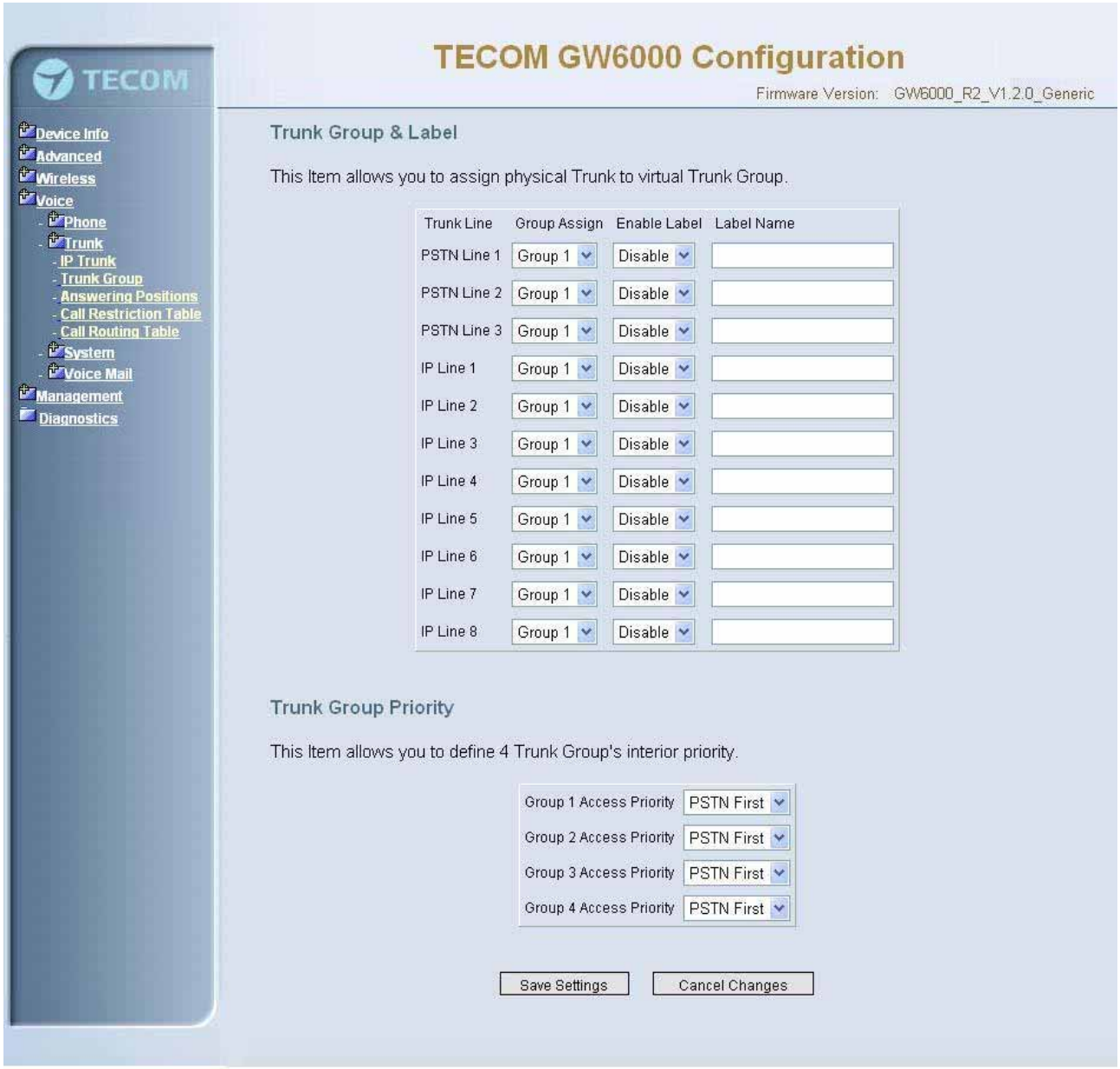

Figure 6-30. Voice – Trunk –Trunk Group

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6.6.2.3 Answering Positions

Figure 6-31-1. Voice – Trunk – Answering Positions – AA(Yes)

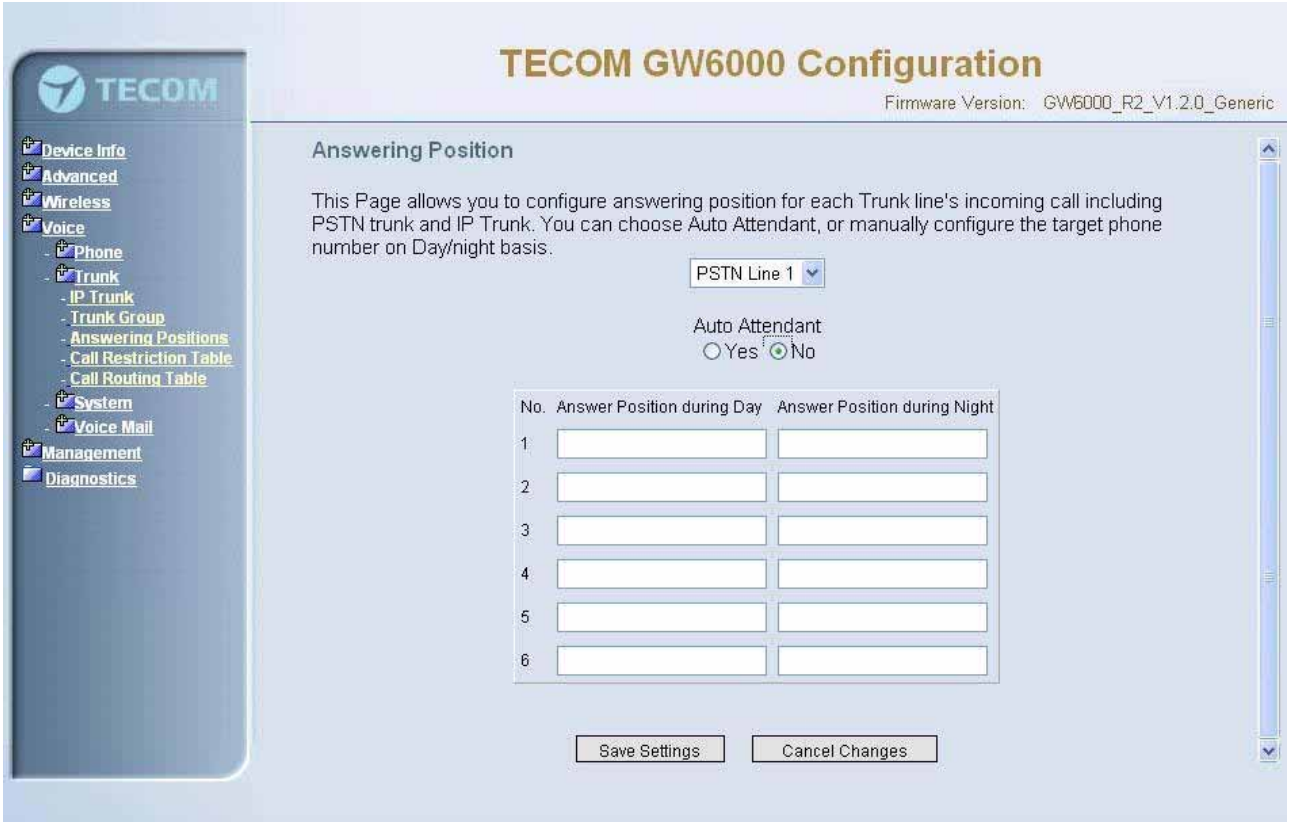

Figure 6-31-2. Voice – Trunk – Answering Positions – AA(No)

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This Item allows you to configure answering position for each Trunk line including PSTN trunk and IP Trunk. You can choose Auto Attendant, or manual configure the target phone number on Day/night basis.

Auto Attendant: Yes/No.

Day Answering Position: 6 extension numbers maximum

Night Answering Position: 6 extension numbers maximum

If choose Auto Attendant as Yes, an idle VAA will auto-answer this incoming trunk call. You can continue your operation by following its indicative words. Otherwise some extension will be called and ringing. If you pick up one of them, the other extensions will stop ringing.(Figure 6-31)

6.6.2.4 Call Restriction Table

This page allows you to configure the call restriction table. If you choice YN in "Trunk Access" option, it means that the entry is used in both trunk access and call routing judge. Y means that it is only valid in trunk access judge, and N is vice versa. Only the caller's COS priority is higher than the entry's COS value, the call is allowed.

From/To

The allowed intervals are made up of a From and To entry which establish a numeric range. For example, an entry of “From 1700” , “To 1800” would include the following range of numbers as the leading: 1700, 1701, 1702, …1799, 1800. Each From/To entry can be from 1 to 13 digits long and may contain any digit 0-9, or X (X representing any digit). The :From” entry must be less than or equal to the “To” entry.

Trunk Access

GW6000 checks the field only when a call matches the associated allowed interval. If the field is set to “Y”, the entry is valid when the trunk is accessed previously. If the field is set to “N”, the trunk isn’t accessed previously. The trunk will be accessed through Call Routing Table. If he option is set to “YN”, the entry is valid no matter the trunk is accessed or not previously.

COS

The COS setting is defined by the allowed intervals. “Y” allows an extension with the COS or higher priority to dial the number(s) specified in that range.

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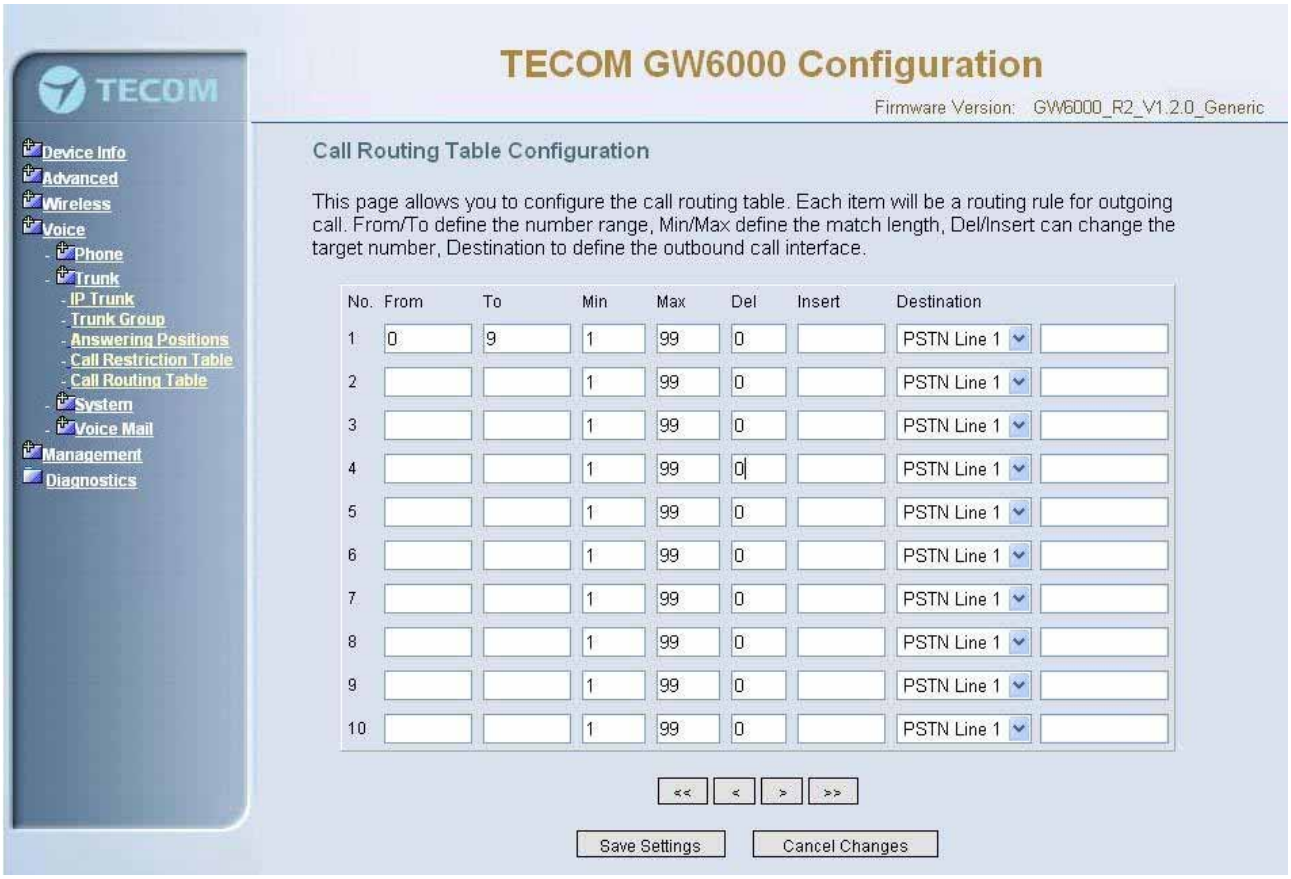

Figure 6-32. Voice – Trunk – Call Restriction Table

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6.6.2.5 Call Routing Table

Figure 6-33. Voice – Trunk – Call Routing Table

This page allows you to configure the call routing table. Each item will be a routing rule for outgoing call. From/To define the number range, Min/Max define the match length, Del/Insert can change the target number, Destination to define the outbound call interface. You can click the buttons under the table to choose pages.

In the Destination field, the drop list includes a particular option: “IG Expansion”. When selecting “IG Expansion”, the next field is a drop list, the drop list contains the founded IG name which is maintained by the GW6000, and you can select a suitable IG name to route your calls (Figure 6-33).

