferred, the function of the button changes to **Apply template settings**. On pressing this button, the temporarily stored settings of the mailbox that is identified with a "***" in the table are copied to one or more other mailboxes.

Check

With **Check**, the mailbox call numbers are checked for call number band overlap and corresponding warnings are displayed.

The IVM settings are checked for consistency either manually with **Check**, or automatically with **Apply**. In this process, the following errors are checked:

- Two mailboxes have the same call number or overlap one another in their call numbers (e.g., "123" and "1234").
- The call number of a mailbox is longer than allowed (see the **Max. mailbox no. length** parameter in IVM | Additional Settings/General).

In addition, warnings are issued with the following actions:

- A mailbox that was present in the source data record was deleted.
The user must confirm this action since in this case, all parameters belonging to this mailbox are reset to the default values; the mailbox itself is deleted from the IVM and thereby all messages, greetings, etc. belonging to this mailbox are also deleted.

The following actions are checked during input. In the status bar, an appropriate warning results immediately after the input.

Settings Menu

Settings / Auxiliary equipment

- The COS of a mailbox was decreased.
The user must confirm this action since in this case, all parameters that belong to the features that are now no longer accessible for this mailbox are reset to the default values.
- A mailbox call number is assigned repeatedly.

See also:
– Section 6.8.3, “IVM Parameter/Mailbox Parameters”, on page 6-101 – Section 6.8.4, “IVM Parameter/COS”, on page 6-104 – Section 6.8.5, “IVM Additional Settings/General”, on page 6-109 – Section 6.8.7, “IVM Additional settings /Automatic attendant”, on page 6-116 – Section 6.8.8, “IVM Additional Settings/Calendar”, on page 6-118 – Section 6.8.9, “IVM Additional Settings/Central distribution list”, on page 6-120 – Section 6.8.10, “IVM Additional Settings/Group mailbox”, on page 6-121 – Section 6.8.11, “EVM (Entry Voice Mail)”, on page 6-123

6.8.3 IVM | Parameter/Mailbox Parameters



Settings | Auxiliary equipment | IVM | Parameters

The **Mailbox parameter** is used to copy certain parameters to the Mailboxes table, depending on the selected **COS** parameter (see Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)).

To access the dialog, double-click in the column **Param** on the Integrated Voice Mail (IVM) (only if an IVM card is plugged-in) tab.

6.8.3.1 Area: Mailbox

Number or Index

The index or call number for the selected mailbox is shown here. If the mailbox has not been assigned a call number as yet, the index is shown.

Name

The name of the selected mailbox.

Use as template

The settings carried out for this mailbox can be temporarily stored and then transferred to one or more mailboxes using the template function. In connection with the button **Apply template settings** (see Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)), the same mailbox parameters can then be configured without having to set up the individual features.

Previous, Next

Shows the mailbox with the index value incremented or decremented by one.

Settings Menu

Settings / Auxiliary equipment

6.8.3.2 Additional Parameters

Depending on which **COS** parameters are selected in the Mailboxes table (see Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)), additional parameters are displayed.

Information on the mailbox	The Information on the mailbox parameter is set for each mailbox with the COS 1 . An activated option identifies the mailbox as an information mailbox and allows the caller to navigate within the greeting or to listen to it repeatedly.
Automatic hang up after announcement	If a mailbox has been set up as an Information mailbox , the automatic hook on after announcement option can be used to specify whether the mailbox should hang up independently after it is played back once.
Language	The user may choose between languages 1, 2 or 3. By default, language 1 is selected. The language involved can be determined via Maintenance I IVM (only if an IVM card is plugged in)
Fax intercept	For each mailbox that has set the corresponding COS bit Fax intercept , the Fax number at which incoming faxes are to be intercepted can be entered here.

Greeting control	Day/night system In COS 6, the connected greeting can be controlled using the IVM calendar (not available in Rel. 1.0) or the night service status of the communication system. If Day/night system is selected, the day and night greeting (greeting 1 or 2) are automatically connected by the IVM, depending on the night service status of the communication system. manual If manual is selected, the 4 possible greetings are activated manually by the user. Type of call If Type of call is selected, a distinction is made between internal and external calls. Greetings 1 and 2 of the IVM are then converted to the internal and external greeting. If the Greeting selection flag is selected in COS 17 for MOH, Type of call is deactivated. IVM calendar A calendar function can be added to all announcement mailboxes. If the Greeting selection flag is selected in COS 17, IVM calendar can be selected and activated.
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See also:

- Section 5.8.3, “Maintenance | IVM (only if an IVM card is plugged in)”, on page 5-18
- Section 6.8.2, “Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)”, on page 6-97
- Section 6.8.4, “IVM | Parameter/COS”, on page 6-104

6.8.4 IVM | Parameter/COS



Settings | Auxiliary equipment | IVM | Parameter

For each mailbox, **COS** can be used to create the individual variants of COS classes that deviate from the standard.

To access the dialog, double-click in the column **Param** on the Integrated Voice Mail (IVM) (only if an IVM card is plugged-in) tab.

6.8.4.1 Area: Mailbox

Number or Index

The index or call number for the selected mailbox is shown here. If the mailbox has not been assigned a call number as yet, the index is shown.

Name

The name of the selected mailbox.

Use as template

The settings carried out for this mailbox can be temporarily stored and then transferred to one or more mailboxes using the template function. In connection with the button **Apply template settings** (see Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)), the same mailbox parameters can then be configured without having to set up the individual features.

Previous, Next

Shows the mailbox with the index value incremented or decremented by one.

6.8.4.2 Table COS, COS, Status

Mailbox variant consisting of the COS features. Every individual feature can be released in the **Status** column.

Info/minimum mailbox

Setting this COS bit allows you to set up this mailbox as an info mailbox. This COS bit cannot be set at the same time as the Auto Attendant Mailbox COS bit. The **Number of Greetings** setting must be set to 1. If not, corrections will be made when setting this COS bit.

Auto Attendant Mailbox

Specifies whether this feature is activated for the mailbox. This COS bit cannot be set at the same time as the Info/Minimum Mailbox COS bit.

Group mailbox

Specifies whether the mailbox is a group mailbox.

Number of Greetings

This parameter specifies the number of greetings for the mailbox. The number of greetings plays a role in the following features:

- Greeting selection
- Week plan
- Personal week plan

Recording and sending message

Specifies whether the mailbox owner may record a message in his or her own message block and send it to another (other) mailbox(es). As a recipient, you may choose **system-wide distribution list** and **broadcast** in addition to **Mailbox** as long as the mailbox has the appropriate class of service.

Send messages

Specifies whether the mailbox owner can forward the last message heard on to another mailbox. When doing so, he or she can record a commentary that is attached to the message. As a recipient, you may choose **system-wide distribution list** and **broadcast** in addition to mailbox, if the mailbox has the appropriate class of service.

Callback to message originator

Specifies whether the mailbox owner can call the person who left the message back if his or her call number was transferred. In this case, the callback is started using a key combination ("*8 or "70", depending on the **User interface switchover** to Xpressions V3 interface setting).

Save messages

Specifies whether this mailbox supports message saving.

Settings Menu

Settings / Auxiliary equipment

Skip to next TUI function

Specifies whether it is possible to skip all of the messages in this mailbox and go straight to the mailbox administrator. Skipping to the next TUI function is initiated using the key combination "*" / "79" in the **User interface switchover** to Xpressions V3 interface.

Private message

Specifies whether this feature is activated for the mailbox.

Greeting selection

Specifies whether the mailbox has greeting control.

Message call

Specifies whether this feature is activated for the mailbox.

Substitute function

Specifies whether this feature is activated for the mailbox.

FAX number

Specifies whether the mailbox can set its own fax intercept.

Switch mailbox language

Specifies whether the user language for this mailbox can be selected or changed.

Personal mailbox user name

Specifies whether the mailbox has a user name.

Broadcast

This COS bit is used to grant a mailbox authorization to send broadcast messages. Broadcast is a special case when sending voice messages. If a station is authorized to send broadcast messages, this will be indicated as an optional destination on the TUI. When the mailbox has received a broadcast message, an MWI notification is sent automatically.

System-wide distribution list

Specifies whether messages sent from this mailbox from distribution lists are offered as a destination.

Speed dial destinations for 4 segments of the day

If this COS bit is set in an **auto attendant mailbox**, this mailbox can be assigned speed dial destinations that depend on the IVM calendar.

Disable direct dialing

If this COS bit is set, no further call numbers may be dialed in an **auto attendant mailbox**. To connect further, the caller must use preset speed dial destinations.

Agile Mailbox Attendant

By setting the **Agile Support** COS bit, a switchboard procedure will be carried out with another timing (except with fax tone recognition).

E-mail notification

Specifies whether this feature is activated for the mailbox.

No recording of greetings in the TUI

If this COS bit is set, no further greetings may be recorded in the TUI. The only way to change the default greeting is to upload a WAV file via the HiPath Manager or WEB.

Automatic Forwarding

Specifies whether this feature is activated for the mailbox.

Mobility Mailbox

Specifies whether this feature is activated for the mailbox.

