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PRODUCT
GUIDE

# Mitel Virtual Reception

## CMG Speech System Settings Maintenance Guide

Release 9.2 SP1

Mitel
Powering connections

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# Contents

# OVERVIEW 1

The CMG Speech system has latches controlling different aspects of the system's behavior. Latches are configured on a User Group level, enabling different behavior in different groups. Some latches apply only to particular applications, whereas others apply to all applications.

This document describes all latches in different categories in CMG Speech. Setting names, possible values and how the setting affects the system behavior are described.

Most settings can be configured using **CMG Speech CM,** with the exception of hidden settings. Hidden settings are listed written in italic within parenthesis.

Note: It is possible that the system doesn't display all settings. The ones displayed are the ones applicable to the current system configuration, for example the installed applications.

# USER GROUP - GENERAL SETTINGS  2

This chapter contains the following sections:

- GENERAL
- TELEPHONY
- MAILBOX SETTINGS
- SYSTEM BEHAVIOR
- ASR RELATED

## 2.1    GENERAL

General settings are general to the CMG Speech system.

| Name | Value type | Allowed values (default) | Description |
|---|---|---|---|
| LogFilesLingerDays | Int | Any (30) | The numbers of days that log files linger in the system before getting removed by the File Manager service. |
| LogFilesRemoveEmptyFld | Bool | 1 or 0 (0=false) | This setting defines whether or not empty folders under the log directory are removed. |
| (SystemIdentifier) | Text | (CMG Speech) | The identifier used for the CMG Speech system, for example logged as sender when the system sends messages through the CMG Message table. |

## 2.2    TELEPHONY

Telephony settings control how the system interacts with its telephony environment. These settings are divided into the following sub categories:

- Transfers
- Prefixes
- Call Control

## 2.2.1     TRANSFERS

| Name | Value type | Allowed values (default) | Description |
|---|---|---|---|
| AllTransfersBlind | Bool | 1 or 0 (0=false) | Blind transfer means that the call is immediately redirected to the target number. <br><br> The system cannot monitor the progress of a blind transfer, which means that a caller may be transferred to a busy or unavailable number, and hear the corresponding tones/indication first-hand. <br><br> The opposite is a supervised transfer, when CMG Speech parks the caller and places an outbound call to the transfer target, and only connects the two if the target can be successfully reached. This approach has the drawback that while being parked, the caller doesn't get any information about the progress of the call. <br><br> Set to 1 if all transfers performed by the system should be blind. |
| BlindTranDelayExt | Int | Seconds (0) | When transferring a call blindly to an **external** target: <br><br> If CMG Speech hangs up before the call manager (called PBX in this document) has completed the outgoing call, the PBX will consider the outgoing call abandoned and it gets bounced back to the sender (CMG Speech). This can be avoided by defining the delay of the CMG Speech's call release X seconds. |
| BlindTranDelayInt | Int | Seconds (0) | When transferring a call blindly to an **internal** target: <br><br> If CMG Speech hangs up before the PBX has completed the outgoing call, the PBX will consider the outgoing call abandoned and it gets bounced back to the sender (CMG Speech). To avoid this, use this setting to delay the CMG Speech's call release X seconds. |