6.6.3 System

Use the System screen to configure the System function related parameters. It is separated into 4 parts:

- Numbering Plan
- Service Mode
- Transmission
- IG Dynamic Discovery
- IG Expansion Table

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6.6.3.1 Numbering Plan

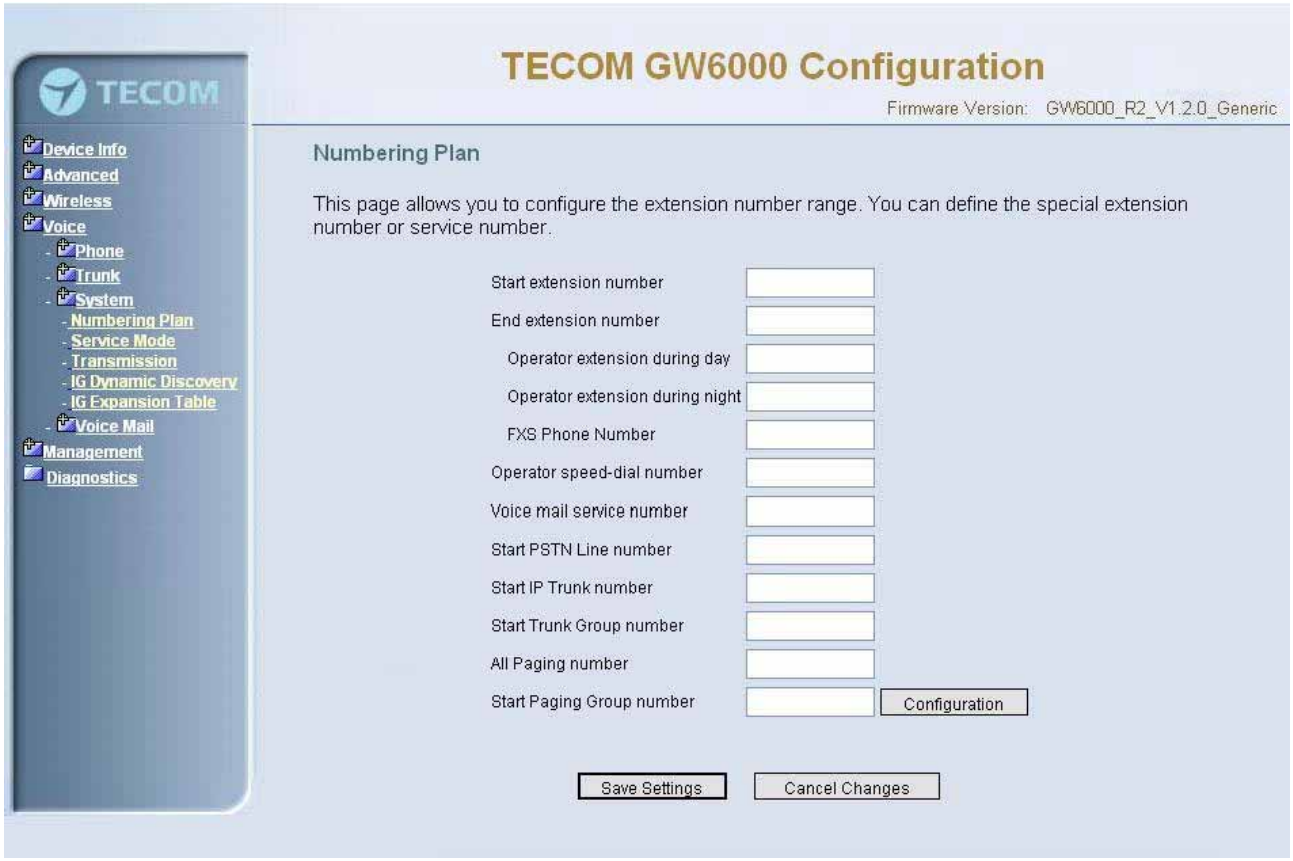

Figure 6-34. Voice – System – Numbering Plan

This page allows you to configure extension number range. You can also define some special service numbers in the table.(Figure 6-33)

Start extension number: start phone number of system internal extension. All valid extension number can't be smaller than it.

End extension number: end phone number of system internal extension. All valid extension number can't be greater than it. If receiving an IP2007's Plug & Play request, IG will allocate the first unused number from this limited region.

Operator extension during day: system operator number. If dial Operator speed-dial number, this extension will be called during day.

Operator extension during Night: system operator number. If dial Operator speed-dial number, this extension will be called during night.

FXS Phone Number: It determines the FXS phone number.

Operator speed-dial number: If dial this number, the operator extension will be called. Also it is limited on length 1 character.

Voice mail service number: If dial this number, internal user can enter IG's vm system and do some operations such as listening personal message.

Start PSTN Line number: IG provides 3 PSTN line at most. Every line has its own internal alias number. You can dial these numbers directly to access PSTN trunks.

Start IP Trunk number: IG provide 8 IP Trunk line at most. Every line has also its own internal alias number. You can dial these numbers directly to access IP Trunks.

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Start Trunk Group number: IG provides 4 trunk groups at most. If dialing trunk group number, IG will choose the first idle line for caller automatically.

All Paging number: If dialing this number, all internal IP2007s will be paged.

Start Paging Group number: 3 paging groups are defined in IG. If dialing a Paging Group number, the call will page to all internal IP2007s of the called paging group.

While pressing “Configuration” in “Start Paging Group number”, it shows Paging Group Configuration screen (Figure 6-34).

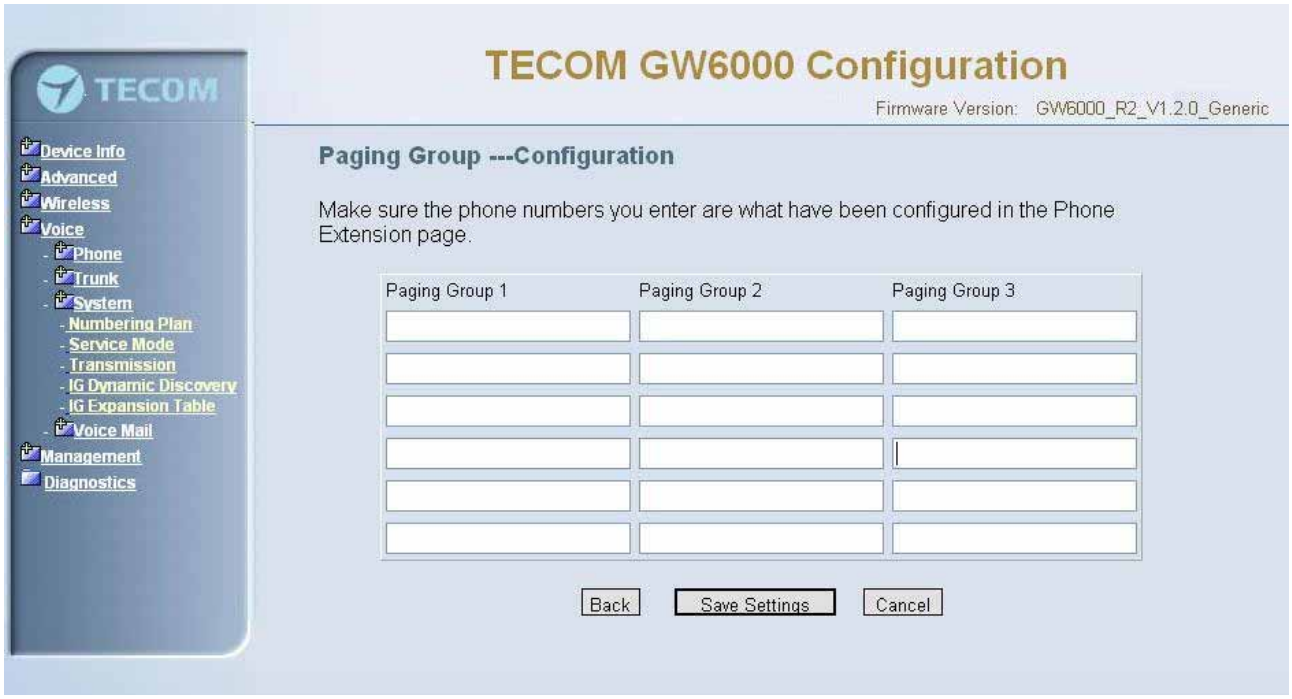

Figure 6-35. Voice – System – Numbering Plan – Paging Group

6.6.3.2 Service Mode

This page allows you to configure the day/night service mode. You can also customize the working time manually for each weekday.

If you choose Time Mode, it’s for the specified day of week. The time is entered in 24-hour format. Valid entries are 00:00 to 23:59 in 1-minute increments.(Figure 6-35)

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Figure 6-36. Voice – System – Service Mode

6.6.3.3 Transmission

This page allows you to configure the Audio, FXS, FXO settings. Click “Save Settings” button to save the new configuration. Click “Cancel Changes” button you can cancel the changes. (Figure 6-36)

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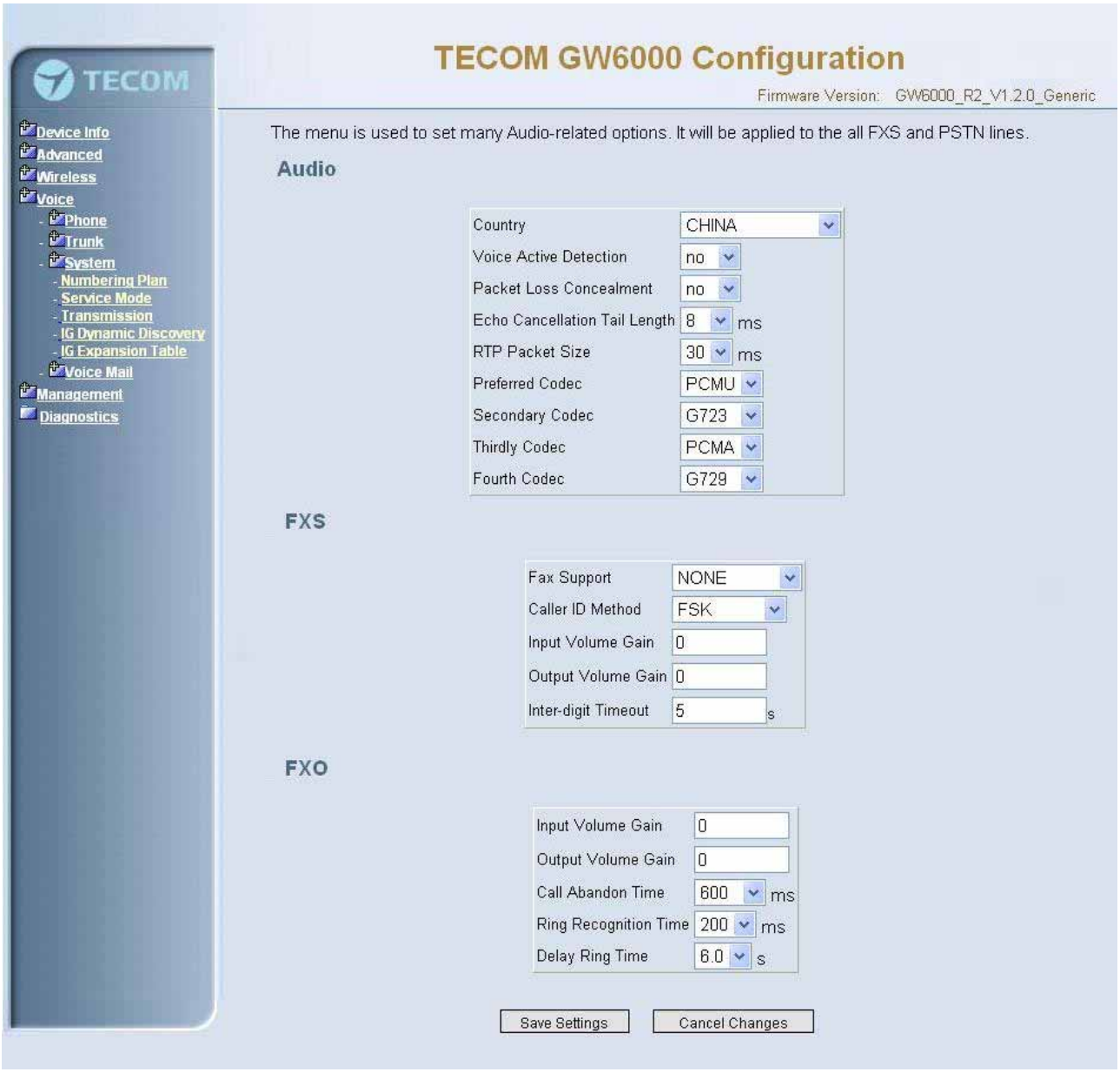

Figure 6-37. Voice – System – Transmission

Audio: It is used to set many Audio-related options. It will be applied to the all FXS and PSTN lines.

Country: It may be used to determine not only the Caller ID detection / transmission method but also ring/tone cadence/frequency.

Voice Active Detection: Enable or Disable; VAD is a technique that detects the absence of audio and conserved bandwidth by preventing the transmission of “silence packets” over the network. Normally, this is set to On.

Packet Loss Concealment: Enable or Disable

Echo Cancellation Tail Length: Echo cancel time; 0 value disables Echo Canceller.

RTP Packet Size: 10/20/.../60 ms

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Codec Priority: GW6000 can support different audio Codec (G711u, G711a, G723, G729a) but only one is active at one time. You can choose “Preferred Codec”, ”Secondary Codec”, ”Thirdly Codec” and ”Fourth Codec” properly.

FXS: It is used to set many FXS-related options.

Fax Support: The system supports FAX/modem tone detection with G.711 mode.

Call ID Method: The system provides the ability to detect the calling party identification provided by PSTN lines. It also transmits the calling party identification to POTS ports. There are four choices: NONE, DTMF_BR, DTMF_AR, FSK

Input Volume Gain: value range: -20 ~ 20. If the value increased 1, the actual analog-voice will become louder 0.5dB. Otherwise the voice will become lower 0.5dB.

Output Volume Gain: value range: -20 ~ 20.

Inter-digit Timeout: Its range is from 0 to 30 seconds.

FXO: It is used to set many central office line options.

Input Volume Gain: value range: -20 ~ 20

Output Volume Gain: value range: -20 ~ 20

Call Abandon Time: For every PSTN/FXO call, system provides the facility to monitor the call status. If the remote party hangs up, the ongoing call must be terminated. The PSTN line monitor is done by the loop-break signal or busy tone. The value range is: 100/200/…/1000 ms.

Ring Recognition Time: The timer determines the minimum ring duration recognized as a valid incoming ring on a PSTN port. Shorter ring signals are ignored. The timer range is 200ms to 60ms in 40ms increments.

Delay Ring Time: The timer is to allow the Central Office to send ICLID before the call is answered. Once the timer expires, the programmed extensions will ring and the ICLID number will be sent to the ringing extensions. The timer range is 3 to 6 seconds on 0.5 second increments.

6.6.3.4 IG Dynamic Discovery

This page allows you to configure IG dynamic discovery settings.(Figure 6-37)

IG Name: The name of IG. It will be referred for the other IGs.

Run Mode: The mode that IG is running. IG can run in Master Mode or Slave Mode.

Master Mode: When IG is running in master mode, it maintains an IG list table. When the master found that some slave IG changes its name or IP address, it will broadcast to all of other slave IGs in this list and let them update their own IG list table.

Slave Mode: When IG is running in slave mode, the master IG IP address should be configured. When its name or IP address changed, it will inform the master IG. And then the master IG will let other IG know this change.

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Figure 6-38-1. Voice – System – IG Dynamic Discovery

6.6.3.5 IG Expansion Table

This page shows the all cooperated IGs. It can be got through *IG Dynamic Discovery*. It also allows you to add the specified IG that our calls want to be routed into.

IG Host Name: The cooperated IG's name.

IP Address: The cooperated IG's IP address.

Sip Port: The cooperated IG's SIP port.

COS: The cooperated IG's Class of Service.

Valid: If setting "N", it rejects the direct call from the cooperated IG.

Figure 6-38-2. Voice – System – IG Expansion Table

6.6.3 Voice Mail

GW6000 provides a built-in Auto Attendant and Voice Mail System. It is separated into 4 parts:

- General
- Extension
- Holiday
- Advanced

The configurable items for each part would be described in the following.

6.6.3.1 General

This page allows you to configure the general settings of the auto attendant and voice mail. (Figure 6-38)

Working Time: Weekday working time.

Saturday Working Time: 00000000 means Saturday Holiday.

Sunday Working Time: 00000000 means Sunday Holiday.

Lunch Break Time: The time for lunch break.

Admin Password: The password of administrator

Max Retry Time: Maximum errors for extension's length input.

Action When Max Error Reached: You can set the system "Forward to operator" or "Disconnect" when too many error for key input.

Prompt Language: Automated Attendant language type. It provides one or two languages to be chosen.

Days for Keeping Voice Mail: Keep days for leaving messages.

SMTP Server: SMTP Mail Server

SMTP Server Port: SMTP Mail Server port. The default is 25.

Sender Email Address: Email Address of Sender.

Sender User Name: User Name of Sender's Email.

Sender Password: Password of Sender's Email.

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Figure 6-39. Voice – Voice Mail – General

6.6.3.2 Extension

While pressing “Configure”, it shows Extension Voice Mail Configuration screen (Figure 6-39-1).