Settings Menu

Settings / Auxiliary equipment

See also:

- Section 5.8.3, “Maintenance | IVM (only if an IVM card is plugged in)”, on page 5-18
- Section 5.8.9, “Maintenance | IVM: Mailbox configuration: Personal week plan”, on page 5-26
- Section 5.8.12.3, “Greetings, PC->IVM Delta”, on page 5-31
- Section 6.8.2, “Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)”, on page 6-97
- Section 6.8.3, “IVM | Parameter/Mailbox Parameters”, on page 6-101
- Section 6.8.5, “IVM | Additional Settings/General”, on page 6-109
- Section 6.8.8, “IVM | Additional Settings/Calendar”, on page 6-118
- Section 6.8.9, “IVM | Additional Settings/Central distribution list”, on page 6-120
- Section 6.8.10, “IVM | Additional Settings/Group mailbox”, on page 6-121

6.8.5 IVM | Additional Settings/General



Settings | Auxiliary equipment | IVM | Additional settings | General

The menu item **General** is used to make general settings that are common to all mailboxes.

To access the dialog box, double-click the **Additional settings** button in the Integrated Voice Mail (IVM) (only if an IVM card is plugged-in) tab.

6.8.5.1 "General parameters" area

Max. mailbox no. length

Here the maximum length of the mailbox number can be laid down.

Setting range: 1 to 8 places.

The default value is 3 places.

Max. message length (sec)

This is the length that is available to the caller to have a message recorded (maximum length of the arriving message in seconds).

Setting range: 1 to 1200 seconds.

The default value is 120 seconds.

Help announce. timeout (sec)

This is the time after which the help announcement is switched on when the user calls the mailbox and activates no other input.

Setting range: 1 to 5 seconds.

The default value is 3 seconds.

Help announce. repeats

The help announcement is repeated as often as is set here.

Setting range: 0 to 5 repetitions.

The default value is 3 repetitions.

Settings Menu

Settings / Auxiliary equipment

Attempts to send message

If the user has configured a message service, the IVM tries to send a message, with the corresponding number of repetitions, to the call number input.

Setting range: 1 to 255 repetitions.

The default value is 3 repetitions.

Attempt to send notification every (min)

The IVM tries to send the set number of repetitions for messages in the time input here.

Setting range: 1 minute. to 60 minutes.

The default value is 15 minutes.



It should be kept in mind that the setting of the two values (the number of attempts to send the message and the time to attempt to send the message) should result in a combination that makes sense.

General fax intercept

The Fax intercept destination to which the IVM should normally send incoming faxes must be specified here. Mailboxes with the COS 5 or 6 may have a different fax intercept destination; for all others, the destination defined here is used.

Setting range: Valid internal Fax number

Default value: none

Message length live recording

Maximum length for voice recording (Live Call Record).

Setting range: 1 - 60 minutes

Default value: 5 minutes

Transfer behavior

This defines the transfer behavior of the IVM. The following can be selected: **Blind**, **Ring** or **Answer**.

Transfer behavior	Description
Blind Transfer	Blind Transfer is the unmonitored attendant console. The call is switched as quickly as possible (Transfer before answer). It is not possible to switch to a busy destination with call waiting rejection. In this case, the call is sent to the mailbox of the destination station (if available) or returned back to the transferring mailbox.
Ring	Ring is the partially monitored attendant console. The call is switched as soon as the destination is called (Transfer before answer). If the destination station is busy and no call waiting is possible, "Ring", in contrast to "Blind Transfer", offers the option of either being switched again after a timeout (30 sec) or, in the case of an AutoAttendant mailbox, dialing another destination.
Answer	Answer is the fully monitored attendant console. The call is only switched if the destination station accepts the call (Transfer after messaging). The options in cases where no switching was possible analogous to those for "Ring". The waiting time for the call to be accepted can be configured via a time parameter in the range of 10 to 60 seconds (default: 20 seconds).

The default setting is **Blind Transfer**.



Regardless of this parameter, switching for a callback to the caller and for Fax calls always occurs with **Answer** and **Blind Transfer**, respectively.

Call number length delimitation

If a call number length restriction has been activated, only call numbers up to the length of the mailbox call number can be dialed from the IVM for outgoing calls (AutoAttendant speed dialing, substitute call, message call). In cases where longer call numbers have been configured, no connection is established.

The parameter is deactivated by default.

Repetitions of Announcement at AutoAttendant

The greetings in an AutoAttendant mailbox are repeated as often as defined.

Setting range: 0 - 5 repetitions.

The default value is 3.

Settings Menu

Settings / Auxiliary equipment

Time until announcement of AutoAttendant

Time after which the announcement of an AutoAttendant mailbox is repeated.

Setting range: 1 - 5 seconds

The default value is 3.

Announcement before voice recording

Specifies whether the start of voice recording (Live Call Record) should be signaled with a **voice prompt** or warning tone (**Beep**) or whether no signaling (**none**) should occur before the voice recording.

6.8.5.2 "Recording quality" area

This area controls in which quality greetings and messages are to be saved. This depends on the amount of memory space used. The following options are available:

- Memory-optimized greetings and messages (less memory space required)
- Greetings in HiQuality and memory-optimized messages (medium memory space required)
- Greetings and messages in HiQuality (more memory space required)

6.8.5.3 "AutoAttendant announcement behavior" area

This area determines which voice files are played for a caller by the EVM Auto Attendant (EVM: Extended Voice Mailbox). The following checkboxes can be activated or deactivated:

Checkbox	Default	Announcements
VP before transfer ¹	deactivated	"Please wait, you are being connected..."
VP transfer result	activated	One of the following announcements are played: "The station number does not exist." "The station is busy." "The station is not answering."
VP intercept	activated	One of the following announcements are played: - Two combined announcements: "You are being connected with the operator." "Please wait." "You are being connected with the mailbox of the station." "Please wait, you are being connected..."
VP before release	activated	One of the following announcements are played: "Please call later." "Thank you. Goodbye." "The mailbox number is invalid."

¹ VP: Voice prompt

See also:

- Section 5.8.3, "Maintenance | IVM (only if an IVM card is plugged in)", on page 5-18
- Section 6.8.2, "Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)", on page 6-97
- Section 6.8.7, "IVM | Additional settings /Automatic attendant", on page 6-116
- Section 6.8.8, "IVM | Additional Settings/Calendar", on page 6-118
- Section 6.8.9, "IVM | Additional Settings/Central distribution list", on page 6-120
- Section 6.8.10, "IVM | Additional Settings/Group mailbox", on page 6-121

6.8.6 IVM | Additional settings/Advanced



Settings | Auxiliary equipment | IVM | Additional settings | Advanced

Under **Advanced**, you can make settings that apply to all mailboxes.

To access the dialog box, double-click the **Additional settings** button on the Integrated Voice Mail (IVM) (only if an IVM card is plugged-in) tab.

6.8.6.1 Area: General parameters

Number of remote login attempts

Here you can set the number of incorrect attempts permitted.

Setting range: 0 to 3 attempts

The default values are:

- IVM2.0: 1
- IVM3.0: 0

Number of characters in a search term

You can set the number of characters permitted in a search term here.

Setting range: 3 to 6 characters

The default value is 3 characters.

First name/surname search

You can use the drop-down list to specify whether the search should be performed according to first name or surname.

Message info after message

Here you can define whether message information should be configured before or after the message.

Immediate help announcement

Here you can define whether a help announcement should be played immediately when the mailbox is accessed or after a configurable time period (in seconds).

High security level

This flag controls the level of IVM security (not activated: normal; activated: high); it is activated by default. If the level of security is set to "normal", registered users are not prompted to enter their password in order to access the Mobility main menu. The password is only requested if the user switches to the current mailbox message block.

Together with the IVM software version, this flag also controls the security of the user password for the mailbox:

- Up to software version HE300V.04.106E04, the user must change the mailbox password when accessing the mailbox for the first time if the "High security level" flag is activated (activated = high security).
- As of software version HE300V.04.108E02, the user must always change the mailbox password when accessing the mailbox for the first time, regardless of the status of the flag. This modification is intended to reduce call charge fraud.

See also:
– Maintenance IVM (only if an IVM card is plugged in) – Integrated Voice Mail (IVM) (only if an IVM card is plugged-in) – IVM Additional Settings/General – IVM Additional settings /Automatic attendant – IVM Additional Settings/Calendar – IVM Additional Settings/Central distribution list – IVM Additional Settings/Group mailbox

6.8.7 IVM | Additional settings /Automatic attendant



Settings | Auxiliary equipment | IVM | Additional settings | Automatic Attendant

The **Automatic attendant** can be used to configure the relevant mailbox features that provide automatic attendant functionality (COS 5, COS 6, COS 14 and COS 15). This means that a caller can be redirected to specific destinations (which are defined here) on dialing the digits 0 through 9. A corresponding announcement must, of course, be provided to explain these dialing options. It is also possible to configure intercept destinations to which the caller will be redirected if he or she fails to enter a digit or enters an invalid (i.e., unassigned) digit.

To access the dialog box, double-click the **Additional settings** button on the Integrated Voice Mail (IVM) (only if an IVM card is plugged-in) tab.

Mailbox number/name

In the drop-down list box, only the relevant mailboxes with the authorizations COS 5, COS 6, COS 14 and COS 15 are shown for selection.

