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# **MOCET IG7600 Smart Telephone System**

## **Auto Attendant & Voicemail**



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## Summary

The IG7600 Auto Attendant can greatly enhance business productivity by providing either a full-time automated attendant to handle all incoming system calls or part-time automated attendant to handle overflow traffic. The Voice Mail Module provides up to 16 hours recording time that are shared by all extensions. The system can handle four simultaneous calls

## 1 Function

### 1.1 Auto Attendant Functions

The Auto Attendant provides an incoming caller with a customized welcome greeting and specific prompts that will describe the options available to the caller.

#### A. AA Service Mode

The Auto Attendant supports 3 different Service Mode: Working, Holiday and Temporary; each Service Mode plays the different Greeting Messages.

At Working mode, it follows the working time setting to play the greeting.

- "Working Time": it's to program the working time per weekday. If the current time is in the programming Time, it plays Day Greeting message. If the current time is out of the programming time, it plays Night Greeting message.
- "Lunch Break Time": It will be applied on Day time only. It plays Lunch Greeting message.
- "Holiday": It allows you to configure 20 off-duty holidays on "Holiday" mode. On-duty holiday will be seen as "Working" time.

At Holiday mode, it plays Holiday Greeting message always.

At Temporary mode, it plays Temporary Greeting message. If the greeting message does not exist, it follows Working mode to play the Greeting messages.

The system administrator can change the Service Mode remotely. Please refer 1.3.A ("Change the Greeting Mode")

#### B. AA Service Menus

Support 10 AA menus that can answer calls. Each Menu supports to have 5 Greeting messages: Day, Night, Lunch, Holiday and Temporary.

AA menus can be programmed to answer calls from specific DID numbers and trunks.

- Answering Position of every trunk.

- The Destination in DID Table

Each attendant menu is also fully programmable to each key on the dial pad 0-9 to initiate a specific option (Single Digit Table).

**C. Advertised Message**

Support a message to be like an advertisement.

- a. Add a Virtual mailbox.
- b. Record the advertisement as the Greeting message of the mailbox.
- c. Disable “Leaving Message” of the Virtual Mailbox.

Program the Virtual Mailbox as Answering Position of the trunk, or the Destination of the specified phone number in DID Table, it plays the advertisement. After finishing the playing, the call will be released.

It also allows programming the virtual mailbox in Single Digit Table of AA Menu. After listening to the message, it's back to AA Menu.

**D. Direct Inward System Access (DISA)**

AA allows you to remotely access IG7600 lines to make the outside calls. Press “#” when AA plays the Welcome message. AA will ask the caller to input the extension number and the extension's VM password. After verifying, the caller dials the outside phone number. AA will use the extension's COS (Class Of Service) to check the phone number in Call Restriction Table. Then, the phone number will be dialed out via Call Routing Table.

The DISA function is disabled by default.

**E. DTMF Digit Receiving**

AA supports to receive DTMF digits by using RFC2833 and SIP-INFO (In-Band DTMF is not supported by AA now).

**F. Route the Call to the Appropriate Destination**

When AA answers the call, the caller can dial one or more digits to the destination.

- ◆ Extension Number
- ◆ Virtual Extension Number: it's to leave a message in the Virtual VM box.
- ◆ UCD Group Number
- ◆ Operator Code
- ◆ Digit “\*”: it's to enter personal VM box.
- ◆ Digit “#”: it's to make a DISA call.

## 1.2 Voice Mail Functions

### A. 16 Hours Recording Time

The Voice Mail Module provides up to 16 hours recording time that are shared by all extensions. When 90% of the VM size is used, it shows "Message Full" on the all IP20xx/M62/M22's LCD.

When VM size is full, the call will be released when the caller asks to leave the message.

### B. 50 Extension Voice Mail Boxes

IG7600 support 49 IP extensions and 1 SLT extension. Each extension has a voice mail box. For IP extension, the voice mail box is formed automatically when the extension number is added in Phone Extension Table.

### C. 50 Virtual Voice Mail Boxes

These Virtual Mailboxes can be used by the members not works in the office, or as a secondary mailbox, or as a guest mailbox.

The virtual VM boxes also can be programmed as the Destination for the specified DID Phone Number. The personal greeting can be used as the appropriate Main Greeting to be played.

### D. 200 VM Messages per Mailbox

For each VM box, the maximum number of Voice Mail is 200. The maximum recording length for each message is 30 minutes. For each leaving message, it can be saved 1 - 30 days or infinite.

When entering the VM box to hear the leaving messages, it will play the total in the message folder first. If it plays "99", it means it has 99 or more messages in the folder.

When the mailbox has no room to store the new messages, VM will play a warning message, and then release the call.

### E. Email Notification

When a new message is left, VM supports to send a notification via email. VM also supports to add the message as the attachment in WAV format (for PCMU and PCMA format).

Envelop information indicates

- ◆ Time and date of the message received
- ◆ Sender information (Caller ID and Contact Number)
- ◆ Mailbox status (the count of the new and old messages)
- ◆ Email header can be programmed. The default is "You have a new voice mail message in your mailbox!"

◆ Voicemail Tag

When the email with leaving message is transmitted successfully, the leaving message could be “Save as New”, “Save as Old” or “Delete” in the VM box. The choice is programmable per mailbox.

**F. Enter Voice Mail Box**

The VM user can enter its own VM box through the followings way

- a. Press the VM button. Then enter the VM password.
- b. Dial VM number (default: 500) on its own IP20xx/M62/M22/M54 phone. Then enter the VM password.
- c. Dial VM number (or press the VM button) on another extension’s phone. The press “\*”. VM will ask the user to enter the Mailbox number and password.
- d. Enter VM box from outside through AA. Press “\*” when hearing AA’s greeting message. Then, VM will ask the user to enter the Mailbox number and password.
- e. The virtual Mailbox user can enter its own VM box on any IP20xx/M62/M22/M54 extension. Press the VM button, then press “\*”, VM will ask the user to enter the Mailbox ID and password.

**G. Expert Mode Support When Reviewing Messages**

The leaving messages will be played one by one continuously. When listening to the leaving messages, the VM user can press the specified digit to delete or skip messages.

- “1”: listen the playing the message again
- “2”: listen the next message
- “3”: delete the message
- “4”: forward the message to other mailboxes
- “5”: listen the previous message
- “\*”: it plays the instruction message (10516.vox)

If the VM user dials an unadapted number (“0/6/7/8/9”), it will play the instruction message (10516.vox).

**H. Forward Messages to Other Mailboxes**

When listening to the leaving messages, the VM user can press “4” (10516.vox) to transfer the message to other mailboxes. It will ask the user to input the Destination (10501.vox). The Destination can be

- ◆ a Mailbox number
- ◆ Distribution List 1 (press “1”)
- ◆ Distribution List 2 (press “2”)
- ◆ Distribution List 3 (press “3”)
- ◆ All other mailboxes (press “0”)

**I. Personal Greeting**

Every VM user can record its own VM Greeting message when entering the VM box (press "3"). Before entering the VM box to leave the message, the caller will hear the personal greeting of the VM box first.

**J. Personal VM Password**

The personal VM password is 4 digits fixed (default: "0000"). It will be used when entering VM box.

The personal VM password can also be used in some other IG7600's functions

- ◆ DISA function via AA
- ◆ Some IG7600's feature access codes (for IP20xx/M62/M22/M54 phones)

Every VM user can update its own VM password when entering the VM box (press "4").

**K. Messages Backup**

When rebooting the system to the default, the all leaving messages will be removed. If it'd like to recover the files back, the administrator needs to backup the files through FTP before rebooting the system to the default. Then recover these files back after rebooting.

