

TMS-100 Plug-N-Play



For SK-824 Electronic Telephone System



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Installation - Quick Reference Guide

TransTel Communications, Inc

Notes For SK-824 & TMS-100 Plug and Play Voice Mail

SK-824 - Information

The table listed below shows the database changes necessary for a SK-824 Plug and Play KSU in order to install a TMS-100 configured as a Plug and Play.

First, you must decide which Single Line Telephone Station Circuits that you wish to use for voice mail. This document assumes you are using a 4 port TMS-100 voice mail system. If you are using a larger or smaller TMS-100, you will need to list more or fewer stations. Please enter the extension numbers **and** the circuit numbers for the 4 ports you intend to use.

Basic Information	Extension Number	Equipment Number
Voice Mail Port 1		
Voice Mail Port 2		
Voice Mail Port 3		
Voice Mail Port 4		

The circuit numbers consist of a 2 digit code.

The first digit is the physical card in the cabinet. There are three possible cards in the cabinet of a SK-824.

The second digit of the circuit number is the physical circuit on the station card. All station cards are 8 circuit cards. ***If you connect your voice mail to the last 4 circuits on a station card, the circuits will be connected on circuits 5, 6, 7 and 8.*** This information is necessary in order to properly program the SK-824 for integration with the TMS-100.

Valid circuit numbers are: 11 through 18
 21 through 28
 31 through 38

Database Items that must be changed for Plug-N-Play installation for SK-824. This is for a system with a 4 port TMS-100 and a SK-

Item	Description	Plug-N-Play
01-01-05	Busy Reminder Tone Interval	6=30 seconds
01-02-01	Single Line Telephone Dial Tone Timeout	5=16 seconds
01-02-02	Single Line Telephone – Inter Digit Timeout	5=16 seconds
01-02-04	SLT Release (Disconnect)	6=1000 ms
01-03-07	Dial Tone Options	0=Normal
01-04-01	Callback Timer	0=None
01-06-01	Transfer Recall - Busy	2=15 seconds
01-06-02	Transfer Recall - No Answer	2=15 seconds
01-08-01	CO Hunt Interval	3=6 seconds
01-08-03	SLT Busy Remind Tone	1=Disable
01-09-03	CO Disconnect Timer	4=320 milliseconds
01-10	Voice Mail digit string	dddddddd
01-12-05	VM Integration Type	7–10 digit muted

The following programming changes will be determined by the extension number where the voice mail is connected. Please refer to the entries you made on page 3 of this document.

Form 25 – Extension Number – 03

Enter the voice mail extension numbers in the blank spaces below and make sure the system programming is changed to accept this.

Item	Description	Plug-N-Play
25-____-03	Call Split – Voice Mail Port 1	1=Disable
25-____-03	Call Split – Voice Mail Port 2	1=Disable
25-____-03	Call Split – Voice Mail Port 3	1=Disable
25-____-03	Call Split – Voice Mail Port 4	1=Disable

Basic Plug and Play Information

Greetings Text

The following greetings are recorded on the Plug-N-Play TMS system.

User ID 990 Greeting 3

Hello, this is User ID 990 on the TMS series system. This is your first answer greeting. Normally, this message will say, "Thank you for calling XYZ corporation." You should replace this message with a custom greeting of your own. Please refer to Section 3, Recording your Greetings, in the TMS Administration and Programming Guide. Look in the section entitled Record the Company Greeting. When this message is finished, TMS will move to User ID 991.

User ID 991 Greeting 3

This is User ID 991. This message is generally used to give incoming callers instructions on how to navigate your individual TMS system. This message should be replaced with your own instructions on how to reach the departments or people or to give them options to move to other User ID's within the system. To re-record this message, follow the directions given in Section 3 of the TMS Administration and Programming Guide. You will find specific instructions listed under the category, Record Caller instructions.

When this message is complete, if the incoming caller has not dialed anything, TMS will offer the option of sending the call to User ID 0, the Operator.

User ID 11 through 34

You have reached the voice mailbox of User ID xx. Please leave a message at the tone, or you may dial 0 to reach the system operator.

User ID 411

Enter the first 3 letters of the first or last name of the person you wish to reach. When you hear the name of the person, please dial the extension number given after the person's name.

User ID 412

If you heard the name of the person you wish to reach, please dial the extension number at this time. If you wish to check the directory again, please press 1 or you may reach the system operator by dialing 0.

For example: If your voice mail ports are connected to extensions 31, 32, 33 and 34, you need to program 25-31-03, 25-32-03, 25-33-03 and 25-34-03 all with the value of 1. This setting is vital to proper programming for voice mail connectivity.

Form 26 – Extension Number - 04

Enter the voice mail extension numbers in the blank spaces below and make sure the system programming is changed to accept this.

Item	Description	Plug-N-Play
26-____-04	Station Conference Voice Mail Port 1	1=Disable
26-____-04	Station Conference Voice Mail Port 2	1=Disable
26-____-04	Station Conference Voice Mail Port 3	1=Disable
26-____-04	Station Conference Voice Mail Port 4	1=Disable

For example: If your voice mail ports are connected to extensions 31, 32, 33 and 34, you need to program 26-31-04, 26-32-04, 26-33-04 and

Form 28 - Extension Number - 05 Toll Classification - Day Service

Like the previous forms listed, you need to enter the extension numbers that are connected to voice mail.

