MMC: 102 CALL FORWARD

DESCRIPTION:

Allows the system administrator to program the call forward destinations for other station users. This MMC also allows call forward to be set after the destination has been entered.

The OfficeServ 7200 system allows five types of call forwarding: FORWARD ALL, FORWARD NO ANSWER, FORWARD BUSY, FORWARD FOLLOW ME and FORWARD DND. There is an additional option, FORWARD BUSY/NO ANSWER, that allows both of these options to be activated at the same time, provided that destinations have been entered for both. Destinations for forward types 1, 2, 3 and 5 can be internal or external numbers.

0 = FORWARD CANCEL
1 = ALL CALL
2 = BUSY
3 = NO ANSWER
4 = BUSY/NO ANSWER
5 = FORWARD DND

0 = FORWARD CANCEL	This option will cancel any call forwarding set in MMC 102. It will not remove the programmed destination and will not override any preset forward settings in MMC 316.
1 = ALL CALL	This option, when set, will forward all calls to the programmed destination. If the programmed destination is a station then that station can call the forwarded station to put calls through.
2 = BUSY	This option, when set, will forward calls to the programmed destination when the forwarded keyset is busy.
3 = NO ANSWER	This option, when set, will forward calls to the programmed destination if the forwarded station does not answer a call before the forward no answer timer in MMC 502 expires.
4 = BUSY/NO ANSWER	This option will activate both the BUSY option and the NO ANSWER option at the same time.
5 = FWD DND	This option will forward all calls to the programmed destination whenever the forwarded station goes into DND.

MMC: 102

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 102 Display shows	`[201] FORWARD` `0:FORWARD CANCEL`
2. Dial station number (e.g., 205) OR Press UP or DOWN to select station and press RIGHT soft key to move cursor.	`[205] FORWARD` `0:FORWARD CANCEL`
3. Dial 0 – ✱ to select forward type OR Press UP or DOWN to select forward type and press RIGHT soft key to move cursor.	`[205] FORWARD` `1:ALL CALL:NONE`
4. Dial destination number (e.g., 201) OR Press UP or DOWN to select destination and press RIGHT soft key to move cursor.	`[205] FORWARD` `1:ALL CALL:201`
5. Dial 1 for YES, 0 for NO OR Press UP or DOWN to select YES or NO and press RIGHT soft key to return to step 2.	`[205] FORWARD` `CURENTLY SET :YES`
6. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 102

DEFAULT DATA: **NONE**

RELATED ITEMS:
MMC 301 ASSIGN STATION COS
MMC 501 SYSTEM TIMERS
MMC 502 FORWARD NO ANSWER TIMER
MMC 701 ASSIGN COS CONTENTS
MMC 722 STATION KEY PROGRAMMING
MMC 723 SYSTEM KEY PROGRAMMING

MMC: 110 STATION ON/OFF

DESCRIPTION:

Allows the system administrator to set any of the keyset features listed below.

	FEATURES	DESCRIPTION
00	AUTO HOLD	Automatically places an existing C.O. call on hold if a CALL button, trunk key or trunk route key is pressed during that call.
01	AUTO TIMER	Automatically starts the stopwatch timer during a C.O. call.
02	HEADSET USE	When ON, this feature disables the hookswitch allowing a headset user to answer all calls by pressing the ANS/RLS button.
03	HOT KEYPAD	When ON, this feature allows the user to dial directory numbers without having to first lift the handset or press the SPEAKER button.
04	KEY TONE	Allows the user to hear a slight tone when pressing buttons on keyset.
05	PAGE REJOIN	Allows the user to hear the latter part of page announcements if keyset becomes free during a page.
06	RING PREF.	When OFF, requires the user to press the fast flashing button to answer a ringing call after lifting the handset.
07	NOT FOR USA	This field is reserved and can not be used for U.S. software.
08	AUTO CAMP-ON	Keyset users can allow intercom calls to camp-on to other keysets without having to press a CAMP-ON key.
09	NOT FOR USA	
10	AME PSWD	If this option is set to YES, station users who have AME set must enter their station password to listen to messages being left.
11	DISP SPD NAME	If this option is set to ON the user will have the name associated with the speed dial number shown in the display after the number has been dialed.

MMC: 110

	FEATURES	DESCRIPTION
12	CID REVIEW ALL	If this setting is set to OFF the CID review list will only store CID information for calls that were not answered at the station and reject the information for calls that were answered. When set to ON all calls will be stored in the list.
13	SECURE OHVA	When set to OFF an OHVA will be heard through the keyset speaker rather than the handset.
14	NOT FOR USA	
15	AUTO ANS CO	When set to ON CO lines programmed to ring that keyset directly will auto answer if the keyset is programmed for auto answer in MMC 103.
16	ENBLOCK 2LCD	*For ITP Phones with 2 Line Display* Set to ON will require user to press SEND button to make a call, it works like a cell phone. Enblock dialing must be enabled in MMC 861.
17	STN NO RING	When ON all incoming calls will not ring at stations.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION

1. Press TRANSFER 110
   Display shows

   DISPLAY
   ```
   [201]  STN ON/OFF
   AUTO HOLD   :OFF
   ```

2. Dial the option number from above list (e.g., 4)
   OR
   Press UP or DOWN to select the option and
   Press the RIGHT soft key to move the cursor.

   ```
   [201]  STN ON/OFF
   HOT KEYPAD :OFF
   ```

3. Press UP or DOWN to select ON or OFF
   Press the left or right soft key to return to step 2

   ```
   [201]  STN ON/OFF
   HOT KEYPAD :ON
   ```

MMC: 110

OR

Dial 1 for ON or 0 for OFF.

If option 00 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
AUTO HOLD    :OFF
```

If option 01 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
AUTO TIMER   :OFF
```

If option 02 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
HEADSET USE  :ON
```

If option 03 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
HOT KEYPAD   :ON
```

If option 04 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
KEY TONE     :ON
```

If option 06 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
RING PREF    :ON
```

If option 08 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
AUTO CAMPON  :ON
```

If option 10 from above list is dialed at Step 2.

```
[201]  STN ON/OFF
AME PASSCODE :ON
```

4. Press UP or DOWN to select ON or OFF Press the LEFT or RIGHT soft key to return to Step 2.

```
[201]  STN ON/OFF
HOT KEYPAD :ON
```

5. Press TRANSFER to store and exit.

DEFAULT DATA:

AUTO HOLD: OFF
SECURE OHVA: ON
DISP SPDNAME: OFF
AUTO CAMPON: OFF
PAGE REJOIN: ON
HOT KEYPAD: ON
AUTO TIMER: ON
STN NO RING: OFF
AUTO ANS CO: OFF
CID REVW ALL: ON
AME PASSCODE: OFF
RING PREF.: ON
KEY TONE: ON
HEADSET USE: OFF
ENBLOCK 2LCD: OFF

RELATED ITEMS: MMC 301 ASSIGN STATION COS
MMC 701 ASSIGN COS CONTENTS

MMC: 207 ASSIGN VM/AA PORT

DESCRIPTION:

Enables SLI ports to be designated as NORMAL or VMAA. VMAA ports receive digits designated in MMC 726 VM/AA Options and also receive a true disconnect signal upon completion of a call. Only SLI cards, not key daughter boards, support disconnect signal. Do not make VMAA ports data; this will return them to a single line port and stop voice mail integration. VMAA ports have the equivalent of data protect written in the program and are protected against tones.

NOTE: This MMC is not used to assign voice mail card ports. Voice mail card ports are assigned as voice mail ports automatically when the OfficeServ 7200 detects a voice mail card.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 207 Display shows	[209] VMAA PORT NORMAL PORT
2. Dial station number (e.g., 205) OR Press UP or DOWN to select station and press RIGHT soft key to move cursor.	[205] VMAA PORT NORMAL PORT
3. Dial 1 or 0 to select port type (1=VMAA, 0=NORMAL). Press UP or DOWN to select option and press RIGHT soft key.	[205] VMAA PORT VMAA PORT

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NORMAL PORT**

RELATED ITEMS: **MMC 726 VM/AA OPTIONS**
MMC 601 STATION GROUP

MMC: 308 ASSIGN BACKGROUND MUSIC SOURCE

DESCRIPTION:

Assigns a background music source to the keysets. There are 2 possible external music source selections (MIS daughter board is required).

These 2 external sources are defined in the MISC Numbering Plan in MMC 724 (MIS 1 and MIS 2). Internal chimes is also available (it is defined in MMC 724 as MISC08, 3761).

If you have an SVM Voice Mail System installed you may also select an SVM recording as a music. The recording must already been defined in MMC 748 and will show up here as the SVM port assigned with the recording.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 308 Display shows current setting	[201] BGM SOURCE BGM SOURCE:NONE
2. Dial keyset number (e.g., 205) OR Use UP or DOWN to scroll through keyset numbers and press RIGHT soft key to move the cursor	[205] BGM SOURCE BGM SOURCE:NONE
OR Press ANS/RLS to select all stations.	[ALL] BGM SOURCE BGM SOURCE:?
3. Enter source number (e.g., 3761) OR Press UP or DOWN key to make selection and press RIGHT soft key to return to step 2.	[205] BGM SOURCE BGM SOURCE:3761

MMC: 308

4. Press TRANFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 309 ASSIGN STATION MUSIC ON HOLD
MMC 408 ASSIGN TRUNK MUSIC ON HOLD SOURCE
MMC 724 NUMBER PLAN
MMC 748 ASSIGN VMMOH

MMC: 309 ASSIGN STATION MUSIC ON HOLD

DESCRIPTION:

Assigns a Music on Hold source to any station. This selection will determine the MOH source you will hear when another station puts you on hold.

If you have a SVM Voice Mail System installed you may also select an SVM recording as a music source. The recording must already been defined in MMC 748 and will show up here as the SVM port assigned with the recording.

The following MOH sources are available:

1. NONE
2. TONE
3. 3761 (INTERNAL CHIMES)†
4. 3762 (EXT. MOH SOURCE #1)*†
5. 3763 (EXT. MOH SOURCE #2) *†
6. SVMi PORT # (A DEDICATED SVM MOH PORT ASSIGNED IN MMC 748)

*: MIS daughter board required.
†: These have the default MISC NUM PLANS in MMC 724.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 309 Display shows current setting	`[201] STN MOH` `MOH SOURCE:NONE`

MMC: 309

2. Dial keyset number (e.g., 205)
   OR
   Use UP or DOWN to scroll through keyset numbers and press RIGHT soft key to move the cursor
   OR
   Press ANS/RLS to select all stations.

```
[205] STN MOH
MOH SOURCE:NONE
```

```
 [ALL] STN MOH
MOH SOURCE:?
```

3. Enter source number (e.g., 3761)
   OR
   Press UP or DOWN key to make selection and press RIGHT soft key to return to step 2.

```
[205] STN MOH
MOH SOURCE:3761
```

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **TONE**

RELATED ITEMS: **MMC 308 ASSIGN BACKGROUND MUSIC SOURCE**
MISC 724 MISC NUM PLAN
MMC 748 ASSIGN VM MOH

MMC: 316 PRESET FWD NO ANSWER

DESCRIPTION:

Allows a technician to assign a default destination for FNA to each station on the system. These destinations may be different for each station or they may be the same. The preset destination will be temporarily overwritten if the station user enters a different FNA destination. If the user cancels the new destination, the preset destination will once more be in effect. If a station user has a FNA key, the LED will not indicate Preset Forward No Answer. Preset Forward No Answer time follows the station forward no answer timer. There is also an option (OPT) to select whether the forward applies to internal calls (I), outside calls (O) or both (BOTH).

Notes: This destination must be internal to the system. External numbers cannot be programmed. You must set PRE FWD BUSY to ON in MMC 210 for this feature to work.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 316 Display shows	[201] PRESET FNA NONE OPT:BOTH
Press RIGHT soft key to advance cursor OR Press ANS/RLS to select ALL.	[ALL] PRESET FNA NONE OPT:BOTH
2. Dial valid number via keypad OR Press UP or DOWN to make selection Press RIGHT soft key to return to step 1.	[201] PRESET FNA 202 OPT:BOTH

MMC: 316

DEFAULT DATA: **NONE**

RELATED ITEMS: MMC 102 FORWARDING
MMC 210 CUSTOMER ON/OFF PER TENANT
MMC 502 STATION FWD NO ANS TIMER

MMC: 406 TRUNK RING ASSIGNMENT

DESCRIPTION:

Enables ringing to a specific station or to a group of stations when incoming calls are received. This MMC controls ring plan destinations for ring down trunks. If the ring plan destinations are not input the default ring plan is ring plan 1. Station group 500 is default in Ring Plan 1. (In a networked system this MMC can be used to assign ringing to any station or station group in the entire network).

DEVICE	DEFAULT DN
3 Digit Station	201–299, 301–3xx
3 Digit Station group	500–5xx
4 Digit Station	2001–2xxx
4 Digit Station group	5000–5xxx

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL (trunks only)

ACTION	DISPLAY
1. Press TRANSFER 406 Display shows	[701] TRK RING 1:500 2:500
2. Use UP or DOWN to scroll through trunk numbers and press the RIGHT soft key to move the cursor OR press ANS/RLS for ALL	[All] TRK RING 1:500 2:500
OR	
3. Dial trunk number (e.g., 704).	[704] TRK RING 1:500 2:500
4. Dial ring plan number or press the RIGHT softkey to move to the next step.	[704] TRK RING 1:500 2:500

MMC: 406

5. Dial station number or station group number (e.g., 205)
   OR
   Press UP or DOWN key to select station number or station group number and press RIGHT soft key to move cursor to the next ring plan destination and repeat step 5
   OR
   Press LEFT soft key to return to step 5
   OR
6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

