Jenne TTS

IP Office

Scrapbook

Of Job Aids

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IP Office Installation Punch-list

Objective: Punch-list for a basic IP Office installation. This will not cover advanced programming such as Small Community Networking, remote IP Hard/Soft phones, etc…

Note: This document assumes you have completed the Avaya implementation workshop.

Pre-install recommendations: To ensure a smooth installation, verify that you have all required components. Verify with Jenne Distributors, Inc. Technical Services that you have the most recent release of software.

Install Procedure:

- ❒ Install any internal daughter boards, i.e. Voice compression module, ATM-4, T1/PRI, modem.
- ❒ Install rack mount kits (if applicable) on control unit and expansion modules.
- ❒ Mount control unit and expansion modules.
- ❒ **For a stand alone install, power up your system. If you are installing your system on a DHCP network, plug into your LAN prior to powering up the system. Otherwise, the IP Office becomes a DHCP server itself**.
- ❒ Connect power lead to the power supply and connect power supply to the control unit and any expansion modules.
- ❒ Install the Manager Application, Voicemail Pro application, and User applications onto the PC or PC's you will be using.
- ❒ After installation of the software, reboot your PC.
- ❒ The default IP Address of the IP Office is 192.168.42.1, change the IP Address of your PC to 192.168.42.222.
- ❒ Connect a standard Cat5 cable from your NIC to any LAN port on the IP Office Small Office or 406 V2. If you have a 412, you will require an **Ethernet cross-over** cable.
- ❒ Launch the manager application, the login is "Administrator" the password is also "Administrator".

5 most wanted short codes for IP Office

1. Transfer directly to voicemail
   Shortcode: *55xxx (where x's are the length of your extension range)
   Telephone #: #N
   Line/Group ID: 0
   Feature: VoicemailCollect

   To use this SC, it is a 3-step process. You have to press transfer and then either a programmed button or dial the SC, then enter the extension or press a DSS button on your phone then press transfer or hang up.

   **This shortcode will not work on Embedded voicemail. **

2. Call Park (used to park a call in a park slot or at an ext.)
   Shortcode: *37*N# (N=park slot/ext. number – this is a default shortcode)
   Telephone #: XXX (where x's are the park slot or ext.)
   Line/Group ID: 0
   Feature: Park Call

   when parking at an extension, additional numbers are added to the park location. If the call being parked is the first call parked at an extension, then the park location would be the extension followed by a "0". I.e. 2340, where 234 is the extension and "0" is the park slot. If parking in a park slot, most people use park slot 801-804. The park slot can be a single to 5-digit slot number. The system will not work with a park slot that begins with a "0". The park slot numbers begin with "1" and works upwards.

3. Unpark Call (used to pickup a call from a park slot or ext.)
Shortcode: *38*N# (N=park slot/ext. number – this is a default shortcode)
Telephone #: XXX (where x's are the park slot or ext.)
Line/Group ID: 0
Feature: RideCall

****Most BP's refer to unpark call as call pickup. In the IP Office world, call pickup is used to answer a ringing call within a group (you must be a member of the group), from a designated ext., or any ringing phone in the system. All 3 features are default shortcodes.**

4. Conference Meet Me
Shortcode: *67*N# (N=conference bridge nuber – this is a default shortcode)
Telephone #: N
Line/Group ID: 0
Feature: ConferenceMeetMe

****You can create multiples of this shortcode to designate specific conference bridges. Replace the "N" in the shortcode with your bridge number, and the telephone number with you bridge number.**

5. I want to outpulse my caller-id on a PRI circuit
Shortcode: [9]1N;
Telephone #: 1NSI800555E (where 800 is the area code and 555 is the start of the telephone number and E is the user extension.
Line/Group ID: 0 (Specify your line you make outbound calls on)
Feature: Dial

****There are a couple caveats related to this short code. The first is that the above-mentioned short code may not always work.**

You may have to input a lower case "i" in front of the telephone number in the Incoming Call Route form in the Incoming Number field. Also, the provider may not outpulse extension caller-id, they may just outpulse BTN (Billed Telephone Number) for the circuit or last 4 digits of the DID.

Top Small Community Network short codes for IP Office

1. I want to dial a hunt group across my small community network
   Shortcode: 3XX (where 3XX is the hunt group across the network)
   Telephone #: . (period)
   Line/Group ID: 25 (this is the IP trunk connecting sites)
   Feature: Dial

2. I don't have copper lines in my system that is part of a small community network, how do I dial out of my home site?
   Shortcode: [9]1N; -- [9]N; (used for local calls)
   Telephone #: 9N
   Line/Group ID: 25 (this is the IP trunk connecting sites)
   Feature: Dial

I NEED TO UPGRADE MY IP OFFICE SOFTWARE

1. Download the software from HTTP://support.avaya.com or Jenne Distributors, Inc. (see Tech Services for download location)
2. With release 3.2, there is no longer a need to remove the old software and install the new software. Release 3.2 software will install on top of current 3.2 software. If you are still at any release prior to 3.2, you must remove and re-install the software.
3. When you download the software, it will be in zipped format. Create three (3) folders on your desktop for the software (Admin, User, and VM Pro). Extract the zipped files to the appropriate folder.
4. Install the new software via the setup program in each of the new folders you extracted the software to.
5. Once the software is installed and you have rebooted your PC, launch the Manager application and pull an active configuration
6. Once you are looking at an active configuration got to File > Advanced > Upgrade. You should see your system with a current version and an available version. Ensure the box for your control unit is selected as well as any expansion modules and select Upgrade. Allow system to go through the upgrade process. After the IP Office is rebooted, pull a new configuration and click on Control Unit. It should show the upgraded version of software.
7. If you are upgrading from release 2.1 to 3.2, there are intermediate upgrades that need to take place. Please contact Jenne Tech Services for this procedure.
8. There have been instances where the upgrade process times out. In this instance, we recommend utilizing the following procedure.

Setting up a Small Community Network between two IP Office systems

Overview

This document is intended as a brief guide to using VoIP VPN lines to link extension dialing between IP Office systems.

With Small Community Networking enabled, the separate IP Office systems 'learn' each others extension numbers. This will allow extension calls between systems and support for a range of internal call features.

NOTE

In IP Office Software Level 1.3 and above, Small Community Networking supports a maximum of 500 extensions across 16 IP Office systems.

Requirements

A. The documents assumes that you already have a working LAN or WAN link between the IP Office systems and that the link has been tested for correct data traffic routing.

B. VCM modules are required in the remote and central systems.

C. The extension and group numbering on both systems must be unique.

D. The extension and group names on both systems must be unique.

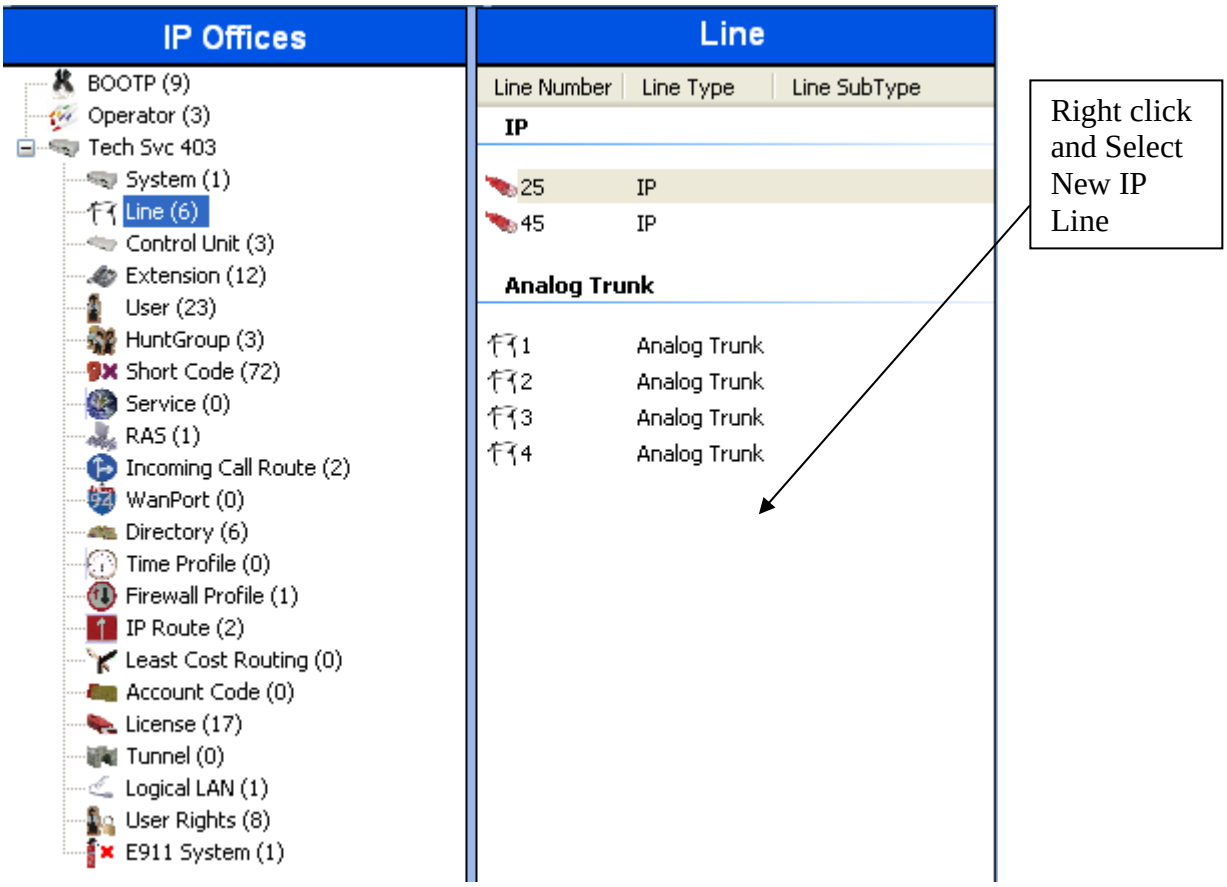
- We also recommend that all names and numbers (groups, line, services, etc) on the separate IP Office systems are kept unique. This will reduce potential maintenance confusion.

E. All systems should use the same set of Telephony timeouts, especially the Default Allocated Answer

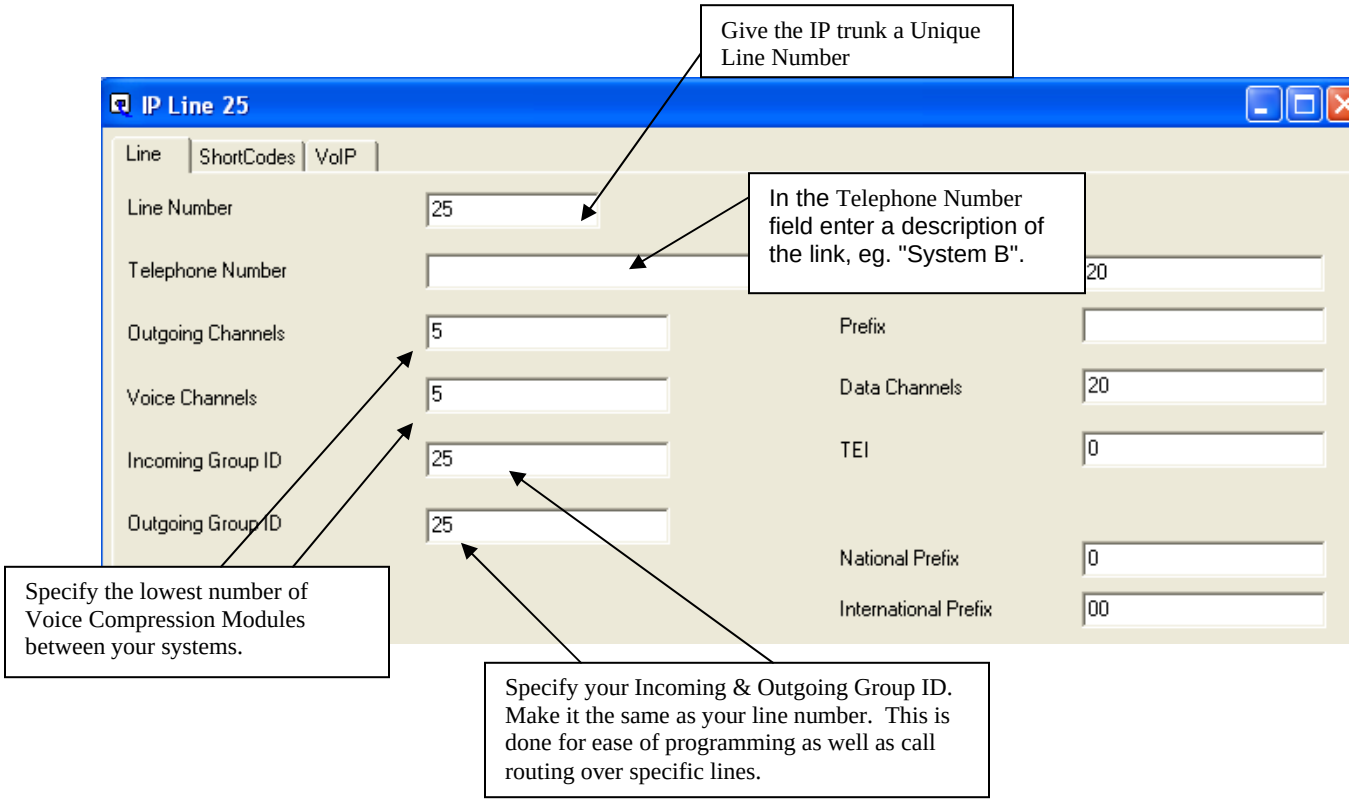
Interval (System | Telephony). The following is the process to set up a Small Community Network (SCN) between 2 IP Office systems via a LAN connection.