When connecting to the system through FTP, the following directories should be back up:

- /var/usb/disk1/vm/Msg: the all leaving messages
- /var/usb/disk1/vm/Greeting: the all personal greetings
- /var/usb/disk1/vm/Name: the all Display Name files.

**1.3 Management Functions**

Enter VM box.

Press "\*" to enter the Management Menu.

Type in Voicemail Administrator password ("000000" by default).

Listen to the prompt (19011.vox).

Press "0" to change the greeting mode.

Press "1" to record the first language greeting. Press "2" to record the second language greeting.

Press "3" directly, then type 5 digits file number to directly record prompt/greeting into the respective file name

**A. Change the Greeting Mode**

It plays 19020.vox to ask administrator to select the Greeting Mode.

- Press "1" to select Working mode.
- Press "2" to select Holiday mode.

- Press “3” to select Temporary mode.

**B. Record the Greeting Messages**

It plays 19010.vox to ask administrator to select the AA Menu to which the Greeting Message is belonged. (“0” is for AA Menu 0. “1” is for “AA Menu 1. ...)

Then it plays 19012.vox to ask administrator to select which type of greeting is to be recorded. (“1” is for Office Hour greeting; “2” is for After Hour greeting; “3” is for Break Period greeting; “4” is for Holiday greeting; “5” is for Temporary greeting.)

**C. Record the procedure Prompts**

Press “3” when hearing 19011.vox, then type 5 digits file number to directly record prompt/greeting with the respective file name.

## 2 Voice Messages

### 2.1 File Format

**A. Two Language Service**

The file names of the all voice files for AA and VM are 5 digits length. For Language 1, the leading digit of the file name is “1”. For Language 2, the leading digit of the file name is 2.

For Auto Attendant, when the both languages are enabled, AA will play 91000.vox before playing the Welcome message. It asks the caller to select the language.

For Voice Mail, every VM user can select one of the both languages in Web setting.

**B. Codec Type: G711-ulaw, G711-alaw and G.729**

When changing the codec type, the previous leaving messages, personal greeting message of all VM Box will be deleted automatically. The Administrator should update the all voice files to the selected codec type by itself.

It has a sub-folder for each codec under vox folder. When changing the codec type, the previous VOX files will be overwritten by the VOX files in the sub-folder.

**C. Record the Voice Files**

You can change Voice Prompts by three ways:

**Through IP Phone Client**

- Enter VM box.
- Press "\*" key right here, to enter the Administrator mode.
- Type in Voicemail Administrator password (“000000” at default)
- Listen to the prompt. Press “1” to record the first language

greeting. Press “2” to record the second language greeting. After the selection, it will play 19010.vox to ask Administrator to input AA Menu number. It allows inputting 0~9 for AA Menu 0~9. After inputting the digit, it plays 19012.vox. Administrator inputs 1~5 to record the respective greeting message.

- e. Or press "3" directly, then type 5 digits file number to directly record prompt/greeting into the respective file name

**Through FTP Server directly**

- a. All prompt/greeting files are saved in vox folder in PCMU or PCMA or G729 format. You can record your prompt in wav format first and then convert to the selected format.
- b. Login IG7600 embedded FTP server: <ftp://IG7600> IP address (Or in IG7600-Web, select “Voice” – “Voicemail” – “Advanced”, then press “Browser Voicemail file” button.).
- c. Save the new prompt to vox folder with the same file number to replace the old prompt. (Suggest you to save all old prompts before updating the new files.)

**Through Web**

In “Voice” – “Voicemail” – “Update Voice File” page, it allows to upload the voice files. Before uploading, the voice files are compressed into a file with .tar, .tar.gz or .tgz format.

**D. Upload MOH File**

IG7600 supports to upload the MOH (Music On Hold) file through Web. In web (Voice - Voicemail - Update MOH File), upload a MOH file with "mono" format (PCM signed, 16 bit, mono). IG7600 will convert it to MOH files with PCMU, PCMA and G.729 (optional) format, and save them into IG7600.

**E. Preset Voice Prompts**

File #	Contents	Application
10001	Hello, your call has been answered by the voice processing system. This system can quickly get your call to the extension that you wish. You may dial that extension now or press zero for the attendant	(AA Menu 0) It's a Welcome Message. It's played while getting an incoming FXO/IP line call in working hours.
10002	Hello, your call has been answered by the voice processing system. At this time, our offices are closed. However, this system can quickly get your call to the extension that you wish. You may dial that extension now, or press zero to leave a message in attendant's voice mailbox.	(AA Menu 0) It's a Welcome Message. It's played while getting an incoming FXO/IP line call in off hours.
10003	Hello, your call has been answered by the voice processing system. At this time, our offices are closed. However, this system can quickly get your call to the extension that you wish. You may dial that extension now, or press zero to leave	(AA Menu 0) It's a Welcome Message. It's played while getting an incoming FXO/IP line call in lunch hours.

	a message in attendant's voice mailbox.	
10004	Thank you for calling. We are closed for the holiday. If you know your party's extension, please dial it now. To leave a message dial Zero and someone will contact you on the next business day.	(AA Menu 0) It's a Welcome Message. It's played while getting an incoming FXO/IP line call in holidays.
10005		(AA Menu 0) Temporary Greeting Message.
10006 ~ 10010		(AA Menu 1) Greeting Messages.
10011 ~ 10015		(AA Menu 2) Greeting Messages.
10016 ~ 10020		(AA Menu 3) Greeting Messages.
10021 ~ 10025		(AA Menu 4) Greeting Messages.
10026 ~ 10030		(AA Menu 5) Greeting Messages.
10031 ~ 10035		(AA Menu 6) Greeting Messages.
10036 ~ 10040		(AA Menu 7) Greeting Messages.
10041 ~ 10045		(AA Menu 8) Greeting Messages.
10046 ~ 10050		(AA Menu 9) Greeting Messages.
10051	Enter the extension number, and then press pound (#)	It requests to dial a phone number.
10097	This mailbox is full. There is no room for more messages.	It talks to the Caller it has no room to store the leaving messages.
10102	The operation that you have requested cannot be completed, please wait while your call is transferred to the attendant.	AA gets non-existed extension number input many times. AA will transfer the call to Operator.
10103	Your selection is not one of those available.	It's played while the user makes an incorrect input
10104	Please check the number and try again later.	It's played before AA hangs up the call.
10106	Your entry doesn't match any of the choices, please try	AA gets non-existed extension number input

	again.	and allows the caller to redial.
10107	Your entry doesn't match any of the choices. Good bye!	AA gets non-existed extension number input many times. AA will drop the call.
10201	Please wait while we transfer your call.	It's played before AA transfers the call to the transferred party.
10205	That extension is busy, press star (*) to wait a moment, for automatic retry.	The transferred destination is busy. AA provides some choices for the user.
10206	That extension does not answer, press star (*) to wait a moment, for automatic retry.	The transferred destination doesn't answer the call in 30 seconds. AA provides some choices for the user.
10207	To leave a message, press pound (#).	Same as 10205 or 10206, another choice.
10210	You may also dial another extension now, or press zero for the attendant.	Same as 10205 or 10206, another choice
10221	Your entry doesn't match any of the choices, please try again, or press zero for the attendant.	It's played while transferring a call to an extension set "Reject" of dial in.
10230	Using the letters on the telephone keypad, input the first three letters of your last name and then press pound, if the last name is less than three letters enter the name and then press pound. For "q" press 7. For "z" press 9.	It reminds the user how to input the name.
10231	When you hear the correct name, press 1.	It reminds the user how to choose a name.
10232	I'm sorry; there are no matches for the name that you have entered. You will be returned to the main menu	It's played while the user makes an incorrect name input.
10233	Please record your name after the tone. Press pound (#) when finished or simply hang up.	It's reminds the user how to record his name.
10234	To search for another name press 1. To exit and return to the main menu, press 2.	Plays if no match found in the company directory
10301	Leave your message after the tone, Press pound (#) when finished or simply hang up.	It reminds the user how to leave messages.
10302	Your message has been recorded	Finish leaving message.
10303	To keep your message, press one. To listen to the message, press two. To rerecord the message, press three. To cancel the message, press four. To exit, press pound (#).	It's played after finishing leaving message.
10304	Your message has been recorded.	The leaving message is recorded.
10305	That was the last message.	Notify that all leaving messages are played
10306	Thank you, good bye.	It's played while finishing Voicemail System service.
10501	Please input the mailbox number	It's played first while the user gets into Voice Mail Box through the FXO/IP trunks.

