



DIGIMAIL

Quick Installation Guide
Integration to Hybrex Telephone Systems



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Hybrex Voicemail

Introduction

The Hybrex Voicemail is a solid state flash voicemail. It is designed as a solution for small businesses.

Features

1. The voicemail supports up to 999 mailboxes.
2. The voicemail comes with two ports and is upgradeable to four ports.
3. The amount of mailboxes is limited by the recording time as there is only one hour available for a two ports and 3 hours available for four ports.

Points

It is advisable that the maximum number of mailboxes be used in the Hybrex Voicemail for two ports is 15 and for a four port a total of 30.

PBX Integration: Hybrex B1 - BX8 - BX320 - G1

Hardware Requirements

The PBX system will have to provide between 2 to 4 SLT ports depending on the port configuration of the Voicemail.

Programming Requirements

Step 1: Enter System programming Through the Keyphone or using the System programming tool.

Step 1: Set-up Voicemail Extensions into hunt group.

- Create a Hunt Group Pilot.

- Enter program code 67
- Set group number (GP) for hunt group, e.g. Enter 01
- Press Save
- Enter Hunt Group Pilot Number, e.g. Enter 333 as the pilot number
- Press Save

Step 2: Assign Voicemail CO extensions into, e.g. group 01

- Enter program mode 68 for day assignment
- Select group number (GP) for hunt group, e.g. Enter 01
- Press Save
- Enter the extension numbers which are to be voicemail CO's.
- E.g. Enter 117 and 118
- Press Save

Step 3: Repeat step 2 again but use Program Code 69 for Night Assignment.

Step 4: Assign Extensions as Voicemail ports

E.g. Extension 117 = Port 17

Extension 118 = Port 18

- Enter program mode 43
- Enter port 17
- Select item 02 – change item form 3 to 8
- Press save to proceed to port 18
- Select item 02 – change item form 3 to 8
- Press Save
- Press PRG to return to program mode

Step 5a: Set-up Hunt Group Hunting Method as Linear **B1 and BX8**

- Enter Program Mode 05
- Press 06 for System Timer Parameters - 06
- Select Item Number 08
- Press Save
- Change Item Number 0 to 1 and Press Save

→ Press PRG to return to Program mode

Step 5B: Set Hunt Group Ring Method as Linear – **BX320**

- Enter Program Mode 05
- Press 06 for System Timer Parameters - 08
- Select Item Number 08
- Press Save
- Change Item Number 0 to 1 and Press Save
- Press PRG to return to Program mode

Step 5C: Set-up Hunt Group Ring Method as Linear - **G1**

- Enter Program Mode 67-xx (xx = the hunt group number)
- Select Item Number 02
- Press Save
- Change Item Number 2 to 1 and Press Save
- Press PRG to return to Program mode

Step 6: Voicemail Integration.

- Enter Program Mode 05
- Press 12 for System Timer Parameters - 12
- Select Item Number 05
- Press Save
- Change Item Number from 0 to 7

Step 7: Program pause as leading digit for Voicemail forward, as the PBX Sends the mailbox ID too quickly.

- Enter Program Mode 05
- Press 10 for System Timer Parameters - 10
- Select Item Number 01
- Press Save – the screen will display dddddddd
- Press Hold to insert a pause (for pause timing Refer to 05-01-06)
- Screen should display pddddddd
- Press save and then press PRG to return to Program Mode

Hybrex Voicemail Programming Tool Set-up

Set up of Hybrex Software into a Computer

- Start-up Windows 95
- When Windows 95 has loaded, select **Windows Explorer**
- Select the C: drive
- Select **File** on the title bar.
- Select New which brings up a box of options
- Select Folder
- The new FOLDER will appear on the right with the default name highlighted. Name the Folder **REMOTE** and press Enter.
- Select the A: drive

- A folder named remote will print to your screen.
- Select the Remote Folder in A: drive and click once. Click the right mouse button and select copy
- Select and open the new folder in C: drive called REMOTE
- Click the right button and paste the file from A: drive into the REMOTE folder in C:
- Open the remote folder
- The file required for programming the Hybrex Voicemail is called **REMOTE.BAT**, select to bring up programming software.

Note; An increasing number of PC's are experiencing problems with DOS based programs running from Win 98. If you have this problem create a bootable DOS disk with the Remote program on board and run completely from DOS.

RS232 Cable Connection Diagram

This Cable is required for communication between the programming tool on your PC and the Hybrex Digimail.



