
Support Notes for the Octel 200/300 Platform

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To: Distributor Principals and Technical Contacts
Lucent Octel Messaging Technical Contacts
Channel Business Managers

From: Lucent System Design Support
408-922-1822 option 2-3

Subject: **Serenade 4.0 Software Overview**
For the VMX 200/300 and Octel 200/300

PURPOSE

This document provides an overview of Serenade software Release S.4.0.0 for the Octel 200/300 and VMX 200/300 message servers. It describes new features, capabilities and changes introduced since Release S.3.0.1.

INTRODUCTION

Serenade 4.0.0 is available effective **June 4, 1999**. Significant new features in Serenade 4.0.0 include:

Integration

- NPIC ACD Agent Login
- Support for ANI in the NEC call record

User Interface Enhancements

- Aria-like Telephone User Interface (TUI)

For both Aria and Serenade TUIs:

- 135 Message Queue
- Enable Playing of ANI Information
- Enhanced Password Checking
- Press # to Terminate Dial-By Name Entry
- System Broadcast Mailbox

For the Serenade TUI:
Shorter 30 second warning prompt
Additional Main Menu Prompts

Caller Care Enhancements

Enhanced Extended Absence Greeting
Faster Auto-Attendant Transfer on Domain

Administrative Enhancements

Expanded System Distribution Lists and Network Member Mailboxes
Enhanced Translation Table
Enhanced Randomly Generated Security Code for a Mailbox

Support and Serviceability

Telnet Access to Administration on the Serenade Message Server
Telnet Security
Notification of Problem with Network Message Queues
Alarm Outcall Scheduling
Patching at Maintenance Level

UPGRADE PATH

Existing 200/300 system running L7.0.X, L7.1.X, L8.1.1, S.1.X, S.2.X, S.3.X software are able to upgrade directly to S.4.0. The **estimated minimum** time to perform the upgrade is:

L7.X.X	to	S.4.0	7 1/2	hours
L.8.1.1	to	S.4.0	6 1/2	hours
S.1.X.X	to	S.4.0	5 1/2	hours
S.2.X.X	to	S.4.0	3	hours
S.3.X.X	to	S.4.0	3	hours

These times will vary based on the size and number of drives in the system being upgraded.

- There is NO conversion program for a D.I.A.L. configuration to S.4.0.
- For message servers with *Works* applications, whether the *Works* release is W3.1.3 or W3.2, all applicable *Works* patches must be loaded in conjunction with the upgrade to S4.0 in order to ensure proper operation of the applications.
- As of this writing, the Octel Access server software is 2.1.18. Although there is not a strict requirement, for best performance, that software should be upgraded if applicable.

DOCUMENTATION

The System Administrator's and Installation and Maintenance Manuals have been re-issued for Release S4.0. There are no updates to existing documentation. Here is a complete listing of new part numbers for applicable documentation:

Complete System Administrator's Manual - PB60016-01 (Volumes I, II, and III)
 Complete Installation and Maintenance Manual - PB60017-01 (Volumes IV, V, and VI)
 CD-ROM with both manuals for Release 4 only - PG10019-01 (Volumes I through VI)
 S4.0 Quick Reference to Feature Configuration - PB60006-05 (available as part of System Administrator's Manual and from the Company Store)
 Computer-Based Training CD for End-User Training on both Serenade and Aria TUIs - PN # 001-75611-00 (available from the Company Store)

HARDWARE REQUIREMENTS

CPU

Every Release S4.0 upgrade kit ships with a refurbished 32 MB CPU (part number 300-6039-004R). New S4.0 message servers ship with part number 300-6039-004. These two CPU part numbers represent boards that are functionally the same in every respect. Existing CPUs cannot be upgraded in the field - they must be replaced. A Release S4.0 upgrade order also generates a Return Material Authorization, which must be used to return the existing CPU to Lucent Technologies. Failure to return that CPU will result in an additional invoice generated to the customer.

VCU

The VCU used for Release S4.0 is unchanged- the applicable part number is still 300-6001-004.

