Subject: Answer Supervision Control in VoiceSaver® and Insight IVR

Parwan Electronics Corporation

www.voicesaver.com By: Amit Mittal 001-91-11-51633658 November 8, 2005 No. 2005-1108

Technical Memorandum

Activating the Answer Supervision Control

The VoiceSaver® software allows the IVR programmer to control the sending of the digital answer supervision to the carrier switch. Generally the telecom operators start billing the callers after the switch receives the answer supervision signal. To activate the feature, the following procedure must be followed:

- 1. Install PEC VoiceSaver2000 from Insight Voice saver CD.
- 2. Run InsightIVR2000.exe to access the Voicemail/ InsightIVR.
- 3. Open Parameters from File Menu Bar, and add **128** to **EEE10** value, e.g. if **EEE10** is set to **4** currently then **add 128** to the current value set **EEE10 to 132**.

C:\WINNT\system32\cmd.exe					
DIGITAL TRUNK PARAMETERS					
R2In DigitsEEE01 \bigcirc SS7R2Msi DigitsEEE02 \bigcirc SS7R2Out OptionEEE03 \bigcirc SS7R2EEE04 \bigcirc SS7R2EEE05 \bigcirc SS7ISDN DnisEEE06 \bigcirc SS5ISDN TraceEEE07 \bigcirc MSIISDN AniEEE08 \bigcirc MSIISDN RedirectFEE09 \bigcirc MSIISDN Chan StateEEE10128MSIISDN AniMboxEEE14 \bigcirc Rcv Wink TimrEEE12 \bigcirc MSIT1EEE13 \bigcirc FAXT1EEE14 \bigcirc FAXSS7EEE15 \bigcirc FAX CNG UARSS7EEE16 \bigcirc UR out diaSS7EEE19 \bigcirc XGSS7EEE19 \bigcirc XGSS7EEE19 \bigcirc SS7EEE19 \bigcirc SS7EEE19 \bigcirc SS7EEE19 \bigcirc SS7EEE19 \bigcirc SS7EEE19 \bigcirc SS7EEE20 \bigcirc Use Rate tb1 $<$ $<$ $<$ $<$ SS7EEE20 \bigcirc SS7EE20 \bigcirc SS7EE20 \bigcirc SS7	EEE21ØDID Out DelayEEE41ØEEE22ØDID Post DelayEEE42ØEEE23ØDID 2nd RevrseEEE43ØEEE24ØDID digitsEEE44ØEEE25ØDID intrdigEEE45ØEEE26ØIgnore digitsEEE46ØEEE27ØCallerID AnalgEEE47ØEEE28ØChannels/BoardEEE48ØEEE29ØMsg VolumeEEE49ØEEE31ØPrompt VolumeEEE50-2EEE33ØEEE35ØEEE37ØEEE381EEE381EEE391EEE40ØHerefordHereford				

- 4. Save the Parameters and exit the Command Prompt Window.
- 5. Create a mailbox with type 'E'.

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	Ontions	New Messages: 0	Calls: 0	Beeps: 0	Box	Name
Abe - Ciges		Total Massages: 0	Minutos: 0	PoolD 2	0	Superv
ox Number	AA1	Total Messages. 0	minutes. 0	necio 2	100	????
ox Name	IVR Box	PBX Ext	-		AA1 AA2	27222
asscode	2222 Bi	ngs to Wait	Supervised Transfe	er Option	AA3	????XX
1ax Messages	100	Credit (mins)	Cal	I Screen		
ongest Msg	120	Company	Greeting Pl	ay Mode 🛛 0		
ntro Length	Language 0	Domain	PBX Intercom Pa	age Zone		
/R File Path	PUT IVR.IVR PATH HERE!!!		Msg Show			
ager Type	1 Wake Up Time 00:00		Hold Msgs for	0 Days		
Pager Code	2 Notification Time 00:00		Msg Light On			
etry Count	0 Escalation Box		Msg Light Off			
Pager DND	Voice Recognition	Sampling Rate	Forward to	9		
Email Code	Email Address				The	list of boxes.

6. Click on the **options** button and open the class options window.

	Select the Answer	Supervision	Control of	option box	and close	the window.
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Box Setup		Class Opti	ons 🛛 🕹		<u>? ×</u>
	Ontiona			Box	Name
Type - Cidas		Option	Description	0	Superv
Box Number	AA1	□ S	Fax Standard Mode Support	100	????*
	222224	DF	Fax Fine Mode Support	AA1	????
Box Name	111100		Answer Supervision Control	AA2	200000
Passcode	2222 F			AA3	
Max Messages	100	-			
Longest Msg	120				
Intro Length	Language 0				
IVR File Path	PUT IVR.IVR PATH HERE!!!				
Pager Type	T Wake Up Time 00:0				
Pager Code	2 Notification Time 00:0			-	
Retry Count	0 Escalation Box			•	
Pager DND	Voice Recognition			f	
Email Code	Email Address	1			
F10 - Save Exi	t Del Msgs Del Int Clea		Cancel Select		

7. Restart the PEC VoiceSaver® by selecting the Restart from Menu Bar.

After setting up the above parameters, the answer supervision control will be enabled for the mailbox set up with type 'E' and class option as 'Answer Supervision Control'.

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