1. There are basically two things that need to be configured for small community networking. The same configurations are performed on both systems.

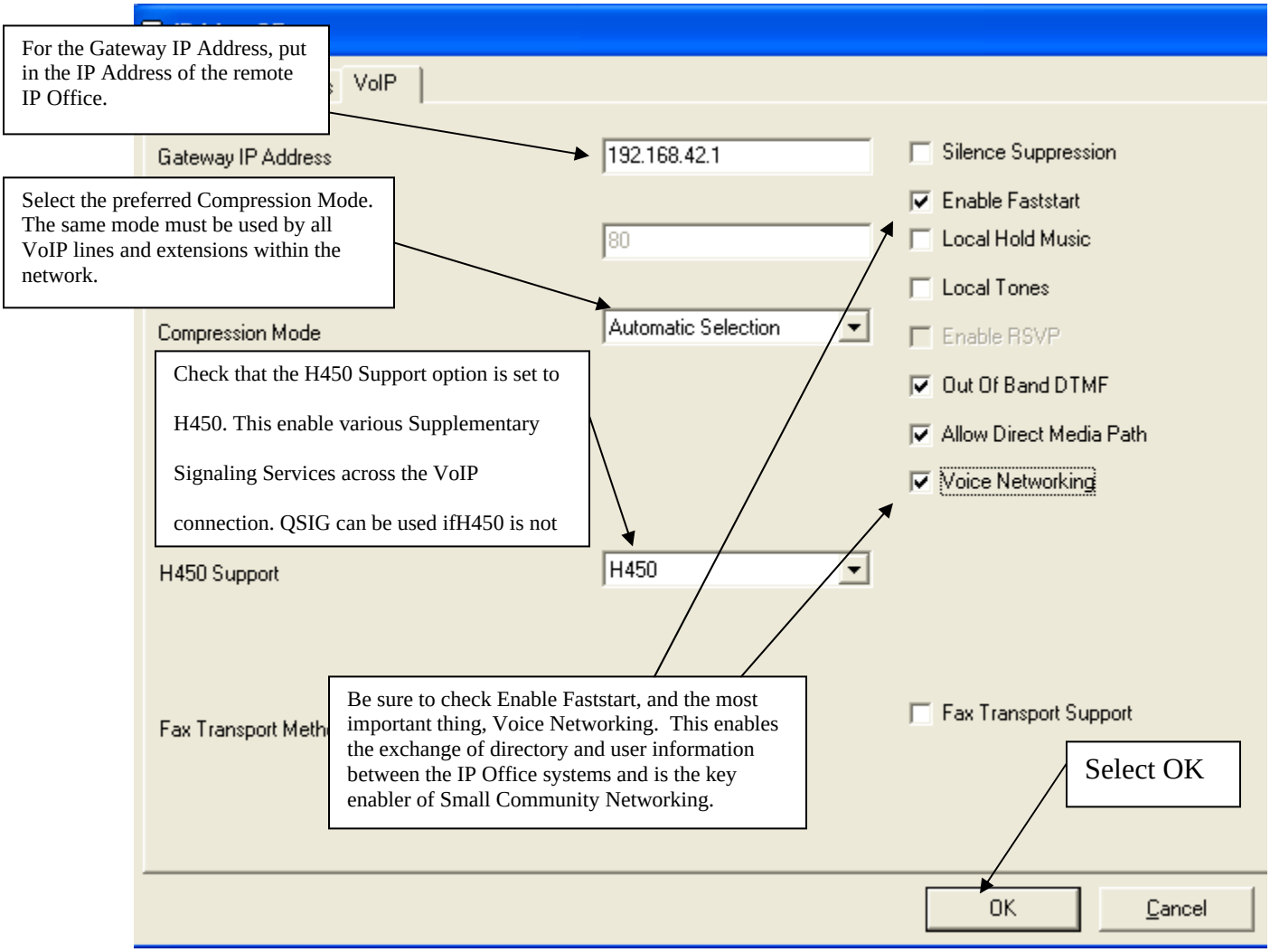
A. Create an IP Line by pulling an IP Office configuration and selecting line from the configuration tree. In the area to the right of the configuration tree (where your current lines are listed) right click and select New.



B. Next you have to specify the IP Trunk specifications as follows: On the Line tab, specify the following as noted.

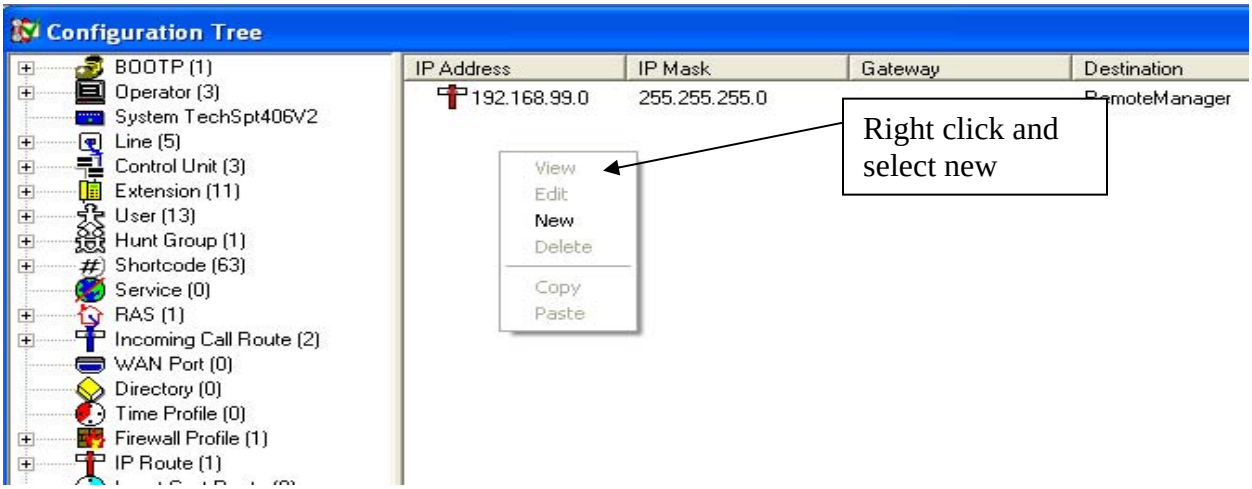


C. Now click on the VoIP Tab, and fill in the following information.

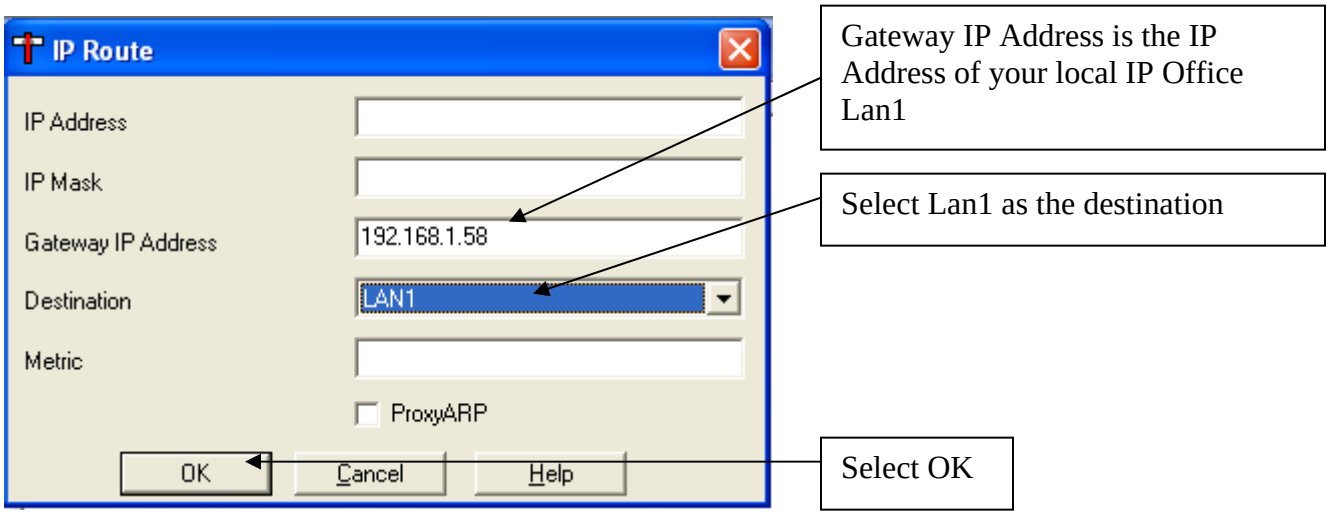


2. Now that you have created the IP Trunk, you have to create the IP Route.

A. Select IP Route in the Configuration Tree. Once you select IP Route, you will have a default IP Route with a destination of Remote Manager. Right click below the default entry and select New (as noted below).



B. When you select new, the following screen will appear. Fill in the noted information as shown below.



C. Once you have completed the steps detailed above, reboot the IP Office.

D. Now you are ready to perform the same programming procedures listed above for your remote IP Office.

E. Upon completion of programming your remote IP Office, place a test call from Site "A" to Site "B".

Now that you have completed the configuration of the two IP Office systems, you have the following capabilities.

A. Busy Lamp Field
B. Camp-on
C. Callback when free
D. Paging
E. Call Pickup
F. Centralized voicemail
G. Internal directory
H. Absent text message
I. Anti-Tromboning

I want to be able to monitor my VCM's in IP Office

In order to monitor the VCM's (voice compression modules) in the following method, the IP Office system must be at R 3.1 or above.

1. Launch the Monitor application by clicking on 

and browsing to Programs > IP Office > Monitor.
2. Go to File > Select unit in the menu bar. A box will pop up and prompt you for an IP Address and Password. Input the IP Address and Password of your IP Office and ensure that IP Office is selected on the right hand side under Control Unit Type and select OK.
3. Within Monitor, click on Filters > Trace Options in the menu bar, this will bring up a box with several tabs.
4. Click on the System tab and check the box labeled "Development Tracing". By clicking this box, you will now have a new tab added "VComp" and also be able to view your voice compression modules in Monitor.
5. Go to Status in the menu bar and select Voice Compression. This will bring up a box and you will be able to see vcm's in use.

Outcalling (Callback) using VM Pro

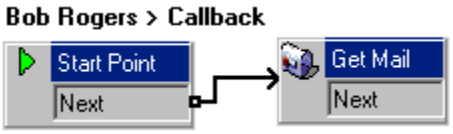
Voicemail callback is a service whereby the Voicemail Pro will call a specified number whenever the user receives a new voicemail message. When the callback is answer, the system announces the outbound alert and waits for a key press for confirmation before continuing with the associate call flow.

To use this service requires configuration of a callback start point on the Voicemail Pro and entry of a callback number through IP Office Manager.

Note: This feature is separate from voicemail ringback which alerts the user's own extension.

1. Setting Up the Callback Call Flow for a user

The call flow we have created below is a very simple example. In practice we could also include a menu that allows the user access to other features. For example access to a Play Configuration Menu action would allow the user to remotely change various mailbox settings including their callback number, see Using a Play Configuration Menu Action.



1. Under **Specific Start Points**, right-click on **Users** and select **Add**.
2. In the **Name** field enter the user's mailbox name. Select the **Callback** entry point and select **OK**.
3. Within select **Callback**.
4. Add a **Get Mail** action and under the **Specific** tab, in **Mailbox** enter the user's name again or extension number.
    - **IMPORTANT**
      Record an entry prompt for the first action in the callback call flow.Experience with connection to some cell phone systems has revealed that this entry prompt may need to be up to 20 seconds in length.
5. Connect the **Start Point** and the **Get Mail** action.
6. Save and make live.