| | | | |
|---|---|---|---|
| BlindTranDelayNetGrp | Int | Seconds (0) | When transferring a call blindly to an **internal** target situated on **another PBX:** <br><br> If CMG Speech hangs up before the PBX has completed the outgoing call, the PBX will consider the outgoing call abandoned it gets bounced back to the sender (CMG Speech). To avoid this, use this setting to delay the CMG Speech's call release X seconds. |
| NoAnswerTimeout | Int | Seconds (30) | When transferring a call with supervised mode, this is the amount of seconds that pass without answer before we conclude there was no answer. |
| NoAnswerTimeoutExt | Int | Seconds (30) | Concerns transfers to external numbers.When transferring a call with supervised mode, this is the amount of seconds that pass without answer before we conclude there was no answer. |
| NoAnswerTimeoutMob | Int | Seconds (30) | Concerns transfers to mobile numbers. <br><br> When transferring a call with supervised mode, this is the amount of seconds that pass without answer before we conclude there was no answer. |
| OpGrpNbrTimeout | Int | Seconds (120) | When transferring a call to the switchboard, and using several transit numbers, they should be "set off" in the transfer table. If this is not done, we will still consider a transit number OK to use after these many seconds. |
| PBXBlindTransfer | Bool | 1 or 0 (0=false) | Whether or not transfers to the operators should be made blindly or supervised; for a description on blind and supervised transfers, please refer to the setting **AllTransfersBlind** under **Telephony settings.** |
| PBXTranFictiveANbrs | Text | (empty string) | Sometimes fictive ANumbers that the PBX can monitor are needed to enable the switchboard operators to see who was called. When this is required, enter all fictive ANumbers in this field, separated by comma. |

## 2.2.2     PREFIXES

| Name | Value type | Allowed values (default) | Description |
|------|-----------|--------------------------|-------------|
| BusyPrefix | Text | (empty string) | Incoming calls to numbers starting with a BusyPrefix will be considered as of the reason BUSY. If for example 774949 is the called number and BusyPrefix is 77, the call is handled as a busy-call to extension 4949. To add multiple prefixes, separate with comma. |
| GeneralPrefix | Text | (empty string) | For all inbound calls to numbers starting with a GeneralPrefix, the prefix will be removed before resolving the called number. To add multiple prefixes, separate with comma. |
| InternalNumberPrefix | Text | (empty string) | Regardless of the length of a number, it will be considered internal if it starts with this prefix. Multiple prefixes are separated with comma. |
| NoAnswerPrefix | Text | (empty string) | Incoming calls to numbers starting with NoAnswerPrefix are interpreted as of reason NO ANSWER. If for example 884949 is the called number and NoAnswerPrefix is 88, the call is handled as if 4949 did not answer. To add multiple prefixes, separate with comma. |
| OpBreakThroughPrefixes | Text | (empty string) | Only applicable for Sopho platforms.This prefix indicates that the call comes from the switchboard, and that it should be allowed to break-through on a referred extension.<br><br>ⓘ **Note**:<br><br>This requires an individual B-number, executing a special application – an extension of CMG Speech. |

| VirtualCallPrefix | Text | "v" or empty string (v) | Concerns break-through calls from operator on Sopho installations only. Shall be set to a v.<br><br>When an operator uses a CMG Speech adaptation (the Break-through application) to place a call to a diverted phone, the prefix stated here can be used to initially set up a virtual call to check line state. |
| --- | --- | --- | --- |

## 2.2.3 CALL CONTROL

| Name | Value type | Allowed values (default) | Description |
| --- | --- | --- | --- |
| IntNbrLenOriginCtrl | Bool | 1 or 0 (0=false) | Some PBXs do not receive information about the origin of a call. This setting may then be used to use the length of the calling number, provided the PBX can deliver THAT, as indicator of the calls origin. If we have no caller number, the origin will be assumed external.<br><br>By setting this to 1, the length of the caller number determines the origin of the call. |

## 2.3 MAILBOX SETTINGS

Mailbox settings are about the system's mailbox system. These settings are divided into the following sub categories:

- Internal
- External
- Cleanup

## 2.3.1 Internal

| Name | Value type | Allowed values (default) | Description |
| --- | --- | --- | --- |
| VMailBoxMaxSize | Int | Kb (10000) | The max size for a CMG Speech mailbox directory (Kb). |

| VMailMaxLength | Int | Seconds (120) | The maximum length of a recorded voicemail in seconds. Record will not go on longer than this. |
|---|---|---|---|
| VMailMaxSilence | Int | Seconds (5) | The maximum length of silence when a voicemail is recorded before we decide that the caller must have hung up. |
| VMailMinLength | Int | Seconds (4) | The minimum length of a voicemail to consider it containing anything. If the Voicemail is shorter than this, we regard it as empty. |