Provide DTMF menu independent of call type

Here you can define whether or not a DTMF menu should be provided, regardless of call type.

Time between key depressions (sec)

You can set the period between two key depressions using the drop-down list.

Setting range: 1 to 10 seconds (0.5 second increments)

Default: 2.5 seconds

6.8.7.1 Station table

Here, all subscribers are displayed that

- are set up (active or provided with a name) and
- are not defined as phone mail ports

6.8.7.2 Configured mailboxes table

List of all configured mailboxes.

6.8.7.3 Speed dial/Intercept destinations

Up to 10 speed-dial destinations (from 0 through 9) and two intercept destinations (day and night) can be configured here. Callers are redirected to the intercept destinations in cases of "no response" or "no dialing". In the COS 6, when greeting control (day/night) by the communication system is activated, the corresponding destination is selected; otherwise, only the first intercept destination (day) is always used. The destinations themselves can be selected from the **Station** and **Configured mailboxes** lists and dragged & dropped onto the table. The destination type is automatically set to Call no. or Mailbox. If desired, you can also enter the speed-dial destination directly. The destination type must then be set accordingly to **Mailbox**, **Call No.** or **CO (ext.)**. For the type **CO (ext.)**, a trunk group (route 1) is seized by the IVM before dialing the specified call number. Incomplete entries are not accepted. To delete speed dial destinations, mark the entry in the table and drag it to the Recycle Bin.



If the call number of an additional mailbox with the function "Automatic attendant" was entered as a speed dial destination, you can jump directly to this mailbox by double-clicking in this field.

See also:

- Section 5.8.3, "Maintenance | IVM (only if an IVM card is plugged in)", on page 5-18
- Section 6.8.2, "Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)", on page 6-97
- Section 6.8.5, "IVM | Additional Settings/General", on page 6-109
- Section 6.8.8, "IVM | Additional Settings/Calendar", on page 6-118
- Section 6.8.9, "IVM | Additional Settings/Central distribution list", on page 6-120
- Section 6.8.10, "IVM | Additional Settings/Group mailbox", on page 6-121

6.8.8 IVM | Additional Settings/Calendar



Settings | Auxiliary equipment | IVM | Additional settings Calendar

Calendar can be used to define the work hours and pause times (break) for the switchover of announcements.

To access the dialog box, double-click the **Additional settings** button on the Integrated Voice Mail (IVM) (only if an IVM card is plugged-in) tab.

Week plan table

For each weekday, the start and end of the work hours (day announcement) and the start and end of the pause (pause announcement) must be entered.

A further differentiation and time-based control of announcements can be achieved by entering the start and end times for a special announcement.

During any period outside the work and pause times, the night announcement is active.

By default, the table is filled for the weekdays from Monday through Thursday with the values 08:00-17:00 for work hours and 12:00-12:30 for the pause, and for Friday with the values 08:00-15:00 as work hours and 12:00-12:30 as the pause.

The start and end times for the special announcement are not set by default.

On Saturday and Sunday, the night announcement is active by default.

Settable range: 00:00-23:59 hours.

Priority	Time	Announcement
1	Special time	Special announcement
2	Length of pause	Pause announcement
3	Work hours	Day announcement
4	other	Night announcement

Monthly overview

From this monthly overview, up to 50 days can be transferred to the Special Days table.

Special days (year) table

The start and end times for the work hours, pause times and special times must be defined for the days in this table.

The Table is empty by default.

The following priorities apply if the times in the two tables overlap:

Priority	Time	Announcement
1	Special time	Special announcement
2	Length of pause	Pause announcement
3	Work hours	Day announcement
4	other	Night announcement

See also:

- Section 5.8.3, “Maintenance | IVM (only if an IVM card is plugged in)”, on page 5-18
- Section 5.8.9, “Maintenance | IVM: Mailbox configuration: Personal week plan”, on page 5-26
- Section 6.8.2, “Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)”, on page 6-97
- Section 6.8.5, “IVM | Additional Settings/General”, on page 6-109
- Section 6.8.7, “IVM | Additional settings /Automatic attendant”, on page 6-116
- Section 6.8.9, “IVM | Additional Settings/Central distribution list”, on page 6-120
- Section 6.8.10, “IVM | Additional Settings/Group mailbox”, on page 6-121

6.8.9 IVM | Additional Settings/Central distribution list



Settings | Auxiliary equipment | IVM | Additional settings Central distribution list

The **Central distribution list** can be used to configure up to 20 destination mailboxes or lists for the distribution of messages in 20 lists.

To access the dialog box, double-click the **Additional settings** button on the Integrated Voice Mail (IVM) (only if an IVM card is plugged-in) tab.

Lists

In lists 1 through 20, several different selected mailboxes or lists can be stored.

Destinations

List of all configured mailboxes and lists.

Dest. in list

Selected targets of the selected list (1-20).

The destinations are selected by “dragging and dropping” them from the **Destinations** list. Deletion is performed by dragging and dropping into the recycling bin.

Edit Name

This field can be used to edit the name of the central distribution list that was just selected. The name can contain a maximum of 16 characters. Only uppercase and lowercase letters from A-Z, digits, commas, periods and blanks may be used.

By default, the names are defined with "List 1" to "List 20".

See also:

- Section 5.8.3, “Maintenance | IVM (only if an IVM card is plugged in)”, on page 5-18
- Section 6.8.2, “Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)”, on page 6-97
- Section 6.8.5, “IVM | Additional Settings/General”, on page 6-109
- Section 6.8.7, “IVM | Additional settings /Automatic attendant”, on page 6-116
- Section 6.8.8, “IVM | Additional Settings/Calendar”, on page 6-118
- Section 6.8.10, “IVM | Additional Settings/Group mailbox”, on page 6-121

6.8.10 IVM | Additional Settings/Group mailbox



Settings | Auxiliary equipment | IVM | Additional settings GroupMailbox

Group mailbox can be used to enter up to 20 group members per group mailbox with the classes of service COS 7 or COS 16.

To access the dialog box, double-click the **Additional settings** button on the Integrated Voice Mail (IVM) (only if an IVM card is plugged-in) tab.

Mailbox number/name

In the drop-down list, only the relevant mailboxes with the classes of service COS 7 or COS 16 and the MULAP group numbers are offered for selection.

Setting range: 1 to 8 places

Shared group mailbox

Here you can define if a mailbox is a shared group mailbox.

Mailboxes may only belong to one shared mailbox group. A "normal group" can only be identified as "shared" if it does not contain any members that belong to another shared mailbox group.

Stations

Here, all subscribers are displayed that

- are set up (active or provided with a name),
- are not defined as phone mail ports,
- do not have an own mailbox yet, and
- are also not a member of a group mailbox.

Members

All members of the group mailbox are shown here.

The stations may be selected by dragging and dropping (or via the **New** button) them from the internal list of **Stations** or directly entered in the **Member** field. Members of a group mailbox are deleted by dragging and dropping them into the Recycle Bin.

Settings Menu

Settings / Auxiliary equipment

See also:

- Section 5.8.3, “Maintenance | IVM (only if an IVM card is plugged in)”, on page 5-18
- Section 6.8.2, “Integrated Voice Mail (IVM) (only if an IVM card is plugged-in)”, on page 6-97
- Section 6.8.5, “IVM | Additional Settings/General”, on page 6-109
- Section 6.8.8, “IVM | Additional Settings/Calendar”, on page 6-118
- Section 6.8.9, “IVM | Additional Settings/Central distribution list”, on page 6-120
- Section 6.8.7, “IVM | Additional settings /Automatic attendant”, on page 6-116

6.8.11 EVM (Entry Voice Mail)



Settings | Auxiliary equipment | EVM

The parameters and maintenance settings needed for EVM can be read out and administered with the HiPath 3000 Manager.

EVM is only available if an EVM card is plugged into the communication system.

The start-up of the EVM ports is analogous to the start-up of a digital station port. In addition, the station flags are used to set the station port type to Phonemail (5-digit call number).



Caution

When using another voice mail application such as IVM (HiPath Xpressions Compact) or Phonemail, the ports of the EVM for the voice mail usage must be decommissioned. To do this, the ports must be set to the extension type “Standard” and removed from the hunt group of the active voice mail. In addition, the number of mailboxes for autoconfiguration must be set to “0”. This prevents inadvertent changes to the Call Management by the user.

6.8.11.1 Mailboxes table

The table shows all the mailboxes. Every mailbox must be uniquely identified via the index (=row header). There are 24 rows (corresponding to the maximum number of EVM mailboxes).



For group mailboxes (groups and MULAP), new messages are signaled in the display of only the first station in the group.

Mailbox call no.

The call numbers of the individual mailboxes are entered here. A mailbox is identified by means of the call number.



If a mailbox is to be assigned to a station, the mailbox must have the same call number as the station.

- **Setting up the Common Greeting Mailbox**

The phone numbers belonging to the **Common Greeting Mailbox** for the EVM hunt group containing the EVM ports are entered here.

Default: 351

Settings Menu

Settings / Auxiliary equipment

Name

The **Name** associated with the mailbox is entered here . The name is taken from the station dialog (see also Subscriber). In the case of a group, the group name is displayed.