The Default Callback Start Point

In the example above we created a callback call flow for the individual users. The **Default Callback** start point can be used to create a default callback call flow for all users.

If the Default Callback start point is used, it must be designed so that users have to indicate which mailbox they are accessing. In the simple call flow used above, this can be done by entering ***?*** in the **Mailbox** field of the **Get Mail** action.

2. Setting the User's Callback Number

The callback number is initially set through IP Office Manager.

1. In Manager, click on  to receive the system's configuration.
2. Click on  **User** to display a list of existing users.
3. Double-click on the user for whom callback is being setup.
4. Select the **Voicemail** tab.
    - In **Voicemail Code** enter a pin code and confirm this in **Confirm Voicemail Code**.
5. Select the **Source Numbers** tab. Right-click and select add to add a new number.
    - **Callback Number**
      Enter ***P*** followed by the destination telephone number. If you system requires an external dialing then that prefix must be included, for example ***P901923555456***. If connecting to a cell phone or pager system that expects digits in separate sets, use , (comma) characters to add pauses to the telephone number dialing.
    - **Trusted Source**
      If calls from the callback number include ICLID, you can set that number as a trusted source. In that case no request for the user's voicemail code is made following the callback. Enter V followed by the CLI displayed on calls from the callback number, for example ***V01923555456***.
6. Click on **OK**.
7. Click on  to send the configuration back to the IP Office. If the only changes made were to user settings, select **Merge Config**.

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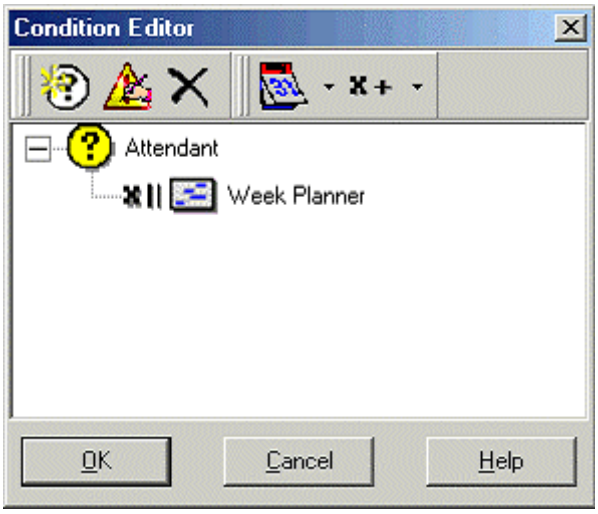
Using the Conditions Editor for Business Hours and Holidays

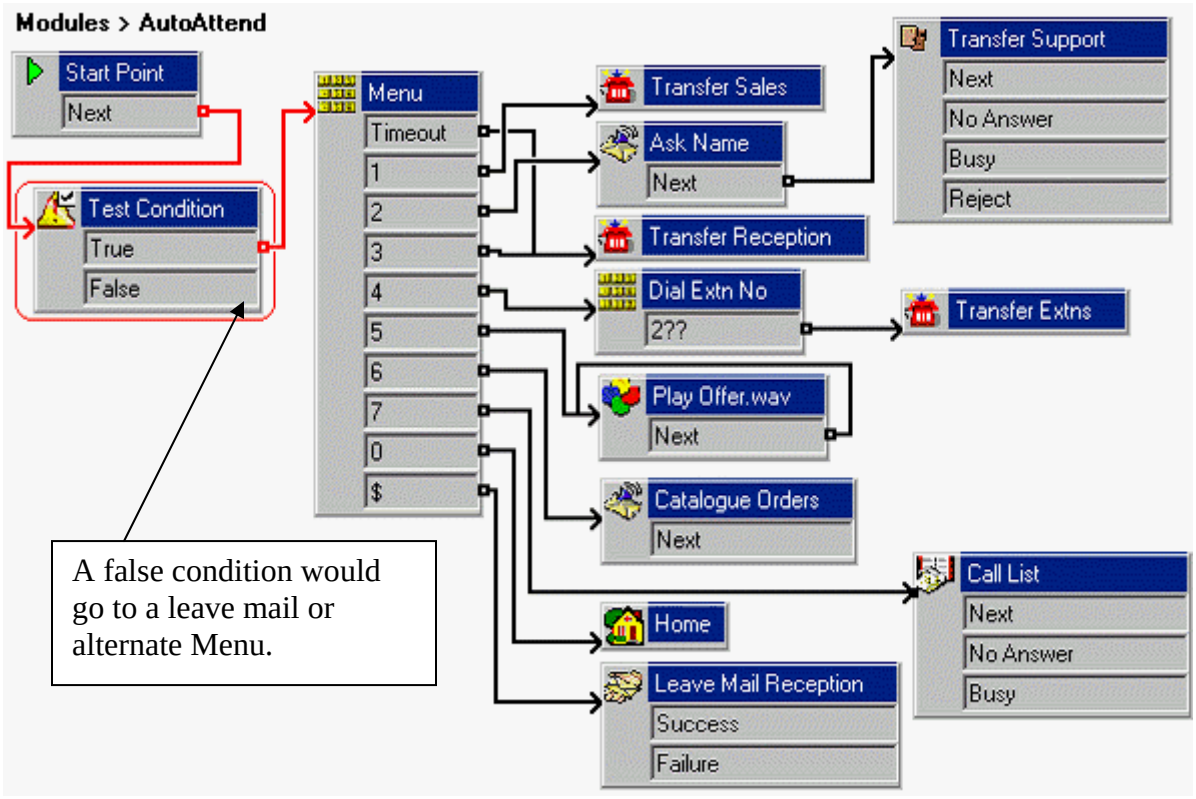
Objective: I want my VM Pro to send my incoming calls to one greeting during business hours. Then I want it to redirect my incoming calls to an alternate greeting after business hours automatically.

Solution: The best solution is with a condition. This will not only take care of Business Hours, but it can also take care of holidays as well. The following instructions will only work for VM Pro.

1. Click on the  **Conditions Editor** icon.
2. Click on the  **New Condition** icon.
3. In the **Name** field, enter ***condition name "Business Hours"*** and select **OK**.
4. Click on the  **Elements** icon, select  **Week Planner** and click on the attendant **Condition**.
5. Double-click on the  **Week Planner** and tick **Monday** to **Friday** and your business hours and select **OK**.
6. We need to changed the logic condition to an 'or' as working hours are Monday or Tuesday or … or Friday. Click on **X+** and select **X||** 'or'. Click on the Week Planner to change its logic setting to 'or'.
7. Now that we have created our condition, we need to put it into our callflow.



Now that we have created our callflow, we need to put it into our Automated Attendant.

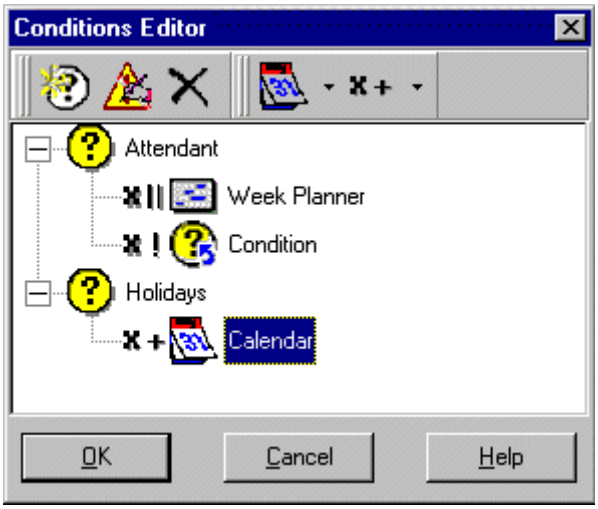


1. In the ***AutoAttend*** module, delete the connection from the **Start Point** to the **Menu** action.
2. From the **Conditions Actions** icon, add a **Test Condition** action and open its properties.
   - In the **Specific** tab, click on the list box, select the ***Attendant*** condition and select **OK**.
3. Connect the **Start Point** to the **Test Condition** action.
4. Connect the ***True*** result to the **Menu** action.

5. Save and make live.

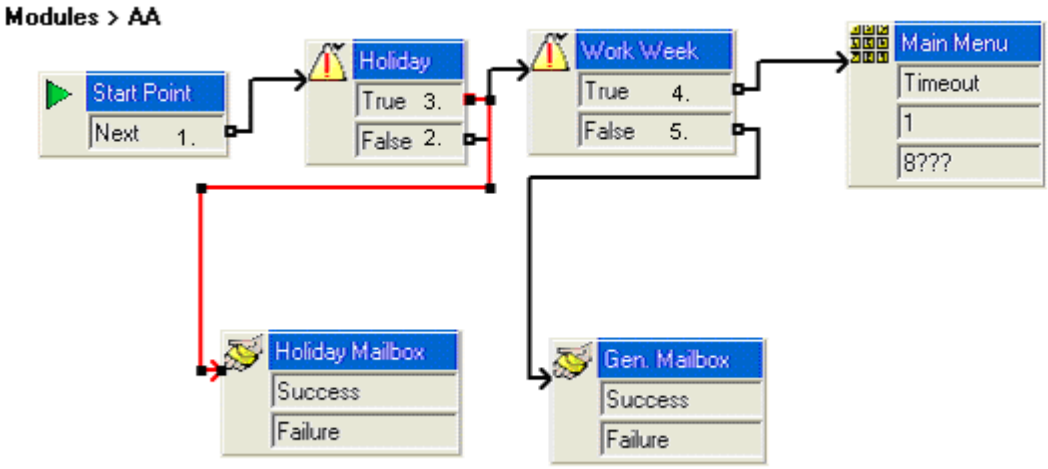
   Assuming it is between 09:00 and 18:00 on a weekday (Monday to Friday), make a test call to the auto-attendant module. You should receive the normal attendant service.

Now that we have input our Condition for our automated Attendant, we need to set up the system to recognize holidays. This can be accomplished as follows. Please see the programming procedure and an example callflow below.



1. Click on the **Conditions Editor** icon.
2. Click on the **New Condition** icon.
3. In the **Name** field, enter ***Holidays*** and select **OK**.
4. Click on the list of possible conditions and add a **Calendar** element to **Holidays**.
5. Double-click on **Calendar**. Double-click on the current date, it should now appear similar to 17 indicating it as a holiday. Click **OK**.
6. Click on the list of possible conditions and add a **Condition** element to **Attendant**.
7. Double-click on the **Condition** element and select **Holidays**. Click on **OK**.
8. Click on the logic options and select a **X!** 'not' action. Click on the **Condition** to apply it.
9. Our **Attendant** condition is now true when it is between 09:00 and 18:00, Monday to Friday and not a holiday.
10. Click on **OK**.
11. Save and make live.
12. Make a test call to the auto-attendant. You should be asked to leave a message.
13. Click on the **Conditions Editor** icon and in the Holidays Calendar element double-click on today's date so that it is no longer shown as 17. Click on **OK**.
14. Save and make live.

Make a test call to the auto-attendant. You should hear the menu greeting.



1. Start point goes to the Holiday test condition.
2. True from Holiday goes to an alternate greeting or in the case above, a Leave Mail treatment. This merely states that the specified day is a Holiday and route the call accordingly.
3. False from Holiday goes to Work Week test condition. This states that it is not a holiday, but is it within my normal business hours.
4. True from the work Week condition states that it is during business hours and sends the call to the automated attendant.
5. False from the Work Week condition states that it is outside of normal business hours and send the call to the Get Mail treatment for a general mailbox.

I want to delay my Automated Attendant on IP Office with VM Pro

Objective: This document is intended as a brief outline for delaying your automated attendant. This would allow for personnel to answer the phone before Voicemail Pro answers.