## 2.3.2    External

| Name | Value type | Allowed values (default) | Description |
|---|---|---|---|
| DelayIdentifier | Int | Quarter seconds (0) | When transferring to an external mailbox and dialing DTMF to identify the current mailbox extension, wait these many quarter seconds before playing the DTMF. |
| ExternalMailbox | Text | (empty string) | If an External mailbox is to be employed for a given group of users, enter the number to this external mailbox here. |
| ExtMBoxTransfIntro | Text | (ShortVoid) | If an introduction prompt should be played before the call is transferred to an external mailbox, the filename (without language prefix) should be stated here. |

| MboxTransferPtrn | Text | (empty string) | Only applicable for external mailboxes. |
| --- | --- | --- | --- |
| | | | The external mailbox must know who was originally called in order to activate the correct mailbox. CMG Speech provides this information as a part of the call setup. |
| | | | The Mailbox Transfer Pattern controls how the transfer number to the external mailbox is constructed. It consists of <>-separated entities, that have a given meaning. These are the possible entities: |
| | | | **<NBR>** is the number to the external mailbox itself. |
| | | | **<IDENT>** means DTMF identification for the mailbox owner – the called extension in a regular referred call. |
| | | | **<ANBR>** equals the calling party's number. |
| | | | **<BNBR>** equals the called party's number. |
| | | | **<EXT>** is the user's extension. Most often, this is the same as <BNBR>, except when the person is sought after through Speech Attendant. |

## 2.3.3    CLEANUP

| Name | Value type | Allowed values (default) | Description |
| --- | --- | --- | --- |
| DelVMailsLingerDays | Int | Days (5) | Decides how many days deleted voicemails should linger untouched in the user's waste basket before being finally removed from the system. For more information on voicemail cleaning routine, see the **VMailsLingerDays** setting. |

| VMailsLingerDays | Int | Days (5) | Voicemails are removed in two steps, with the possibility to retrieve them during the first. A read voicemail that has been read but not otherwise affected during X days (as specified by this setting), is given a DELETED state and is moved to a waste basket. Here, it will linger for an additional number of days before the system removes it permanently. While in the waste basket, the user may revoke it. |

## 2.4    SYSTEM BEHAVIOR

These settings control different aspects of the system's behavior, for example how activities are presented, and what information elements are omitted in the referral flow. These settings are divided into the following sub categories:

- Admin flow
- IVR flow
- Activities
- Voicemails
- BluStar Web
- CMG Settings

## 2.4.1    ADMIN FLOW

These settings control the behavior of the administrative telephony interface.

| Name | Value type | Allowed values (default) | Description |
| --- | --- | --- | --- |
| AdminNewVMailsDirectly | Bool | 1 or 0 (1=true) | If True, the Admin flow immediately presents new voicemails (if any) when the caller has logged in. |
| AdmVMailFFwdSecs | Int | Seconds (2) | Concerns Voicemail presentation. The number of seconds that a voicemail is fast-forwarded when pressing 9 while listening to it in the Admin flow. Should fit the overall voicemail length. For 10 minute voicemails, this setting should be increased to offer sane forward chunks |

