

IN-MAIL ANSWER TABLES AND SCHEDULES

The In-Mail Answer Tables and Schedules allow you to have the In-Mail play different greetings/announcements to incoming callers based on trunk number, time, day, week, or a pre-determined greeting when selected by a supervisor. They are typically used when a full Auto Attendant is used and greetings to callers need to change based on the hours of operation.

The following example will show programming for a 4 port In-Mail supporting two companies with different greetings based on times and day of week.

Company	 Safe Dynamite	 Square Bearings
Trunks	1~4 with trunk 5 incoming toll free	6~8
Hours of Op	6am till 4pm Mon~Fri Closed Sat, Sun	8am till 5pm Mon~Fri 8am till 12pm Sat
Special Options	Trunk 5 to play announcement only on after hrs and weekends then hang up.	Closed for lunch from 11:30 am to 12:30pm Mon~Fri

System Data Apply Cancel Defa

47-10: In-Mail Trunk Options

Trunk 001: CO - Cabinet 1 - Slot 01 (1)

Trunk	Answer Table
01	1
02	1
03	1
04	1
05	2
06	3
07	3
08	3

Safe Dynamite's Trunks will use two Answer tables (1 and 2). This will allow their incoming 800 number (trunk 5) to be answered with a different greeting and different options from the other trunks. This is similar to a Hotel where they do not want callers to be able to dial room numbers from the incoming 800 number.

Square Bearings requires only 1 Answer Table as all trunks will be answered the same.

The Answer Tables are programmed in CM 47-11. Here you see the two tables assigned for the company **Safe Dynamite**. **Table 1** is for trunks 1~4 and **Table 2** for Trunk 5 alone.



System Data Apply Cancel Default

47-11: In-Mail Answer Table Options

Answer Table (1-8) Search Left Arrow Right Arrow

01 - Answer Schedule Override

02 - Override Mailbox Category

03 - Override Mailbox Number

04 - Default Mailbox Category

05 - Default Mailbox Number

06 - Next Answer Table

System Data Apply Cancel Default

47-11: In-Mail Answer Table Options

Answer Table (1-8) Search Left Arrow Right Arrow

01 - Answer Schedule Override

02 - Override Mailbox Category

03 - Override Mailbox Number

04 - Default Mailbox Category

05 - Default Mailbox Number

06 - Next Answer Table

Answer Schedule Override directs the calls to the **Override Mailbox** assigned in 47-11-02 and 03. This is typically turned on from the System Administrator Mailbox and is primarily used when the company is closed for Public Holidays, inclement weather, and or other company events. The Override Mailbox will play its greeting to callers until it is turned off again by the System Administrator.

The **Default Mailbox** is the place calls will be routed to outside of normal operation hours which will be defined in **CM 47-12**. Note that table 2 is using the same mailbox for **Override** and **Default** (After hours).



Answer Tables 3 for **Square Bearings** is using **Routing MB 16** (*Announcement MB* see page 5) for **Override** and **Routing Mailbox 4** for the **Default Mailbox** (After Hours).

Each Answer table has 10 schedules to assign the Date/Day/Hours that particular greetings will play. **See page 3**. If 10 schedules are not enough an Answer Table can be chained to another Answer Table to give a total of 20 schedules. To do this simply assign 47-11-06 to a spare table. This example does not require more than 10 schedules so it will be left at 0.

System Data Apply Cancel Default

47-11: In-Mail Answer Table Options

Answer Table (1-8) Search Left Arrow Right Arrow

01 - Answer Schedule Override

02 - Override Mailbox Category

03 - Override Mailbox Number

04 - Default Mailbox Category

05 - Default Mailbox Number

06 - Next Answer Table



The **Answer Schedule Tables** only requires that the Open Hours of operation be assigned. During times that are not identified in the Schedule the **Answer Table** will send the caller to the Default Mailbox assigned in **47-11-04/05**. Safe Dynamite requires only one of the 10 possible schedules assigned. Answer Schedules for Answer Tables 1 and 2 will look exactly the same as **Safe Dynamite** requests their 800 line (trunk 5) answer the same as regular trunks (trunks 1~4) during business hours only.