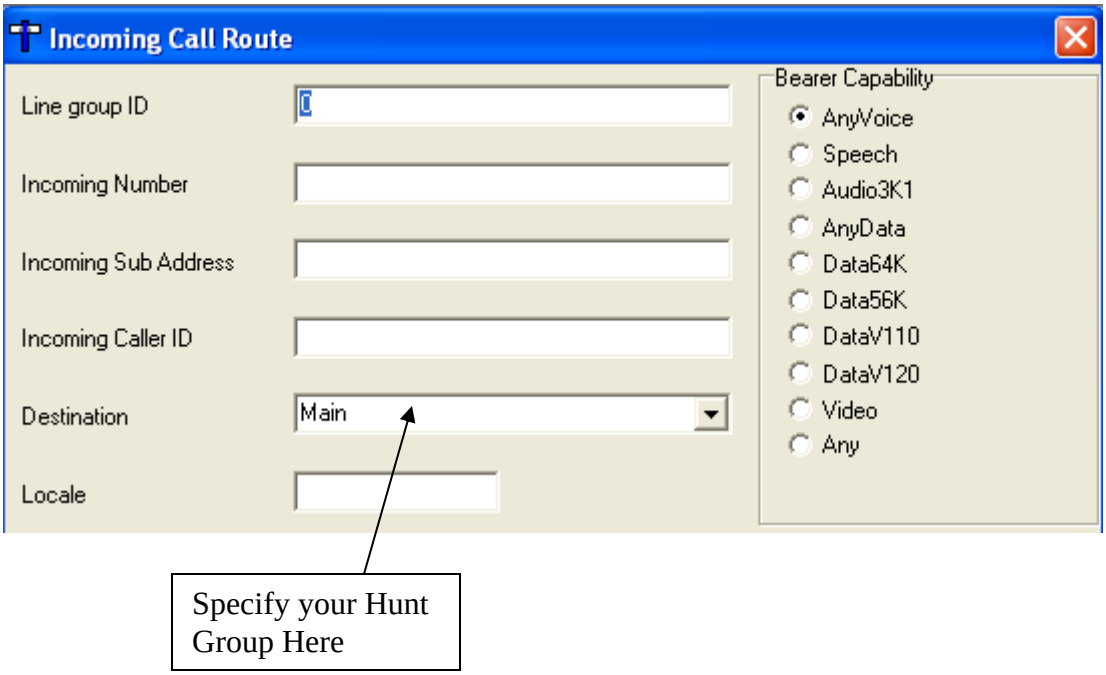
Note: This document does not cover all possible scenarios. This job aid is being composed using IP Office R3.1.29. This job aid will only work for VM Pro, not embedded or VM Lite.

Requirements:

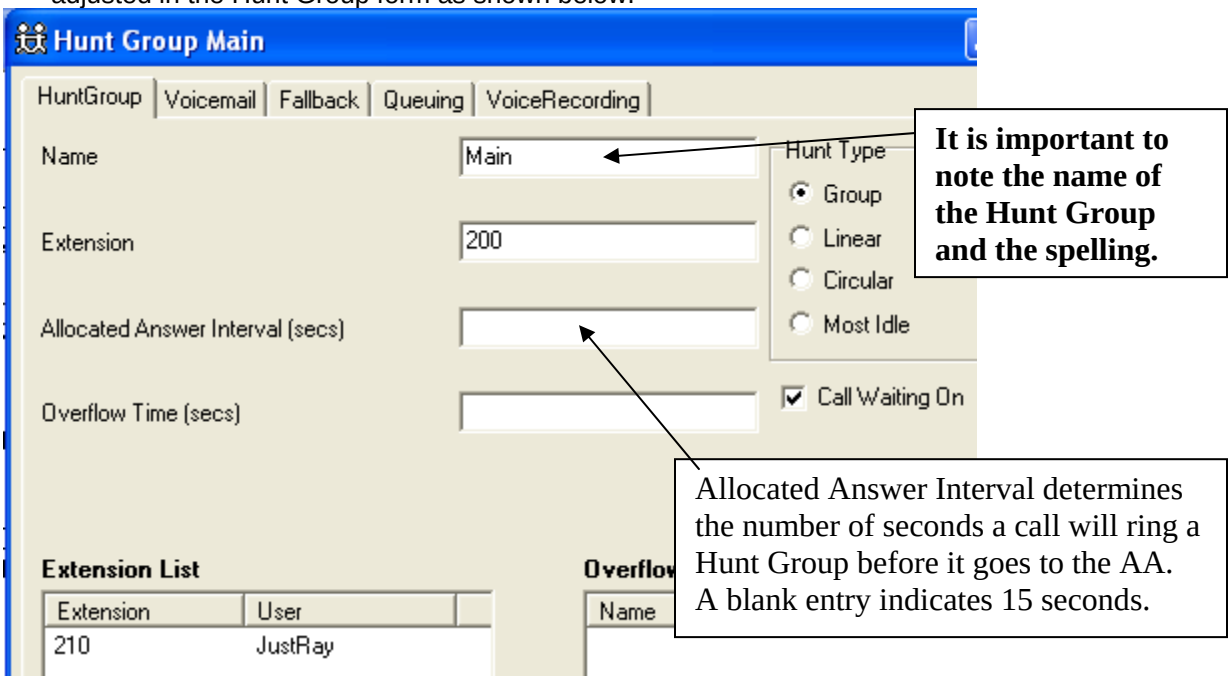
- This document assumes you have a working knowledge of the IP Office Manager application and Voicemail Pro application.
- Voicemail Pro license
- Functioning automated attendant

Setting up the Manager application:

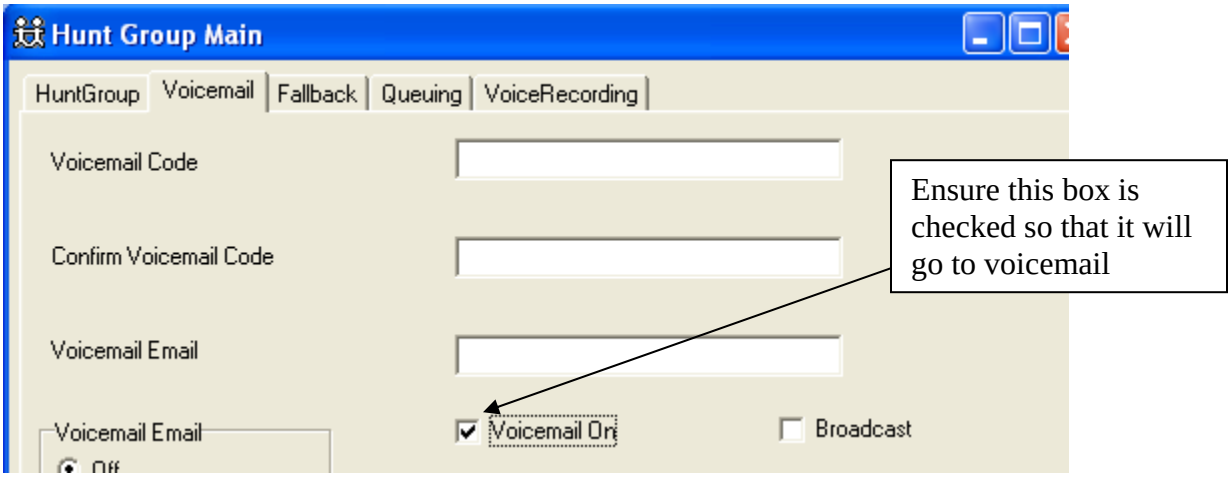
- Pull a configuration for your IP Office.
- Set your incoming call route to the desired Hunt Group as noted below.



- Now you need to determine how long the phone should ring prior to the AA answering. A good rule of thunmb is that every ring account for approx. 5 seconds. This time can be adjusted in the Hunt Group form as shown below.



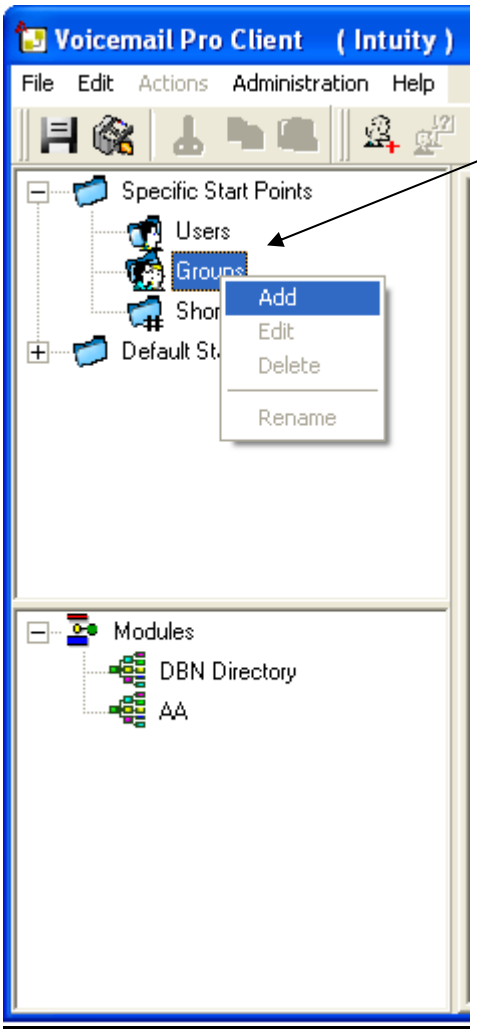
- Now select the Voicemail Tab and ensure the Voicemail On box is checked as shown below.



- Now you can "Merge" your configuration and continue on to the Voicemail Pro portion of configuring your system.

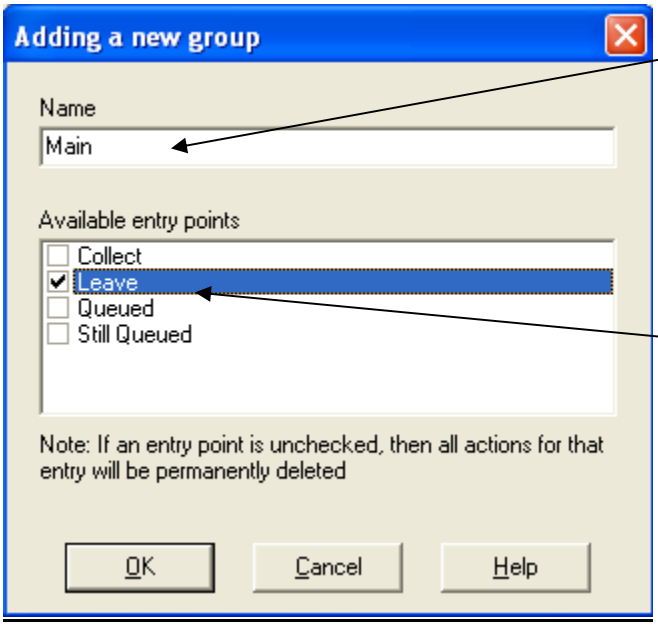
Setting up the Voicemail Pro Application:

- The first thing that you need to do is create a call flow for your Hunt Group (Main). This is accomplished by Right-click on groups under Specific Start Points and selecting Add, as shown below.



Right-click and select add to create a call flow for you Hunt Group.

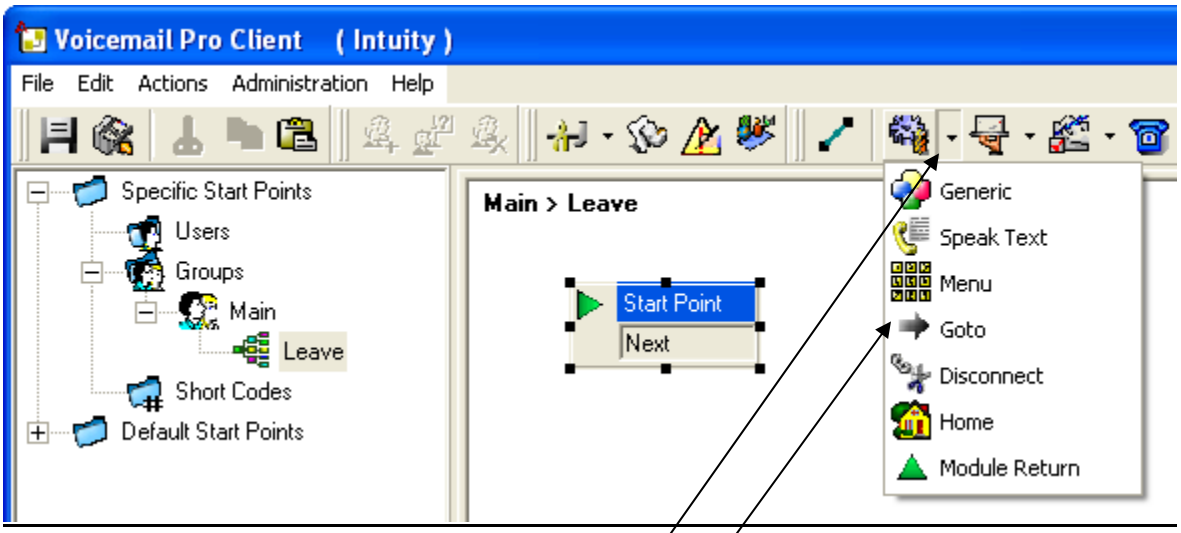
- Upon selecting add, you will be given the following box. **It is very important that the name is spelled the same as your hunt group in the Manager application.** Otherwise, your call flow will not work and your AA will never get the call.



It is very important that the Name field matches the name of you hunt group in Manager.