For other requirements that are specific to a particular upgrade path, consult the appropriate Software Upgrade Procedures document for details. These documents are:

FI90133-01	Rel L7.X to Rel S4.0
FI90134-01	Rel L8.X to Rel S4.0
FI90135-01	Rel S1.0.X to Rel S4.0
FI90136-01	Rel S1.1.X to Rel S4.0
FI90137-01	Rel S2.X to Rel S4.0
FI90138-01	Rel S3.X to Rel S4.0

The part numbers for the S4.0 upgrade kits are:

	200	300
S3.X to S4.0	FK90212	FK90213
S2.X to S4.0	FK90214	FK90215
S1.X to S4.0	FK90216	FK90217
L8.1.1 to S4.0	FK90218	FK90219

L7.X to S4.0

FK90220

FK90221

Voice Storage

The space required for both system files and prompts has been increased on both 200 and 300 models. For the 200, system files take 85 MB (8.25 hours); for the 300, they take 125 MB (12.14 hours). The storage required for each prompt set increases to 18 MB (1.75 hours).

Do NOT assume that sufficient storage exists to support the upgrade. This issue is of particular concern for VMX message servers that use the 210 MB drive in one or both system/voice slots. The 200 model supports up to 3 languages using this drive, but the drive is too small to support the 300 model at all. Even with the 200 model, there is very little storage left for messages when the upgrade is complete.

Again, review the particular Software Upgrade Procedure, which contains detail on what storage is required and how to determine whether that storage is available.

NEW SOFTWARE PACKAGES

Octel Mailbox Manager	SW-X0003 *
Aria TUI for Serenade	SW-X0060
Disable Security Code/Password Reset	SW-X0062

This feature is not new, but it is included as standard starting with S4.0.

OCTEL MAILBOX MANAGER

New S4.0 message servers ship bundled with Octel Mailbox Manager (OMM) 2.02. OMM 2.03 is expected to start shipping toward the end of June. OMM 2.03 was developed to accommodate changes with Release 3.0 of the 250/350 product. From a Serenade perspective, it is identical to OMM 2.02. Both 2.02 and 2.03 can co-exist with the new fields introduced in S4.0, but they cannot accommodate changes to those fields. OMM 3.0, targeted for 4th quarter of this calendar year, will introduce many new features and will be fully functional with respect to S4.0.

OMM is not bundled with the S4.0 upgrade kit, but the feature can be ordered at no charge along with the S4.0 upgrade by specifying part number 200-OMM-PNC (for the 200) or 300-OMM-PNC (for the 300).

In order for OMM to download the message server database through the operation known as “auto-configure,” the message server must be equipped with the feature SW-X0003. All new S4.0 systems are shipped with this feature enabled. The process of upgrading an existing server to S4.0 also turns on this feature.

CHANGES/FIXES TO EARLIER RELEASES

- Patch (PATS400.001) disables collection of APIN/APOUT, LINK_AP, and CSP records in the CPT log. This patch is contained within the S4.0 software, but it can be removed if these records are required to troubleshoot a problem. The patch is used to prevent the CPT trace buffer from filling up too quickly on message servers equipped with Works or an Octel Access application.
- A “special” patch was introduced in Release S2.0 to return the reply prompt to the pre-Release 2 functionality, where the user hears only “record your reply” instead of “record your reply to <name>.” This option is now supported on a class-of-service basis by configuring Attribute 161 (Don't Speak Reply Confirmation Prompt).
- Problems with the .M REF command as applied to mailboxes within a DOMAIN have been addressed. When the command is used because a mailbox is moved from one cabinet to another within the DOMAIN, the command output shows a change for all references (e.g., Auto-copy Target, Personal Distribution List member, etc.). The only change that has an actual effect on system operation is the change to references in System Distribution Lists. An SDL reference that is not local but is part of the DOMAIN is shown as “Other Cabinet” and counted as part of the 20,000 network addresses allowed across all SDLs. Local SDL members are not included in that count. The .M REF xxxx to xxxxD (or vice versa) is needed to make this change.
- .L USER now includes the mailbox user's name as part of the command output.
- The default value for System Parameter 115 (System Says On-the-Phone Instead of Is-Busy) is changed to YES.
- The command @LOCNAM can be used to translate the hex value of a network location reported in the hardware error table to the ASCII name assigned to that location.
- In Release S3.0.1, it was possible for a VM/OD application to log onto an SDL pilot mailbox; this is no longer allowed.
- In an OctelNet exchange between the 250/350 and 200/300 products, when a message is directed from the 200/300 to an unlisted mailbox on the 250/350 (one whose ASCII name starts with “1”), the ASCII name that starts with the character “1” is now discarded on the 200/300. This allows the mailbox to be “unlisted” in the Serenade Dial-by-Name directory as well.
- Issues reported with the way that Korean prompts function have been addressed in S4.0.

