

Aria PABX and Espresso - SET UP

The Espresso

Mailboxes Mailbox 0, 700 to 799 and 999 have been set

Mailbox 0 has been set as Mailbox Settings = Forward to Mailbox 700 and Extension Settings = Blind Transfer to 700

Mailbox 700 has been set as the Supervisor

Mailbox 999 has been set up as a Template for Telephone Admin for adding mailboxes

Basic COS is 100 all mail boxes are in this except the supervisor which is in COS 199

1/In Set Up-Telephone Systems

The system has been set for Number 600.This is the Aria 3 digit extension plan.
The Aria 4 digit extension plan Number is 601.

2/ In Set up – Advanced Settings-Edit Registry

AaBlindDelay 06 = 2
AaBlindDelay 07 = 2
AaBlindDelay 08 = 2
AaBlindDelay 09 = 2
AaBlindDelay 10 = 2

AaDialPrefix 06 = ,1,
AaDialPrefix 07 = ,1,
AaDialPrefix 08 = ,1,
AaDialPrefix 09 = ,1,
AaDialPrefix 10 = ,1,

AaMwi Clr 03 = **9@Ext
AaMwi Clr 04 = **9@Ext
AaMwi Set 03 = *8@Ext
AaMwi Set 03 = *8@Ext

AaTransferPre 06 = &,1
AaTransferPre 07 = &,1
AaTransferPre 08 = &,1
AaTransferPre 09 = &,1
AaTransferPre 10 = &,1

MinRecordLength = 2

Operator = &,0

VmTemplate = 999

flash-time = 60 (600mS)

hup_delay = 1

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hup_pattern = ***

hup_type = 1

tone 4 = 2 0 403 32 0 0 50 4 52 5 1 0 0

tone 5 = 2 0 415 27 443 29 41 4 118 99 1 0 0

tone 120 = 2 0 640 543 0 0 10 1 518 509 1 1 11

3/ In Menu 100

Set Instructions to 100.vox

Time Out = 3

Retries = 1

Set Time out to Play Instructions

Set Max retry to Operator

Set * to Play Instructions

Set # to Invalid Prompt (other menu's to previous menu number)

Set 0 to Operator

Set 1 to Invalid Option

Set 2 to Invalid Option

Set 3 to Invalid Option

Set 4 to Company Directory AA (extension)

Set 5 to Company Directory VM (mailbox)

Set 6 to Mail Box (For aria Get and Put Codes)

Set 7 to Extension Start (for Auto Attendant)

Set 8 to Invalid Prompt

Set 9 to Hang up

Operation: If nothing happens replays the menu once again then transfers you to the Operator (may want to change to "hang up" as an alternative option)

"*" will replay the menu again

4 and 5 will send you to Directory for extensions or mailboxes

6 is used for the putting and getting of messages from the aria. Can also be used for accessing messages remotely e.g. via a DDI to extension number of expresso so you don't have to go out to your Extension that is then forwarded to V.M. you can go straight to the expresso dial 6 then mailbox number etc.

7XX will send you to the Extension 7XX if diverted back to the Espresso will be via the 6 option as the aria will send 6 7XX

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Aria Telephone system

In Program 47 of the Aria set up a Group to Voice Mail (Flex button 4) (9700-97**) press speed and enter the appropriate amount of extensions (2,4,6 or 8)

In Program 48 ensure Btn 7 Put Mail Index is set to 1
Btn 8 Get Mail Index is set to 2

In Program 73 ensure that the following codes are set as follows

Btn 1 VM Table 1	Prefix 6	Suffix	Put Mail
Btn 2 VM Table 2	Prefix 6	Suffix #	Get Mail
Btn 3 VM Table 3	Prefix 6	Suffix	
Btn 4 VM Table 4	Prefix 6	Suffix	
Btn 5 VM Table 5	Prefix 6	Suffix	No Answer table
Btn 6 VM Table 6	Prefix 6	Suffix	Error Table
Btn 7 VM Table 7	Prefix 6	Suffix	Busy table
Btn 8 VM Table 8	Prefix 6	Suffix	DND Table
Btn 9 VM Table 9	Prefix *****	Suffix	Disconnect table

Note in Btn 2 (Get Mail) suffix, a # has been inserted, this is to automate a mail box entry function.