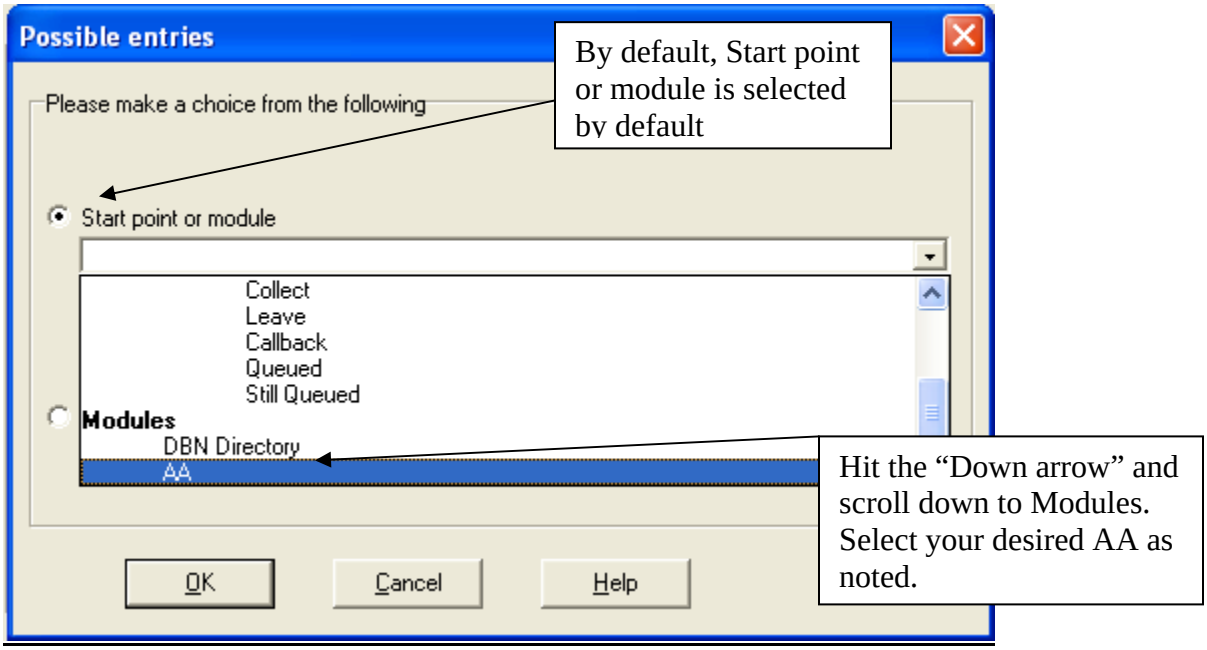
Select "Leave" as your treatment for your Start Point

- Left-click on the leave treatment and then left click in the large box where you Start Point is. This will allow you to select the appropriate actions from the menu bar.
- Left-click on the Basic Actions Icon and select the Goto action as shown below.



Left-click the area next to Basic Actions and select Goto.

- Double-click on you Goto action and left-click on the Specific tab. Then click on the Browse button,  . At this point you will select you AA as noted below.



- Select OK twice and then connect your Start point to your goto action. Click on Save & Make Live, and you are done.

Remote Retrieval of Voicemail using Embedded Voicemail

For this section, we define Remote Mailbox Access as:

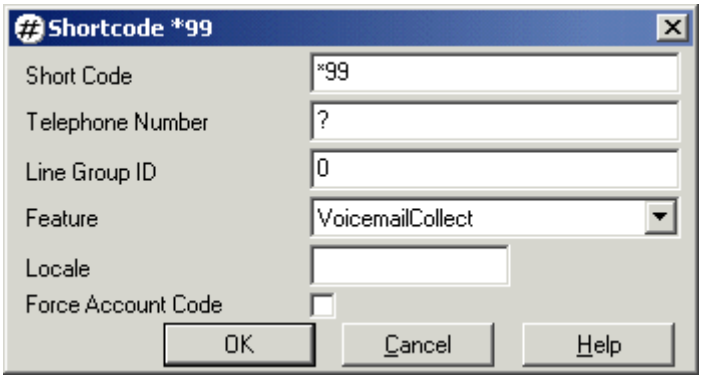
- Accessing a mailbox from an extension that does not match the mailbox number.
- External caller access to voicemail to collect messages from a mailbox.

- **WARNING**
  Where remote access is setup for any mailbox, it is strongly recommended that a mailbox access code is set for every user and hunt group.

Using a Short Code

A short code using the **Voicemail Collect** feature but without a mailbox name specified in the **Telephone Number** field will trigger remote access.

An example is show below. This short code could be utilized by users on the system, as the destination in an Incoming Call Route or as the destination for a auto attendant option.



Using an Auto Attendant

A short code similar to the example above can be entered as the Destination for one of the auto attendant **Normal Transfer** key options. See Auto Attendant Remote Access.

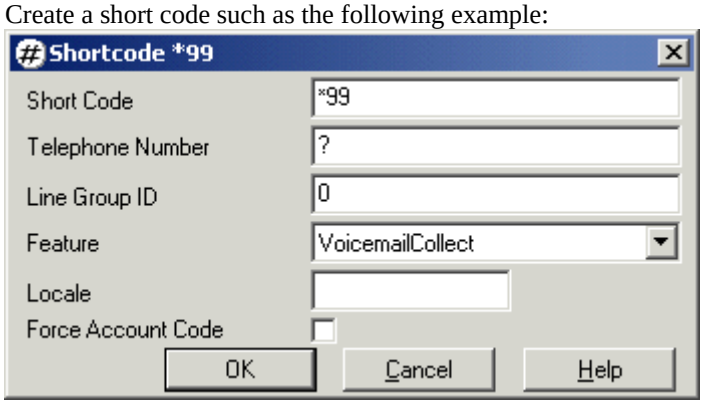
Using an Incoming Call Route

The option ***Voicemail*** can be selected as the **Destination** and/or **Night Service Destination** of an **Incoming Call Route**.

Auto Attendant Remote Access

A useful function in auto attendants is to let callers access their own voicemail mailbox. This can be achieved by first creating a short code and using this short code as an auto attendant destination.

1. In Manager, click and load the Small Office Edition system's configuration.
2. For the user or hunt group for which you want to create remote access, open their settings and on the **Voicemail** tab ensure that a **Voicemail Code** has been set. Remote access will not work without this.
3. Click **Shortcode** in the left-hand configuration tree panel.
4. Right-click the list of existing short codes and select **New**.
5. Create a short code such as the following example:



6. Click **OK** to add the new short code.
7. In the auto attendant, select the key that the caller should use. Set its **Action** to ***Transfer to Operator***. Set the destination to ****99***.
8. Click **OK** and use to send the configuration back to the Small Office Edition.
9. External callers to the auto-attendant selecting that right option will now be challenged to enter the mailbox number and then the mailbox access code. Each should be followed by #. If entered correctly they will be able to collect messages.

Remote access to Voicemail using the Auto Attendant and VM Pro

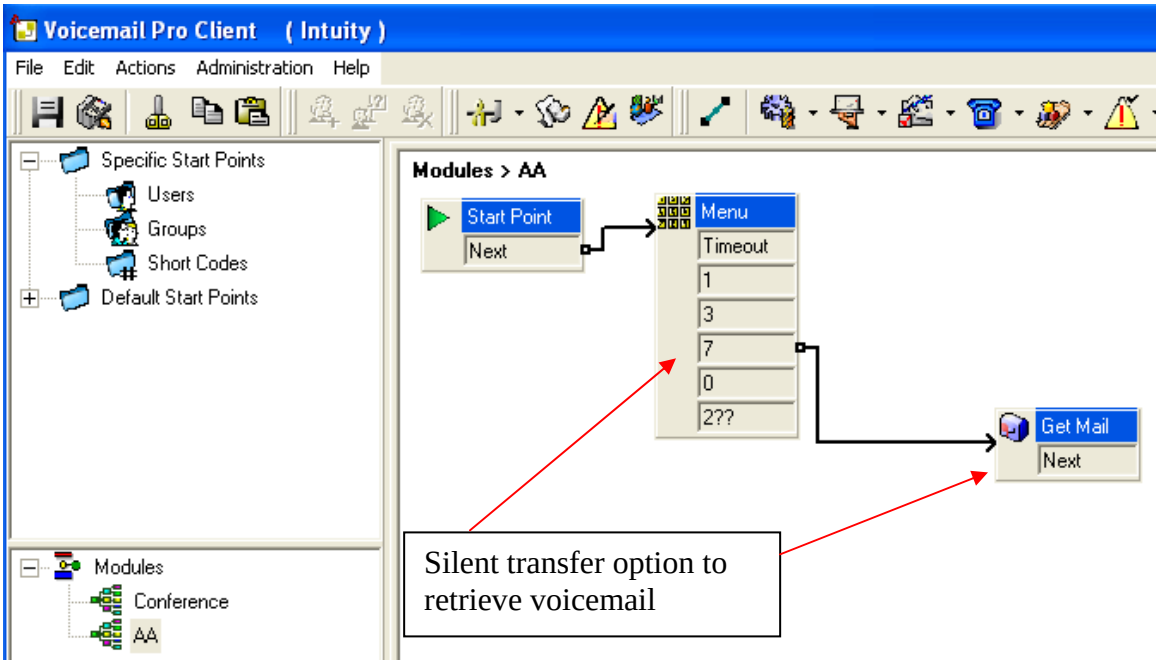
There may be occasions where you will want to access you own mailbox from a phone outside your companies phone system. Normally to do this your system will be configured with a special number you can dial in on and then select the mailbox required. However if this has not been done, the following methods can be used for remote access.

Example 1:

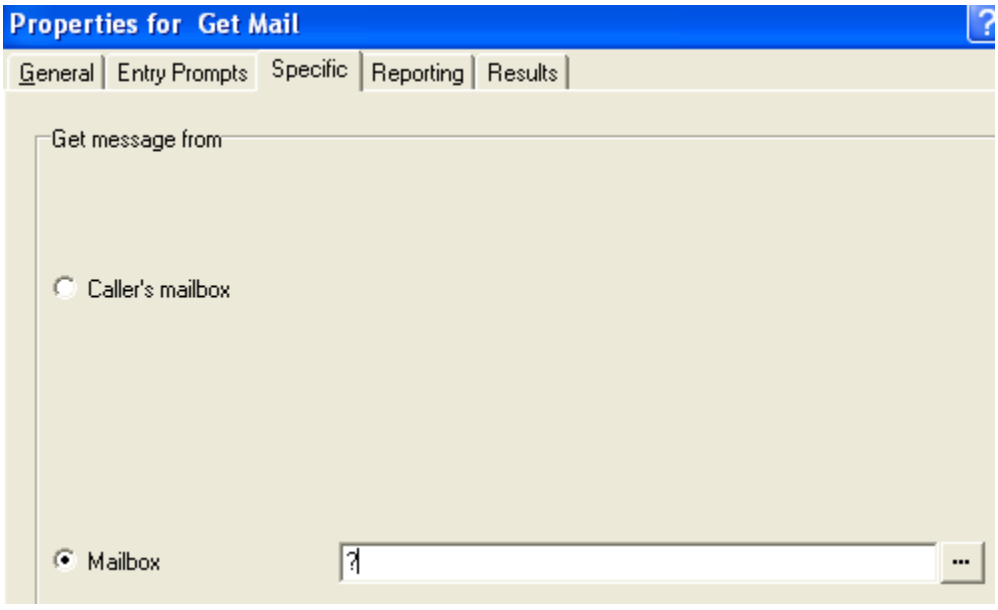
1. Call in to your company and ask to be connected to a number that will go to voicemail, ie. a number that will not be answered by a person.
    - Typically, ask to be connected to your own extension number.
2. Wait for the voicemail system to respond and ask you to leave a message. After the tone, press **#** to complete message delivery. In some cases you may hear the prompt *"No message to save"*.
3. Dial ***7**. You will be asked to select the mailbox that you require.
4. Enter your extension number and press **#**.
5. Enter your mailbox password and press **#**.

Example 2:

1. Dial into your company main auto attendant. Off that main AA have a silent option that performs a voicemail collect as noted below.



2. Within the Get Mail treatment, navigate to the "Specific" tab and select "Mailbox" with a mailbox of "?". This will prompt the caller for a mailbox and password. An example is shown below.