INTEGRATIONS

NPIC ACD Agent Login

This feature allows the NPIC card to operate as a series of Automatic Call Distribution (ACD) agents in a Nortel PBX environment. This provides a more efficient integration with the Nortel PBX because it avoids the use of the linear hunt group (and the requirement to chain hunt groups together), allows collection of detailed port statistics from the Nortel ACD reports, and supports use of timed overflow of calls to and from ACD queues. Refer to Configuration Note CN6093 for details.

System Parameter 296 – ACD Login Enabled for Call Processing Ports

Modify this parameter to YES to enable the Automatic Call Distribution (ACD) login feature when the NPIC card is installed. If the PBX uses Agent ID login for ACD queues, modify the login strings for the call processing ports for each configured NPIC slot. The “extension” designated in the Slots Table should be the same as the Agent ID. Note also that a second key (Key 01) must be configured with a non-DID extension to allow the NPIC port to make an outcall. This means that changes are required in the PBX configuration of the NPIC ports as well as in the ACD definition when System Parameter 296 is set to YES.

NEC ANI integration

Serenade 4.0 provides enhanced integration with NEC PBX systems that include Automatic Numbering Identification (ANI) information as part of the MCI call record. The ANI is provided in addition to the Trunk Group information, and is shown at the end of the call record. As with other integrations that support collection and use of ANI information (APIC, NPIC, Centrex, DPNSS and ISDN), the ANI:

- is passed to Visual Messenger and Octel Designer applications.
- is listed in the CPT and CDR logs.
- is shown in the message header.
- can be played before a message from an outside caller is heard (and as part of the envelope for that message) - Attribute 158 (Enable Playing Of ANI Information) supports this function.

USER INTERFACE ENHANCEMENTS**ARIA-LIKE TELEPHONE USER INTERFACE (TUI) - SWX0060**

The Aria Telephone User Interface on the VMX/Octel 200/300 servers is close to replicating the popular TUI of the Octel 250/350 servers. Because the Aria TUI uses a new set of prompts, the total number of languages supported by the Octel 200/300 servers has increased from four to six.

The Aria TUI is documented in the System Administrator’s Manual. Here are some items of particular note:

- The Aria TUI on Serenade is *not exactly* like the TUI on the Octel 250/350. Please review Appendix A for a comparison of the TUIs. The note regarding confidentiality is intended to keep this document out of the hands of competitors. The information is important in helping the customer understand what to expect.
- The Aria language prompts contain almost all of the prompts that are system-related rather than specific to a user configuration. For example, the Octel Common Caller Interface prompts are all included. In general, if a message server has a majority of users configured for the Aria TUI, System Parameter 255 (Use OCCI for Call Answering Interface) should be set to activate the OCCI. It is also useful to set System Parameter 256 (OCCI: Easy

Access Logon Digit) to speed logon from remote phones. Notice that the digit defined in System Parameter 256 cannot conflict with a Single Digit Menu configured at the mailbox level.

- If the message server is primarily configured for the Aria TUI, it is helpful to set System Parameter 98 (Default Language) for the primary Aria TUI language. If this is not done, be sure that Information Table index 29 is configured with the Aria TUI language. Also, for servers that actually use multiple languages, be sure that the caller aspects of the multilingual configuration are considered. Refer to the System Administrator's Manual, Volume II, Chapter 10 for a full discussion.
- There are a few administrative tasks that are not supported in the Aria TUI language set and must therefore be configured from a Serenade TUI mailbox. These include the ability of the system administrator to (1) record names (needed particularly if the system uses Node Names for networking), (2) configure any application that uses greeting insert/swap (Attribute 20), and (3) set up a conference mailbox. Because the Serenade TUI must be used for these applications, every message server ordered with an Aria TUI language as primary automatically receives the Serenade TUI prompts in the same language (e.g. French).
- Since the Aria TUI does not use the concept of auto-greeting activation, the setting of Information Table Index 13 is ignored, and Attribute 31 (Play Alternate Greeting When Normal Greeting Is Off) cannot be supported. Applications that need this function should be configured with a Serenade TUI mailbox.
- One noticeable difference between the Aria TUI and the 250/350 operation is that when the main menu option "5" is pressed to "restart," the user is taken to the Serenade "auto-attendant" level (rather than to the "open trees" greeting). The prompt played is "Enter the extension number you wish to reach or hang up." If the user presses * at that point, he or she is prompted to record a quick message. Assigning Attribute 120 (Block User Calls) disables the "restart" option.
- Unlike the 250/350, when a mailbox is deleted, the references to that mailbox remain in Group Distribution Lists. Therefore, technical contacts who are responsible for customers who migrate from a 250/350 product to a 200/300 with the Aria TUI are **strongly encouraged** to ensure that the system administrator develops the habit of following every .D USER command with a .D REF command.
- On-site Message Waiting Notification (where the message server rings the extension to alert the user of a new message) is not supported on the Aria TUI in the same way that it is on the Serenade TUI. If a user needs ringing notification, configure Attribute 28 (May Use Offsite Or Pager MWN) and enter the full DID number in the Notification Schedule (press 4 for personal options and 4 for notification schedule).
- The ability to mark a message for future delivery is included in Delivery Options (with private, urgent, and message confirmation). As with the Serenade TUI, a future delivery message remains in the sender's mailbox until the delivery date arrives. The main menu choice Locate Messages is used to review or delete future delivery messages.
- When the primary fax number is set, for the Aria TUI only, the system uses Information Table Index 17 to obtain the dial string needed to call out from the PBX. The prefix digits