The station for which a mailbox should be configured can be taken over from the station dialog or from an Excel table into the mailbox dialog using "Copy and Paste".

Greeting

Use the drop-down list to select the defaults for the mailboxes. On selecting **Day/night**, the greeting control occurs automatically. **Greeting 1** is then played for the day service and **Greeting 2** for the night service.

- **Greetings on activated Common Greeting Mailbox**

- Common company name announcement

The first greeting from the Common Greeting Mailbox is used as a common greeting for all (non-AA) mailboxes, e.g. "Welcome to Siemens". The mailbox greeting is then output as a name, e.g. "John Smith".

The second greeting from the Common Greeting Mailbox is likewise a common announcement, e.g. "is currently unavailable, please leave a message".

- Name announcement

If the first greeting of the Common Greeting Mailbox is not available, the voice prompt "Here is the mailbox of " is output. The mailbox greeting is then output as a name, e.g. "John Smith".

If the second Common Greeting Mailbox announcement is not available - which would make sense in this case - it is replaced by 250 ms of "silence".

Recording, AutoAttendant

For each mailbox, you can select whether it that mailbox is to be used as a standard mailbox (**Recording**) or an attendant mailbox (**AutoAttendant**). It is not possible to enable **Recording** and **AutoAttendant** simultaneously. A maximum of 4 mailboxes can be configured as Attendant mailboxes.

If neither **Recording** nor **AutoAttendant** is selected (Standard), a mailbox is created without enabling the recording function. In such cases, the subscriber must enable the recording when checking the mailbox for the first time. This ensures that no messages can be recorded before the mailbox has been activated by the user.



When a standard mailbox is converted to an **AutoAttendant** mailbox, all existing messages of the mailbox are deleted.

Password Reset

Select this option for any mailboxes for which the associated passwords are to be reset at the next transfer of the CDB to the communication system. The password is reset to the value 1234.

6.8.11.2 Buttons

Additional settings

Using this button, you can reach **Additional settings** for setting the EVM via tabs.

Tabs
– EVM Additional settings/General

See also:
– Section 5.8.14, “Maintenance EVM”, on page 5-34
– Section 6.8.12, “EVM Additional settings/General”, on page 6-126

6.8.12 EVM | Additional settings/General



Settings | Auxiliary equipment | EVM | Additional settingsGeneral

The **General** tab allows you to define the settings that are common to all mailboxes.

To access the dialog box, click the **Additional settings** button on the EVM (Entry Voice Mail) tab.

6.8.12.1 Area: General parameters

Max. mailbox no. length

Here the maximum length of the mailbox number can be defined.

Setting range: 2 to 8 places

Default value: 2 or 3 places (depending on the communication system)

Maximum message length (min)

This is the length that is available to the caller to have a message recorded (maximum length of the incoming message in minutes).

Setting range: 1 to 5 minutes

Default value: 2 minutes

General fax intercept

The Fax intercept destination to which the EVM should normally send incoming faxes must be specified here. If no fax intercept destination is specified, the fax tone detection is also disabled. If a fax tone detection is desired, but no forwarding is to occur, an invalid destination must be entered here.

Setting range: Valid internal Fax number

Default value: none

Call number length delimitation

If a call number length restriction has been activated, only call numbers up to the specified length can be dialed from the EVM for outgoing calls (AutoAttendant suffix dialing and AutoAttendant speed dialing). In cases where longer call numbers have been configured, no connection is established.

Setting range: 1 to 30

By default, the call number length restriction corresponds to the (internal) call number length of the mailbox, so only internal dialing is allowed.

Standard lang.

The standard language selected here is applied to the settings for all mailboxes.



If a language in which the EVM is not loaded is selected, then the language UK English (enuk) is activated. If UK English is not loaded either, then the first language loaded on the EVM is activated automatically.

6.8.12.2 "Recording quality" area

This area controls in which quality greetings and messages are to be saved. This depends on the amount of memory space used. The following options are available:

- Memory-optimized greetings and messages (less memory space required)
- Greetings in HiQuality and memory-optimized messages (medium memory space required)
- Greetings and messages in HiQuality (more memory space required)

See also:
– Section 5.8.14, "Maintenance EVM", on page 5-34 – Section 6.8.11, "EVM (Entry Voice Mail)", on page 6-123 – Section 6.8.13, "EVM Additional settings / Automatic attendant:", on page 6-128

6.8.13 EVM | Additional settings / Automatic attendant:



Settings | Auxiliary equipment | EVM | Additional settings/Automatic attendant:

Automatic attendant is used to configure the corresponding features for mailboxes that were configured as attendant mailboxes. By selecting the digits 0 to 9, a caller can be forwarded to specific destinations defined here. These dialing options must, of course, be explained with a corresponding announcement. It is also possible to configure intercept destinations to which the caller will be redirected if he or she fails to enter a digit or enters an invalid (i.e., unassigned) digit.

To access the dialog box, click the EVM (Entry Voice Mail) Additional settings **button on the** tab.

Automatic Attendant Mailbox number/name

The drop-down list offers a selection of the appropriate mailboxes for which the **AutoAttendant** option was selected.

Stations table

Displays all stations that are

- configured (active or provided with a name) and
- not defined as phonemail (call number, 5 digits)

Speed dial/Intercept destinations

Up to 10 speed-dial destinations (from 0 through 9) and one intercept destination can be configured here for the day and night service, respectively. Switching to the intercept destinations occurs when no digit or an invalid (i.e., unassigned) digit is pressed. If a **Day/night** greeting is activated, the corresponding destination is selected; otherwise, only the first intercept destination (day) is always used.

The destinations can be selected from the **Stations** table and dragged & dropped onto this table. You can also enter the destinations directly. To delete a destination, mark the entry in the table and drag it to the Recycle Bin.

Intercept after announcem.

If this option is activated, the call is redirected to the call number specified under **Intercept** (e.g., the attendant console) immediately after the announcement.

When the "**intercept after announcem.**" flag is activated, the greeting text is played once, followed by the intercept. No speed-dialing destination can be dialed during the announcement of the greeting.

When the **Intercept after announcem.** flag is deactivated, the announcement is played and then the EVM transfers the caller to the number specified under **Intercept.** (e.g. attendant console). During the announcement of the greeting, speed-dialing will also work.

no suffix-dialing

If this option is activated, the caller can only be redirected to other destinations via the speed-dial destinations (choice of digits 0 to 9). No (multi-digit) call number can be selected by the AutoAttendant.

See also
– Section 5.8.14, "Maintenance EVM", on page 5-34 – Section 6.8.11, "EVM (Entry Voice Mail)", on page 6-123 – Section 6.8.12, "EVM Additional settings/General", on page 6-126

Settings Menu

Settings / Auxiliary equipment

7 System Status Menu

System-wide
Call charges

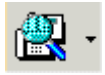
Table 7-1 System Status Menu

7.1 System-wide

The **System status | System-wide** option contains a number of tabs, which affect the communication system status in various ways. Some of these tabs are for information purposes only, while others allow you to make changes to the parameters displayed. The status of the communication system involved here is the status at the time when the customer database is downloaded.

Tabs and Dialog boxes	
• Cards • Loadware • System • Flags • Forwarding • Line states • System texts • UCD Agents	

7.1.1 Cards



System Status | System-wide | Cards

The **Cards** tab offers two primary functions:

- First, it provides an overview of the **System expansion hardware (HW expansion)**, which allows you to view the layout of the communication system. Slot numbers and card numbers are displayed. To facilitate repairs, replacements, and upgrades, you can also display part code numbers for each card. Some users find it convenient to view this tab remotely to determine whether or not a new card is required before adding additional services to the communication system
- In addition, the overview provided via **System expansion software (SW expansion)** can be used to set up cards in the system software (**Card Config.**) before they are physically installed in the communication system.

7.1.1.1 Area: System type

Contains the possible system types.

7.1.1.2 Area: Country version

A country was selected at the time that the communication system was installed. That country is listed here. Different features are available with different country versions.

7.1.1.3 Area: Software version

This is the release number of the operating system software. Note that this is not the system software number.

7.1.1.4 Table: Card selection

The Card Selection list box lists all of the cards that can be used with the system and which have not yet been plugged.

7.1.1.5 Area: Switchover to

SW expansion, HW expansion

You can switch between the **System expansion hardware** and **System expansion software** views via the corresponding **SW expansion** and **HW expansion** buttons.

System Status Menu

System-wide

System expansion hardware

The **System expansion hardware** view shows the hardware actually installed in the communication system. This **Box** field displays the communication system's card assignments.

System expansion software

The **System expansion software** overview allows you to view the system configuration based on the available SW. The Software will automatically detect every card physically in the communication system.

7.1.1.6 Area: Card data

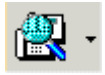
When a particular card (**Slot**) is selected in the **Box**, corresponding data for this card is shown in **Card data**.

