



Enterprise Edge 2.0 Voice Messaging Programming Record

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Programming overview

Description of programming	Title and page number
For each Greeting Table: <ul style="list-style-type: none"> • record custom Automated Attendant Menu prompt or use default • assign Greetings • assign Greeting Table features • assign hours for each day of the week 	Enterprise Edge Voice Messaging Greetings on page 6
Assign lines answered by Enterprise Edge Voice Messaging	Enterprise Edge Voice Messaging line answering on page 8
View Class of Service defaults	Class of Service defaults on page 9
Enter custom Class of Service values	Custom Class of Service on page 10
Record Mailbox values	Mailbox on page 11
Assign Group Lists	Group Lists on page 12
Assign Calling Line Identification	Calling Identification Dialing Tables on page 13
Define each node on a CCR Tree	Custom Call Routing (CCR) nodes on page 14
Design a CCR Tree	Custom Call Routing (CCR) programming template on page 15
Set Dialing Translation parameters	Dialing Translation parameters on page 16
Record Dialing Translation Table entries	Dialing Translation parameters on page 16
Assign return to Automated Attendant Option	Automated Attendant on page 17
Assign miscellaneous programming	Miscellaneous programming on page 17
Assign Operator and business options (F982 followed by the OPERATOR password)	Operator and Business Status on page 17
Programming defaults	Programming Defaults on page 18

The following tables provide an approach to Enterprise Edge Voice Messaging programming. To use this overview:

- determine which options apply to your system.
- refer to the task and page number shown on page 3.
- determine if the defaults apply. Defaults are shown in **bold**.
- if the default does not apply, write information or circle an option as required.

Customer information

Customer/Company:	Installation date:
Address:	Notes:
Telephone:	
System Administrator:	

Pre-installation

Enterprise Edge Voice Messaging	
Number of mailboxes	
Number of external lines to be answered	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Greeting Tables



Copy page before using if more sheets required.

Greeting Table				
Greeting Table number	1	2	3	4

Custom Automated Attendant Menu	
Primary Language prompt	
Alternate Language prompt	

Assigning greetings																				
Morning	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
Afternoon	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
Evening	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
Non-business	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40

Table Features	
Language preference	PRI ALT
Target Attendant extension	
CCR Tree	1 2 3 4 5 6 7 8 none

Note: For more information about CCR programming, refer to [Custom Call Routing \(CCR\) nodes](#) on page 14 and [Custom Call Routing \(CCR\) programming template](#) on page 15.

Business Hours Table								
Day	Morning	CCR Tree	Afternoon	CCR Tree	Evening	CCR Tree	Non-business	CCR Tree
Default	12:00 a.m. (midnight)		12:00 p.m. (noon)		06:00 p.m.		06:00 p.m.	
Mon	__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.	
Tue	__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.	
Wed	__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.	
Thu	__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.	
Fri	__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.	
Sat	__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.	
Sun	__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.		__:__ a.m. or p.m.	

Note: Times shown are defaults. Time must be entered in hh:mm format. Circle a.m. or p.m. if 12-hr clock is used.

Class of Service defaults

Class of Service	1	2	3	4	5	6	7	8
Prompt language	P	A	P	A	P	A	P	A
Maximum mailbox message time (minutes)	15	15	15	15	5	5	20	20
Maximum message length (minutes)	3	3	7	7	3	3	2	2
Message retention period (days)	30	30	0	0	7	7	15	15
Greeting length (minutes)	1	1	1	1	1	1	10	10
Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry intervals (minutes)	5	5	10	10	n/a	n/a	30	30
Number of attempts	3	3	5	5	n/a	n/a	9	9
Outbound Transfer	Y	Y	Y	Y	N	N	Y	Y
Incorrect password attempts	9	9	9	9	6	6	4	4
Password expiry (days)	90	90	90	90	60	60	30	30
Networking* (AMIS and digital)	Y	Y	Y	Y	N	N	Y	Y
Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Call Record	N	N	N	N	N	N	N	N