| | | | |
|---|---|---|---|
| AdmVMailRewSecs | Int | Seconds (4) | Concerns Voicemail presentation.<br><br>The number of seconds that a voicemail is re-winded when pressing 7 while listening to it in the Admin flow. Should fit to the overall voicemail length and mostly be larger than the setting for fast-forward **(AdmVMailFFwdSecs).** |
| CallLenAdmin | Int | Seconds (300) | The maximum call length of the Admin flow in seconds. Should relate to the maximum voicemail length, since listening to long voicemails require a prolonged Admin session. Divide by 60 to get minutes; the default equals 5 minutes. |
| GreetingMaxLen | Int | Seconds (60) | The max length of User-recorded greetings in seconds. |
| NoPINRequired | Bool | 1 or 0 (0=false) | If this setting is 1, the caller will not have to enter PIN to log in when calling the system directly from his office phone.<br><br>ⓘ **Note**:<br><br>This does not apply if there are several CMG Speech Users sharing the same extension. |
| NoPINRequiredDev | Bool | 1 or 0 (0=false) | If this setting is 1, the caller will not have to enter PIN to log in when calling the system directly from one of his registered devices, provided that the current device can be associated with only the current user. |
| PresentVMailSender | Bool | 1 or 0 (0=false) | If true, the number that recorded a certain greeting is presented along with the greeting – otherwise it is omitted. |
| DefaultVMPinChangeReq | Bool | 1 or 0 (0 = false). | If set to true, new and existing voicemail users are prompted to change the PIN if the PIN and the extension number are the same. |

| DefaultVoiceMailPin | int | 4-8 digits or 0 | The value set will be used as pin code by new users for accessing Voicemail. Existing users can access Voicemail with extension number as their pin code. If the value is set to 0, then both existing users and new users can access voicemail using extension number as pincode. |
|---|---|---|---|

## 2.4.2    IVR FLOW

These settings control the behavior of the IVR telephony flow.

| Name | Value type | Allowed values (default) | Description |
|---|---|---|---|
| BlockAllRecInfo | Bool | 1 or 0 (0=false) | Concerns called party presentation.<br><br>If this value is 1, called party presentation ("you have called…") is never played. (Regardless of the called party's greeting status.) Compare with the setting **BlockRecInfo.** |
| BlockRecInfo | Bool | 1 or 0 (0=false) | Concerns called party presentation.<br><br>If this value is 1, called party presentation ("you have called…") will be omitted if the called party has recorded a greeting. |
| CallLenIVR | Int | Seconds (300) | The maximum call length (seconds) of referred calls. Should relate to the maximum voicemail length, since recording longer voicemails require a longer overall IVR session. Divide by 60 to get minutes; the default equals 5 minutes. |
| DelayActivity | Int | Quarter-Secs (0) | This setting creates a pause of X quarter-seconds before the called party's activity is presented. |
| DelayLangQst | Int | Quarter-Secs (0) | This setting creates a pause of X quarter-seconds before the caller is asked to select an alternative language. |
| DelayMenu | Int | Quarter-Secs (0) | This setting creates a pause of X quarter-seconds before presenting the called party's menu. |

| DelayRecInfo | Int | Quarter-Secs (0) | This setting creates a pause of X quarter-seconds before presenting the called party. |
|---|---|---|---|
| DelayWelcome | Int | Half-secs (0) | Concerns external calls or internal calls with enforced welcome. This setting delays the presentation of the first Welcome phrase X half-seconds. Calibrate it until the call is always connected before the prompt is played. |
| DelayVMailBeep | Int | Quarter-Secs (0) | This setting creates a pause of X quarter-seconds before the voicemail introduction beep file is played. |
| EnableHotprompt | Bool | 0 or 1 (0=false) | If true, a user may record a Hot prompt which, if it exists, is played immediately after the Welcome Phrase. |
| EnforceInternalLangChoice | Bool | 1 or 0 (0=false) | Concerns alternative language.<br><br>If true, alternative languages are also offered internal in calls with internal origin, with consequence that the Welcome Phrase is also played for those. See also **EnforceLangChoice.** |
| EnforceLangChoice | Bool | 1 or 0 (0=false) | Concerns alternative language.<br><br>Only active when the Welcome phrase is played.<br><br>If true, alternative languages are offered regardless of whether or not the System Voices are active or inactive. If false, when System Voice is inactive, an alternative language is not offered. |
| EnforceWelcome | Bool | 1 or 0 (0) | Concerns external calls.<br><br>Generally, when a user has turned off the System Voice, no system-defined phrases are presented, including the welcome phrase. However, some customers want to omit the welcome phrase from this rule.<br><br>Set to 1 to make sure the system always presents the welcome phrase. |