```
[704] TRK RING
1:205   2:500
```

```
[704] TRK RING
1:205   2:501
```

DEFAULT DATA: **ALL TRUNKS RING DEFAULT OPERATOR GROUP (500, 5000)**

RELATED ITEMS: MMC 202 CHANGE FEATURE PASSCODES
MMC 507 ASSIGN RING PLAN TIME
MMC 601 ASSIGN STATION GROUP

MMC: 408 ASSIGN TRUNK MOH SOURCE

DESCRIPTION:

Allows the system administrator to set two MOH options for each trunk in the system.

Option 1: MOH—this selects which Music On Hold source will be heard on each trunk when it is put on hold.

Option 2: AA—this selects which Music On Hold source will be heard when the trunk is automatically answered by the system. See MMC 210-Trunk Auto MOH, ON/OFF. This feature must be set to ON before the AA option will take effect.

For the four types of selection for Options 1 and 2 see below.

OPTIONS

1. TONE: An intermittent tone is played to the caller.
2. NONE: No Music on Hold selection.
3. 376X: If X is one (1), a chime tune is played. If X is another number, an external source from a MISC daughter board as assigned below is played.

MIS DAUGHTER BOARD	MISC FUNCTION # MMC 724	DEFAULT DN (Port)
BGM/MOH Source #1	01	3762
BGM/MOH Source #2	02	3763

4. SVM PORT NUMBER: If you have a SVM Voice Mail System installed you may also select a SVM recording as a music source. The recording must already been defined in MMC 748 and will show up here as the SVM port associated with the recording.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry
ANS/RLS	Used to select ALL

MMC: 408

ACTION	DISPLAY
1. Press TRANSFER 408 Display shows current setting	[701] TRK MOH MOH:TONE AA:NONE
2. Dial trunk number (e.g., 704) OR Use UP or DOWN to scroll through trunk numbers and press RIGHT soft key to move cursor	[704] TRK MOH MOH:TONE AA:NONE
OR Press ANS/RLS to select ALL.	[ALL] TRK MOH MOH:TONE AA:NONE
3. Enter source number (e.g., 3761) OR Press UP or DOWN key to select option Press RIGHT soft key to return to step 2 above.	[705] TRK MOH MOH:3761 AA:NONE
4. Press RIGHT soft key to move cursor to AA setting.	[705] TRK MOH MOH:371 AA:NONE
5. Use UP and DOWN keys to select AA source (e.g. 3761)	[705] TRK MOH MOH:3761 AA:3761
6. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **MOH: TONE**
AA:NONE

RELATED ITEMS:
MMC 210 CUSTOMER ON/OFF PER TENANT
MMC 308 ASSIGN BACKGROUND MUSIC SOURCE
MMC 724 MISC NUM PLAN
MMC 748 ASSIGN VM MOH

MMC: 414 ASSIGN CALLER ID / ANI TRUNKS

DESCRIPTION:

Allows the system administrator or technician to activate Caller ID or ANI on a per-trunk basis. Activating Caller ID or ANI will delay the incoming ring indication at the operator by two ring cycles to allow for the collection of the calling party data.

Each trunk has the following options:

0	NORMAL	This is not a Caller ID trunk.
1	CID TRUNK	This is a Caller ID trunk.
2	ANI TRUNK	This is an ANI trunk.

NOTE: ANI information can be received only on digital (T1) trunks.
ANI is programmed for use on a trunk group basis.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 414 Display shows	`[701]CID TRUNKS` `NORMAL`
2. Dial trunk number (e.g. 705) OR Press UP or DOWN to select trunk and press RIGHT soft key to move cursor	`[705]CID TRUNKS` `NORMAL`
OR Press ANS/RLS to select ALL.	`[ALL]CID TRUNKS` `?`
3. Dial 0, 1 or 2 to change options OR Press UP or DOWN to select an option	`[705]CID TRUNKS` `CID TRUNK`
Press RIGHT soft key to enter and return to step 1.	`[705]CID TRUNKS` `ANI TRUNK`

4. Press TRANSFER to store and exit
   OR
   Press SPEAKER to save and advance to next MMC.

DEFAULT DATA: **ALL TRUNKS ARE NORMAL**

RELATED ITEMS:
MMC 119 CALLER ID / ANI DISPLAY
MMC 312 ALLOW CALLER ID / ANI
MMC 420 ANI / DNIS OPTIONS
MMC 501 SYSTEM TIMERS
MMC 503 TRUNK WIDE TIMERS
MMC 608 ASSIGN REVIEW BLOCK
MMC 722 STATION KEY PROGRAMMING
MMC 723 SYSTEM KEY PROGRAMMING
MMC 725 SMDR OPTIONS
MMC 728 CALLER ID / ANI TRANSLATION TABLE

MMC: 501 SYSTEM TIMERS

DESCRIPTION:

Allows the technician to adjust individual timers as necessary.

NOTE: Certain timers are disabled when the value is “000”.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 501. Display shows first timer value.	AA INT DGT TIME 05 SEC
2. Press UP or DOWN key to select timer and press RIGHT soft key to move cursor.	KMMC LOCK OUT TM 30 SEC _
3. Enter new value using keypad; if valid, system returns to step 2 with new value.	KMMC LOCK OUT TM 30 SEC 250
4. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: SEE TABLE OF TIMERS AND VALUES

RELATED ITEMS: NONE

MMC: 501

TIMER TABLE

TIMER NAME	DEFAULT	RANGE
ALARM TIMER	0100 MIN	0000-2500 MIN
ALERT TONE TIMER	1000 MS	100–2500 MS
ALM REM.INTERVAL*	25 SEC	1–250 SEC
ALM REM.RING OFF*	10 SEC	1–25 SEC
ATT.RECALL TIME	30 SEC	0–250 SEC
AUTO REDIAL INT.	30 SEC	1–250 SEC
AUTO REDIAL RLS.	45 SEC	1–250 SEC
CALLBACK NO ANS	30 SEC	1–250 SEC
CAMP ON RECALL	30 SEC	000–250 SEC
CID MSG RECEIVE	06 SEC	1–25 SEC
CID DSP ALLOC TM	500 MS	
CID DISPLAY TIME	05 SEC	1–25 SEC
CO–CO DISCONNECT	20 MIN	001–250 MIN
CONFIRM TONE TM	1000 MS	100–2500 MS
CRD TONE INT TM	30 SEC	000–250
DIAL PASS TIME	03 SEC	0–25 SEC
DISA DISCONNECT	30 MIN	1–250 MIN
DISA DTMF DETECT	000 SEC	0-250 SEC
DISA LOCK OUT/TM	30 MIN	1–250 MIN
DISA NOANS DISC	30 SEC	000–250 SEC
DISA PASS CHECK	30 MIN	1–250 MIN
DISA NO ACTION	10 SEC	
DISPLAY DELAY TM	03 SEC	1–250 SEC
DOOR LOCK RELES.	500 MS	100–2500 MS
DOOR RING DETECT	50 MS	10–250 MS
DOOR RING OFF TM	30 SEC	1–250 SEC
E-HOLD RECALL TM	45 SEC	0–250 SEC
FIRST DIGIT TIME	10 SEC	1–250 SEC
HOK FLASH MAX TM	800 MS	0020–2500MS
HOK FLASH MIN TM	350 MS	0020–2500MS
HOOK OFF TIME	100 MS	20–2500 MS
HOOK ON TIME	1000 MS	20–2500 MS
INQUIRY RELEASE	30 SEC	1–250 SEC
INTER DIGIT TIME	10 SEC	001–250 SEC
ISDN INTER DIGIT TIMER	03 SEC	01-15 SEC
KMMC LOCK OUT TM	30 SEC	10–250 SEC
LCR ADVANCE TIME	05 SEC	1–250 SEC
LCR INTER DIGIT	05 SEC	1–250 SEC
LONG KEY DETECT	600 MS	1-2500 MS
LONG KEY REPEAT	300 MS	1-2500 MS
MS LED ON TIME	10 SEC	1-10 SEC
OFF HOK RING INT	15 SEC	1–250 SEC
OHVA ANSWER TIME	10 SEC	1–250 SEC
PAGE TIME OUT	20 SEC	1–250 SEC
PAGE TONE TIME	500 MS	100–2500

MMC: 501

TIMER NAME	DEFAULT	RANGE
PARK RCALL TIME	45 SEC	0–250 SEC
PC-MMC LOCK OUT	5 MIN	01–60 MIN
PERI UCD REPORT	05 SEC	03-99 SEC
POWER DOWN TIME	2000 MS	1000–9000 MS
RECALL DISCONECT	002 MIN	1–250 SEC
RECALL WAIT TIME	15 SEC	000–250 SEC
ROUTE OPTIMIZE	10 SEC	0–250 SEC
SMDR START/DP	30 SEC	1–250 SEC
SMDR START/DTMF	15 SEC	1–250 SEC
SYS HOLD RECALL	45 SEC	0–250 SEC
TRANSFER RECALL	20 SEC	0–250 SEC
TRK AUTOMOH DISC	60 SEC	
TSW CONN. DEL	00 SEC	00–10 SEC
UCDS AUDIO ALARM	0 SEC	0–990 SEC
UCDS VISUAL ALAM	0 SEC	0–990 SEC
VOIP RE-ROUTE TM	5 SEC	2–25 SEC

*Also used for wake-up calls.

TIMER DESCRIPTIONS

ALARM TIMER This is the time the system alarm key will start ringing after the alarm key has been silenced.

ALERT TONE TIMER This timer sets the duration of the attention tone preceding a call to a keyset in the Voice Announce or Auto Answer mode. This tone will also precede a forced Auto Answer call.

ALM REM INTERVAL This timer controls the time length between ring attempts at a station when alarm reminder is set. (Also used for wake-up calls).

ALM REM RING OFF This timer controls the length of the ring cycle duration when alarm reminder is set at a station. (Also used for wake-up calls).

ATT RECALL TIME This is the length of time a transfer recall (hold or transfer) will ring at an idle station before recalling the operator.

AUTO REDIAL INT This timer controls the time between attempts after RETRY dialing is set on a station.

AUTO REDIAL RLS This timer controls the duration of a Ring No Answer condition on a retry number dialed before the auto redial is automatically canceled.

MMC: 501

CALLBACK NO ANS This timer controls the time before the callback is automatically canceled when a callback detects Ring No Answer.

CAMP ON RECALL This timer controls the duration of time a camped-on call will stay at a destination before recalling to the transferring station.

CID MSG RECEIVE The amount of time that the system will allow a valid message from the C.O.

CID DSP ALLOC TM

CID DISPLAY TIME The amount of time that the Caller ID information remains on the keyset's display.

C.O.-C.O. DISCONNECT This timer monitors the duration of an unsupervised conference; when it expires, both trunks are disconnected.

CONFIRM TONE TIME The tone heard when a feature is activated or deactivated.

CRD TONE INT TM This is the call record tone interval time. An entry other than zero will cause a tone to be heard by all the parties in a recorded conversation. The range for the tone is 001 (every second) to 255 (every 255 seconds). A value of 000 means no tone. Requires SVMi-20E card.

DIAL PASS TIME This timer monitors the duration of time before connecting the transmit of the keyset to the trunk side of an outgoing call.

DISA DISCONNECT This timer controls the maximum duration of a DISA call.

DISA DTMF DETECT This timer sets the time duration that DTMF can be received on a DISA line.

DISA LOCK OUT TIMER This timer controls the duration of time a DISA call is not allowed to be made after the DISA error counter has expired (MMC 500).

DISA NOANS DISC.

DISA PASS CHECK This timer defines the time period before the system clears the incorrect passcode counter.

DISA NO ACTION

MMC: 501

DISPLAY DELAY TIMER This timer controls the duration a display is shown in the LCD display. This timer also controls the duration of time that error tone is heard.

DOOR LOCK RELEASE This timer controls the duration of time the door lock relay will be activated.

DOOR RING DETECT This timer controls the duration of time before a call is answered by the door phone.

DOOR RING OFF TM This timer controls the duration of ringing at the door ring destination before automatically canceling.

E-HOLD RECALL TM This timer controls the duration of time a call is held exclusively at a station before recalling.

FIRST DIGIT TIME This timer controls how long the system will wait for dialing to begin before dropping the dial tone and returning the user to error tone.

HOK FLASH MAX TM This timer monitors the duration of a hookswitch flash to ensure that the flash is valid and not a line noise or an accidental hookswitch bounce (LONGEST DURATION).

HOK FLASH MIN TM This timer monitors the duration of a hookswitch flash to ensure that the flash is valid and not a line noise or an accidental hookswitch bounce (SHORTEST DURATION).

HOOK OFF TIME This timer controls the time before dial tone is sent to a single line station.

HOOK ON TIME This timer sets the minimum amount of time that the system will recognize as an SLT hang up.

INQUIRY RELEASE This timer monitors the duration of the interaction of the soft key to determine when to return the LCD back to a normal status. This timer affects only display phones.

INTER DIGIT TIME This timer controls the grace period between dialing valid digits before dropping the call and returning the user back to error tone.

ISDN INTERDIGIT TIMER This timer controls the grace period between dialing valid digits and the end of the dialing string on an ISDN call.

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KMMC LOCKOUT TIMER This timer controls the grace period between programming actions while in a programming session. The timer automatically returns the system to secure programming status.

LCR ADVANCE TIME This timer controls the duration of time before selecting the next allowable route when a station is allowed to route advance.

LCR INTER DIGIT This timer controls the grace period between dialing valid digits before accessing a trunk.

LONG KEY DETECT This timer controls the time a key must be held down before the key press is repeated.

LONG KEY REPEAT This timer controls the time between repeated digits on a long key press.

MS LED ON TIME This timer controls the duration a Manual Signalling key will remain on after use.

OFF HOOK RING INTERVAL This timer controls the duration of time between ring bursts to a user who has a camped-on call.

OHVA ANSWER TIME This timer controls the time duration of an OHVA call before automatic rejection.

PAGE TIME OUT This timer controls the duration of a page announcement.

PAGE TONE TIME This timer controls the duration of tone burst heard over the page prior to the page announcement.

PARK RECALL TIME This timer controls the duration of time a call is parked before recalling to the call park originator.

PC-MMC LOCK OUT This timer monitors the PCMMC/OfficeServ™ Manager (OSM) activity, drops the link if no action is created by PCMMC/OfficeServ™ Manager (OSM) and returns the system back to secure program status.

PERI-UCD REPORT This timer is the interval that a periodic UCD report is output.

POWER DOWN TIME This timer monitors the power to the ROM pack to begin shutdown status.

RECALL DISCONNECT This is the time an attendant recall will ring before being disconnected.

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RECALL WAIT TIME This is the time any recall (hold or transfer) to a busy station continues to wait at the station before recalling to the operator.

ROUTE OPTIMIZE

SMDR START/DIAL PULSE (ROTARY) This grace period timer starts SMDR recording for rotary dialing. This timer also controls the LCD duration timer on the keysets. The duration time displayed and the SMDR time duration will be the same.

SMDR START/DTMF This grace period timer starts SMDR recording for touchtone dialing. This timer also controls the LCD duration timer on the keysets. The duration time displayed and the SMDR time duration will be the same.

SYS HOLD RECALL This timer determines the time calls can be left on hold before recalling back to the holding station. This is a system-wide timer. Setting timer to 000 will defeat this feature and no recalling will take place.

TRANSFER RECALL This timer determines the time transferred calls ring before recalling. This is a system-wide timer.

TRK AUTOMOH DISC

TSW CONN. DELAY This timer determines the length of time before the audio path is connected to a CO line after seizure via LCR.

UCDS AUDIO ALARM When the Auto Attendant function in the SVMi-20E is used and the digital UCD package enabled, this counter determines the maximum number of seconds a call has been waiting at the UCD group before the UCD group's SUPV key begins to flash along with an audio alarm. For more UCD alarm conditions, see MMC 500.

UCDS VISUAL ALARM When the Auto Attendant function in the SVMi-20E is used, the digital UCD package enabled, this counter determines the maximum number of seconds a call at the UCD group before the UCD group's SUPV key begins to flash as an alarm. For more UCD alarm conditions, see MMC 500.

VOIP RE-ROUTE TM When the outgoing call is made via VOIP trunk and does not receive a message from the called party within this time, the call is disconnected.

MMC: 502 STATION-WIDE TIMERS

DESCRIPTION:

Allows certain station timer values to be changed on a per-station basis or for all stations.

1 NO ANS FWD — This timer controls how long the station will ring before Forward on No Answer takes place. (Range: 001- 250 sec.)

2 DTMF DUR. — This timer governs the duration of DTMF digits which are transmitted to an external VM system port. This can be used when a VMS system fails to recognize the default DTMF digit duration being transmitted from the DCS SLT port. (Range: 100- 9900 m sec.)

3 F - DGT DELY — This timer will be valuable for the system administrator to insert a suitable delay before generating DTMF digits for In Band Integration. (Range: 00- 9900 m sec)

4. OFFHK SEL — This timer controls the grace period before placing an internal/external call as programmed in MMC 306. (Range: 000- 250 sec.)

5. EFWD DELAY — This timer controls how long a station will ring before the call is forwarded to an external number. (Range: 000 – 250 sec.)

6. CC RNG DLY — When the station does not answer incoming call within this time, other stations with the CC key of that station will ring together. This feature only applies to the station call and station group call does not serviced (Range: 10 sec)

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

MMC: 502

ACTION	DISPLAY
1. Press TRANSFER 502. Display shows.	`[201] NO ANS FWD` `010 SEC →`

2. Dial station number (e.g., 205)
OR
Press UP or DOWN key to select station and press RIGHT soft key
OR
Press ANS/RLS to select all stations and press RIGHT soft key.
	`[205] NO ANS FWD`
	`010 SEC →_`
	
	`[ALL] NO ANS FWD`
	`010 SEC →_`

3. Enter new value (must be three digits) via dial keypad (e.g., 020). System will return to step 2.	`[205] NO ANS FWD` `010 SEC →020`
4. Dial timer number from above list (e.g. 2) OR Press UP or DOWN key to select and press RIGHT soft key to move cursor.	`[205] DTMP DUR.` `0100 MS →_`
5. Enter new timer value (must be four digits, e.g. 0200). System returns back to step 2.	`[205] DTMP DUR.` `0100 MS →0200`
6. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA:

NO ANS FWD	**015 SEC**
DTMF DURATION	**0100 MSEC**
FIRST DGT DELAY	**0600 MSEC**
OFFHK SEL	**008 SEC**
EFWD DELAY	**010 SEC**
CC RNG DLY	**010 SEC**

RELATED ITEMS:

MMC 102 CALL FORWARD
MMC 207 ASSIGN VM/AA PORT
MMC 726 VM/AA OPTIONS

MMC: 601 ASSIGN STATION GROUP

DESCRIPTION:

This MMC is used to build all station groups. There are 40 programmable groups available in a OfficeServ 7200 system.

The options for setting up these groups are as follows: A through F.

A. TYPE: This is the type of group you are creating and can be one of the following:

1. **NORMAL:** Used to assign stations in a ring group. The members can be stations, common bell contacts or Ring over Page relays.

2. **VMAA:** Used to group a number of voice mail port extensions. These must have been defined in MMC 207 as VMAA ports or they cannot be entered here. Check all programming in MMC 726 to ensure that the In band DTMF codes are properly set.

3. **UCD:** Used to build a UCD group. The OfficeServ 7200 will support two methods of UCD:

   - **TYPE 1 UCD**
     The group OVERFLOW/N-ANS destination (see below) is defined as an SLT port to which you must connect some type of announcement device to play to callers while they are on hold.

     Please note that this type of UCD group has the following limitations.

     a) The announcement device must be able to terminate the announcement with a hook flash and a transfer back to the UCD group.

     b) Only one caller at a time can hear the announcement.

     c) Each caller connected to the announcement must hear the announcement in its entirety.

     d) It is possible that a new caller may “jump ahead” in the queue if a previous caller is currently connected to the announcement device.

   - **TYPE 2 UCD**
     The group OVERFLOW/N-ANS destination (see below) is defined as an VMSUCD group. This will only work if a SVMi-20E card has been installed in the system.

The SVMi-20E card will supply two recorded announcements to callers in queue. The first announcement is played only once, the second announcement will repeat for as long as the caller is in queue.

This type of UCD group has the following advantages:

a) No external device need be installed to provide an announcement.

b) Multiple callers can hear the announcement(s) simultaneously.

c) Callers hearing the announcement will be transferred to a free UCD group member (agent) as soon as the agent becomes available.

d) The callers place in queue is always maintained.

Additional programming for this type of UCD group is in MMC 607. There is a maximum of 20 UCD groups available on the system.

3. **VMSUCD:** This is used to group a number of SVMi-20E ports to provide the UCD announcements.

4. **BI-VMS:** This is the voice mail group for the built in Samsung Voice Mail Card. When a Voice Mail Card is installed, group 529 must be programmed as a BI-VMS group on a OfficeServ 7200-M system and group 549 must be used for a OfficeServ 7200-L system. Group 529 and 549 are fixed for the voice mail card use. If the voice mail card is not installed in the system, group 529 or 549 can be used as any other group can be used.

5. **MESSAGE:** Used to group a number of extensions to serve as a message desk or message group. When one of the stations in this type of group leaves a message to another station the messaged station will return the message to the message group so any member can answer the call. If a station is a member of more than one message group, then any message indications made by that station would be for the first numerical message group they are a member of. It is not recommended to program stations in to multiple station groups.

6. **SO STN GRP:** This is used to group a number of S0 stations for video conference.

B. RING MODE: Each group can have one of the following ring modes. This will decide how calls are placed to the group.

1. **SEQUENTIAL:** The stations listed as “members” (see below) will be called on a first available basis. Calls will first go to the first member, if the first member is busy, calls will go to the second member, if the second member is busy, calls will go to the third member etc. This type of group is useful for placing the bulk

of the incoming calls to a selected individual, with other members only getting the calls when the first member is busy. The number of members allowed for a sequential group is 48.

2. **DISTRIBUTED:** The first call will go to the first member, the second call will go to the second member, the third call will go to the third member. This type of group is useful for evenly distributing the call among all group members. The number of members allowed for a distributed group is 48.

3. **UNCONDITIONAL:** Calls are placed to all group members simultaneously. This reduces the number of members of the groups to 32. If a group member is busy, they can receive off hook ring if defined in MMC 300. This ring mode option is not available for VMSUCD or VMAA groups.

C. OVERFLOW: This is the timer value that will cause unanswered calls to a group to begin also ringing the NEXT PORT (see below) after this timer has elapsed. If set to 000, no overflow will take place.

D. NEXT PORT: This is the station or group number that callers will also ring at if the OVERFLOW feature has been programmed. The OVERFLOW DESTINATION can be defined as:

1. **COMMON BELL** There are 3 relays available in the OfficeServ 7200 system that are defined as Common Bell.
2. **RING OVER PAGE** This is defined by using the number of a page audio output.
3. **STATION OR STATION GROUP.** Any station or station group can be defined as the NEXT port.

E. GRP TRANSFER: This is a timer that will determine how long C.O. calls transferred to the group will ring at the group before recalling. If set to 000, no recall will take place.

F. MEMBER: List all members that are to be in the group. Up to 48 members are allowed in each group, but stations can be assigned to multiple station groups.

G. NXT HUNT: The length of time a call will ring at a station before it hunts to the next group member.

H. GROUP BUSY: OFF When this option is set to ON an intercom caller will receive a busy signal when calling the group and all members of the group are busy. When this occurs then the overflow timer is bypassed as the group is not ringing.
NOTES: Calls to a group do not follow the call forwarding instructions of any stations in the group.

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I. **GRP AUTOANS: OFF** When this option is set to ON, intercom calls to the group will Auto Answer/Voice Announce if the station is programmed for Auto Answer/Voice Announce in MMC 103. CO calls will follow the AUTO ANS CO setting in MMC 110 for a group member in addition to the group members setting in MMC 103.

FEATURE KEYS

0	TYPE	Group type (Normal, VM/AA, UCD, VMUCD, BI-VMS, MESSAGE, SO STN)
1	RING	Ring mode (Sequential, Distributed or Unconditional)
2	OVERFLOW	Overflow time (000 - 250 secs.)
3	GRP TRSF	Group transfer time (000 - 250 secs.)
4	NEXT PORT	Group or station number (e.g. group 502, station 221, 244)
5	MEMBER	Group members (e.g., station 202, 225, 231)
6	NXT HUNT	Hunt time (000 – 250 secs)

RING MODES

0	SEQUENTIAL	The first idle station listed in the group will ring. If the first is busy, the next idle station will ring.
1	DISTRIBUTED	The first call will ring the first station listed in the group. The next call will ring the next station listed in the group.
2	UNCONDITIONAL	All the stations listed in the group will ring. Busy stations will receive off-hook ring. MAXIMUM 32 STATIONS RINGING.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

MMC: 601

ACTION	DISPLAY
1. Press TRANSFER 601. Display shows.	[501] STN.GROUP TYPE:NORMAL GRP
2. Dial group number (e.g., 505) OR Press UP or DOWN key to select group Press LEFT soft key to move cursor to type of group and DIAL group type (0–2, e.g., 1) OR Press UP or DOWN key to make selection. Press LEFT soft key to move cursor to TYPE.	[505] STN.GROUP TYPE:NORMAL GRP [505] STN GROUP TYPE:VMAA
3. Dial feature option number (0–6, e.g., 0) OR Press UP or DOWN key to scroll options and press RIGHT soft key to move cursor.	[505] STN GROUP RING:SEQENTIAL
4. Dial ring option (0–2, e.g., 1) OR Press UP or DOWN key to make selection. Press LEFT soft key to move cursor back to RING or press RIGHT soft key to return to step 2.	[505] STN GROUP RING:DISTRIBUTE
5. Dial next feature option and continue OR Press UP or DOWN key to select option and press RIGHT soft key OR Press LEFT soft key to return to step 2.	[505] STN GROUP RING:DISTRIBUTE
6. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: **NORMAL GROUP**

RELATED ITEMS: MMC 103 SET ANSWER MODE
MMC 110 STATION ON/OFF
MMC 203 ASSIGN UA DEVICE
MMC 204 COMMON/LOUD BELL CONTROL

MMC: 607 UCD OPTIONS

DESCRIPTION:

Sets up UCD options when a SVMi-20E card has been installed. MMC 601 must have already been used to define a UCD group with an overflow destination of VMSUCD port or group. (A group is preferred over a port because a group allows multiple paths into the SVMi-20E card and therefore has greater traffic handling capabilities.) When a group overflow timer in MMC 601 expires, the caller will be routed to the SVMi-20E card It is here that the caller is played the UCD “FIRST MESSAGE” and “SECOND MESSAGE” while in queue. This will continue until an agent becomes free or the caller is transferred to a final destination.

This MMC includes options to select messages to play to a caller. These messages can be as follows:

MESSAGES 1000–9999

These messages can be recorded on the SVMi-20E. Please refer to the SVMi-20E manual for instructions on Prompt Recording.

These are the default pre-programmed messages:

5061: “I’m sorry, all stations are presently busy”
5062: “I’m sorry, all stations are still busy”

The following program options apply:

FIRST MESSAGE

After the caller has overflowed from the UCD group, the first message will immediately play. For instructions on how to make these recordings, please refer to the SVMi-20E manual. The default message is #5061 “I’m sorry, all stations are presently busy.”

This message will only be played once for the caller.

SECOND MESSAGE

If no agent has become free after the UCD recall time (see UCD Recall), the caller will be played the second message. For instructions on how to make these recordings, see the SVMi-20E Administrator User Guide Section. The default message is #5062 “I’m sorry, all stations are still busy.”

This message will be repeated for as long as the caller is in queue, at an interval specified in the UCD Recall Timer below.

EXIT CODE

While the caller is hearing a message (but not during MOH), the caller may dial the DTMF digit specified here and be transferred immediately to the final destination (see Final Destination). The exit code is optional and does not need to be used. If used, the first and second messages may be modified to provide instructions on its use.

RETRY COUNT

The UCD program is designed to route a caller to a "final destination" after a programmable number of "loops" through the UCD message. The range of this counter is 0 to 99. 00 means that there is no retry counter and the caller will remain in the UCD queue until answered. Any non zero value will route a caller through the UCD loop that many times before going to the final destination. The UCD will route calls to the final destination immediately if all members of the group are either out of group or in DND.

Example: If this counter is set to 02, callers reaching a busy group will hear the first UCD message, be placed on hold, hear the second UCD message, be placed on hold, and finally hear the second message again before being transferred to the final destination. The default is 99.

FINAL DESTINATION

This is the final destination for the caller if not answered by a UCD agent. This destination is only reached if (a) the caller dials an exit digit during a message or (b) the retry count has expired. The final destination can be any station number (in a network), any group number (within a network) or a disconnect. A disconnect is entered as a destination of NONE (HOLD key).

1. If the final destination is a voice mail port, the port will receive a FWD from UCD group integration message.
2. The final destination will forward or overflow, if the forward to destination is a voice mail port the port will receive FWD from UCD group integration message.
3. If the final destination is not forwarded, the call will ring or camp on to the final destination indefinitely.
4. The default final destination is 500.

To ensure that you do not get a situation where all the call buttons are busy on the final destination it is advisable to make the final destination a group (even if the group has only one station in it.)

RING NEXT

This timer must be shorter than the overflow timer in MMC 601. If a higher value is entered, the display will show invalid entry. In the case where a UCD group has the ring next timer set at 000, an unanswered call will rotate evenly among all agents until it is answered. The UCD greetings will be heard during this routing process, but can be removed by defining the UCD messages in MMC 607 as unrecorded message numbers. This will simulate a circular hunt group. The default is 010.

UCD RECALL

After a caller has heard a UCD announcement, he/she will be placed on hold until an agent becomes available or the UCD recall timer expires. When the UCD recall timer expires, the caller will again hear the UCD announcement. The range is 000–250. The default is 010.

MUSIC ON HOLD SOURCE

This option determines what Music on Hold source the callers will be connected to between messages. The choice is either an external source, tone, none or a message site in SVM.

WRAP UP

This option will make a UCD agent unavailable to receive additional UCD calls after hanging up from the last one. This is to allow agents to complete work associated with the previous call before the next call begins ringing. The range is 000-250. The default is 010.

AUTO LOG OUT

This ON/OFF option determines if a station will automatically log out of the UCD group when the RING NEXT timer expires. This setting will be ignored if the RING NEXT timer is set to 000. This option is set to ON by default.

ALLOUT→FINAL

This ON/OFF option determines if calls forward to the UCD final destination when all stations are logged out of the UCD group. If no UCD final destination is assigned then the call will disconnect. This option is set to ON by default.

AGENT PIN NO

If an agent wants to enter a UCD group, specifies whether an agent code for UCD will be pressed.

MMC: 607

GBUSY NEXT

This ON/OFF option specifies if all agents are busy, specifies whether the next port is called immediately during overflow time.

ACTION	DISPLAY
1. Press TRANSFER 607. Display shows.	[530] UCD GROUP FIRST MSG :61
2. Press UP or DOWN to select UCD group or dial group number OR Press LEFT soft key to position cursor under message number and enter new message OR Press RIGHT soft key and advance to next option using the UP and DOWN keys to select an option.	[542] SALES FIRST MSG :61 [530] UCD GROUP FIRST MSG :25 [530] UCD GROUP UCD RECALL:010 SEC
3. Press RIGHT soft key and advance to next option Use the UP and DOWN keys to make a selection or make a selection using the dial pad.	[530] UCD GROUP UCD RECALL:010 SEC
4. Press the LEFT soft key to ENTER the selection and to return to step 1 OR Press the RIGHT soft key to return to step 3. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	[530] UCD GROUP EXIT CODE :NONE

DEFAULT DATA: SEE ABOVE

RELATED ITEMS: MMC 601 ASSIGN STATION GROUP

MMC: 701 ASSIGN COS CONTENTS

DESCRIPTION:

Similar to MMC 700 but does not allow a copy command. This MMC is primarily used for creating a new class of service. There are 30 classes of service available.

NOTE: This MMC is divided into 4 categories. The categories are USABLE FEATURES, CALL STATION GROUPS, CALL TRUNK GROUPS, CALL TO BIVMS STN (SVM).

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

TOLL LEVEL OPTIONS

DIAL DIGIT	TOLL LEVEL	DIAL DIGIT	TOLL LEVEL
0	A	4	E
1	B	5	F
2	C	6	G
3	D	7	H

ACTION	DISPLAY
1. Press TRANSFER 701. Display shows.	COS CONTENTS(01) TOLL LEVEL:A
2. Dial COS (e.g., 06) OR Press UP or DOWN key to select COS. Press RIGHT soft key to move cursor to toll level.	COS CONTENTS(06) TOLL LEVEL:A
3. Dial toll level (e.g., 2—see above list) OR Press UP or DOWN to select new TOLL level OR Press RIGHT soft key to advance to COS options.	COS CONTENTS(06) TOLL LEVEL:C

4. Dial COS option (e.g., 09—DALM CLR)
   OR
   Press UP or DOWN key to select option.
   Press RIGHT soft key to move cursor.

