N E X P A T H

NexPath Telephony Server User's Guide

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Introduction

Welcome to the NexPath Telephony Server! The NexPath Telephony Server is a complete integrated telephone system, including switching (or PBX-type functions), voice mail, automated attendant, automated call distribution (or ACD), and network access and administration. This unique solution to small company telephone systems allows you to have most if not all of the features of a large company PBX at a fraction of the cost of these larger systems.

In fact, in many ways the NexPath Telephony Server goes beyond the functionality of most traditional telephone systems. The NexPath Telephony Server was the first web-enabled telephone system when it was introduced in late 1996. It has unique features not commonly found on larger systems, such as allowing you to perform functions like picking up a ringing phone from any other phone, checking and retrieving your voice mail from any desktop computer in the building or on the Internet, ring groups within call distribution groups, and many other features that are unique to NexPath.

Note   This manual, along with all other system manuals, is available <u>on</u> the NexPath Telephony Server in Adobe Acrobat format, if your PC is connected to the LAN. The URL for the list of manuals is ***http://<system name>/manuals/***[1]. Other URLs that are useful are available on the NexPath Telephony Server at the URL ***http://<system name>/*** or ***http://<system name>/help/***.

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1. Replace *<system name>* with the name assigned your specific NexPath Telephony Server by your system administrator, or the IP address assigned to the NexPath Telephony Server. If you use the IP address, you must put in the trailing "/".

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The NexPath Telephony Server combines the following subsystems into a single, tightly integrated, easy-to-install, easy-to-maintain package:

- A complete switching system (PBX-like functions)
    - Up to 136-line (outside+inside lines) capability.
    - Functions such as call routing and switching can be performed using standard touch-tone codes from conventional telephones. No expensive, proprietary phones are necessary.
    - High bandwidth (64 kilobits per second), all digital signal paths pass fax and modem signals transparently.
    - Automatic fax detection
- An auto-attendant system
    - Allows automated answering and routing of calls.
    - Fully configurable, including custom messages and flexible numbering plans.
    - Multiple auto-attendants with a different auto-attendant on each line if desired.
- A voice message recording and retrieval (i.e., voice mail) system
    - Over 50 hours of voice mail and custom messages can be stored per system.
    - Password protection provided for all voice mail access.
    - Personal greetings can be recorded for each extension.
    - 64 kilobits-per-second digitization, storage, and playback gives your messages unsurpassed clarity.
    - 30 port simultaneous voice mail access capability.
    - Support of the VMWI (FSK) voice mail waiting light.
- An Automatic Call Distribution (ACD) system
    - Allows calls to be directed to a group, such as sales, rather than just to an individual.
    - Multiple overlapping distribution groups with priority settings.
    - Custom reassurance messages and hold music while the caller is waiting in the hold queue.

Other features include:

- Integrated TCP/IP LAN for network control and administration
    - System administration is performed using standard Web browser (Netscape or Internet Explorer) software running on any desktop computer.
    - Control of any extension can be performed either from a telephone, from the Windows programs NexDial or NexDirector, or from a Netscape Web browser software running on any desktop com-

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puter.

- Complete backup via LAN command, and retrieval of the backup file via ftp.
- A completely open network API (NexPath Simple Computer Telephony Protocol, N-SCTP) for custom application development and 1st and 3rd party call control.

- Voice prompts and error messages available for all telephone operations
- A public address output for announcements, speaker ringing, and background music.
- A music-on-hold input
- Multiple auto-attendants and ACD groups can be set up
- Call waiting and call forwarding
- A complete system activity log
- Ring groups, including ring groups in ACD groups
- Distinctive ringing
- Reminder rings
- Multiple hold stack
- Park orbits
- Barge-in to voice mail in progress
- Listen-in to voice mail in progress
- Caller-ID pass-through and decoding (inside and outside calls).
- Visual Call Waiting (waiting call Caller ID).
- Power-failure bypass relays on all CO lines
- Multiple extension number assignment capability per line
- Numeric page upon receipt of voice mail
- System speed dial numbers
- Email notification upon receipt of voice mail.
- Announce name (screening) of calls based on Caller ID.
- Distintive Ringing for inside verses outside calls.

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Where to go for assistance

Every company has its own way of handling support for the NexPath System. Most have a person that is responsible for the setup and administration of the NexPath Telephony Server, for making configuration changes and answering questions about use of the telephone system. This person, the system administrator, can provide you with information on use of the features of the system, and help you troubleshoot problems if they arise.

All manuals on the system can be viewed from your web browser, if your system is LAN connected. The URL is: *http://<system_IP_address>/,* then click on the link *Manuals*. Fill in *<system_IP_address>* with the IP address provided to you by your system administrator. Note that in all URLs you must enter the trailing "/" unless your system administrator has assigned the system a name that you can use instead of the IP address.

In addition to this manual, the *User's Guide*, there is also the *System Administration Guide*, and any *Release Notes* provided with your system when it was shipped. All of these are also available on-line at the URL listed above.

You can also have your system administrator call NexPath Support. The telephone number is on the NexPath web page: *http://www.nexpath.com*.

Support Policies

NexPath provides telephone support for a single contact person (the system administrator) at no charge for a limited period of time (usually 90 days) after the purchase of the system. Extended telephone support and software upgrade services are also available for an annual charge. Check with your system administrator. Please relay any questions you cannot resolve to your system administrator.

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Legal Notices

WARNING: *The NexPath Telephony Server can be programmed to allow users, if the feature is enabled by the system administrator and a valid password is entered, to listen in to conversations without the participants knowledge. Listening in to a conversation without the consent of one or both parties may be a violation of local, state, and federal privacy laws. It is the responsibility of the user of the NexPath Telephony Server, when using features of the system, to assure that he or she is in compliance with all applicable laws.*

WARNING: *The NexPath Telephony Server includes a LAN based protocol, NexPath Simple Computer Telephony Protocol (N-SCTP), that allows the system to be programmed to function as an Automatic Dial and Announce Device (ADAD). ADADs or similar devices that are used for commercial solicitation, or used without the consent of the called party, are prohibited by many local, state, and federal laws. It is the responsibility of the user of the NexPath Telephony Server, when using features of the system, to assure that he or she is in compliance with all applicable laws.*

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Telephone Operations

The NexPath Telephony Server allows operations such as placing calls on hold, transferring a call, and setting up conference calls to be controlled from any telephone connected to the system. This chapter describes the operations available and how to control them. Note, though, that all of the operations described in this chapter can also be performed from a Windows 95/98/NT computer if the computer is connected to the NexPath Telephony Server through a TCP/IP network connection, and the program **NexDial** is installed. Some operations are also available from **NexDirector**. Also, Windows and non-Windows machines connected to the network and running Netscape Navigator 3.03 (and certain subsequent versions) can run **TelOper**, a web-based desktop call control program. See *CHAPTER 4:Windows Desktop Tools- NexPath Dialer* starting on page 65 and *CHAPTER 5:Windows Desktop Tools- NexPath Call Director* starting on page 93 for details.

Also, all voice mail operations can be performed from either a telephone or a computer. However, the key sequences described in this chapter for call control from a telephone will be unavailable while you are actively retrieving voice mail from a telephone. For details on voice mail operation, see *CHAPTER 3:Voice Mail* starting on page 49.

General Concepts

Below is a list of topics which are common to the commands described throughout the rest of this chapter. Please take the time to read this information before proceeding to the actual commands available in the NexPath Telephony Server.

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Hook-flashes

Hook-flashes are one of the more complicated operations needed in the NexPath Telephony Server. The reason we need them, though, is that if you press the keys on your telephone keypad while in the middle of a normal call, the NexPath Telephony Server simply passes these key presses on to the other party. This is handy when the other party's phone system can do something with them, such as route your call to an extension within their building, but it makes it difficult to signal the NexPath Telephony Server that you want to do something special like put a call on hold once you are in the middle of a call.

Some telephone systems solve this problem by requiring that you use special keys on their proprietary phones (sometimes misleadingly called *digital* phones). The problems with special phones are that they are expensive, they only work on one system, they become obsolete quickly, and they often do not have otherwise commonly available features such as speed-dial.

On the NexPath Telephony Server, you can signal the system that you want to do something special like put a call on hold while in the middle of a call by performing a *hook-flash*, then entering the command sequence for the operation desired. Hook-flashes are done by quickly depressing and releasing the hook switch[1] on your phone, or by pressing the flash key on your phone.

Note, though, that perfecting the art of performing hook-flashes using the hook-switch might take a little practice. You must depress the switch for long enough to make it obvious to the system that you want to signal it but not so long that the system thinks you hung up. A valid hook-flash is accomplished by depressing the telephone hook switch for an interval of greater than 50 milliseconds and less than 1000 milliseconds (a millisecond is 1/1000ths of a second, so 1000 milliseconds is one second).

Some phones come with a $\boxed{\text{Flash}}$ button which performs the hook-flash function. Nortel telephones label it the *Link* key. Care must be used with some telephones that have this button, however, since they can issue a hook-flash for a full 3/4 of a second, which is a fairly long time. Some telephone do not properly collect the keys you enter during this flash interval. If you begin entering other keys of a sequence before the pre-programmed flash time has ended, many older phones will block the subsequent tones, and the NexPath Telephony Server will not "hear" these other keys and you will likely get an error message.

Test the telephones you are using, and, if the telephone does not queue the keys, make sure you have waited until the preprogrammed flash time is over before pressing other keys. Or, better yet, if you have one of

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1. The hook-switch is the switch that gets depressed by the handset when you hang up your phone.

these older phones, learn how to depress and release the hook-switch properly by hand instead of using the [Flash] key[1].

Note   Many telephones are now being produced that properly queue other keypad keys after the flash key, so that it can be depressed along with the other keys at any rate. In particular, the flash key on the Nortel 9316 (the flash key is called *Link* on the Nortel phone) and the Panasonic KX-TSC50 or KS-TSC55 telephones works properly with the NexPath Telephony Server.

In this manual, we will designate a hook-flash with the symbol [Flash].

Beeps and rings

You will hear one short beep in your conversation if you are on the phone and you leave another call on hold for too long[2]. You can use the Swap Hold sequence [Flash] [*] (i.e., performing a hook-flash followed by pressing the [*] button on your telephone) to toggle between your existing call and the call on hold.

Note   If you are not on the phone and you leave a call on hold too long, you will receive a short ring on your phone, but when you pick up the phone, no one will be there. You can retrieve this call from hold using the Retrieve Call From Hold sequence [*] [1].

Two short beeps in your conversation indicates that you have a call waiting. You can put the current call on hold and pick up the new call using the Pick up Waiting Call sequence [Flash] [3]. You can then use the Swap Hold sequence [Flash] [*] to toggle between the two. Note that if you are done with your current call, you can still use [Flash] [3] to pick up the incoming call. The pre-existing call you put on hold with the [Flash] [3] will disappear when the person you were talking to hangs up.

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1. If you program a sequence into a phone with speed-dial, and [Flash] is programmed as one of the keys in the pro-grammed sequence, the phone will automatically wait until the end of its own flash time before issuing the other keys in the sequence. Therefore, this 3/4 second blanking time is not a problem for flash sequences programmed into a speed-dialer.
2. This delay time is usually 45 seconds. However, the reminder ring delay time can be changed by your system administra-tor, and might be set differently for your system.

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You will hear three short beeps if you are on the phone and someone uses the barge-in sequence to break into your conversation.

Table 1: Rings

Sound	Meaning
Single normal ring (repeated every 5 seconds)	By default, an Internal or External call. Your system administrator can assign different ring cadences to outside calls if you wish.
Short ring every 60 seconds	A Reminder ring, meaning a call is on hold or in a park orbit
Double ring, short-long ring, or other combinations	An Internal or External call, depending on how your extension is configured. Check with your system administrator for different ring cadences.

Table 2: Tones

Sound	Meaning
Busy Tone	An outside or inside line is in use.
Dial Tone	You can make a call or access a feature.
One short beep every 45 seconds	A call is on hold or in a park orbit.
Two short beeps	A waiting call is trying your extension.
Three short beeps	Someone is barging in to your call.
Several short tones followed by dial tone when picking up telephone.	You have unread voice mail messages.

Ring Cadence

Each inside line extension in the NexPath Telephony Server can be programmed to ring with one of six different ring cadences, or ringing patterns:

1. Long ring
2. Medium ring
3. Two short rings
4. Three short rings
5. Long and short ring

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6. Short and long ring

Also, each inside line extension can be programmed to ring differently depending on whether the call is an inside call or an outside call, using these ring cadences. Check with your system administrator if you would like to have different ring cadences for inside or outside calls at your extension.

Call distribution groups

Your system administrator may configure your system's auto-attendant to support call distribution groups (ACD or automated call distribution), that is, groups of extensions which represent entire departments, such as Sales or Marketing. When a caller calls in, they are given a message such as "Press 1 for Sales, 2 for technical support..."

When the caller presses one of these selections, the call is routed to the call distribution group defined for the selection, and each extension within the call distribution that is accepting calls (see *Accept Calls* on page 13) will ring in sequence. The exact ring sequence for the group and what happens if no one picks up the call is determined by the system administrator when the call distribution group is configured.

Ring groups and Pickup groups

Your system administrator can assign a ring group number to any group of physical telephone lines. This function is normally used so that a ringing phone can be picked up from another phone using the Pick Up Group sequence ⬚*⬚ ⬚0⬚, followed by the ring group number. It is also used to cause a group of phones to ring at the same time, so that any one of the phones can be answered to accept the call.

By factory default, ring group 0 is defined as all phones in the system except the PA speaker. This means that you can usually pick up any ringing phone in the building by entering ⬚*⬚ ⬚0⬚ ⬚0⬚.

Also by factory default, ring group 1 is defined as containing the telephone line which rings through your company's overhead PA speaker. Unless your system administrator has changed the definition of ring group 1, you can pick up a call ringing over the overhead PA speaker by picking up any phone and pressing ⬚*⬚ ⬚0⬚ ⬚1⬚.

Ring groups can also be assigned to extensions by the system administrator, so that when the extension number is dialed, several telephones ring at the same time. Any one of the telephones can be answered to receive

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the call; the first telephone in the ringing group of extensions that goes off hook gets the call, the others get dial tone.

Extensions numbers in the NexPath Telephony Server

There are eight different types of extensions in NexPath system:

1. Inside line extensions (default is 300-399)
2. Outside line extensions (default is 200-299)
3. Voice mailbox extensions (default is 500 -599 and 130-131)
4. Auto-attendant extensions (pre-configured as 120 (Day Program) and 121 (Night Program))
5. Park orbit extensions (default is 100 - 110)
6. Speed dial extensions (none predefined)
7. Public address extensions (special case of item 2 above, default is 111).
8. Extensions that ring several phones at once (special case of item 1 above, none predefined)

Any of these extensions types can be directly dialed from a telephone. The resulting function will be determined by the system programming for that extension type, i.e., you will ring a phone, seize an outside line, enter voice mail, execute an auto-attendant program, etc.

The concept of extension numbers and their symmetric use throughout the system is a very powerful feature of the NexPath Telephony Server.

System speed dial numbers

Your system administrator can program the NexPath Telephony Server to recognized special three digit numbers, called speed dial extensions, that translate to 7 or more digit off-site numbers. These can be used for convenient direct dialing, or for convenience in transferring calls.

Contact your system administrator to determine if any speed dial extensions have been configured for your system.

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Accept Calls/Do Not Disturb

Accept Calls ☒ ⑧
Do Not Disturb ☒ ⑨

When the NexPath Telephony Server is first started, your extension will automatically be placed in the Accept Calls mode, which means that your phone will ring when someone calls you.

You can place your extension in the Do Not Disturb mode, though, during which calls made to your extension will go directly to your voice mail or directly to the number you specify as a forwarding number without first ringing at your extension[1]. You may want to place your extension in the Do Not Disturb mode when you are in a meeting and do not want your phone to ring or when you are out to lunch and do not want someone else to pick up your phone.

If your extension is part of a call distribution group and you place your phone in the Do Not Disturb mode, then calls to the distribution group (Sales, for example) will not ring at your phone, but instead will go on to the next extension in the group. Calls placed by dialing your extension number directly, however, will be routed as described above.

To put your extension in the Do Not Disturb mode:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Do Not Disturb sequence ☒ ⑨.
3. Enter your extension number.
4. If prompted, enter your password[2], or a password with administrator privileges.
5. If your password was accepted, you will be notified that your extension has been placed in the Do Not Disturb mode.
6. Hang up.

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1. If your extension has not been configured to support voice mail and you have not set up call-forwarding for your extension, your phone will ring even if you place it in the Do Not Disturb mode.
2. You will not be asked for a password if you have already entered it once to enable some other command and you have not hung up since then.

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To return your extension to the Accept Calls mode:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Accept Calls sequence ⃞* ⃞8 .
3. Enter the number of the extension you wish to change to Accepting Calls.
4. If prompted, enter your password[1], or a password with administrator privileges.
5. If your password is accepted, you will be notified that your extension is now accepting calls.
6. Hang up.

Note   There is no indication at your phone whether your extension is in the Accept Calls mode or the Do Not Disturb mode. If you want to be sure to receive calls, you can enter the Accept Calls sequence at any time, even if your extension is already in the Accept Calls mode.

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1. You will not be asked for a password if you entered it to enable some other command and have not hung up since then.

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Barge In

Barge In # 2

Barge-in is the process of breaking into a conversation. To barge into your own voice mail extension, for example, while someone is leaving you voice mail:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Barge-in sequence # 2 .
3. Enter the number of your voice mail extension.
4. If prompted, enter your password[1], or a password with administrator privileges.
5. If your password is accepted, you will be connected to the person currently leaving you a message.

Note   If your phone is still ringing, you can usually pick up the call from any other telephone in the building by picking up a phone and entering the Pick Up Ring Group 0 sequence * 0 0 .

If your system administrator has given your account Barge-in/Listen-in permissions, you can also use the sequence described above to barge into other people's conversations while they are on the phone. Check with your system administrator to see if you have barge-in permission. You do not need Barge-in/Listen-in permission to barge-in to voice mail in progress in your own voice mail boxes.

Barge-in and Listen-in can be blocked on a line by the system administrator, by setting the line as a Secure Line.

Note   When you barge into an existing conversation, the party at the extension number you barged into will hear three short beeps, indicating that someone is barging into his or her call.

WARNING: Barge-in permissions also allow Listen-in. Listening-in to a conversation without the consent of one or both parties may be a violation of local, state, and federal privacy laws. It is the responsibility of the user of the NexPath Telephony Server, when using features of the system, to assure that they are in compliance with all applicable laws.

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1. You will not be asked for a password if you entered it to enable some other command and have not hung up since then.

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Call Forwarding

Forward Calls ⊡ ②
Cancel Forwarding ⊡ ③

You can forward your calls to ring at any extension on the NexPath Telephony Server, or to an offsite number[1]. To set up call-forwarding:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Forward Calls sequence ⊡ ②.
3. Enter your extension number.
4. Enter the number (either an extension or an off-site number) to which you want your calls forwarded, followed by the ⊞ key, or wait four seconds.
5. If prompted, enter your password[2], or a password with administrator privileges.
6. If your password was accepted, you will be notified that call-forwarding has been enabled, followed by the announcement of the forwarded number (i.e., you can verify that the number you entered is correct).
7. Hang up.

Note   You do not have to enter a 9 to seize an outside line, if you are forwarding your calls offsite. The system automatically seizes an outside line if the number is seven or more digits. However, you must enter a one (if required) for a long distance number. Outside calls that are forwarded offsite may have reduced quality and reduced audio levels. Consider using Centrex or CLASS type outside (CO) lines for best forwarding quality. You can also use speed dial extensions for offsite forwarding, and get more control over the call. See the *Administrators Guide* for details on speed dial extensions and CO line types.

When you enable call-forwarding for your extension, an incoming call will ring at your phone for 20 seconds before being forwarded[3]. The call will then ring at the forwarding extension for 20 more seconds. If, after this additional 20 seconds, no one has picked up the call and you have an exit extension (such as a

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1. Your extension must have offsite forwarding enabled in the system configuration. Check with your system administrator.
2. You will not be asked for a password if you have already entered it once to enable some other command and you have not hung up since then.
3. These are the factory-default forwarding and ringing delay times. Your system administrator can alter both of these times.

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voice mailbox extension) associated with your extension, the call will go to the exit extension. That is, the call will eventually go to the exit extension of the <u>original extension the caller dialed</u>.

If the extension is forwarded to a speed dial extension, and the speed dial number does not answer, the call will go to the exit extension programmed in the speed dial extension configuration.

On the other hand, if you do not have an exit extension programmed, after the forwarding phone rings for its additional 20 seconds, the caller will be notified that there is no one to take the call and will be disconnected.

Calls that are forwarded offsite (not using speed dial extensions) are monitored by the NexPath Telephony Server, and the system will attempt to determine if a caller has answered. If not, the call will go to the exit extension (such as voice mail), if the exit extension has been configured for the extension that was for-warded. However, the monitoring of the progress of calls to outside lines depends on the ability to detect call progress sounds on the telephone line. This is not a precise process and it may not be successful in all cases. There can also be a delay before the call is connected.

Note	Offsite forwarding is only permitted from extensions that have offsite forwarding enabled in the system configuration. Check with your system administrator to see if offsite forwarding is enabled on your extension.

Offsite forwarding will use Centrex or CLASS features (hook-flash transfers) if the CO line involved has been designated as a Centrex or CLASS line.

Calls forwarded to a speed dial extension are handled differently. If an extension is forwarded to a speed dial number, then the call progress monitoring is handled as specified in the speed dial extension configura-tion. The system will not attempt to determine if the call connects unless so designated in the speed dial setup. The exit extension as specified in the speed dial extension setup is used if the call fails to complete.

If callers are experiencing delays in calls that forward off-site, try using speed dial extensions where you have more control of the call progress monitoring. You may also want your system administrator to create a custom automated attendant, which is used as an exit extension in place of your voice mail box. This will allow you to play customized messages to a caller before fowarding off-site, to prepare the caller for delays, and to allow the caller the option of going directly to voice mail.

Speed dial extensions and exit extensions must be configured by your system administrator.

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Note   An extension can only be forwarded once.

Call forwarding for your extension will remain in effect until you cancel call forwarding. To cancel call forwarding:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Cancel Forwarding sequence ⁎ 3
3. Enter your extension number.
4. If prompted, enter your password[1], or a password with administrator privileges.
5. If your password was accepted, you will be notified that call-forwarding has been cancelled.
6. Hang up.

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1. You will not be asked for a password if you entered it to enable some other command and have not hung up since then.

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Call Waiting

Enable Call Waiting �{*} �{4}
Pick up a Waiting Call �{Flash} �{3}
Swap Between a Current Call and a Call on Hold �{Flash} �{*}
Cancel Call Waiting �{*} �{5}

When call-waiting is enabled for your extension, you will hear two beeps in your conversation when you are on the phone and a new call comes in[1]. When you hear these two beeps, you can decide whether to put your current caller on hold and take the new call, or continue talking to your current caller and, depending on how you extension is set up, let the new caller go to either your voice mail, get forwarded, or be disconnected.

You can eliminate call-waiting beeps from your conversations by disabling call-waiting for your extension.

To enable call waiting at your extension:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Enable Call Waiting sequence ⏹{*} ⏹{4}**.**
3. Enter your extension number.
4. If prompted, enter your password[2] or a password with administrator privileges.
5. If your password was accepted, you will be notified that call-waiting has been enabled.
6. Hang up.

If you enable call waiting for your extension and you are on the phone when another call comes in, you will hear two short beeps in the middle of your existing call. You can press ⏹{Flash} ⏹{3} to put the current call on hold and answer the new call, or you can ignore the new call and let it go to your voice mail.

Note that if you pick up the incoming call, you can use the Swap Hold sequence ⏹{Flash} ⏹{*} to toggle between the two calls.

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1. Your caller will not hear these beeps, only you will.
2. You will not be asked for a password if you have already entered it once to enable some other command and you have not hung up since then.

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To disable call waiting at your extension:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Disable Call Waiting sequence ⎡*⎤ ⎡5⎤**.**
3. Enter your extension number.
4. If prompted, enter your password[1], or a password with administrator privileges.
5. If your password was accepted, you will be notified that call-waiting has been disabled.
6. Hang up.

The NexPath Telephony Server's default configuration allows a phone to ring 20 seconds before being forwarded, or 20 seconds before being sent to voice mail or getting disconnected, though your system administrator can alter these times. If you do not pick up a waiting call and you have set up call-forwarding for your extension, a waiting call will forwarded after 20 seconds. If you do not have call-forwarding enabled but do have a voice mailbox, then after 20 seconds the waiting call will go to your voice mailbox. If you have neither call-forwarding enabled nor voice mail, then after the 20-second delay time has expired, the caller will be notified that there is no one to take the call and the call will be disconnected.

---

1. You will not be asked for a password if you have already entered it once to enable some other command and you have not hung up since then.

Clear

Clearing a Command Sequence ⌗ ⌗

After getting an inside dial tone but before finishing a command sequence, you can get back to an inside dial tone by pressing the Clear sequence ⌗ ⌗.

21

Conference Calls

Set Up Conference | Flash | 7 |
Add To Conference | Flash | 8 |

The NexPath Telephony Server can allow up to four parties to be conferenced on a single conference call, with the four parties being any combination of inside or outside lines.

To initiate a conference call:

1. Call your first party. This could be either an inside or an outside number.

2. Enter the Set up Conference sequence | Flash | 7 |. This will put your current call on hold and request a conference circuit from the system. If a conference circuit is available, you will get an inside dial tone. If no conference circuits are available, you will receive an error message and be re-connected to your first call. Wait and try again later.

3. After getting a conference circuit and an inside dial tone, dial the number of the next party you wish to conference in. This can include making calls to parties on either inside or outside lines. If you cannot get your second party, retrieve your first call from hold using | * | 1 | and try again later.

4. Upon reaching your second party, enter the Add To Conference sequence | Flash | 8 |. You, your first party, and your second party will all be talking to each other.

5. To add a fourth party to the conference, enter | Flash | 7 | again. The first two callers will remain connected to each other, and you will receive an inside dial tone.

6. Dial the number of the next party you wish to conference in.

7. Upon reaching your third party, enter the Add To Conference sequence | Flash | 8 |. You will be connected to all three callers.

8. You may hang up at any time and leave the conference active. The conference will end when no more inside lines are involved in the call.

Note You can obtain a conference circuit before calling your first party by skipping step 1 above.

22

Day Ringing/Night Ringing

Enable Day Ringing #̲ 0̲
Enable Night Ringing #̲ 1̲

The NexPath Telephony Server has two modes of operation that affect both the ringing of all extensions and the auto-attendant: Day Mode (day ringing) and Night Mode (night ringing). Each extension can be programmed to ring at different lines or groups of lines when the system is switched from Day Mode to Night Mode. For example, an extension may be programmed so that calls placed to it ring one particular phone when the system is in Day Mode, but ring all the phones in an entire ring group when the system is in Night mode so that anyone left in the building can pick it up.