are not used when the number of digits in the fax outcall digit string is equal to or less than the number of digits in the mailbox.

- The Aria TUI does not recognize special characters (such as * for pause) in either the fax outcall string or the pager outcall string. Therefore, it is possible that the pager destination will need to be configured by the system administrator.
- Two additional fields for the Aria TUI only are included in the .M MBX command in Update: the administrator can configure the Message Waiting Start Delay (choices are immediate, 1 hour, 2 hours, 4 hours, and never) and the Message Waiting Urgent Only (choices are yes and no). These settings can also be configured directly from the TUI. Because MWN on urgent only is configured here, the setting for Information Table Index 31 is ignored.
- Unlike the Serenade TUI, the Aria TUI supports the ability to address a message directly, rather than via a distribution list, to more than ten addressees. Within the Serenade addressing structure, this support is provided through an operation known as “cloning the message header.” The operation is transparent to the mailbox user, but technical staff who troubleshoot problems should be aware of the process. The result of such “cloning” is that a new message header is assigned when the number of addresses associated with a header exceeds ten.
- Users with the Aria TUI have the ability to send the same message to multiple recipients and to specify different delivery options for each. The “cloning” process described above is also used to support this feature.
- In the Octel 250/350, an approach often used is to prevent the system administrator from resetting a user’s password (those who forget their password must have the mailbox initialized, leading to a loss of messages). If this functionality is needed on the Octel 200/300, feature SW-X0062 can be requested as a no-charge addition through Customer Administration.

COS Attribute 150 – Enable Aria TUI

When this attribute is assigned to a mailbox COS, the mailbox holder is provided with the Aria TUI instead of the Serenade TUI. The following attributes are automatically assigned when attribute 150 is configured:

Attribute 7 – This User May Send A Private Message

Attribute 19 – May Request A Return Receipt Message

Attribute 61 – This Mailbox May Send Future Delivery Messages

Attribute 64 – This User May Erase A Message During Addressing Options

Attribute 93 – Allow User To Send An Urgent Message

Attribute 133 – Allow Playback Speed Control

Note: If Attribute 150 is removed, the above attributes are not automatically deleted. These attributes remain in the mailbox and must be deleted by the system administrator.

Some attributes are removed when Attribute 150 is assigned because the function is not supported (e.g., 10, 20, 51), or because the function does not make sense within the context of

the Aria TUI (e.g., 23/24, 105, etc.). The following attributes are automatically deleted from the mailbox COS, and they cannot be reassigned unless Attribute 150 is deleted.