Class of Service	9	10	11	12	13	14	15	16
Prompt language	P	A	P	A	P	A	P	A
Maximum mailbox message time (minutes)	10	10	30	30	120	120	120	120
Maximum message length (minutes)	3	3	7	7	10	10	2	2
Message retention period (days)	365	365	60	60	90	90	45	45
Greeting length (minutes)	1	1	2	2	3	3	5	5
Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry intervals (minutes)	5	5	n/a	n/a	15	15	30	30
Number of attempts	3	3	n/a	n/a	7	7	9	9
Outbound Transfer	Y	Y	N	N	Y	Y	Y	Y
Incorrect password attempts	9	9	9	9	6	6	4	4
Password expiry (days)	90	90	90	90	60	60	30	30
Networking* (AMIS and digital)	Y	Y	N	N	Y	Y	Y	Y
Target Attendant	Y	Y	N	N	Y	Y	Y	Y
Call Record	N	N	N	N	N	N	N	N

*Enterprise Edge Integrated Solution optional software

Custom Class of Service

Class of Service	1	2	3	4	5	6	7	8
Prompt language								
Maximum mailbox message time (minutes)								
Maximum message length (minutes)								
Message retention period (days)								
Greeting length (minutes)								
Off-premise Message Notification								
Retry intervals (minutes)								
Number of attempts								
Outbound Transfer								
Incorrect password attempts								
Password expiry (days)								
Networking* (AMIS and digital)								
Target Attendant								
Call Record								

Class of Service	9	10	11	12	13	14	15	16
Prompt language								
Maximum mailbox message time (minutes)								
Maximum message length (minutes)								
Message retention period (days)								
Greeting length (minutes)								
Off-premise Message Notification								
Retry intervals (minutes)								
Number of attempts								
Outbound Transfer								
Incorrect password attempts								
Password expiry (days)								
Networking* (AMIS and digital)								
Target Attendant								
Call Record								

Mailbox



Copy page before using if more sheets required.

Mailbox #	Ext #	Class of Service* (1 to 16)	Name (1 -16 letters)	Type (check one)						Alt Ext 1 #†	Alt Ext 2 #†	Express Messaging line #†	Included in company directory	Message Waiting Notification	Call Screening	Outdial Route L = line R = route P = pool None = default
				Information	Subscriber	AMIS**	Fax On Demand**	Fax Overflow**	Network Delivery**							
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	
												Y N	Y N	Y N	L__P__R None	

* For more information see page 9. ** If equipped. †Subscriber mailboxes only.

Calling Identification Dialing Tables



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Telephone number		<input type="text"/>	
Destination type (choose one)	Greeting Table	<input type="checkbox"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="checkbox"/>
		CCR node	__ : __ : __ : __ : __ : __ : __ : __ : __ : __
Telephone number		<input type="text"/>	
Destination type (choose one)	Greeting Table	<input type="checkbox"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="checkbox"/>
		CCR node	__ : __ : __ : __ : __ : __ : __ : __ : __ : __
Telephone number		<input type="text"/>	
Destination type (choose one)	Greeting Table	<input type="checkbox"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="checkbox"/>
		CCR node	__ : __ : __ : __ : __ : __ : __ : __ : __ : __
Telephone number		<input type="text"/>	
Destination type (choose one)	Greeting Table	<input type="checkbox"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="checkbox"/>
		CCR node	__ : __ : __ : __ : __ : __ : __ : __ : __ : __
Telephone number		<input type="text"/>	
Destination type (choose one)	Greeting Table	<input type="checkbox"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="checkbox"/>
		CCR node	__ : __ : __ : __ : __ : __ : __ : __ : __ : __
Telephone number		<input type="text"/>	
Destination type (choose one)	Greeting Table	<input type="checkbox"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="checkbox"/>
		CCR node	__ : __ : __ : __ : __ : __ : __ : __ : __ : __

Custom Call Routing (CCR) nodes



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Node location		
Tree	1 2 3 4 5 6 7 8	Enabled Y or N
Path	____ : ____ : ____ : ____ : ____ : ____ : ____ : ____ : ____	
Node type (choose one)		
Menu or Info	Primary message:	
	Alternate message:	
Fax On Demand (if enabled)	Primary message	
	Alternate message	
	Call method: one two	Line or pool number
Transfer	Internal	Extension number
	External	Line or pool number
		Telephone number
Mailbox number		

Destination Choose one. This applies to a Mailbox node.