System Data

47-12: In-Mail Answer Schedules

Answer Table (1-8) Schedule (1-10)

The **Schedule Type** can be one of 3 choices...
Day of Week:- Go to 47-12-03
Range of Days:- Go to 47-12-04/05
Date:- Go to 47-12-06

The **Routing Mailbox** is what the caller will be sent to inside the times specified. The Category can be one of 3 choices....
Station Mailbox (straight to station greeting and beep to leave a message)
Master Mailbox (See 47-03)
Routing Mailbox 1~16(See 47-08)

01 - Schedule Type	Range of days	Undefined
02 - Routing Mailbox Category	Routing Mailbox	Undefined
02 - Routing Mailbox Number	<input type="text" value="1"/>	
03 - Scheduled Day of Week (Schedule Type=Day of Week)	Sunday	Sunday
04 - Scheduled Range Starting Day (Schedule Type=Range of days)	Monday	Sunday
05 - Scheduled Range Ending Day (Schedule Type=Range of days)	Friday	Sunday
06 - Scheduled Date (Schedule Type=Date)	<input type="text" value="00/00"/>	<input type="text" value="00/00"/>
07 - Scheduled Starting Time	Safe Dynamite opens at <input type="text" value="06:00"/>	<input type="text" value="00:00"/>
08 - Scheduled Ending Time	Safe Dynamite closes at <input type="text" value="16:00"/>	<input type="text" value="00:00"/>



The Answer Schedule Tables for **Square Bearings** (Answer Table 3) will use 2 schedules. The first for the range of days (Monday~Friday) and the second for the single day with different hours (Saturday).

47-12: In-Mail Answer Schedules

Answer Table (1-8)

	01	02
01 - Schedule Type	Range of days	Day of Week
02 - Routing Mailbox Category	Routing Mailbox	Routing Mailbox
02 - Routing Mailbox Number	3	3
03 - Scheduled Day of Week (Schedule Type=Day of Week)	Sunday	Saturday
04 - Scheduled Range Starting Day (Schedule Type=Range of days)	Monday	Sunday
05 - Scheduled Range Ending Day (Schedule Type=Range of days)	Friday	Sunday
06 - Scheduled Date (Schedule Type=Date)	00/00	00/00
07 - Scheduled Starting Time	08:00	08:00
08 - Scheduled Ending Time	17:00	12:00

Square Bearings Hours Monday ~ Friday (points to 07-08 of column 01)

Square Bearings Hours Monday ~ Friday (points to 07-08 of column 02)

With the above complete here is a summary of what is assigned.....

Company	Day Routing	Night/After Hrs Routing	Override/Holiday Routing
Safe Dynamite	Routing MB 1 (Call Routing)	Routing MB 2 (Call Routing)	Master MB 1 (Announcement)
Safe Dynamite Line 5	Routing MB 1 (Call Routing)	Master MB 2 (Announcement)	Master MB 2 (Announcement)
Square Dynamite	Routing MB 3 (Call Routing)	Routing MB 4 (Call Routing)	Routing MB 16 (Announcement)

IN-MAIL MASTER AND ROUTING MAILBOXES

The In-Mail has sixteen **Routing Mailboxes** and sixteen **Master Mailboxes**.

The main difference between the two types is that the **Master Mailboxes** can be assigned a specific mailbox number (matching the phone system numbering plan) to allow integration for varying call scenarios.

Routing Mailboxes are fixed to numbers **01~16**. This is why you cannot have Station Mailbox numbers within this range. The lowest Station Mailbox number that can be assigned is **17** in **CM 47-02-02**.

47-08: Call Routing Mailbox Options

Call Routing Mailbox (1-16)

Call Routing Mailbox	Dial Action Table	Screened Transfer Timeout	Dialing Command Time Limit	Fax Detection
01	<input type="text" value="1"/>	<input type="text" value="15"/>	<input type="text" value="5"/>	<input checked="" type="checkbox"/>
02	<input type="text" value="1"/>	<input type="text" value="15"/>	<input type="text" value="5"/>	<input checked="" type="checkbox"/>
03	<input type="text" value="1"/>	<input type="text" value="15"/>	<input type="text" value="5"/>	<input checked="" type="checkbox"/>
04	<input type="text" value="4"/>	<input type="text" value="15"/>	<input type="text" value="5"/>	<input checked="" type="checkbox"/>

A **Call Routing Mailbox** plays an instructional message (Recorded by System Supervisor) to the incoming trunk and gives the caller dial options (1~9, *,#) via a Dial Action Table (options set in **47-13**). **Screened Trans Timeout** is how long the In-Mail waits for answer on a Screened Transfer to a station. **Dialing Com Timeout** is pause length, after Instruction message, before following the timeout option in the associated Dial Action Table. If there is no timeout option in the Dial Action Table In-Mail will replay the message 3 times and then hang up. **Fax Detection** If In-Mail detects fax tone it will transfer to the ext # assigned in **47-01-06**.

47-07: In-Mail Routing Mailbox Options

Call Routing Mailbox	Mailbox Active	Mailbox Type
<input type="text" value="1"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="2"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="3"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="4"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="5"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="6"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="7"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="8"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="9"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="10"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="11"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="12"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="13"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="14"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="15"/>	<input checked="" type="checkbox"/>	Call Routing
<input type="text" value="16"/>	<input checked="" type="checkbox"/>	Call Routing

Each of the 16 **Routing Mailboxes** can be assigned as a **Call Routing, Announcement, or Directory** Mailbox.