Digimail		Computer	
Signal Name	Pin Number	Pin Number	Signal Name
DCD	1	7	RTS
		8	CTS
RX	2	3	TX
TX	3	2	RX
DTR	4	6	DSR
GND	5	5	GND
DSR	6	4	DTR
RTS	7	1	DCD
CTS	8		

Hybrex Voicemail Programming

System Configuration

Step 1: Connecting to Voicemail

- Use Serial Cable to link Voicemail and PC (Use Comport 1)
- Load programming tool. e.g.. REMOTE.BAT
- Remote menu will print on your screen. Select **Local Access to Host**
- When connection is complete a **Main Menu** will print to screen.
- Select **Application Screen** from menu and you will be prompted for a password
- Password is: **GMAADMIN**

- Select System Configuration
- Press F2 and select the type of PABX which the voicemail is going to integrate with – HYBREX-S is used with settings made in 05-12-05
- When you have selected the type of PABX the voicemail will self-configure to the default settings of the PBX choosen.
- For Digits In MBX Number change to the numbers of digits which will make up the length of your Mailbox number.
- Enter operators mailbox number if different.
- Enter different MSG lamp On / MSG lamp OFF sequence if different.
- F1 to save

RESTART THE HYBREX DIGIMAIL TO INITIALISE THE NEW PABX INTERGRATION

Reference:

Not all functions are mentioned above in system configuration, only the main points. Not much of it needs to be changed as the Voicemail

configures itself to the PABX selected. Refer to pages 23 to 26 in the Voicemail installation manual where the other functions are clearly defined.

*** Press ESC to escape to main menu***

Mailbox Configuration

Step 1: Basic set-up instructions for set-up mailbox.

- Select Mailbox Configuration. A **Mailbox List** will print to screen.
- To add a new mailbox select **INS**, which brings up a new mailbox configuration screen.
(To edit a mailbox select a mailbox in the Mailbox List.)
- Enter a Mailbox number (**Mailbox No.:**) in the position provided
- Enter mailbox **Owners Name** in the position provided
- Enter a password. e.g.: Same as Mailbox number.
- Enter the **Extension Number** which links to the mailbox number
- Assign Local Operator. E.g. **0**
- Set **MSG Lamp active** from **N** to **Y**
- **Under Internal notification**, assign **Number** to be exactly the same as the extension number. **(If the number is not correctly assigned the MSG waiting Lamp will not be illuminate.)**

Step 2: To Set Notification By Pager:

- Enter into Mailbox Configuration (Refer to pages 28 to 33 in Manual)
- Select A mailbox
- Enable External notification.
- Set Notification type to 2
- Enter pager number in space provided. Do not enter PABX prefix.
- F1 to save

- Enter into System Configuration (Refer to pages 23 to 24 in Manual)
- Enter specific pager Data: #6XXX#9
 - XXX : Digits to specify to the person paged that a message is in their
 - mailbox, such as 529 which is the station group for the extensions assigned to the VM ports
 - #6 : 6 second time delay to wait for packet to answer.

- #9 : Sends # to pacnet that the VM has finished sending information.
- Set PABX Prefix to 9. This is the digit dialled to access and outside line.

Step 3: To Set Notification To An External Number

- Enter into Mailbox Configuration (Refer to pages 28 to 33 in Manual)
 - Select A mailbox
 - Enable External notification.
 - Set Notification type to 1
 - Enter external number in space provided. Do not enter PABX prefix.
 - F1 to save
- Escape back to Voicemail Configuration Menu. (Refer to pages 23 to 24 in Manual)
- Enter into System Configuration
 - Set PABX Prefix to 9. This is the digit dialled to access and outside line.

Reference:

The Above is a basic guide to mailbox configuration. Please Refer to Pages 28 to 33 for further mailbox options.

Set-up Mailbox Greeting

- Ring into Voicemail from your extension
*When ringing into the voicemail from a Hybrex extension. The Hybrex does not forward digits to directly access a mailbox so you are required to enter **#2 – Extension Number** when the VM answers, and this logs the user into their mailbox.*
- Enter password – e.g. Mailbox number up to 5 digits
- Dial 2 in Main menu for Outgoing Messages
- Dial 6 for recording menu.
- Dial 1 to record message 1 & follow instructions provided by Voicemail / Dial 2 to record message 2 & follow instructions.
Provided by Voicemail, Select which message is to be played to caller
- Ring into Voicemail from your extension
- Enter password – e.g. Mailbox number up to 5 digits
- Dial 2 in Main menu for Outgoing Messages
- Dial 6 for recording menu
- Dial to choose which out of the 2 messages will be played to the caller & follow instructions provided by Voicemail
- ***Important- After recording a message please press # to save ***

Reference:

Refer to Pages 16 to 18 in Manual.

- REF-G. **On 7 goto node ID** **or goto mailbox**
Press F1 to save and press ESC to escape to AA programming.

Description of the above menu functions for the main AA Menu:

REF-B : When intending to access an extension directly:

In the AA node, a for menu function will have to be assigned the node ID: 99994, as it can be seen above that it is assigned to REF-B which is 2 and 2 refers to the first digit of our extension number. If 99994 were assigned to REF-G than direct extension access will not work.

REF-E : When intending to leave a message:

Dial 5 and the mailbox number immediately after, as the voicemail does not ask you for a mailbox number. (Dial 5 is an example). Dial 5 has to have the node ID 99995 assigned to in the for menu of the AA node.