The auto-attendant may also have a Day Mode program and a Night Mode program. A different message and set of choices may be presented to the caller depending on whether it is during regular business hours or after hours. All of these features depend on the configuration and setup that is done by the system administrator when the system is installed or configured.

To enable day ringing (and disable night ringing):

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Enable Day Ringing sequence #̲ 0̲.
3. If prompted, enter your password[1], or a password with administrator privileges.
4. If your password was accepted, you will be notified that day ringing has been enabled.
5. Hang up.

To enable night ringing (and disable day ringing):

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Disable Day Ringing sequence #̲ 1̲.
3. If prompted, enter your password[1].
4. If your password was accepted, you will be notified that day ringing has been disabled.

---

1. You will not be asked for a password if you have already entered it once to enable some other command and you have not hung up since then.

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5. Hang up.

Note   Your system can configured to switch automatically between Day mode and Night mode. See your
system administrator for details on whether or not your system is configured to do so.

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Disconnecting

Disconnect Call `Flash` `#`

You can disconnect from a call without hanging up. Once you have entered a password, you may want to do this to avoid losing password protection or perhaps for other reasons. If your are using an inside extension that automatically seizes an outside line (sometimes called *assumed dial nine*), this sequence will disconnect from the outside line and return inside dial tone.

To disconnect from a call, or to disconnect from an outside line and obtain inside dial tone, without actually hanging up the phone:

1. Enter the Disconnect sequence `Flash` `#`.
2. You will receive an inside dial tone.
3. Enter a new command or the next number you want to dial.

Do Not Disturb

See *Accept Calls/Do Not Disturb*

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Help

Help ⸋*⸋ ⸋*⸋

To get a summary of all commands listed here from your phone:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Dial the Help sequence ⸋*⸋ ⸋*⸋.

Hold

Put A Call On Hold ⌈Flash⌉ ⌈1⌉
Retrieve A Call From Hold ⌈∗⌉ ⌈1⌉
Swap Between a Current Call and a Call on Hold ⌈Flash⌉ ⌈∗⌉

The NexPath Telephony Server can place up to three calls on hold at a time on any one extension. The calls are place on a *stack*, much like a stack of boxes or books. The last call placed on the stack using ⌈Flash⌉ ⌈1⌉ is the first one retrieved when ⌈∗⌉ ⌈1⌉ is entered. Calls place on hold at an extension can only be retrieved from that extension (*private* hold). If you want to place calls on hold to be retrieved from any extension, use park orbits (*public* hold). See *Park Orbits* on page 39 for a detailed description.

Calls placed on hold using the above sequences, or placed into park orbits, receive hold music, if enabled for the line and external hold music is supplied to the system.

To place a call on hold:

1. Enter the Put Call On Hold sequence ⌈Flash⌉ ⌈1⌉. You will get an inside dial tone, and are free to call a new number, enter a command, or hang up.

Note   If you inadvertently leave a call on hold and forget about it, you will get a short reminder ring every 45 seconds[1].

To retrieve the call most recently put on hold:

1. Pick up the phone or otherwise get an inside line dial tone at the phone where the call was put on hold.
2. Enter the Retrieve Call From Hold sequence ⌈∗⌉ ⌈1⌉. You will be connected to the call most recently put on hold.

---

1. This is the factory default value for the reminder ring delay time. Your system administrator can alter this time if desired.

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To swap your current call with the call most recently put on hold:

1. Enter the Swap Hold sequence ⎡Flash⎤ ⎡*⎤. Your current call will go to the top of the hold stack, and you will be connected with the most recent caller put on hold.

To get at a call on the hold stack when more than one call is on the stack:

1. Get an inside line. If you are on a call, you can hang up on this call without putting down the handset by entering ⎡Flash⎤ ⎡#⎤. You can also transfer the current call using the Blind Transfer sequence ⎡Flash⎤ ⎡4⎤ or the Set Up Transfer and Complete Transfer sequences ⎡Flash⎤ ⎡5⎤ and ⎡Flash⎤ ⎡6⎤ respectively.

2. Take the most recent call which was placed on hold off of hold by entering the Retrieve Call From Hold sequence ⎡*⎤ ⎡1⎤.

3. Hang up or transfer this call.

4. Take the next call off of hold by entering the Retrieve Call From Hold sequence ⎡*⎤ ⎡1⎤.

5. If necessary, hang up or transfer this call, and take the first call which was placed on hold off of hold by entering the Retrieve Call From Hold sequence ⎡*⎤ ⎡1⎤.

6. When done, hang up.

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Hook Flash the Central Office Line (Centrex and CLASS^{SM} features)

Hook Flash the Central Office Line $\boxed{\text{Flash}}$ $\boxed{9}$

You can send a hook flash to the central office line, rather than have the hook flash interpreted by the Nex-Path Telephony Server. This is only useful if you have Centrex lines or CLASS^{SM} features, such as three way calling, enabled on your outside lines.

Note The ability to hook flash a Central Office line can be enabled or disabled on a CO line by CO line basis in the NexPath Telephony Server. This feature must be enabled with the administration software in order for the sequence to work. Otherwise the sequence is ignored.

To send a hook flash to the central office line (see the note above):

1. While connected to an outside (central office) line, enter $\boxed{\text{Flash}}$ $\boxed{9}$. You should receive the signal from the central office that the sequence is recognized, usually three short beeps and then central office dial tone.

For example, to setup a three way call using CLASS^{SM} features:

1. While connected to an outside (central office) line and talking to the first party, enter $\boxed{\text{Flash}}$ $\boxed{9}$. You should receive the signal from the central office that the sequence is recognized: three short beeps and then central office dial tone.
2. Dial the second party.
3. When you are connected, enter $\boxed{\text{Flash}}$ $\boxed{9}$ again. You should now have a three way call.

Note You must subscribe to CLASS^{SM} features from your telephone company in order to use the three way calling described above.

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Inside Lines

When you first pick up your phone, the dial tone you hear is an "inside line" dial tone. This is a dial tone provided directly by the NexPath Telephony Server and not by the phone company. When you have an inside line, the NexPath Telephony Server is ready to accept both phone numbers to be dialed and the key presses of the command sequences for the advanced operations described in this chapter and in the chapter *Voice Mail* starting on page 49.

Some notes: After getting an inside line dial tone, if you do not press any keys, you will get a dial tone time-out message after 90 seconds. Similarly, once you start dialing a phone number or command sequence, if you wait more than 15 seconds between digits, the system will give you a keypad dialing time-out message and then return you to an inside line dial tone. Also, if you make a call to another inside line and get a busy signal and then forget to either hang up or otherwise disconnect from the call, you will get a busy signal time-out message after 60 seconds[1].

Often, the first thing you do after picking up your phone is dial $\boxed{9}$ to get an outside line. Once you do this, however, the NexPath Telephony Server stops trying to interpret all key presses except hook-flashes, as described in the beginning of this chapter[2]. Not all commands start with hook-flashes, however, so it is important to know how to get back to inside line dial tone. The easiest method is to hang up for a second or two and then pick your handset again. Another way is to wait until the phone company decides that your phone has been off-hook too long and disconnects you. This is similar to leaving a phone off-hook too long at home, but instead of hearing silence and then the loud "beep-beep-beep" that the phone company usually puts out, the NexPath Telephony Server detects this condition, hangs up the outside line, and returns you to an inside line dial tone. Yet another method is to disconnect from your current call is to use the Disconnect sequence $\boxed{\text{Flash}}$ $\boxed{\#}$.

Sometimes, it is desirable to get an inside dial tone from outside your facility, especially when you want to check your voice mail from home or from another facility. To get an inside line dial tone from outside your building:

1. Dial your company and wait for your system to pick up.

---

1. These are factory default times, and can all be altered by your system administrator.
2. If your system is configured to perform area code lockouts, the NexPath Telephony Server will also check that the inside line being used has permission to obtain an outside line, and that the area code being dialed is allowed for that line.

2. During your company's auto-attendant greeting, dial the number specifically set up by your system administrator to give you an inside dial tone.

If your system is not programmed for an inside dial tone selection during the auto-attendant answering sequence (it is not in the factory default), you can still get an inside dial tone by doing the following:

1. Dial your company and wait for your system to pick up.
2. During your company's auto-attendant greeting, dial your own voice mail extension number.
3. When you hear your pre-recorded greeting, hit the #️ key, then enter your password. You will be in voice mail at this point, and if your intention was to check your voice mail, then you are ready to press 1️ for Play, 2️ for Pause, etc., as outlined in the chapter *Voice Mail* starting on page 49.

If, on the other hand, you really need an inside line dial tone to perform some other function such as enabling call-forwarding for your extension or putting your system in Night Mode, then once you are in your voice mail, press *️ (at this point, *️ is the Exit Voice Mail sequence), and you will get an inside dial tone.

Once you get an inside line dial tone from an outside line, you can perform all of the functions you would from inside the building EXCEPT pressing 9️ to get an outside line dial tone. This is done to prevent users from dialing in from outside and then placing long-distance calls which get charged to the company.

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Line and Extension Numbers

Announce Line Number and Extensions #️⃣ 8️⃣

The Announce Line and Extension Number sequence #️⃣ 8️⃣ is primarily of value when performing system administration of the NexPath Telephony Server. The system will announce the physical line number and all extension numbers associated with any telephone from which the sequence is entered.

#️⃣ 8️⃣ can also used for performing system administration from a telephone. If you use #️⃣ 3️⃣ and enter a password with system administrative permissions and then press #️⃣ 8️⃣ after the password is accepted, you will get a list of all user numbers and their passwords (see the *NexPath Telephony Server System Administration Guide* for details on user numbers).

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Listen In

Listen In #️⃣ 5️⃣

Listen-in is the process of monitoring a conversation without notifying the participants. You can also listen in (screen) voice mail in progress.

To listen into your own voice mail extension, for example, while someone is leaving you voice mail:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Listen-in sequence #️⃣ 5️⃣.
3. Enter the number of your voice mail extension.
4. If prompted, enter your password[1], or a password with barge-in privileges.
5. If your password is accepted, you will be listening to the person currently leaving you a message.
6. If you want to Barge-in (take the call), enter Flash . The voice mail recorded up to that point will be saved, the recording will terminate, and you will be connected to the caller.

If your system administrator has given your account Barge-in/Listen-in permissions, you can also use the sequence described above to listen into other people's conversations while they are on the phone, for quality control and monitoring purposes. Check with your system administrator to see if you have Barge-in/Listen-in permission.

Listen-in and Barge-in can be blocked on a line by the system administrator, by setting the line as a Secure Line.

You do not need Barge-in/Listen-in privileges to listen in to voice mail in progress on your own voice mail boxes.

WARNING: Listening-in to a conversation without the consent of one or both parties may be a violation of local, state, and federal privacy laws. It is the responsibility of the user of the NexPath Telephony Server, when using features of the system, to assure that they are in compliance with all applicable laws.

---

1. You will not be asked for a password if you entered it to enable some other command and have not hung up since then.

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Night ringing

See *Day Ringing/Night Ringing*

Operator

Dial the operator $\boxed{0}$

To reach the operator from inside your company:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Dial $\boxed{0}$.
3. The operator's phone will ring.

Your system administrator will set up a normal extension number as the operator's extension. Dialing $\boxed{0}$ from an inside line is a shortcut for dialing this extension, though you can get the same result by dialing the full extension number. Your system administrator can configure your system so that if the operator is busy or does not answer, your call will go to the auto-attendant.

Note   Both inside and outside callers will get an entry error message if they try to dial $\boxed{0}$ (or, for that matter, any other number) while ringing an inside line. To get back to the operator, they will need to allow voice mail to pick up, then press $\boxed{0}$.

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Outside Lines

Obtain an Outside Line ⑨

You will get an inside dial tone when you lift your telephone handset unless your extension has been specially set up otherwise. Once you have an inside line dial tone, to get an outside line:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Dial ⑨.

Note   You will get a busy signal if you dial ⑨ and all of the outside lines connected to your system are busy.

Your NexPath Telephony Server can be programmed to block dialing specific area codes from specific phones or groups of phones. If you try to dial an area code that has been blocked on the phone you are using, you will be disconnected and hear an error message, then get an inside dial tone.

On the other hand, your system administrator can assign you your own set of area code lockouts and permissions. To override the area code lockouts on a particular phone with the area code permissions you have been assigned personally:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter ⌗③. The system will ask you for your password.
3. Enter your password.
4. If your password was accepted, you will get a voice prompt and another inside dial tone.
5. Enter ⑨.
6. After receiving an outside dial tone, dial the long distance number desired.

Check with your system administrator to determine the area code lockouts and permissions in place in your system.

Note   Each inside line can be programmed by your system administrator to seize a different group of outside lines when ⑨ is dialed. You can seize a particular outside line by dialing the outside line extension number.

Paging (Public Address)

If your system is connected to a PA system, your system administrator can configure one extension per card as the paging extension[1]. When you dial this extension, you will be connected to the PA system and can make announcements (For example, "Jim Williams, please dial 455.").

To make an announcement:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Dial the paging extension number.
3. Begin speaking.
4. Hang up when done.

---

1. The factory default number for the paging extension is 111. An external amplifier is required (not supplied).

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Park Orbits

Calls on the NexPath Telephony Server may be put on hold such that any caller can pick them up. This type of public hold is called a *park orbit*. Park orbits are essentially a special type of extension, one which does not ring anywhere, and anyone can pick up.

Park orbits are useful in a company where a call must be put on hold, and a PA (Public Address) system is available to notify the called party to pick up the call. By putting the call in a park orbit, the called party can answer the call anywhere in the building.

Calls in park orbits receive hold music, if enabled for the line and external hold music is supplied to the system.

A call is placed in a parking orbit in the same way that it is transferred to a regular inside line extension. To put a call in a parking orbit:

1. While connected to the party, enter the Blind Transfer sequence ⌞Flash⌟ ⌞4⌟.
2. Enter the desired park orbit extension number.
3. If your transfer was successful, you will hear a prompt telling you that the call was transferred and the caller will be put on hold. If the park orbit you dialed is busy, you will get a busy tone and be reconnected to your caller.

To announce that the call is on hold over the PA system:

1. Get an inside dial tone.
2. Dial the paging extension configured for your system (the factory default is extension 111).
3. Make your announcement.
4. Hang up.

To retrieve a call from park orbit:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Dial the desired park orbit number.

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| **Note** | Calls left in a park orbit too long will cause a reminder ring (a single, short ring) to be sent to the originating extension every 45 seconds[1]. |

Your system administrator will reserve a specific set of consecutively-numbered extensions as park orbits[2].

---

1. This is the factory default reminder ring delay time. Your system administrator can alter this time.
2. The factory default is to use extension numbers 100 to 110 as the system's park orbits, though your system administrator can alter this.

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Passwords

Enter Password #️⃣ 3️⃣
Change Password #️⃣ 4️⃣

Passwords are required for a number of the operations described in this chapter, as well as for accessing voice mail. Each user is assigned a unique password. When you enter your password, you identify yourself to the system. This allows the system to block unauthorized users from forwarding your calls, retrieving your voice mail, for example.

Note   The factory-default configuration is for all passwords to be four digits long.

Once you enter a password, the system will know who you are and you will remain "under password protection" until you hang up. This means that any further operations you may want to perform which require a password can be done without re-entering a password.

If you attempt to perform an operation which requires a password and you have not already "gone under" password protection, the system will prompt you for a password. If this happens, enter your password at the prompt to complete the operation. You will then be "under password protection" from then until you hang up the phone.

In addition, you can also "go under password protection" by doing the following:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter #️⃣ 3️⃣. The system will ask for a password.
3. Enter your password.
4. If your password was accepted, you will get a voice prompt and another inside dial tone.
5. Perform the operation desired. Note that, instead of hanging up, you can finish one operation and start another by using the Disconnect sequence ⌴Flash⌴ #️⃣.

To change your password:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Change Password sequence #️⃣ 4️⃣. The system will ask for the old password.

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3. Enter your old password. The system will ask for the new password

4. If the old password was valid and the new password was accepted, you will get a voice prompt saying the password has been changed.

Note   Some passwords are reserved for system use only. You will get an error message if you attempt to use the Change Password sequence $\boxed{\#}\ \boxed{4}$ to change your password to one of the reserved passwords.

Your system administrator is in charge of assigning all passwords and permissions. In addition to allowing you to access your voice mail and perform basic telephone operations, your system administrator can assign you permission to:

- Change the system mode from Day Mode to Night Mode and back again.
- Override the area code lockouts in place on a particular phone with your own set of area code permissions and lockouts.
- Barge into or Listen into other people's calls.
- Perform system administration functions.

Ask your system administrator about the password and permissions you have been assigned.

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Pick up

Pick Up Ring Group ⃞* ⃞0
Pick Up Any Ringing Phone ⃞* ⃞0 ⃞0
Pick Up Ringing Speaker ⃞* ⃞0 ⃞1

Your system administrator can group telephones together into ring groups (also called pickup groups). See the section entitled *Ring groups and Pickup groups* on page 11 for details.

To pick up a ringing phone within a ring group from a phone that is not ringing:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter the Pick Up Ring Group sequence ⃞* ⃞0 , followed by the single digit representing the ring group. You will be connected to the caller ringing the phone.

By factory default, ring group 0 is defined as the group of all extensions except the PA speaker. This means that to pick up any ringing phone in your building, you can:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter ⃞* ⃞0 ⃞0 . You will be connected to the caller ringing the phone.

Note   Check with your system administrator to see how this ring group is defined for your system.

Also by factory default, ring group 1 is defined as containing the extension which rings over to the PA system. This means that, if you hear a ringing phone over your PA system (usually a system is configured so that this happens for incoming calls when the system is in Night Mode), to answer it, you:

1. Pick up any phone or otherwise get an inside line dial tone.
2. Enter ⃞* ⃞0 ⃞1 . You will be connected to the caller ringing the phone.

Note   Check with your system administrator to see how this ring group is defined for your system.

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Transferring Calls

Direct (Blind) Transfer $\boxed{\text{Flash}}$ $\boxed{4}$
Set Up Transfer $\boxed{\text{Flash}}$ $\boxed{5}$
Complete Transfer $\boxed{\text{Flash}}$ $\boxed{6}$

A direct (or blind) transfer is when you transfer a call to another extension without first checking at that extension to see if the party is available. Calls may be blind transferred to any valid three digit extension, including park orbits, voice mail extensions, speed dial extensions, or auto-attendant extensions.

To perform a direct (blind) transfer:

1. While connected to a caller, enter the Direct (Blind) Transfer sequence $\boxed{\text{Flash}}$ $\boxed{4}$.
2. Enter the number of the extension to which the call is to be transferred.
3. If your transfer was successful, you will get a confirmation message, followed by an inside dial tone.

Note   If you perform a blind transfer to an extension that has voice-mail but no one picks up, then after 20 seconds the call will go to that extension's voice mail. However, if you perform a blind transfer to an extension that does not have voice mail and no one picks up, then after 20 seconds the caller will be notified that no one is there to take the call and the call will be disconnected[1].

---

4. If your call was unsuccessful (the extension dialed was invalid, for example), you will receive an error message and be reconnected to your call.

Another type of transfer is Transfer with Consultation. This type of transfer allows you to find the person you want to transfer the call to and notify them that a call is coming.

To perform a Transfer with Consultation transfer:

1. While talking the caller, enter the Set Up Transfer sequence $\boxed{\text{Flash}}$ $\boxed{5}$.
2. You will get an inside dial tone and the caller will be put on hold.
3. Dial an extension, or a succession of extensions, to locate the party you wish to contact.

---

1. These are the factory-default ring delay times; your system administrator can alter this time if desired.

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4. When you have the desired party on the line, enter the Complete Transfer sequence `Flash` `6`.

5. The two parties will be connected. You will be disconnected from the call and will hear an inside dial tone.

Note   If you cannot reach the second party or the other party does not want the call, you can retrieve the original caller from hold using the Retrieve Call From Hold sequence `*` `1`.

If you set up a transfer but do not complete it, and then forget that the party is on hold, you will get a short reminder ring every 45 seconds[1]. You can retrieve a call from hold using `*` `1`.

If, after setting up a transfer using `Flash` `5`, you decide to make the call a conference call instead of completing the transfer, you can use the Add to Conference sequence `Flash` `8` instead of the Complete Transfer sequence `Flash` `6` and you, the party you put on hold, and the person to whom you were going to transfer the call will be connected together.

---

1. This is the factory default reminder ring time, and can be altered by your system administrator.

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Summary of the keypad sequences

Accept Calls/Do Not Disturb	
• Accept Calls	⁕ 8
• Do Not Disturb	⁕ 9
Barge-in (See also Listen-in)	# 2
Call Forwarding	
• Forward Calls	⁕ 2 nnn.. #
• Cancel Call Forwarding	⁕ 3
Call Waiting	
• Enable Call Waiting	⁕ 4
• Pick Up a Waiting Call	Flash 3
• Swap Between a Current Call and a Call on Hold	Flash ⁕
• Disable Call Waiting	⁕ 5
Clearing a Command Sequence	# #
Conference Calls	
• Set Up Conference	Flash 7
• Add To Conference	Flash 8
Day Ringing/Night Ringing	
• Enable Day Ringing	# 0
• Enable Night Ringing	# 1
Disconnect From a Call	Flash #
Help	⁕ ⁕

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Hold	
• Put a Call On Hold	Flash 1
• Retrieve a Call From Hold	* 1
• Swap Between a Current Call and a Call on Hold	Flash *
Hook Flash to Central Office Line (Centrex/CLASS[SM])[a]	Flash 9
Inside Line (Disconnect from CO line)	Flash #
Line and Extension Numbers	
• Announce Line and Extension Numbers	# 8
Listen-in (Screen Voice Mail) *See warning below*[b]	
• Listen in to a call or voice mail in progress	# 5
• Barge-in after listening	Flash
Operator	
• Dial the Operator	0
Outside Lines	
• Obtain an Outside Line	9
Paging	
• Default extension number for paging	111
Park Orbits	
• Default park orbit extension numbers	100 - 110
• Transfer to a park orbit	Flash 4
Passwords	
• Enter Password	# 3
• Change Password	# 4

Pick Up	
• Pick Up Ring Group	⁕ 0
• Pick Up Any Ringing Phone	⁕ 0 0
• Pick Up Ringing Speaker	⁕ 0 1
Transferring Calls	
• Direct (Blind) Transfer	Flash 4
• Set Up Transfer	Flash 5
• Complete Transfer	Flash 6

a. This feature must be enabled for the Central Office line you are using with Admin-Tool. See The NexPath Telephony Server System Administration Guide.

b. **WARNING:** *Listening-in to a conversation without the consent of one or both parties may be a violation of local, state, and federal privacy laws. It is the responsibility of the user of the NexPath Telephony Server, when using features of the system, to assure that they are in compliance with all applicable laws.*

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The NexPath Telephony Server incorporates a complete integrated voice mail system, essentially allowing each user of the NexPath Telephony Server to have his or her own answering machine.

Each user can be assigned his or her own **voice mailbox**. Each voice mailbox can be associated with one (or more) normal (voice) extensions and is assigned its own, unique extension number so that it can be dialed directly. Voice mail boxes can also be created and utilized independently of any inside extensions.

Voice mail messages are stored in each mail box until they are specifically deleted by the user. Messages continue to accumulate up to the maximum limits set for each mail box in the configuration set up by the system administrator. See "Voice mail" on page 50 in the *System Administration Guide* for further details.

You can access your voice mail from any telephone either inside or outside your building by dialing your voice mail extension number, or, if the system is connected to a network, by accessing your voice mailbox from a computer. See *Chapter 4: Windows Desktop Tools- NexPath Dialer* starting on page 65 and *Chapter 6: TelOper: the Web Browser Desktop Interface* starting on page 109 for details on accessing your voice mailbox from a LAN connected computer.

Determining if you have new messages in your voice mailbox

You have a new message or messages if you pick up your telephone and hear a "on-off-on" or "stutter" dial tone, for a few seconds, instead of the normal, steady dial tone.

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If you have a telephone with a voice message light, one that is compatible with the VMWI or FSK signalling technique, then the voice message light will also be illuminated, indicating new messages.

The LAN based programs **NexDial**, **NexDirector**, and **TelOper**, also provide computer screen indications of unread voice mail.

Accessing voice mail from your telephone

To get into your voice mailbox:

1. Pick up any telephone in the system.
2. Enter your voice mailbox extension number (as assigned to you by your system administrator).
3. During the playing of your greeting, press the #️ key on your telephone.
4. Enter your password when prompted. If you make a mistake, you can press #️ and start re-entering your password, or press *️ and return to your greeting.
5. If your password is accepted, you will be placed "in voice mail", and the system will announce the number of new and old messages in your mailbox, or tell you that there are no new messages. Note that, even if the announcement says you have no new messages, you can still play any old messages in your mailbox by following the instructions presented below for playing back messages.

When you are "in voice mail", there are two menus that you can access, the **Main Menu** and the **Message Menu**. If you have unread messages, then you directly enter the **Message Menu**, as show in Figure 3-1

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below. Or, if you press ⊡ from the **Main Menu**, you will reach the **Message Menu**. When in the **Message Menu** of voice mail, the buttons on your telephone will have the following meanings:

MESSAGE MENU

1	2	3
PLAY CURRENT MESSAGE	PAUSE/ RESUME	CALL PERSON WHO LEFT MESSAGE
4	**5**	**6**
FORWARD MESSAGE	BACK 5 SECONDS	FORWARD 5 SECONDS
7	**8**	**9**
FOWARD TO GROUP	PREVIOUS MESSAGE	NEXT MESSAGE
*****	**0**	**#**
EXIT VOICE MAIL	DELETE CURRENT MESSAGE	RETURN TO MAIN MENU

FIGURE 3-1. Telephone keypad when in voice mail: Message Menu

When you press ⊡ from the **Main Menu**, and there are messages in your voice mail box, then the first message will begin playing immediately.

If you do not have any unread messages when you enter voice mail, or you press #️ from the **Message Menu**, you will be at the voice mail **Main Menu**. When in the **Main Menu** of voice mail, the buttons on your telephone will have the following meanings:

MAIN MENU

1	2	3
GO TO MESSAGE MENU	SET NORMAL/ ALTERNATE GREETING	PLAY GREETING
4	**5**	**6**
RECORD GREETING	PLAY NAME	RECORD NAME
7	**8**	**9**
CHANGE PAGER NUMBER	ADD GROUP	SEND MESSAGE
*	**0**	**#**
EXIT VOICE MAIL	REMOVE GROUP	HELP

FIGURE 3-2. Telephone keypad when in voice mail: Main Menu

Note   While you are "in voice mail", the buttons on your phone will only perform the functions described above. The other telephone system control sequences described in *Chapter 2: Telephone Operations* starting on page 7 are not functional while you are in this mode. You can exit voice mail at any time either by hanging up or by pressing the Exit Voice Mail key *️, at which time you will hear an announcement that you are exiting voice mail and then an inside line dial tone.