| | | | |
|---|---|---|---|
| ImmTransferIntro | Bool | 1 or 0 (0=false) | Concerns immediate transfer.<br><br>If 1, an introduction prompt "Your call will now be transferred. Please hold" is played before the transfer is carried out. |
| MainMenuTimeout | Int | Seconds (10) | Concerns main menu presentation.<br><br>Defines the number of seconds that pass before the caller times out (without making a choice) in the referral main menu, and the default choice is activated. |
| MenuPhraseSpace | Int | Quarter-secs (0) | Concerns main menu presentation.<br><br>Some customers think that the menu is too quick. This setting makes it possible to insert a space between each menu option presentation, consisting of X quarter-seconds. To delay each option half a second, set the setting to 2. |
| OrigVoice | Text | (empty string) | Concerns alternative languages.<br><br>Requires additional phrases on the telephony server.<br><br>Some customers want to present alternative languages with the same voice as the one used for the welcome phrase (rather than the default, when each alternative language is presented by the attached voice itself). In this setting, each language that should be presented with the original flow voice should be listed in uppercase letters, separated by comma. |
| RefPhraseSelection | Bool | 1 or 0 (1=true) | Concerns main menu presentation.<br><br>The ordinary menu in the referral flow can be presented either using Long phrases (1 – for example "to record a voicemail, press 5"), or Short phrases (0 – for example "for voicemail, press 5"). By default, long phrases are used. |

| SysMenuInitial | Bool | 1 or 0 (1=true) | Concerns main menu presentation.<br><br>Generally, the system menu is presented before the default menu action (for example recording a Voicemail) is performed. Some customers want to skip the menu presentation until the default action has been carried out. To make the latter happen, set this setting to 0. |

## 2.4.3    ACTIVITIES

| Name | Value type | Allowed values (default) | Description |
|------|-----------|--------------------------|-------------|
| ActivityWithExt | Bool | 1 or 0 (1=true) | When presenting an activity, the called extension may be used to introduce the activity, for example as in the sentence "Extension 395 is at lunch". To enable this, make sure this setting is 1. |
| ActivityWithName | Bool | 1 or 0 (1=true) | When presenting an activity, the called party's name – self-recorded or generated by the system – may be used to introduce the activity, for example as in the sentence "Harold Robinson is at lunch". To enable this, make sure this setting is 1. |
| CheckMobileStatus | Bool | 1 or 0 (0=false) | This is only applicable for systems where a person's mobile status is indicated by a CMG Field. If 1, the mobile status will override the cause stored as CMG activities (for example if the mobile is busy, "Busy" is the activity we will present). |
| DelayICPFetch | Int | Seconds (10) | Only applicable for MD110/Meridian.<br><br>Concerns fetching of call information.<br><br>If CMG Speech cannot find current call information, we will retry during these many seconds before deciding that there is no call info. |
| PresentReturnTime | Bool | 1 or 0 (1=true) | If true, activity return time is presented. |

| | | | |
|---|---|---|---|
| PresentReturnTimeInt | Bool | 1 or 0 (1=true) | If true, activity return time is presented for internal calls. |
| TTSOnlyOnNarrLang | Bool | 1 or 0 (0=false) | TTS prompts - User's names - are generated by a Narrator for one or several given Languages. For example, the name is generated in Swedish but the incoming diverted call is handled in English.<br><br>Some customers do not want generated Swedish to be presented under such circumstances, due to mixed voices. To avoid this, set this setting to True. |

## 2.4.4 VOICEMAILS

These settings relate to CMG VoiceMail (CMG Speech internal voicemails).