10502	I'm sorry. That mailbox is not installed on this system, please try again.	It's played if the user dials an invalid mailbox ID.
10503	I'm sorry. The mailbox number that you entered is not installed on this system, please try again.	It's played if the user dials a valid, but disabled mailbox ID.
10504	Please input your password	It requests the user to enter the password of the mailbox.
10505	The password entered does not match the one stored, please try again	The user dials an incorrect password. It allows the user to try again.
10506	The password entered is not valid, please try again later.	The user dials incorrect password over 3 times. It disallows the user to try again.
10507	To listen to your messages, press one. To delete all messages, press two. To record your personal greeting, press three. To change the password of this mailbox, press four. To record your name, press 5. To send a message to another extension, press 6. To exit, press pound (#).	It's played after entering Voice Mail Box.
10510	You are no messages in this mailbox.	No leaving message in the mailbox.
10511	You have	It will report how many leaving messages in the mailbox.
10512	voice messages	It reports how many leaving messages in the mailbox. "xx messages"
10513	voice message	"x message"
10514		(for Chinese only)
10515	new	
10516	To listen to this message again, press one. To skip this message, and save it as new press two. To delete this message, press three. To copy this message to another mailbox, press four. To listen to the previous message, press five. Press pound to exit and return to the previous menu.	This message is played when user dial a digit other than 1~5 and # during message listening.
10517	There are no more messages.	It's played if it has played the all messages.
10518	To confirm deletion, press star (*). To cancel, press pound (#).	
10519	First message.	It's played if user order playback previous message when it has played the first message.
10521	Copy complete.	Transfer the leaving message to another mailbox well.
10522	Copy failure.	Fail to transfer the leaving message to another mailbox.
10523	Deletion complete	Voicemail system is deleting the all leaving messages.
10524	All messages have been deleted.	All leaving message are deleted.
10526	Please input the new four digit password.	It reminds the user how to input the new

		mailbox password.
10527	The password you entered is	It plays what the new input password is.
10528	If this is correct, press one. To re-enter, press two. To return to the previous menu, press pound (#).	It's to ask whether the new input password is correct.
10529	Your password has been changed.	It's to report the password is changed successfully.
10531	To listen to your current greeting, press one. To record a new greeting, press two. To delete the current greeting and use the system greeting, press three. To exit and return to the previous menu, press pound (#).	It's for recording a user's temporarily greeting.
10532	There is no greeting recorded	It's played if having no greeting message.
10533	Start recording after the tone. When you are finished, press pound (#).	It reminds the user how to record the greeting message.
10534	The recording is complete.	It's played after finishing recording.
10547	The programming is complete.	Finish setup.
10549	Deletion complete	It reports the leaving message is deleted successfully.
10550	Deletion failed	It fails to delete the leaving message.
10580	I'm sorry. The mailbox number that you entered is busy.	The mailbox is in use.
10601	Begin recording after the tone, press pound when you are finished. (#)	It reminds the administrator how to record the voice files.
10731	AM	ante meridiem
10732	PM	post meridiem
10733	Oh	Zero. Ex. February 3rd two oh two a.m. (Feb 03 2:02 a.m. = 2:02 )
10898		(For Chinese Only)
10899		(For Chinese Only)
19001	Input the system administrator's password	It requests administrator to enter the mailbox password.
19010	Enter the menu greeting ID number to be notified. Valid entries are zero through nine	
19011	To change the greeting mode, press zero. To record the English greeting, press one. To record the Chinese greeting, press two. To exit and return to the previous menu, press pound (#).	It's for Management menu.
19012	To record the system greeting used during regular office hours, press one.	It's to choose what kind of greeting message will be recorded.

	To record the system greeting used after hours, press two. To record the system greeting used during break periods, press three. To record the holiday greeting, press four. To exit and return to the previous menu, press pound (#).	
19013	To listen to the current recording, press 1. To rerecord the greeting, press 2. To exit and return to the previous menu, press pound (#).	It's for recording voice files.
19015	There are no recordings.	The voice message is not yet recorded.
19020	To use the normal greeting, press 1. To use the holiday greeting, press 2. To use the temporary greeting, press 3.	It's played to change greeting mode.
19073	The extension number that you entered is not installed on this system	It plays if entering a wrong extension number.
19200	Please input the five digit file number. To exit and return to the previous menu, press pound (#).	It's for entering voice file name.
19201	The voice file code you entered is	It's to play what voice file name is entered.
91000	To select English, press one. To select Chinese, press two. To exit and return to the previous menu, press pound (#).	If setting "Two Languages", it's played before Welcome message.
91100	(Beep Tone)	It's played before recording any message.
pcmudial		Dial Tone - PCMU
pcmadial		Dial Tone - PCMA
g726dial		Dial Tone - G726
g729dial		Dial Tone - G729
pcmur		Ringback Tone - PCMU
pcmar		Ringback Tone - PCMA
g726r		Ringback Tone - G726
g729r		Ringback Tone - G729
mohpcmu		Music On Hold - PCMU

mohpc ma		Music On Hold - PCMA
mohg7 26		Music On Hold - G726
mohg7 29		Music On Hold - G729

10870	0 zero	10871	1 one	10872	2 two	10873	3 three
10874	4 four	10875	5 five	10876	6 six	10877	7 seven
10878	8 eight	10879	9 nine	10880	10 ten	10881	11 eleven
10882	12 twelve	10883	13 thirteen	10884	14 fourteen	10885	15 fifteen
10886	16 sixteen	10887	17 seventeen	10888	18 eighteen	10889	19 nineteen
10890	20 twenty	10891	30 thirty	10892	40 forty	10893	50 fifty
10894	60 sixty	10895	70 seventy	10896	80 eighty	10897	90 ninety
10700	first	10701	second	10702	third	10703	fourth
10704	fifth	10705	sixth	10706	seventh	10707	eighth
10708	ninth	10709	tenth	10710	eleventh	10711	twelfth
10712	thirteenth	10713	fourteenth	10714	fifteenth	10715	sixteenth
10716	seventeenth	10717	eighteenth	10718	nineteenth	10719	twentieth
10720	21th	10721	22th	10722	23th	10723	24th
10724	25th	10725	26th	10726	27th	10727	28th
10728	29th	10729	30th	10730	31th		
10760	January	10761	February	10762	March	10763	April
10764	May	10765	June	10766	July	10767	August
10768	September	10769	October	10770	November	10771	December