```
COS CONTENTS(06)
09:DND      :YES
```

5. Dial 0 for NO or 1 for YES
   OR
   Press UP or DOWN key to select option.
   Press LEFT soft key to return to step 4.
   Press RIGHT soft key to return to step 2.

```
COS CONTENTS(06)
09:DND      : NO
```

6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

Table A. COS Feature List by Option Number

USABLE FEATURE

Item #	LCD Display	COS Option
00	AA CALER	Auto answer control by caller*
02	ALM CLR	Alarm Clear
03	AUTO RDL	Retry on busy
04	CALLBACK	Callback
05	CID ABND	Caller ID Abandon*
06	CID INQR	Caller ID Inquire*
07	CID INVT	Caller ID Investigate*
08	CONFER	Conference
09	DALM CLR	DISA alarm ring clear
10	DIRECT	Directory dial
11	DISA	Allow DISA use
12	DND	Do Not Disturb
13	DND FWRD	Forward Do Not Disturb
14	DND OVRD	Do Not Disturb override
15	DOOR	Door ring answer
16	DSS	Direct station select
17	DTS	Direct trunk select
18	NOT USED	
19	EXT FWD	External call forward
20	FEATURE	Feature key
21	FLASH	Trunk flash
22	FOLLOW-ME	Call forward-follow me
23	FORWARD	Call forwarding

MMC: 701

Table A. COS Feature List by Option Number

USABLE FEATURE

Item #	LCD Display	COS Option
24	NOT USED	
25	GRP/IO	Group in/out
26	HOLD	Hold
27	HOTLINE	Hot line
28	INTERCOM	Intercom call
30	MESSAGE	Message
31	MM PAGE	Meet me page
32	NEW CALL	New call
33	OHVAED	Ohvaed
34	OHVAING	Ohvaing
35	ONEA2	1A2 emulation
36	OPERATOR	Operator
37	OUT TRSF	Outgoing transfer
38	OVERRIDE	Override
39	PAGE 0	Page zone 0 PAGING
40	PAGE 1	Page zone 1 PAGING
41	PAGE 2	Page zone 2 PAGING
42	PAGE 3	Page zone 3 PAGING
43	PAGE 4	Page zone 4 PAGING
44	PAGE 5	Page zone 5 PAGING
45	PAGE 6	Page zone 6 PAGING
46	PAGE 7	Page zone 7 PAGING
47	PAGE 8	Page zone 8 PAGING
48	PAGE 9	Page zone 9 PAGING
49	PAGE ✱	Page zone ✱ PAGING
50	NOT USED	
51	PICKUP	Call Pickup
52	PRB	Privacy Release Bridge
53	REM . HOLD	Remote Hold
54	RNG PLAN	Ring Plan
55	SECURE	Override Secure
56	SET RLOC	Set Relocation
57	SSPD TOL	System Speed Dial Toll Check
58	STN LOCK	Station Locking
59	SYS SPD	System Speed Dial
60	NOT USED	
61	TRK EHLD	Trunk Exclusive Hold
62	UNCO CNF	Conference
63	VM AREC	Auto Record
64	VM AME	Answer Machine Emulator
65	VM REC	Call Record

MMC: 701

CALL STN GROUP

LCD Display	COS Option
STNGRP 01	Station group 01 calling
STNGRP 02	Station group 02 calling
STNGRP 03	Station group 03 calling
STNGRP 04	Station group 04 calling
STNGRP 05	Station group 05 calling
STNGRP 06	Station group 06 calling
STNGRP 07	Station group 07 calling
STNGRP 08	Station group 08 calling
STNGRP 09	Station group 09 calling
STNGRP 10	Station group 10 calling
STNGRP 11	Station group 11 calling
STNGRP 12	Station group 12 calling
STNGRP 13	Station group 13 calling
STNGRP 14	Station group 14 calling
STNGRP 15	Station group 15 calling
STNGRP 16	Station group 16 calling
STNGRP 17	Station group 17 calling
STNGRP 18	Station group 18 calling
STNGRP 19	Station group 19 calling
STNGRP 20	Station group 20 calling
STNGRP 21	Station group 21 calling
STNGRP 22	Station group 22 calling
STNGRP 23	Station group 23 calling
STNGRP 24	Station group 24 calling
STNGRP 25	Station group 25 calling
STNGRP 26	Station group 26 calling
STNGRP 27	Station group 27 calling
STNGRP 28	Station group 28 calling
STNGRP 29	Station group 29 calling
STNGRP 30	Station group 30 calling
STNGRP 31	Station group 31 calling
STNGRP 32	Station group 32 calling
STNGRP 33	Station group 33 calling
STNGRP 34	Station group 34 calling
STNGRP 35	Station group 35 calling
STNGRP 36	Station group 36 calling
STNGRP 37	Station group 37 calling
STNGRP 38	Station group 38 calling
STNGRP 39	Station group 39 calling
STNGRP 40	Station group 40 calling

MMC: 701

CALL TRK GROUP

LCD Display	COS Option
TRKGRP01	Trunk group 01 calling
TRKGRP02	Trunk group 02 calling
TRKGRP03	Trunk group 03 calling
TRKGRP04	Trunk group 04 calling
TRKGRP05	Trunk group 05 calling
TRKGRP06	Trunk group 06 calling
TRKGRP07	Trunk group 07 calling
TRKGRP08	Trunk group 08 calling
TRKGRP09	Trunk group 09 calling
TRKGRP10	Trunk group 10 calling
TRKGRP11	Trunk group 11 calling
TRKGRP12	Trunk group 12 calling
TRKGRP13	Trunk group 13 calling
TRKGRP14	Trunk group 14 calling
TRKGRP15	Trunk group 15 calling
TRKGRP16	Trunk group 16 calling
TRKGRP17	Trunk group 17 calling
TRKGRP18	Trunk group 18 calling
TRKGRP19	Trunk group 19 calling
TRKGRP20	Trunk group 20 calling
TRKGRP21	Trunk group 21 calling
TRKGRP22	Trunk group 22 calling
TRKGRP23	Trunk group 23 calling
TRKGRP24	Trunk group 24 calling
TRKGRP25	Trunk group 25 calling
TRKGRP26	Trunk group 26 calling
TRKGRP27	Trunk group 27 calling
TRKGRP28	Trunk group 28 calling
TRKGRP29	Trunk group 29 calling
TRKGRP30	Trunk group 30 calling

CALL BIVMS GROUP

LCD Display	COS Option
BIVMSSTN01	SVM Port 01 calling
BIVMSSTN02	SVM Port 02 calling
BIVMSSTN03	SVM Port 03 calling
BIVMSSTN04	SVM Port 04 calling
BIVMSSTN05	SVM Port 05 calling
BIVMSSTN06	SVM Port 06 calling
BIVMSSTN07	SVM Port 07 calling

MMC: 701

CALL BIVMS GROUP

LCD Display	COS Option
BIVMSSTN08	SVM Port 08 calling
BIVMSSTN09	SVM Port 09 calling
BIVMSSTN10	SVM Port 10 calling
BIVMSSTN11	SVM Port 11 calling
BIVMSSTN12	SVM Port 12 calling
BIVMSSTN13	SVM Port 13 calling
BIVMSSTN14	SVM Port 14 calling
BIVMSSTN15	SVM Port 15 calling
BIVMSSTN16	SVM Port 16 calling

DEFAULT DATA: **ALL VALUES YES, EXCEPT USEABLE FEATURES 14, 38, 56, 63, 64, 65**

RELATED ITEMS: **MMC 700 COPY COS CONTENTS**
MMC 702 TOLL DENY TABLE
MMC 703 TOLL ALLOWANCE TABLE
SVMi-20E CARD

MMC: 722 STATION KEY PROGRAMMING

DESCRIPTION:

Allows the customizing of programmable keys on specific electronic keysets, AOM, or 64 button module on the OfficeServ 7200 system. For keysets, buttons 1 and 2 are set as CALL buttons by default. For AOM's and 64 button DSS box's all buttons are set as DS keys by default. Features are entered via dial pad keys by pressing the dial pad number the required number of steps to select the feature. For example, for OHVA, the number 6 is pressed three times. If the BOSS key is required, press 2 for the first letter B and then use the UP or DOWN key to change the selection from BARGE to BOSS.

DIAL KEYPAD

COUNT	1	2	3
DIAL 2	AAPLAY	BARGE	CALL
DIAL 3	DICT	DICT	FAUTO
DIAL 4	GPIK	HLDPK	IG
DIAL 5	LCR	LCR	LCR
DIAL 6	MMPA	NEW	OHVA
DIAL 7	PAGE	REJECT	SG
DIAL 8	TG	UA	VM
DIAL 9	WAKEUP	XCHIN	WAKEUP

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION **DISPLAY**

1. Press TRANSFER 722.
   Display shows.