Slot:	Slot number for the selected card in the communication system.
Designation and code no.	The card name or number. The designation may deviate slightly for 19" cards (e.g. SLU8R is displayed as SLU8). For the SBSCS, SBSCO, CBCP, CBCC and CBCPR control cards, the code number (including variant and output status) is read out of the communication system. For all other cards, the code number is provided by the HiPath 3000 Manager itself. In addition, the subcards (CMS, CMA, LIM, IMODC, MPPI) inserted for the control cards referred to are also displayed in the form of a drop-down list.
Card data	The card data type is displayed for a TST1/TMST1 module. This can be either TMST1 analog or digital, depending on the selection made in the Select Card list. If the Layer 1 or 2 configuration was changed in the Card Configuration field, the standard selection must be changed to TST1/TMST1 analog or digital modified. There are 4 default card templates for T1: TMST1 Digital, TMST1 Analog, TMST1 Digital mod. and TMST1 Analog mod. These templates are changed as follows: Template TMST1 Digital and TMST11 Analog: timer T203 = 10s, Template TMST1 Digital mod. and TMST1 Analog mod. timer T203 = 30s.

See also

- Section 7.1, "System-wide", on page 7-2

7.1.2 Loadware

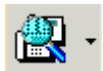


System Status | System-wide | Loadware

All Loadware versions available in the communication system can be displayed via **Loadware**.

See also:
– Section 7.1, “System-wide”, on page 7-2

7.1.3 System



System Status | System-wide | System

System allows status information for the communication system to be displayed, for example system-wide flags or the software version.

7.1.3.1 Area: System-wide flags

These entries shows whether FWD to the ISDN CO is activated or deactivated.

The destination call number is also displayed if FWD is activated.

The night service status is also displayed.

7.1.3.2 Area: Optional cards

Data from optional cards with a processor is displayed here (GEE12/16/50, STRB cards). An ALUM is not displayed here.

The data serves the identification of the options and the output status.

Option slot	Slot location of the option
Option type	The type of the option inserted in the slot
SW code number	Code number of the option card (if available).
HW ID	Option card code Option card code serves to differentiate between HW variants of an option (e.g., 0x for GEE12/16; 0x1 for GEE50).

7.1.3.3 Table: MSN or CFW status

The Call forwarding to CO feature is organized into 3 types of call forwarding:

- CFU Call Forwarding Unconditional
This is unconditional, immediate call forwarding; all calls intended for an MSN are forwarded directly by the carrier, regardless of their status.
- CFNR Call Forwarding No Reply
Call forwarding to CO is implemented only when the incoming call is not answered within a given time (15 s).
- CFB Call Forwarding Busy
Call forwarding is implemented only if the selected MSN is busy.

All three types of call forwarding can be realized for any other external connection (ISDN network, analog network, radio telephone network, global). This service is always activated for the basic services "telephony", "speech" and "3.1 kHz audio".

Only one forwarding destination can be entered per MSN and forwarding type.

Call forwarding can be activated/deactivated from any telephone to which an MSN is assigned and which has the authorization to initiate external call forwarding. The other MSN's are not affected by this call forwarding. If an MSN is assigned to a group, every station in the group can activate/deactivate the call forwarding. The destination call number of the call forwarding must be entered without trunk group code since the call forwarding is implemented in the central office.

There is a common procedure for all three types of call forwarding. In this procedure, the type of the call forwarding, the MSN to be forwarded and the forwarding destination must be entered. It is absolutely necessary to enter the **MSN** since a station can be assigned to several MSN's under group configuration. The activation of the feature can be initiated using expert codes, menus, or key functionality.

Call forwarding can be deactivated at any time, independently of the activation.

The Call forwarding to CO for each MSN feature is limited to 10 MSN's and is valid only for multi-device connections.

An activated CFU is signaled by a special dial tone and a display by which the stations assigned to the MSN.

For each MSN, the line where the call forwarding is to be activated is configured, since each MSN is given a basic connection.

The system status displays for which MSN, on which line and to which call number, a call forwarding to CO has been activated. In addition, the type of the call forwarding (CFU/CFNR/CFB) is displayed.

7.1.3.4 Area: Software version

The software version and/or binder number of the communication system is displayed in this field.

The country version is also listed.

7.1.3.5 Area: HW data

Hardware data from the communication system is displayed here.

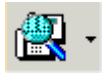
System Status Menu
System-wide

Serial no. = MAC addr

The MAC address of the LAN Interface Module (LIM) is displayed here). This MAC address is also simultaneously used as the unique serial number of the control board. This information is available only for HiPath 3000.

See also:
– Section 7.1, “System-wide”, on page 7-2

7.1.4 Flags



System Status | System-wide | Flags

The activated features of individual stations can be queried via **Flags**.

7.1.4.1 Table: Stations/MULAP

All stations available in the communication system are entered in the **Stations/MULAP** table (also MULAPs as of Hicom 150 H V1.0/Hicom 150 E Office Rel. 3.0).

7.1.4.2 Area: Stations/MULAP, Station/MULAP flags

If a station is selected in the table **Stations/MULAP**, the features that were modified and entered by the station are listed under **Stations/MULAP flags**.

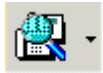
7.1.4.3 Area: Mark deletions

Set, Remove

The features shown in **Stations/MULAP flags** can be deactivated for each station. To do this, select the relevant stations in the table and then press the **Set** button (Mark deletions, Set) The stations whose features are to be deleted at the next upload (see Transfer) are shown in the table (indented). Mark deletions can be canceled by pressing the **Remove** button (Mark deletions, Remove). Mark deletions cannot be set in an AllServe system.

See also:
– Section 5.8, “Transfer”, on page 5-11 – Section 7.1, “System-wide”, on page 7-2

7.1.5 Forwarding



System Status | System-wide | Forwarding

Forwarding only displays station-specific (no system-specific) status information. Under **Call forwarding** you can see whether the station has been forwarded to another station or is itself a call forwarding destination. As of Hicom 150 H V1.0/Hicom 150 E Office Rel. 3.0, forwarding for MULAPs is also displayed.

7.1.5.1 Table: Stations/MULAP

All stations available in the communication system are entered in the **Stations/MULAP** table (also MULAPs as of Hicom 150 H V1.0/Hicom 150 E Office Rel. 3.0). When stations are selected in the table, any relevant call forwarding information for them will be displayed under **Call forwarding** or **Ringing group on**.

7.1.5.2 Area: Call forwarding

Status, Forwarding destination from

One of three call forwarding types may be set in the station. The three types are:

- External
- Internal
- All

The type selected at this station/MULAP is displayed in **Status**. If forwarding has not been activated at that station/MULAP, the status is indicated as **Off**.

The **Forwarding destination from** text box lists the stations/MULAPs that are forwarded to this station/MULAP, if these stations are internal.

7.1.5.3 Area: Ringing group

All stations to which the station selected earlier in the **Stations/MULAP** table transferred calls (**Stations included**), and stations which also transferred calls to the selected station (**Connection of**), are displayed.

Stations included

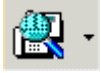
The user can forward calls to up to five stations. If another station has forwarded calls to this station, then that station is shown here too.

Connection of

Shows whether or not calls were transferred to this station, and if so, from what device.

See also:
– Section 7.1, “System-wide”, on page 7-2 – Section 7.1.4.2, “Area: Stations/MULAP, Station/MULAP flags”, on page 7-9

7.1.6 Line states



System Status | System-wide | Line States

Out of Service can be used to display all station and line ports available in the communication system. Unavailable lines or lines that are not ready for operation are preceded with an *(asterisk), i.e., they are unavailable.

7.1.6.1 Table: Trunks

All trunks available in the communication system are entered in the **Trunks** table. The line number is the number assigned to the trunk by the system software. The next number is the slot/port location within the system. The final number is the dial number for the trunk.

When you select a particular line, the line parameters for that trunk are displayed in the fields on the right. The values cannot be changed here.

Code

The code number is the number you dial to get access to this specific trunk to place a call.

Trunk

This is the trunk number assigned by the communication system.

Route

The route number shows which of the eight (or sixteen) routes this trunk has been assigned to.

Type

This is the trunk type, such as CO or CO DTMF.

Trunk Type

This is the trunk dialing type, such as Analog or S₀. If the trunk is inactive, **No Port** is displayed in this field.

Trunk Status

This indicates whether the trunk is currently active or inactive.

See also:
– Section 7.1, “System-wide”, on page 7-2

7.1.7 System texts



System Status | System-wide | System texts

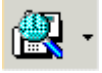
The languages that are currently loaded in the communication system are displayed in **System texts**.

7.1.7.1 Table: Available languages

The languages that are currently loaded in the communication system are displayed.
If the CDB was generated offline, a message is displayed instead of the languages.

See also:
– Section 7.1, “System-wide”, on page 7-2

7.1.8 UCD Agents



System Status | System-wide | UCD Agents

UCD Agents is used to display the status and number of UCD agents configured in the communication system.

7.1.8.1 Table: UCD Agents Status

Call Number column

The **Call number** column shows the internal call number of each UCD agent.

Name column

The name assigned to the UCD agent is displayed here.

Status column

Shows the status of the agent.

7.1.8.2 Area: Number of UCD Agents

Total, Available

Shows the total number of configured UCD agents (Total) and the number of available UCD agents (Available).

See also:
– Section 7.1, “System-wide”, on page 7-2

System Status Menu

Call charges

7.2 Call charges

System status | Call charges includes the compilation and generation of data records for incoming and outgoing calls.