To play back the messages in your voice mailbox:

1. Get into voice mail for your extension, as described above.

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2. If there are new messages, the first message will begin playing immediately. Otherwise, press the Play key $\boxed{1}$ to begin playback of the first message in your mailbox. Message are sorted into two groups, unread messages, and messages that have been listened to. For each group, note that playback will start with the oldest message in your mailbox for that group. The messages are played back oldest first followed by the next, and finally the most recent message (in each group). Once a message has been listened to, it moves from the unread group to the listened-to group, and is placed in time order for that group. The unread message group is played first, followed by the listened-to message group.

3. Use the keys on the telephone keypad as defined in the **Message Menu** diagram above (Figure 3-1) to pause, resume, skip forward 5 seconds, jump back 5 seconds, delete, or proceed to the next or previous message.

Note   After playback of the first message completes, the second message will not start playing until you press the Next key $\boxed{9}$, or the delete key $\boxed{0}$ to delete the message. If you wait a few seconds after a message has completed, you will get a voice prompt to help you with the key assignments.

Forwarding a message to another mail box

While playing a message, or after a message has completed playing, you can forward the message to another mailbox by pressing $\boxed{4}$, then entering the mailbox extension number when prompted of the mailbox to which to forward the message. You can optionally record an introduction to this message. The message, plus introduction if recorded, will be also be prefixed with your Short Name, or your extension number, as described below in "Recording a short name" on page 58. Complete your introduction (or skip it) by pressing the $\boxed{\#}$ key. You can also cancel the forwarding operation by pressing the $\boxed{*}$ key on the telephone keypad.

If instead of entering a voice mail box, you enter an inside extension number, the system will forward the selected message to the voice mail box associated with that inside extension.

Forwarding a message to a group

While playing a message, or after a message has completed playing, you can forward the message to a group by pressing $\boxed{7}$. If groups have been configured for your mailbox, then the system will announce a list of groups to select from. After selecting a group from the list, you can optionally recording an introduction. Complete your introduction (or skip it) by pressing the $\boxed{\#}$ key. You are then prompted to proceed to forward

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(copy) the message to the group selected by pressing the #️ key. You can cancel the forwarding operation by pressing the *️ key on the telephone keypad.

In order to forward a message to a group, the group must first be added to this mail box. See "Adding a voice mail distribution group" on page 58 for details.

Call the person who left a message

Callers can enter a call back number by pressing 1️ then 7️ after leaving a message. You can dial the call back number of a person who left a message by pressing 3️ while the message is playing, or after the message has completed playing. Dialing the call back number will dial the number left by the caller, or will dial the caller ID of the caller, if available. If the caller ID is dialed, then 11 digit calling is used, starting with a 1 followed by the area code and number. Otherwise, the call back number is dialed exactly as entered by the caller, with no other digits prepended.

You can return to voice mail after dialing the call back number by pressing the #️ key.

Getting a help message during voice mail

Whenever you are in the voice mail **Message Menu** or the **Main Menu** and you pause for a short time, the system will prompt you with a voice message explaining the meaning of the telephone keys with regards to voice mail operations.

You can get help while your are in voice mail as follows:

- Enter the voice mail **Main Menu** and doing nothing for a few seconds.
- Touch the Pound key #️ while in the **Main Menu**.
- Pause a message (in the **Message Menu**) with the pause key 2️ and then wait a few seconds.

To record your standard or alternate greeting

1. Get into voice mail for your extension, as described above, and assure you are in the **Main Menu** by hitting #️.
2. Press the Record Greeting key 4️ .
3. Then press 1️ to record the standard greeting, or 2️ to record the alternate greeting.
4. Wait for the "record greeting" voice prompt.

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5. Record your greeting.

6. After you have finished speaking, press # or ✱ to end recording your greeting.

To listen to your standard or alternate greeting

1. Get into voice mail for your extension, as described above, and assure you are in the **Main Menu** by hitting #.

2. Press 3 (the Play Greeting key)

3. Then press 1 to play your standard greeting, or 2 to play your alternate greeting.

To set your Standard Greeting or Alternate Greeting

You can choose between two greetings for your voice mail box. This is useful if you have a regular daily greeting and a different greeting when you are out of the office. The Set Normal/ Alternate greeting key 2 toggles between these modes. To set you standard or alternate greeting do the follow:

1. Get into voice mail for your extension, as described above, and assure you are in the **Main Menu** by hitting #.

2. Press 2 to toggle the greeting mode between standard and alternate. The system will announce the setting: Standard or Alternate. It will stay in this mode until you hit 2 again from the **Main Menu**.

Note   If you have not recorded your own personal **Standard** or **Alternate** greeting, then the system standard greeting will be used: "The person you dialed is not available...".

Accessing your voice mail from an outside line

To access your voice mailbox from outside your facility:

1. Dial your company and wait for your system to pick up.

2. During your company's auto-attendant greeting, dial your voice mail extension number (as assigned by your system administrator). Or, if your company phone is generally answered by a receptionist, have the receptionist transfer you to your voice mail box extension.

3. During the playing of your greeting, press the # key on your telephone.

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4. Enter your password when prompted. If you make a mistake, you can press ⌗ and start re-entering your password, or press ⁎ and return to your greeting.

5. If your password is accepted, you will be placed "in voice mail", and the system will announce the number of new and old messages in your mailbox, or tell you that there are no new messages. Note that, even if the announcement says you have no new messages, you can still play any old messages in your mailbox by following the instructions presented above for playing back messages.

6. Use the telephone keypad as described in the diagrams on page 50 and page 52 to play back your messages. Note that if you do not remember the key sequences available, you can wait a short time and the system will announce them to you.

Note   If you do not remember your voice mail extension number, you can dial your normal extension number and wait for it to roll over to voice mail.

Getting into your voice mail box if your mailbox is full

If your voice mailbox is full and you try to access your voice mailbox from a telephone, you will get a, "This voice mailbox is full" message. You can still get into your mailbox from your telephone, however, by first "going under password protection" as follows:

1. Pick up a phone, or otherwise get an inside line dial tone.

2. Enter ⌗ ③ . The system will ask you for your password.

3. Enter your password.

4. If your password is accepted, you will get a voice prompt and another inside line dial tone.

At this point, you are "under password protection" and you can enter your voice mail extension to get into your mailbox. Once in voice mail, all of your normal voice mail functions will be available, such as ① for PLAY, ⓪ for DELETE CURRENT MESSAGE, etc. Removing some of the messages in your mailbox at this time will eliminate the "mailbox full" problem.

You can also enter the ⌗ , and then your password, during the announcement that the mail box is full.

Alternately, if you are connected to the NexPath Telephony Server over a network, you can use the **NexDial** or **TelOper** program to delete messages from your voice mailbox. You can also use **NexDial** or **TelOper** to copy messages from your voice mailbox to a local computer for storage.

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To enter a numeric pager number

You can program any voice mailbox to dial a numeric pager when a new voice mail message is received. The pager will be sent the caller ID of the person that left the message if you have caller ID enabled from your telco, and the caller ID is not blocked or unavailable from the call. In the event the caller ID is unavailable, the extension number of the central office line that the call came in on is sent to the pager. In addition, the voice mail box number and the number of new messages is also sent to the pager.

To announce your numeric pager number do the following:

1. Get into voice mail for your extension, as described above, and assure you are in the main menu by hitting ⌗.
2. Press 7 (the **Change Pager Number** key) either during or after the announcement of the number of messages in your mailbox, to announce your pager number.
3. Press any key but 0 or ∗ to return to the Main Menu in voice mail.

To delete your current pager number, do the following:

1. Get into voice mail for your extension, as described above, and assure you are in the main menu by hitting ⌗.
2. Press 7 (the **Change Pager Number** key) either during or after the announcement of the number of messages in your mailbox.
3. Then enter 0 to delete the current pager number and disable paging.

To enter a new pager number, do the following:

1. Get into voice mail for your extension, as described above, and assure you are in the main menu by hitting ⌗.
2. Press 7 (the **Change Pager Number** key) either during or after the announcement of the number of messages in your mailbox.
3. Then press ∗ to enter a new pager number, and terminate the entry with a ⌗ key.

If your pager number is a long distance (10 digit) number, then you must precede it with a "1". The system does not automatically add a "1" to 10 digit numbers.

After pressing 7 (the Change Pager Number key), all digits except 0 or ∗ function as shown in Figure 3-2 on page 52, to return to the Main Menu in voice mail. After one of these digits is pressed, the digits 0 and ∗ resume their regular functions as show in the Figure.

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The NexPath Telephony Server is compatible with numeric pagers that accept the entry immediately after answering the call. Pagers that have an attendant menu, or require additional PIN numbers to be entered, are not compatible with the current release of the software.

Note   Additional pager characteristics may be set using **TelOper** or **NexDial**.

Recording a short name

You should record a short name for your voice mail box, since this is the announcement that is prepended to any message that is copied (forwarded) to another voice mail box. Otherwise, the copied message will be identified as "Extension 501" or the like.

When you record your short name, it is copied to the file *dial_nnn.au* (*nnn* is the extension number, such as 301) in the auto-attendant area, and is used by the Dial By Name auto-attendant to announce your extension prior to transfer. All extensions that forward to this voice mail box will have the file *dial_nnn.au* updated by the new short name recording.

To record a short name, do the following:

1. Get into voice mail for your extension, as described above, and assure you are in the **Main Menu** by hitting $\boxed{\#}$.
2. Press $\boxed{6}$ and begin speaking at the "recording" prompt. You have three seconds to say your name, and then recording automatically stops.
3. You can play your short name by pressing $\boxed{5}$ (make sure you are in the **Main Menu** as described in #1).

Adding a voice mail distribution group

You can use the telephone keypad to add a voice mail distribution group, to which you can distribute (or forward) messages. Only system groups, i.e., groups created by the system administrator, can be added using the telephone keypad. See "Voice Mail Distribution Groups" on page 78 in the *System Administration Guide* for details on adding system groups. User groups can be added using the Windows program **NexDial**. See "Adding and Using Voice Mail Distribution Groups" on page 87 in this manual.

Voice mail distribution groups must first be added before they can be used to which to send messages. Select which group you want to add as announced by the voice prompts.

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The addition of a system voice mail distribution group makes it available for forwarding only in the current voice mail box.

Note   You cannot forward or send messages to groups unless the group has been added for use by this voice mail box. You can only add system groups from the telephone keypad. System groups are created by the system administrator. See "Voice Mail Distribution Groups" on page 78 of the *System Administration Guide*. You can create your own private distribution groups (user groups) using **NexDial**. See "Adding and Using Voice Mail Distribution Groups" on page 87 for details.

Removing a voice mail distribution group

Voice mail distribution groups can be removed from the list of groups for this mail box, by pressing ⓪ from the **Main Menu**. Follow the voice prompts and select which group you wish to remove. If you do not make a choice, after a few seconds, the system will return to the **Main Menu**.

The removal of a system voice mail distribution group only affects the current voice mail box.

Sending a message directly from voice mail

It is possible to record a new message while in voice mail, and send it to either a group or another voice mail box. This feature is selected from the **Main Menu**, by pressing the ⑨ key. You will be prompted to first record your message, then, allowed to choose whether you want to send the message to a voice mail box or a group. If you select a group, you will be prompted to select the group from the list of groups configured for this mail box. See "Adding a voice mail distribution group" on page 58 above.

During recording of your message after pressing the ⑨ key, you can press the ① key at any time and the system will pause recording and announce a menu of options. These options are similar to the options available to a caller while leaving a voice mail message (see below), and allow you to use the NexPath Telephony Server as a simple transcription device. You can replay the message, pause it, skip forward or back 5 seconds, and resume recording or record over portions of the message. If you resume recording, you must press the ① key to pause recording and access this menu again.

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During recording of a message after the **Send Message** command, you can press $\boxed{1}$, and you will be prompted with the following choices: .

$\boxed{1}$	**Rewind and Play**: Rewind and play message from the beginning.
$\boxed{2}$	**Pause/Resume**: Toggle between playing and pausing.
$\boxed{3}$	**Record**: Begin recording at the current location in the message (if not at the end of the message, over-writing the message at that point).
$\boxed{4}$	**Rewind and Record**: Start over and re-record the message from the beginning.
$\boxed{5}$	**Back 5**: Skip back 5 seconds and begin/continue playing this message.
$\boxed{6}$	**Forward 5**: Skip forward 5 seconds and begin/continue playing this message.
$\boxed{7}$	**Call back number**: Enter a call back number.
$\boxed{\#}$	**Send**: Send the message.
$\boxed{*}$	**Cancel and return**: Cancel the message, and go to the **Main Menu**.

The system announces the menu of choices to assist the caller, after a user presses $\boxed{1}$ while in the recording mode of the **Send Message** command.

If you resume recording and want to pause again, you must press the $\boxed{1}$ key to access this menu again.

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The following pictorial diagram shows the options as listed in the table above, for the **Send Message** com-
mand, after pressing 1 during recording:

**PRESS 1 DURING RECORD
(SEND MESSAGE)**

1	2	3
REWIND & PLAY MESSAGE	PAUSE/ RESUME	RECORD
4	**5**	**6**
REWIND & RECORD	BACK 5 SECONDS	FORWARD 5 SECONDS
7	**8**	**9**
ENTER CALL BACK NUMBER		
*	**0**	**#**
CANCEL & GO TO MAIN MENU		SEND MESSAGE

FIGURE 3-3. Keypad options for Send Message after pressing 1 **during Record.**

Features Available When Leaving a Message

There are a number of features that are available when a caller is leaving voice mail. You may want to make the caller aware of these capabilities in your greeting. The "Press 1" function operates differently depending on whether the voice mail greeting is still in progress, or recording has begun. This is described below.

Keys that callers can use during the greeting when they are in voice mail

You may want to let callers know they can press the following buttons while listening to your greeting but before recording begins:

0	Go to the extension defined as the operator's extension by your system administrator
1	Exit voice mail and go to the extension defined as the voice mail exit extension by your system administrator (usually the top of the day auto-attendant)
*	Skip the rest of the greeting and go directly to record

Keys that callers can use during or after recording a message

After recording begins, callers can press 1, and they will be prompted with the following choices: .

0	**Operator**: Send the message, and go to the extension defined as the operator's extension by your system administrator
1	**Rewind and Play**: Rewind and play message from the beginning.
2	**Pause/Resume**: toggle between playing and pausing.
3	**Record**: Begin recording at the current location in the message (if not at the end of the message, over-writing the message at that point).
4	**Rewind and Record**: Start over and re-record the message from the beginning.
5	**Back 5**: Skip back 5 seconds and begin/continue playing this message.
6	**Forward 5**: Skip forward 5 seconds and begin/continue playing this message.
7	**Call back number**: Enter a call back number.

#	**Send and exit**: Send the message, and go to the extension defined as the voice mail exit extension by your system administrator (usually the top of the day auto-attendant)
*	**Cancel and exit**: Cancel the message, and go the extension defined as the voice mail exit extension by your system administrator (usually the top of the day auto-attendant)

The system announces the menu of choices to assist the caller, after they press 1 while in the recording mode.

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Windows Desktop Tools-
NexPath Dialer

NexPath provides a network-based dialer application called **NexDial**™ for use on Win95/98/ME and WinNT4/2000 systems with the Release 6 software. **NexDial** is similar to Microsoft's dialer, but includes the many features of the NexPath system, such as hold, transfer, consultation transfer, conferencing, and additionally voice mail access. There is also a Voice Mail indicator and a Do Not Disturb indicator. You can maintain your own phone book, and view and filter the call log.

The **NexDial** program interfaces to the NexPath system using the Nexpath API, a LAN-based Simple Computer Telephony Protocol (SCTP) that is more powerful and far easier to use than Microsoft TAPI. **NexDial** was the first commercial implementation of SCTP. SCTP is an emerging new standard for client-server computer telephony.

The **NexDial** program will run on any Win95/98/ME or WinNT 4.0/2000 system with TCP/IP installed. You must have TCP/IP installed and configured, and an IP address and/or a system name assigned to the NTS Server, in order for **NexDial** to be able to contact the NTS Server. See the chapter ***Network Installation*** starting on page 21 of the *System Administration Guide* for details on connecting the NexPath Telephony Server to a network.

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Installing the NexDial dialer program

1. Insert the NexPath Telephony Server Release 6 CD-ROM in the Win95/98/ME or WinNT/2000 system from which you want to run the dialer.

2. Click on **Start**, then **Run**, then **Browse** and select the file *setup.exe* in the *Release6\NexPathDialer* sub-directory of the CD-ROM. Follow the prompts to install the program on your system.

Note If you are upgrading a previous version of **NexDial**, it is <u>not</u> necessary to uninstall the previous version of **NexDial**. The Install program will copy your configuration data to the proper place in the Windows Registry, and label your current configuration *Default* as described in the steps below. The old version of the NexDial executable will be overwritten with the new version.

Configuring the dialer
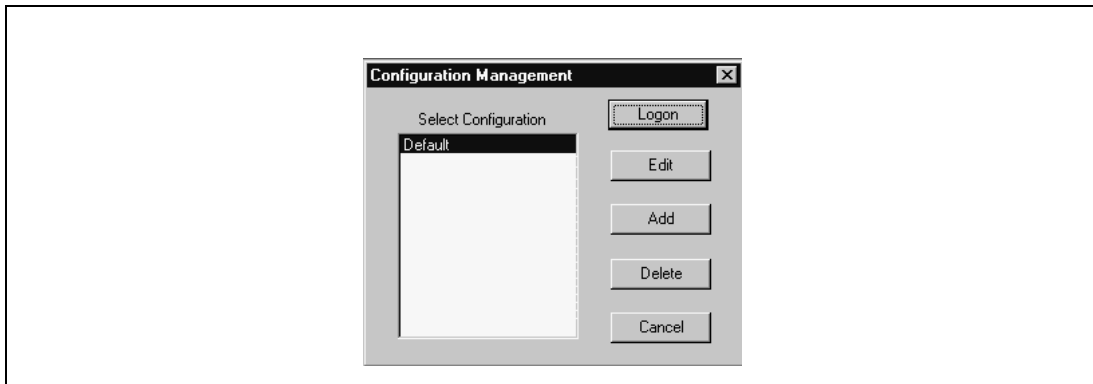
FIGURE 4-1. **Configuration Management Screen**

1. Once installed, start the NexDial program by clicking on **Start**, then **Programs**, then **NexPath Dialer**, then **NexDial**.

The **NexDial Configuration Management** window shown above will only appear if you have more than one configuration defined. In situations where this is the first installation, there will not be any configurations defined. In this event, click on Add, and a window will pop up prompting you for a configuration name. Enter a descriptive name, such as "Ext. 301" and click OK. The **Configuration** window will then appear as show in Figure 4-2. You can then enter the system parameters as described below.

Otherwise, if you have previously installed a version of the **Dialer** that did not have configuration management, your previous entry will get converted to a configuration named "Default".

The configuration management screen is used to manage multiple dialer windows on the same client computer. This will allow you to have several dialer windows running, each logged into a different extension, or, if necessary, different NexPath Servers.

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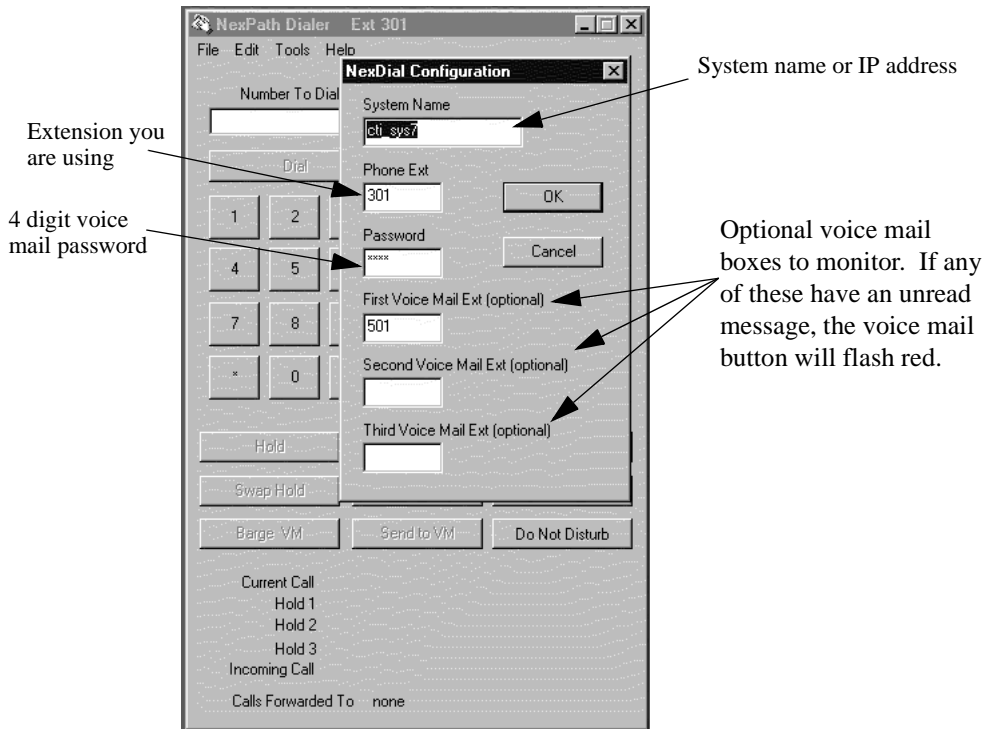
FIGURE 4-2. **Configuring setup parameters for NexDial**™

2. To login to the NexPath Server, select the configuration that you want, and then click on **Login**.

3. You can always return to the Configuration Management window as follows: At the top of the **NexDial** window, click on **Tools**, then **Configure**. The **NexDial** Configuration window will appear.

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4. If you are defining a new configuration, click inside the System Name box, then type in the system name assigned to your NexPath Telephony Server. If your system name is not available from DNS (Domain Name Service), or in the `\Windows\Hosts` file, then you must type in the IP address of the NexPath Telephony Server instead.

5. Add your extension number and password to the boxes in this screen. The extension number is the number of the extension that you are controlling next to your computer. The password is a valid password on the NTS Server. The password must be the password of a user that owns, or has permission to control, the extension you have typed in the extension box. The owner of an extension has permission to control it, and any user with administrative privileges has permission to control any extension. If you enter the password of a user that does not have permission to control this extension, you will get a connection error.

6. If desired, you can also specify the extension numbers of up to three voice mailboxes that will be monitored. If there is any unread voice mail in any of these voice mail boxes, an indicator will flash indicating new messages. The first voice mailbox in the list is the one that a call is sent to if the button **Send to VM** is clicked when a call is ringing in. If you do not wish to be notified of any voice mail, or send calls to voice mail, these entries may be left empty.

7. The password you use must have access to voice mail boxes, in order for the voice mail window to allow access.

8. Click OK when done.

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9. If you would like for the dialer to screen-pop upon an off-hook condition, or upon an incoming call, or display the caller name instead of the caller number (Caller ID), these options can be selected under the **Tools->Options** menu.
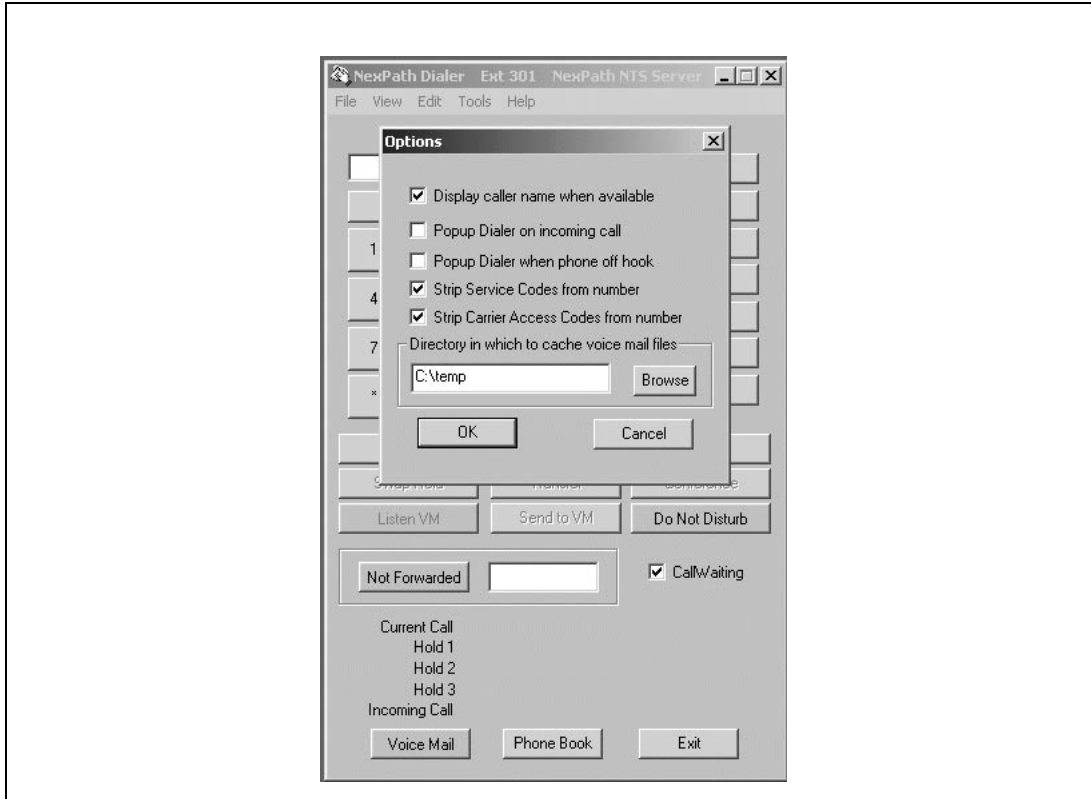
FIGURE 4-3. **The Tools->Options menu in NexDial**

You can also select "Strip Service Codes" and "Strip Carrier Access Codes" to cause **NexDial** to process the dialed number display (Current Call in the bottom status area). Selecting these options will delete codes like *82 or *10222 from the number that is displayed, for visual clarity.

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You are now ready to use **NexDial**! To login to the NexPath Server, select the configuration that you want, and then click on **Login**.

Note	When a new configuration is activated using **AdminTool** on the NexPath Telephony Server, the network connection will be terminated and restarted to all clients. This will cause an error box to pop-up on the clients running **NexDial**. Click **Okay** on this pop-up, and then restart **NexDial** to re-login to the Server. Otherwise **NexDial** will not be operational.