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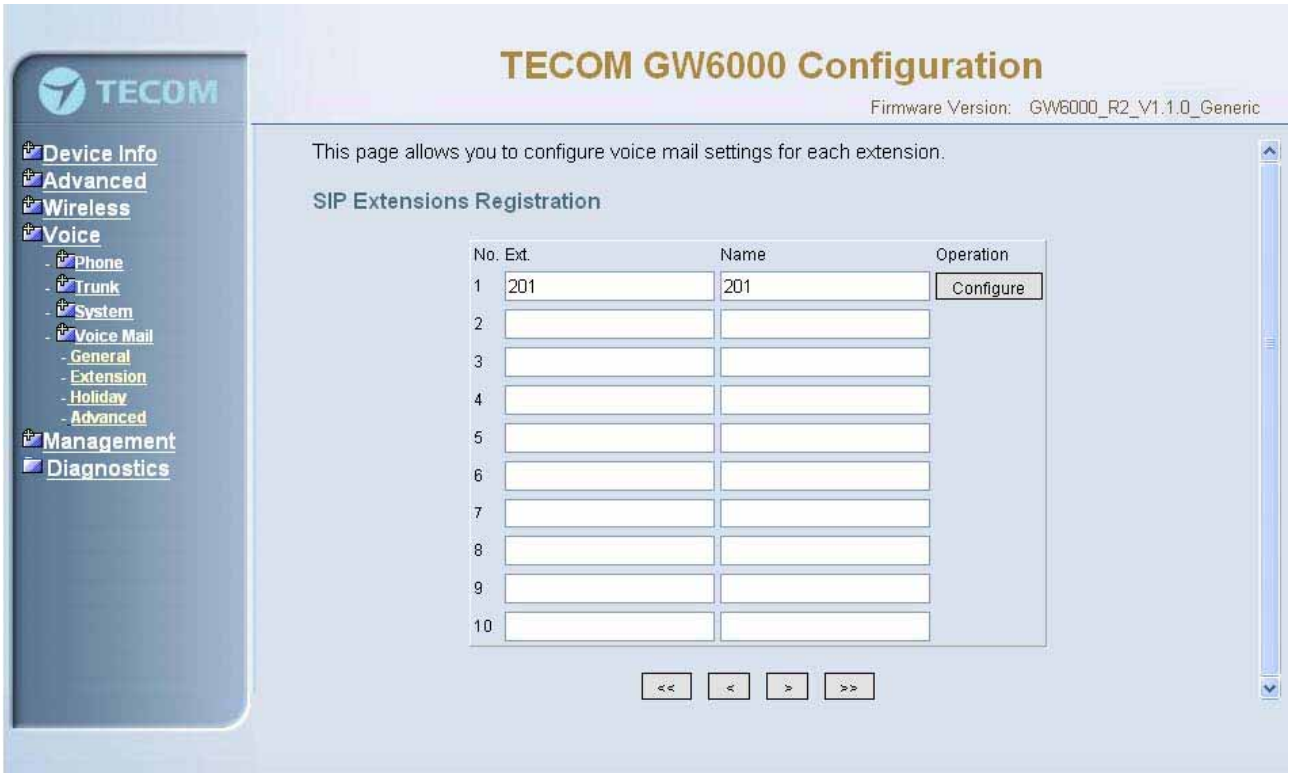

Figure 6-40-1. Voice – Voice Mail – Extension

The following items will be configured in the Configuration setting (Figure 6-39-2):

Always Forward to Voice Mail Box: The extension leaves message directly only. It can't be used for transferred call

DND: the extension reject dialing in; 1: reject, 0:allow

Voice Mail: Enable/Disable

Password: Password of voice mail box of the extension

E-mail Address: Phone user's E-mail Address.

Prompt Language: Provides one or two language to be chosen, Chinese and English.

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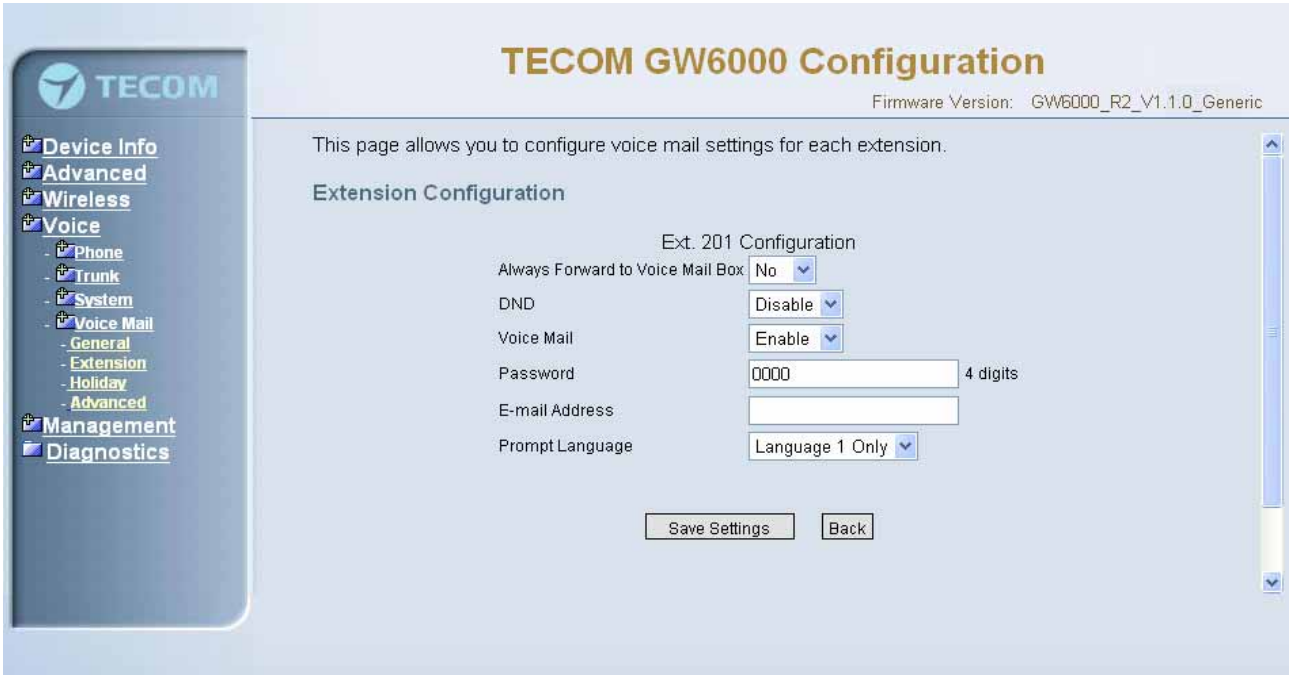

Figure 6-40-2. Voice – Voice Mail – Extension – Extension Configuration

6.6.3.3 Holiday

This page allows you to configure the holiday or special off-duty days. You can click the buttons under the table to choose pages (Figure 6-40).

Figure 6-41. Voice – Voice Mail – Holiday

6.6.3.4 Advanced

This page allows you to browse, upload or download voice files and settings via FTP.

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6.7 Management

The system administrator can do the following functions to manage the configurations, events, and software update of the GW6000.

- Settings
- Log
- Time Setting
  - Internet Time
  - Day Light Save
- Access Control
  - Services
  - IP Addresses
  - Password
- Update
- Save&Reboot

6.7.1 Settings

System Administrator can do the GW6000 settings backup, restore, and update here. The settings can be saved from GW6000 to PC. The saved setting file can also be loaded from PC to GW6000. These functions can help the system administrator to manage large amount of GW6000s efficiently. Restore Default would set the GW6000 with the factory default configuration.(Figure 6-41)

Settings -- Backup

Click “Save Settings”, you may save your router configurations to a file on your PC.

Tools -- Restore Default Settings

Click “Restore Default Settings” to restore the factory default settings. This would be helpful when the settings mass up.

Tools -- Update Settings

Click “Browse” to locate the setting file saved on the Local PC. Then, “Update Settings” would apply the settings to the GW6000 according to the configuration file.

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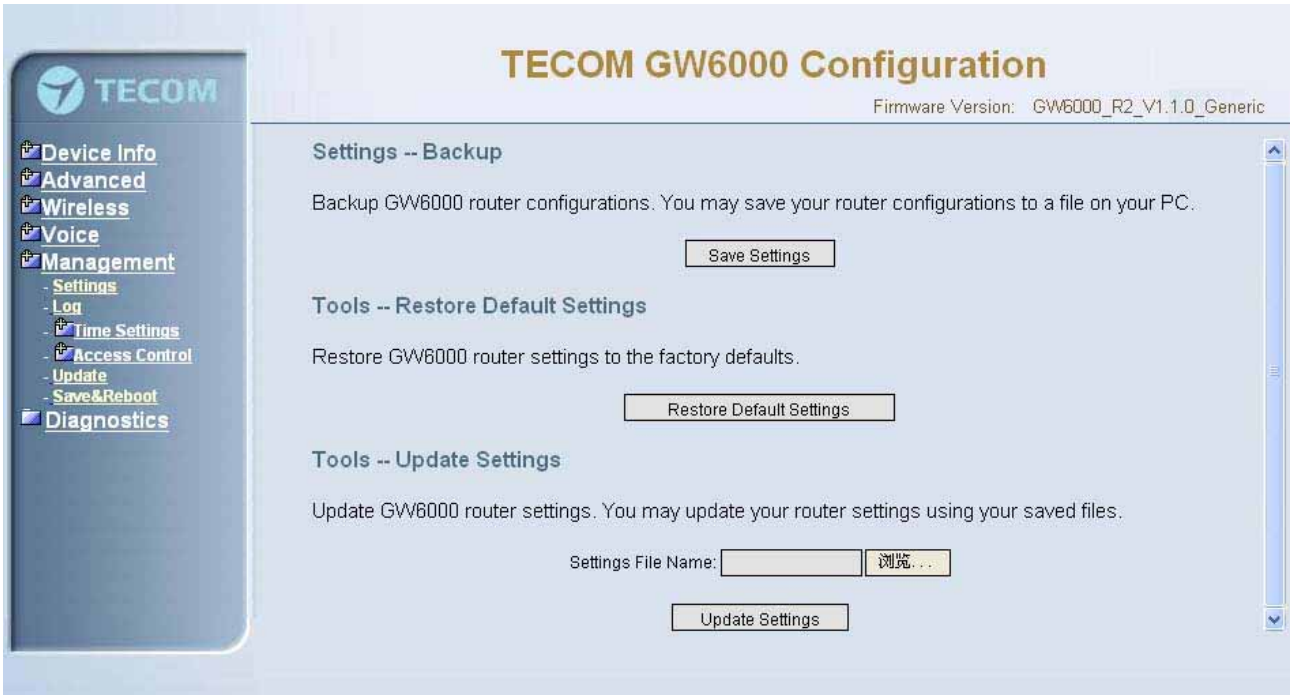

Figure 6-42. Management – Settings

6.7.2 Log

This allows System Administrator to view the System Log and configure the System Log options (Figure 6-42-1). Click "View System Log" to view the System Log. Click "Configure System Log" to configure the System Log options (Figure 6-42-2).
When you configure the System Log options, you can see 8 levels of Log Level and Display Level, Emergency, Alert, Critical, Error, Warning, Notice, Informational, and Debugging. The Log Level implies that what log level is applied to GW6000 to do the log. The Display Level would just show the users the log message that they want to know. As a result, Display Level was just a subset of the retrieved from the total log message which was logged according to the setting of the Log Level. If “Mode” is set to “Remote” or “Both”, the log messages would be sent to the specified UDP port of the specified log server. Click “Save Settings” button you can save the new configuration. Click “Cancel Changes” button you can cancel the changes.

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Figure 6-43-1. Management – Log

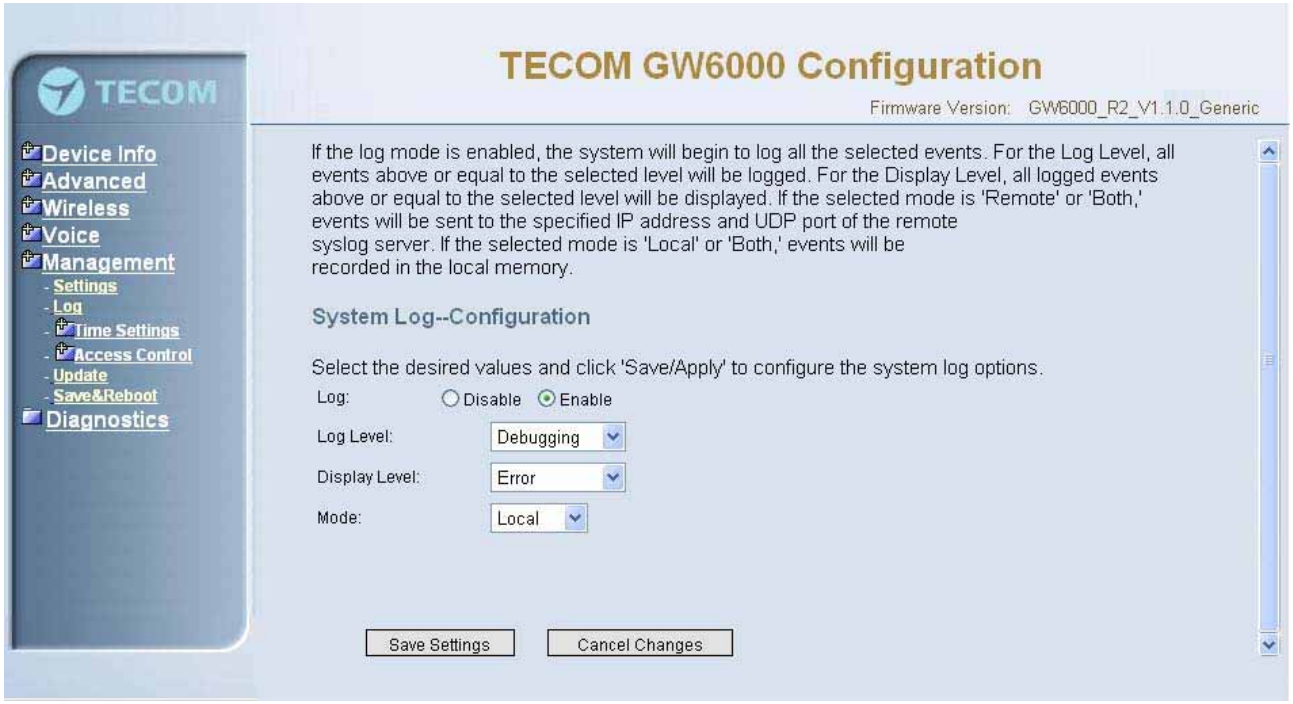

Figure 6-43-2. Management – Log – Configure

6.7.3 Internet Time

This page allows you to configure system's time and the Daylight Saving Time.

6.7.3.1 Time Setting

Automatically synchronize with Internet time servers:

This page allows you to configure the NTP time server so the GW6000 can synchronize its system time with NTP time server automatically (Figure 6-43-1).