## 2.2 File Storage

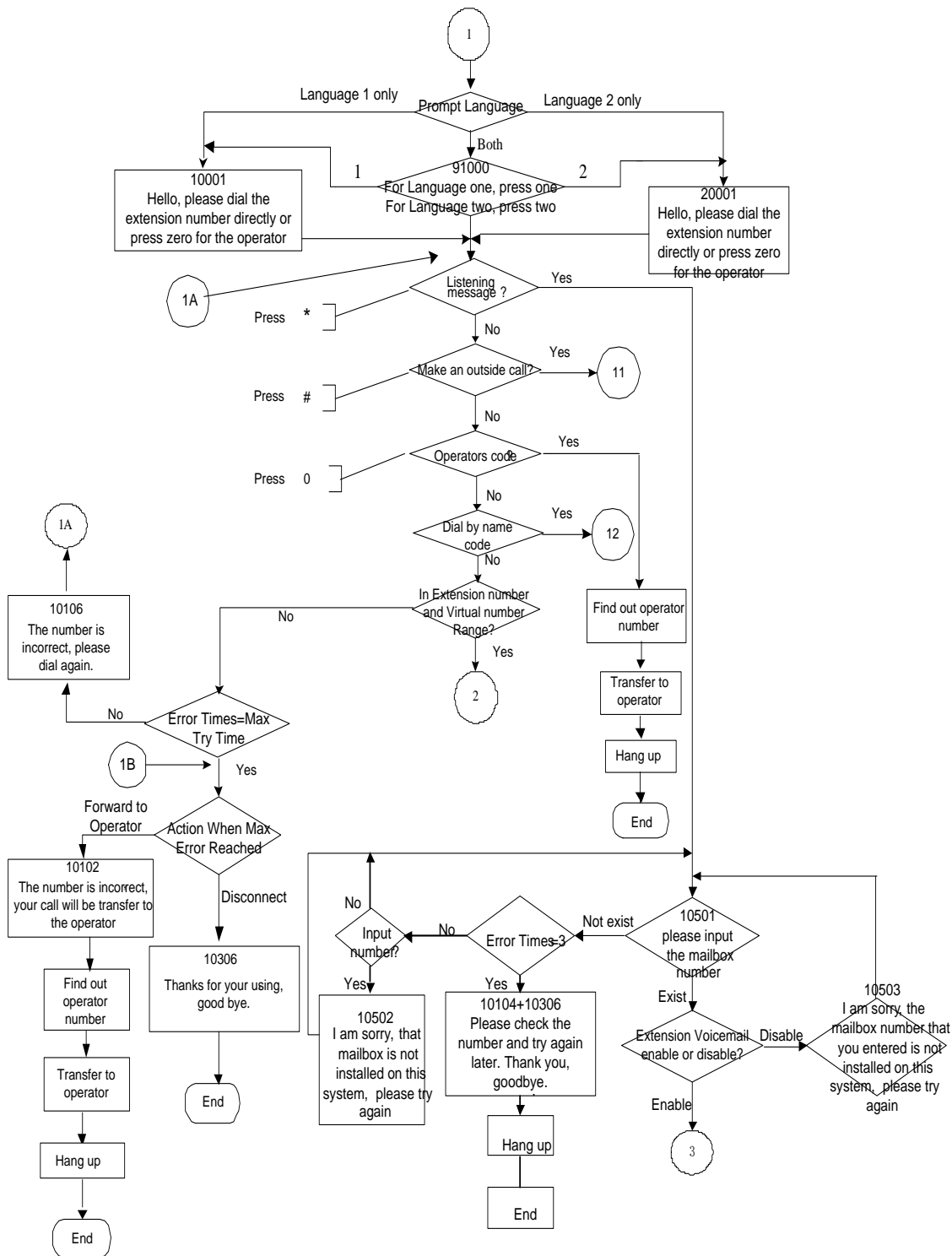
The all voice files serviced for Auto Attendant and Voice Mail are saved in /var/usb/disk1/vm/vox folder. Some sub-folders are created under the vox folder. It's a backup, and will be used when changing the codec of the voice files.

- vox/pcmu: voice prompts with PCMU codec.
- vox/pcma: voice prompts with PCMA codec
- vox/G729: voice prompts with G729 codec

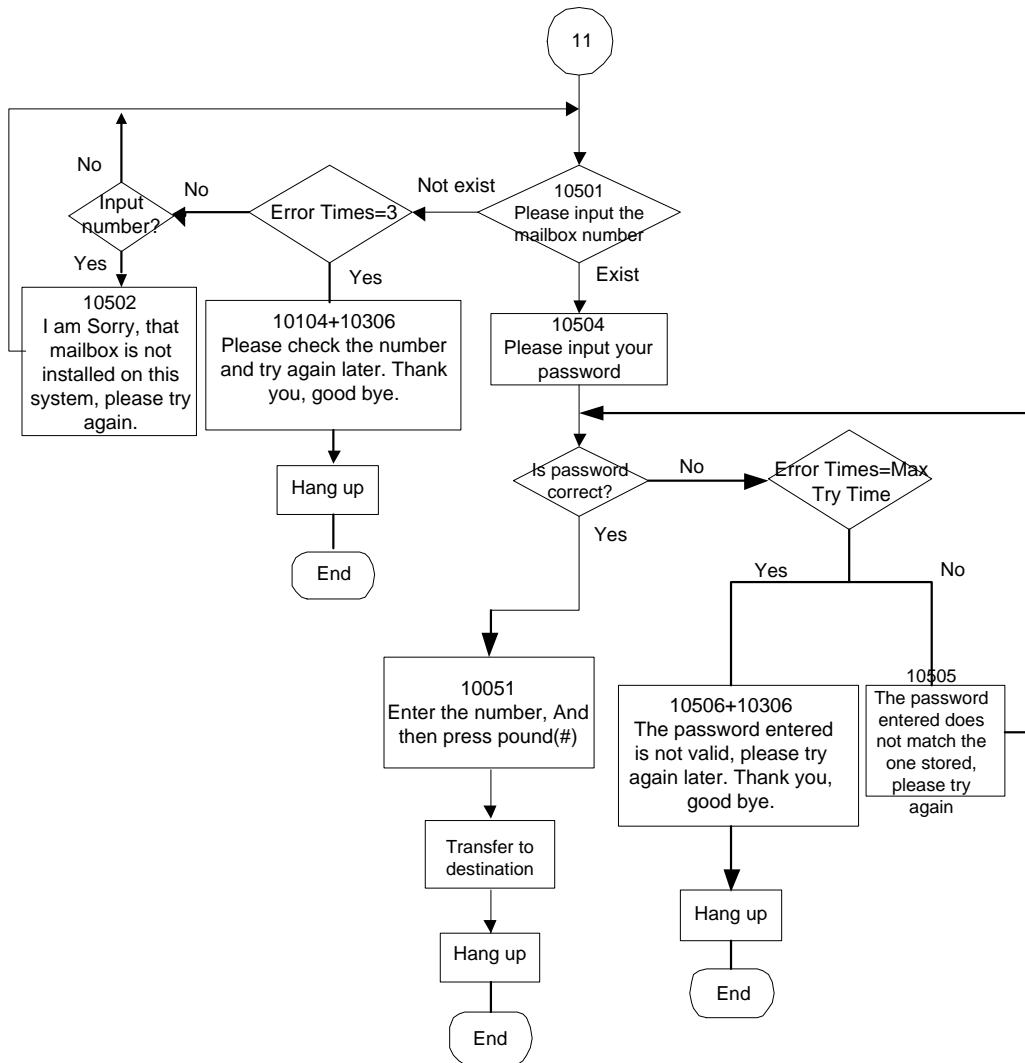
vox/General: Dial Tone files (pcmudial, pcmadial, g729dial),  
Ringback Tone files (pcmurb, pcmarb, g729rb), and  
Music-on-Hold files (mohpcmu, mohpcma, mohg729).