Features available with NexDial Dialer Window

Screen pops

Whenever a call is ringing your extension, or you have a waiting call, you can configure **NexDial** to de-iconify (i.e., screen-pop) and focus to the top of your screen. You can then view the caller ID of the incoming call before you answer it, and you do not have to search for the application among the various windows you are using. You can also configure **NexDial** to screen-pop when you take your telephone off hook as well. This is set under the **Tools->Options** menu.

Note	The buttons listed below will be grayed out unless they are appropriate for the current state of your line. For example, **Dial** will be grayed out until you take your phone off-hook, and **Hold** will be grayed out until you've established a call. **NexDial** is designed to make calls with the telephone in the **off- hook** condition. In the current software release, **NexDial** does <u>not</u> place on-hook calls (the TAPI applications do, however. See *<u>the chapter Installing the NexPath TAPI 2.1 Service Provider</u>* starting on page 129 for details on installing TAPI.). **NexDial** is <u>not</u> a TAPI application.
	Also, buttons will change names as appropriate to a line's state. For example, the **Dial** button will change to **Transfer** if you are on a call, since dialing would make no sense while in the middle of a call.

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The numeric keypad and the Dial/Transfer button

The numeric keypad within **NexDial** can be used to enter a phone number, or you can type a number in from the PC keyboard. If you have dial tone, then the button below the **Number to Dial** box will say **Dial**, and can be clicked with the left mouse button to dial that number. You can enter extension numbers or 7 or more digit offsite numbers in the Number to Dial box. It is not necessary to enter a 9, but you must enter a 1 if it is required by your telco. You can seize a particular outside line by entering the extension number of the outside line, followed by a comma for a short delay.

If you are on a call, the button below the **Number to Dial** box will say **Transfer**, and can be clicked to transfer your call to the number entered. This is equivalent to the _**Direct (Blind) Transfer**_ as described in the chapter _**Telephone Operations**_ starting on page 44. You can only transfer to three digit extension numbers, such as inside extensions, park orbits, voice mail boxes, automated attendant extensions, and speed dial extensions. To transfer to offsite numbers, you must use either a speed dial extension, or a Setup/Complete transfer as described below.

You can retrieve a call from a Park Orbit by entering the park orbit extension number in the **Number to Dial** box, and clicking **Dial**. You must be receiving inside dial tone to retrieve a call from a Park Orbit.

The **NexDial** application should appear similar to the following:
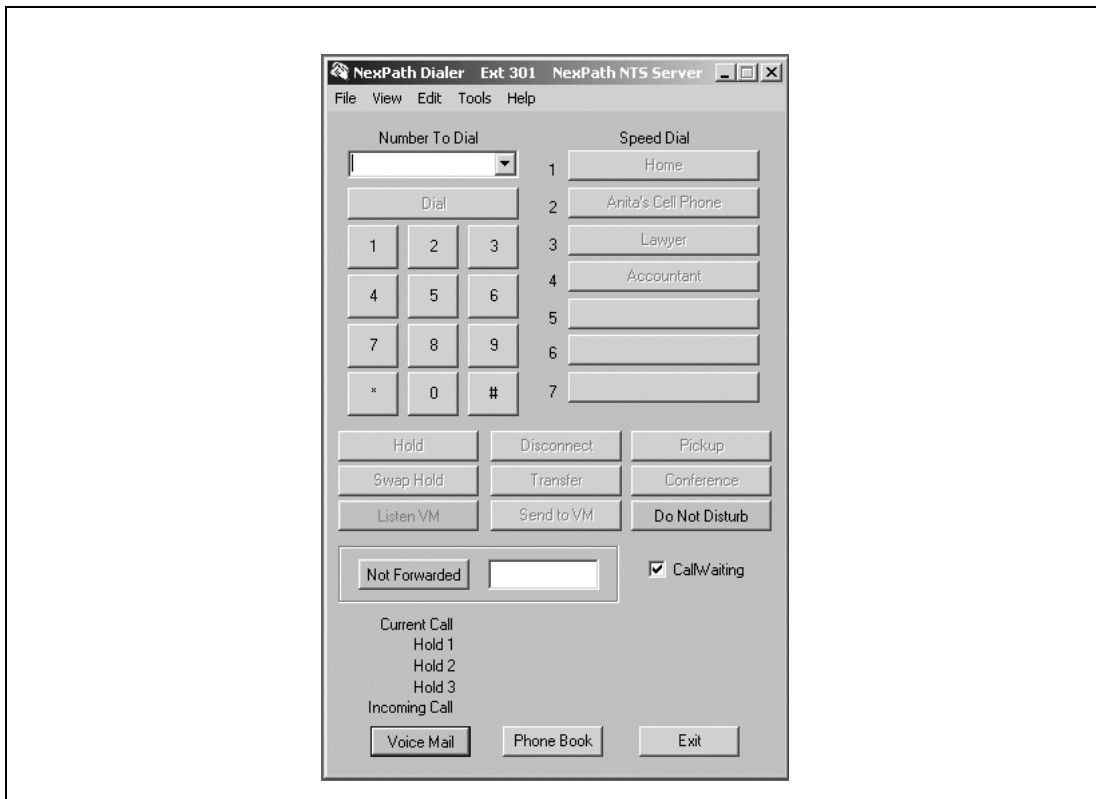
FIGURE 4-4. **NexDial**™ Network Dialer Application.

User speed dial buttons

Up to seven user defined speed-dial numbers can be specified for use inside **NexDial**. Use **Edit->Speed Dial 1-7** at the top of the NexDial window to set up the names and numbers to be associated with each speed dial button. Whenever you are off-hook and have dial tone, you can click on any speed dial button and that number will be dialed for you. When you are on a call, clicking one of the speed dial buttons will <u>transfer</u> your call to that number.

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Note User speed dial buttons created in **NexDial** are not the same thing as system speed dial extensions, setup by the system administrator.

You can program a speed dial button to pickup a ring group, by entering the group number (a number between 0 and 9) in the *Speed Dial Number* box, and clicking on the option box *Group to pickup* at the bottom of the **Edit Speed Dial** dialog window.

The function buttons below the keypad

The six buttons below the numeric keypad and the speed dial buttons allow complete call control from the desktop. These buttons have the following functionality:

Hold	If you are in the middle of a call:
	• Pressing this button will push the current call onto the top of the hold stack. This means that, if no one is in Hold 1, then the current call will go into Hold 1. If there is already a call in Hold 1, though, and you press **Hold**, the call that was in Hold 1 will be pushed down to Hold 2, and the current call will go in Hold 1.
	If you have inside line dial tone:
	• This button will retrieve whatever call is currently in Hold 1, pulling any other calls in the hold stack up one level
Swap Hold	Swaps your current call with any call in Hold 1.
Disconnect	Disconnects your current call, giving you back an inside line dial tone.

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Set up/Complete Transfer	Will set up a consultation transfer to the number listed in the **Number to Dial** box. That is, it will put the current call in hold, and give you back inside dial tone, allowing you to dial another number. When connected to this new number, the button will change to **Complete Transfer**. Click on **Complete Transfer** to transfer the call currently on hold to the party you just dialed.
	If the party you called doesn't want the call, disconnect from the new party using **Disconnect**, then try another number or use **Hold** to retrieve the first caller.
Pick up	If you are in the middle of a call and have call-waiting enabled, you will hear two beeps if a new call is received while you are off-hook.
	Pressing **Pick up** will place your existing call on hold and pick up the waiting call. You can then use **Swap Hold** to toggle between the two calls.
	Note: information on the incoming call will be displayed on the Incoming Call status line.
Set up/Add to Conference	Pressing the **Setup Conference** button puts the current caller on hold and reserves a conference circuit. After connecting to a second party, pressing **Add to Conference** brings the first caller back from hold, and puts all three of you together in a conference call.
	You can press **Setup Conference** again to place both parties on hold, then call another party and add them into the conference by pressing **Add to Conference** again.
Listen/Barge VM	Clicking the **Listen VM** button will allow you to screen your voice mail while it is in progress. You can listen without the caller's knowledge, and determine if you want to take the call. After you press the **Listen VM** button, the button legend will change to **Barge VM**. Clicking it when it is labelled **Barge VM** will barge into the voice mail in progress, if a caller is currently leaving a voice mail message. The voice mail box used is the first voice mail extension that was setup in the **Tools->Configure** screen.

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Send to VM	Pressing the **Send to VM** button will send a ringing call, or a waiting call, to the first voice mail extension that was setup in the **Tools->Configure** screen. Your telephone may be either on or off hook for this operation.
Call Waiting	You can enable call waiting on your extension by checking the check box next to this legend. With call waiting enabled, while you are on a call, if another call comes in it will generate a "beep-beep" sound in the telephone. The caller ID of the incoming call (if you subscribe to caller ID from the telephone company) will be displayed on the **Incoming Call** status area at the bottom of the **NexDial** window. You can pickup the waiting call by clicking the **Pickup** button, as described above under **Pickup**. You can disable call waiting at your extension by clicking on the **Call Waiting** check box until there is no check mark.
Do Not Disturb	Pressing the **Do Not Disturb** button will toggle the extension on and off line, i.e., will toggle the extension from **Accept Calls** to the **Do Not Disturb** mode. When in the **Do Not Disturb** mode, the red **Do Not Disturb** legend will appear in the lower right hand region, and the button will be red. In this mode, all calls will either go directly to voice mail, or will go to the forwarded extension, or will ring busy. The extension will also be removed from any call distribution group for which it has been configured. It will be returned to the call distribution group, and begin accepting calls, when in the **Accept Calls** mode (grey button).
Not Forwarded/ Forward To	To forward the extension to another number, enter the number in the edit box and click the adjacent button. It should turn red with *Forward To* on the button. Click the button again to cancel forwarding. You can enter seven or more digit offsite numbers, if your extension has Offsite Forwarding permissions. A leading **9** is not required, but you must enter a **1** if your telco requires it. See your system administrator for details.

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Voice Mail	The voice mail button, located at the lower left hand corner of the screen, will turn red if there is unread voice mail in one of the voice mail boxes setup in the **Tools->Configure** screen. When button is clicked, a separate voice mail window will pop-up that allows you to review and manage your voice mail. See the next section ***Voice Mail Access from NexDial*** for details.
Phone Book	This button allows you to maintain a personal phone book on the Nex-Path Server.

See Chapter 2, ***Telephone Operations*** for further information on using various telephone system call control features.

Status information

Status information for your extension is shown below the ten buttons, including:

Current call	Shows who called whom in the current call. For incoming calls from outside the building, Caller ID information is displayed if available.
Hold 1	Shows the same information as the **Current Call** line above, but shows it for the call placed at the top of the hold stack. This call can be retrieved by getting inside line dial tone and pressing the Hold button.
Hold 2	Shows the same information as the **Current Call** line above, but shows it for the call placed in the middle of the hold stack. Retrieving the call in Hold 1 will move a call from Hold 2 to Hold 1.
Hold 3	Shows the same information as the **Current Call** line above, but shows it for the call placed in the bottom of the hold stack. Retrieving the call in Hold 1 will move a call from Hold 3 to Hold 2.
Incoming call	Shows either the extension number of an incoming call, or, if the call originated outside the building, Caller ID information if available. You can use this information to decide whether or not to take the call

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Voice mail	If you have new (unread) voice mail, the **VOICE MAIL** button will turn red in the lower left-hand corner of the NexDial window while there are unread voice mail messages. You can press this button to pop up a separate window to review your voice mail messages.
Do Not Disturb	The words **Do Not Disturb** will flash in red whenever your extension is in the Do Not Disturb mode.

Setting Day/Night Mode

If you have Day/Night Mode permissions, you can set the NexPath Telephony Server Day or Night mode. Select **Tools->Day/Night** from the **NexDial** menu bar. Click on the radio button for the mode you wish to set, the click **OK** to change the Day/Night mode setting. Click **Cancel** to cancel any changes and keep the Day/Night mode the same.

Changing your password

To change your NexPath Telephony Server password, select **Tools->Chg Password** from the **NexDial** menu bar. Enter your old four digit password, and your new four digit password, then click **OK**. Note that this is the user password on the NexPath system, the same that you used for logging into **NexDial** or for accessing your voice mail, and must be four numeric digits. Take care to remember your new password. Your system administrator can recover your user password if you forget it, but recovering the administrator password is very difficult and requires factory assistance.

Selecting the audio player

You can select the audio player of your choice for playing voice mail messages. The Windows program `mplayer32.exe` is used by default. You may find that the component player `mplay2.exe` or `wmplay.exe` in the Windows Media Player directory is preferable.

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Voice Mail Access from NexDial

By clicking the Voice Mail button at the lower left hand corner of the NexDial window, you will get a pop-up window that shows current voice mail and allows you to listen to messages (either on your computer using multi-media or through the telephone), delete them, copy them to other mailboxes, etc.

The voice mail box that you are accessing is shown in the selector box at the top of the window. If your password allows you access to other mailboxes, then they can also be viewed by changing the selector box next to the label **Voice Mail Box**. Otherwise, you may have access to only one voice mailbox. The voice mail access window appears as follows:
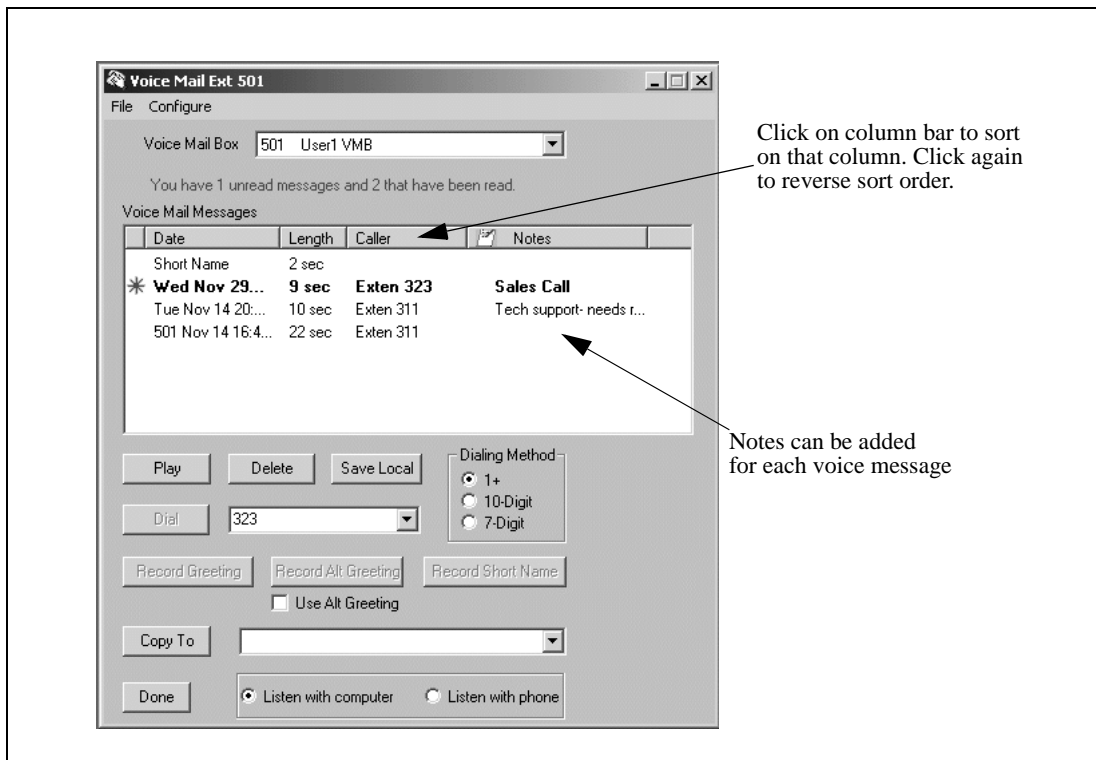
FIGURE 4-5. **The Voice Mail Window in NexDial**

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Playing back a message

To play a voice mail message on your computer, select the **Listen with computer** radio button at the bottom of the Voice Mail screen. Then select a message to play by clicking on it. Then click the **Play** button and the audio player will pop-up and play the message on your computer's multimedia system. You must have an audio card and speakers installed for this function to work.

If you do not have multimedia, or do not wish to listen with your computer, you can click on the **Listen with phone** radio button and select a file to play. Lift the telephone receiver of the extension **NexDial** is logged into, and click the **Play** button, You will hear the message being played on the telephone. Note that the standard voice mail control buttons on the keypad do not work in this mode, and there is no method of start/stop/skip-ahead when you are playing the message over the telephone using your computer.

You can also play a message by double clicking it, rather than clicking on it and then clicking the **Play** button.

Note   The **Play** button will be grayed out if you have not selected a file to play, or you have selected **Listen with phone** and your telephone is not off-hook.

Calling the call back number

You can dial the caller ID or callback number of the person that left the message, and select whether the call back should be a 1+, 10 digit, or 7 digit number to dial. For each voice message that is highlighted, the callback number (if the caller left one), or the caller ID, is displayed near the center of the voice mail screen. You can dial the displayed number by clicking the **Dial** button next to the number, with your extension off-hook and receiving inside dial tone. You can edit the call back number, if necessary, before clicking on **Dial**.

Saving a copy of the voice mail file to the local computer

You can save a copy of any voice mail message to you local PC file system by doing the following:

1. Select the message you would like to save by clicking on it.
2. Select **File -> Save** on the voice mail dialog box menu bar.
3. Pick the name and location to save the file using the pop-up file browser.

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Forwarding a message to another voice mail box or a group

You can forward (copy) a message to another mail box by doing the following:

1. Select the message you would like to forward by clicking on it.

2. Select the voice mail box or group to which to copy the message, using the selector box by the **Copy To** button at the lower portion of the **Voice Mail** dialog box.

3. Click on the **Copy To** button.

4. If you wish to copy (forward) the message without an introduction, click **No**.

5. If you wish to record an introduction to the message, lift your telephone off-hook and click **OK** on the dialog box. Your telephone will announce "Recording...<beep>" and you can record an introduction up to the maximum message length of your mailbox. When you have completed recording your introduction, either hang up or press the # key.

6. You can cancel copying the message at any step by clicking **Cancel**.

7. Confirm that you wish to forward the message by clicking **OK** on the pop-up confirmation box. You can cancel the copying operation by clicking **Cancel**.

Note   If the group to which you wish to copy (or forward) the voice mail message does not appear in the selector box, then you need to add or create the group as described below in "Adding and Using Voice Mail Distribution Groups" on page 87

Recording your Standard Greeting

The **NexPath** voice mail system allows two greetings, a standard greeting and an alternate greeting. You can record your standard greeting from **NexDial** by doing the following:

1. Lift the telephone extension that **NexDial** is controlling

2. Click the **Record Greeting** button on the **NexDial** Voice Mail window

3. Record your standard greeting after the system announces "Recording...<beep>"

4. You can hang up or hit any telephone keypad key to stop recording.

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Recording your Alternate Greeting

To record your alternate greeting from **NexDial,** do the following:

1. Lift the telephone extension that **NexDial** is controlling
2. Click the **Record Alt Greeting** button on the **NexDial** Voice Mail window
3. Record your alternate greeting after the system announces "Recording...<beep>"
4. You can hang up or hit any telephone keypad key to stop recording.

Selecting the Standard or Alternate Greeting

If the check box next to the legend **Use Alt Greeting** is checked, then callers will be greeted with your alternate greeting when they enter this voice mail box. If the **Use Alt Greeting** box is not checked, then they will be greeted with your standard greeting. You can click on the check box to check and un-check it.

To play back your greetings

In addition to any messages left by callers, the Voice Mail file browser also displays the files Personal Greeting (your standard greeting), Alternate Personal Greeting, and Short Name, if you have recorded any of these. You can play the greetings back and listen to them in the same way you play any message. See "Playing back a message" on page 80 above.

Deleting a message or messages

To delete a message, click on it, then click the **Delete** button, and answer **OK** to the confirmation box.

You can delete more than one message at a time by highlighting multiple messages in the file display, by dragging the mouse and optionally using the Shift or Ctrl key in the standard manner of Windows.

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Announce Time and Date and/or Caller ID

You can have the NexPath Telephony Server insert an audio announcement of the time and date a message was received (the default), or the Caller ID of the caller, or both at the beginning of a voice mail message. This is done by clicking **Configuration -> Voice Mail Headers** from the **Voice Mail** window. The config-uration options appear as follows:
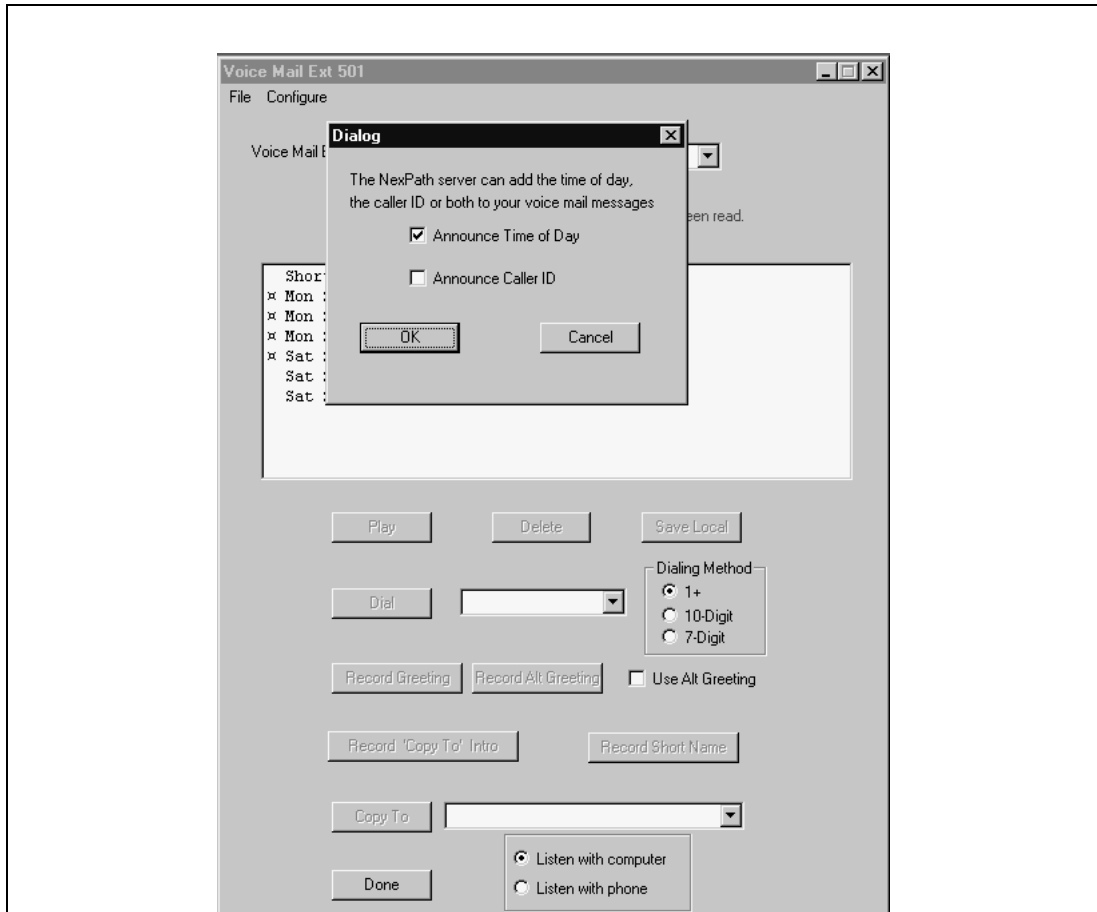
FIGURE 4-6. **Voice Mail Message Options**

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Numeric Pager Notification

You can use **NexDial** to configure numeric pager notification of new voice mail. The numeric pager settings setup screen is accessible from the voice mail window, under **Configuration -> Paging Parameters**, and appears as follows:
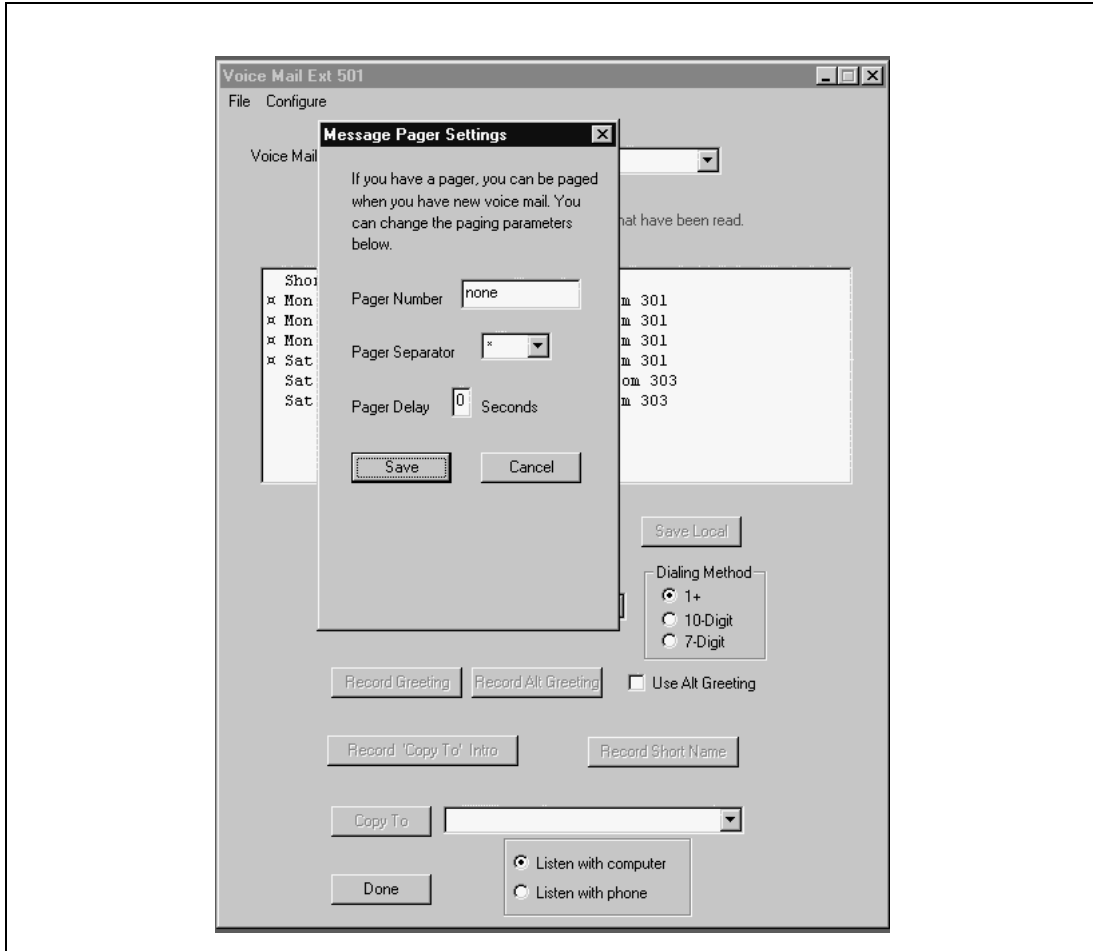
FIGURE 4-7. **Numeric Pager Notification for Voice Mail**

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There is an edit box for entering your pager number. It is **not** necessary to enter a "9" to seize an outside line (pagers are assumed to be outside numbers), but you **must** enter a "1" if is it required to dial the number. In addition to the pager number, you can set the separator character and a pager delay for fine tuning the interface to a paging service. The separator character is sent to visually separate the caller ID of the caller leaving voice mail, from the voice mail box number, and the number of unread messages, to assist in readability. It defaults to a '*', and is displayed as a '-' on many pocket pagers. You can change this to 'none', or '#'.