| Name | Value type | Allowed values (default) | Description |
|---|---|---|---|
| *(NotifierSign)* | Text | (CMG Speech) | Concerns Notifications through CMG.<br><br>When registering a CMG Message as a CMG VoiceMail Notification, this value will be entered as sender. Note that this value must NOT be the same as the **SystemIdentifier** value under **General settings.** |
| VMailSenderBlockExt | Bool | 1 or 0 (0=false) | If this setting is 1, the external calling parties' numbers are not saved as voicemail senders. |
| VmailSenderBlockInt | Bool | 1 or 0 (0=false) | If this setting is 1, the internal calling parties' numbers are not saved as voicemail senders. |

## 2.4.5 CMG WEB

These settings apply to the behavior of BluStar Web.

| Name | Value type | Allowed values (default) | Description |
|---|---|---|---|
| | | | |

| OfficeWebDevices | Bool | 1 or 0 (1=true) | Controls if User Devices are shown and can be altered using CMG Web. To disable devices on CMG Web, set to False. |
| OfficeWebGreetings | Bool | 1 or 0 (1=true) | Controls if Greetings are shown and editable from CMG Web. To disable greetings on CMG Web, set to False. |
| OfficeWebMenus | Bool | 1 or 0 (0=false) | Controls if Menus are shown and editable from CMG Web. To enable menus on CMG Web, set to True. |
| RecInfoNotOnWeb | Bool | 1 or 0 (0=false) | This setting controls if the Name Phrase can be recorded and viewed from CMG Web. To enable Name Phrase control by CMG Web, set to true. |

## 2.4.6    CMG SETTINGS

Attributes in this category specify CMG related settings.

| Name | Value type | Allowed values (default) | Description |
| --- | --- | --- | --- |
| CMGSend2MultAddr | Bool | 1 or 0 (0=false) | If this value is true and there are multiple addresses stored for a person's delivery channel, the message will be sent on all addresses. |
| OmitICPCodes | Text | List of integers | If some diversion codes should be disregarded when parsing user's activities, list those codes here. |
| OmitICPTypes | Text | List of integers (0) | When fetching the called party's activities, activities that are of these types of ICP should not be considered (for example "transferred to mobile"). |

| ColleagueMiscFieldIndex | Digits | 0 or 25 (0) | CMG misc field is used for storing phone number to colleague. Only field Misc25 can be used for this function. Type in 25 to activate this menu choice. If value is 0 colleague menu choices are disabled. |
|---|---|---|---|

## 2.5    ASR RELATED

If Speech Attendant is installed, there is one set of ASR Related parameters.

## 2.5.1     GENERAL

These settings are related to Speech Attendant in general.

| Name | Value type | Allowed values (default) | Description |
|---|---|---|---|
| AmbiguityCeiling | Int | Max amb hits (3) | Maximum number of ambiguous hits. If exceeded, call is transferred to operator. |
| LocationMiscFieldIndex | Int | >= 0 | The index of the Misc field in CMG where the person's locations are stored. Used for disambiguation for example "do you mean John Smith in Stockholm or London?" |
| MaxTriesInt | Int | Nbr of tries (3) | Maximum number of failed attempts for internal callers, before being transferred to operator. |
| MaxTriesExt | Int | Max nbr of tries (3) | Max number of failed attempts for external callers, before being transferred to operator. |

## 2.5.2     NAME DIALER

These settings are related to Speech Attendant in general.

| Name | Value type | Allowed values (default) | Description |
|---|---|---|---|

| UseInternalWelcomePrompt | Bool | 1 or 0 (0=false) | This setting defines if a specific welcome prompt should be used for internal calls when calling the Name Dialer. |
|---|---|---|---|

## 2.5.3    EXTENSION SEARCH

| Name | Value type | Allowed values (default) | Description |
|---|---|---|---|
| Extension Search | Bool | 1 or 0 (0=false) | This setting defines whether ornot it is possible to search owner of the extension. |

> **ⓘ Note**:
>
> The languages supported for the extension search are **Swedish, English U.K.,** and**English U.S.**

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