Item	Description	Plug-N-Play
28-____-05	Toll Class – Day Service Voice Mail Port 1	9=Disable
28-____-05	Toll Class – Day Service Voice Mail Port 2	9=Disable
28-____-05	Toll Class – Day Service Voice Mail Port 3	9=Disable
28-____-05	Toll Class – Day Service Voice Mail Port 4	9=Disable

Form 28 – Extension Number – 06 Toll Classification – Night Service

Like the previous forms listed, you need to enter the extension numbers that are connected to voice mail.

Item	Description	Plug-N-Play
28-____-06	Toll Class – Night Service Voice Mail Port 1	9=Disable
28-____-06	Toll Class – Night Service Voice Mail Port 2	9=Disable
28-____-06	Toll Class – Night Service Voice Mail Port 3	9=Disable

Note regarding Form 28: The entries for toll restriction are designed as a preventative measure to prevent possible toll abuse by outside callers. **The programming listed on forms 28-Extension Number-05 and 28-Extension Number-06 above will prevent the voice mail system from dialing any outside calls.** If your application requires the use of a pager(s) you may choose to set the toll restriction levels for the voice mail at 0 or build an appropriate toll restriction table for the voice mail.

Form 29 – Circuit Number – 02 - Equipment Type

Please note that this form uses the circuit number (cabinet-slot-circuit) and **NOT the extension number** of the voice mail port. Refer to the entries and instructions from page 3 of this booklet.

Item	Description	Plug-N-Play
29-____-02	Equipment Type Voice Mail Port 1	8=Voice Mail Port
29-____-02	Equipment Type Voice Mail Port 2	8=Voice Mail Port
29-____-02	Equipment Type Voice Mail Port 3	8=Voice Mail Port

Note: Setting the equipment type to Voice Mail Port causes the SK-824 to send proper integration digit strings to the voice mail system and proper operation of Message Waiting.

In the *Chains* section everything should be blanks, except for Done, which should be set to 999 and Delay, which should be set at 0. User

```
MESSAGE ON SMTWTFS 00:00-23:59 0 min/60 min
MESSAGE OFF SMTWTFS 00:00-23:59 0 min/60 min
<DISABLED>
<DISABLED>
```

The substance of the notification templates should be as follows (referring to the lower portion of the Notification screen:

Message Waiting On Template:

Enabled	MTWTFSS	From	To	Notify	Continue	Max Times
YES	YYYYYYY	00:00	23:59	0 min	60 min.	1

Title: MESSAGE ON Type: NORMAL Variable:
Method: 7071%U

Message Waiting Off Template:

Enabled	MTWTFSS	From	To	Notify After	Continue Every	Max Times
YES	YYYYYYY	00:00	23:59	0 min	60 min.	1

Title: MESSAGE OFF Type: PICKUP Variable:
Method: 7072%U

Message Waiting Template Notes:

Default Plug and Play Systems

All TMS-100 systems configured as Plug and Play have Message Waiting ON and Message Waiting OFF codes enabled (Enable = YES).

Note: On TMS-100 Voice Mail systems User ID 17 and User ID 18 do not have the Message Waiting ON codes enabled. This is due to the fact that TMS-100 Plug and Play voice mail systems are configured as if they are connecting to a SK-824 telephone system.

Using 3 Digit or 4 Digit Extension Numbers

If you program your SK-824 for 3 digit extension numbering or 4 digit numbering, you will need to change the integration information for the TMS system. Perform the following steps:

1. Shut down the TMS system by pressing <ALT> <S>. TMS will ask for a password. Factory default password is **TMS** (all capital letters). Enter the password and press <Enter>.
2. TMS will ask if you really want to shut down. Press **Y**
3. TMS will confirm once again that you want to shut down. Press **Y**
4. When you return to the DOS Prompt (C:\TMS) type **SETUP** and press <ENTER>.
5. Select Option 1.
6. Press key <F1>.
7. You will be presented with a list of telephone systems. Scroll down using the down arrow keys on the keyboard until you see the entries for the TransTel SK-824. Highlight the entry that is correct for your installation (2 digit, 3 digit or 4 digit numbering plans) and press <Enter>.
8. Your system is now configured for proper integration for the selected extension numbering plan.
9. Press <ESC> <ESC>. You will be at the DOS prompt (C:\TMS).
10. Type **TMS** and press Enter. TMS will start.

MAILBOX 997 – Default Values

Mailbox 997 is the system “default” mailbox. When you create a new mailbox, it will have the same parameters as mailbox 997. This relieves you from the necessity to program each item for each mailbox individually. If you need to change the default values for some reason, changing them in 997 will cause any new mailboxes created after the changes to share the values stored in mailbox 997.