Note	The Nexpath system in the current software release does not support pagers that have a voice menu and require additional digits to be entered to select numeric paging, or require PIN numbers to be entered.

The pager delay is the number of seconds of delay before sending tone information after connecting to the pager service.   Some pager services are not prepared to accept the touch tones (DTMF tones) as soon as a connection is made. It may be necessary to use this delay to make the paging work properly.

When you have entered your pager settings, click on **Save** to stored them on the NexPath Telephony Server.

Numeric paging is disabled when the pager number is saved as a blank entry, which will display as 'none'.

Note	Pager services are notoriously unreliable, due to both equipment variations on receiving paging requests, and antenna coverage and blackouts when inside buildings, etc. You may find that occasionally paging requests are sent by the NexPath Telephony Server, but not successfully delivered to your pager. Some voice mail systems automatically send three requests, to be sure of delivery. The NexPath system does not do this at present, but it is under consideration.

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Email Notification

You can use **NexDial** to configure notification by email when you have new voice mail. The configuration screen is accessible from the **Voice Mail** window under the menu bar **Configure -> Email Parameters**, and appears as follows:
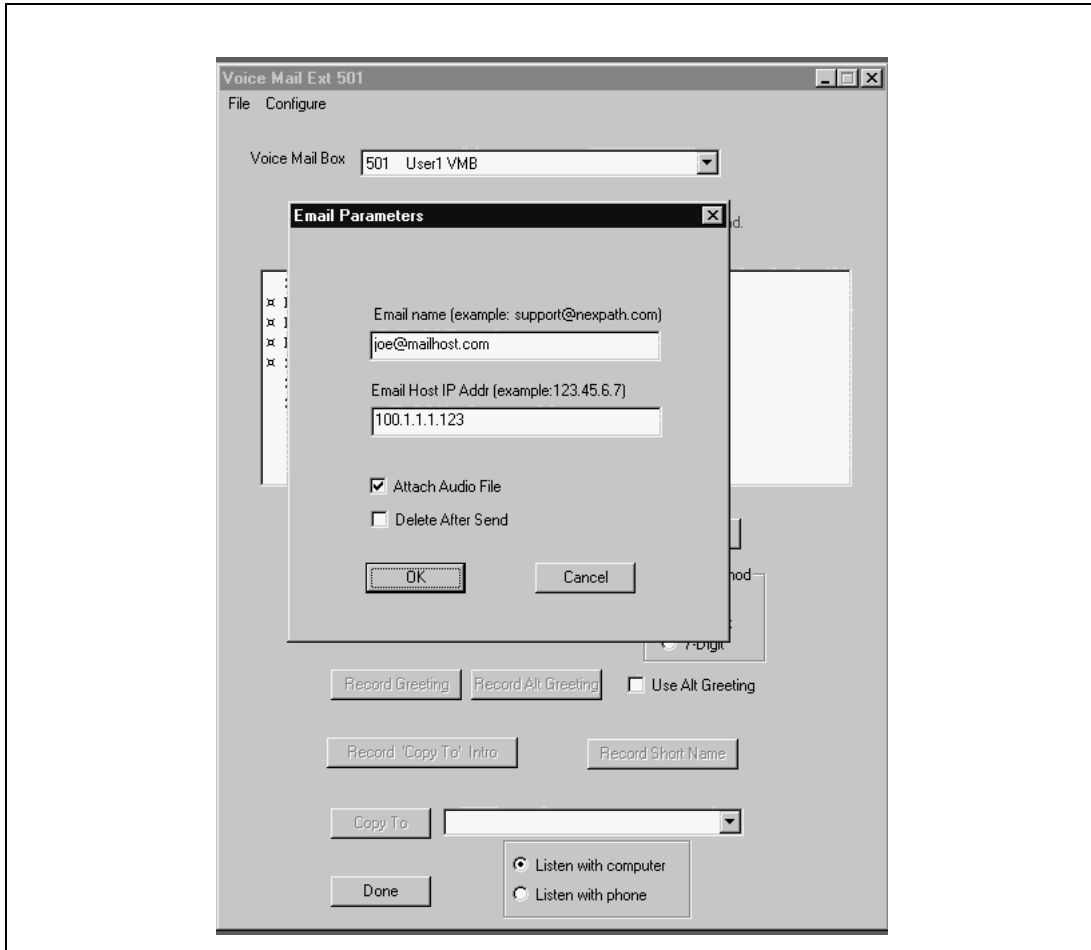
FIGURE 4-8. **Email Notification for Voice Mail**

| Note | The **Configure -> Email Parameters** selection will be grayed out and will not be accessible if email notification has not been enabled for this voice mailbox. Contact your system administrator to enable email notification for your voice mailbox if the setup screen is not accessible. Enabling email notification must be done in **AdminTool** by an administrator. |

Fill in your email address, and the IP address of your mail server. You can use the system name if DNS has been enabled on the NexPath Telephony Server and you have DNS service. Unless you have the services of a network expert, who is very familiar with DNS setup and mail hosts, you will have fewer configuration problems if you use the IP address of your mail host.

| Note | It may be necessary to provide the NexPath Telephony Server with a DNS server IP address and a Domain Name, in order for email to work with certain mail hosts, such as with Linux RedHat 6.0 and later. The reason for this is anti-spamming protections in mail host software (*e.g.*, sendmail), that will not allow a connection from a client unless it provides a fully qualified domain name in the protocol interchange. In order for the NexPath system to provide a domain name, both DNS and Domain Name must be programmed. See the the chapter <u>***Network Installation***</u> starting on page 21 in the *System Administration Guide* for details on setting the network parameters. |

Adding and Using Voice Mail Distribution Groups

Groups may be added to each voice mail box so that voice mail messages can be distributed (copied or forwarded), in one operation, to multiple mail boxes. In the NexPath Telephony Server, both system groups and user groups exist. System groups can be added from the Voice Mail window, by selecting **Configure->Voice Mail Groups** on the menu bar. User groups can be created and added using the same procedure.

System distribution groups must be first created by the administrator using **AdminTool**. Then the system group can be added to the choice of possible groups, to each voice mail box. <u>System groups</u> may be added to the group distribution choice from either the telephone keypad or using **NexDial**. System groups cannot be changed or edited.

User created groups can only be created and added to a given mail box using **NexDial**. The group creation function is not available from the telephone keypad. However, once created and added, user groups can be utilized for forwarding messages from the telephone keypad. Distribution groups created by a user are private to that user, and are not available for other users.

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All voice mail distribution groups, whether system or user, have associated with the group a short audio announcement that enunciates a descriptive name of the group. This audio announcement is used only from the telephone keypad, to identify each group so that the user can select one for forwarding messages. If the user creates his or her own local group, then he or she must also record a brief audio announcement of the group name. This recording, for user distribution groups, is created from the same dialog box where the group is created. It is recorded using the logged in telephone extension, as is common on the **NexPath** system. If this recording is not created, then the group will not be added. The user should be aware of all groups that are added in his or her mailbox, and make sure that audio clips for his or her personal groups are descriptive and distinguishable from other groups in the list.

Once groups have been added (or created), whether system groups or user defined groups, messages can be forwarded to groups using **NexDial**, via the **Copy To** button on the **Voice Mail** page. Groups to forward messages to are listed in the selector box, along with the other voice mail boxes on the system.
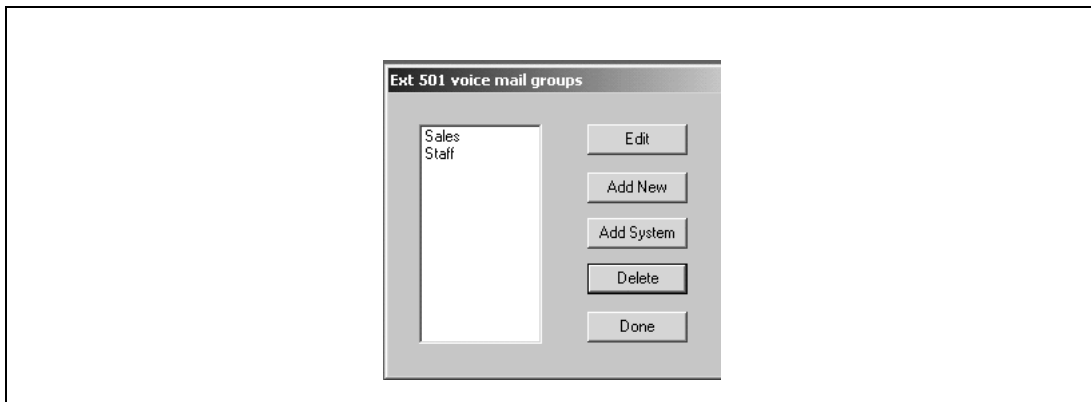
FIGURE 4-9. **Voice Mail Distribution Groups**

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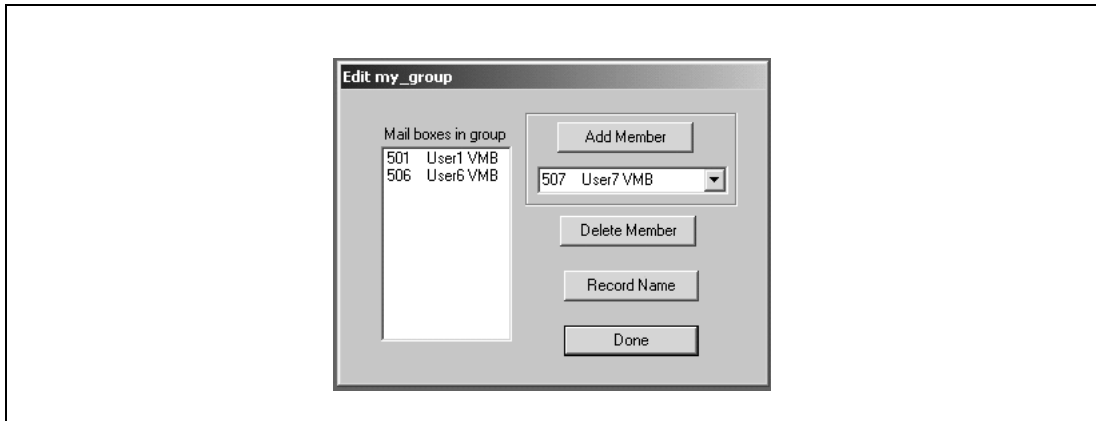
FIGURE 4-10. **Editing a user voice mail distribution group**

Personal Phone Book

The NexDial program can be used to maintain a personal phone book. This phone book is stored on the NexPath Telephony Server, and so is available at any client workstation. The phone book is unique to the individual user, identified by the secret password that is used to log in.

The phone book is accessed from the main **NexDial** window by clicking the **Phone Book** button at the bottom of a page.

Each phone book entry can be added, edited, or deleted by using the buttons at the bottom of the page.

The phone book can be sorted alphabetically, on a given column, by positioning the mouse cursor at the top of the chosen column and clicking the left mouse button. Click again and the column is re-sorted in reverse order.

The phone book can be down loaded to the local system, or uploaded from the local client system, by selecting the File button on the menu bar as shown in the figure below.

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By applying a normal text editor to the file you save locally, you can see that the personal phone book file is a pipe-separated list, where "|" is the vertical bar or pipe character. You can edit or otherwise revise your personal phone book file (perhaps by dumping the contents of an existing contact manager program such as Act! into the file), and using either Notepad or Excel to maintain the file. The file should be stored as a text file and each field should be separated by the "|" character.
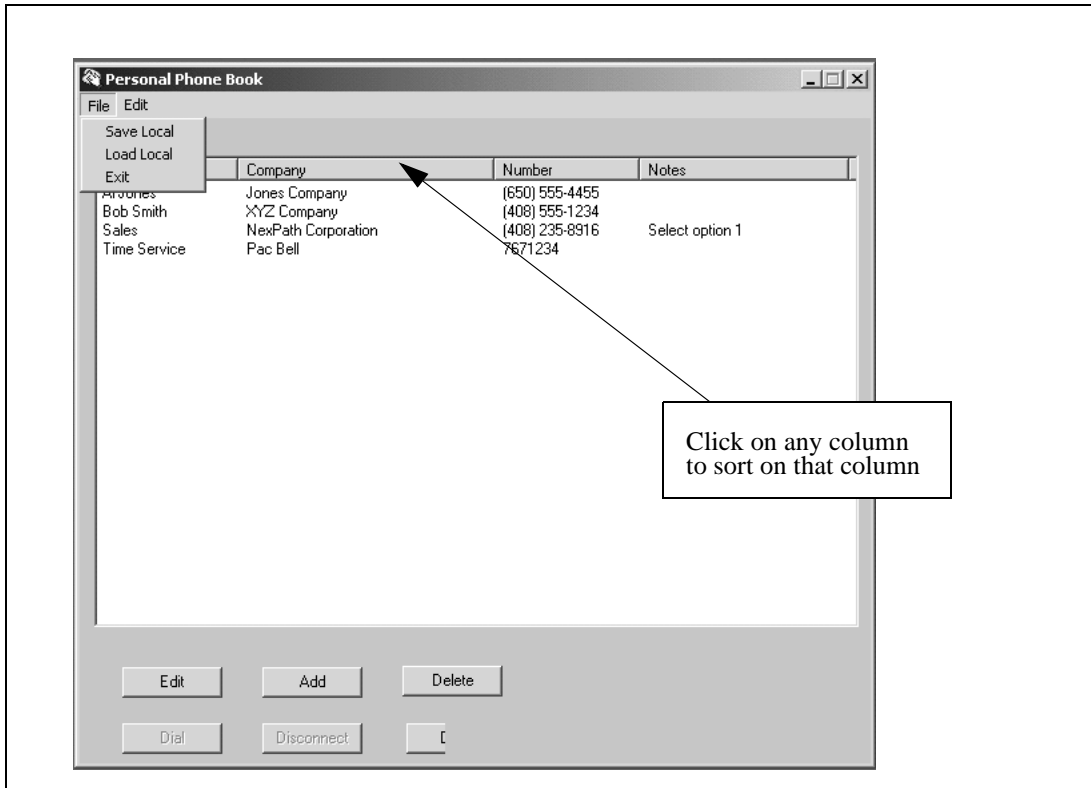
FIGURE 4-11. **Personal Phone Book**

Viewing the Call Log

The system call log may be viewed or saved locally using the **NexDial** application. The system call log is accessible from the main window menu bar at **View-> Call Log**.
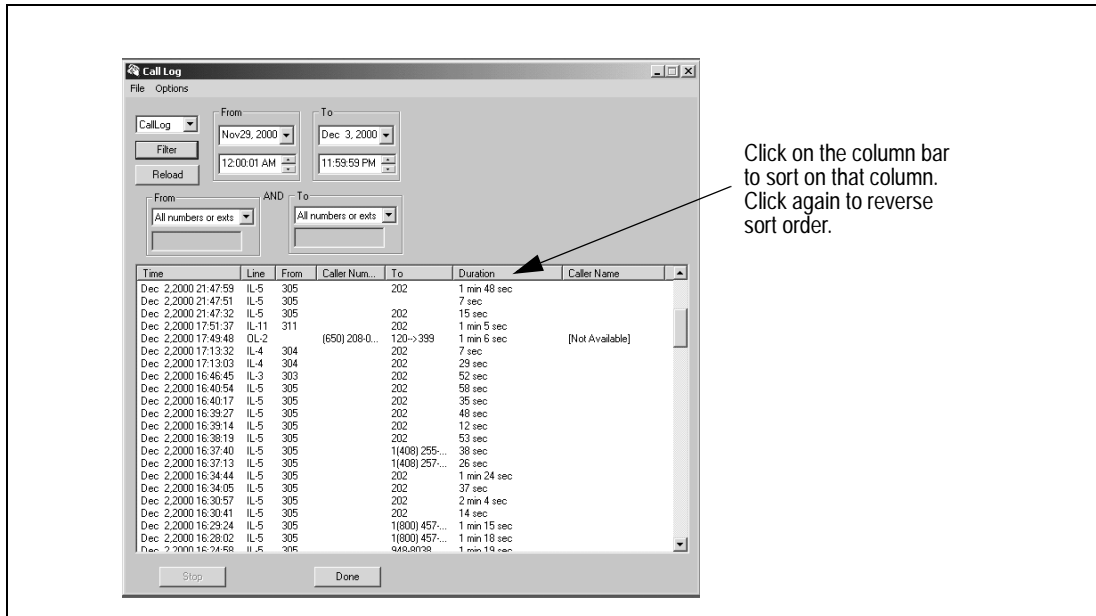
FIGURE 4-12. **Viewing the system call log using NexDial.**

You can filter the log for certain times and dates, by setting the filter parameters and clicking **Filter**. If you do not have Administrator privileges, you will only be able to view calls to and from your extension.

Calls are stored on the server in multiple log files, each limited in size to about one megabyte. The most recent call log is the file `CallLog`, next most recent `CallLog.0`, etc., up to `CallLog.9`. The call log history is not stored past `CallLog.9`, so you may want to save these logs locally if you have or nearly have ten call log files.

Integration with Goldmine 4.0 and ACT! 3 & ACT! 4:

The **NexDial** program, when running, will contact Goldmine and ACT!, if they are also running, and initiate a database look-up based on the Caller ID. Goldmine will popup a dialog box informing the user that an incoming call is available, and indicate if it is found in the database. It allows the user to decide if the contact record should be accessed. ACT! does <u>not</u> pop-up a dialog box, but silently selects the contact record if the caller ID is found in the database.

Note   Caller ID (number and/or name) must be subscribed to from your telephone company in order for it to be available to the NexPath system and NexPath software programs. In most locations in North America, it is not a standard feature but a special service only available as an extra monthly charge. Contact your local phone company for details.

NexDial must be running (it does not matter if it is iconified or not) for the caller ID look-up interface to these versions of Goldmine or ACT! to be functional.

To dial a call from Goldmine, ACT!, or Outlook, you must install the NexPath TAPI service provider, as described in the chapter ***Installing the NexPath TAPI 2.1 Service Provider*** starting on page 129. Note that TAPI is <u>not</u> required to run just **NexDial**. It is only required to use Goldmine, ACT!, or Outlook.

The **NexDial** caller ID interface to Goldmine and ACT! is provided since the caller ID interface from TAPI either is non-functional or is not implemented by these programs. The interface to Goldmine and ACT! has only been tested and verified on the versions mentioned above.

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Windows Desktop Tools-NexPath Call Director

NexDirector^{TM} is the NexPath Call Director program that runs on any Windows PC desktop. Using the TCP/IP network, **NexDirector** communicates with the NexPath Telephony Server for status and control information. **NexDirector** allows a user to view the NexPath Telephone System activity for inside and out-side lines (extensions), park orbits, and voice mail boxes. With **NexDirector**, you can also control and direct calls.

With **NexDirector** you can:

- View extension status, and determine whether an extension is on-hook, busy, ringing, on-hold, or in Do Not Disturb (DND) mode.
- View the number that an extension is connected to.
- View which park orbits are occupied and what number they are connected to.
- View voice mail boxes and which ones have unread messages
- Transfer a call to an extension, a voice mail box, or a park orbit with the click of the mouse
- Grab a ringing call and connect it to your extension.
- Place a call to an extension with the click of the mouse.
- Select a specific outside line with the click of the mouse.
- Put calls on hold or place your extension in the DND mode.
- Disconnect from a call on your extension.

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NexDirector is designed to provide the user with the capabilities of a traditional call director console on the computer screen. Instead of expensive hardware, the user is provided with a computer console and the ability to control calls with the click of a mouse.

NexDirector can be installed and run on multiple computers on the network. It uses Internet based TCP/IP protocols to communicate with the NexPath Server. Each desktop installation is associated with a nearby telephone by a login page, which requires a valid system extension and a valid user password (same as the voice mail password) in order to log in.

System Requirements for NexDirector

NexDirector can be used on any Win95/98/ME or WinNT/2000 system with a network card and TCP/IP enabled. NexDirector uses 2-4M of memory, so it should run on most computers with fairly modest memory capacity.

NexDirector communicates with the NexPath Telephony Server using the TCP/IP protocol and the local area network. You must have TCP/IP installed and configured, with an IP address assigned to your Windows PC, and an IP address assigned to the NexPath Telephony Server, in order for **NexDirector** to be able to communicate with the NexPath Telephony Server. Other network parameters must be programmed properly for the two systems to communicate. See the *the chapter* <u>*Network Installation*</u> starting on page 21 in the *System Administration Guide* for details on network setup.

Installing the NexDirector program

Note	If you are upgrading a previous version of **NexDirector**, it is <u>not</u> necessary to uninstall the previous version before installing the new version. The old executable will be overwritten, and the registry entries created or copied automatically by the InstallShield program.

1. Insert the NexPath Telephony Server Release 6 CD-ROM in the Win95/98/ME or WinNT/2000 system from which you want to run **NexDirector**.
2. Click on **Start**, then **Run**, then **Browse** and select the file *setup.exe* in the *Release6\NexPathCallDirector* subdirectory of the CD-ROM. Follow the prompts to install the program on your system.

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3. Once installed, start the **NexDirector** program by clicking on **Start**, then **Programs**, then **NexPath Call Director**, then **NexDirector**.

4. When you first run **NexDirector**, an error box appears, indicating that there are no configurations set up yet. Click **OK** on this dialog box, then go to the **NexDirector** file bar (**NexDirector** will be small and located in the upper left hand portion of your desktop) and select **Tools->Configure**. A blank **Configuration Management** dialog box appears. Click on **Add**, and you are prompted to add a new configuration: You can choose any name you wish to identify this configuration (no embedded spaces), then click on **OK**. At this point, a **Call Director Configuration** dialog appears, where you can enter the network and login parameters. See the next section "Establishing a network connection to the NexPath Telephone Server" on page 95 for details on entering these parameters.

5. After you enter the parameters and click okay, the **Configuration Management** screen re-appears as shown in Figure 5-6 on page 102. It now has the configuration you just created. Click on this configuration to highlight it, and then click on **Logon**. After a few seconds, you should be logged into the NexPath Telephony Server, with a view of the inside line extensions and mailboxes. In the future when you start the **NexDirector** program, these settings will be remembered, and the program will automatically log you in, if you have only one configuration. If you have multiple configurations, you will need to choose one and click the **Logon** button.

Establishing a network connection to the NexPath Telephone Server

NexDirector communicates with the NexPath Telephony Server using the local area network (LAN), or Ethernet. You must have TCP/IP enabled on your Windows PC, an Ethernet card installed and connected the LAN, and a compatible IP address assigned to your Windows PC, in order to communicate with the NexPath Telephony Server. You must also have assigned a compatible IP address to the NexPath Telephony Server as well. See the the chapter ***Network Installation*** starting on page 21 in the *System Administration Guide* for details on setting the IP address on the NexPath Server.

Login to the NexPath Server by selecting **Tools -> Configure** on the menu bar, using the login Configuration dialog box as shown in Figure 5-1 on page 96. Click inside the **System Name** entry box, and type in the system name assigned to your NexPath Telephony Server. If your system name is not available from DNS (Domain Name Service), or in the \Windows\Hosts file, then type in the IP address of the NexPath Telephony Server instead.

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Add your phone extension number and password to the boxes in this screen as indicated. The extension number is the number of the extension that you are controlling next to your computer (i.e., the extension from which you will answer and transfer calls). The password is a valid four digit user (i.e., voice mail) password on the NTS Server. The password must be the password of a user that owns, or has permission to control, the extension you have typed in the extension box. The owner of an extension has permission to control it, and any user with administrative privileges has permission to control any extension. If you enter the password of a user that does not have permission to control this extension, you will get a connection error.

Note   When a new configuration is activated using **AdminTool** on the NexPath Telephony Server, the network connection will be terminated and restarted to all clients. This will cause an error box to pop-up on the clients running **NexDirector**. Click **Okay** on this pop-up, and then either exit and restart **NexDirector**, or select **Tools** -> **Configure**->**Okay** to re-login to the Server. Otherwise **NexDirector** will not be operational.
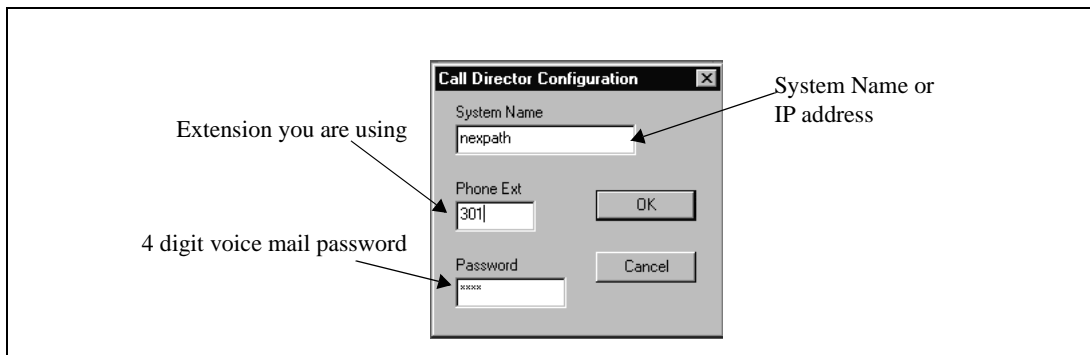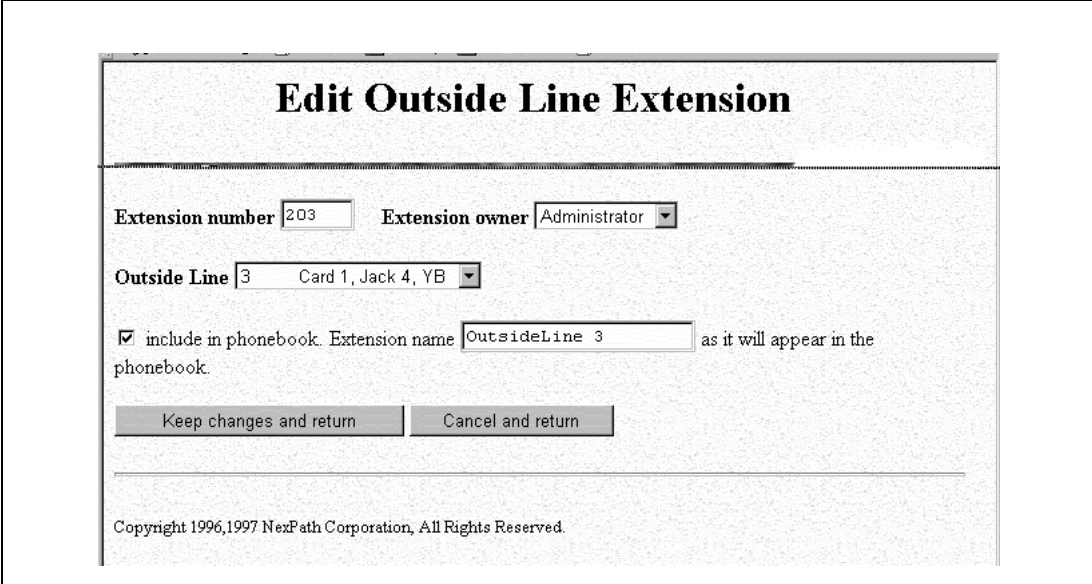
FIGURE 5-1. NexDirector login dialog box.