Setting up a conference bridge with IP Office and VM Pro

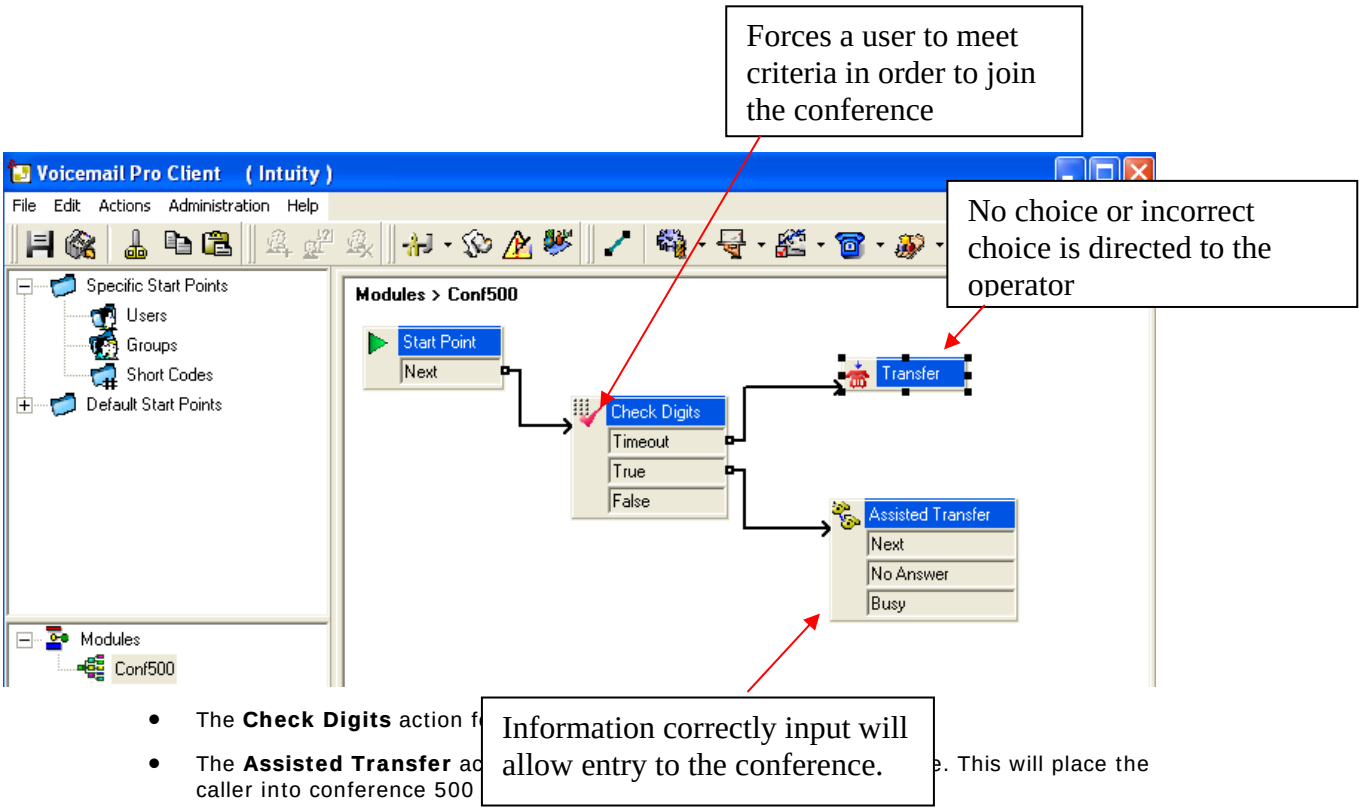
Objective: Demonstrate the configuration of the Avaya Manager Application and Avaya VM Pro application to accomplish dialing into a conference bridge.

Note: This document assumes you have a working knowledge of the manager application and VM pro. This documentation was created with IP Office R 3.1.56 software and VM Pro 3.1.18 software.

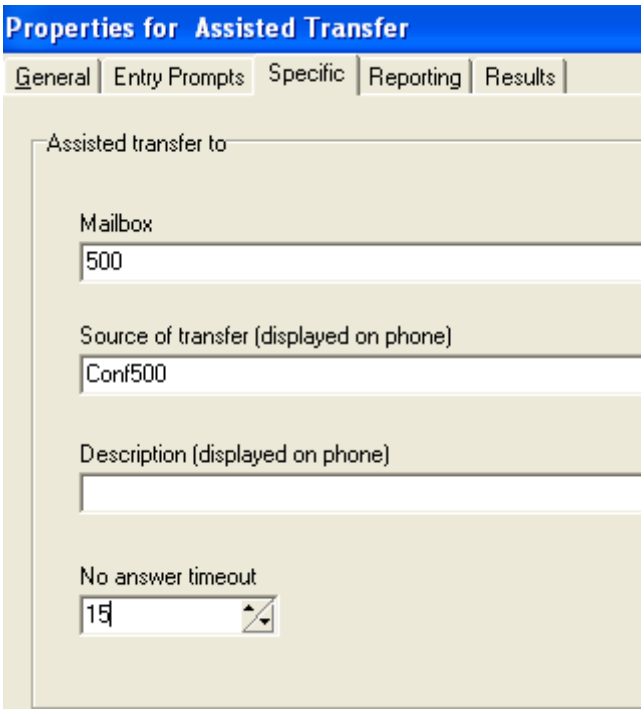
Example 1

In this example callers are routed into conference 500.

1. Using IP Office Manager, a **new short** code was created. This code allows callers to indicate the conference they want to join.
    - **Short Code:** 500
    - **Telephone Number:** 500
    - **Feature:** Conference Meet Me
2. In Voicemail Pro, a new module called ***Conf500*** was created.
3. The following actions were then added to the module.



- The **Check Digits** action f
- The **Assisted Transfer** ac . This will place the caller into conference 500

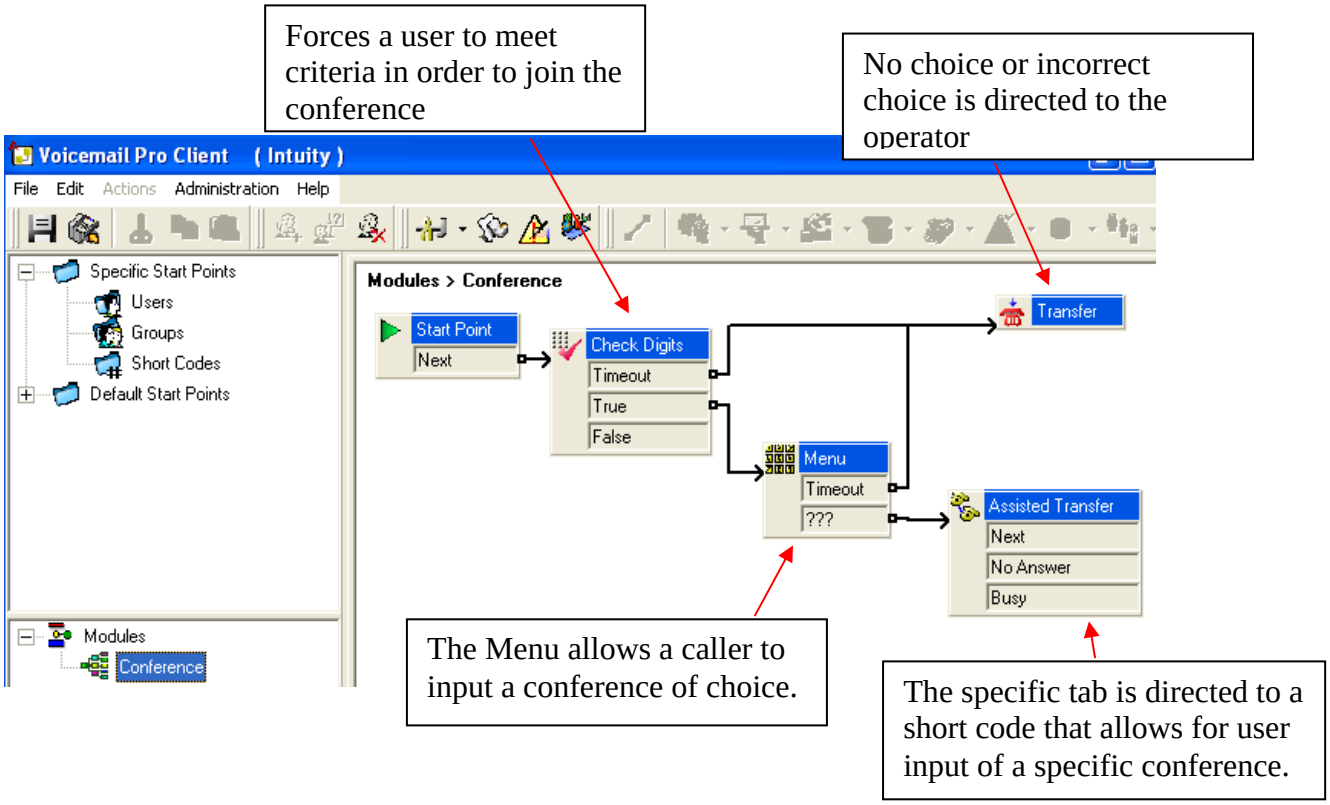


4. External callers can be routed to the module by entering its name in an Incoming Call Route or making the module an option in an existing auto attendant call flow.

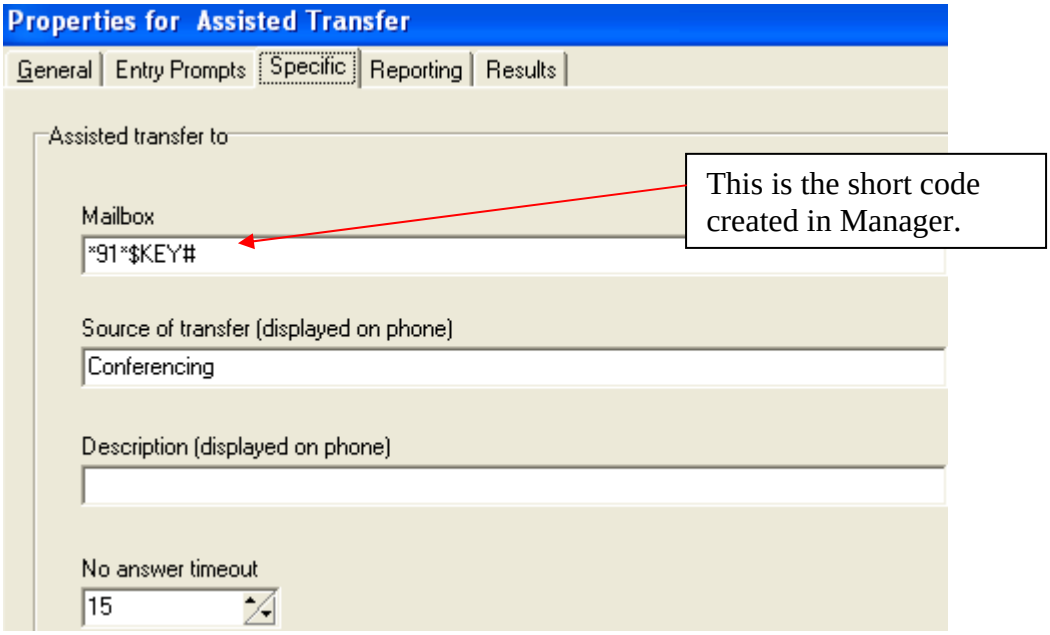
Example 2

In this example, callers are able to specify the conference they want to join.

1. Using IP Office Manager, a new short code was created. This short code allows callers to indicate the conference they want to join. In this example conference 500.
    - **Short Code:** *91*N#
    - **Telephone Number:** N
    - **Feature:** Conference Meet Me
2. In Voicemail Pro, a new module called ***Conference*** was created.
3. The following actions were then added to the module.



- The **Check Digits** action forces callers to match a PIN code.
- The **Menu** action has been configured to expect 3 digits, indicated by the ***???***.
- The **Assisted Transfer** action uses the short code created above. ***$KEY*** part uses the digits the caller entered in the **Menu** action.

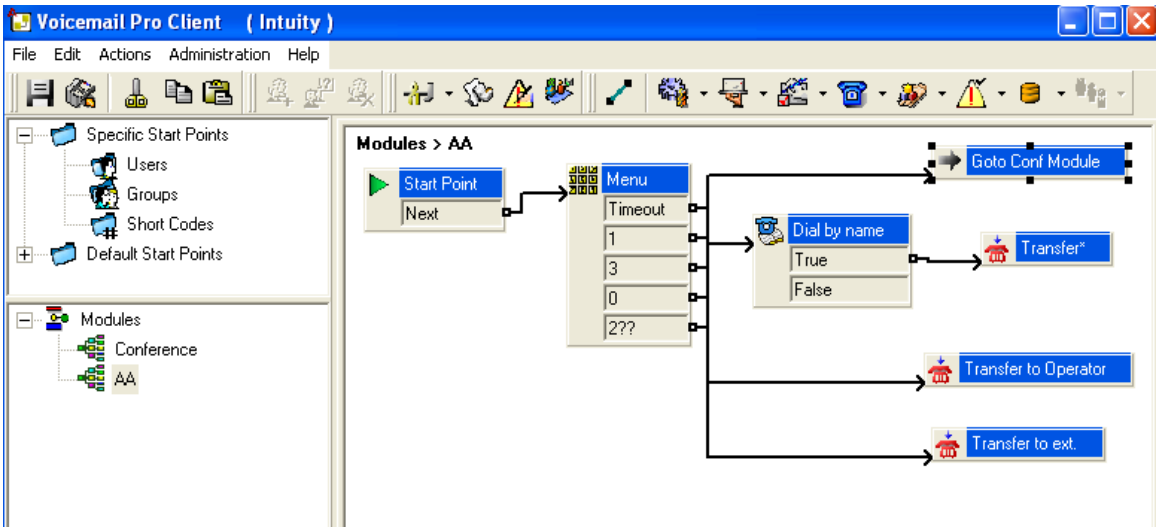


4. External callers can be routed to the module by entering its name in an Incoming Call Route or making the module an option in an existing auto attendant call flow.