Attribute 10 – May Record Names For All Mailboxes
 Attribute 13 – Automatically Save Messages After Listen
 Attribute 20 – May Use Greeting Insert/Swap
 Attribute 23 – Always Play Novice Prompts
 Attribute 24 – Never Play Novice Prompts
 Attribute 31 – Play Alternate Greeting When Normal Greeting Is Off
 Attribute 44 – Play And Time Stamp All Messages In This Mailbox
 Attribute 45 – Play Messages In LIFO Order
 Attribute 51 – Record Special Purpose Greeting
 Attribute 75 – VMX 5000/1000, 200/300 Training Prompts
 Attribute 76 – Use New And Saved Message Queues
 Attribute 79 – Allow Address Entry Before Record
 Attribute 100 – 5000UI: Automatically Play Next Message After Save Or Erase
 Attribute 101 – 5000UI: Allow User To Dial An Extension, SFC 001
 Attribute 102 – 5000UI: Disallow Immediate Call To Sender Of Message
 Attribute 103 – Allow Namescan
 Attribute 104 – 5000UI: Disallow Message To Network Address
 Attribute 105 – 5000UI: Enable 5000 User Interface
 Attribute 106 – Logon With User ID
 Attribute 107 – 5000UI: Address Message To PDL's Only
 Attribute 108 – 5000UI: Disallow Reply To Message From Internal Forwarded Call
 Attribute 109 – 5000UI: Allow Recording To Mailbox Message, SPC 077
 Attribute 111 – Auto Sign-In Of User ID Rr Mailbox Number For Logon
 Attribute 112 – Disable Password Prompt For User ID Auto Sign-In
 Attribute 113 – Message Waiting Logon With User ID
 Attribute 126 – Do Not Speak "Greeting Is On" Prompt After Login.

NOTES:

- If Attribute 150 is assigned the following informational message will be displayed –
 "Warning: it is suggested that, the COS Attribute 6 (Call Extension First Before Playing Greeting) be turned ON for all Aria telephone user interface users, as the user will always have his/her personal greeting ON."
- When Attribute 150 is assigned, all INFORMATION tables associated with the Aria TUI mailbox must have Index 25 (Quick Greeting Activation) set to NO and Index 29 (Language) set to use an Aria language. If the Aria language is not properly assigned, the user hears "Incorrect language configuration. Contact system administrator." Generally, Index 28 (Announce Call to Intercept) is also set to NO.
- It is recommended that Attribute 89 (This Mailbox Has Auto Log On) be used to more closely emulate the actual Aria mailbox configuration.

- To make full use of the Initial Tutorial and to be fully compatible with the CBT, it is strongly suggested that every Aria TUI mailbox be configured with:
 - Attribute 74 - Force Recording Of Mailbox Greeting
 - Attribute 77 - Allow User To Record Personal Name
 - Attribute 78 - Force Recording Of Personal Name
 - System Parameter 105 (Default Security Code For Mailbox Logon) defined;
System Parameter 185 (Mandatory Mailbox Security Code) set to YES
 - System Parameter 220 (Enable Double Star To Drop Call) set to NO

COS Attribute 151 – Aria TUI: Use Rapid Prompts As The Default

This attribute is used to set the default prompt level to rapid prompts. If this attribute is not assigned, the user hears standard prompts as default, although this can always be changed from the TUI.

COS Attribute 152 – Aria TUI: Play Message Purge Warning

When this attribute is assigned, the mailbox holder is warned prior to messages being automatically purged due to aging. When message purge warning is played, the mailbox holder can listen to the message one more time and reply, forward, or archive the message. The user must take some action on the message when this attribute is assigned.

NOTE: If attribute 152 is assigned, auto-purge will be blocked. Messages will be purged only after the warning is played.

COS Attribute 154 – Aria TUI: Play Delete Queue During Message Review

When this attribute is assigned, the mailbox holder is prompted with the Main Menu option 1-7 to review messages marked for deletion. Without this attribute, the 1-7 queue is still available, but the user is not prompted for the option.

COS Attribute 155 – Aria TUI: Speak Sender's Name Before Playing The Message

When this attribute is assigned, the message server will speak the message sender's name before playing the message.

COS Attribute 156 – Aria TUI: Enable Forced Daily Greeting Change Notification

When this attribute is assigned, a notice is played to force the mailbox holder to change their personal greeting in order to complete their first logon of the day.

Note: This notification will not be played if an extended-absence greeting is on and the mailbox holder chooses to retain it. If the extended-absence greeting is deleted, the mailbox holder is prompted to change the personal greeting.

COS Attribute 157 – Aria TUI: Enable Optional Daily Greeting Change Notification

When this attribute is assigned, the message server prompts for a change to the personal greeting when the mailbox holder first logs on for the first time in a given day.

Note: This notification is not be played if an extended absence greeting is on.

COS Attribute 159 – Aria TUI: Dial Day Of Week By Number

When this attribute is assigned and a future delivery message is addressed, the message server prompts the mailbox holder to enter the day of the week by number. If this attribute is not assigned, the prompting requests the mailbox holder to spell the day of the week using the first two letters of the day.