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NTS Server Configuration Issues Related to NexDirector

NexDirector will display <u>only</u> the outside extensions or inside extensions that are included in the system phonebook. Extensions are included or excluded from the system phonebook via **AdminTool**, by the system administrator. In **AdminTool**, (administrator only) go to **Edit Configuration->Extensions->Edit**, and click on **Include in Phonebook**. See the Figure 5-2 on page 97 below. This is described in more detail in **Inside Line Extensions** on page 43 in the chapter ***Software Configuration***, and **Outside Line Extensions** on page 47 in the chapter ***Software Configuration***, in the *System Administration Guide*.

The NexPath Telephony Server configuration must be saved and activated before the extension will appear in the **NexDirector** display, if it was not previously included in the system phonebook. It may also be necessary to re-initialize the button settings by clicking on **Tools -> Reset Button Assignment** on the menu bar.

FIGURE 5-2. Including Extensions in the system phonebook using AdminTool.

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You are now ready to use **NexDirector**!
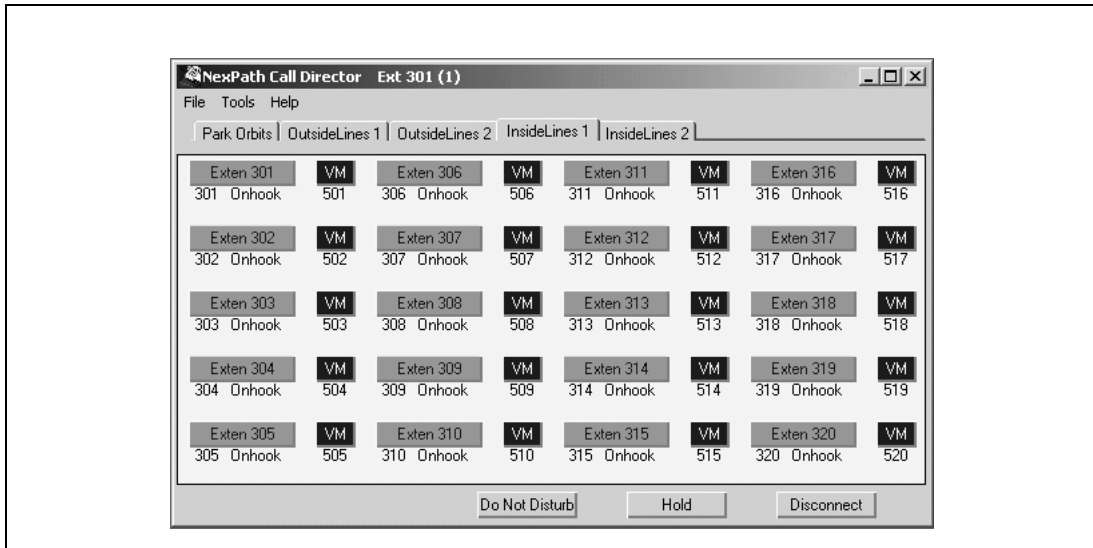
FIGURE 5-3. NexDirector Screen (Inside lines tab)

| Note | **NexDirector** is designed to control calls (i.e., transfer, disconnect, etc.) with the **telephone off-hook**. Clicking on the buttons with the left mouse button with the telephone on-hook will have no effect. |

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Configuration and Setup

After logging in as described in "Establishing a network connection to the NexPath Telephone Server" on page 95, you can set other configuration parameters at **Tools->Options** on the menu bar. The following dialog box appears:.
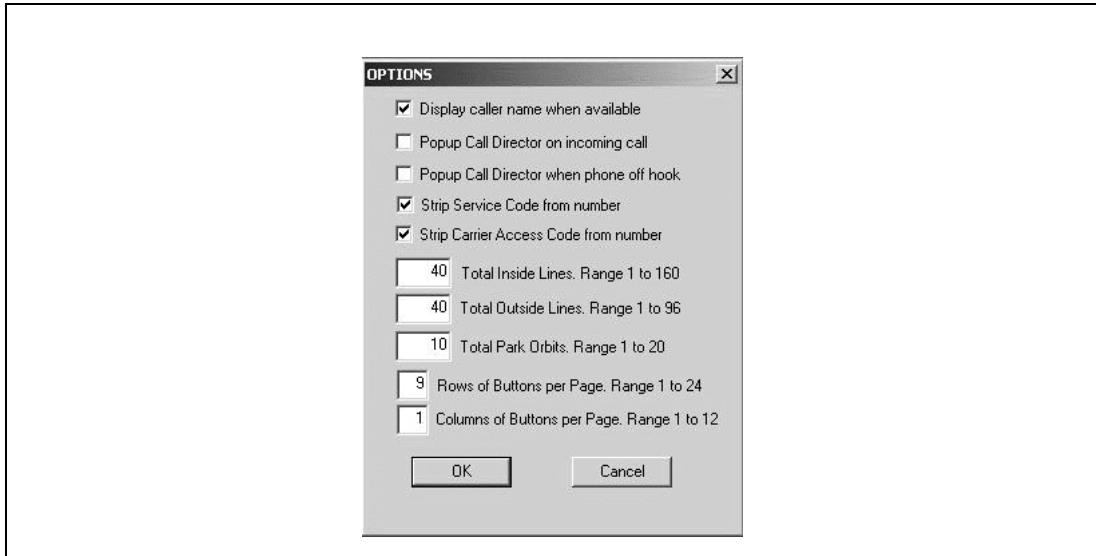
FIGURE 5-4. Options Configuration

By default, **NexDirector** will display the caller's number for any call connection information. If you would prefer the caller's name, then check the check box at the top. **Note**: *Caller number and caller name (Caller ID) are services provided by your telephone company, and must be subscribed to in order for the functions to operate on the NexPath software*.

This dialog box allows you to set the NexDirector to focus, or pop-up, on an incoming call to your extension, or when the phone is taken off-hook. It also allows the choice of caller name (instead of caller number), for each connection that is displayed on each view. **Note**: *This information is provided in the Caller ID service, which must be subscribed for with your telephone company in order for the NexDirector to receive the information*. To select one of these options, click in the box next to the option.

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You can control the display of the number that calls are connected to, and remove certain number sequences that are not important. For example, if you click on **Strip Service Code**, then the displayed number will have entries such as *67 or *82 (these block or unblock Caller ID, for example) removed from the dialed number display.

If you check **Strip Carrier Access Code**, then long distance access codes are removed from the displayed number. These are dialing patterns such as *1010288, to access a long distance carrier of your choice.

NexDirector can scan and display the status of up to 96 outside lines, and 160 inside lines. When you first run **NexDirector**, the maximum numbers will be set automatically based on the current configuration. You can adjust the numbers on this dialog box to monitor fewer lines. By reducing the maximum number of lines that NexDirector scans, you can reduce the number of tab views, for convenience.

You can also enter the number of rows and columns you want for this view. This is changeable on an instance (or view) by instance basis. Or, somewhat more easily, you can resize the window using the mouse in the traditional Windows fashion. See "Resizing the Window" on page 104 for more details.

Although each view or instance of the program (see "Configuration Management- Multiple Views" on page 101) has the setting for maximum number of lines, only the settings in the first view have effect.

Tabs and Views

At the top of the window, just below the file bar on **NexDirector**, there are several tabs that control the display you are viewing. See Figure 5-5 on page 101. These tabs are labeled Park Orbits 1, Outside Lines 1, Outside Lines 2, Inside Lines 1, etc. If your window has been sized so that all tabs do not display, then a pair of arrows appears to the upper right hand side, which you can click with the left mouse to cycle from tab to tab.

After cycling the arrows to the tab you are interested in, you must then click with the mouse on the tab to bring it into view.

The arrows will not appear if the window is sized large enough so that all of the tabs can be displayed.

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The tab that is displayed is remembered for each instance of the program (see "Configuration Management-Multiple Views" on page 101 below) and stored in the Windows registry. When you run the program at another time, the same tab settings are presented for each instance of the program.

By clicking on the tabs, you can select which type of lines, and which group of lines, you are viewing.
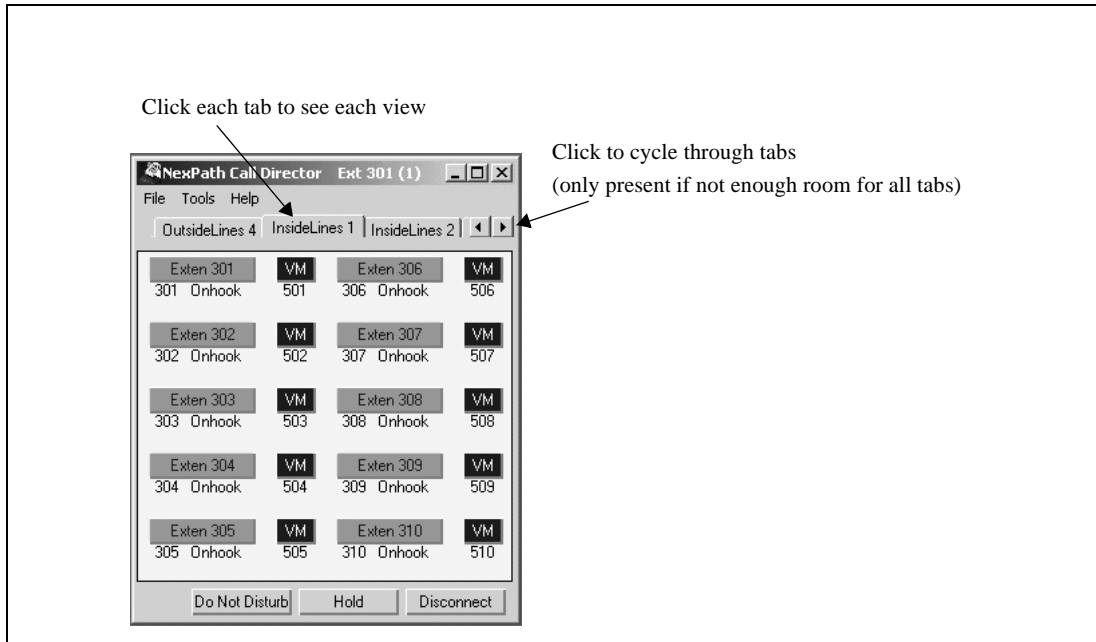
FIGURE 5-5. Using Call Director

Configuration Management- Multiple Views

You can have multiple views of **NexDirector** by opening several **NexDirector** windows. Each window has its own login parameters, to allow for different extensions or systems to be managed. Additional logins are created using the **Configuration Management** dialog, which is accessed at **Tools->Configure** on the menu bar. See Figure 5-6 on page 102 for an example of the **Configuration Management** dialog box.

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For each Configuration, there is a separate system name, extension, and password. Settings for window size, tab selected, button customization, etc., are all stored separately in the Windows registry for each running configuration of the program. You could, example, create two configurations, both with the same login, with one having the outside lines presented, and the other the inside lines presented in a larger window. Start each one from the **Configuration Management** window, so that two windows are running. As long as each one has its own unique configuration name, any window customization or settings will be remembered the next time you run the program.
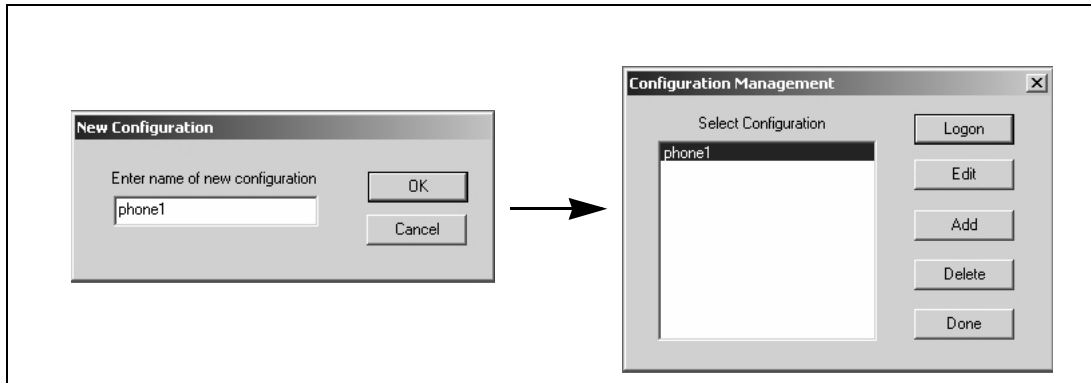
FIGURE 5-6. NexDirector Configuration Management Dialog Box

Remember that the login extension is the extension that is controlled by **NexDirector**. Each window has its own separate login extension, when started from the **Configuration Management** dialog box. So you can only click on a button to transfer a call or dial a number if the login extension of the window you are clicking in, matches the extension that you currently have off-hook. All call control is done with the extension off-hook.

Customizing Buttons and Views

When each instance of **NexDirector** is started, extensions are automatically assigned to the buttons in that view, using the active configuration from the NexPath Server. You can modify the button assignments and position, to customize the label, or to put the buttons in an order that is easier for you to use, using the right mouse button.

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To change a button setting, position the mouse over the button you wish to change. Then, click the right mouse button and a dialog box will appear. For example, if you are editing an inside line, then an "Edit Extension Button" dialog box will appear. You can select a line to assign to the button by clicking on the line list to the left. Edit the name displayed in the edit box to the upper right if you wish to customize the label.

If you wish to disable a button, select UNUSED BUTTON in the line list.

See Figure 5-7 on page 103.
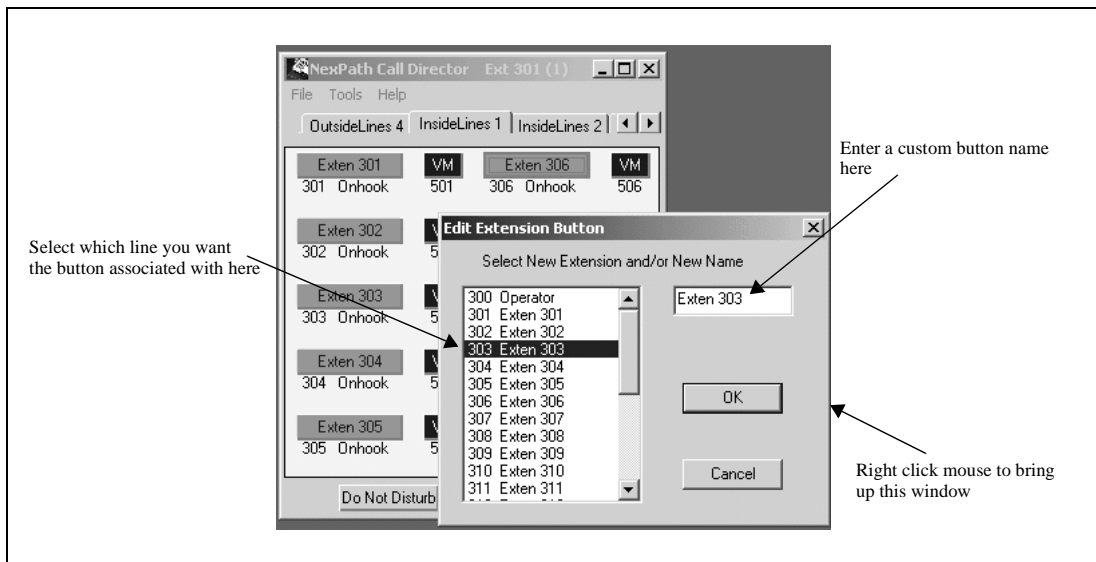
FIGURE 5-7. Customizing buttons on NexDirector

Resetting Button Assignments

Occasionally you may find that you want to start over on the button assignments, because the telephone system configuration has changed significantly. This can be done by resetting the button assignments.

To reset the button assignments to the defaults in the current Telephone System configuration, select **Tools->Reset Button Assignment** on the menu bar and confirm by clicking **Okay** in the confirmation dialog box.

Resizing the Window

You can resize the window of each instance of **NexDirector** as follows:

- Position the mouse at the edge of the display window until the cursor changes to a double arrow;
- Depress the left mouse button, and, while holding the button down, drag the window to the size you want.
- **NexDirector** will force the window size to be the next smallest size that contains an even multiple of buttons, so that no buttons are cut off.

You can also set the window size indirectly by specifying the number of rows and columns of buttons, using the dialog box at **Tools->Options** on the menu bar. See "Configuration and Setup" on page 99.

Activity and Status

The extension assigned to each button is located immediately below the button. The following colors are used to indicate status:

- **Green**: Inactive
- **Red**: Busy or occupied (i.e., in use)
- **Red and Blinking**: On Hold
- **Yellow**: Do Not Disturb mode
- **Black**: Dead Line
- **White and blinking**: Ringing

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- **Blue**: voice mail, no unread messages
- **Light Red**: voice mail box, with unread messages.

When an extension is connected to a call, the originating extension (or phone number) is shown, followed by a "<->" which indicates a connection, followed by the destination extension (or phone number).

A **Dead Line** indicates a non-connected (or possibly non-functional) outside line, or an inside extension that has been off hook for a long time, until the dial tone time-out state has been reached.

The voice mailbox buttons will be blue if there are no unread messages, and a light red color if the mailbox contains unread messages.

Controlling Calls

NexDirector can be used to originate an inside call, transfer a call to an extension, park a call, transfer a call to voice mail, or capture a ringing extension. All call control is accomplished with the left mouse button, and your extension must be **off-hook**.

NexDirector controls and transfers calls associated with the controlling extension. The controlling extension is the login extension, as described in "Establishing a network connection to the NexPath Telephone Server" on page 95. All call control **must** be done with the **controlling extension off-hook**.

Call An Extension

To call an extension, with your extension off-hook and receiving dial tone, simply click (using the left mouse button) on the extension button of the extension you wish to call.

Transfer A Call

If you are connected to a call, you can transfer the call to another extension, park orbit, or voice mail box by clicking on the extension, park orbit, or voice mailbox button to which you wish to transfer the call. Your extension will go to inside dial tone when the call is transferred.

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To transfer the call you are connected to into a park orbit, click the park orbit button (your extension must be off-hook and connected to a call). To retrieve a call that is in a park orbit, click the park orbit button (your extension must be off-hook and receiving dial tone).

To transfer a call to voice mail, you must first answer the call. While connected to the call, click on the voice mail box button to which you wish to transfer the call (your extension must be off-hook and connected to the call). Your extension will go to inside dial tone when the call is transferred.

Retrieve a call from a Park Orbit

To retrieve a call that is in a park orbit, click the park orbit button (your extension must be off-hook and receiving dial tone), and the park orbit button must have a call parked there, as indicated by a red park orbit button. A green park orbit button is empty.

Put a call on Hold

To put the current call on hold, click the **Hold** button at the bottom of the screen (your extension must be off-hook and connected to a call). To retrieve the call, click the **Hold** button again (your extension must be off-hook and receiving dial tone).

Seizing a particular outside line

To seize a particular outside line, click on the outside line extension button (must be green or unused). Your extension must be off-hook and receiving inside dial tone.

Picking up a ringing call

When a call is ringing, the extension that is ringing turns white and blinks. To capture the call to your extension, click on the blinking white button. You must be off hook and receiving dial tone at your extension to grab a call.

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Do Not Disturb

To set the logged in extension as Do Not Disturb, click the **Do Not Disturb** button at the bottom of the screen. This button will turn red when in the Do Not Disturb mode.   To put the extension in the Accept Calls mode, click the button again.

Disconnect a call

To disconnect from the call you are on, click the **Disconnect** button (your extension must be off-hook and connected to a call).

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TelOper: the Web Browser Desktop Interface

In addition to the command sequences outlined in previous sections of this manual, and the **NexDial** and **NexDirector** Windows programs, you can control many of the functions of the NexPath Telephony Server from your desktop computer using your web browser, if your computer meets the following criteria:

- Your computer is connected to the NexPath Telephony Server over a network which supports the TCP/IP protocol.
- Your computer has Netscape Navigator 3.03 or Netscape Communicator 4.06, or Netscape 4.6 (or later version) installed.

The desktop web interface program is called **TelOper**.

Note   **TelOper** is not compatible with Microsoft Internet Explorer (version 4 or 5) as of Release 6 of the NexPath Telephony Server software.

Talk to your system administrator about getting your computer to meet these criteria.

To Control your Phone from your Web Browser

1. Start your Netscape Web Browser program.

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2. Select "Open URL" in your Web Browser.

3. Specify the location to open as **http://<system name>/teloper/**[1]. A Web page similar that below should appear[2]
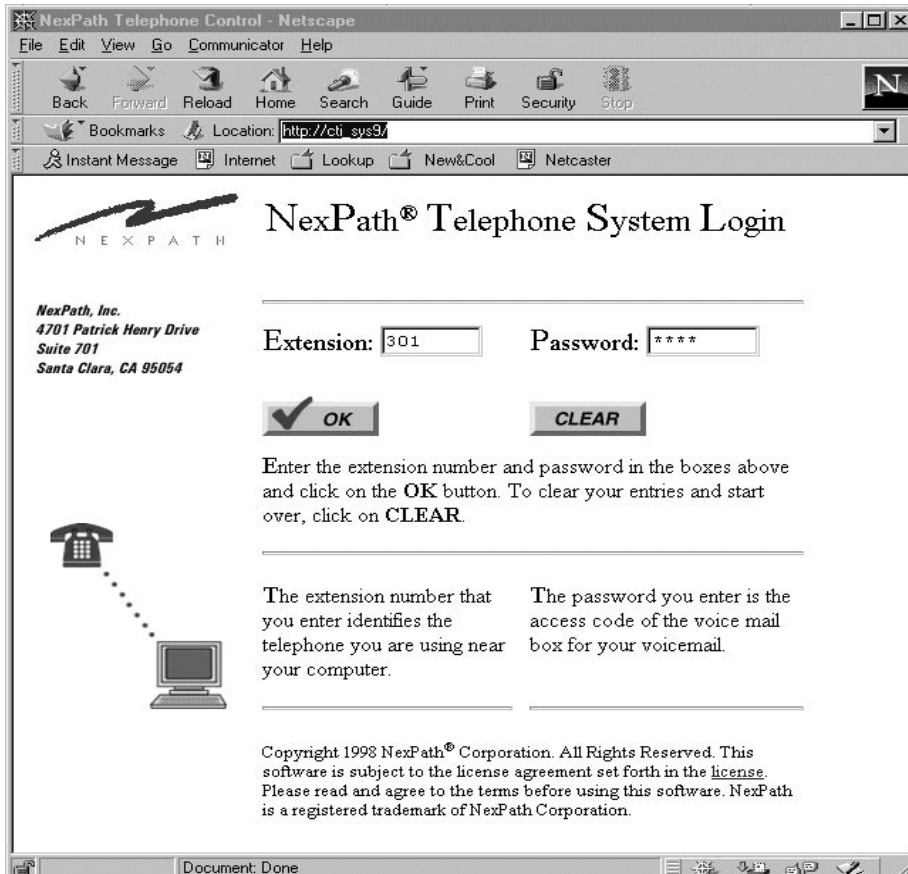
FIGURE 6-1. **Log-in page for controlling your phone from your computer**

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1. Replace <system name> with the name assigned your specific NexPath Telephony Server by your system administrator, or the IP address of the NexPath Telephony Server.

As described in the log-in page, enter your extension number and password, then click the **OK** button.

Note	Because of security concerns, if you are running a Web browser at someone else's computer, you can still log in to the NexPath Telephony Server using your extension number and password, but you will not be able to perform any of the telephone-centric functions like dialing a number from the Web browser since your telephone is physically located elsewhere. You will, however, be able listen to your voice mail using the computer and copy messages to other users.

Note	There are other URLs that can be used in the system, other than the call control page, some of which are only available to system administrators. To get a list of these, go to the page at *http://<system name>/*. (The trailing "/" may be required if you are using an IP address). This will list several links that you can click on to navigate to other web pages in the NexPath Telephony Server. Administration passwords are required to view some of these links.

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2. If this page does not appear, check that you have entered the proper URL and try again. If it still does not appear, consult your system administrator.

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The Control page

If both the extension number and password you entered are correct, a new window will appear containing a page similar to that shown below:
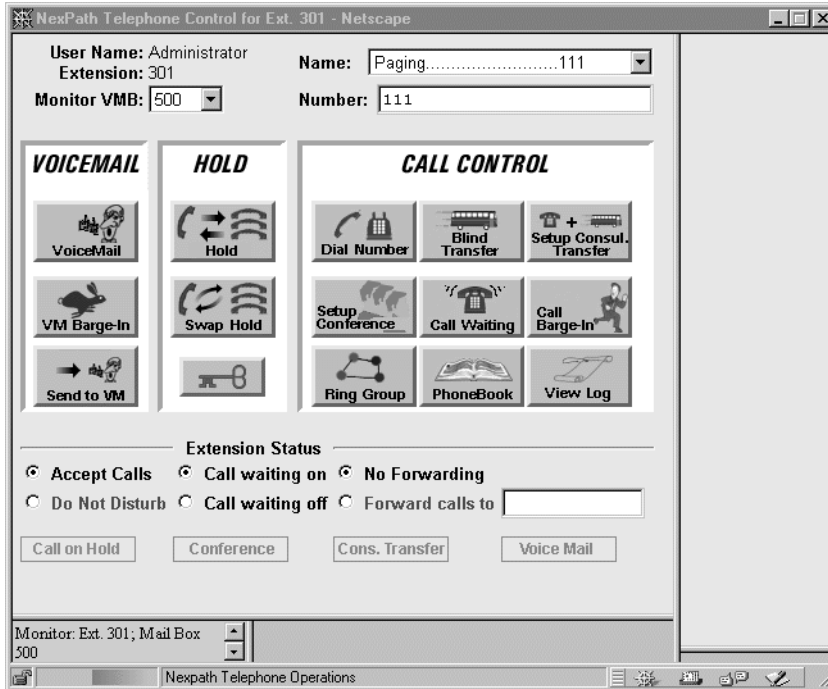
FIGURE 6-2. **The Control Page**

The buttons displayed the Control page can be used in place of or in addition to the command sequences described previously in this manual. In other words, instead of having to place a call on hold by pressing Flash * on your telephone keypad, you can simply press the **Hold** button in this page while you are connected to a caller and the call will be put on hold. These functions will only apply, though, to the telephone associated with your extension number, so your phone will have to be off-hook and connected to a call before the **Hold** button will do anything.