Mailbox 997 Factory Defaults

Maximum Rings:	0		
Do Not Disturb:	OFF	Lock:	OFF
Screen Calls:	OFF	Lock:	OFF
Store Messages?	YES	Max:	180 sec
Conv Messages To:			
Message Volume:	0	Guests:	-1
Current Greeting	0	Max:	45 seconds
Busy Message?	SYS	Name/Ext?	YES

Form 42 – CO Line – xx - Day Ringing Assignment

Form 42 determines the stations that will ring on an incoming call. We recommend that you program the voice mail extensions as the first 4 extensions to ring on each incoming CO line, with one or more extensions programmed as “backup” answering positions in case of a voice mail failure or a situation where all voice mail ports are in use. Ringing extensions are programmed one after the other on this form.

The system automatically assigns stations to ring when the system is initialized, so you might find it advantageous to use DSS button 8 (Clear All) to empty the ringing assignment form before you program the ringing stations on it.

A version of Form 42 exists for each CO line in the system. A SK-824 system can have up to 8 CO lines, so Form 42-01-xx through 42-08-xx may exist in your SK-824.

Form 43 – CO Line – xx - Night Ringing Assignment

Form 43 determines the stations that will ring on an incoming call when the system is in Night Service. This form works for Night Service in the same manner as Form 42 does for Day Service.

The system automatically assigns stations to ring when the system is initialized, so you might find it advantageous to use DSS button 8 (Clear All) to empty the ringing assignment form before you program the ringing stations on it.

A version of Form 43 exists for each CO line in the system. A SK-824 system can have up to 8 CO lines, so Form 43-01-xx through 43-08-xx may exist in your SK-824.

Form 46 – CO Line – 07 - Day Ring Type Form 46 – CO Line – 08 - Night Ring Type

Incoming Ringing Type should be set to type 3 (Hunt) for all incoming trunks that are to be answered by voice mail. This setting provides optimum control of incoming ringing. When set to 3, the first available voice mail port receives incoming ring signal. If the first port is busy, the system will automatically step to the second port. Should the first port not answer for any reason, the second port will be added on after the expiration of the timer set on Form 01-08-01. Using this ringing sequence calls can be answered in a timely manner by the voice mail without tying up more than one voice mail port per call.

There is a version of Form 46 for each CO line installed in your system.

So Form 46-01-xx through 46-40-xx may exist in your SK-200.

Form 47-01 – Hunt Group Access Code

In order for stations to easily call the voice mail system, each of the voice mail extensions must be assigned to a Hunt Group. We recommend that you program your voice mail ports into Hunt Group 1. Form 47-01 assigns the Access Code and the Hunt type to the First Hunt Group.

The Access code you apply for this group is entirely up to you, but the guidelines for Hunt Group assignment are as follows:

- 1 The Access code for the Hunt Group must be the same length as your extension numbering plan.
The Access code must be unique to the system. Your access code cannot be the same as an extension in the system.
- 2 Your access code can begin with the digits 1 through 6.
2 digit extensions: 10 through 69 are OK.
3 digit extensions: 100 through 699 are OK
4 digit extensions: 1000 through 6999 are OK

Note: The access code you select for the Hunt Group cannot conflict with an existing extension in the SK-824.

47-01	Hunt Group Access Code	____ 1
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Form 48-01-xx - Hunt Group Members

Form 48-01 determines the extensions that are members of Hunt Group 1 during day service. Program this form with the extension numbers that are connected to the voice mail system.

48-01-xx	Hunt Group Members	____ ____ ____ ____
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TMS Information

The following parameters have been pre-set by TransTel to enable Plug-N-Play operation.

Database Entry/Verification TMS-100

System Setup

Option 1. **System Dial Codes**

Item	Entry
# Dial code to put a caller on transfer hold	F
# Dial code to use when there is no transfer dialtone	(blank)
# Dial code to return to caller after Ring No Answer	(blank)
# Dial code to return to caller when there is a Busv	F-
# Dial code to use after a call screening reject	F
# Dial code to connect the caller to the extension	H
# Number of seconds to wait for dialtone detection	0
# Number of 1/100 seconds to use for Flash time	35
# Which DTME tone to listen to for answer detection	A
# Which DTME tone to listen to for hangup detection	C
# What to dial BEFORE dialing the User ID extension	(blank)
# What to dial AFTER dialing the User ID extension	H
# What to dial when the system first starts up	(blank)
# What to dial when the system performs a shutdown	(blank)
# What to dial when a port goes off-hook	(blank)

Option 3. **System Integration Patterns**

If you use 2 digit extension numbering in your SK-200 the proper integration is already installed from the factory as listed below:

Item	Entry
Integration Timeout by 1/10	10
Forward from Ring No Answer	1300rr00xx
Forward from Ring No Answer	1100rr00xx
Forward from Ring No Answer	2500rr00xx
Forward from Ring No Answer	2100rr00xx
Forward from Ring No Answer	2300rr00xx
Forward from Busv extension	1200rr00xx
Forward from Busv extension	2200rr00xx
Direct call from extension	1400ee00xx
Direct call from a CO trunk	2ttttt00xx
Direct call record	1500ii00xx