Tabs and Dialog boxes
• Stations (Not in the USA) • Trunks (Not in the USA) • Factors (Not in the USA) • Account codes

7.2.1 Stations (Not in the USA)



System Status | Call charges | Stations

The charges incurred per station are displayed under **Call charges | Stations**.

7.2.1.1 Table: Call detail recording per station

The charge units incurred for each station are displayed in the table.

7.2.1.2 Area: Call charges per station

Export, Delete

Station call charge data can be saved in a separate via **Export**. The file is saved in a format which can easily be edited and evaluated using MS Excel, for example.

If an entry in the **Call detail recording per line** table is marked, the call charges incurred can be reset via **Delete**.

See also
– Section 7.2, “Call charges”, on page 7-16

7.2.2 Trunks (Not in the USA)



System Status | Call charges | Trunks

The charges incurred per trunk are displayed under **Call charges | Trunks**.

7.2.2.1 **Table: CDR per line**

The call charges incurred per CO line are totaled in a sum counter.

7.2.2.2 **Area: CDR per line**

Export, Delete

Line call charge data can be saved in a separate file by using **Export**. The file is saved in a format which can easily be edited and evaluated using MS Excel, for example.

If an entry in the **CDR per line** table is marked, the call charges incurred can be reset via **Delete**.

See also
– Section 7.2, “Call charges”, on page 7-16

7.2.3 Factors (Not in the USA)



System Status | Call charges | Factors

Call charge factors per route can be configured under **Factors**. The accrued counting pulses are multiplied by the factors (price per counting pulse).

7.2.3.1 Table: Call charge factors per route

Call charge factors per route can be configured in this table.

Column: Multiplier

The AOC information can be provided in call charge units or currency units. Both forms are supported, but only currency units are displayed. If the information is received in the form of call charge units, a conversion factor is used. This factor is configurable in order to make call charge adjustments possible or - if there are several network providers - to make an adjustment to the providers of the individual location. Even if currency units are provided, the conversion factor may prove useful for giving the display more clarity.

You can use the **Multiplier** column to define how received currency amounts are converted to call charge pulses (division of the currency amount by the multiplier), and how charges to be transmitted can be converted from call charge pulses to currency amounts (multiplication by the multiplier).

Column: Multi-ISDN

The conversion factor is entered here. This parameter is only significant for routes (trunks) that use the CorNet-NQ and QSIG protocols.

You can use the **Multi-ISDN** column to define how received currency amounts are converted to call charge pulses (division of the currency amount by the Multi- ISDN), and how charges to be transmitted can be converted from call charge pulses to currency amounts (multiplication by the Multi- ISDN).

Column: Currency

This parameter is only significant for routes (trunks) that use the CorNet-NQ and QSIG protocols. This parameter is not applied for other protocols. The preset default setting must be retained in such cases.

System Status Menu

Call charges

You can use the **Currency** column to define the currency string to be transmitted during transfer to the connected communication system (e.g. EUR). This must be adjusted in line with the connected communication system. If a currency string is not available, an empty string is transferred. This can be useful if call charge impulses are to be exchanged or if a standard currency is used.

Currency string configuration is independent of the currency string shown on the telephone display.

Column: charges

This parameter is only significant for routes (trunks) that use the CorNet-NQ and QSIG protocols. This parameter is not applied for other protocols. The preset default setting must be retained in such cases.

You can use the **charges** column to define whether currency charges or call charge pulses are exchanged on the trunk. If this option is activated, the currency amount is sent and received (see the column **Multi-ISDN**). Otherwise, call charge pulses are sent and received. This must be adjusted in line with the connected communication system.

If call charge pulses are to be exchanged on the route, an empty string should be configured as the currency.

Column: Advice of charge

This parameter is only significant for routes (trunks) that do **not** use either the CorNet-NQ or the QSIG protocol. In other words, it is only applied when the CorNet-NQ/QSIG network has been exited, e.g. for CO lines or CorNet-N lines.

You can use the **Advice of charge** column to define whether call charges should be transmitted to the CorNet-NQ/QSIG network, and under what conditions this should occur:

- No charges
No charges are received via this route (e.g. US CO lines)
- Interim
Charges are only received while the connection is active, and not during cleardown.
- Final
Charges are only received after the connection has been cleared down.
- Interim/Final
Charges are received while a connection is active and during connection cleardown.

For CorNet-N routes, advice of charge must be set to **Interim/Final** if a trunk call can be conducted via this route.

7.2.3.2 Currency

Currency code for the call charge display on telephones.

7.2.3.3 Computing accuracy

The **Computing accuracy** parameter should be configured so that the communication system's output and the currency totals transmitted by the ISDN CO have the same number of digits. If the maximum of three decimal points does not suffice, the figure is automatically rounded off.

The following values are possible:

Computing accuracy	Minimum currency total possible	Maximum currency total possible
Via call charge pulse	to be selected for routes (lines) with the protocols CorNet-NQ and QSIG	
3 decimal points (for example for the English Pound Sterling)	$1 \times 10^{-3} = 0.001$	$1 \times 10^{-3} \times (2^{32} - 1) =$ approx. 4.3 million
2 decimal points	$1 \times 10^{-2} = 0.01$	$1 \times 10^{-2} \times (2^{32} - 1) =$ approx. 43 million
1 decimal point	$1 \times 10^{-1} = 0.1$	$1 \times 10^{-1} \times (2^{32} - 1) =$ approx. 430 million
No decimal points	$1 \times 10^0 = 1$	$1 \times 10^0 \times (2^{32} - 1) =$ approx. 4.3 billion

See also

- Section 7.2, “Call charges”, on page 7-16

7.2.4 Account codes



System Status | Call charges | Account codes

Account codes (Acc. code) is used to assign call charges the account codes.

A checking procedure allows the communication system to check project codes entered by the user based on the number of digits entered, or by matching the code against a list that has been created.

The current units per station are displayed for each station or line in Stations (Not in the USA) and Trunks (Not in the USA).

7.2.4.1 Area: Checking procedure

You can use **Checking procedure** to determine whether or not the communication system requires users to enter valid account codes before their calls can be completed. You make your selection by choosing the appropriate option.

No check

With this selection, the account code is not checked at all. This option is not possible if there are routes with a mandatory entry procedure. (See also **Entry procedure**).

List check

With this selection, the account code is checked against a list of account codes that you create. Only valid entries are accepted (only possible for OfficeCom, OfficePro and HiPath 3300 to 3750).

Check number of characters

With this selection, only the number of characters entered is checked. You determine how many characters are permitted by using the **Characters to be checked** list. You can select from one to eleven.

7.2.4.2 Table: Entry procedure

Entry procedure is used to determine, route by route, whether entering an account code is optional or mandatory. For each of these you have the option of making account code entry optional or mandatory. The standard procedure is here **Optional**.

This item cannot be configured if LCR has been activated. The previous settings are retained.

7.2.4.3 Table: Account code lists

If you select the **List Check** option in the **Checking procedure** area, you must create an Account code list with which the communication system can check the user-entered codes. The column on the left contains numbers 0 through 999, so you can enter up to 1000 account codes. Account codes can contain up to eleven digits; alpha characters are not permitted.



Note, however, this terminology may be a little confusing. You can enter up to 1000 account codes, each of which is called List 1, List 2, etc. This does not mean, that you can create 1000 account code lists.

7.2.4.4 Check button

The account codes entered are checked to ensure that they are unique.

See also

- Section 7.2, “Call charges”, on page 7-16

System Status Menu

Call charges

8 Tools Menu

Run Wizard (HiPath 3000)
Starting the S0 Wizard (HiPath 500)

Table 8-1 Tools Menu

Tools Menu

Run Wizard (HiPath 3000)

8.1 Run Wizard (HiPath 3000)

Tools | Run Wizard

The **Start Wizard** menu item enables you to easily perform the initial generation of the communication system.



The Wizard can also be run more than once. Note that in such cases, the currently loaded CDB is taken into account in the Wizard. In other words, all features which were set up later using HiPath 3000 Manager and which are not handled via the input masks of the Wizard are retained.

See also:

- Section 1.2, “Wizard”, on page 1-8
- Chapter 2, “Operation”
- Section 5.8.1, “Transfer | Communication”, on page 5-12

8.2 Starting the S0 Wizard (HiPath 500)

Tools | Run S0 Wizard

The Wizard provides a guided dialog for entering the most important customer data. The customer data that is needed for an initial startup is collected here and then transferred to the customer database (CDB) of the HiPath 500. Please note, however, that the Wizard only collects the most important customer data that is needed for a fast startup. Detailed entries can be processed later in HiPath 3000 Manager.



During the initial setup, the Wizard deletes the standard key assignment of the first optiPoint. This was originally configured as an Attendant and now has the standard keys of a normal optiPoint 500.

The Wizard is automatically activated on initial installation.



If the Wizard is not called automatically at the first installation or was canceled for some reason, make sure that you start it manually.

Make sure that all terminals (system telephones or CMI devices) are connected before starting the Wizard.