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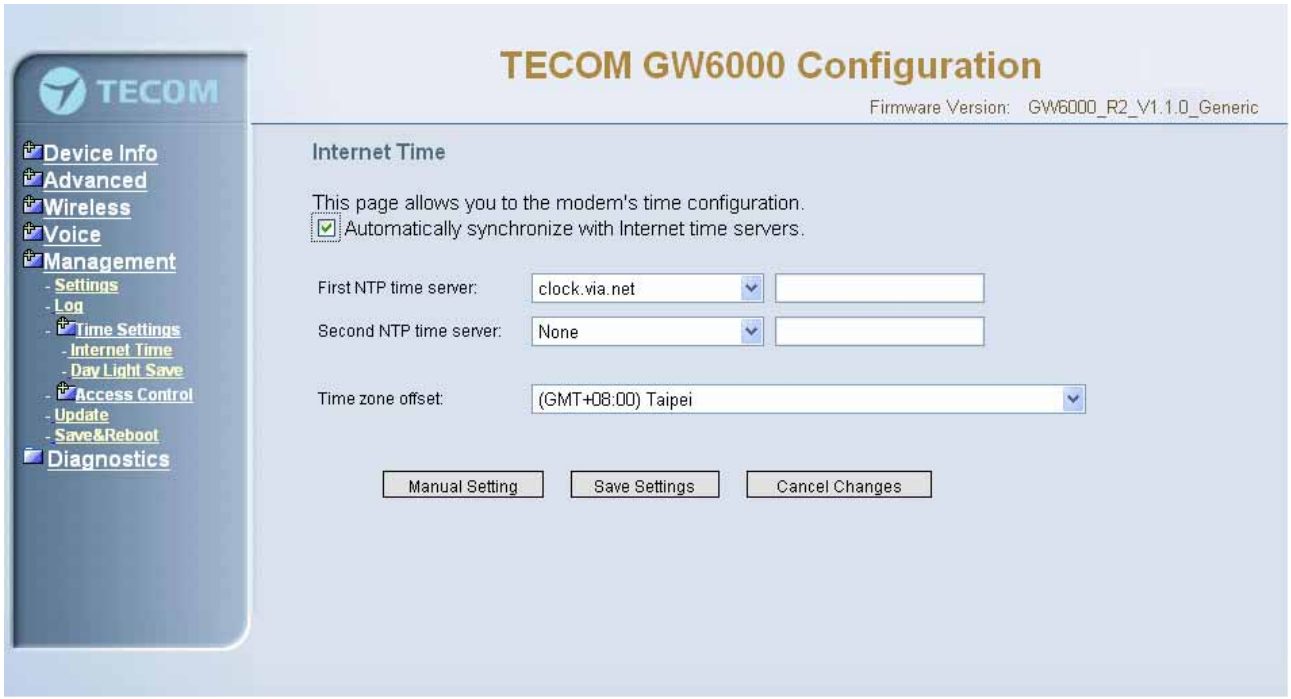

Figure 6-44-1. Management – Internet Time – Time Setting – NTP setting

Manual Setting: Setting GW6000's system time manually.

If you do not want to synchronize GW6000's system time with Internet time server, you can configure GW6000's system time manually. If you want to set the time manually, Firstly you should make sure the "Automatically synchronize with Internet time servers" checkbox do not be checked (Figure 6-43-2), and then click the "Manual Setting" button, the Manual Setting page will be shown as figure 6-43-3. Now you can configure the system time as you like.

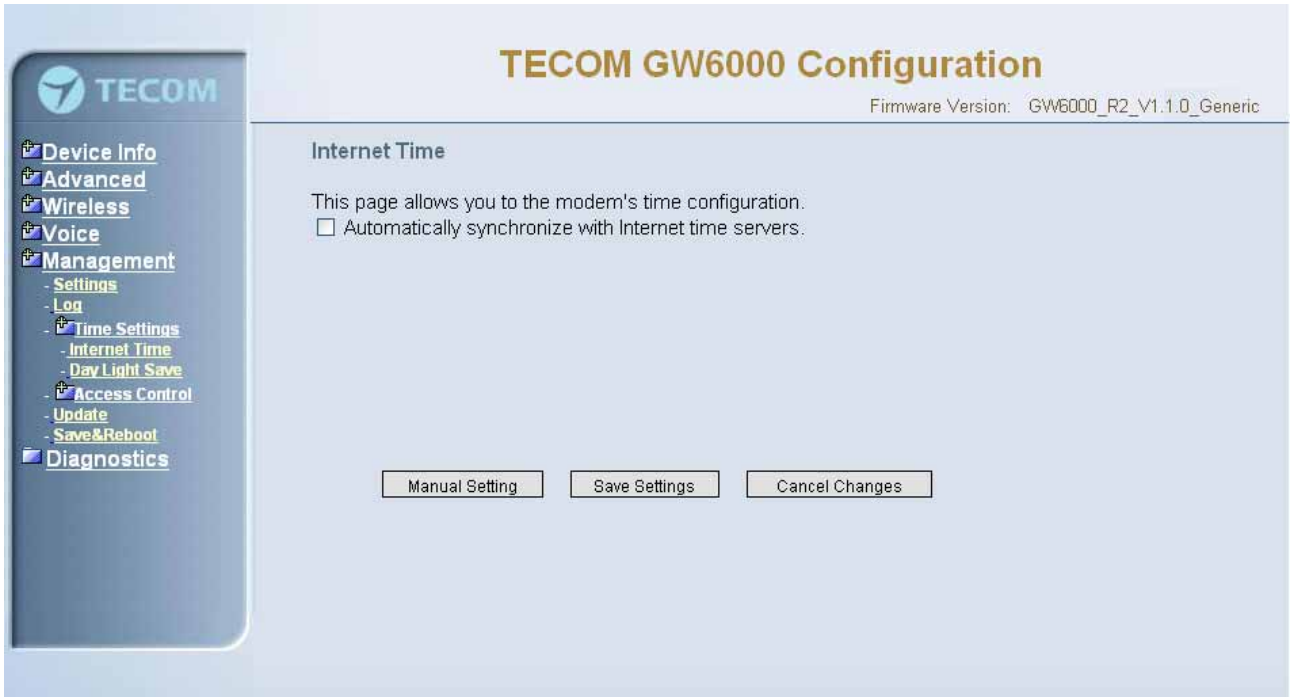

Figure 6-44-2. Management – Internet Time – Time Setting

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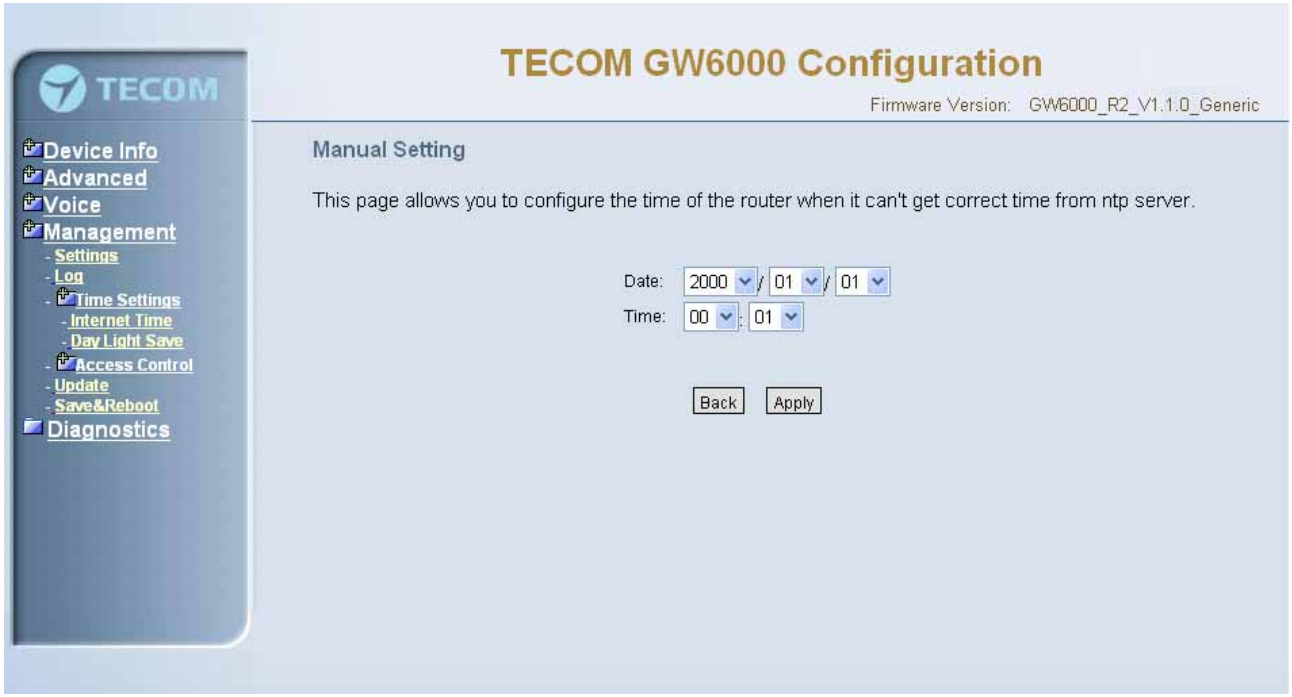

Figure 6-44-3. Management – Internet Time – Time Setting – Manual Setting

6.7.3.2 Day Light Save

Figure 6-45-1. Management – Internet Time – Day Light Save

Figure 6-45-2. Management – Internet Time – Day Light Save – Manual DST Rule

This page allows you to configure the Daylight Saving Time (DST) which supports auto adjustment for daylight saving time. Click “Save Settings” button you can save the new configuration. Click “Cancel Changes” button you can cancel the changes.(Figure 6-44-1, Figure 6-44-2)

Default International DST Rule: Default DST Rule obey international standard rule.

Manual DST Rule: Define your own DST Rule.

Start Time of DST: the date and time to start daylight saving
If “Weekday” is 0, it means the date to start daylight saving is at exactly the given date. If “Weekday” is not 0, the DST start on the “Weekday” on or after the given date.

End Time of DST: the date and time to end daylight saving
If “Weekday” is 0, it means the date to end daylight saving is at exactly the given date. If “Weekday” is not 0, the DST ends on the “Weekday” on or before the given date.

Save Time during DST Period: the amount of hour/min/sec to add to the current time during daylight saving period

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6.7.4 Access Control

This page allows you to configure Service Control List, IP Address Access Control mode and password for user ‘admin’.(Figure 6-45)

6.7.4.1 Services

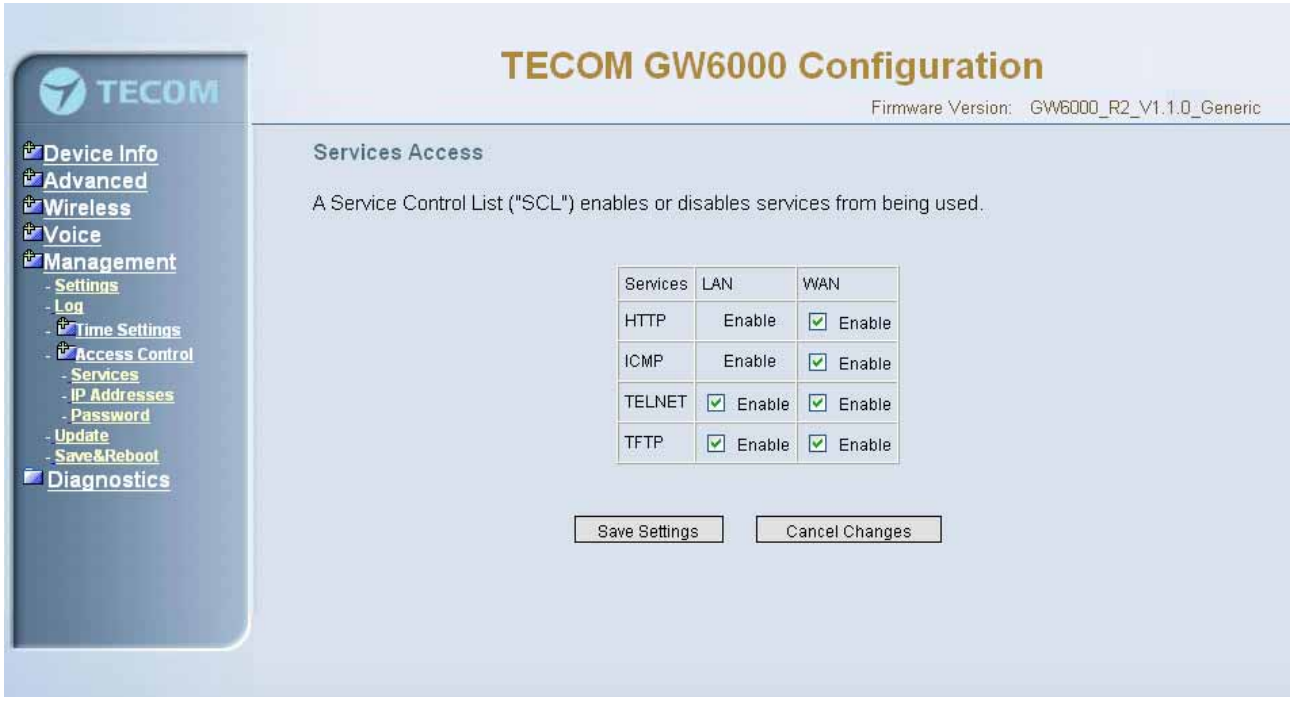

Figure 6-46. Management – Access Control – Services

Mark the Enable of the WAN and LAN for each service. HTTP, ICMP, TELNET are supported in GW6000.

6.7.4.2 IP Addresses

Figure 6-47-1. Management – Access Control – IP Addresses

IP address Access Control mode: If enabled, GW6000 will permit access to local management services from IP addresses contained in the Access Control list. If the

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Access Control mode is disabled, the system will not validate IP addresses form incoming packets. (Figure 6-46-1, Figure 6-46-2)

Figure 6-47-2. Management – Access Control – IP Addresses – Add

6.7.4.3 Password

In this page you can define the passwords for administrator. The user Administrator has unrestricted access to change and view configuration of your GW6000 Router.

Use the password field to enter up to 16 characters. Note: Password cannot contain a space.(Figure 6-47)

Figure 6-48. Management – Access Control – Passwords

6.7.5 Update Software

The new released software could be updated from the Local PC side or remotely. Click the “Browse” to locate the new software image file in the PC. Then, click “Update Software” to process the software update. You can also click “Cancel Changes” button to cancel the location.