System Parameter 319 – ARIA TUI: System Broadcast Mailbox - Default: None

This system parameter specifies the system broadcast mailbox from which system broadcast notices can be played for all mailbox holders (including those that use the Serenade TUI). System Parameter 319 must be configured with an Aria TUI mailbox, which means that the message server must have at least one Aria TUI language to use this feature. The system broadcast mailbox must have the following COS Attributes:

Attribute 1 – No Messages May Be Recorded For This Mailbox

Attribute 85 – No Receive Broadcast Messages

Attribute 150 – Enable Aria Tui Assigned.

NOTES:

- The “Aria TUI: System broadcast mailbox” cannot be the same mailbox as the OctelNet system manager mailbox.
- Because the message is not actually sent to the mailbox but only referenced by the mailbox during logon, the broadcast is played even when the mailbox is full.
- The broadcast cannot not be interrupted. It must be heard entirely before logon can proceed.
- The system administrator is prompted through the process of recording the broadcast when he/she logs onto the broadcast mailbox. If a broadcast is recorded, it is played for all users that exist when the message is recorded and for all new users added thereafter. If broadcast information is time-sensitive, the administrator should remember to delete it when it is no longer relevant so that new users will not be confused.
- The broadcast does not activate message waiting indication/notification.
- There is no way for Visual Messenger users to access the broadcast from the VM interface.
- If a mailbox holder logs in and out of his/her mailbox in the same minute as the broadcast message is recorded, that broadcast message will be heard twice, even if the user has already heard and acted on the message.

System Parameter 320 – Aria TUI: Play Initial Entry Tutorial - Default: Yes

This system parameter specifies that an initial-entry tutorial (new user tutorial) play when Aria TUI mailbox holders log on for the first time. If this parameter is set to NO, no initial-entry tutorial is played.

NOTE: If a “tutorial mailbox” is configured in the Custom Prompt Table for the Aria Language referenced by the mailbox holder’s COS (.M CUST T), and a greeting is recorded for that

mailbox, that custom prompt greeting plays before the standard new user tutorial. If a mailbox that exists with a Serenade TUI configuration is converted to the Aria TUI, and System Parameter 320 is set to YES, users will be forced to re-record their names and greetings and to change their passwords. The Custom Prompt Table tutorial can be used to prepare them and to assure them that the re-record process is a one-time-only event.

Enhancements for both Aria and Serenade TUIs

135 Message Queue

The maximum number of messages that can be stored in a mailbox has increased from 60 to 135, avoiding most uses of the extended mailbox configuration. There are checks built in to prevent classes of service with Attributes 80, 81 or 119 (all *Works* attributes) from exceeding a 60-message limit, because *Works* applications cannot recognize more than 60 messages. The same check applies in the form of a warning for mailboxes with Attribute 116, which controls both Visual Mailbox and Visual Messenger licenses. Visual Mailbox is also unable to work properly with more than 60 messages (Visual Messenger has no such problem).

Press # to Terminate Dial-By Name Entry

The Dial-by Name feature allows a caller or a person addressing a message to dial the name of the person they wish to reach if they do not know that person's mailbox number. The enhancement provides the ability for the user to press # to terminate a Dial-By-Name sequence rather than waiting for the time-out. This capability applies only to the user; it does not apply to the caller interface.

System Parameter 316 – Dial By Name: Customized Greeting for Users

This system parameter provides a custom prompt for mailbox users who dial by name. The greeting recorded for the mailbox configured in this parameter can be used to customize the Dial-by-Name instruction for users (similar to the greeting for the mailbox configured in System Parameter 147 (Dial-by-Name Mailbox), which is used to instruct callers). Assign the mailbox to a COS with Attribute 1 - No Messages May Be Recorded For This Mailbox. System Parameter 147 must be configured to initiate Dial-By-Name functionality - without that, System Parameter 316 has no effect.

COS Attribute 158 – Enable Playing ANI Information

When this Attribute is assigned, the message server plays the outside caller's telephone number at the beginning of the message and in the message envelope. ANI information is only supported on message servers integrated using the APIC, NPIC, Centrex, NEC, DPNSS, or ISDN integrations. In addition, the switch must be configured to collect the ANI.

COS Attribute 153 – Enable Enhanced Password Checking

When this attribute is assigned, the message server will perform additional validation whenever the user modifies the mailbox security code/password. In addition to current checks that prevent using the mailbox number, the last-used security code, and the system default, the following patterns are also blocked: reverse of mailbox number, the same digit repeatedly (e.g., 222222), continuous numbers (e.g., 123456), odd/even sequences (e.g., 13579), telephone keypad patterns (e.g., diagonal, vertical, horizontal, or continuous, such as 258369).