5. Adding another short code to the IP Office system lets internal callers also access the call flow.

   - **Short Code:** *90
   - **Telephone Number:** "Conference"
   - **Feature:** Voicemail Collect

Example Call flow

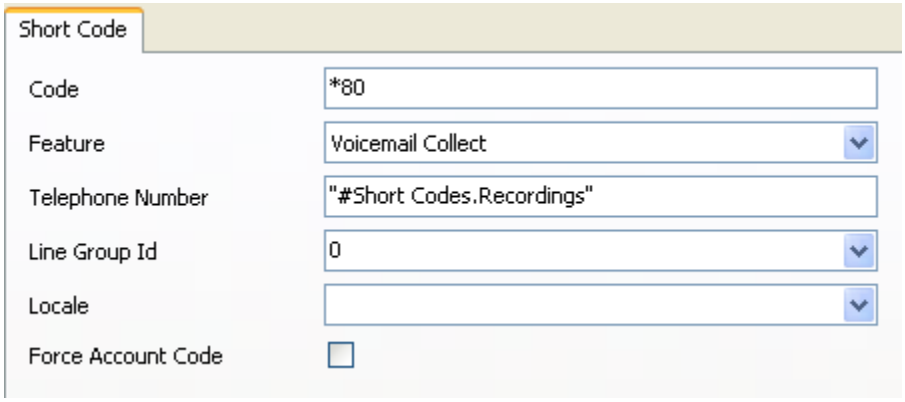


As you can see in the above example, this is a basic call flow. An option off of the main AA is to “Goto” the conference module. The call flow for the conference module is shown earlier in this job aid.

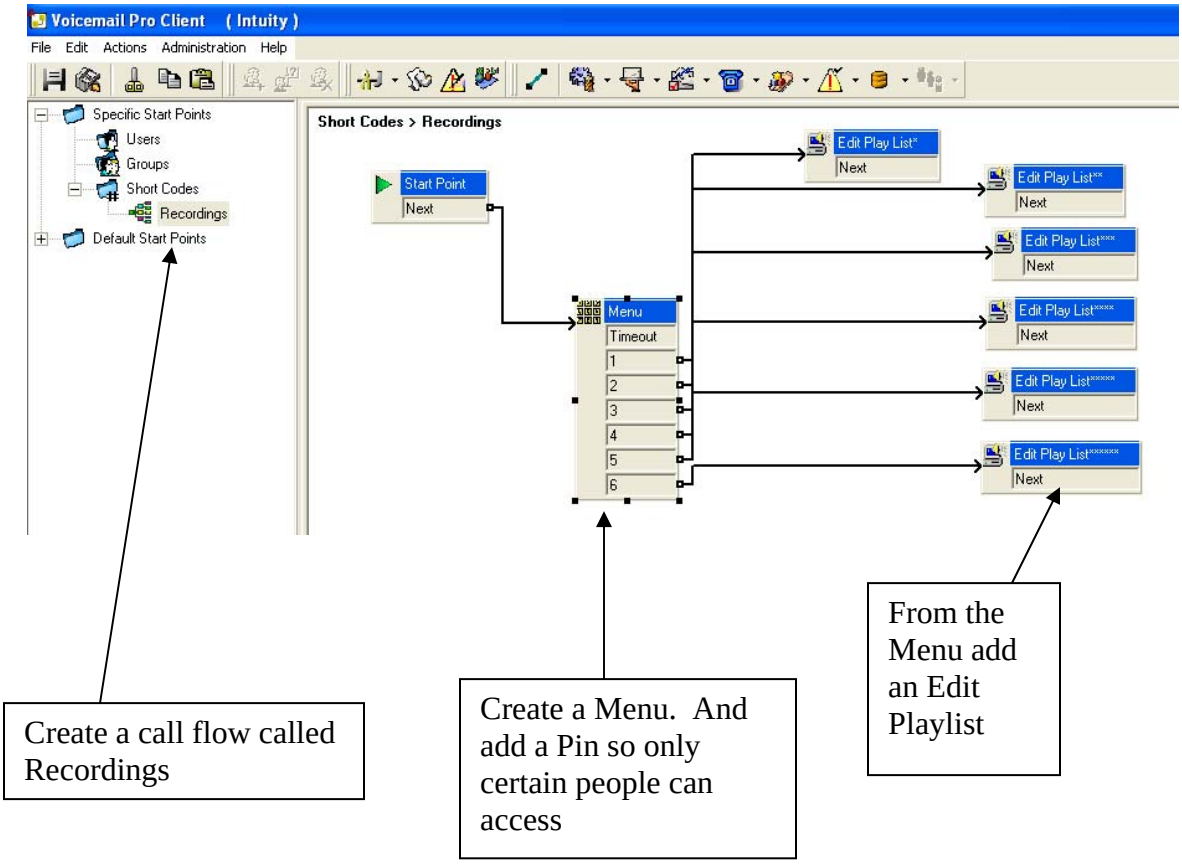
I want to change greetings on my AA

In this part of the exercise, we will add a short code that will allow you to access this start point from any extension.

1. In the Manager program, add the following system short code:



2. Save and merge the configuration to the IP Office.



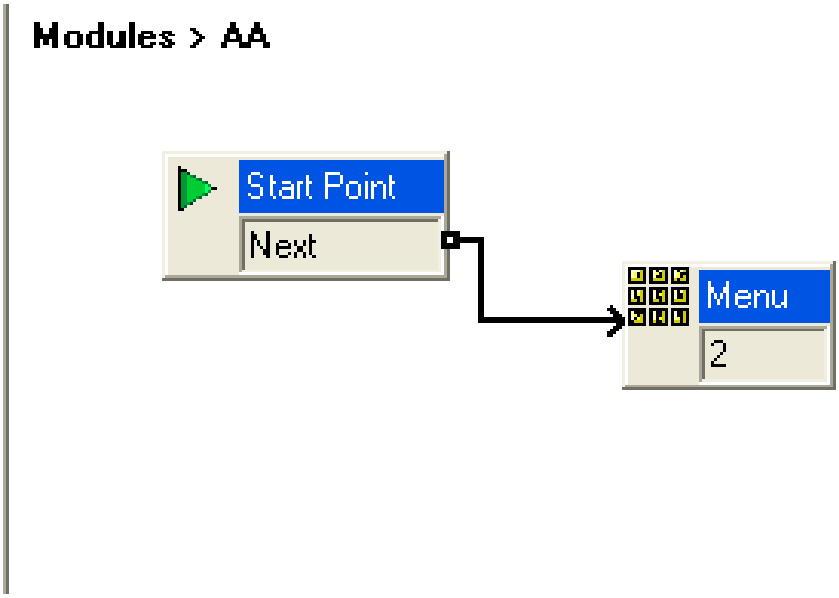
3. Within the specific tab of the edit playlist, you have to specify where the wav file is located and also have a file name. Then all you would do is dial the SC and put in the pin and select the appropriate greeting to record.

Using the for Dial by Extension and normal transfer

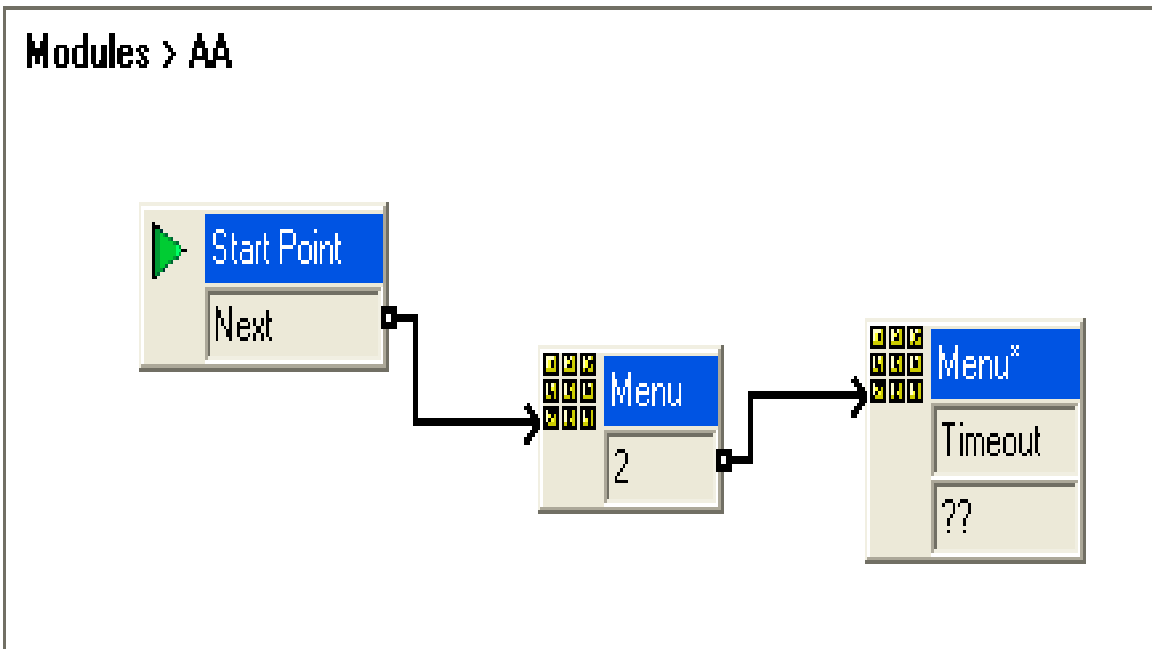
Objective: Demonstrate the configuration of the Avaya VM Pro application to utilize the same option from an AA for dial by extension and some other option, i.e. transfer to sales

Note: This document assumes you have a working knowledge VM pro. This documentation was created with VM Pro 4.2.19 software. In the example shown below, we will demonstrate how to use option "2" from the automated attendant to dial an extension **and** transfer to the Sales hunt group. Typically, this configuration will be made for customers who have used a specific touch tone for a long time and are now migrating to VM Pro.

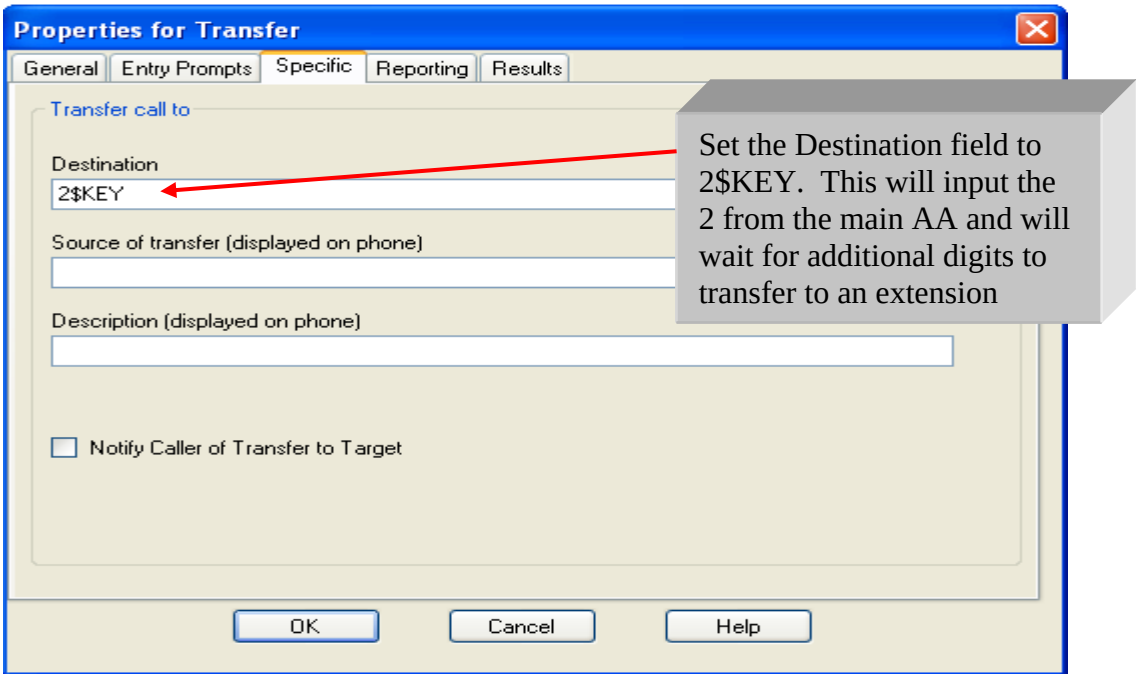
1.The first step within VM Pro is to create your Menu as noted below.