NOTE: The update process takes about 2 minutes to complete, and your GW6000 Router will reboot. (Figure 6-48)

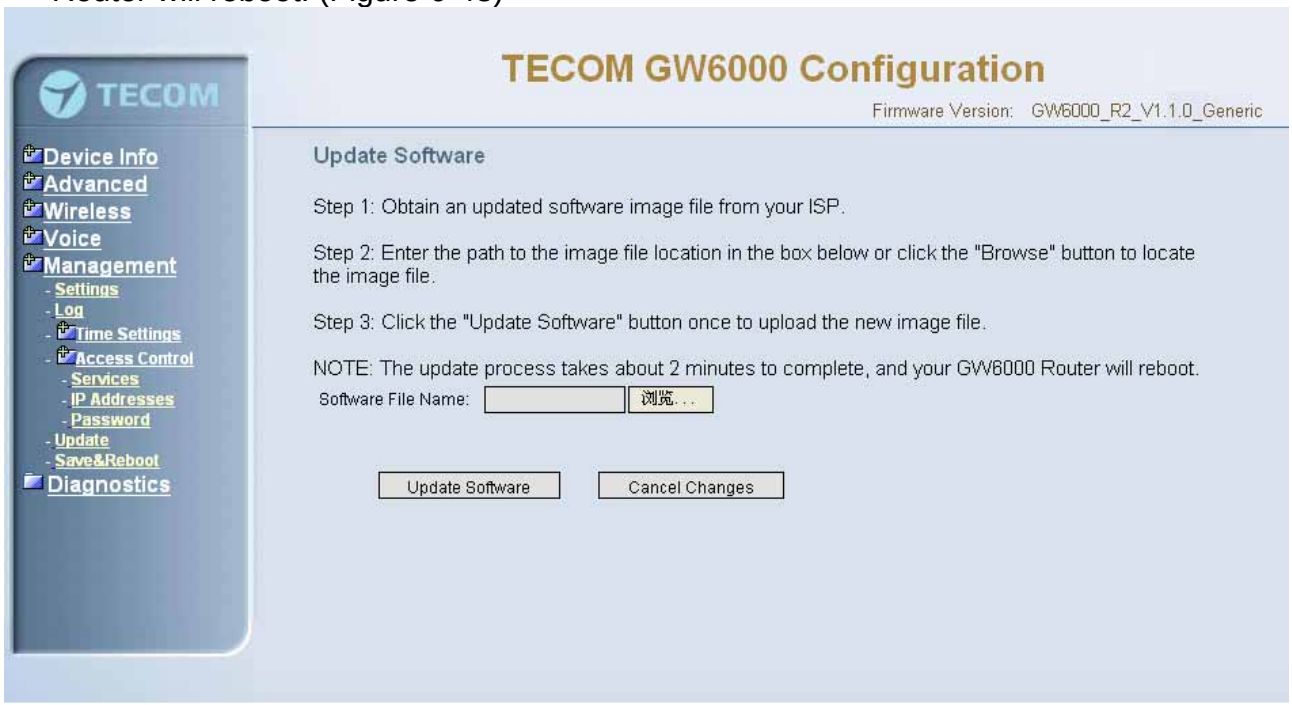

Figure 6-49. Management – Update Software

6.7.6 Save & Reboot

Figure 6-50. Management – Save&Reboot

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Click “Save/Reboot” to reboot the GW6000. The GW6000 would automatically save the configuration before reboot, so that modified settings would take effect after reboot.

6.8 Diagnostics

This page provide the following information to users:

- the network connection information on the net
- the status of GW6000's PSTN Line
- the status of GW6000’s IP Trunk Line
- the status of GW6000’s VAA Line
- the status of GW6000’s FXS
- the status of GW6000’s Extension phones

Click Reset button will allow you release the selected trunk line or rescue the blocked one. (Figure 6-50)

1) Network Connection

   PASS: normally connected

   FAIL: connecting fail

   DOWN: no connection

2) PSTN Line / IP Trunk Line / VAA / FXS

   FAILED: connecting fail or registering failure

   IDLE: the line is idle

   N/A: the line is not available

   Busy: the line is in use

3) Registered Extension Phone

   LAN: registered through LAN port

   WAN: registered through LAN port

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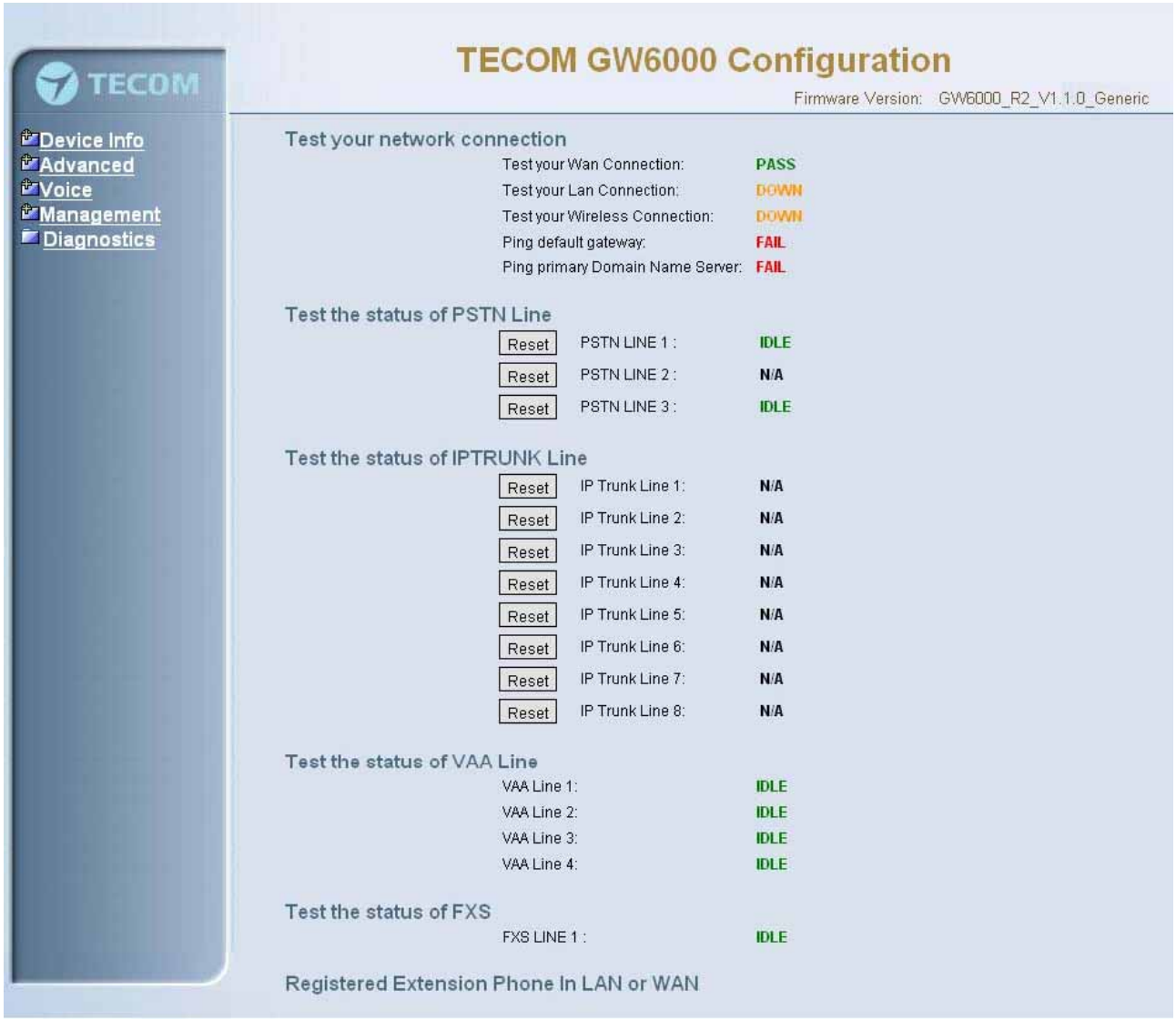

Figure 6-51. Diagnostics – Network

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Appendix 1: Product Summary

TCP/IP Protocols

- IP Protocol (RFC 791)
- ARP (RFC 826) / RARP (RFC 903)
- ICMP (RFC792)
- TCP (RFC 793)
- UDP (RFC 768)
- SNTP
- DNS
- HTTP
- Telnet
- TFTP
- RTP
- Static Routing
- NAT with ALGs

IP Address Assignment

- Static
- Dynamic
- Subnet Mask
- PPPoE Client (RFC 2516)
- Primary and Secondary DNS
- DHCP Server (RFC 2131-2132)
- DHCP Client (RFC 2132)

Routing

- RIP v1/v2
- Static routing
- DHCP Server/Relay/Client
- DNS Relay
- NAT/NAPT
- IGMP Proxy

Virtual Server

- Virtual Server
- Port Trigger

QoS

- IP ToS function (RFC 1349)
- Priority queues for upstream traffic based on ToS field.

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- IP Precedence

VoIP Protocols

- SIP (RFC 3261)
- SDP(RFC2327) t
- Real Time Protocol (RTP ; RFC 1889)
- MD5 (RFC3261 HTTP) digest authentication
- G.168 Echo Cancellation
- Voice Codec: G.711, G.729a and G.723.1
- Support FAX/modem tone detection and auto-fallback to G.711

IP Trunk

Support up to 8 IP Trunk, which can register to ITSP carrier.

- SIP message, including INVITE, re-INVITE, ACK, CANCEL, OPTIONS, BYE, REGISTER, INFO, REFER, SUSCRIBE/NOTIFY and REPLACE messages.
- SIP Outbound Proxy, SIP Proxy and Registrar
- Auto-Registration when power-on or period
- Session Timer support
- Support IP address, domain name, user name, display name for SIP URL

Digital Audio

- Codec:
  G.711 a-law/μ-law 64Kbps,
  G.729A/B (8Kbps),
  G.723.1(6.3K/5.3Kbps) ,
- SIP Call Offer /Answer: Codec auto capacity exchange
- Echo Cancellation: G.168 for each voice line
- Silence Detection/Suppression
- Comfort Noise Generation
- Adaptive jitter buffer
- Different frame size support (10,20,30,40, 50, and 60ms)
- Packet loss concealment
- Out-band (RFC2833) and In-band DTMF

Security

- Password protected system management
- User authentication for PPP (PAP/CHAP/MSCHAP)
- Firewall
- Packet Filtering
- Access Control List
- Wireless Security:
  Support WEP (64, 128-bit) encryption
  802.1x and WPA/WAP2 authentication
  MAC Address-based access control

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WDS support

Configuration Management

- LAN/WAN management via Telnet interface or Web-based browser interface
- Firmware upgrade available by TFTP/ HTTP
- Status display and event report from Web-based management
- Settings Save and Restore
- Reset to factory default

Radio - WLAN

- Stansard : IEEE 802.1g and 802.11b
- Media Access Control : CSMA/CA with ACK
- Modulation : OFDM/CCK
- Frequency Range (Range depends on different country)
- Output Power : 15dBm (typical)
- Sensitivity : -67 (54Mbps) / -83 (11Mbps) dBm (typical)
- Data Rate : 54, 48, 36, 24, 18, 12, 11, 6, 5.5, 2, 1Mbps, auto-fallback

Remote Diagnostic

- Syslog
- Device Diagnostic, Enable remote test following:
  Test the connection to your local network,
  The connection to your Internet service provider,
  The status of PSTN Line,
  The status of IP Trunk Line,
  The status of VAA Line,
  The status of FXS
  The registered status of SIP Phones

Physical Interfaces

- One 10/100BaseT Internet port (RJ-45) for WAN interface
- Four 10/100BaseT Internet port (RJ-45) for LAN interface
- One Telephone interface (RJ-11)
- Three PSTN Line interface
- One PSTN Backup line

LED Status

LED Name	*Color*	*Status*	*Description*
POWER	Blue	On	Power on.
		Off	Power off.
WIRELESS	Blue	On	Wireless LAN initialization success.
		Off	Wireless LAN is not present.
LINE (1-3)	Blue	Off	PSTN Line is idle.
		On	PSTN Line is busy.
TEL	Blue	Off	Phone is idle.
		On	Phone is busy.
ETHERNET(1-4)	Blue	On	LAN connected.

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		Off	LAN network connection not present.
		Flashing	LAN activity present (traffic in either direction).
INTERNET	Blue	On	WAN connected.

Power Requirement

- Input : Voltage Range 90~230 VAC
- Output : Linear 15V DC / 1A, 2.5mm barrel jack

Operating Environment

- Temperature : $0\sim40^{0}$ C
- Humidity : 10 to 90%, non-condensing

Physical Specification

- Dimension : 192(W) x 280(L) x 32(D) (mm)

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Appendix 2: Auto Attendant and Voicemail System

Appendix 2.1 System Voice Prompts

Appendix 2.1.1 Preset Voice Prompts

Provide two languages service for the all voice files. The all files are saved in vox folder in PCM u-law format. The only difference of the file name in the both languages is the first digit of the file name. It's "1" for the first language, "2" for the second language.

File#	Contents	Application
10001	Hello, please dial the extension number directly or press zero for the operator	It's a Welcome Message. It's played while getting an incoming FXO/IP line call in work time.
10002	Hello, it is out of the office hours, please dial the extension number directly or press zero for the operator	It's a Welcome Message. It's played while getting an incoming FXO/IP line call out of work time.
10003	Hello, it is lunch time, please dial the extension number directly or press zero for the operator	It's a Welcome Message. It's played while getting an incoming FXO/IP line call in lunch time.
10004	Hello, today is holiday, please dial the extension number directly or press zero for the operator	It's a Welcome Message. It's played while getting an incoming FXO/IP line call in holidays.
10051	Please dial the phone number, at the end, press punch(pound) key	It requests to dial a phone number.
10097	This mailbox's capacity is used. There is no room for more messages.	It talks to the Caller it has no room to store the leaving messages.
10102	The number is incorrect, your call will be transferred to the operator	AA gets non-existed extension number input many times. AA will transfer the call to Operator.
10103	The number is incorrect	It's played while the user makes an incorrect input
10104	Please check your number and dial again	It's played before AA hangs up the call.
10106	The number is incorrect, please dial again	AA gets non-existed extension number input and allows the caller to redial.
10107	The number is incorrect, Please check your number and dial again, bye bye!	AA gets non-existed extension number input many times. AA will drop the call.
10201	Your call is in transferring, please wait	It's played before AA transfers the call to the transferred party.
10205	The extension line is busy, to wait for a retry, press "*" key	The transferred destination is busy. AA provides some choices for the user.
10206	The number you dialed is not available, to wait for a retry, press "*" key	The transferred destination doesn't answer the call in 30 seconds. AA provides some choices for the user.
10207	To leave a message, press "#" key	Same as 10205 or 10206, another choice.
10210	To dial another number, press zero for the operator	Same as 10205 or 10206, another choice
10212	The number you dialed does not answer, to wait for a retry, please press "*" key	AA gets a Direct Call Forward call.
10221	Sorry, the number you dialed is not available, please dial another number, or press zero for the operator	It's played while transferring a call to an extension set "Reject" of dial in.
10301	Leave your message after the beep, when finish, press pound	It reminds the user how to leave messages.
10302	Your message has been recorded	Finish leaving message.
10303	To confirm recording, press one To listening to your recording, press 2 To record your message again, press 3 To canceling your recording, press 4 When finishing, press the # (pound) key	It's played after finishing leaving message.
10304	Your message has been saved	The leaving message is recorded.
10305	End of messages	It's played the all leaving messages.
10306	Thanks for your using, good bye	It's played while finishing Voicemail System service.
10501	Please input mailbox number	It's played first while the user gets into Voice Mail Box through the FXO/IP trunks.
10502	Sorry, no such a mailbox number, please try again	It's played if the user dials an invalid mailbox ID..