```
[201] KEY PROG.
01:CALL1 →
```

2. Enter selected station number (e.g., 205)
   OR
   Press UP or DOWN key to select station.
   Press RIGHT soft key to move cursor.

```
[205] KEY PROG.
01:CALL1 →
```

MMC: 722

3. Enter selected key number (e.g., 18)
   OR
   Press UP or DOWN key to select key number.
   Press RIGHT soft key to move cursor.

```
[201] KEY PROG.
18:NONE →_
```

4. Using above chart, press dial pad key number to make selection
   OR
   Press UP or DOWN key to make selection.
   Press RIGHT soft key to advance cursor to step 5 to enter extender if required or to return to step 2.

```
[201] KEY PROG.
18:NONE →GPIK_
```

5. If required, enter extender (e.g.,03)
   OR
   Press UP or DOWN key to make selection.
   Press RIGHT soft key to return to step 2.

```
[201] KEY PROG.
18:NONE →GPIK03
```

6. Press TRANSFER to store and exit
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **SEE BELOW**

RELATED ITEMS: MMC 107 KEY EXTENDER
MMC 720 COPY KEY PROGRAMMING
MMC 721 SAVE STATION KEY PROGTRAMMING

- **DCS KEYSETS**

Default 24 Button Keyset with or without Display

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:TG9
07:NONE	08:NONE	09:NONE	10:NONE	11:NONE	12:NONE
13:NONE	14:NONE	15:NONE	16:NONE	17:NONE	18:NONE
19:CONF	20:SPD	21:LNR	22:PAGE	23:CBK	24:MSG

MMC: 722

Default 12 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:TG9
07:CONF	08:SPD	09:LNR	10:PAGE	11:CBK	12:MSG

Default Add-On Module

01:DS	02:DS	03:DS	04:DS
05:DS	06:DS	07:DS	08:DS
09:DS	10:DS	11:DS	12:DS
13:DS	14:DS	15:DS	16:DS
17:DS	18:DS	19:DS	20:DS
21:DS	22:DS	23:DS	24:DS
25:DS	26:DS	27:DS	28:DS
29:DS	30:DS	31:DS	32:DS

Default 64 Button DSS Box

01:DS	02:DS	03:DS	04:DS
05:DS	06:DS	07:DS	08:DS
09:DS	10:DS	11:DS	12:DS
13:DS	14:DS	15:DS	16:DS
17:DS	18:DS	19:DS	20:DS
21:DS	22:DS	23:DS	24:DS
25:DS	26:DS	27:DS	28:DS
29:DS	30:DS	31:DS	32:DS
33:DS	34:DS	35:DS	36:DS
37:DS	38:DS	39:DS	40:DS
41:DS	42:DS	43:DS	44:DS
45:DS	46:DS	47:DS	48:DS
49:DS	50:DS	51:DS	52:DS
53:DS	54:DS	55:DS	56:DS
57:DS	58:DS	59:DS	60:DS
61:DS	62:DS	63:DS	64:DS

Default 7 Button Keyset

01:CALL1	02:CALL2	03:NONE
04:NONE	05:NONE	06:NONE
	07:MSG	

- **iDCS KEYSETS**

Default 28 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:MESSAGE
06:NONE	07:NONE	08:NONE	09:NONE	10:NONE
11:NONE	12:NONE	13:NONE	14:NONE	15:NONE
16:NONE	17:NONE	18:NONE	19:NONE	20:NONE

21:NONE	25:NONE
22:NONE	26:NONE
23:MEMORY	27:REDIAL
24:TRANSFER	28:SPEAKER

Default 18 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:MESSAGE
06:NONE	07:NONE	08:NONE	09:NONE	10:NONE

21:NONE	25:NONE
22:NONE	26:NONE
23:MEMORY	27:REDIAL
24:TRANSFER	28:SPEAKER

Default 8 Button Keyset

01:CALL1	02:CALL2	03:MESSAGE	04:TRANSFER
05:NONE	06:NONE	07:NONE	08:SPEAKER

Default 14 Button DSS Box

31:DS
32:DS
33:DS
34:DS
35:DS
36:DS
37:DS
38:DS
39:DS
40:DS
41:DS
42:DS
43:DS
44:DS

MMC: 722

Default 64 Button DSS Box

01:DS	02:DS	03:DS	04:DS
05:DS	06:DS	07:DS	08:DS
09:DS	10:DS	11:DS	12:DS
13:DS	14:DS	15:DS	16:DS
17:DS	18:DS	19:DS	20:DS
21:DS	22:DS	23:DS	24:DS
25:DS	26:DS	27:DS	28:DS
29:DS	30:DS	31:DS	32:DS
33:DS	34:DS	35:DS	36:DS
37:DS	38:DS	39:DS	40:DS
41:DS	42:DS	43:DS	44:DS
45:DS	46:DS	47:DS	48:DS
49:DS	50:DS	51:DS	52:DS
53:DS	54:DS	55:DS	56:DS
57:DS	58:DS	59:DS	60:DS
61:DS	62:DS	63:DS	64:DS

- **ITP KEYSETS**

ITP-5021D

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE
08:NONE	09:NONE	10:NONE	11:NONE	12:NONE	13:NONE	14:NONE
15:NONE	16:NONE	17:NONE	18:NONE	19:NONE	20:NONE	21:NONE

ITP-5012L

01:CALL1	02:CALL2
03:NONE	04:NONE
05:NONE	06:NONE
07:MESSAGE	08:NONE
09:NONE	10:NONE
11:NONE	12:NONE
13:NONE	14:NONE
15:NONE	16:NONE
17:NONE	18:NONE
19:NONE	20:NONE
21:NONE	22:NONE
23:NONE	24:NONE
25:NONE	26:NONE
27:NONE	28:NONE
29:NONE	30:NONE
31:NONE	32:NONE

MMC: 722

33:NONE	34:NONE
35:NONE	36:NONE
37:NONE	38:NONE
39:NONE	40:NONE
41:NONE	42:NONE
43:NONE	44:NONE
45:NONE	46:NONE
47:NONE	48:NONE
49:NONE	50:NONE
51:NONE	52:NONE
53:NONE	54:NONE
55:NONE	56:NONE
57:NONE	58:NONE
59:NONE	60:NONE
61:NONE	62:NONE
63:NONE	64:NONE
65:NONE	66:NONE
67:NONE	68:NONE
69:NONE	70:NONE
71:NONE	72:NONE
73:NONE	74:NONE
75:NONE	76:NONE
77:NONE	78:NONE
79:NONE	80:NONE
81:NONE	82:NONE
83:NONE	84:NONE
85:NONE	86:NONE
87:NONE	88:NONE
89:NONE	90:NONE
91:NONE	92:NONE
93:NONE	94:NONE
95:NONE	96:NONE
97:NONE	98:NONE
99:NONE	

MMC: 722

Programmable Key Assignments

ABAND:	ABANDONED CALL
ABW:	AGENT BUSY WRAPUP
ACC:	ACCOUNT
ALARM:	CONTACT ALARM CLEAR
AN/RLS:	ANSWER/RELEASE
BARGE:	BARGE-IN
BILL:	BILL FEATURE [H/M]
BLOCK:	OHVA BLOCK
BOSS:	BOSS/SECRETARY
CAD:	CALL ACTIVITY DISPLAY
CALL:	CALL BUTTON
CAMP:	STATION CAMP-ON
CANMG:	MESSAGE CANCEL
CBK:	CALLBACK
CC:	CALL COVERAGE
CHIN:	CHECK IN [H/M]
CHOUT:	CHECK OUT [H/M]
CHOICE:	CHOICE (RELATED TO NEWS SERVICE)
CID:	CALLER ID/ANI*
CONF:	CONFERENCE
CONP:	CONNECTED NAME ID PRESENTATION
CR:	CALL RECORD**
CREDIT:	CREDIT FEATURE [H/M]
CS:	CALL STATUS
CSNR:	CALLER ID SAVE NUMBER REDIAL
DGPALM:	EASYSET ALARM TO REMOTE STATION
DIR:	DIRECTORY
DIVERT:	EXECUTIVE CALL DIVERT TO SECRETARY
DLOCK:	DOOR LOCK
DND:	DO NOT DISTURB
DNDO:	DO NOT DISTURB OVERRIDE
DP:	DIRECT PICKUP
DROP:	DROP
DS:	DSS KEY
DT:	DTS KEY
EP:	ESTABLISHED CALL PICKUP
EXTMIC:	EXTERNAL MICROPHONE
FAUTO:	FORCED AUTO ANSWER
FLASH:	FLASH
FWRD:	CALL FORWARD
GPIK:	GROUP PICKUP

MMC: 722

HDSET:	HEADSET MODE
HLDPK:	HOLD PICKUP
HOLD:	HOLD
HOTEL:	MULTI FUNCTION KEY [H/M]
IG:	IN/OUT OF GROUP
INFDSP:	INFO DISPLAY
INQIRE:	INQUIRE (CID/ANI)*
ISPY:	CID/ANI SPY
LANREQ:	LAN REQUEST
LCR:	LEAST COST ROUTING
LISTN:	GROUP LISTENING
LNR:	LAST NUMBER REDIAL
LOG:	CALL LOGGING
MMPA:	MEET ME PAGE ANSWER
MMPG:	MEET ME PAGE
MS:	MANUAL SIGNALING
MSG:	MESSAGE
MUTE:	MUTE
MW:	MESSAGE WAITING
NEW:	NEW CALL
NND:	NAME NUMBER DATE (CID*/ANI)
NOCLIP:	CLI BLOCK
NPG:	NETWORK PAGE
NS:	NETWORK SELECTION
NXT:	NEXT (CID*/ANI)
OHVA:	OFF-HOOK VOICE ANNOUNCE
OPER:	OPERATOR
PAGE:	PAGE
PAGPK:	PICKUP PAGE HOLD
PARK:	CALL PARK ORBIT
PAUSE:	PAUSE
PMSG:	PROGRAMMED STATION MESSAGE
PRB:	PRIVACY RELEASE BRIDGE
PROG:	LIMITED PROGRAM
PTHR:	PATH REPLACEMENT
RB:	REMOTE BILLING [H/M] (LOBBY PHONE SVC)
REJECT:	OHVA REJECT
RETRY:	AUTO REDIAL ON BUSY
REVW:	REVIEW (CID*/ANI)
RP:	RING PLAN
RSV:	ROOM STATUS VIEW [H/M]
RTO:	RING TIME OVERIDE
SETDND:	SET DO NOT DISTURB AT ANOTHER PHONE

MMC: 722

SETMG:	SET MESSAGE W/O RING
SG:	STATION GROUP
SLOCAT:	STAFF LOCATOR FEATURE [H/M] (*Not Used in USA)*
SNR:	SAVED NUMBER REDIAL
SP:	UCD SUPERVISOR
SPD:	SPEED DIAL
SPKR:	SPEAKER
STATE:	SET EXECUTIVE STATE
STORE:	STORE DISPLAYED NUMBER (CID*/ANI)
SYSALM:	SYSTEM ALARMS
TG:	TRUNK GROUP
TIMER:	TIMER
TRARPT:	TRAFFIC REPORT
TRSF:	TRANSFER
UA:	UNIVERSAL ANSWER
VM:	VOICE MAIL MEMO
VMADM:	VOICE MAIL ADMINISTRATION**
VMAME:	ANSWER MACHINE EMULATION**
VMMSG:	VOICE MAIL MESSAGE KEY**
VREC:	VOICE RECORD FOR VOICE DIALING
VT:	VOICEMAIL TRANSFER
WAKE UP:	WAKE UP
XCHIN:	EXPRESS CHECK IN FEATURE [H/M]

NOTE: Items marked with an asterisk require optional hardware. Items marked with a double asterisk require a Voice Mail card.

MMC: 723 SYSTEM KEY PROGRAMMING

DESCRIPTION:

This MMC is much like MMC 722, Station Key Programming. The main difference is that this MMC is system-wide rather than on a per-station basis. Features are entered via the dial keypad by pressing numbers as shown in the table. For example, for OHVA the number 6 is pressed three times. If the BOSS key is required, press 2 for the first letter B, and then use the UP or DOWN key to change selection from BARGE to BOSS.

DIAL KEYPAD

COUNT→	1	2	3
DIAL 2	AAPLAY	BARGE	CALL
DIAL 3	DICT	DICT	FAUTO
DIAL 4	GPIK	HDSET	I/G
DIAL 5	LCR	LCR	LCR
DIAL 6	MMPA	NEW	OHVA
DIAL 7	PAGE	REJECT	SETMG
DIAL 8	TG	UA	VDIAL

TYPE OF SET

0	24-BTN
1	12-BTN
2	7-BTN
3	32-BTN AOMs
4	64-BTN AOMs
5	28 BTN
6	18 BTN
7	8 BTN
8	99 BTN
9	38 BTN – NOT AVAILABLE IN US
10	21 BTN
11	14 BTN – NOT AVAILABLE IN US

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right

MMC: 723

SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 723. Display shows.	TYPE:24 BTN SETS 01:CALL1 →
2. Enter type of set via dial keypad (e.g.,5) OR Press UP or DOWN key to make selection and press RIGHT soft key.	TYPE:24 BTN SETS 01:CALL1 →
3. Enter key number (e.g., 18) OR Press UP or DOWN key to make selection and press RIGHT soft key.	TYPE:24 BTN SETS 18:DS →
4. Using table above, press dial keypad number to make selection OR Press UP or DOWN key to make selection and press RIGHT soft key to advance cursor to step 5 to enter extender, if required OR Press LEFT soft key to return to step 3.	TYPE:24 BTN SETS 18:DS →GPIK
5. If required, enter extender (e.g.,03) OR Press UP or DOWN key to make selection and press RIGHT soft key to return to step 2.	TYPE:24 BTN SETS 18:DS →GPIK03
6. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

MMC: 723

DEFAULT DATA:

- **DCS KEYSETS**

Default 24 Button Keyset with or without Display

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:TG9
07:NONE	08:NONE	09:NONE	10:NONE	11:NONE	12:NONE
13:NONE	14:NONE	15:NONE	16:NONE	17:NONE	18:NONE
19:CONF	20:SPD	21:LNR	22:PAGE	23:CBK	24:MSG

Default 12 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:TG9
07:CONF	08:SPD	09:LNR	10:PAGE	11:CBK	12:MSG

Default Add-On Module

01:DS	02:DS	03:DS	04:DS
05:DS	06:DS	07:DS	08:DS
09:DS	10:DS	11:DS	12:DS
13:DS	14:DS	15:DS	16:DS
17:DS	18:DS	19:DS	20:DS
21:DS	22:DS	23:DS	24:DS
25:DS	26:DS	27:DS	28:DS
29:DS	30:DS	31:DS	32:DS

Default 64 Button DSS Box

01:DS	02:DS	03:DS	04:DS
05:DS	06:DS	07:DS	08:DS
09:DS	10:DS	11:DS	12:DS
13:DS	14:DS	15:DS	16:DS
17:DS	18:DS	19:DS	20:DS
21:DS	22:DS	23:DS	24:DS
25:DS	26:DS	27:DS	28:DS
29:DS	30:DS	31:DS	32:DS
33:DS	34:DS	35:DS	36:DS
37:DS	38:DS	39:DS	40:DS
41:DS	42:DS	43:DS	44:DS
45:DS	46:DS	47:DS	48:DS
49:DS	50:DS	51:DS	52:DS
53:DS	54:DS	55:DS	56:DS

57:DS	58:DS	59:DS	60:DS
61:DS	62:DS	63:DS	64:DS

Default 7 Button Keyset

01:CALL1	02:CALL2	03:NONE
04:NONE	05:NONE	06:NONE
	07:MSG	

- **iDCS KEYSETS**

Default 28 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:MESSAGE
06:NONE	07:NONE	08:NONE	09:NONE	10:NONE
11:NONE	12:NONE	13:NONE	14:NONE	15:NONE
16:NONE	17:NONE	18:NONE	19:NONE	20:NONE

21:NONE	25:NONE
22:NONE	26:NONE
23:MEMORY	27:REDIAL
24:TRANSFER	28:SPEAKER

Default 18 Button Keyset

01:CALL1	02:CALL2	03:NONE	04:NONE	05:MESSAGE
06:NONE	07:NONE	08:NONE	09:NONE	10:NONE

21:NONE	25:NONE
22:NONE	26:NONE
23:MEMORY	27:REDIAL
24:TRANSFER	28:SPEAKER

Default 8 Button Keyset

01:CALL1	02:CALL2	03:MESSAGE	04:TRANSFER
05:NONE	06:NONE	07:NONE	08:SPEAKER

MMC: 723

Default 14 Button DSS Box

31:DS
32:DS
33:DS
34:DS
35:DS
36:DS
37:DS
38:DS
39:DS
40:DS
41:DS
42:DS
43:DS
44:DS

Default 64 Button DSS Box

01:DS	02:DS	03:DS	04:DS
05:DS	06:DS	07:DS	08:DS
09:DS	10:DS	11:DS	12:DS
13:DS	14:DS	15:DS	16:DS
17:DS	18:DS	19:DS	20:DS
21:DS	22:DS	23:DS	24:DS
25:DS	26:DS	27:DS	28:DS
29:DS	30:DS	31:DS	32:DS
33:DS	34:DS	35:DS	36:DS
37:DS	38:DS	39:DS	40:DS
41:DS	42:DS	43:DS	44:DS
45:DS	46:DS	47:DS	48:DS
49:DS	50:DS	51:DS	52:DS
53:DS	54:DS	55:DS	56:DS
57:DS	58:DS	59:DS	60:DS
61:DS	62:DS	63:DS	64:DS

- **ITP KEYSETS**

ITP-5021D

01:CALL1	02:CALL2	03:NONE	04:NONE	05:NONE	06:NONE	07:MESSAGE
08:NONE	09:NONE	10:NONE	11:NONE	12:NONE	13:NONE	14:NONE
15:NONE	16:NONE	17:NONE	18:NONE	19:NONE	20:NONE	21:NONE

MMC: 723

ITP-5012L

01:CALL1	02:CALL2
03:NONE	04:NONE
05:NONE	06:NONE
07:MESSAGE	08:NONE
09:NONE	10:NONE
11:NONE	12:NONE
13:NONE	14:NONE
15:NONE	16:NONE
17:NONE	18:NONE
19:NONE	20:NONE
21:NONE	22:NONE
23:NONE	24:NONE
25:NONE	26:NONE
27:NONE	28:NONE
29:NONE	30:NONE
31:NONE	32:NONE
33:NONE	34:NONE
35:NONE	36:NONE
37:NONE	38:NONE
39:NONE	40:NONE
41:NONE	42:NONE
43:NONE	44:NONE
45:NONE	46:NONE
47:NONE	48:NONE
49:NONE	50:NONE
51:NONE	52:NONE
53:NONE	54:NONE
55:NONE	56:NONE
57:NONE	58:NONE
59:NONE	60:NONE
61:NONE	62:NONE
63:NONE	64:NONE
65:NONE	66:NONE
67:NONE	68:NONE
69:NONE	70:NONE
71:NONE	72:NONE
73:NONE	74:NONE
75:NONE	76:NONE

77:NONE	78:NONE
79:NONE	80:NONE
81:NONE	82:NONE
83:NONE	84:NONE
85:NONE	86:NONE
87:NONE	88:NONE
89:NONE	90:NONE
91:NONE	92:NONE
93:NONE	94:NONE
95:NONE	96:NONE
97:NONE	98:NONE
99:NONE	

Programmable Key Assignments

ABAND: ABANDONED CALL
ABW: AGENT BUSY WRAPUP
ACC: ACCOUNT
ALARM: CONTACT ALARM CLEAR
AN/RLS: ANSWER/RELEASE
BARGE: BARGE-IN
BILL: HOTEL/MOTEL BILL FEATURE
BLOCK: OHVA BLOCK