In Program 13

Set Flex Button 11 for SLT DTMF Message wait lamps and enter the (2, 4, 6 or 8) slt ports that the Voice mail is using to communicate with the Telephone system

Centrex Transfer

For this example the following have been used
200 for the Centrex transfer C.O.S.
200 for the dummy Mailbox/Extension

Make up a **Class of Service** numbered 200 and named Centrex Transfer
In its **Auto Attendant** page, in the **Transfer Prefix** field enter the following
&,51,, (plus the number to dial)

Make up a **Mail box** numbered 200 which will not to be used for normal operations.

In the **200 Mailbox** at its **COS** field enter the number 200

In **Mail box 200** go to the **Extension** sub menu and change the **Blind transfer** to **Supervised**

In the **Start Menu** (probably 100) select a key and set it for **Extension**, in its sub menu select **go to** and enter **the Mailbox /Extension number 200**

IMPORTANT NOW RESET THE EXPRESSO

If you do not reset the Espresso the information will not be written into the program and it will not work.

The action is as follows

The caller dials in and is greeted with the company name and something similar to the following "If you know the extension you require dial it now or, press 0 for the operator, 1 for our offices in town (centrex key)etc. The centrex key is identified. If this key is pressed the Espresso sends the call to the dummy mail box (in this case 200) because it has a unique Class of Service (200) the Transfer Prefix field overwrites any default transfer prefixes normally sent out prior to dialing. The entered information is transmitted which is &,51 ,, and the number (centrex extension number normally 5 digits).

The change from Blind to Supervised ensures that the Espresso remains on line until the transfer is complete.

Note:

The "&" is hookflash

The", "is pause

and 51 is the code for the Aria to flash to line

OFF Net Transfer

These settings are specifically for setting further options from the mail box call forwarding to Secretary, to Cellular phones, to Other phones.

For this example the following has been used:-

700 as the mailbox/extension. This is the personal mailbox, which requires alternative destinations

800 for the phantom mailbox/extension

700 as the menu that is required

850 as the off-net mailbox/extension

In mailbox 700 record a personal greeting as normal, plus add the following "or dial 0 for further options"

In mailbox 700 direct the Personal operator to extension 800
(Note this extension is the Espresso extension number not the Telephone systems)

In the Espresso extension 800 Set **Action** "forward to Menu 700"

Menu 700 Instructions should be "800.vox", the prompt should have the default directions recorded to: -

"Press 0 for the operator, 1 for my cell phone, 2 for my secretary, 3 etc, etc,"

Note 0 in the menu should be set to Operator

1 should be set to Extension/Go to 850.

2 should be set to Extension Go to (secretary's phone extension) if required.

In 850 extension set **Action 1** to "Blind Transfer" and enter the number to dial (the Off-net number)

Notes a) do not add a 1 to dial out as this will automatically be inserted

b) In C.O.S. ensure that **the Restricted Outdial digits** are set to at least 10

c) In Registry reset the AaBlind Delay 6 to 10 to 2 (it is set to 1 at the moment.

d) If more Off-net functions are required then additional Off-net extensions will be required.

The operation is as follows: - Caller rings into extension, if the extension is forwarded to its mail box, the personal greeting is heard which gives the option to either leave a message or press 0 for further options. If 0 is pressed the prompt will present the following options Dial 0 for the operator (Telephone Attendant)

1 for my Cell phone 2 for my secretary etc, etc. Selecting 0 will transfer the caller to the operator, 1 will transfer the call to the Cell phone number and 2 will transfer the caller to the appropriate extension number of the secretary.