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10503	The mailbox hasn't enabled, please dial another number	It's played if the user dials a valid, but disabled mailbox ID.
10504	Please input your password.	It requests the user to enter the password of the mailbox.
10505	The password is incorrect, please try again	The user dials an incorrect password. It allows the user to try again.
10506	The password is incorrect, please check it and try later	The user dials incorrect password over 3 times. It disallows the user to try again.
10507	To listen to the message, press one To change the password, press two To record your personal greeting, press three To set up leaving message directly, press four.	It's played after entering Voice Mail Box.
10510	You have no messages	No leaving message in the mailbox.
10511	You have	It will report how many leaving messages in the mailbox.
10512	?Voice message	It reports how many leaving messages in the mailbox.
10514	To listen to your message, press one To delete all your message, press two When finish, press the pound key	The user will decide how to process the leaving messages.
10516	To listen to this message again, press one To delete this message, press 2 To listen to next message, press 3 To transfer this message to another mailbox, press four When finish, press the pound key	It's played after listening a message. It's to ask what the user would like to do next.
10517	All messages are played, there are no more messages, thanks.	It's played if it has played the all messages.
10521	You message has been transferred successfully	Transfer the leaving message to another mailbox well.
10522	Transferring failed	Fail to transfer the leaving message to another mailbox
10523	Deleting, please wait	Voicemail system is deleting the all leaving messages.
10524	All messages are deleted	All leaving message are deleted.
10526	Please input new four digits number password	It reminds the user how to input the new mailbox password.
10527	The new password you entered is	It plays what the new input password is.
10528	To confirm the new input, press one To reenter, press two To cancel and return to the previous menu, press the pound key	It's to ask whether the new input password is correct.
10529	Your password has been changed	It's to report the password is changed successfully.
10530	Your password was not changed	It fails to change the password.
10531	To listen to your greeting, press one To record new greeting, press two To delete the current greeting, press 3 When finish, press the pound key	It's for recording a user's temporally greeting.
10532	You have not greeting recorded	It's played if having no greeting message.
10533	Please record greeting after the beep. When finish, press the pound key	It reminds the user how to record the greeting message.
10534	Your recording is finished	It's played after finishing recording.
10537	Your greeting has been deleted	It reports the greeting message is deleted successfully.
10538	Deletion failed	It fails to delete the greeting message.
10547	The setting is completed	Finish setup.
10549	Deletion completed	It reports the leaving message is deleted successfully.
10550	Deletion failed	It fails to delete the leaving message.
10561	To set up your extension number as mailbox directly? If yes, press one, if no, press 2. When finished, press the pound key	It's for setting "Leaving Messages Directly".
10580	Sorry, the mailbox is in use	The mailbox is in use.
10601	Please begin to record after the beep, when finish, press the pound key	It reminds the administrator how to record the voice files.
19001	Please input the administrator password	It requests administrator to enter the mailbox password
19011	To record the first language greeting, press one To record the second language greeting, press 2	It's for recording system greeting message.

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	When finish, press the pound key	
19012	To record the greeting for regular office hours, press one To record the greeting for out of office hours, press two To record the greeting for lunch time break, press three To record the greeting for holidays, press four When finish, press the pound key	It's to choose what kind of greeting message will be recorded.
19013	To listen to current greeting press one To record the greeting, press two When finished, press the pound key	It's for recording voice files.
19015	There are no recordings	It's played if having no the requested voice file.
19073	The extension number that you entered is not installed on this system	It plays if entering a wrong extension number.
19200	Please input five digits number voice code. To cancel the input, please press pound key	It's for entering voice file name.
19201	The voice code that you entered is	It's to play what voice file name is entered
91000	For Language 1, press 1. For Language 2, press 2.	If setting "Two Languages", it's played before Welcome message.
91100	Beep	It's played before recording any message

10870	0 zero	10871	10881	10872	2 two	10873	3 three
10874	4 four	10875	5 five	10876	6 six	10877	7 seven
10878	8 eight	10879	9 nine	10880	10 ten	10881	11 eleven
10882	12 twelve	10883	13 thirteen	10884	14 fourteen	10885	15 fifteen
10886	16 sixteen	10887	17 seventeen	10888	18 eighteen	10889	19 nineteen
10890	20 twenty	10891	30 thirty	10892	40 forty	10893	50 fifty
10894	60 sixty	10895	70 seventy	10896	80 eighty	10897	90 ninety

Appendix 2.1.2 Voice Prompts Recording

You can change Voice Prompts by two ways:

Appendix 2.1.2.1 Through IP Phone Client

a. Use IP phone which is an extension of GW6000, dial Voicemail Directory Number ("100" at default).
b. Type in password of the extension. ("0000" at default).
c. Press "*" key right here, to enter the Administrator mode.
d. Type in Voicemail Administrator password ("000000" at default).
e. Listen to the prompt, press "1" to record the first language greeting (File 10001 – 10004). Press "2" to record the second language greeting (File 20001 – 20004).
f. Or press "3" directly, then type 5 digits file number to directly record prompt/greeting into the respective file name.

Appendix 2.1.2.2 Through FTP Server directly

a. All prompt/greeting files are saved in vox folder in PCM u-law format. You can record your prompt in wav format first and then convert to PCM u-law. There are many free Audio convert software on the internet.
b. Login GW6000 embedded FTP serve: ftp://IG IP address. (Or in IG-Web, select "Voice" – "Voice Mail" – "Advanced", then press "Browser Voice mail file" button.)
c. Save the new prompt to vox folder with the same file number to replace the old prompt. (Suggest you to save all old prompts before updating the new files.)

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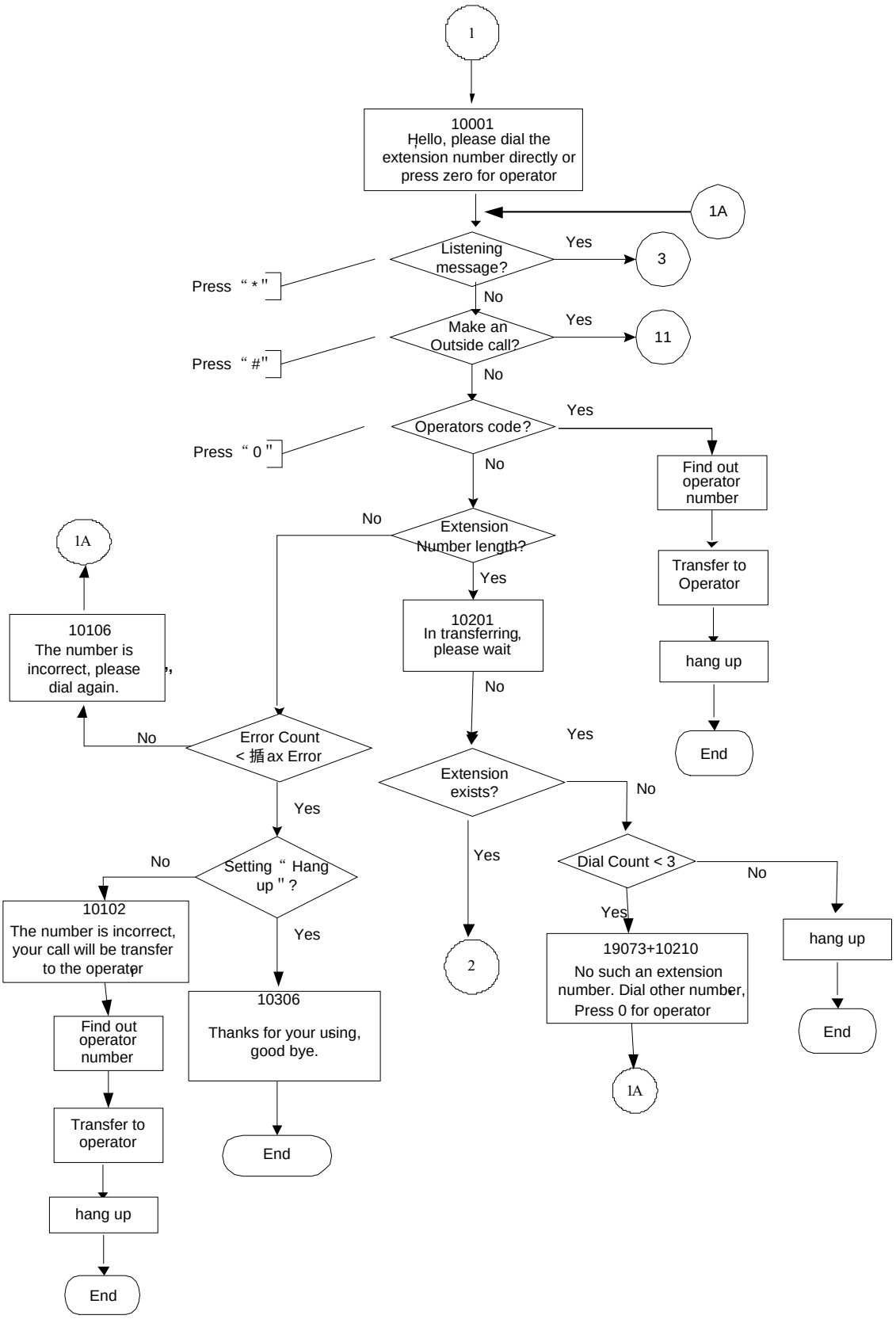
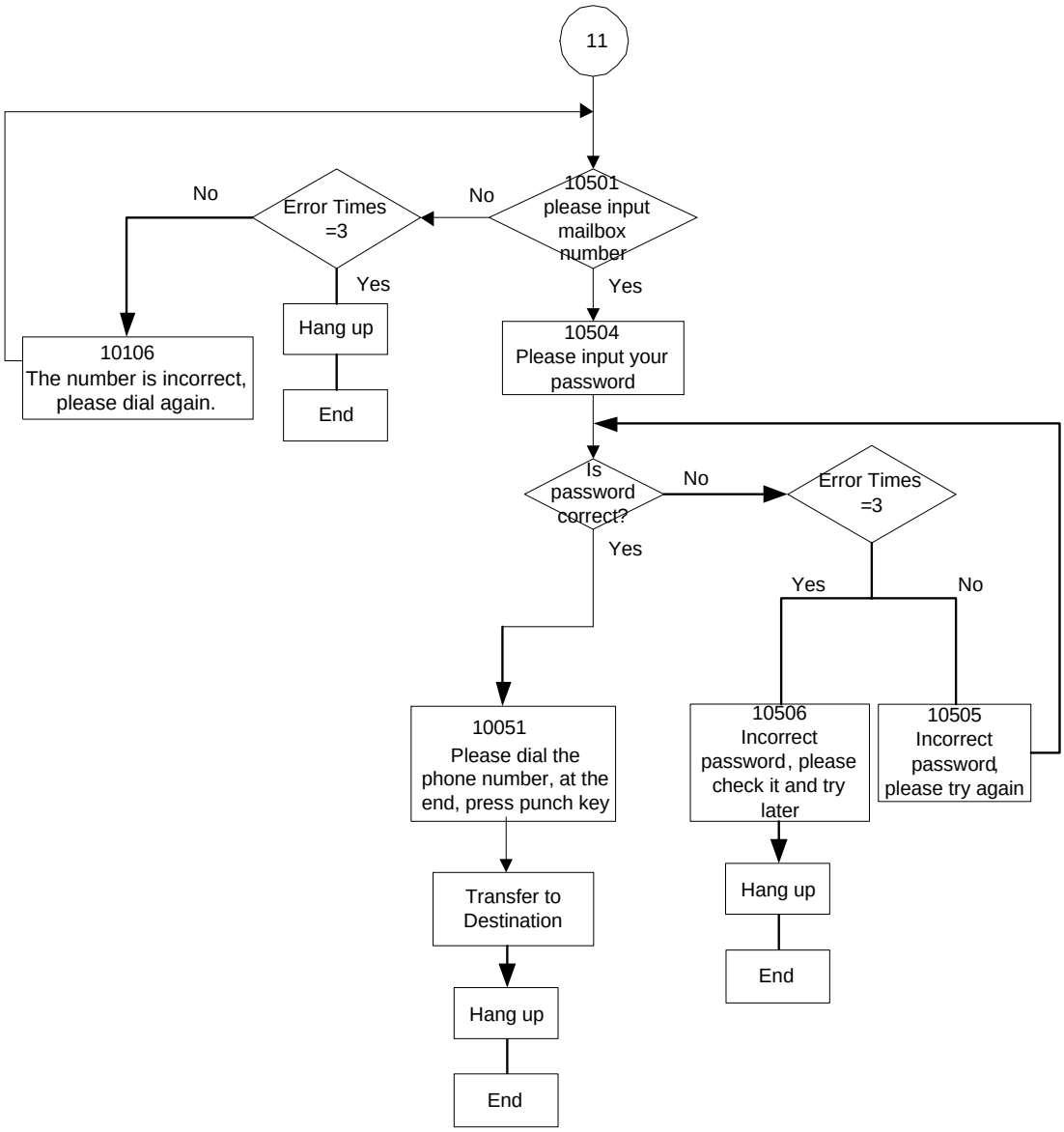
Appendix 2.2 Flowchart