System Parameter 317 – Percentage of Maximum Number of Messages for Almost Full Mailbox Condition

This parameter allows the system administrator to configure the percentage at which a mailbox is considered almost full. The default is 75%, meaning that the “almost full” warning prompt will come when the number of messages in the mailbox is equal to $\frac{3}{4}$ of the total allowed. For example, if a mailbox can have 60 messages, the “almost full” prompt plays when there are 45 stored messages.

Enhancements for Serenade TUI Only**Shorter 30 second warning prompt**

The current prompt to indicate that 30 seconds remain before end of recording time has been shortened to: “At the tone you will have 30 seconds to complete your message- <beep>”.

COS Attribute 144 – Speak Additional Login Prompts Before “Ready”

This attribute can be assigned to a Serenade TUI mailbox COS to assist users who are new to the system or who logon infrequently. With this attribute, the initial prompting heard when the user logs on is:

“You have ‘x’ voice messages. To listen to a message, press five, to record and send a message, press six. For greeting, press four. For mailbox options, press 16. To exit your mailbox, press nine. Ready.”

NOTE: The prompt above varies slightly if the mailbox is configured for new/saved queues, has fax messages, etc. If Attribute 23 (Always Play Novice Prompts) is assigned, or if the mailbox holder is “novice”, Attribute 144 has no effect.

CALLER CARE ENHANCEMENTS**Enhanced Extended Absence Greeting**

The enhancement to the Extended Absence Greeting replicates the EAG found on the Octel 250/350 message servers. It is applicable to both Aria and Serenade TUIs. A change for the Serenade TUI is that the EAG can coexist with the Personal Greeting of a mailbox. The EAG cannot be turned on or off; it can only be recorded or deleted. When the EAG is deleted, the Personal Greeting returns in the on or off status that existed previously.

The EAG is typically used to alert people that a user is not available or not responding to messages. When internal users enter the address for a local user who has an EAG recorded (assuming that there is no EAG block), the EAG is played along with the mailbox owner's name and the send is then prompted for the next address. For a networked message sent via OctelNet or digital networking, or for a message sent through a distribution list, a status is returned to alert the sender of the receiver's extended absence status. If the mailbox is configured to block messages from local and networked users when the EAG is ON, the returned status specifies that the message could not be delivered.

Note: The capability to record an EAG is not supported from Visual Messenger.

COS Attribute 146 – Block Messages If Extended Absence Greeting Is Present

When this attribute is assigned, messages addressed to the mailbox are blocked. When the message is addressed, a local sender hears the mailbox holder's extended-absence greeting and is informed that messages to that mailbox are blocked.

Messages sent through distribution lists or across the OctelNet/ digital network connection are returned to the sender. The prompt heard is: "This message was undeliverable because <mailbox holder> has an extended absence greeting and is not accepting messages."

Faster Auto-Attendant Transfer in Domain

This new feature eliminates the delay which currently exists when calls are transferred to a mailbox that is located in a different cabinet within a DOMAIN configuration.

COS Attribute 160 – Direct Transfer To Extension From Domain Message Servers.

When a destination mailbox is assigned this attribute and a caller dials a mailbox address (an extension, to the PBX), the message server will transfer to ringing and hang up.

When the attribute is not assigned, the transfer will behave as before the S4 release.

System Parameter 230 – Use Extension For Auto-Attendant Calls

When this parameter is set to YES, when outside callers enter digits in response to the Company Greeting prompt, the number entered refers to the USER Table extension field, not the mailbox.

Scenario:

If a mailbox and extension number do not match, the system will query the mailbox for Attribute 160 based on the digits entered. When the caller enters 1000 and mailbox 1000 is set up to call 1900, if Attribute 160 is present, the call is transferred to extension 1900. If System Parameter 230 is set to YES, and the caller enters 1900, the system will find mailbox 1000 because the system will search for a match to digits entered based on the extension field, note that 1000 has Attribute 160, and transfer to 1900. Thus, the transfer to the defined extension is made regardless of whether SP 230 is set to YES or NO.

ADMINISTRATIVE ENHANCEMENTS

Expanded System Distribution Lists and Network Member Mailboxes

The number of SDL pilot numbers and extended mailboxes combined increases from 250 to 500, and the number of network addresses and extended mailbox members combined across all SDL/EMB pilots increases from 2,500 to 20,000.