Once you have started the Wizard, follow the instructions displayed on the user interface and note the following description:

1. The pre-defined data is now HiPath transferred to the HiPath 500. If you receive an error message, check if
 - the HiPath 500 is operational,
 - the administration PC is connected to HiPath 500 via an operational serial interface or the LIM.
2. The **PCPBX-Point-to-multipoint connection** type is set by default. The telecommunication provider generally supplies three MSN (CO numbers) for each S₀ port. In accordance with the available HiPath 500, one or two ISDN connections can be used for connecting to the public network.
3. Under Options, specify if you have a LAN connection and if you want to enter the IP setup at a later stage.

Tools Menu

Starting the S0 Wizard (HiPath 500)

Entering the MAC and IP addresses

If you did not select the **Skip IP setup** option:

4. Enter the **MAC address** as described in the note in the dialog.
5. Enter the **IP address** and, if necessary, change the predefined subnet mask.

Configuring access

6. Select how the data should be transferred between HiPath 500 and the PC. After specifying an IP address, also select access via the LAN.
7. Then start the transfer of the CDB from the HiPath 500 communication system to your PC.
8. Once the Wizard has been completed, additional settings can be implemented in order to optimize the communication system to best meet your needs. You can do this for the communication system settings by using the functions of the **System view**. For customized settings, you will need to switch to the **Station view** (see also Chapter 2, "Operation").
9. Once you have created the customer data, it is transferred back to the (see **Transfer I Communication**).

Your communication system is now operational.



The Wizard can also be run more than once. Note that in such cases, the currently loaded CDB is taken into account in the Wizard. In other words, all features which were set up later using HiPath 3000 Manager and which are not handled via the input masks of the Wizard are retained.

See also

- Section 1.2, "Wizard", on page 1-8
- Chapter 2, "Operation"
- Section 5.8.1, "Transfer I Communication", on page 5-12

9 Options Menu

Program Options
Password Level
Change Password

Table 9-1 Options Menu

9.1 Program Options



Options | Program options

The **Options/Program options** dialog is used to set general program options for the HiPath 3000 Manager such as the language of the user interface, the paths for files to be saved, modem settings and ISDN parameters.

Tabs	
•	Program options General
	Program options Save options
	Program options Communication
	Program options ISDN

9.1.1 Program options General



Options | Program options | General

The **General** tab can be used to set the general program options for the HiPath 3000 Manager such as the user interface language.

9.1.1.1 Area: Select language

This feature allows you to determine which language is used for the HiPath 3000 Manager.

9.1.1.2 Area: Language conversion

The options **Latin**, **Greek** or **Cyrillic** define which character set should be used in the communication system for the texts to be loaded. The distinction is necessary because these three PC character sets overlap in the upper 128 bytes of the ASCII character set. By selecting the option **Greek**, for example, a Greek info text about HiPath 3000 Manager can be loaded into a communication system with Greek country code running under the Russian version of Windows.



When doing this, the destination character set may not match the PC character set used by the operating system (Windows 95, etc.). This means that the input characters cannot necessarily be displayed by the PC character set being used. This does not have any implications for the conversion tool used.

See also:

- Section 9.1, “Program Options”, on page 9-2
- Section 9.1.2, “Program options Save options”, on page 9-4
- Section 9.1.3, “Program options Communication”, on page 9-7
- Section 9.1.4, “Program options ISDN”, on page 9-10

9.1.2 Program options Save options



Options | Program options | Save options

Save Options can be used to set the paths for saving files.

9.1.2.1 Areas: Automatic File Creation, File Name

These settings are used to set the options for saving the CDB and other files.

ASCII File	The ASCII file contains the station and trunk capacity of the communication system in tabular form. It can be used as an interface file for other network management tools. If the switch is activated, a file is created with the name of the CDB and the extension .txt.
Log File	A log file is created in any case. If the switch is activated, the file is created automatically for the changes made via the HiPath 3000 Manager. (Delta Log File) The number of log files can be changed via the ini file. To do this, change the value for "MaxLogFile=20" under the "General Settings" section of the ini file. Between 1 and 999 log files can be created. The standard entry is 999 log files. The file name depends on the access of the communication system. The same mechanism is used as for the CDB. If the access is ISDN, for example, the name consists of the call number, the numbering (001 = current log file) and the ending LOG (for example, call number = 879, log file: "879.001.log"). If the switch isn't activated, you will be prompted for the name of the LOG file after the data has been transferred. If the dialog box is terminated, the LOG file is created with the name "Delta.log".
Last Load	If the switch is activated, a CDB loaded from a communication system is always named lastload.kds by default.

Customer name	If this switch is activated, each CDB loaded from the communication system is generated using the customer name entered in the "Customer name" field under "Settings System Parameters System settings". Example: A customer called SIEMENS is generated as SIEMENS.kds. Note: If the "Customer name" field is empty, the name is set to the default lastload.kds.
Counter	If this switch is activated, each CDB that is loaded from the communication system is provided with a sequential counter: "Customer name".001.kds. 001 is always the most recent CDB. Depending on the access method, the customer name is as follows: – Access via V.24: direct – Access via IP: 139.255.255.255 – Access via ISDN/IMOD: 02302667879
Counter and Last Load	This is the combination of the last load and counter, and the default CDB is then named lastload.001.kds.
Copies	If the counter reaches the number of copies, the CDB counting starts again at zero.

If option **Lastload** or option **Customer** name is active for **Filename**, the storage options are fixed and cannot be altered.

9.1.2.2 Area: Save options for paths

These settings are used to set the paths for saving the CDB and other files. You can select the appropriate path in each case via

Path for CDB	Path for saving and opening the CDB file (only when using the Save as and Open customer database functions). Note: If the Save customer database function is used, the CDB is always saved under the following path: C:\Documents and Settings\User\Application Data\Siemens\Manager E
Path for ASCII	Path for saving the ASCII file
Path for LOG	Path for saving the delta log file

ARP Request

(only for communication systems with connected V.24E COM server)

If this option is activated, an entry is made in the local ARP table of the PCs. The IP address under "IP Parameter/IP Interface" is linked with the MAC address of the communication system. The automatic update of the local ARP table makes initial configuration of the V.24E easier.

See also:
– Section 9.1, "Program Options", on page 9-2 – Section 9.1.1, "Program options General", on page 9-3 – Section 9.1.3, "Program options Communication", on page 9-7 – Section 9.1.4, "Program options ISDN", on page 9-10

9.1.3 Program options Communication



Options | Program options | Communication

The **Communication** mask allows you to set parameters for the modem that connects your PC to the communication system (if you are using a modem).

9.1.3.1 Area: Modem Settings

The communication system will automatically assign the remaining values in the **Modem Settings** area after you have selected the Modem Type. When selecting **New Modem** as the modem type, the values must be entered manually.



The modem tested for the US is the US Robotics Sportster Flash.

Modem Type

The **Modem type** list can be used to select the defined modem types via the ini file.

When selecting **New Modem** as the modem type, the values must be entered manually.

9.1.3.2 Area: Modem control

Dialing

The suffix for the CO seizure code is entered via **Dialing**.

This parameter may be set for

- 1) the pulse dialing procedure ATDP (Attention Dial Pulse) or
- 2) the tone dialing procedure ATDT (Attention Dial Tone).

The default for all of the listed modem types is ATDT.Amtsbelegungskennziffer

Hang up

The command for switching the modem to command mode is entered here. The command entered under **Hang up** is transmitted one second after this command has been sent to the modem. This command should allow the modem to hang up. The standard value must, as a rule, not be changed.

Reset

The initialization command for the modem is entered here.

Init

The modem command that sets the modem to the required mode is entered here. The standard modem commands are preset. If you select one of the modem types listed in the **Modem types** list, this parameter will be set automatically. If you select the **New Modem** entry, you must enter the appropriate init string manually.

If the modem is to create a connection over a communications server, the parameter X3 in the init string must be included. It causes the modem to make a connection without a continuous dial tone.



Automatic answering must be deactivated for the PC modem (the factory setting of fax modems is usually set to automatic answering by default).

Depending on the modem installed, the init string should be changed to AT&FS0=0.

9.1.3.3 Area: Modem answer

Connection

This is the modem answer that is expected after a successful connection setup.

Busy

This is the modem answer that is expected if no connection is set up. As a rule, the default value does not need to be modified.

9.1.3.4 Area: Timers

Dialing

This parameter defines how long the modem will wait for the connection before it redials. This value depends on the basic configuration of the modem and the dialing method. Valid values range from 0 to 999 seconds. The default, appropriate for most circumstances, is 40 seconds.

Redial Pause

This parameter defines the length of the pause between dialing attempts. Valid values range from 0 to 999 seconds. The default is 10 seconds.

Number Redial

This parameter defines how many times the system should attempt to dial the number. Valid values range from 0 to 999 times. The default is 10 times.

Release at

This parameter defines the time after which the connection between the PC and the communication system is automatically released. The release time begins on completing the administration activity. The valid range is between 60 and 9999 seconds. If the value 0 is entered, then the connection is not automatically released depending on the time.

9.1.3.5 Area: Interface

Port

The Port drop-down list box is used to select the COM port number (COM 1 to COM 4) and to thus notify HiPath 3000 Manager to which port the connection cable to the communication system is attached or, in the case of a modem connection, which port is used by the modem. The default is COM 1.

Baud Rate

The appropriate baud rate is selected here. The default setting is 9600.

It is important that the baud rate set here matches the baud rate in the communication system.