### 3 Flowchart

#### 3.1 Automated Attendant

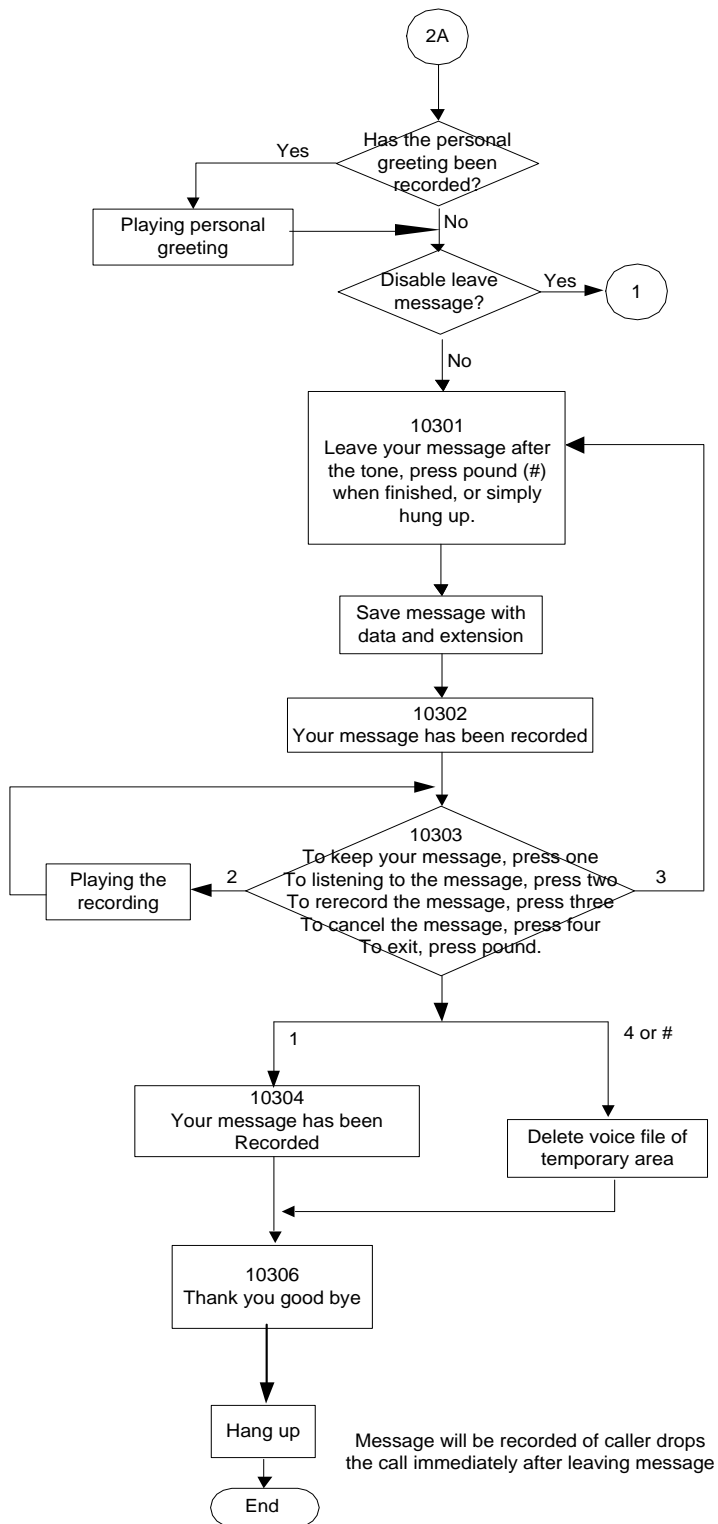


### 3.1.1 Make an Outside Call

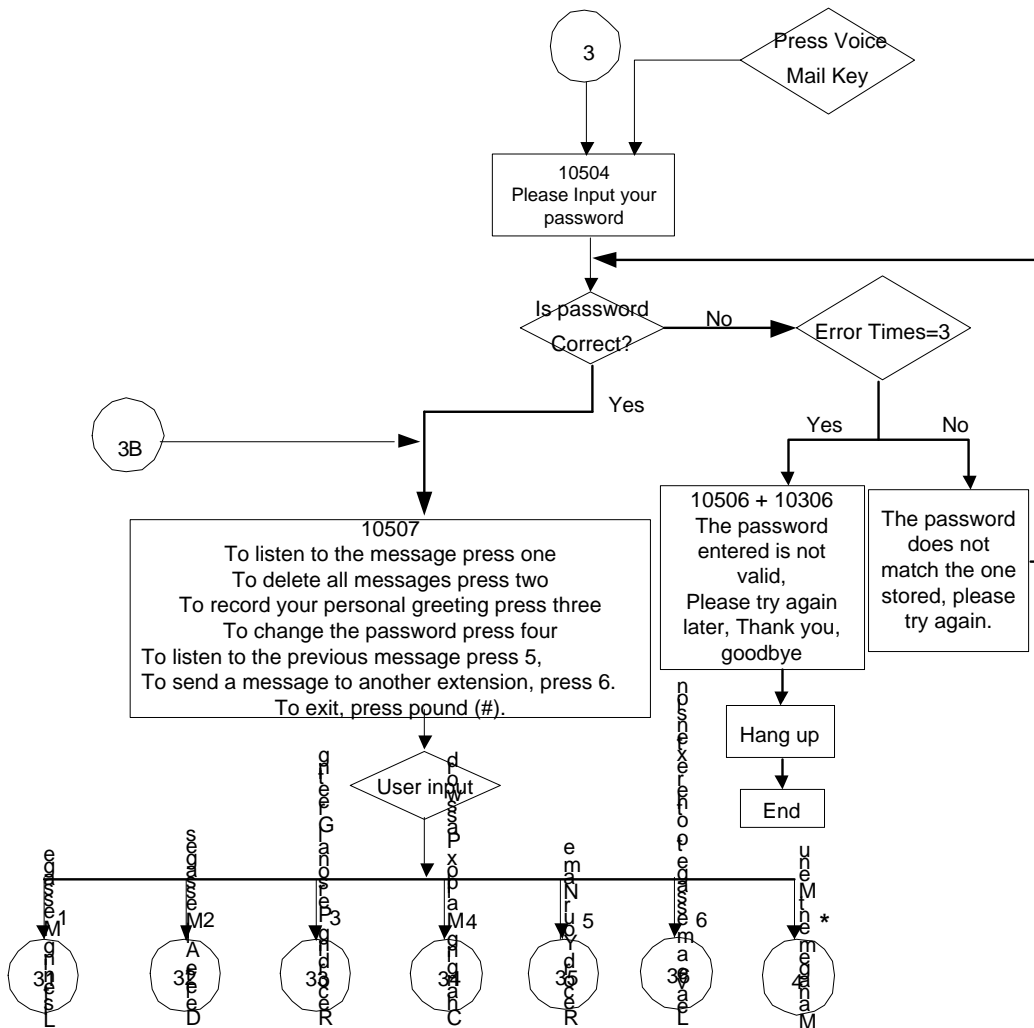




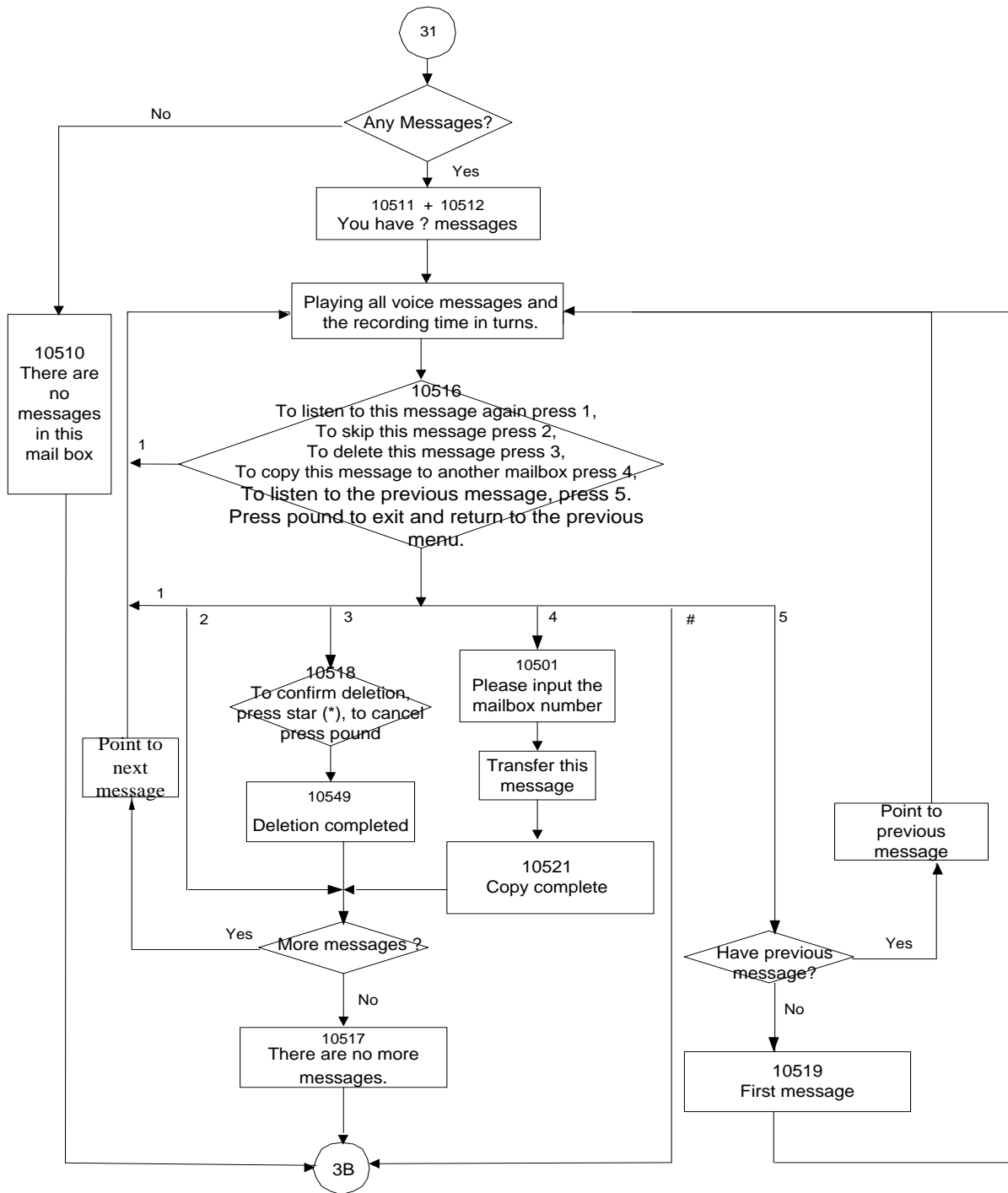
### 3.2.1 Leaving messages



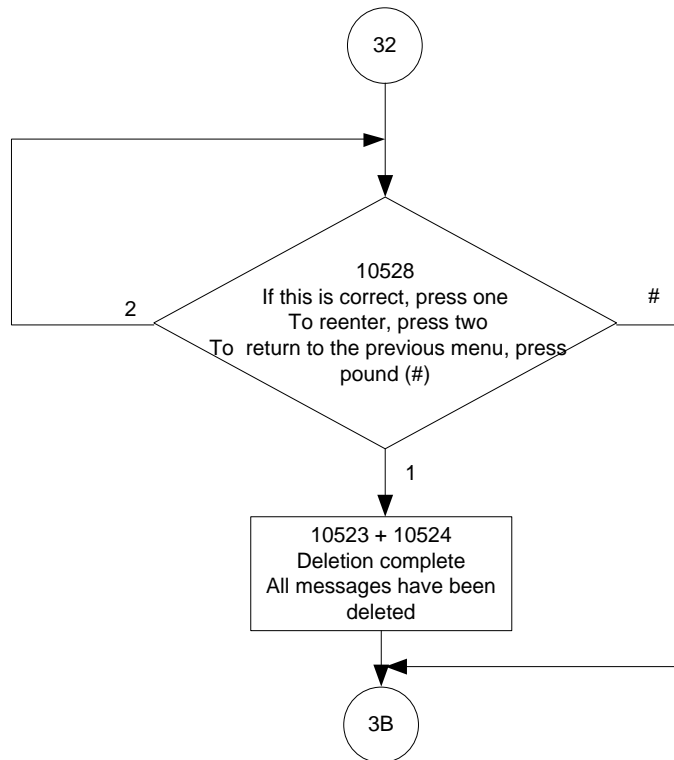