47-09: Routing Mailbox Announcement Options

Call Routing Mailbox	Next Call Routing Mailbox	Repeat Count	Hung up after
<input type="text" value="16"/>	<input type="text" value="4"/>	<input type="text" value="1"/>	Goodbye

The **Announcement Option** will play an Announcement Message (recorded by System Supervisor) to the incoming Trunk Caller. **Next Call Routing Mailbox** sends the caller to the greeting of this CR mailbox if they dial any digit during the announcement. **Repeat Count** is how many times the message is played to caller. **Hung up after** is what In-Mail does at the end of the message.

47-15: Routing Directory Mailbox Options

Call Routing Mailbox (1-16)

01 - Minimum Letter Count	<input type="text" value="2"/>
02 - Directory List	<input type="text" value="1"/>
03 - Name Match	First
04 - Transfer Type	Unscreened Transfer
05 - Screened Transfer Timeout	<input type="text" value="15"/>
06 - Dialing Timeout Time Limit	<input type="text" value="5"/>
07 - Fax Detection	<input checked="" type="checkbox"/>
08 - Next Call Routing Mailbox	<input type="text" value="1"/>

Routing Directory Mailbox is self explanatory. Callers are given the option to dial the **Minimum Letter Count** to match names assigned to stations in **15-01-01**. The number assigned to the **Directory List** (47-15-02) is the same number assigned to the Station Mailboxes in **47-02-14**. **Next Call Routing Mailbox** is where the caller will be sent if they press #. If they press **0** they will follow the **0** option of the **Dial Action Table** associated to this CR Mbox. **Fax Detection** transfers fax call to ext assigned in **47-01-06**.

The 16 **Master Mailboxes** have the same options as the Routing Mailboxes (see page 5 of this doc) with the addition of the **Subscriber** option. This enables you to create additional Subscriber mail boxes on top of the basic 128 assigned in **47-02**.
 The other major difference is the **Master Mailbox** can be assigned an extension number to allow enhanced integration with forwarded numbers, from the IPKII, into the In-Mail. **E.g.** Trunks can DIT to a virtual which rings on several phones before forwarding to In-Mail and playing a greeting from a Master **Call Routing Mailbox** matching the virtual extension number. **Note:** An extension number does not have to be assigned in the IPKII for the mailbox to function.

47-03: In-Mail Master Mailbox Options

Master Mailbox	Mailbox Active	Mailbox Extension	Mailbox Type
01	<input checked="" type="checkbox"/>	199	Announcement
02	<input checked="" type="checkbox"/>	299	Call Routing
03	<input type="checkbox"/>		Subscriber

Master Mailbox Call Routing options are assigned in **47-04**.

Master Mailbox Announcement options are assigned in **47-05**.

Master Mailbox Subscriber options are assigned in **47-06**.

Master Mailbox Directory options are assigned in **47-14**.



Recording the Greetings

The greetings heard by the caller in the **Call Routing** and **Announcement** Mailboxes are recorded through the phone by the **System Administrator**. A mailbox can be assigned as **System Supervisor** by checking the associate box in **47-02-12**. To record the greetings use the following procedure.....

1. Log into the mailbox assigned the System Supervisor role.
2. Press **SA** (72) to enter the **System Supervisor** menu.
3. Select **I** (4) to record **Instruction Menu Messages** (Call Routing and Master Call Routing Mailboxes) and **A** (2) for Announcement Messages.
4. Enter the mailbox number of either the Call Routing or Announcement Mailbox. To record to one on the sixteen **Routing Mailboxes** you must enter **001~016**. For **Master Mailboxes** simply enter the number assigned to that box in **47-03-02**.
5. Press **R** (7) to record, **L** (5) to listen, or to erase press **E** (3). From a display MLT you can also use the integrated soft keys for the above functions.

Enabling Override

The **Override** feature allows a **System Supervisor** to log into their mailbox and enable a different greeting and routing for incoming trunk callers. The feature is typically used when business hours change due to Holidays, inclement weather, or for other functions. The **Override Mailbox** Greeting (assigned in **47-11-02/03**) will be active until turned off by the System Supervisor. It can also be enabled via system programming in **47-11-01**. To enable do the following.....

1. Log into the mailbox assigned the System Supervisor role.
2. Press **SA** (72) to enter the **System Supervisor** menu.
3. Press **O** (6) for Answering Schedule Override.
4. Select the Answer Table for override. In the example on this sheet **Safe Dynamite** used tables 1 and 2 while **Square Bearings** used table 3.
5. Press **O** (6) to enable the **Override** mailbox. If the **Override** is enabled press **O** (6) again to disable.