BOSS: BOSS/SECRETARY
CAD: CALL ACTIVITY DISPLAY
CALL: CALL BUTTON
CAMP: STATION CAMP-ON
CANMG: MESSAGE CANCEL
CBK: CALLBACK
CC: CALL COVERAGE
CHIN: CHECK IN
CHOUT: CHECK OUT
CHOICE: CHOICE (RELATED TO NEWS SERVICE)
CID: CALLER ID/ANI*
CONF: CONFERENCE
CONP: CONNECTED NAME ID PRESENTATION
CR: CALL RECORD**
CREDIT: HOTEL/MOTEL CREDIT FEATURE
CS: CALL STATUS
CSNR: CALLER ID SAVE NUMBER REDIAL
DGPALM: EASYSET ALARM TO REMOTE STATION
DIR: DIRECTORY

MMC: 723

DIVERT:	EXECUTIVE CALL DIVERT TO SECRETARY
DLOCK:	DOOR LOCK
DND:	DO NOT DISTURB
DNDO:	DO NOT DISTURB OVERRIDE
DP:	DIRECT PICKUP
DROP:	DROP
DS:	DSS KEY
DT:	DTS KEY
EP:	ESTABLISHED CALL PICKUP
EXTMIC:	EXTERNAL MICROPHONE
FAUTO:	FORCED AUTO ANSWER
FLASH:	FLASH
FWRD:	CALL FORWARD
GPIK:	GROUP PICKUP
HDSET:	HEADSET MODE
HLDPK:	HOLD PICKUP
HOLD:	HOLD
HOTEL:	HOTEL/MOTEL MULTI FUNCTION
IG:	IN/OUT OF GROUP
INFDSP:	INFO DISPLAY
INQIRE:	INQUIRE (CID/ANI)*
ISPY:	CID/ANI SPY
LANREQ:	LAN REQUEST
LCR:	LEAST COST ROUTING
LISTN:	GROUP LISTENING
LNR:	LAST NUMBER REDIAL
LOG:	CALL LOGGING
MMPA:	MEET ME PAGE ANSWER
MMPG:	MEET ME PAGE
MS:	MANUAL SIGNALING
MSG:	MESSAGE
MUTE:	MUTE
MW:	MESSAGE WAITING
NEW:	NEW CALL
NND:	NAME NUMBER DATE (CID*/ANI)
NOCLIP:	CLI BLOCK
NPG:	NETWORK PAGE
NS:	NETWORK SELECTION
NXT:	NEXT (CID*/ANI)
OHVA:	OFF-HOOK VOICE ANNOUNCE
OPER:	OPERATOR
PAGE:	PAGE
PAGPK:	PICKUP PAGE HOLD

MMC: 723

PARK:	CALL PARK ORBIT
PAUSE:	PAUSE
PMSG:	PROGRAMMED STATION MESSAGE
PRB:	PRIVACY RELEASE BRIDGE
PROG:	LIMITED PROGRAM
PTHR:	PATH REPLACEMENT
RB:	HOTEL/MOTEL REMOTE BILLING (LOBBY PHONE SVC)
REJECT:	OHVA REJECT
RETRY:	AUTO REDIAL ON BUSY
REVW:	REVIEW (CID*/ANI)
RP:	RING PLAN
RSV:	HOTEL/MOTEL ROOM STATUS VIEW
RTO:	RING TIME OVERIDE
SETDND:	SET DO NOT DISTURB AT ANOTHER PHONE
SETMG:	SET MESSAGE W/O RING
SG:	STATION GROUP
SLOCAT:	HOTEL/MOTEL STAFF LOCATOR FEATURE
SNR:	SAVED NUMBER REDIAL
SP:	UCD SUPERVISOR
SPD:	SPEED DIAL
SPKR:	SPEAKER
STATE:	SET EXECUTIVE STATE
STORE:	STORE DISPLAYED NUMBER (CID*/ANI)
SYSALM:	SYSTEM ALARMS
TG:	TRUNK GROUP
TIMER:	TIMER
TRARPT:	TRAFFIC REPORT
TRSF:	TRANSFER
UA:	UNIVERSAL ANSWER
VDIAL:	VOICE DIAL ACCESS
VM:	VOICE MAIL MEMO
VMADM:	VOICE MAIL ADMINISTRATION**
VMAME:	ANSWER MACHINE EMULATION**
VMMSG:	VOICE MAIL MESSAGE KEY**
VREC:	VOICE RECORD FOR VOICE DIALING
VT:	VOICEMAIL TRANSFER
WAKE UP:	WAKE UP
XCHIN:	HOTEL/MOTEL EXPRESS CHECK IN FEATURE

NOTE: Items marked with an asterisk require optional hardware. Items marked with a double asterisk require a Voice Mail card.

MMC: 724 DIAL NUMBERING PLAN

DESCRIPTION:

This MMC allows the technician to change directory numbers for stations, trunks, station groups, trunk groups and feature access codes. The system can be preprogrammed with a default three or four digit numbering for station, station groups and trunk numbers depending on the position of the DIP switches on the MCP card. Default numbering plan is only assigned once the system is powered up for the first time OR once the system memory has been manually cleared. There is an error message provided to prevent the accidental duplication of a directory number or feature access code.

DIAL	OPTION	DESCRIPTION
00	STN NUM PLAN	This is where station directory numbers are changed or assigned
01	TRK NUM PLAN	This is where trunk directory numbers are changed or assigned
02	AA/VD NUMPLAN	NOT USED.
03	MISC NUM PLAN	This is where directory numbers for relays, MOH ports, and the Internal Modem are changed or assigned
04	STNG NUMBER PLAN	This is where station group numbers are changed or assigned
05	TRKG NUMBER PLAN	This is where trunk group numbers are changed or assigned
06	FEAT NUMBER PLAN	This is where feature access codes are changed or assigned. Dialing codes are entered via the dial pad key by pressing the dial pad number, the required steps to select this feature. For example, for OHVA, the number 6 would be pressed three times. NOTE: Please remember that this program is system-wide.
07	BRI STN NUM PLAN	NOT USED.

09	NTWK LCR NUMPLAN	This is where additional LCR access codes are entered in the case where two or more systems are networked together.
10	VIRT EXT NUMPLAN	This is where virtual station directory numbers are changed or assigned.
11	MGI NUM PLAN	This is where the MGI port directory numbers are changed or assigned.
12	IP STN NUM PLAN	This is where IP-based station directory numbers are changed or assigned
14	VOIP NET NUMPLAN	This is where Samsung proprietary switch-to-switch enhanced IP networking port directory numbers are changed or assigned
15	H323 TRK NUMPLAN	This is where VOIP H.323 trunk port directory numbers are changed or assigned
17	SIP TRK NUM PLAN	This is where VOIP SIP trunk port directory numbers are changed or assigned
18	UMS DIAL NUMBE	This is where IP UMS directory numbers are changed or assigned
19	SIP STN DIAL NO	This is where SIP-based station directory numbers are changed or assigned

FEATURE NUMBERING DIAL KEY PAD

COUNT→	1	2	3
DIAL 2	ABAND	BARGE	CAMP
DIAL 3	DGPALM	DGPALM	FAUTO
DIAL 4	GCONF	HDSET	IG
DIAL 5	LCR	LCR	LCR
DIAL 6	MMPA	NEW	OHVA
DIAL 7	PAGE	RB	SETMG
DIAL 8	UA	UA	VDIAL
DIAL 9	WAKEUP	WAKEUP	WAKEUP

MMC: 724

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to clear previous entry

ACTION	DISPLAY
1. Press TRANSFER 724. Display shows.	STN NUM PLAN :C1 S2-P01:201 →
2. Press UP or DOWN key to make selection and press RIGHT soft key to advance cursor.	FEAT NUMBER PLAN ABAND :64 →
3. Press UP or DOWN key to make selection OR Dial letters of feature name (e. g., 71).	FEAT NUMBER PLAN ABAND :64 →
4. Then press RIGHT soft key to advance cursor.	FEAT NUMBER PLAN PAGE :NONE→_
Enter desired directory number digits (e.g., 55) via the dial keypad.	FEAT NUMBER PLAN PAGE :NONE→55_
5. Press LEFT soft key to enter change and continue to make changes.	FEAT NUMBER PLAN PAGE :NONE →55
6. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: SEE BELOW

STN NUM PLAN:	**201 ~ 2xx OR 2001 ~ 2xxx**
TRK NUM PLAN:	**701 ~ 7xx OR 7001 ~ 7xxx**
STNG NUMBER PLAN:	**501 ~ 5xx OR 5001 ~ 5xxx**
TRKG NUMBER PLAN:	**9, 800 ~ 8xx**

MMC: 724

MISC NUMB PLAN:	**MISC01 MOH EXT 3762** **MISC02 MOH EXT 3763** **MISC03 PAGE T&R 3751** **MISC04 LOUD BELL 3995** **MISC05 COMMON BELL 3991** **MISC06 3752 (RELAY 1)** **MISC07 3753 (RELAY 2)** **MISC08 3761 (INTERNAL CHIMES)**	
FEAT NUMBER PLAN:	**ABAND**	**64**
	ABW	**NONE**
	ACCT	**47**
	ALLCLR	**NONE**
	ALMCLR	**57**
	AUTH	*****
	BARGE	**NONE**
	BILL	**NONE**
	BLOCK	**NONE**
	BOSS	**NONE**
	CAMP	**45**
	CANMG	**42**
	CBK	**44**
	CHIN	**NONE**
	CHOUT*	**NONE**
	CHOICE	**NONE**
	CONF	**46**
	CONP	**NONE**
	CR	**NONE**
	CREDIT	**NONE**
	DGPALM	**NONE**
	DIR	**NONE**
	DIRPK	**65**
	DISALM	**58**
	DIVERT	**NONE**
	DLOCK	**13**
	DND	**40**
	DND0	**NONE**
	E-LCR1	**NONE**
	E-LCR2	**NONE**
	E-LCR3	**NONE**
	E-LCR4	**NONE**
	FAUTO	**14**
	FLASH	**49**
	FWD	**60**
	GRPK	**66**
	HDSET	**NONE**
	HLDPK	**12**
	HOLD	**11**
	HOTEL	**NONE**
	IG	**NONE**
	INFDSP	**NONE**

MMC: 724

	LCR	NONE
	LISTN	NONE
	LNR	19
	LOG	NONE
	MMPA	56
	MMPG	54
	MSG	43
	MYGRPK	NONE
	NEW	18
	NOCLIP	NONE
	NPAGE	NONE
	OHVA	NONE
	OPER	0
	PAGE	55
	PAGPK	10
	PARK	NONE
	PMSG	48
	PTHR	NONE
	RB	NONE
	REJECT	NONE
	RP	NONE
	RSV	NONE
	RTO	NONE
	SETMG	41
	SLOCAT	NONE
	SLTALM	NONE
	SLTMMC	15
	SNR	17
	SPEED	16
	SLOCAT	NONE [NOT USED IN USA]
	STATE	NONE
	UA	67
	VMADM	NONE
	VMAME	NONE
	VMMEMO	#
	VMMSG	NONE
	WAKEUP	NONE
	WCOS	59
NTWK LCR NUM PLAN:	NONE	
VIRT EXT NUM PLAN:	3501~3522 & 3401~3440	
MGI NUM PLAN:	3801~	
IP STN NUM PLAN:	3201 ~	
VOIP NET NUM PLAN:	8301 ~	
H323 TRK NUM PLAN:	8401 ~	
SIP TRK NUM PLAN:	8501 ~	
UMS DIAL NUMBER:	3681 ~ 3696	
SIP STN DIAL NO:	3601 ~	

MMC: 727 SYSTEM VERSION DISPLAY

DESCRIPTION:

This MMC is only used for system version display. This is a READ ONLY MMC.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 727. Display shows.	MCP VERSION 2000.11.08.V1.00
	SCP VERSION 2000.11.08.V1.00
	LCP1 VERSION 2000.11.08.V1.00
	LCP2 VERSION 2000.11.08.V1.00
Press UP or DOWN key to select other card versions.	
DLI CARD Cabinet and Slot shown	C1-S1:DLI NO VERSION DATA
TEPRI CARD T1 MODE Cabinet and Slot shown	C1-S2/TEPRI/T1 2000.02.23.V1.4
TEPRI CARD PRI MODE Cabinet and Slot shown	C2S1:TEPRI/TP 2000.02.23.V1.4
AUTO ATTENDANT CARD Cabinet and Slot shown	C1S09:AA 2000.09.19.V1.0
VOICE MAIL CARD Cabinet and Slot shown	VM(C1-S6) VER(USA) 2000.12.10.V1.01

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 740 VM CARD RESTART

DESCRIPTION:

This MMC is only used for the Samsung Plug In Voice Mail Card.

There are two options available in this MMC:

DOWNLOAD

When the SVM card starts, part of the power up procedure will download data from the system to determine time, date, what mailboxes to create, and system numbering plan. This must be done at least once, but once done this download feature can be turned OFF to save boot up time.

CARD RESTART

If this option is set to YES the SVM card will immediately restart according to the download OPTION specified above.

VIRTUAL NUM DOWN

When the SVM card restarts, if this option is set to YES for any of the categories under this heading, it will create the additional mailboxes. This must be done at least once, but once done this download feature can be turned OFF to save boot up time. The categories are:

TYPE	DESCRIPTION
VIRTUAL EXT	Virtual extension numbers.
DESKTOP ITP	DESKTOP IP-based phone number
MOBILE ITP	Wireless IP-based mobile phone number
BRI STATION	ISDN terminal numbers
VoIP NET TRK	VoIP networking trunk numbers
VoIP 323 TRK	VoIP H.323 trunk numbers
VoIP SIP TRK	VoIP SIP trunk numbers
REMOTE STN	Stations in remote nodes when networking. (Used for Centralized Voice Mail Applications)
SIP STN	SIP-based phone number

NOTE:

If during any test procedures you need to run the OfficeServ 7200 system with a default database and power up with this MMC option set to YES the SVM database will be overwritten according to the data in MMC 741 and the default numbering

MMC: 740

plan. If you plan this type of test, remove SVM until the procedure is finished and the customer database is reloaded.

PROGRAM KEYS

UP & DOWN	Changes MMC data between YES and NO
KEYPAD	0 and 1 will change data and advance to other option
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 740. Display shows.	`VM CARD RESTART` `DOWNLOAD ? YES`
2. Dial 0 or 1 to set option and advance.	
3. Display shows.	`VM CARD RESTART` `CARD RESTART?NO`
4. Dial 0 or 1 to set option and advance.	
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	
6. Enter 0 for non urgent or 1 for urgent.	

DEFAULT DATA:
CARD RESTART: NO
DOWNLOAD: NO
VIRTUAL EXT: NO
IP PHONE: NO
WIP WITH WLI: NO
BRI STATION: NO
VOIP NET TRK: NO
VOIP 323 TRK: NO
VOIP SIP TRK: NO
REMOTE STN: NO
SIP STN: NO

RELATED ITEMS: NONE

MMC: 741 USER MAILBOX

DESCRIPTION:

This MMC is only used for the Samsung Plug in Voice Mail Card (SVMi). It assigns each station or group as having a mailbox (yes or no). When stations or groups are flagged as YES, during Voice Mail card power up mailboxes will be created for each directory number with a "YES" entry.

Once the Voice Mail database has been created new boxes can be added.

a) Through Voice Mail administration,
b) By adding a new mailbox in this system and cycling system power.

If a mailbox is to be removed it must be done through Voice Mail administration.

If a station that does not have an associated voice mailbox, calls the Voice Mail system they will be answered by the Voice Mail system main greeting.

NOTE: Groups 539/5039 cannot be assigned mailboxes as these are the VM groups. Mailboxes that are needed for people that do not have an extension must be added through Voice Mail programming.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
ANS/RLS	Used to select ALL

ACTION	DISPLAY
1. Press TRANSFER 741. Display shows.	`ASSIGN MAIL BOX` `[201]: YES`
2. Dial station number OR Press UP or DOWN to scroll the number.	`ASSIGN MAIL BOX` `225 : YES`
3. Press RIGHT soft key to move cursor.	`ASSIGN MAIL BOX` `225 : YES`

MMC: 741

4. Change status using UP and DOWN
   OR
   Dial 0 for NO or 1 for YES.

5. Press TRANSFER button to store and exit
   OR
   Press SPEAKER button to store and advance to next MMC.