PREV (go to previous node) HOME (go to top-level node) DISC (exit Enterprise Edge Voice Messaging)

Node location		
Tree	1 2 3 4 5 6 7 8	Enabled Y or N
Path	____ : ____ : ____ : ____ : ____ : ____ : ____ : ____ : ____	
Node type (choose one)		
Menu or Info	Primary message:	
	Alternate message:	
Fax On Demand (if equipped)	Primary message	
	Alternate message	
	Call method: one two	Line or pool number
Transfer	Internal	Extension number
	External	Line or pool number
		Telephone number
Mailbox number		

Destination (choose one) This applies to a Mailbox node.

PREV (go to Previous node) HOME (go to top-level node) DISC (exit Enterprise Edge Voice Messaging)

Custom Call Routing (CCR) programming template



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Tree number 1 2 3 4 5 6 7 8

This template helps you design a Custom Call Routing Tree. Each box represents a node on the Tree. To use this template:

- use the space provided in each box to record the Path number, Node type and Greeting. Node types are Menu, Information, Mailbox and Transfer.
- for Menu and Information nodes, record a description in the box.
- draw lines between the boxes to form the Paths.
- using the form on the previous page, record in detail your programming for each node.

Home Menu

Path
Node type

Path
Node type

Path
Node type

Path
Node type

Path
Node type

Path
Node type

Path
Node type

Path
Node type

Path
Node type

Path
Node type


Path
Node type

Path
Node type

Dialing Translation parameters

Long Distance Access Code	
Area Code	
Access Code	
Reply Translate	Y N

Dialing Translation Table

 This table lets you record 25 entries.
Copy before using if more sheets required.

For each Dialing Translation Table entry, enter an Input value and an Output value.
The Input value can be a maximum of 14 digits. The Output value can be a maximum of 15 digits.

INPUT VALUE	OUTPUT VALUE
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Note: Enterprise Edge Voice Messaging sorts the Table entries in ascending numerical order but longer, more specific entries appear before shorter, more generic entries.

Automated Attendant

Return to Automated Attendant	Y	N		
Touchtone Gate	None	Standard	Custom	_____

Miscellaneous programming

Access to Company Directory				
Enable	Y	N		
Match	First name	Last name	Both	
System languages				
Bilingual	Y	N		
Primary Language				
Alternate Language				
Enterprise Edge Voice Messaging				
Enable	Y	N		
General Delivery Mailbox				
Enable	Y	N		

Operator and Business Status

Password OPERATOR (67372867)				
Receptionist or Operator available**	Y	N		
Business open**	Y	N		
Answer trunks	Y	N		
Receptionist or Operator extension				

** These settings are usually changed by the receptionist or Operator on a daily basis.

Programming Defaults

Initialization	
Bilingual	No default
Primary Language	No default
Group List enabled	Y
Group List leading digit	9
Feature codes (F*3)	
Leave Message	980
Open Mailbox	981
Operator Status	982
Call forward to Enterprise Edge Voice Messaging	984
Enterprise Edge Voice Messaging extension	985
Transfer	986
Interrupt	987
Call Record	989
Greeting Tables	
Return to Automated Attendant	N
Automated Attendant Menu Prompt	Y
Morning Greeting	1
Afternoon Greeting	2
Evening Greeting	3
Non-business Greeting	4
Language Preference	PRI
Attendant extension	No default
CCR Tree	None
Business Hour Table	Morning 12:00 a.m., Afternoon 12:00 noon, Evening 6:00 p.m. Non-business 6:00 p.m.
Line answering	
Answered by Enterprise Edge Voice Messaging	N
Greeting Table number	1
Number of rings	0
Automated Attendant	
Return to Automated Attendant	N
Operator and Business Status	
Receptionist or Operator available	N
Business open	Y
Answer lines	Y
Receptionist or Operator extension	No default