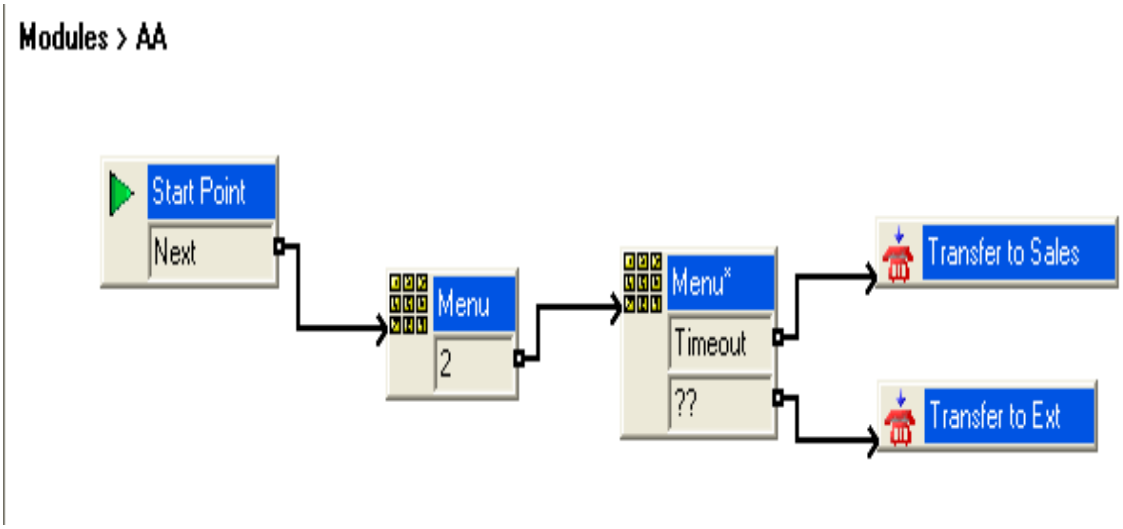
2. Secondly, you are going to add a sub menu with a Timeout of 2 seconds and you will also add a Touch Tone of "??". This will allow you to use option 2 to transfer to Sales and also allow you to use 2 to dial our extension range of 2xx. The figure below is the end result of the sub menu configuration.



3. The tricky part of this configuration is the "??" Since the caller has already pressed 2 from the main AA, you want that to carry through to be able to dial by extension. You will make the following modification to the Transfer of "??".



4. The final step is to connect you sub menu to the desired action. In your case, you will be transferring to Sales and Extensions. That is completed as noted below.



5. When a call comes in and hits the AA, the caller selects 2 to dial either the Sales hunt group or input the extension they are trying to reach.

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Using a User defined Variable in Voicemail Pro

Objective: Demonstrate the configuration of the Avaya VM Pro application to utilize a User defined Variable to use a temporary Automated Attendant greeting to account for staff meetings or other necessary closures.

Note: This example was extracted directly from Avaya's knowledgebase. The knowledgebase can be accessed at http://marketingtools.avaya.com/knowledgebase

Using User Defined Variables

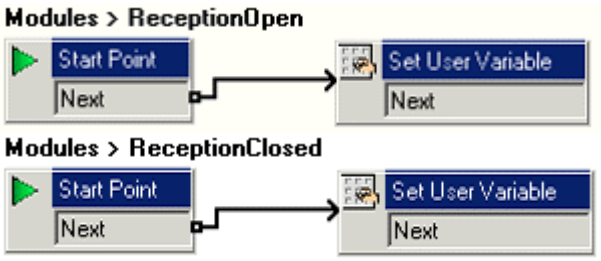
In this exercise you learn how to add a variable that will be used to determine the call flow to be presented to the caller. This could be used, for example, when all staff are attending a meeting.

a. Create a New Variable

1. Click the **User Defined Variable** icon. The User defined variables window opens.
2. Click the add icon. The Add user defined variable window opens.
3. Enter ***Reception*** and click **OK**. The variable 'Reception' is added in the User defined variables window.
4. Select **Update**. The User defined variables window closes.

b. Create Modules to Alter the Variables Value

In this part of the exercise, you create two modules – one for indicating when the reception is open, the other for when the reception is closed. When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. Add a new **Module** called ***ReceptionOpen***.
2. A new **Set User Variable** needs to be added.

- Click **Conditions Actions,** click **Set User Variable** action.
- Click in the Details pane to place the action.
- Open the **Properties** for the new **Set User Variable** action.
- In the **Entry Prompts** tab, click **Add a Prompt** icon. The Wave Editor window opens.
- The announcement message needs to be recorded. A suitable message would be similar to the following: *"Reception is open."*
- Click the **Specific** tab.
- Click the **Assign the following user variable** to select ***Reception***.
- In the **with the following value** field, type ***open***.
- Click **OK**.

3. Connect the **Start Point** to the **Set User Variable Action**.
4. Repeat the steps above to create a module called ***ReceptionClosed***, where the value of **Reception** is set to ***closed*** and the prompt is *"Reception is closed."*
5. Click the **Save and Make Live** icon.

c. Add Short Codes to Change the Variable Value

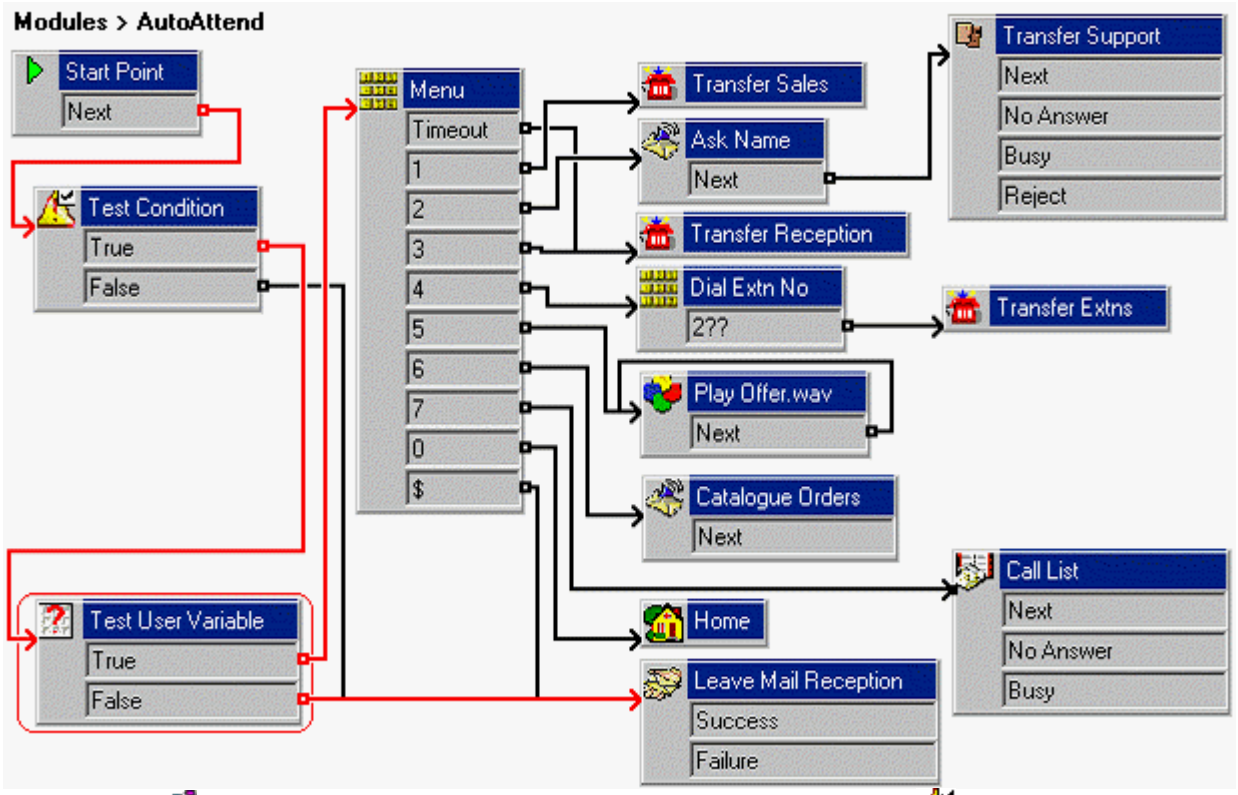
1. In IP Office Manager, add the following short codes:

Field	Enter:	Enter:
Code	*91	*92
Feature	Voicemail Collect	Voicemail Collect
Telephone Number	"ReceptionOpen"	"ReceptionClosed"
Line Group ID	0	0

2. Merge the new short codes with the IP Office.

d. Using the Variable in the Call Flow

In this part of the exercise, we will change the auto-attendant call flow according to the current setting of the user defined variable. When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



In the **AutoAttend** module, delete the connection from the **Test**

1. **Condition**'s ***True*** result to the **Menu** action.
2. A **Test User Variable** action needs to be added.

- Click **Conditions Actions**, select **Test User Variable**.
- Click in the Details pane to place the action.
- Open the **Properties** for the new **Test User Variable**.
- In the **Specific** tab, from the **This action will return TRUE if the following variable** list box, select ***Reception***.
- In **matches the value below**, type ***open***.
- Click **OK**.

3. The actions need to be connected. Click the **Connection** icon and connect:

- The **Test Condition**'s ***True*** result to the **Test User Variable** action.
- The ***True*** result to the **Menu** action.
- The ***False*** result to the **Leave Mail Reception** action.

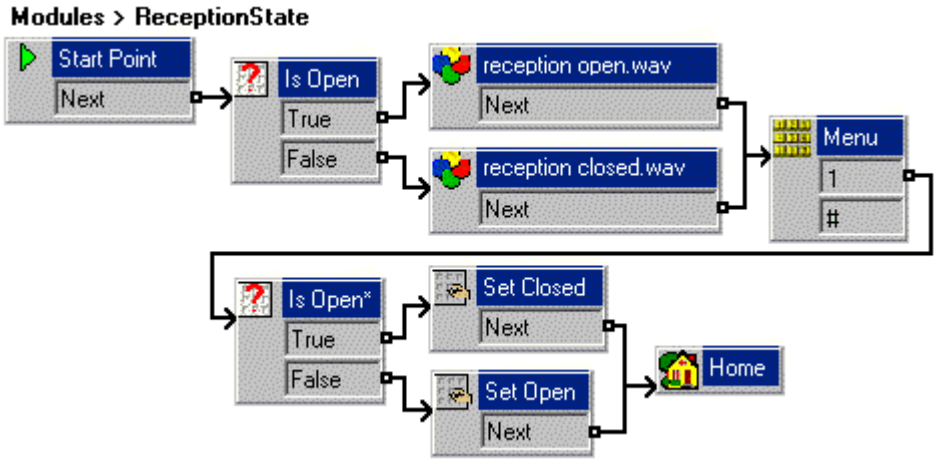
4. Click the **Save and Make Live** icon.

- From any extension, dial ****91*** to set the reception variable to ***open***.

5. Make a test call to the auto-attendant module. You should be played the ***attendant.wav*** as normal.
6. From any extension, dial ****92*** to set the reception variable to ***closed***.
7. Make a test call to the auto-attendant module. You should be prompted to leave a message for reception.
8. From any extension, dial ****91*** to return the reception variable to ***open***.

e. Combining the Controls

Two modules have been created, one to set the reception open, one to set the reception closed. To match those we created, two short codes also need to be created, so the list of modules and short codes continues to expand. With pre-planning, we could have combined the two modules into a single module. An example is shown below.



The current setting of reception is checked and the generic actions used to play, *"Reception is open"* or *"Reception is closed"*. The **Menu** action then prompts, *"Press 1 to change or # to exit"*.

If the user select change, the reception value is checked again and two **Set Variable** actions are used to change its value. The **Home** action then returns the user back to the start, where the new value is checked and the *"Reception is open"* or *"Reception is closed"* prompt is played.

The reception may be using the SoftConsole application. If that were the case, rather than setting up a short code for this new module, one of the SoftConsole's speed dial buttons could be set to the number ***VM:ReceptionOpen***.

Thus by planning, we have reduced two modules and two short code down to one module and no short codes.