```
ASSIGN MAIL BOX
225 : NO
```

DEFAULT DATA: **ALL STATIONS = YES**
ALL GROUPS = NO

RELATED ITEMS: **NONE**

MMC: 743 AUTO RECORD

DESCRIPTION:

This MMC is only used for the Samsung Plug in Voice Mail Card (SVMi).

Some specific stations in the phone system can be assigned to automatically record conversations. When this option is set, all incoming, all outgoing, or all calls (incoming or outgoing) can be recorded.

When this option is selected a specific port should be assigned for each station set to automatic conversation recording or the effectiveness of this feature cannot be guaranteed.

In this MMC you can assign:

1. Which stations use this feature. – Station number
2. What mailbox the conversation is recorded in. – Mailbox number
3. What type of conversations are recorded, in, out or both. – I, O or B
4. What port is dedicated to the station. – Voice mail port number

The maximum number of stations assigned the AUTO RECORD feature is limited to the maximum number of SVMi ports. Each station using AUTO RECORD depletes Voice Mail/Auto Attendant ports by one.

The same port cannot be assigned to more than one station. Attempts to do this will result in an error message.

When a Voice Mail port is assigned here, it is automatically removed from the Voice Mail group (539 or 5039) defined in MMC 601.

WARNING: Before using this feature make sure that you are not violating any state or federal laws. Some states require that the recorded party be notified. SAMSUNG is not responsible for any illegal use of this feature.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to delete an entry

MMC: 743

ACTION	DISPLAY
1. Press TRANSFER 743. Display shows.	AUTO RECORD STN:201 MB:NONE
2. Dial station number OR Press UP or DOWN to scroll the number. Press RIGHT soft key to move cursor.	AUTO RECORD STN:201 MB:NONE
3. Enter mailbox number using number keys (e.g., 201). Press RIGHT soft key to move cursor.	AUTO RECORD STN:201 MB:201
4. Enter VM port number using keypad or UP or DOWN. Press RIGHT soft key to move cursor.	AUTO RECORD PORT:NONE CALL:I
5. Enter call type, I, O or B.	AUTO RECORD PORT:209 CALL:B
6. Press TRANSFER button to store and exit OR Press SPEAKER button to store and advance to next MMC.	

DEFAULT DATA: NONE

RELATED ITEMS: NONE

MMC: 744 VM DAY / NIGHT

DESCRIPTION:

This MMC is only used for the Samsung Plug In Voice Mail Card (SVMi).

SVM can operate in either a DAY or NIGHT operating mode. This mode will determine what main menu greetings and options are played to the callers.

This operating mode can change automatically (if enabled in SVM) according to the setting in this MMC.

This MMC containes either a DAY or NIGHT instruction for each OfficeServ 7200 Ring Plan.

PROGRAM KEY

UP & DOWN	Selects YES or NO
KEYPAD	Selects YES or NO
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 744. Display shows.	VM DAY/NIGHT RING 1 : DAY
2. Press UP or DOWN to select a ring plan.	VM DAY/NIGHT RING 3 : DAY
3. Press RIGHT soft key to move cursor.	VM DAY/NIGHT RING 3 : DAY
4. Press UP or DOWN to select a DAY/NIGHT.	VM DAY/NIGHT RING 3 : NIGHT
5. Press TRANSFER to store and exit OR Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA: ALL RING PLANS = DAY

RELATED ITEMS: SVM CARD

MMC: 745 WARNING DESTINATION

DESCRIPTION:

This MMC is used to set alarm notification destinations for the Samsung Plug In Voice Mail card and for the Hotel/Motel transaction buffer alarm.

1. Samsung Plug-In Voice Mail Card (SVMi)

This MMC provides an emergency destination for calls destined for the Voice Mail card, if the Voice Mail card is removed or is offline. In addition any calls that are forwarded to the Voice Mail card will not forward, they will remain ringing at the "fwd from" station until answered. This destination can be a station number or a group number.

2. Hotel/Motel Transaction Record Buffer Alarm

This MMC provides a destination for the Transaction Report Buffer Alarm. The transaction record buffer has a maximum capacity of 10,000 records. This alarm will ring the destination when the buffer level has reached 9500 records. Note: Either of these alarms may be disabled by setting the destination as NONE.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to delete an entry

ACTION	DISPLAY
1. Press TRANSFER 745. Display shows.	WARNING DEST. DEST:500
2. Dial station number or group number OR Press UP or DOWN to scroll the number.	WARNING DEST. DEST:501
3. Press TRANSFER button to store and exit OR press SPEAKER button to store and advance to next MMC.	

MMC: 745

DEFAULT DATA: DEST = 500

RELATED ITEMS: NONE

MMC: 746 VM HALT

DESCRIPTION:

This MMC is only used for the Samsung Plug in Voice Mail Card.

This MMC is used to halt the Voice Mail card (take it offline). It ensures that there is no traffic on the Voice Mail card when it is removed from the system.

NOTE: THIS OPERATION SHOULD BE PERFORMED BEFORE REMOVING THE VOICE MAIL CARD FROM THE OfficeServ 7200 SYSTEM.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 746. Display shows.	VM HALT STATUS:PROC
2. Enter 1 to halt or 0 to process OR Press UP or DOWN to scroll the selections.	VM HALT STATUS:PROC
3. When you select 1 to halt, display shows press 1 to confirm.	VM HALT ARE YOU SURE?YES
4. Display shows.	VM HALT STATUS:HALT
5. Press TRANSFER button to store and exit OR Press SPEAKER button to store and advance to next MMC.	

DEFAULT DATA: PROC

RELATED ITEMS: NONE

MMC: 747 VM ALARM

DESCRIPTION:

This MMC is only used for the Samsung Plug in Voice Mail Card (SVMi).

This MMC will generate an alarm message in the mailbox defined in MMC 745 whenever the Voice Mail disk drive reaches this threshold.

The threshold is measured in % full. This means that if the MMC is set for 80, the alarm will be generated when the disk exceeds 80% of the available drive space. The end user should be instructed to delete old messages to recover disk space.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 747. Display shows.	VM ALARM THRESHOLD:80
2. Enter new threshold level.	VM ALARM THRESHOLD:75
3. Press TRANSFER button to store and exit OR Press SPEAKER button to store and advance to next MMC.	

DEFAULT DATA: 80%

RELATED ITEMS: NONE

MMC: 748 ASSIGN VM MOH

DESCRIPTION:

This MMC is only used for the Samsung Plug in Voice Mail Card (SVMi).

This MMC is used to assign each port a Music on Hold source for the OfficeServ 7200 from a sound file located on the SVM hard disk drive. The 100 available sound files are defined as numbers 5000 to 5099.

Basically SVM card supports various music for numbers 5000 to 5099. If you want to use default SVM support music, select the number. Otherwise, make sure you record the sound file first. The next step is to assign the sound file to a SVM port. For example, if you record sound file 5025 you would associate 25 with a specific SVM port, e.g. 225. This will dedicate the port for use only as MOH and remove it from group 529 or 549. Now 225 will show up as a valid music source in MMC 308, 309 and 408.

Each Music on Hold source assigned here requires one SVM port. SVM port is used for VMMOH, it must be disabled before boot up since SVM and the phone system use port 1 during boot up to exchange critical information. For this reason we suggest you use the last port as VMMOH ports.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC
HOLD	Used to delete an entry

ACTION	DISPLAY
1. Press TRANSFER 748. Display shows.	SET VMMOH 209: NOT USED
2. Press UP or DOWN to select SVM port.	SET VMMOH 215: NOT USED
3. Move cursor to next field. Press UP or DOWN to select sound file.	SET VMMOH 215: 25

MMC: 748

4. Press TRANSFER button to store and exit
   OR
   Press SPEAKER button to store and advance to next MMC.

DEFAULT DATA: NOT USED

RELATED ITEMS: NONE

MMC: 749 VM IN/OUT

DESCRIPTION:

This MMC is only used for the Samsung Plug in Voice Mail Card (SVMi).

This MMC is used to assign each Voice Mail Port as used for incoming, outgoing or both way calls. Note that this MMC must support outgoing calls if off premises notification (beeper, outbound follow me of outbound notification) is used.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 749. Display shows.	VM IN/OUT 209: IN/OUT
2. Enter the Voice Mail port number. OR Press UP or DOWN to select SVM port.	VM IN/OUT 215: IN/OUT
3. Enter the selections. OR Press UP or DOWN to scroll options.	VM IN/OUT 215: MOH
4. Press TRANSFER button to store and exit OR Press SPEAKER button to store and advance to next MMC.	

DEFAULT DATA: IN/OUT

RELATED ITEMS: NONE

MMC: 806 CARD PRE-INSTALL

DESCRIPTION:

Allows the preprogramming of a card slot for a specific board type. A board inserted into a OfficeServ 7200 system will not be recognized by the system until it is ENABLED using this MMC. Cards installed using MMC 806 will NOT be assigned in the system numbering plan. You must then use MMC 724 to assign the desired directory numbers to extensions, trunks, ports or miscellaneous functions.

NOTE1: If a card is removed and a different type card is inserted and this MMC is performed, the memory associated with that card (i.e. key programming, etc.) will be erased.

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to store data and advance to next MMC

ACTION	DISPLAY
1. Press TRANSFER 806. Display shows.	C:1 - S:1 8DLI-> 16DLI
2. Press UP or DOWN key to make selection (i.e. Cabinet 1) and press RIGHT soft key.	C:1 - S:1 8DLI-> 8DLI
To select which slot to address press UP or DOWN key to make selection OR Use the dial pad to make a selection (i.e. Slot 6) and press RIGHT soft key.	C:1 - S:1 P:B 16DLI-> 16DLI C:1 - S:5 NONE -> 8DLI
Press UP or DOWN key to make selection or use the DIAL to select (1 = yes 0 = no).	C:1 - S:5 RESET CARD? YES
Press UP or DOWN key to make selection or use the DIAL to select (1 = yes 0 = no)	C:1 - S:5 ARE YOU SURE? YES

MMC: 806

and press RIGHT soft key to return to step 1.
Continue to add cards as shown in step 2
OR
Press TRANSFER to store and exit
OR
Press SPEAKER to store and advance to
next MMC.

DEFAULT DATA: NONE

RELATED ITEMS: MMC 724 DIAL NUMBERING PLAN

MMC: 824 NETWORK DIAL PLAN

DESCRIPTION:

This MMC is the translation table that defines the extension dialing plan for the networked systems.

PROGRAMMED FIELD DESCRIPTIONS: PP:NONE → DDDD
SZ:X MAX:XX MB:XX

PP	Dial Plan Number (01-96).
DDDD	Link ID and leading digits for the extension numbers in that switch (8 characters maximum).
SZ	Number of digts in extension number (0-9).
MAX	Number of digits total (1-20) for ID number and extension number.
MB	Create mailbox for this extension range in this switch (Y/N).

PROGRAM KEYS

UP & DOWN	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right

ACTION	DISPLAY
1. Press TRANSFER 824. Display shows.	01: NONE→ SZ:0 MAX:00 MB:N
2. Press UP or DOWN key to select plan number and press RIGHT soft key to move cursor.	10: NONE→___ SZ:0 MAX:00 MB:N
3. Enter LINK ID and FIRST DIGIT of extension number using the keypad and press RIGHT soft key to move cursor.	10: NONE→ 0033 SZ:0 MAX:04 MB:N
4. Enter number of digits in the extension number. Cursor advances to next field.	10: NONE→ 0033 SZ:3 MAX:04 MB:N
5. Dial maximum number of digits. Cursor advances to next field.	10: NONE→ 0033 SZ:3 MAX:06 MB:N

MMC: 824

6. Press UP or DOWN key to select YES or NO for mailbox information.
   Press RIGHT soft key to make change and return to step 1.