Appendix 2.2.1 Automated Attendant



Appendix 2.2.1.1 Transfer Call to Outside



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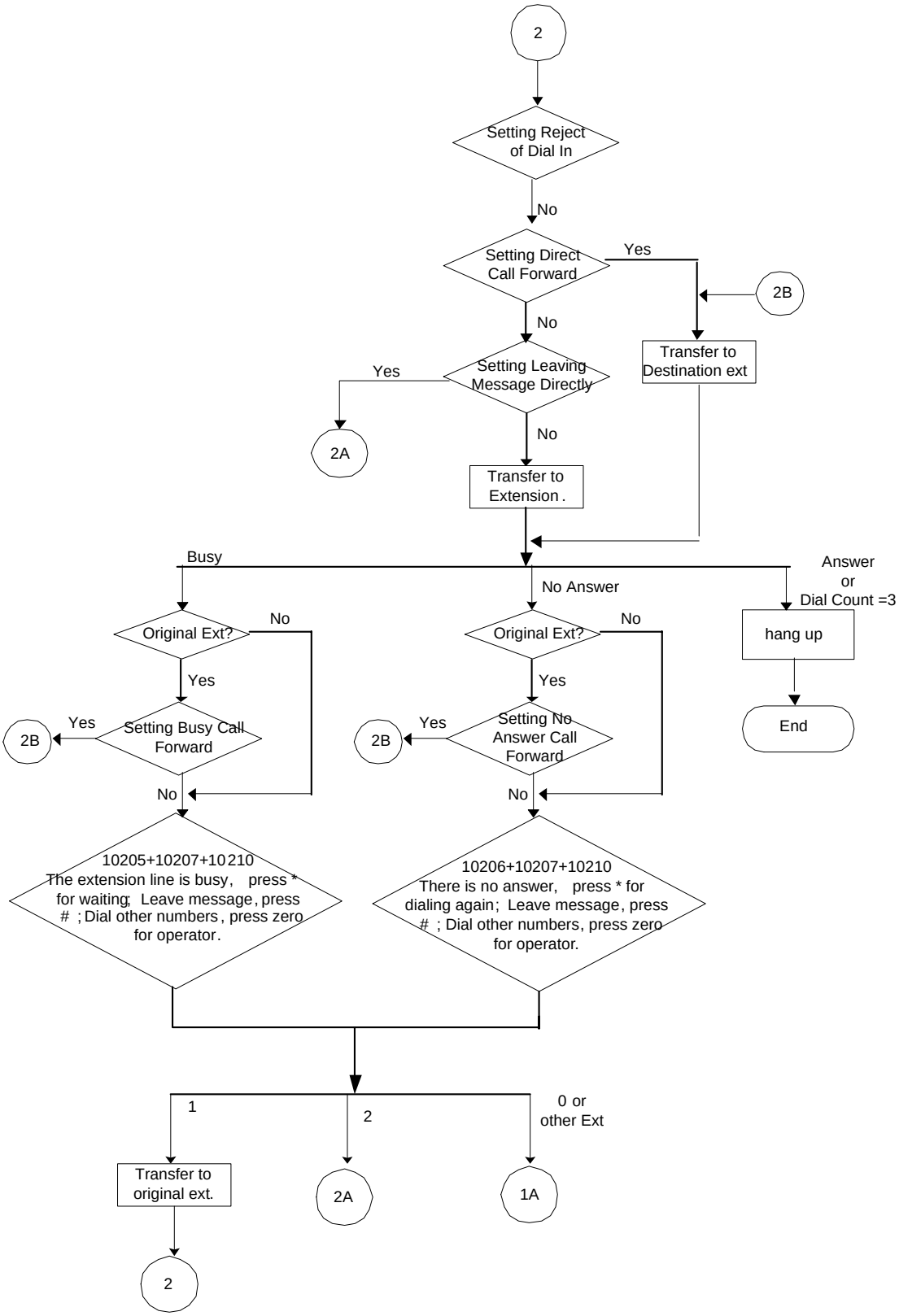
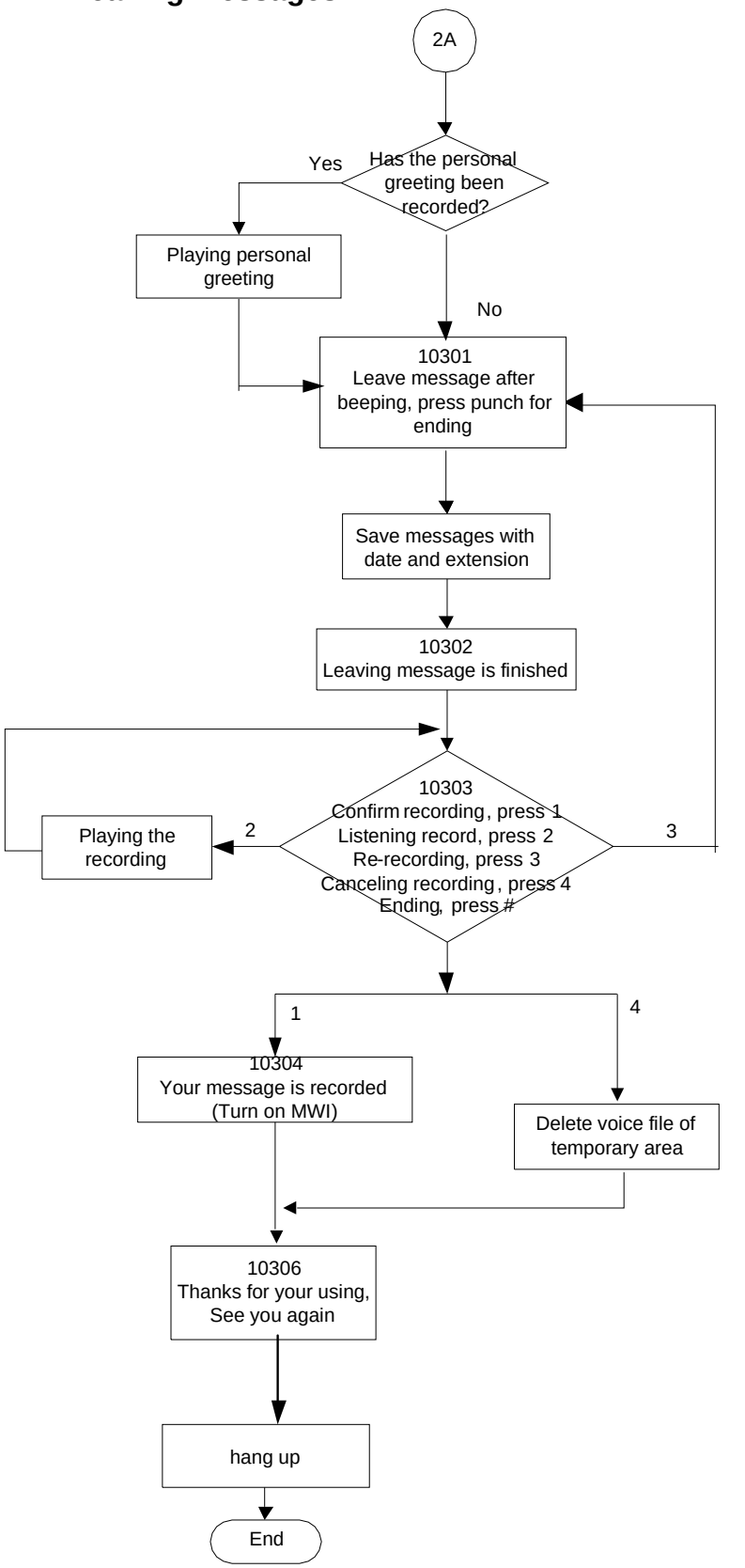
Appendix 2.2.2 Subscriber Voicemail Flowchart

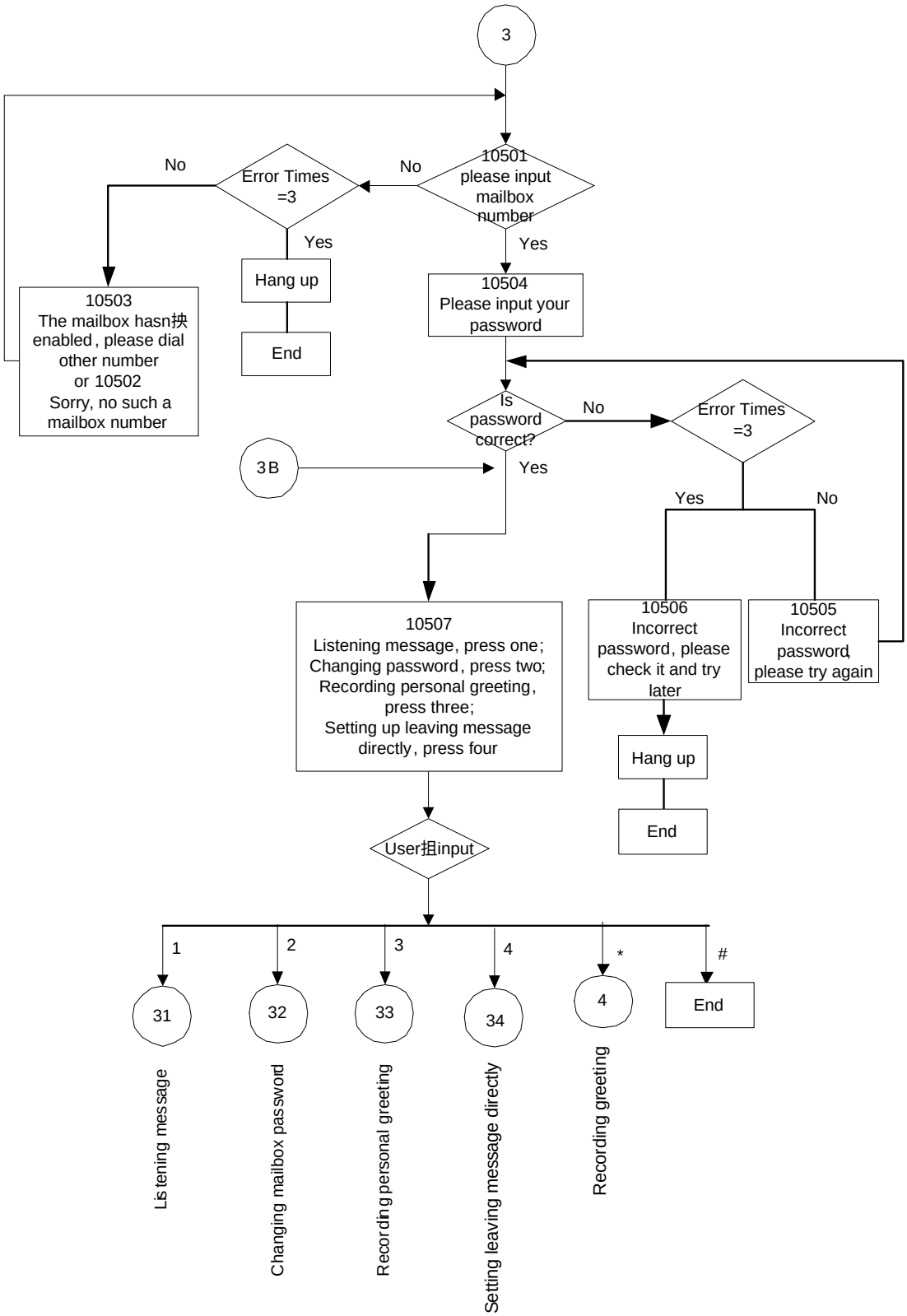


Appendix 2.2.2.1 Leaving messages

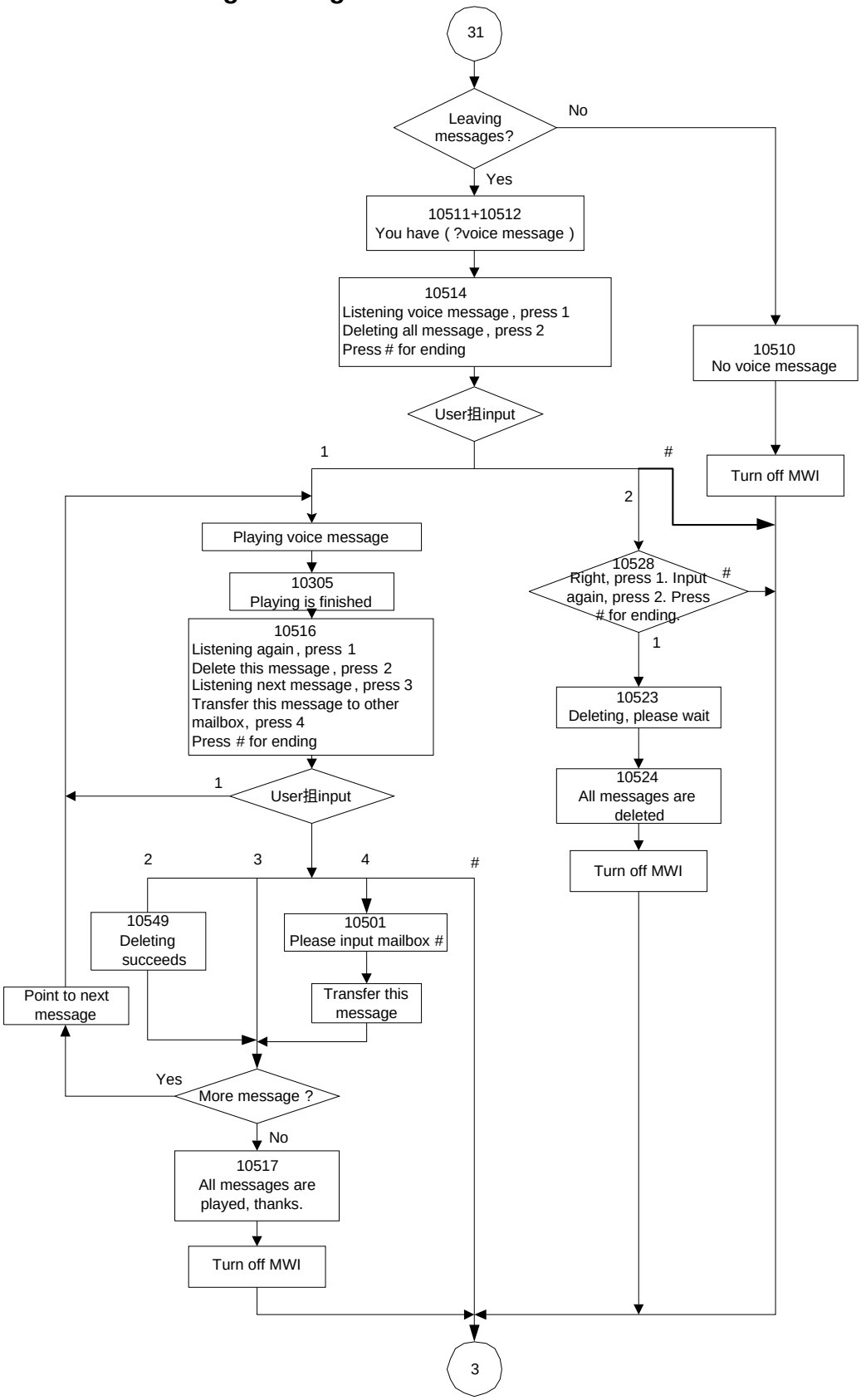


*Message will be recorded if caller drops the call immediately after leaving message

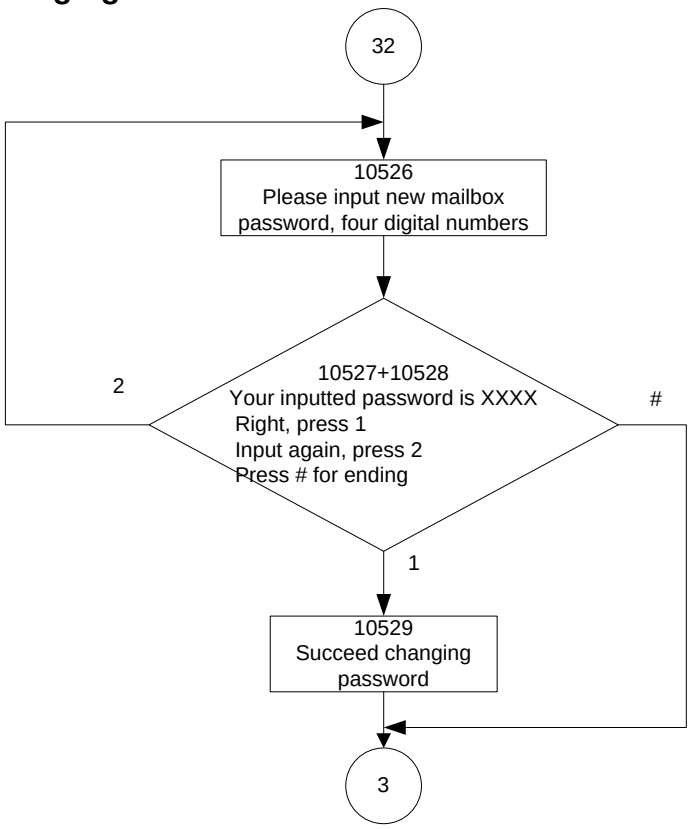
Appendix 2.2.3 Mailbox Administer Flowchart