### 3.3 Mailbox Operation Flowchart



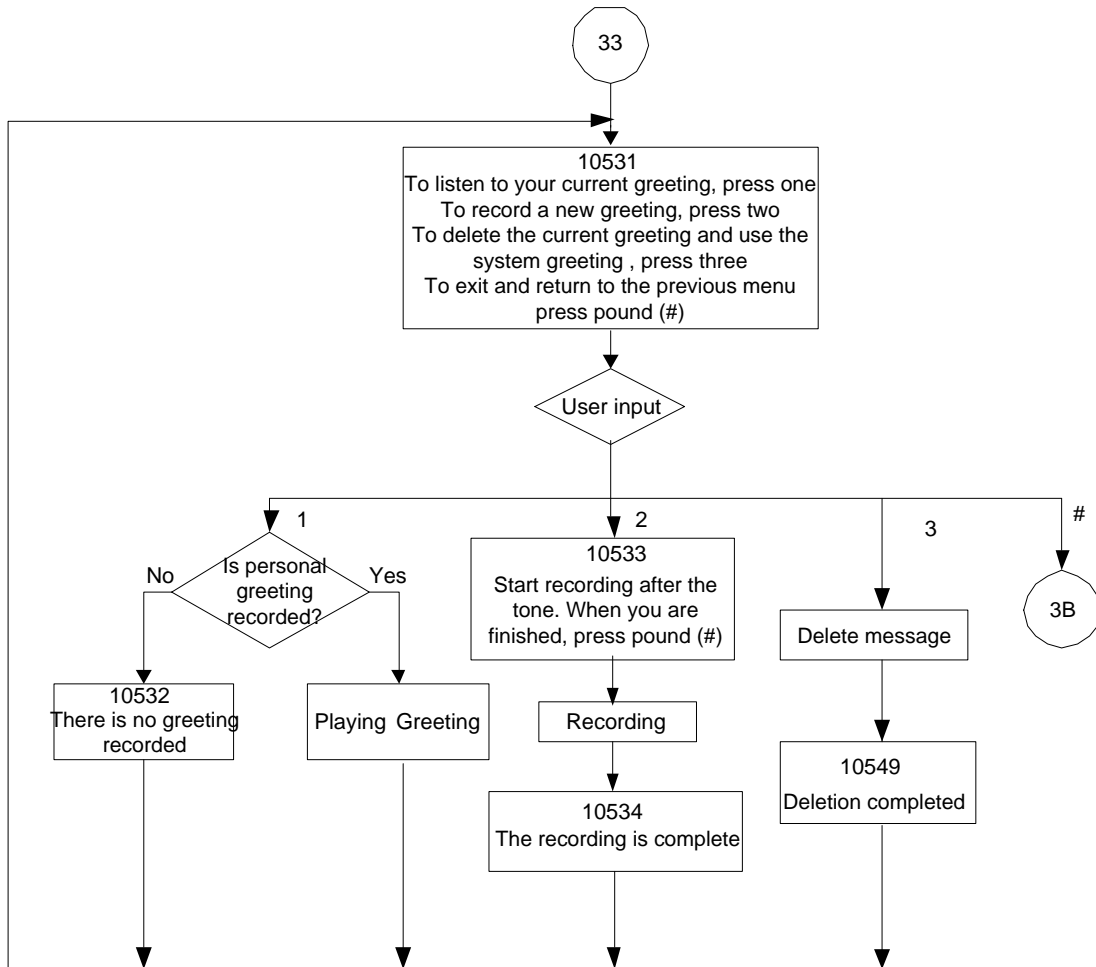
### 3.3.1 Listening message



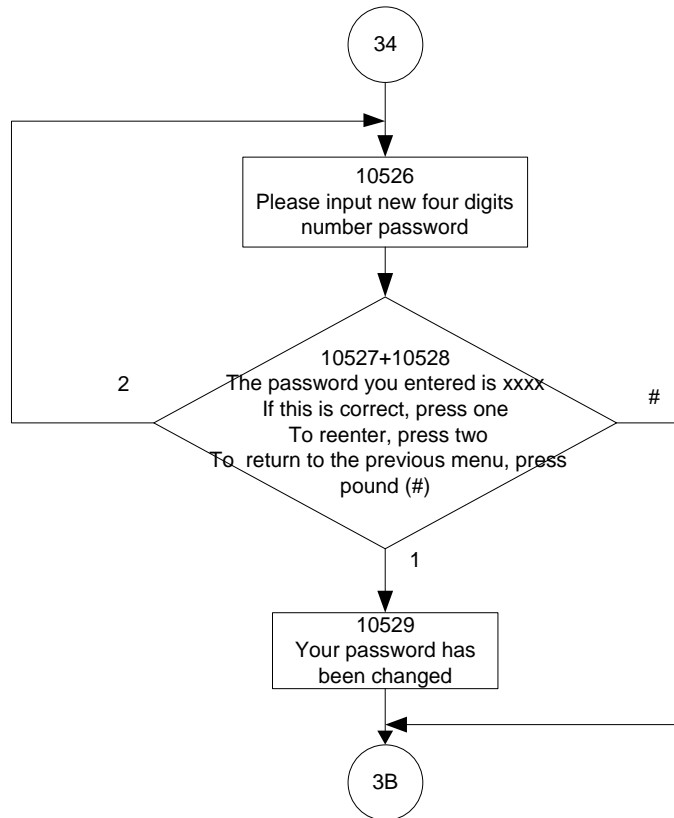
### 3.3.2 Delete all Messages



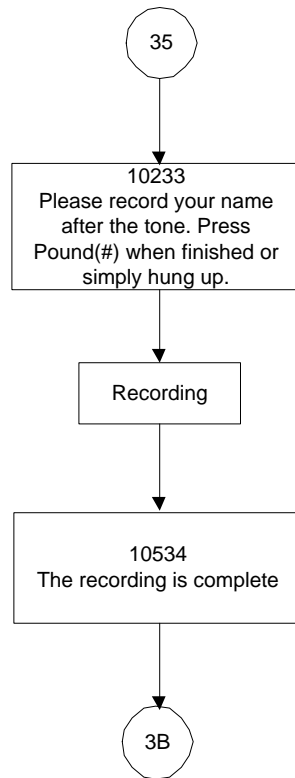
### 3.3.3 Recording Personal Greeting



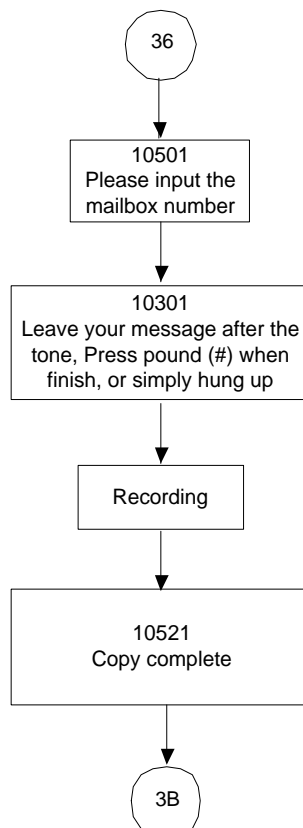