```
10: NONE→ 0033
SZ:3 MAX:06 MB:Y
```

7. Press TRANSFER to store and EXIT
   OR
   Press SPEAKER to store and advance to next MMC.

DEFAULT DATA: **NONE**
SZ: 0
MAX: 00
MB: N

RELATED ITEMS: **MMC 710 LCR DIGIT TABLE**
MMC 724 DIAL NUMBERING PLAN
MMC 820 ASSIGN SYSTEM LINK ID
MMC 825 NETWORK OPTIONS

Note: You must have an entry in MMC 724 under Network LCR Num Plan for it to appear in this MMC.

MMC: 825 NETWORK OPTIONS

DESCRIPTION:

When you have networked switches, this MMC is used to set the network related options for Caller ID and Voice Mail.

These are the options:

0	ADD NUMBER TO NAME	Assign to include the extension number in the name field of Q-SIG standard message.
1	USE REMOTE VM	Assign to use SVM on remote system.
2	REMOTE VM NUMBER	Assign to access number of remote SVMi when Remote VM is used.
3	REMOTE CID NUMB	Assign to use delete node number when CID number send to SVMi.
4	USE REMOTE ATTN	Assign to use Attendant on remote system.
5	REMOTE ATTN NUMB	Assign to access number of remote attendant when the remote attendant is used (one access number per ring plan).
6	SPNET SEND DIGITS	When IP networking systems, this option determines the method used for sending digits between nodes. • MGI Signalling: follows the "DTMF TYPE" setting in MMC 835 (inband or out of band) for signaling between nodes. • MCP Signalling: MCP sends IPC messages to MCPs in other network nodes over IP with digit information. MGI is not involved. This does not apply to analog devices sending digits across the network (i.e. SLT)

PROGRAM KEYS

VOLUME	Used to scroll through options
KEYPAD	Used to enter selections
SOFT KEYS	Move cursor left and right
SPEAKER	Used to advance to the next MMC
HOLD	Used to clear previous entry

MMC: 825

ACTION	DISPLAY
1. Press TRANSFER 825. Display shows.	NAME: NUMB APPEND YES
2. Press RIGHT soft key to move cursor. Press UP or DOWN key to select YES or NO.	NAME: NUMB APPEND NO
3. Press UP or DOWN key to select option and then follow step 2.	USE REMOTE VM NO
4. Press TRANSFER to store and EXIT or Press SPEAKER to store and advance to next MMC.	

DEFAULT DATA:
ADD NUMB TO NAME: YES
USE REMOTE VM: NO
REMOTE VM NUMBER: NONE
REMOTE CID NUMB: YES
REMOTE ATTN NUMB: NONE
SPNET DIGIT SEND: MGI SIGNALLING

RELATED ITEMS:
MMC 724 DIAL NUMBERING PLAN
MMC 821 Q-SIG TRUNK
MMC 823 NETWORK DIALING
MMC 824 NETWORK DIAL PLAN
MMC 835 MGI DSP OPTIONS

MMC: 890 PORT CLEAR

DESCRIPTION:

This program allows the user to initialize items related to call process or DB for specific station or C.O. line. This will return the port to default condition.

PROGRAM KEYS

UP & DOWN	Used to scroll through system alarms.
KEYPAD	Used to enter selections
SOFT KEYS	Enter/leave option
SPEAKER	Used to store data and move to next MMC
TRANSFER	Enter/exit MMC

ACTION	DISPLAY
1. Press TRANSFER 890. Display shows.	[201] CALL CLEAR ARE YOU SURE?NO
2. Enter the station or C.O. line OR Press VOLUME to select the station or C.O. Line and press the RIGHT soft button to move the cursor.	[202] CALL CLEAR ARE YOU SURE?NO
3. Select [0] to initialize the call process part OR [1] to initialize DB.	[202] DB INITIAL ARE YOU SURE?NO
4. Press [1] to initialize, or [0] to cancel.	[202] DB INITIAL ARE YOU SURE?YES
5. Press TRANSFER to exit the program OR Press SPEAKER to move on to the next program.	

DEFAULT DATA: NONE

RELATED ITEMS NONE