Selecting a voice mail box to monitor

Your user name will be shown in the upper left corner of this page, along with your extension number. Below them is a pull-down list labelled **Monitor VMB** containing all voice mail mailboxes to which you have access. There is an additional entry at the bottom labelled USER. The USER selection represents all voice mail boxes that you own, and will activate monitoring of all of those mail boxes. For most people, this will be a list with only two entries, the user's voice mail box and the USER entry, and both represent the same thing. The voice mail mailbox selected from this pull-down list will be the one used by the **voice mail**, **VM Barge-in**, **Send to VM**, and **Password** buttons on this page. If you own more than one voice mail box, and you select USER, then the mail box selected by these functions will be the first one that you own in the list. You can tell which voice mail boxes are being monitored by looking at the information in the status frame in the lower left hand corner of the main screen.

VM Barge-in

If you miss picking up your phone before a call rolls over to voice mail, you can still connect to the caller while he or she is leaving you a message by clicking this button. Your phone must be off-hook for this button to have any effect, though.

The Listen feature is not implemented at this time in **TelOper**.

Send to VM

If your telephone is ringing, and you do not wish to take the call right now, you can send it directly to voice mail by clicking on **Send to VM** (Send to Voice Mail) while it is ringing. It will immediately be transferred to your voice mail box instead of ringing until it rolls over to voice mail.

Hold

While you are on a call, you can click on the **Hold** button to put the caller on hold. Click again on the **Hold** button to bring the call back, or **Swap Hold** to simultaneously put a current conversation on hold and retrieve the call on hold.

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Note   You can put up to three calls on hold simultaneously, but to retrieve them, you will have to take them off hold in the last-in/first-out order. The hold system works like a stack of boxes, and so is called a *hold stack*. The last call put on the top of the hold stack is the first one that you get when you take a call off of hold.

Call Control

In the upper right of the Control page is a pull-down list labelled **Name** which contains a list of all extensions available in your system. Below it is a fill-in box labelled **Number**. The buttons in the **Call Control** area (**Dial Number**, **Blind Transfer**, etc.) will use the number in the **Number** box as the phone number to dial, transfer to, etc. The pull-down **Name** list, in turn, can be used as a convenient way of filling the **Number** box.

Once you have filled in **Number**, you can click on the **Dial** button to dial it (or click Enter on your keyboard). When your party picks up, **Dial** will turn to **Disconnect**, allowing you to hang up without releasing the line, the same as if you used the Disconnect sequence ⌷Flash⌷ ⌷#⌷ (see *Disconnecting* on page 25 in the chapter *Telephone Operations* for details).

Note   You can use the **PhoneBook** button in the **Call Control** area to both add numbers to the pull-down **Name** list and to add speed-dial buttons to the browser frame area to the right of the **Call Control** area.

Other buttons on this page include:

- **Blind Transfer**. Select the extension from the **Name** list, then click this button to transfer a call to that extension.
- **Set up Consul. Transfer**. To set up a transfer with consultation, click **Set up Consul. Transfer**. This will put your current call on hold and give you inside dial tone. Dial the party to whom the call is to be transferred using either your telephone keypad or the **Name** list, **Number** box, and **Dial** button in this page. Once connected, the **Set up Consul. Transfer** button will change to **Complete Transfer**. You can click on **Complete Transfer** to complete the transfer, or **From Hold** to get the caller back if the party did not answer or does not want the call.
- **Set up Conference**. To set up a conference, call your first party and tell them you are going to put them on hold while contacting the next party, then click on **Set up Conference**. Your party will be put on hold, and you will get an inside dial tone.

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Dial the next party to be added to the call, using either your telephone keypad or the **Name** list, **Number** box, and **Dial** button in this page. Once connected, this button will change to **Add to Conference**. Click on **Add to Conference** to bring your original caller into this new call. The button on this page will change back to **Set up Conference**.

To add a fourth party to the call, click on **Set up Conference** again, then dial the fourth party and click on **Add to Conference** after the call is established.

- **Call Waiting**. If you have call waiting enabled for your extension and you hear a Òbeep-beepÓ tone while in the middle of a conversation, you can use this button to pick up the incoming call and place your current caller on hold. You can then use the **Swap Hold** button to transfer between the two.

- **Call Barge-in**. If you have barge-in privileges, you can select an extension from the **Name** list, then click on this button to barge into an existing call on that extension.

Using the Ring Group button

This button can be used as an alternative to entering the Pick Up Ring Group command sequence $\boxed{*}$ $\boxed{0}$ from your telephone. See *Pick up* on page 43 in the chapter *Telephone Operations* for details on ring groups. Clicking on the **Ring Group** button brings up a page similar to the following:
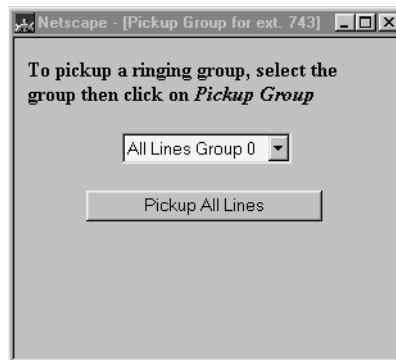
FIGURE 6-3. **A Ring Group page**

To use this page, pick up your phone, select the pickup group you want to pick up from the pull-down list, then click on the **Pick Up Group** button.

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The Voice Mail page

When you receive new voice mail, a Voice Mail Alert box similar to that below will appear on your screen, and the word "VoiceMail" in the **voice mail** button in the Control page will also turn red. The alert will indi-

FIGURE 6-4. **A voice mail alert box**

cate the number of new and old messages, and the voice mail box to which the new message arrived.

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Clicking on the **voice mail** button in the Control page brings up a window similar to the following:
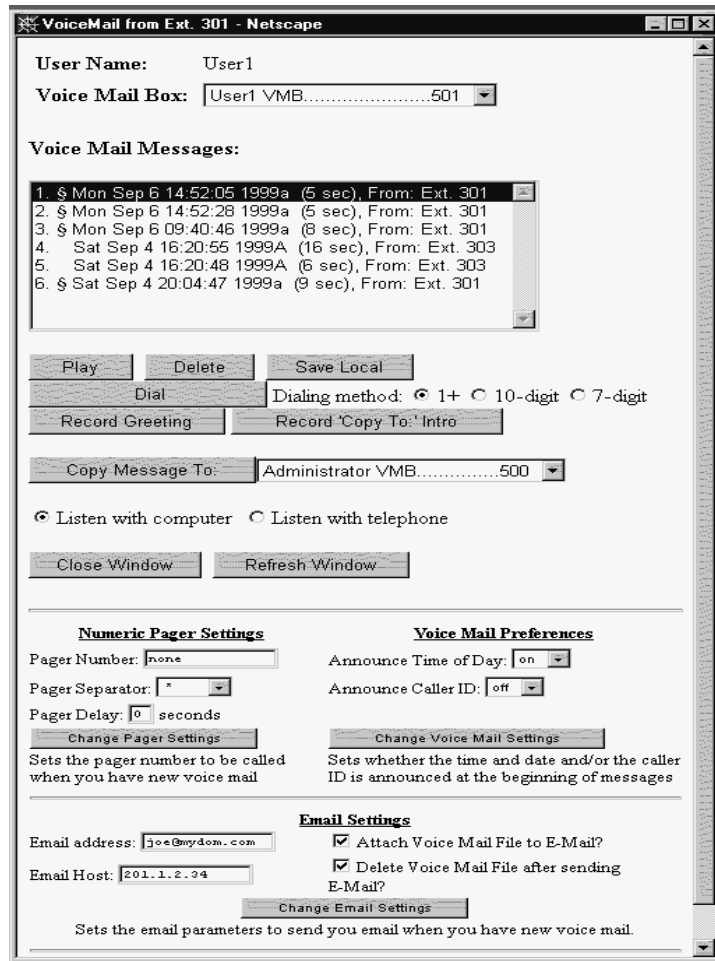
FIGURE 6-5. **A sample voice mail page**

Your user name is listed at the top of this window. Below it is a pull-down list of all voice mailboxes to which you have access. For most people, this will be a list with only one entry, so clicking on it will not actually bring up any more entries.

Setting message, pager, and email parameters

At the bottom of the Voice Mail page, you can set whether you want a voice announced time and date at the beginning of each voice mail message, or if you want the caller ID announced at the beginning of each message, or both. See Figure 6-5 above. Select *Announce Time of Day* (on or off) and *Announce Caller ID* (on or off). Then click on *Change Voice Mail Settings* to submit it to the NexPath Telephony Server. A confirmation box will appear to ask if you are sure, and the voice mail window will refresh if the submit was successful. Note that the voice announcements are recorded as part of the message, so the settings only take affect on future voice mail messages.

Similarly, your numeric pager settings can be changed. In addition to the pager number, you can set the separator character and a pager delay for fine tuning the interface to a paging service. The separator character defaults to a '*', and is displayed as a '-' on most pocket pagers. This assists in readability, to separate the caller ID from the voice mail box number, and the number of unread messages currently in the mail box. You can change this to 'none', or '#'.

Note	The Nexpath system in the current software release does not support pagers that have a voice menu and require additional digits to be entered to select numeric paging, or require PIN numbers to be entered.

The pager delay is the number of seconds of delay before sending tone information after connecting to the pager service. Some pager services are not prepared to accept the touch tones (DTMF tones) as soon as a connection is made. It may be necessary to use this delay to make the paging work properly.

When the pager entry is blank or 'none', numeric paging is disabled.

Note	Pager services are notoriously unreliable, due to both equipment variations on receiving paging requests, and antenna coverage and blackouts when inside buildings, etc. You may find that occasionally paging requests are sent by the NexPath Telephony Server, but not successfully delivered to your pager. Some voice mail systems automatically send three requests, to be sure of delivery. The NexPath system does not do this at present, but it is under consideration.

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You can use TelOper to configure notification by email when you have new voice mail. The parameters are entered at the bottom of the Voice Mail window.

Note   The **Email** settings will not be accessible if email notification has not been enabled for this mail box. Contact your system administrator to enable email notification for your voice mail box if the setup parameters are not accessible. Enabling email notification must be done in **AdminTool** by an administrator.

Fill in your email address, and the IP address of your mail server. You can use the system name if DNS has been enabled on the NexPath Telephony Server and you have DNS service. Unless you have the services of a network expert, who is very familiar with DNS setup and mail hosts, you will have fewer configuration problems if you use the IP address.

Dialing Method for Call Back

You can select the method for dialing the person that left you a voice mail message. First, click on the message that has the caller ID you wish to re-dial, then click on the radio button for the method of dialing you wish to use. This may be 1+ dialing, where a '1' will be prefixed to the 10 digit number, or 10-digit dialing, where the 10 digits will be dialed without a '1', or 7 digit dialing, where the area code will be removed and just the last seven digits dialed. Then lift your telephone from the receiver and click on **Dial**. See Figure 6-5 above. This setting has no effect when dialing inside extensions.

Other Voice Mail Features

Below the voice mailbox list is a window which lists your voice mail greeting (if you've recorded one), the introductory message to be used with the "Copy Message to" command (explained in more detail below) if you've recorded one, and all voice mail messages currently in the selected mailbox. Each message in the mailbox is identified by the time and date it was recorded, along with its length, and the telephone number of the caller (Caller ID) if available. New messages are identified with a § prefix. Message are listed in reverse chronological order (i.e., newest messages are listed first).

To play back either a message, your greeting, or the "copy to" introductory message, use your mouse to highlight an item in the listing window, then click the **Play** button. See below for details on selecting whether the message will be played over your computer's speakers or through a telephone.

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You can delete an item from this window by selecting it and then clicking on **Delete**. Only one message can be deleted at a time.

To copy the audio file associated with an item in this window to a local drive, press **Save Local**. You may want to save important voice mail messages on your local computer because you will eventually run out of room in your voice mailbox on the system[1].

To review your voice mail greeting, click on the message entitled "Personal greeting" in the message window and then click the **Play** button. You can re-record your greeting by clicking on the **Record Greeting** button and following the prompts.

You can copy a voice mail message from your mailbox to someone else's. To copy a message, record an introductory message using the **Record Copy to: Intro** button (if you have not already done so), then select the message you want to copy, use the pull-down list at the bottom of the screen to select the mailbox to which you want to send the message, then press the **Copy Message To:** button. Your "copy to" intro message will automatically be added to the beginning of all copied messages, so you should record something like, "This message was forwarded from <your name>'s mailbox." You can record and re-record your "copy to" intro message as many times as you want, so theoretically it can be tailored for each user as each message is sent.

In the current version of the software, copying a voice mail message to another mail box using **TelOper** will not trigger email notification for the destination mail box.

Note	When recording your **Copy to: Intro** or your **Greeting**, you can terminate the recording by hitting any key on the keypad, or by simply hanging up.

The check-boxes at the bottom of this screen allow you to select whether to playback of messages is performed through your computer or through your telephone. Playback through your computer uses the browser's built-in audio playback capabilities, so this will only work if your computer and browser are already able to play audio files.

Alternately, you can play messages over a telephone by clicking the **Listen with telephone** check-box. The telephone used will be the one associated with the extension you logged in with.

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1. The amount of time you are allowed for messages in your mailbox is set by your system administrator.

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Normally, the NexPath Telephony Server updates this screen as soon as a new message is completed. If you think you have a new voice mail message, but it does not appear in the list of messages, click the **Reload** button at the bottom of the screen to update the screen contents. Alternately, you can close this window by clicking on the **Close Window** button at the bottom of the screen.

System Information

The button labelled with a key in the Control page is the **System Information** button. Clicking on it brings up a window similar to the following:

FIGURE 6-6. **The System Information page**

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You can use this window to change your password. Additionally, if your account has been set up with permission to change the system from Day mode to Night mode and vice-versa, you can use the checkboxes in the center of this page to change the system mode. See *Day Ringing/Night Ringing* on page 23 in the chapter *Telephone Operations* for details on these modes.

If you have system administrative privileges, you can also click on **Show System Configuration** and get detailed information on the system's current configuration, though you will not be able to make any changes to the system configuration from the window displayed. See the *NexPath Telephony Server System Administration Guide* for more details.

You can use the System Information Page to save your current settings. Click on the button *Save Current Settings* and your settings will be saved. The server will pop up a confirmation box if the operation was successful.

The following settings are currently saved to the server when the *Save Current Settings* button is clicked:

- **Main Page:** Monitor VMB selector box, Name selector box.
- **Voice mail page:** Voice mail box selector, Listen message radio button, Copy Message To selector box.
- **Phonebook page:** Name/number selector box.

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Using the Phone Book page

When you click on the **Phone Book** button, a page similar to that shown below will appear:

FIGURE 6-7. **A sample Phone Book page**

This pull-down list at the top of this page can be used to select a phone number from either the system-wide phone book (which you cannot alter), or your personal phonebook (which you can alter).

The system-wide phone book is handy in that you can select an entry from the list, then either dial that number by pressing **Dial** button or use the entry as the starting point for creating a new entry of your own.

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To create an entry in your personal phonebook, fill in at least the **Name** and **Number** entry forms and then click on **Add/Update**[1]. Your entry will be added to your pull-down list. Note that you can enter values in the **Number** field either from your keyboard or by clicking on the numbers displayed on the picture of a touch-tone keypad. Everything but numbers, commas, and the # and * characters will be ignored. The dialer will convert each comma in an entry into a 1 second delay.

Also, entries which start with a **9** will cause an outside line to be seized, then all numbers *after* the **9** to be dialed. To add an entry for **911**, for example, you will want to set the number to be dialed to **9,911**. The comma between the nines gives the system time to seize the outside line.

Finally, any entry with seven or more digits will be assumed to be for an outside number, and the system will automatically seize an outside line before dialing. No prefix of **9** is needed in this case, and if one is added, it will be removed before the number is dialed. Only the first grouping before the first comma is analyzed to determine if it is an inside or outside call.

For example, to seize the outside line that is associated with extension 203, then dial 555-1234, then wait four seconds and enter #111, type the following: `203,555-1212,,,,#111`. This will work the same way whether it is in the phonebook, or typed in the **Number** entry box on the Control page.

To edit an entry in your personal phonebook, select it from the pull-down list, then make your changes and click on **Add/Update** again.

Note   Entries in the phonebook are arranged by name, so each name must be unique. For example, If you change the name of the entry for Steve to Steve Sampson, then click on **Add/Update**, you will have two entries, one for Steve and one for Steve Sampson. You can remove the extra entry by selecting it from the pull-down list, then clicking on **Delete Entry**.

You will receive an error message if you attempt to modify or delete entries from the system-wide phonebook.

By specifying a **Speed** number to be associated with an entry, you will create a speed-dial button back on your Control page. The number you enter in the **Speed #** box determines the order in the list of buttons that

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1. If you use an entry from the system-wide list as a starting point, you will need to change at least the Name field before you will be able to save any modifications.

the entry will be located. A one places the speed button at the top, larger numbers place it towards the bottom. To remove a speed-dial button from your Control page, select the entry associated with the speed-dial button as it appears in the phonebook, remove the speed dial number from it, then click on **Add/Update**.

It is possible that, over time, you may generate a long list of entries in your personal phonebook. If so, you can make a copy of your personal phonebook to your computer by clicking on **Save PB Local**.

By applying a normal text editor to the file you saved, you can see that the personal phonebook file is a pipe-separated list, where "|" is the pipe character. You can edit or otherwise revise your personal phonebook file (perhaps by dumping the contents of an existing contact manager program such as Act! into the file), and then copy the modified phonebook file back to the NexPath Telephony Server computer by using the **Upload PB** button. The **File Name** fill-in form and the **Browse** button can be used to select the personal phonebook file to be uploaded.

The View Log button

Another NexPath Telephony Server feature you can access only from a Web page is a review of all calls made to and from your phone, including the time and date of each call, either the number you dialed or who the call was from, and the duration of each call.

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To bring up this information, click on **View Log** in the Control page. This will bring up a Web page with a format similar to the following sample page:
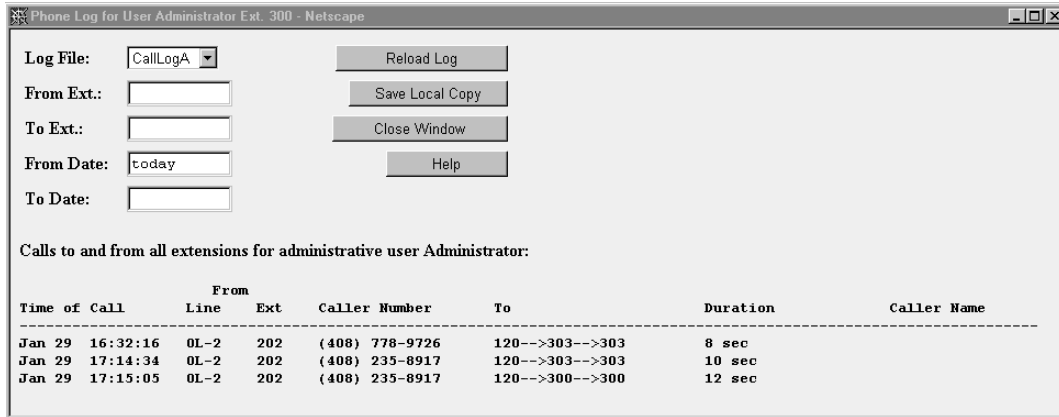
FIGURE 6-8. **A sample Call Log page**

The call log feature uses three 1 Mbyte files in a round-robin fashion. When CallLogA gets full, the program starts filling CallLogB. When that gets full, information goes in CallLogC. When that gets full, CallLogA is wiped out and restarted. You can use the pull-down list in the upper left corner of this window to select between the logs available. The system automatically selects the latest call log when you open the screen.

The filters can be used to reduce the amount of information shown in the call log. When these fields are blank, all calls in the currently-selected call log are displayed. By entering either whole phone numbers or substrings of numbers, you can reduce the display to just the information in which you are interested. For example, to show only calls made from 752 to anywhere, set the filters to

From filter: 752
To filter: (blank)

then click on the **Reload Log** button.

To enter more than one telephone number or substring in a field, separate the numbers with the "pipe" character "|". For example, to show all calls made from extension 743 to either extension 120 or 152, type in

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From filter: 743
To filter: 120 | 152

then click on the **Reload Log** button.

By default, the filters used on the call log are ANDed; that is, only entries which contain the information specified by both the filters simultaneously are shown. You can OR the two filters together, however, by adding the word "OR" anywhere in your "To filter" entry. For example, to list all calls made either to or from extension 743, type in

From filter: 743
To filter: OR 743

then click on the **Reload Log** button.

The **From Date** and **To Date** set the inclusive range of dates from which the log records are selected. Dates can be 'Dec 4' or 'Jan 5', or in the form '12/29' or '11/30'. The keyword **today** is recognized as the current day as determined by the NexPath Telephony Server.

A single entry such as 'Dec' or '12' is assumed to be '12/1' or 'Dec 1' in the **From Date** field, and 'Dec 31' or '12/31' in the **To Date** field. If the entire **From Date** field is left blank, then it is interpreted as the beginning of the file. If the **To Date** field is left blank, it defaults to **today**.

Unless you log in as the system administrator, you can only view calls made to and from your normal (primary) extension number.

You can copy the information currently being viewed from your call log to a local computer by clicking on **Save Local Copy**. A pipe-separated text file ("|" is the pipe character) will be saved which can then be imported directly into Microsoft Excel or Microsoft Word. The field format can be determined with a header row which is written as the first line in the file.

The **Close Window** button allows you to exit the **View Log** window altogether.

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The status information at the bottom of the Control page

At the bottom of the Control page are three columns of check-boxes and four status indicators showing your extension's current status.

The check-boxes in the leftmost column can be used to set your extension to the Accepting Calls mode or the Do Not Disturb mode. See *Accept Calls/Do Not Disturb* on page 13 in the chapter *Telephone Operations* for details on these two modes of operation.

The check-boxes in the middle column can be used to enable or disable call-waiting for your extension. See *Call Waiting* on page 19 in the chapter *Telephone Operations* for details on call-waiting.

The rightmost column of check-boxes at the bottom of the control page can be used to enable or disable call-forwarding. The text box next to check-box labelled **Forward calls to** allows you to enter a number (either an extension or offsite number) to which to forward calls. If the number is seven digits or more, an outside line is seized. Long distance numbers must be preceeded by a '1'.

Note   You can only select one of the two check-boxes in any one column at a time.

Along the bottom of the page are four status indicators: **Call on Hold**, **Conference**, **Cons. Transfer**, and **Voice Mail**.

When you have a call on hold, the **Call on Hold** indicator will turn red and blink. Note that you can use the **From Hold** button to retrieve the call.

The **Conference** indicator will turn blue and blink when you initialize a conference circuit, and will remain blue until you leave the conference.

The **Cons. Transfer** indicator will turn green and blink when you initialize a transfer with consultation, and will remain green until the call is successfully transferred or returned to you.

Finally, the **Voice Mail** button will turn red and blink when you have unread voice mail in your voice mail-box.

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Installing the NexPath TAPI 2.1 Service Provider

NexPath provides a TAPI service provider for installation on WinNT4/2000 Workstation and Windows 95/98/ME systems, as a general dialing interface to Windows programs written to the TAPI standard. Examples of compatible programs are the Microsoft Dialer, Outlook, and some versions of ACT! and Goldmine.

Installing the NexPath TAPI 2.1 Telephony Service Provider (TSP) program

Before installing the NexPath TSP, make sure that your network in operational and that you can contact the NexPath Telephony Server from your Windows PC via TCP/IP using the *ping* program or other method. See the chapter **_Network Installation_** starting on page 21 of the System Administrators Manual, or contact your system administrator for details on establishing a network connection to the NexPath Telephony Server.

1. If you have a previous version of NexPath TAPI installed, uninstall it first. See "Uninstalling the Nex-Path TAPI Telephony Service Provider (TSP)" on page 135 for directions on uninstalling a previous version of the NexPath TSP.

2. Insert the NexPath Telephony Server Release 6 CD-ROM in the Win95/98/ME or WinNT4/2000 Work-station system from which you want to run the TAPI compatible programs.

3. If you are using Windows 95, first install Microsoft TAPI 2.1 by clicking on Start, then Run, then Browse and select the file *Tapi2195.exe* in the *Release6\NexpathTapi21\Win95_ONLY* subdirectory.

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Note	**WARNING: Do not run the Tapi2195.exe program on any system but <u>Windows 95</u>**. Running this program on NT (or Win98) will overwrite the Microsoft TAPI program with a version that will not work.

4. Then install the NexPath TSP as follows. Click on **Start**, then **Run**, then **Browse** and select the file *setup.exe* in the *Release6\NexpathTapi21* subdirectory of the Release 6 CD-ROM. Follow the prompts to install the program on your system.

5. After the NexPath TSP is installed, you need to add it to the recognized service providers. Click on **Start**, then **Settings**, then **Control Panel** to bring up the Control Panel file viewer.

6. Locate the **Telephony** icon in the control panel and click on it, then select **File -> Open** to bring up the **Dialing Properties** dialog box.