### 3.3.4 Changing Mailbox Password



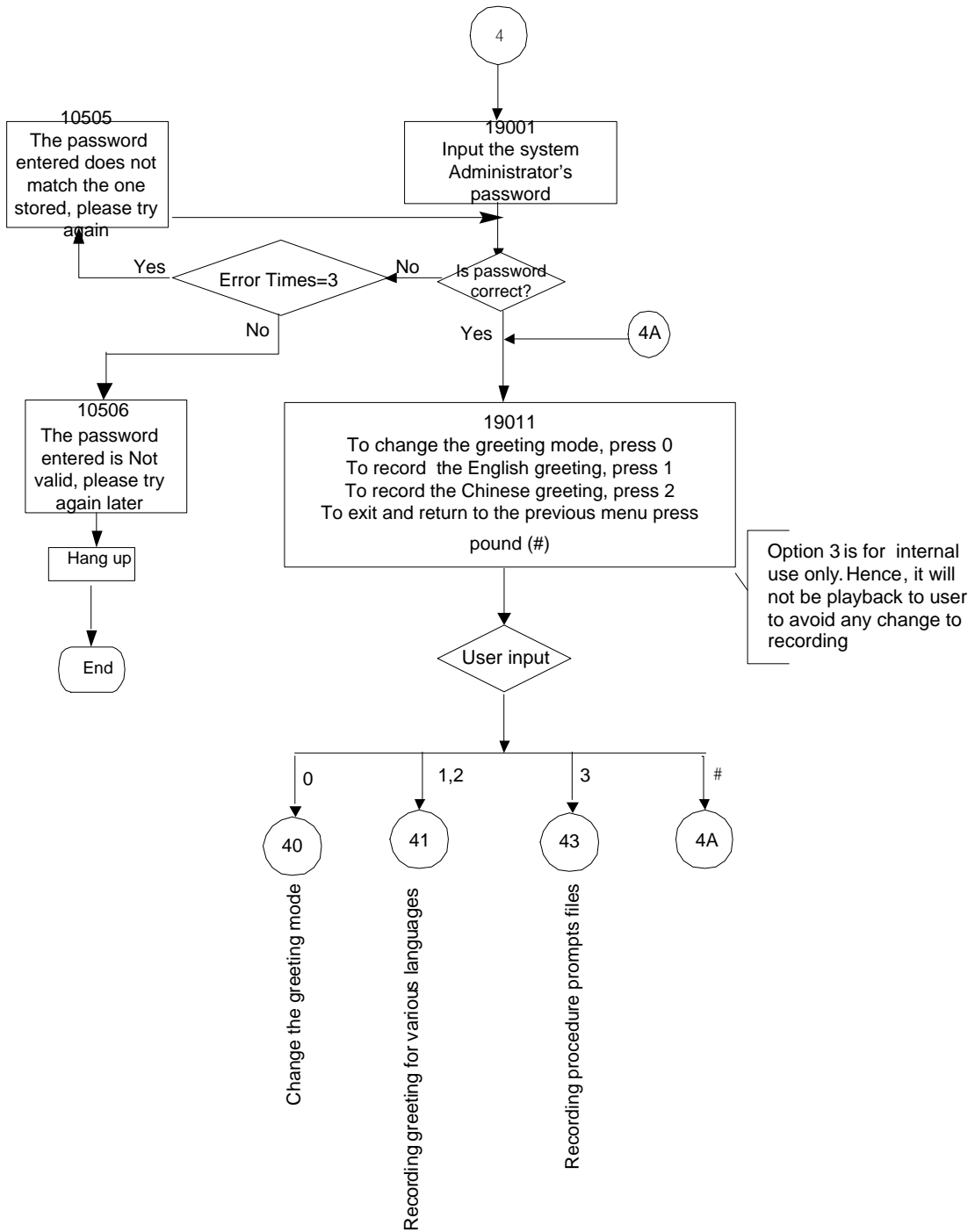
### 3.3.5 Record your name



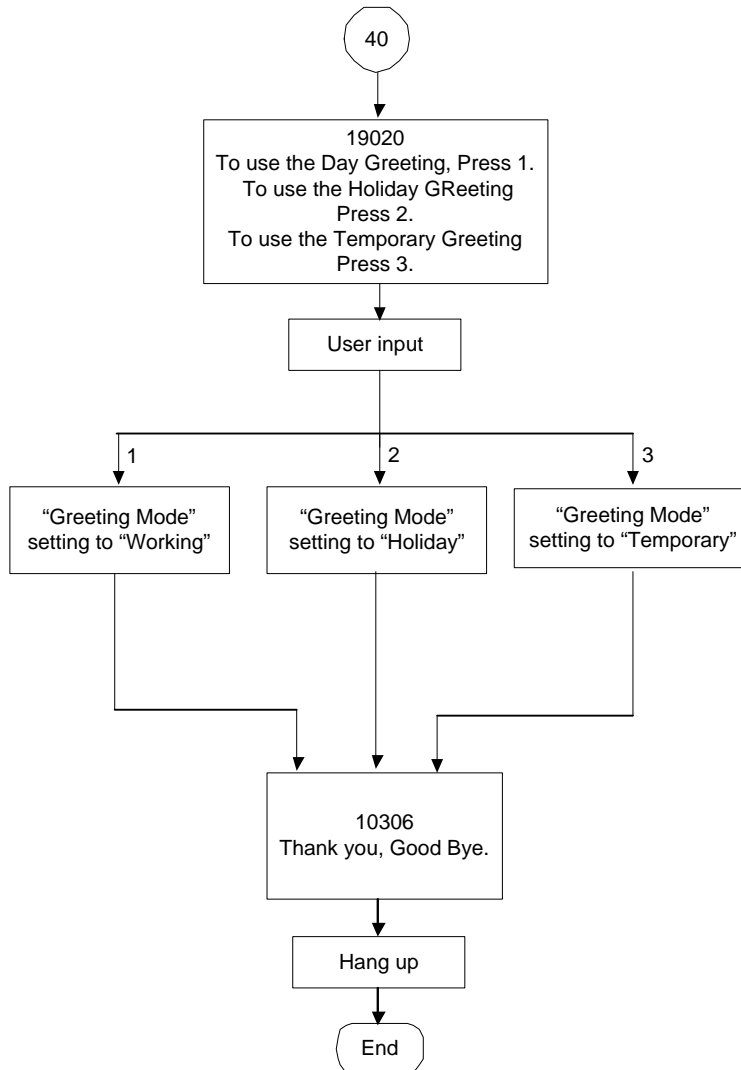
### 3.3.6 Leave a Message to Other Extension(s)



### 3.4 Voicemail Management Flowchart

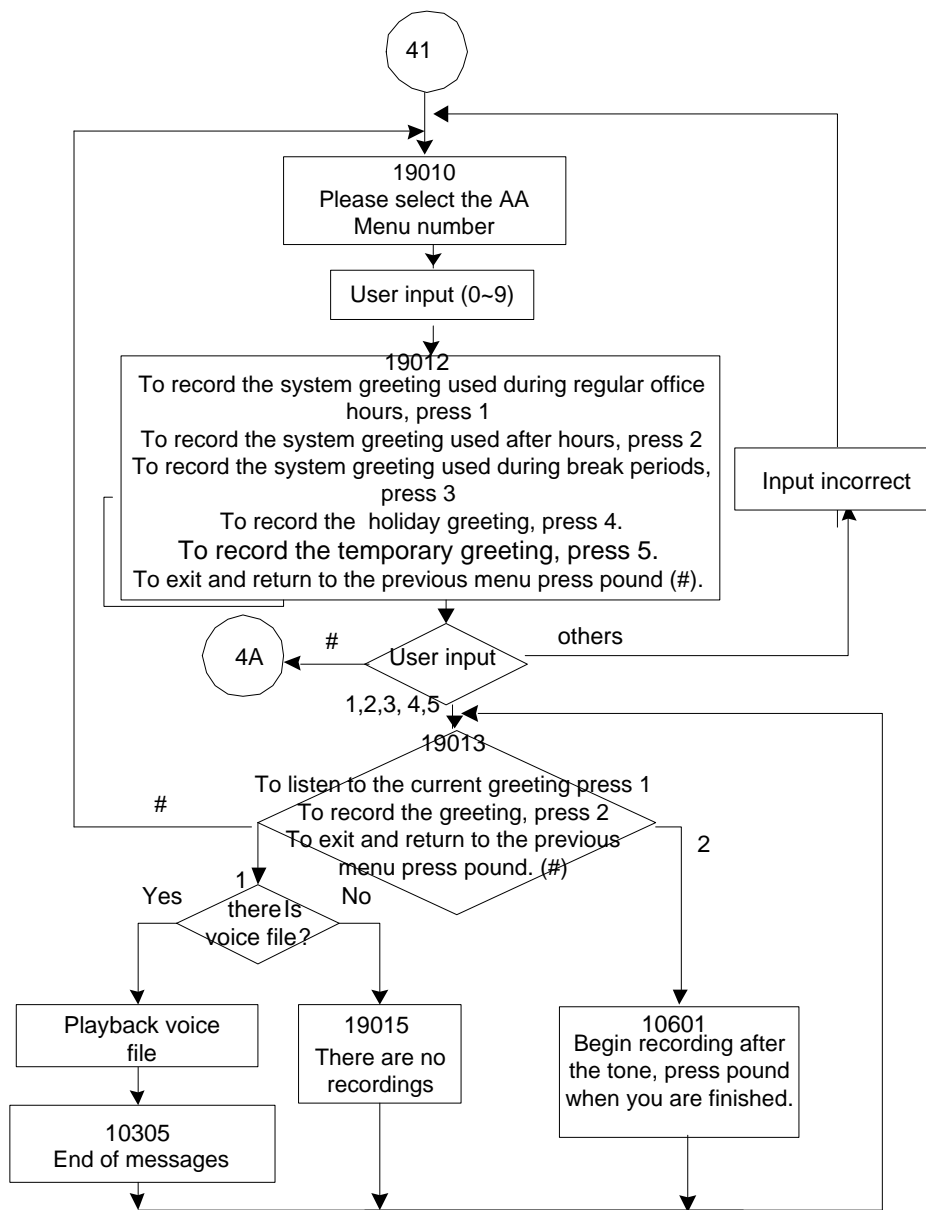


### 3.4.1 Change the Greeting Mode



Note: At Temporary Greeting mode, it plays Temporary Greeting message. If the file is non-existent, it follows Working mode to play the Greeting messages.

### 3.4.2 Recording Various Greeting



### 3.4.3 Recording Procedure Prompts Files