Appendix 2.2.3.1 Listening message



Appendix 2.2.3.2 Changing Mailbox Password



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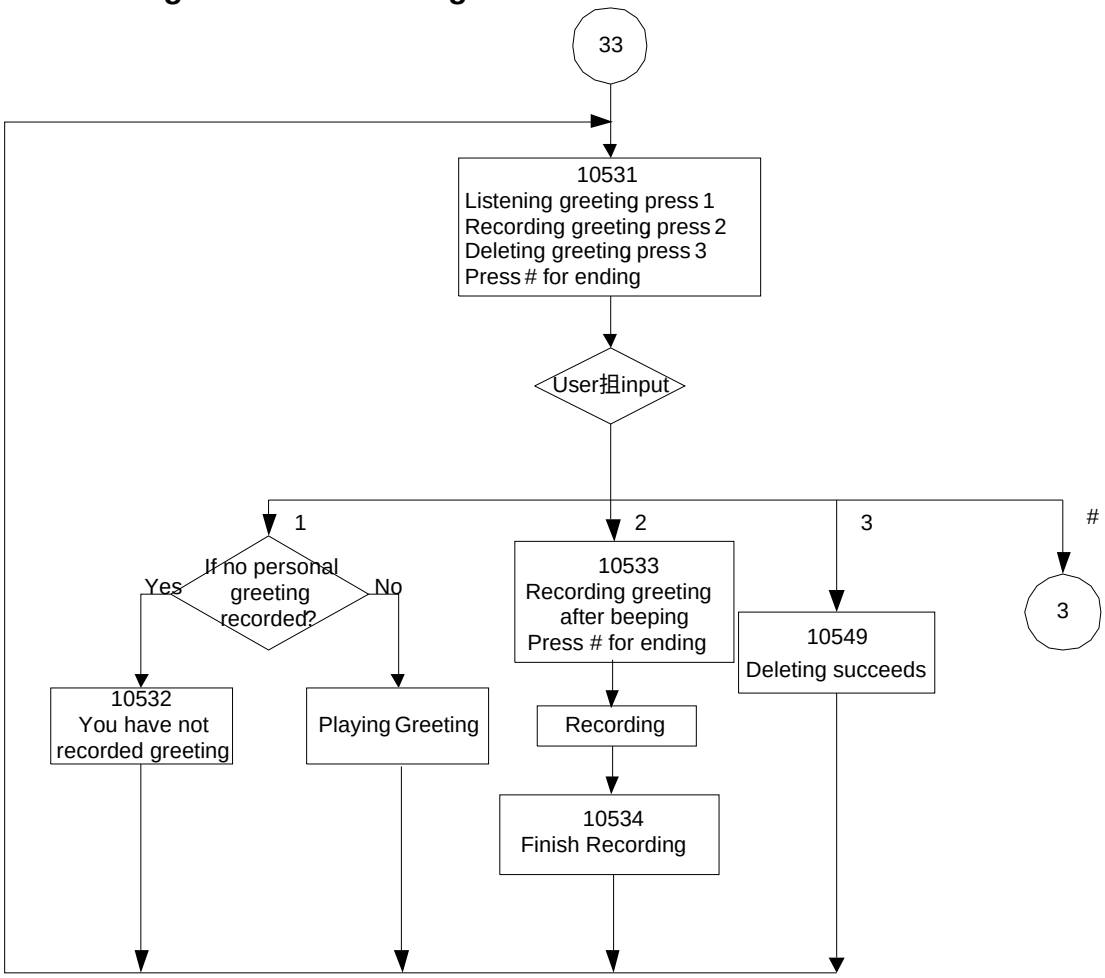
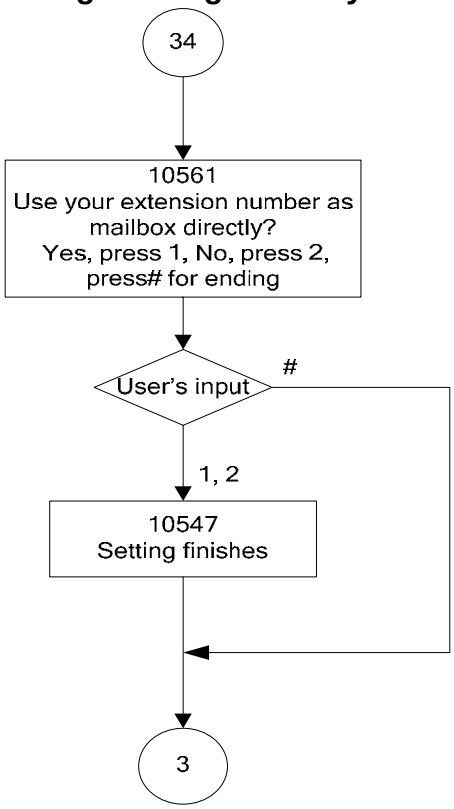
2.2.3.3 Recording Personal Greeting



Appendix 2.2.3.4 Setting leaving message directly



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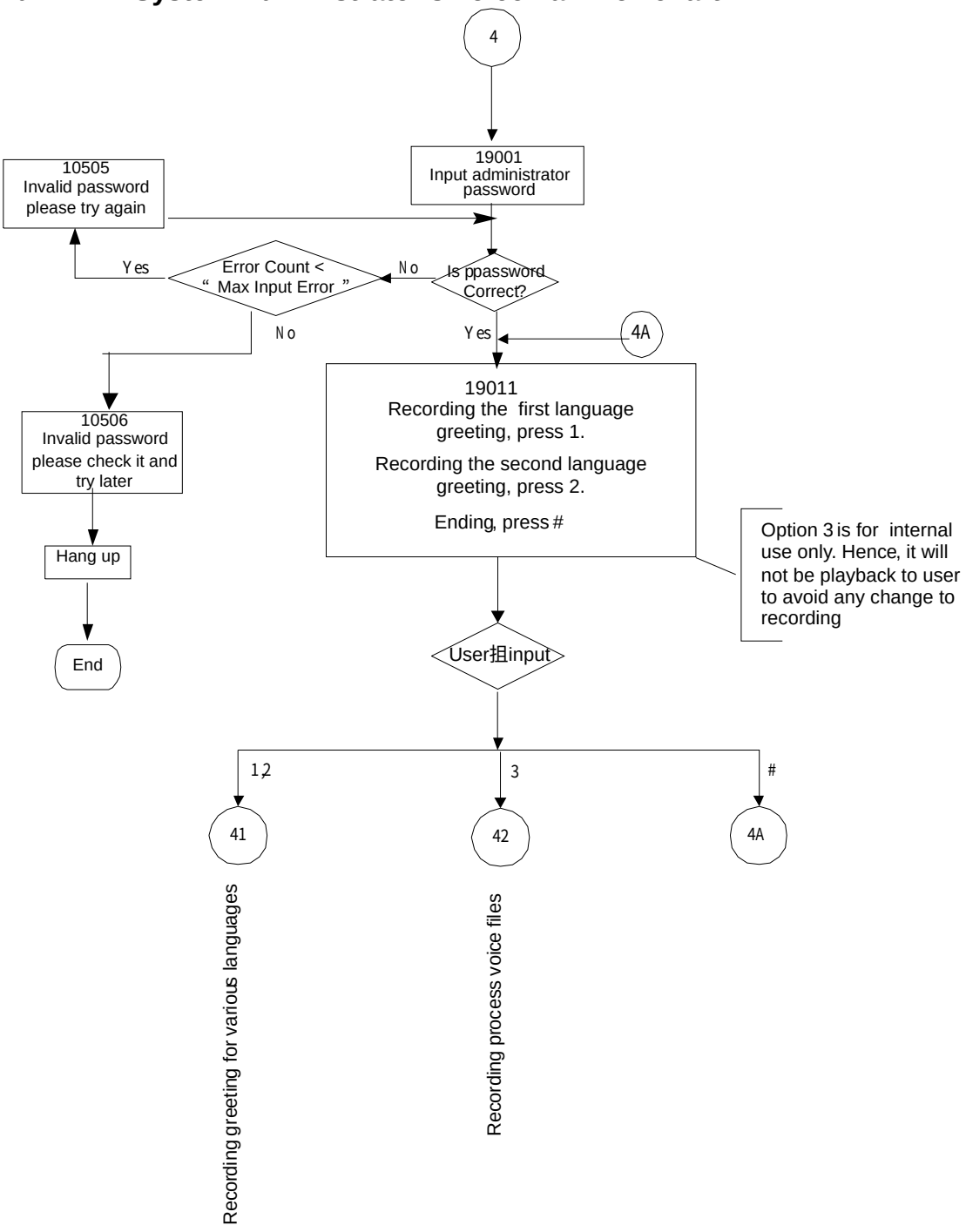
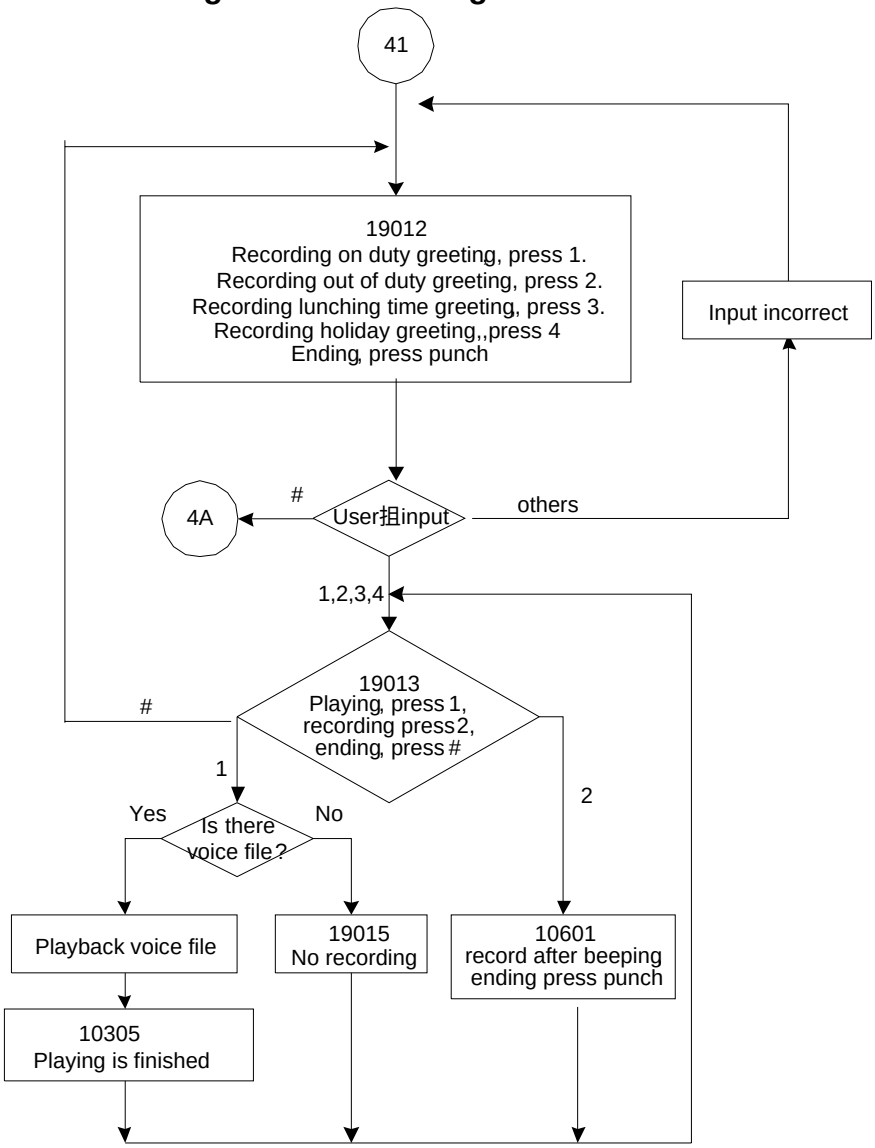
Appendix 2.2.4 System Administrator's Voicemail Flowchart



Appendix 2.2.4.1 Recording Various Greeting



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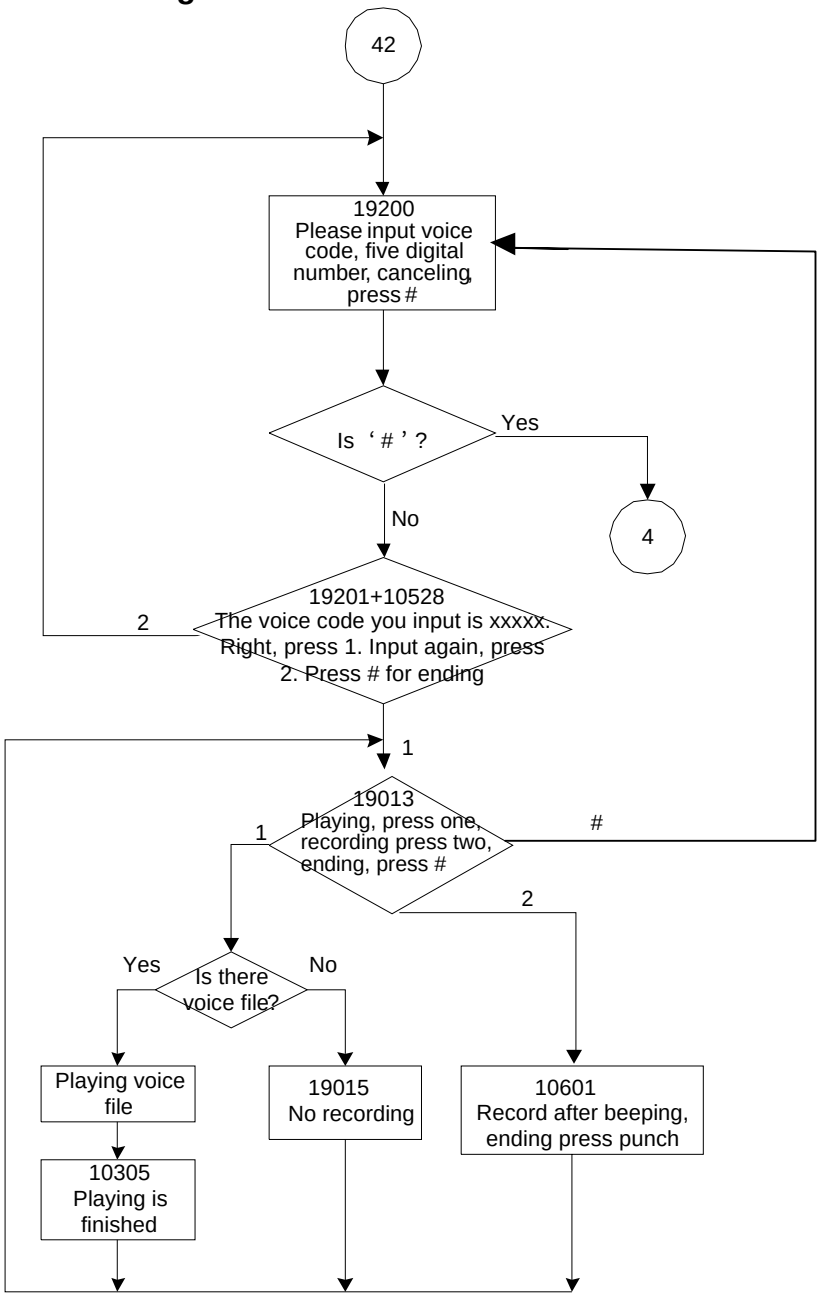
Appendix 2.2.4.2 Recording Process Voice Files



Appendix 3: Feature Access Codes Assignment

The Feature Access Codes are applied in Tecom IP2007/8 Phones and FXS phone only. It's to activate/cancel some GW6000 user-specified functions.

These Feature Access Codes are used when the phone is at idle state.

Direct Call Forward via AA

Forward all of the calls without regard to the extension status.

To Activate

*21 + Ext No
*21 + * + (PSWD) + * + Outside Telephone Number

To Cancel

**21

Busy Call Forward via AA

Forward the calls if the extension is busy.

To Activate

*22 + Ext No
*22 + * + (PSWD) + * + Outside Telephone Number

To Cancel

**22

No Answer Call Forward via AA

Forward the calls if the extension doesn't answer the call within No Answer Time.

To Activate

*23 + Ext No + * + Time
*23 + * + (PSWD) + * + Outside Telephone Number + * + Time

To Cancel

**23

Direct Call Forward to Voice Mail Box via AA

Forward all of the calls to its own Voice Mail box.

To Activate

*24

To Cancel

**24

Do Not Disturb via AA

Extension users can enable DND to stop incoming PSTN or IP Trunk calls from ringing at their phone.

To Activate

*4

To Cancel

**4

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COS Following

It changes the individual COS of the extension temporarily.

*55+(phone number)+(password)

Reset To Default

Selected GW6000 extension features can be returned to default setting.

To Activate

*69

To Cancel

**69

Feature Key Programming

To program the Feature Key to a PSTN, IP Trunk or Trunk Group number.

*70 + (Feature Key number, 1 – 4) + (PSTN, IP Trunk or Trunk Group number)

Phone Lock/Unlock

You can use the Lock feature to prevent unauthorized trunk calls from being made from extension.

To Activate Phone Lock

*97 + (password)

To Cancel Phone Lock

**97 + (password)

Call Waiting

If disabled, it returns busy response while getting second call at non-idle state

To Activate

*98

To Cancel

**98

Page Allow/Deny (for IP2007/8 only)

Block one-way paging (group and all page) over the IP phone speaker

To Activate Page Deny

*99

To Cancel Page Deny

**99

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