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7. Click on the Telephony Drivers tab, and the NexPath TSP32 should be visible as below:
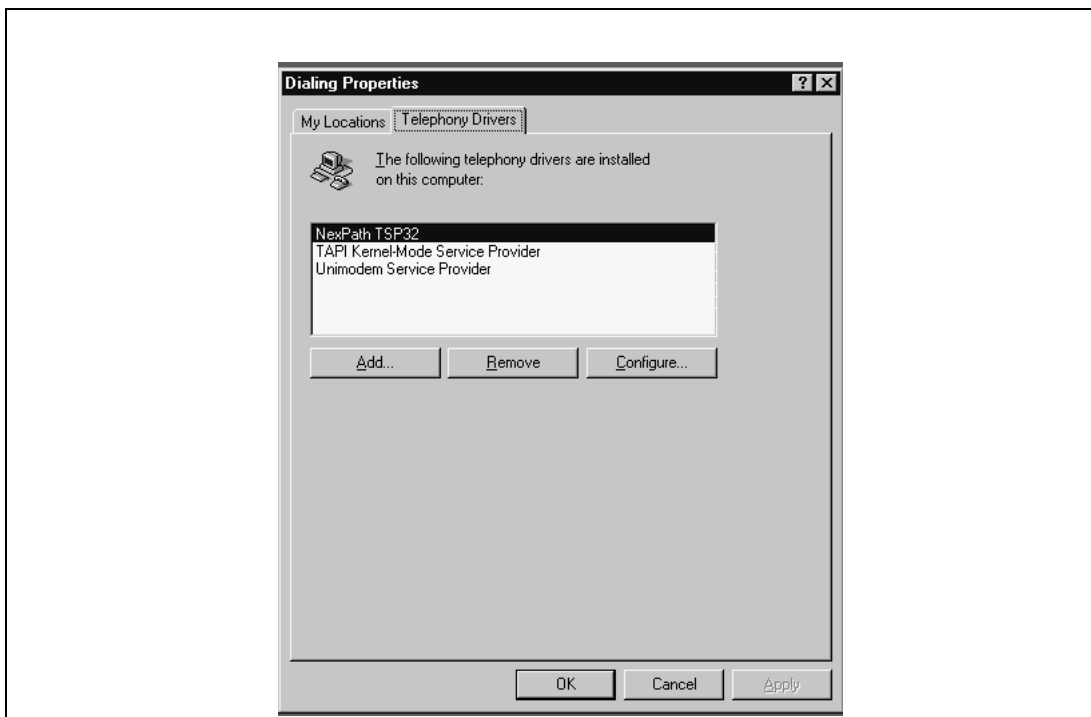
FIGURE 7-1. **Telephony Dialing Properties Window**

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8. Click on NexPath TSP32 to highlight it, then click on **Configure.** The NexPath Configuration window should appear as shown below:.
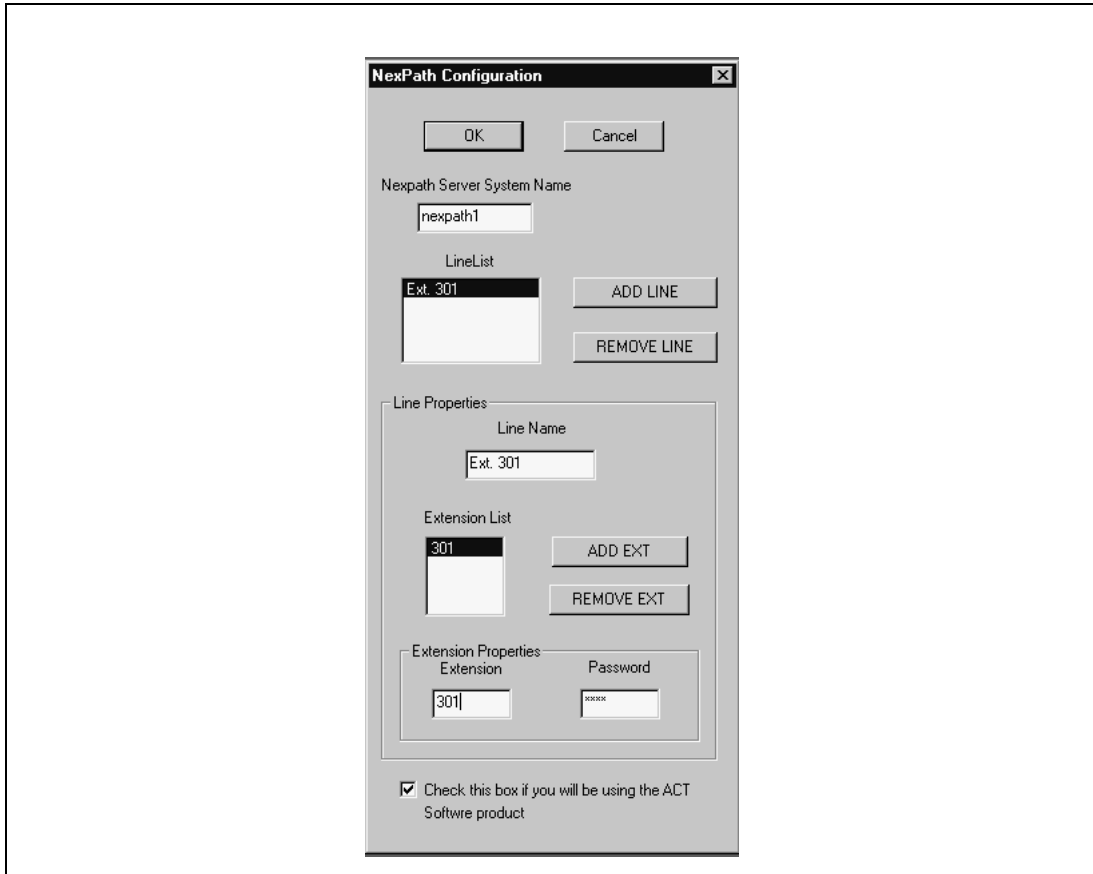
FIGURE 7-2. **The NexPath TAPI 2.1 Configuration Window**

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9. Fill in your system name (or IP address). (If you are using a system name, it must be in the *hosts* file or published in DNS for it to work. See ***Using your System Name rather than the IP Address*** on page 27 in the chapter ***Network Installation*** or the *System Administration Manual* for details. Then click on **Add Line**, click on the text area **Line Name**, and type in a descriptive text name, such as Ext. 301, for your line (delete the NewLine text unless you want this to be your line name).

Note   Take care to enter the information correctly in the NexPath configuration window. Errors (such as invalid extensions or passwords) can cause the Windows TAPI Server to repeatedly crash, making it very difficult to recover.

Note   The NexPath TSP can only be configured to connect to a single NexPath Telephony Server. However, it <u>can</u> be configured to support <u>multiple extensions</u> on a given NexPath system.

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10. Then click on **Add Ext**, and click in the text area **Extension Properties**, delete the 0, and type in your extension number, such as 301.
11. Click on the **Password** text box, and type in a valid NexPath system password, such as the default for mailbox 501: **1001**.
12. Click on the checkbox for ACT! if you are using ACT!.
13. Carefully check your settings and click on **OK** at the top and then **Close** to close the Dialing Properties window.
14. If any settings are incorrect, or there is a problem with the network, there may be a long delay (60 seconds or more), and you will get a network or NexPath TSP error. The NexPath TSP contacts the NexPath Telephony Server via the LAN, so the LAN-TCP/IP interface must be functional for the TSP to function.
15. Installation is now complete. You are now ready to use Microsoft TAPI programs for dialing numbers.

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Using the NexPath Telephony Service Provider (TSP) with other programs

Programs such as the Microsoft Dialer (**Programs -> Accessories -> Phone Dialer** on Win98/ME and WinNT, and **Programs -> Accessories -> Communications -> Phone Dialer** on Win2000), Outlook, Gold-mine, and ACT! are TAPI compliant, so they allow calls to be dialed using these applications with the Nex-Path TSP installed. You should consult the documentation for these programs on how to select the address and line to work with the NexPath Telephony Server.

For example, when you are running the Microsoft Phone Dialer, click on **Tools -> Connect Using...** to bring up the **Connect Using** dialog box. Select the line and extension in the **Line** and **Address** selector boxes, respectively, that you configured above in the installation process, to configure the MS Phone Dialer to dial using the NexPath system. The display should appear as below:
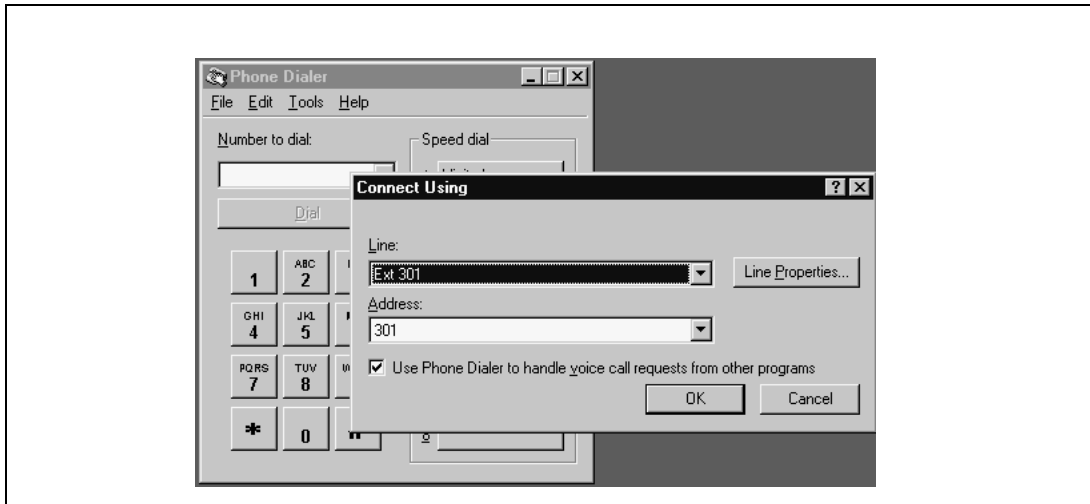
FIGURE 7-3. **Configuring the Microsoft Phone Dialer to use the NexPath Telephony Server TAPI interface.**

Note that numbers are dialed with the telephone **ON HOOK**, for TAPI calls. This is different than calls placed with **NexDial**, which are done off hook. The telephone extension that you configured for TAPI will ring when the call is placed.

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For outside calls, the call that is placed will roll over to voice mail (if voice mail is configured for this extension) if the calling extension is not picked-up within the time-out time (usually 20 seconds).

For inside calls, the call will be disconnected if the calling extension is not picked-up within 10 seconds.

Note   The Microsoft TAPI interface only supports **ON HOOK** dialing. It will not dial the telephone with the extension off hook.

Uninstalling the NexPath TAPI Telephony Service Provider (TSP)

To uninstall any version of the NexPath TSP, do the following:

1. Click on **Start -> Settings -> Control Pane**l to bring up the Control Panel file viewer.
2. Click on **Add/Remove Programs**, then **Select File -> Open** (or double click) to bring up the **Add/Remove Program Properties** window.
3. Click on the **Install/Uninstall** tab, then locate NexPath TSP32 in the browser window, and click on **Add/Remove**. Follow the prompts to remove the NexPath TSP32 program.
4. Next, remove the NexPath TSP from the service providers by opening the **Telephony** icon in the **Control Panel** as described in Item 5-6 in the installation procedure above.
5. Click on NexPath TSP32 and then click on the Remove button. Click Yes at the prompt to remove it from the recognized service providers.
6. Next, using the Windows File Explorer, locate the *Windows\System* subdirectory, and delete the file *NexPathxx.tsp*, where xx may or may not be present, or may be numbers such as 16 or 32. On Windows NT4, this file is located in the directory *WinNT\System32*.
7. Reboot your PC.
8. The NexPath TSP is now completely removed.

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Frequently asked questions

Question: **How do I put a caller on hold?**

Answer: During your conversation, enter the Put Call on Hold sequence ⌗Flash⌗ ⌗1⌗. The caller will be put on hold, and you will get an inside dial tone. You can hang up, call another party, whatever...

To retrieve the call from hold, pick up your phone or otherwise get an inside dial tone, then use the Retrieve Call from Hold sequence ⌗*⌗ ⌗1⌗.

Question: **How do I transfer a call?**

Answer: You can:

- Do a blind transfer using ⌗Flash⌗ ⌗4⌗, then enter the extension number to which you wish to transfer the call.

- Do a transfer with consultation by entering the Set Up Transfer sequence ⌗Flash⌗ ⌗5⌗, which will put your caller on hold and give you an inside dial tone. At this point, dial the party you plan on transferring the call to and tell them that a call is coming, then complete the transfer using the Complete Transfer sequence ⌗Flash⌗ ⌗6⌗. Note that if you can't reach the second party, or they don't want the call, you can retrieve the original caller by getting an inside line dial tone and using the Retrieve from Hold sequence ⌗*⌗ ⌗1⌗.

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- You can put the caller in a park orbit using a the Blind Transfer sequence ⌗Flash⌗ ⌗4⌗, then transferring them to a park orbit (100, for example). You can then page the person you want to have pick up the call by dialing the Paging extension **111** and announcing that so-and-so has a call on 100. The other person just has to pick up any phone and dial 100 to pick up the caller from the park orbit.

Question: **Sometimes I'm in another person's office when I hear my phone ring. How can I avoid having to run to my office to catch the call?**

Answer: Pick up the phone closest to you and enter the Pick Up Ring Group 0 sequence ⌗*⌗ ⌗0⌗ ⌗0⌗.

Question: **Late at night, I sometimes hear the phone ringing over our PA system. What is this, and how to I pick up the call?**

Answer: When your system is set to "night ringing", incoming calls may be set to ring over the PA system so that anyone left in the building will hear it and be given the chance to answer. To pick up these calls, enter the Pick Up Ring Group 1 sequence ⌗*⌗ ⌗0⌗ ⌗1⌗.

Question: **My phone occasionally rings with a short ring, but when I pick it up, no one is there.**

Answer: You have a call waiting on hold or stuck in a park orbit. You can retrieve it by getting an inside dialtone at the phone which is giving the short rings and using the Retrieve From Hold sequence ⌗*⌗ ⌗1⌗, or dialing the park orbit number, such as 100.

Question: **I put a caller on hold, then started another conversation and accidentally put the second caller on hold also. How do I get back to the first caller?**

Answer: You have to pick up your second caller from hold using ⌗*⌗ ⌗1⌗, then either use the Swap Hold sequence ⌗Flash⌗ ⌗*⌗ to put the second caller on hold and retrieve the first caller, or finish your call with the second caller, hang up (or disconnect using ⌗Flash⌗ ⌗#⌗), then pick up and retrieve the first call from hold using ⌗*⌗ ⌗1⌗.

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Question:	**When people call my extension, my phone doesn't ring. Instead, their calls go to my voice mail. When I call them back, they say they heard my phone ring, but I didn't pick up. What's going on?**
Answer:	If your phone is equipped with a switch to turn the ringer on and off, check it and make sure that the ringer is turned on.
Answer:	If the ringer is on but the phone still won't ring, you may have your extension in the Do Not Disturb mode. Change the mode to Accept Calls as described on page 13.
Question:	**Sometimes, when I'm in the middle of a conversation, I hear two beeps. What does this mean?**
Answer:	This is the call-waiting indicator, meaning that another caller is calling. You can put your existing call on hold and pick up the new call, or let the new call go to voice mail.
	By the way, one beep would be a reminder that you have another call on hold, and three beeps would indicate that someone else has barged into your conversation by using the Barge In sequence ⌗ 2.
Question:	**When I pick up my phone, I hear a beep-beep-beep tone then a steady dial tone. What does this mean?**
Answer:	This is known as a stutter dial tone. It indicates that you have new messages in your voice mailbox You can have more than one voice mail box causing a stutter dial tone on you extension. See the next question for details.
Question:	**When I pick up my phone, I get a beep-beep-beep tone instead of a steady dial tone, but when I access my voice mailbox, there are no new messages.**
Answer:	The phone you are picking up may have more than one extension associated with it, and the new message or messages indicated by the stutter dial tone may be for one of these other extensions. Use the Announce Line and Extension Numbers sequence ⌗ 8 to determine the physical line number and all extension numbers associated with the telephone being used, then try accessing the voice mailboxes of any other extensions mentioned. For example, in the default configuration, Ext. 303 has both mailboxes 503 and 599 that cause stutter dial tones on its line.

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Question: **Do I have to be at my computer to use the computer interface programs?**

Answer: For dialing functions, you have to be able to lift the receiver. But you can control any phone if you have proper permissions. You can access the Web browser page, or **NexDial** or **NexDirector**, from any computer on your network, but will still need to log in using your usual extension number and password. Also, unless you have system administration privileges, none of the operations that require a phone, such as listening to your voice mail over the phone or using your speed-dialer to dial a number, will be accessible from any other phone but the one on your desk.

Question: **What do I do when I can't dial "out" from the Web browser?**

Answer: First, make sure you have a 9 at the beginning of your number, then a 1 before the area code if one is present. If these are both present, then it's possible that your problem is that you are not successfully seizing an outside line.

      The 9 at the beginning of your number causes the NexPath Telephony Server to seize an outside line, wait one second, the dial the remaining digits. If the system is running slow (perhaps a lot of people are making conference calls), then it may take more than one second to seize an outside line. Try adding one or two commas after the 9 at the beginning of the number (each comma creates an additional one second delay).

Question: **I cannot get my web browser to properly log into the NexPath Telephony Server. What could be wrong?**

Answer: First, make sure you are using Netscape 3.03 or later or Communicator 4.04 or later browser version. If you do not have DNS, you must enter the system name in the Windows HOSTS file (see next paragraph, or your system administrator), or you must use the IP address instead. *JavaScript* and *cookies* must be enabled in the browser. To be sure you have a good network connection, try pinging the NexPath Telephony Server. This can be done from a DOS window, by typing the command `ping` followed by the system name or IP address. You should get a response. If you do not, either TCP/IP is not installed correctly, or the network cable is not properly connected. Remember that the NexPath Telephony Server only uses the 10BaseT network connector (RJ-45 phone jack style connector).

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The HOSTS file on Windows 95 is located at \Windows\Hosts. On Windows NT, it is located at Winnt\system32\drivers\etc\Hosts. Make sure you are not trying to use the HOSTS.SAM file, or LMHOSTS. These will not work. The HOSTS file should contain at least two lines:

```
127.0.0.1        localhost

111.111.111.111   nexpath
```

Substitute your IP address for 111.111.111.111 and your NexPath system name for `nexpath`.

Also see ***Testing your network connection*** on page 26 in the chapter ***Network Installation*** of the System Administration Guide.

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Glossary

Accept Calls mode	Individual extensions can be placed in either an "Accept Calls" mode or a "Do Not Disturb" mode. The "Accept Calls" mode is the normal mode of operation. In comparison, when an extension is in "Do Not Disturb" mode, calls placed to it will not ring the phone associated with the extension but instead will be sent directly to voice mail.
	If the extension is part of a call distribution group, incoming calls will be routed past any extensions which are in the "Do Not Disturb" mode and will go on to the next extension in the group.
ACD	Automated Call Distribution or Automatic Call Distribution. See call distribution groups below.
auto-attendant	An automated call-routing system for incoming calls which can be used either instead of or in addition to a live operator. The auto-attendant is the system which tells incoming callers, "Press 1 for Sales, 2 for..."
barge-in	Breaking into an existing conversation or picking up a line after a caller has already started leaving voice mail

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call distribution group	Groups of extensions can be grouped into a call distribution group. This function is part of the auto-attendant function, and is normally used to allow callers to dial an entire department, such as sales, rather than just an individual. When the auto-attendant routes a call to a call distribution group, the phones associated with all extensions set to "Accept Calls" in the group will ring in sequence (one at a time) until either the call is picked up by someone or it times-out. If a call times-out, depending on how the auto-attendant is configured, the call is either sent to voice mail or the caller is given a message and disconnected. If at least one of the extensions in the group is busy, then the call will go into a waiting queue, where reassurance messages are played, along with hold music if enabled, until either a time-out is reached or one of the group extensions becomes available.

Note that call distribution groups are not the same as ring groups. See *ring groups* for the definition of a ring group. |
| **call forwarding** | When call forwarding is enabled for an extension, callers dial one extension (for example, 752) but the call rings and can be answered at another extension (for example 805). The extension dialed (752) is the "forwarded" extension. The extension where the call actually rings (805) is the "forwarding" extension. Note that, in this example, if no one answers at the phone at extension 805, the call will go to the voice mailbox of extension 752. |
| **call waiting** | When call waiting is enabled for your extension, you will hear a short beep at your end of the conversation if you are on the phone and another call comes in.

Note that, when you hear a call-waiting beep, you can simultaneously place your current call on hold and pick up the incoming call by entering the Pick Up Waiting Call sequence $\boxed{\text{Flash}}$ $\boxed{3}$.

You can then toggle between the calls using the Swap Hold sequence $\boxed{\text{Flash}}$ $\boxed{*}$. |
| **Centrex** | Centrex lines are a type of central office line with special features. Centrex lines are standard analog loop start lines, but have different capabilities at the central office. The only Centrex capability that is relevant for the NexPath Telephony Server is the ability to transfer a call using hook-flash signalling, so that the NexPath Telephony Server can drop out of the call. Centrex lines are sometimes known by different names in other parts of the US. |

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CPC	Calling party control, also known as line supervision or wink disconnect signalling. All of these terms refer to the brief interruption in the battery current on an analog line, to indicate to connected equipment when a distant party has disconnected. The CPC signal is required by the NexPath Telephony Server on inbound CO lines, to prevent calls that are in the auto-attendant or conferenced with other CO lines, from becoming connected indefinitely even though the outside party has hung up. Most if not all central offices in the US provide this signal, but some channel banks (analog line conversion from T1 digital lines) do not. NexPath does not recommend connecting the NexPath Telephony Server to channel bank or ISDN-to-analog equipment that does not provide the CPC signal.
CPC Delay	The CPC delay is the time from when the caller actually has disconnected, to when the central office sends the CPC signal. The NexPath Telephony Server has a programmable CPC delay compensation adjustment, to compensate for this time delay, to eliminate long periods of silence at the end of voice mail messages. This can be programmed by the system administrator. See the System Administration Guide for details. The CPC delay compensation is merely a fixed amount of time that is chopped off of the end of all voice mail messages. If you find voice mail messages cut off at the end, the CPC delay compensation factor may have been set too large. Contact your system administrator.
Day mode	Each extension can be assigned to ring at a different phone or group of phones depending on whether the system is in the Day mode or Night Mode. Usually, systems are configured so that calls placed to the operator ring at the operator's phone when the system is in Day mode, but ring over the overhead PA speaker when the system is in Night Mode. Individual extensions may be similarly configured. Day and night mode can be changed from the telephone keypad and from the web application **TelOper**, as described in the *Users Manual*.
Do Not Disturb mode	Individual extensions can be placed in either an "Accept Calls" mode or a "Do Not Disturb" mode. When an extension is in "Do Not Disturb" mode, calls placed to it will not ring the phone but instead will be sent directly to voice mail.

If the extension is part of a call distribution group, incoming calls will be routed past any extensions which are in the "Do Not Disturb" mode and will go on to the next extension in the group. |
| **extension number** | The number an outside caller dials to get to a specific person or department. Extension numbers are also used to access outside lines, ring groups, PA speakers, voice mail boxes, speed dial numbers, park orbits, and automated attendants. |

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FSK	Frequency Shift Keying, in this manual referring to the signalling technique for control the voice mail light on compatible telephones, and the signalling technique for communicating the caller ID of an inbound call.
hook-flash	The hook-flash is used to communicate to the system that some sort of control sequence will follow. It is accomplished by depressing the telephone hook switch for an interval of greater than 50 milliseconds and less than 750 milliseconds (a millisecond is 1/1000ths of a second, so 750 milliseconds is 3/4 of a second).
	Some telephones have a flash button that accomplishes this task.
	Note that your telephone system distinguishes between a hang-up, which is longer than about three-quarters of a second, and a hook-flash, which is a short depression of the hook switch.
	The symbol Flash is used in this manual to indicate a hook-flash.
inside lines	The physical lines which you will run within your building and connect your telephones, FAX machines, etc. Also called station lines or inside extension lines. Designated by the NexPath Telephony Server as IL-1, IL-2, etc.
inside dial tone	A dial tone provided by the NexPath Telephony Server rather than by the local telephone company. Note that, depending on the dial tone provided by your phone company, the tone of an inside dial tone and an outside dial tone may be indistinguishable from one another.
listen in	Listening into an existing conversation or listening to a line after a caller has already started leaving voice mail (screening voice mail).
Night mode	Each extension can be assigned to ring at a specific phone or group of phones depending on whether the system is in the Day mode or Night Mode. Usually, systems are configured so that calls placed to the operator ring at the operator's phone when the system is in Day mode, but ring over the overhead PA speaker when the system is in Night Mode. Individual extensions may be similarly configured. Day and night mode can be changed from the telephone keypad and from the web application **TelOper**, as described in the *Users Manual*.
outside dial tone	A dial tone the local telephone company. Note that, depending on the dial tone provided by your phone company, the tone of an inside dial tone and an outside dial tone may be indistinguishable from one another.
outside lines	Sometimes called **CO**, for Central Office, lines, **trunk** lines, or **telco** lines. All of these terms are synonymous, and refer to the physical lines which come into your building from the phone company.
park orbit	A special way of putting a call on hold which allows anyone to pick the call up by dialing the number of the park orbit (a type of public hold).

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password protection	To insure that unauthorized people do not retrieve your voice mail, barge into your conversations, etc., many of the advanced features of the NexPath Telephony Server require that you enter a numerical password to identify yourself to the system before the feature can be accessed.
physical lines	The actual telephone lines connected to the NexPath Telephony Server.
pickup groups	See ring groups below.
ring cadence	Extensions can be programmed to ring with any of six different ringing patterns, or cadences. Extensions can also be programmed to ring differently depending on whether the call is an inside call or a call from an outside line.
ring groups	Groups of physical telephone lines can be assigned to a ring group, also called a pickup group. This function is normally used so that a ringing phone can be picked up from another (non-ringing) phone using the pick up group sequence $\boxed{*}$ $\boxed{0}$, followed by a single digit ring group number.
	An extension can also be assigned to a ring group, so that when the extension is dialed, the group of phones will ring. The first extension picked up in the group of ringing phones will get the call.
	Note that ring groups are not the same as call distribution groups. See *call distribution group* above for the definition of a call distribution group.
Short Name	This is the name that is recorded in a voice mai box, so that when a voice mail message is copied to another mail box, this name recording is prepended to the message to identify who it is from. Also, the short name is used to identify all extensions that forward to the voice mail box where it is recorded, to identify the extensions in the dial by name auto-attendant.
system administrator	This is the person in charge of administering the system, that is, adding or removing users, assigning users extension numbers and passwords, and changing other system parameters as needed. Please refer to the *NexPath Telephony Server System Administration Guide* for more details on what the system administrator can and cannot do.

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user   In this manual, the term "user" is used to describe someone who has been assigned an account on the system by the system administrator (i.e., someone who has been assigned a password, an extension number, a voice mailbox, etc.). A particular user is identified by the system via his secret password.

VMWI   Visual Mail Waiting Indicator, the light on compatible telephones that indicates if there is unread voice mail. The VMWI standard for voice mail lights is also called the FSK technique (see the FSK definition in this glossary), and refers to a signalling technique for controlling the voice mail light with low speed modem-like tones. Telephones that are caller ID compatible, that have a voice mail indicator, are almost universally VMWI compatible, since both signalling techniques are in the same Bellcore standard.

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