REF-F: When intending to retrieve messages:

Dial 6 and the Voicemail will request your mailbox number and then your password. And by follow the simple voice instructions to listen to your messages. Dial 6 has to have node ID 99996 which allows access to retrieve messages.

Programming Step 2: Adding a new Node for the sales menu.

- Enter Auto Attendant programming from Main Menu
- Press INS on your keyboard to add a new Node
- Assign 2 as the Node ID
- Set Node type as menu (enter M) as this node provides a menu function
- Program Local operator as 0
- Set Node type as menu (enter M) as this node provides a menu function
- RE: Example

REF-A. On 1 goto node ID	or goto mailbox	201
REF-B. On 2 goto node ID	or goto mailbox	202
REF-C. On 3 goto node ID	or goto mailbox	0202
- Press F1 to save and press ESC to escape to AA programming.

E.g. With reference to the sales menu

- Welcome to the Cogent sales directory
- Dial 1 for extension 201
- Dial 2 for extension 202
- Dial 3 to leave a message.

NB: Looking at the sales menu. To differentiate between a call being directed to an extension or a mailbox. A 0 is placed in front of the mailbox ID so when a user for example dials 3 they are forwarded to mailbox 202.

*** The same steps in programming step 2 can be used to program the service directory but the Node ID should be 3 and the destinations will be different***

Set-up Day / Night and Auto-Attendant Greetings

Record Day / Night Greeting

Mailbox 99 is the system administrator's mailbox.

This allows you to record the Day and Night greeting and the Auto Attendant Greeting.

Node 20 is used as the day greeting.

- Ring into Voicemail
- Dial #2
- Dial #99 to access System Administration Mailbox
- Enter password – 123
- Dial 2 in Admin main menu to access AA Menu
- Dial 1 to record Day message & follow instructions provided by

E.g. Your day greeting can be as follows.

Welcome to Cogent Communications, Please dial:

- The extension number you require
- Dial 3 for the sales directory
- Dial 4 for the service directory
- Dial 5 and the MBX number to leave a message
- Dial 6 and the MBX number to retrieve messages

- Voicemail / Dial 2 to record night message & follow instructions
Provided by Voicemail
***Important- After recording a message please press # ***

Record AA Menu

- Ring into Voicemail
- Dial #2

- Dial #99 to access System Administration Mailbox
- Enter password – 123
- Dial 2 in Admin main menu to access AA Menu
- Dial 5 to record AA message
- The voicemail will request a node number enter for example Node ID 2 which is a menu node and follow instructions provided by Voicemail for recording a menu.
Your menu message can be as follows.
 - Welcome to the Cogent sales directory
 - Dial 1 for extension 201
 - Dial 2 for extension 202
 - Dial 3 to leave a message.
- ****Important- After recording a message please press # ****

The same process can be followed for Node 3 but recording node 3

Reference:

Refer to pages 50 to 52 in Voicemail manual

More Program Functions

Set-up Date & Time

The system has to be halted in order to change the Date & time

- In main menu select System Active Switch.
- Enter Password *****
- Select utilities
- Enter Password *****
- Select Change Date & Time
- Press F1 to save as this also re-activates the VM
- Press ESC to escape back to main menu

Special Programming Requirements when Connecting a PBX to:

1. Hybrex

Point A

Change Blind Transfer from Yes to No.

- Enter into Hybrex Voicemail Programming, which upon connection will print the Main Menu to the PC screen.
- Select Local Access to Host and Press Enter
- Enter into the Application Screen. The Voicemail will prompt for a password. The password is: **GMAADMIN**
Enter the password and Press **Enter**.
- Select System Configuration
- Change Blind Transfer to Operator and Extension to N (No).
- Press F1 to save
- Press ESC (Escape) to exit
- Press ALT F10 to return to Remote menu

Point B

Change Wait for dial tone from Yes to No.

- Enter into Hybrex Voicemail Programming, which upon connection will print the Main Menu to the PC screen.
- Select Local Access to Host and Press Enter
- Enter into the Application Screen. The Voicemail will prompt for a password. The password is: **GMAADMIN**
Enter the password and Press **Enter**.
- Select System Configuration
- Change Wait for dial tone to N (No).
- Press F1 to save
- Press ESC (Escape) to exit
- Press ALT F10 to return to Remote menu

Important Points

<i>Index</i>	<i>Description</i>
A	The Digimail does not have a Default function. All programming has to be deleted individually.
B	The Digimail in default performs an unsupervised transfer to extensions on the PABX. If the Extension call does not have a forward to the VM the PABX recall time will return the call to the originating extension. In the system configuration of the Digimail supervised transfer can be enable. (Be Aware)
C	When in programming mode, port 1 on of the Digimail is disrupted. The Digimail use port 1 to light lamps. The VM will not light message waiting lamps as it uses port 1 to do this. An incoming call enters the voicemail from and extension, which is forwarded, to the voicemail. If the call enters through port on the incoming caller will not hear the mailbox greeting but the Day or Night greeting and the AA menu if assigned. *(Be Aware) Port 1 will not function properly when in PC programming Mode*

Notes