9.1.3.6 Area: Own MSN (CAPI 2.0)

In the case of a CAPI 2.0 connection, the MSN (Multiple Subscriber Number) of the port at which the PC ISDN card is connected is entered in this field.

9.1.3.7 Area: HiPath 5000 RSM/AllServe Server

Name or IP address of the server on which the DB Feature Server is installed. This entry is the default setting for the Transfer | HiPath 5000 RSM/AllServe Server dialog.

See also:
– Section 9.1, “Program Options”, on page 9-2 – Section 9.1.1, “Program options General”, on page 9-3 – Section 9.1.2, “Program options Save options”, on page 9-4 – Section 9.1.4, “Program options ISDN”, on page 9-10

9.1.4 Program options ISDN



Options | Program options | ISDN

ISDN is used to set the parameters for ISDN.

For SIRA environments HiPath 3000 Manager supports the "Remote Multi CAPI" function, i.e. several controllers (Bintec® router) can be connected using a Windows Terminal Server. See [System Description](#).

9.1.4.1 Area: MSN Mapping

The options configured in this area only apply if a PC ISDN card which supports a CAPI Version 1.1 interface is used.

CAPI Version 2.0 is supported by default by standard ISDN cards.

MSN mask 0-9

If the PC ISDN card supports CAPI Version 1.1, up to 10 MSN (Multiple Subscriber Numbers) can be configured in the driver software of the ISDN card. These are used to identify the card in the case of incoming calls. The same MSN must also be activated in the HiPath 3000 Manager.



With a CAPI 2.0 connection, the MSN ports to which the PC ISDN card is connected must be entered under Program options Communication.

Global Call

All activated MSN in the "MSN Mapping" (MSN Mask 0 to MSN Mask 9) of the ISDN card are addressed.

9.1.4.2 Area: Call charges

If KDS (customer database) or APS files are transferred (if call charge pulsing is released), the costs incurred are displayed in the Transmission dialog.

Multiplier

The call charge multiplier (e.g., 6) is entered under **Multiplier**.

Currency

The national currency is entered under **Currency**.

See also:
– Section 9.1, “Program Options”, on page 9-2 – Section 9.1.1, “Program options General”, on page 9-3 – Section 9.1.2, “Program options Save options”, on page 9-4 – Section 9.1.3, “Program options Communication”, on page 9-7

9.2 Password Level

Options | Password level

Options/Password level can be used to enter the user data for identification and authentication on starting HiPath 3000 Manager (see also Password level and Start and Log-on).



Since the user names and passwords are in the communication system and not in the application, the entered data is not checked immediately, but only when a connection to the communication system is made.

This also means that you can start an action that will be broken off after the check because you do not have the necessary rights.

User name

Input field for the user name (as of Hicom 150 E Office) which identifies the user.

Password

Input field for the password, used for user authentication.

Group chip card

<currently without any function>

Indiv. chip card

<currently without any function>

See also:

- Section 1.1.4, “Password level”, on page 1-7
- Chapter 3, “Start and Log-on”

9.3 Change Password

Options | Change password

Options/Change password is used to change a HiPath 3000 Manager password (no longer relevant as of Hicom 150 E Office Rel. 2.0).

You can use this dialog box to change the default password provided with the communication system. You must first enter the old password followed by the new password, and then verify the new password. As a security measure, none of the characters that you type appear on the screen. You will see only asterisks.



If you change the password, you will be the only person who knows what the new password is. You **cannot** reset a password that has been forgotten.

See also:

- Section 9.2, “Password Level”, on page 9-12

Options Menu
Change Password

10 Applications Menu

The **Applications** menu enables you to create shortcuts for the applications that you use often and then start these applications from there.

Creating a shortcut

The existing shortcuts (Windows 95 and later) are used for this function. For example, you can find shortcuts to programs on your Windows Desktop and on the **Start** bar in the **Programs** folder.

You can also create your own shortcuts for a program in **Windows Explorer**.

1. Open **Windows Explorer** from the **Start** bar.
2. Look for the program for which you want to create a shortcut. Click with the right mouse button on the program file (*.exe).
3. From the context menu, select **Create shortcut**.
4. The shortcut is created (**Shortcut to ...**).
5. Click with the right mouse button on **Shortcut to ...**.
6. Select **Cut** or **Copy** from the context menu.
7. In **Windows-Explorer**, open the following program folder of HiPath 3000 Manager:
e.g. C:\Programs \Siemens \HiPath 3000 Manager E \Application
If you selected some other folder during the installation, open that folder.
8. With the right mouse button, click in the **Application** folder and select **Paste** from the context menu.
9. You can rename the shortcut at any time. You can also learn how to create shortcuts in the **Windows Help**:
Start | Help, Find tab, search term **Shortcut**.

11 Help Menu

Help Topics
Using Help
Info

Table 11-1 Help Menu

11.1 Help Topics



Help | Help topics
F1 key

Opens this Help.

11.2 Using Help



Help | Using Help

Opens the Using Help topic.

11.3 Info



Help | About...

Opens the About... dialog box, which shows the following details about the program:

- Program name
- Version number
- Company
- Copyright
- Supported communication systems

Index

A

- Account codes 7-22
- Administration area 2-9
- AllServe 5-2
- Applications 10-1
- AutoAttendant 6-116, 6-128
- Automatic attendant 6-116, 6-128
- Automatic call forwarding 5-29

B

- Button bar 2-10

C

- Calendar 6-118
- Call charges 7-16
- Call destination lists 6-52
- Call forwarding
 - allocation int./ext. calls 6-52
- CAPS 2-11
- Cards 7-3
- CDB 1-10
- Central distribution list 6-120
- Change password 9-13
- Class of service per station 6-33
- Click and drag 2-11
- Close 5-9
- CMI 6-28
- Common Greeting Mailbox 6-123
- Communication 5-12, 9-7
- Context menu 2-12
- Context-sensitive help 2-15
- Copying entries 2-11
- Cordless 6-28
- COS 5-25, 5-26
- Creating a shortcut 10-1
- Customer 1-5
- Customer database 1-10

D

- Daylight saving time/DISA 6-93
- Deleting entries 2-11

- Delta mode 1-4
- Digit Transmission 6-34
- Digit-by-digit 6-34
- Drag & drop 2-11

E

- E-mail notification 5-27
- Emergency 6-26
- En-bloc sending 6-34
- Entry Voice Mail 6-123
- EVM 6-123
- Exit 5-50

F

- F1 key 2-15
- Factors 7-19
- File types 1-9
- Flags 7-9
- Flags and COS 6-33
- Forwarding 7-10

G

- General 9-3
- General procedure 1-4
- Greeting selection 6-103
- Groups/hunt groups 6-56

H

- Hardware version station 6-24
- Help 2-15
- Help topics 11-2
- HiPath 5000 Server 5-2

I

- Info 2-11, 11-2
- Installation 1-11
- Invoking help 2-15
- ISDN 9-10
- IVM 5-18
- IVM calendar 6-103
- IVM Version 2 5-20

L

- Label 6-23
- LCR 6-32
 - activate 6-33

Index

- authorization codes 6-33
- flags 6-33
- Least Cost Routing 6-32
- Line states 7-12
- Loadware 7-5

M

- Mailbox configuration 5-20
- Menu bar 2-4
- Message call 5-23
- Mobile telephone 6-30
- Modem settings 9-7
- MSN 6-10
- MULAP groups 6-64

N

- Navigation tree 2-7
- Net view 2-7
- NUM 2-11

O

- Open 5-5

P

- Password 3-1
- Password level 1-7, 9-12
- Paths 9-4
- Print 5-10, 6-23
- Print preview 5-10
- Printer options 5-10
- Printer setup 5-10
- Printing 5-10
- Procedure 1-4
- Program options 9-2
- Program window 2-2
- Protocol 5-48

R

- Read/write database 1-4
- Recording quality 6-127
- Recycle bin icon 2-11

S

- Save 5-7
- Save as 5-8

- Save options 9-4
- Security 1-5
- Select language 9-3
- Selection according to call type 5-24
- Server 5-2
- Service 1-5
- Settings 1-7
- Small Remote Sites 6-26
- Software version 6-24
- Sorting tables 2-13
- SRS concept 6-26
- Starting the Wizard 8-2
- Startup and log on 3-1
- Station parameters 4-3
- Station selection 2-7, 2-8, 4-2
- Station view 4-1
- Stations 7-17
 - Hardware version 6-24
 - Software version 6-24
- Status bar 2-11
- Substitute 5-24
- Substitute mailbox 4-10
- Supported communication systems 11-2
- System 7-6
- System expansion hardware 7-4
- System expansion software 7-4
- System texts 7-14
- System view, Station view 2-7
- System-wide 7-2

T

- Table handling 2-13
- Tables
 - changing column width 2-14
 - changing entries 2-13
- Tabs bar 2-9
- Toolbar 2-5
- Trace Settings 5-39
- Transfer 5-2, 5-11
- Trunks 7-18
- Type of number 6-45

U

- Uninstallation 1-11
- User administration 1-5, 5-46

User group 1-5
User name 1-5, 3-1
Using help 11-2

V

Version number 11-2

W

Wizard 1-8