Enhanced Translation Table

The number of entries for the Translation Table increases from 50 to 200. The number of digits in the “absorb” and “insert” fields for each entry increases from 4 to 16.

Enhanced Randomly Generated Security Code for a Mailbox

The existing Randomly Generated Security Code feature is enhanced to require mailbox users to change their randomly generated security code when they log into the mailbox for the first time.

SUPPORT AND SERVICEABILITY

Telnet Client and Server on Serenade Message Server

The telnet server capability allows system administrators to login from their PC (Telnet client) over their corporate LAN/WAN to administer the system (Telnet server). Telnet access is done through the LAN card. No separate feature is required. The Telnet connection takes precedence over a direct connection at the @ prompt, but if an internal modem connection has been established, attempts to log in via Telnet will fail.

System Parameter 297 – Telnet: Enable Telnet Server

Modify this system parameter to be YES to enable direct access from within the same LAN/WAN.

System Parameter 300 – Telnet: Telnet Server Port Number

This parameter specifies on which “port” (or TCP/IP socket number) the Telnet server accepts new connection requests. The default is 23, the Internet Protocol Standard value. To modify this parameter, the LAN card must be removed from service using the courtesy down command. For the changes to take effect, the LAN card must be restarted using the courtesy up command.

System Parameter 318 – Telnet: Enable Telnet Client Access Through Modem

This system parameter, which can only be modified by Technical Support, specifies whether the message server Telnet feature can be used to access a remote server on the data network from a terminal that is logged into the local server at the maintenance level. This assumes that each message server in the network is equipped with a LAN card. When a remote connection is made, the @ and . prompts are preceded with the 6-character server name as assigned in System Parameter 1. The default is NO.

For both direct and remote access, the connection is documented in the CPT log (where the notation is Telnet Login) and in the CDR log (where the IP address of the connecting terminal is shown). When a connection is made through modem access, the IP address shown is that of the local server. When the connection is made directly through Telnet, the IP address shown is that of the connecting PC.

Note: Patches cannot be loaded via the Telnet connection.

Notification of Problems with Network Message Queues

In Serenade Release 4.0, each network queue is examined periodically for evidence that the queue is locked up. With the use of network schedules, it is possible for messages to legitimately remain in queue for hours before their delivery is scheduled. However, if the examination finds that messages that should have been sent were not, a hardware error is logged. There are three types of errors possible, and each generates an alarm call, depending on the assigned priority. When Type 78 errors log, the system retries the network connection. Unless a number of Type 78 errors log in a short timeframe, this error is not significant. Details of all three errors can be found in the Software Upgrade Procedures and in the Installation and Maintenance manual. The time it takes to detect the condition and to generate the alarm call will depend on the cause of the problem, but it will not take more than 25 hours (even with a very restrictive delivery window, a message cannot legitimately wait for more than a day).

Alarm Outcall Scheduling

The Octel 200/300 has the ability to make an alarm outcall to a configured phone number to report system problems logged as hardware errors. The existing functionality is enhanced to support the scheduling of alarm outcalls. There are two new tables involved. The Alarm Schedule Table allows definition of up to 25 schedule entries, with up to 8 periods per schedule, to provide outcall windows by time-of-day/day-of-week/holiday (similar to the Class of Service schedule table). The Alarm Table allows each hardware error to reference one of the 25 schedules and to define how many occurrences are needed to generate an outcall.

New Update Commands:

L, A, D, M [ALMSCH] – Alarm Schedule

L, M [ALARM] – Alarm Table

Sample Alarm Schedule

```
.L ALMSCH
LST:
ALARM SCHEDULE TABLES:
```


ALARM SCHEDULE 1

PERIOD	DAYS	START	STOP
1	SMTWTFS HOL	00:00	23:59
2	S-----S	00:00	23:59
3	-----S HOL	00:00	23:59
4	-MTWTF-	08:00	18:00
5	-MTWTF-	08:00	18:00
6	-MTWTF-	00:00	23:59
7	-MTWTF-	00:00	23:59
8	-MTWTF-	00:00	23:59

ALARM SCHEDULE 2

PERIOD	DAYS	START	STOP
1	-MTWTF-	06:00	05:59
2	S-----S HOL	07:00	08:00

ALARM SCHEDULE 3

PERIOD	DAYS	START	STOP
1	-MTWTF-	08:00	17:00

ALARM SCHEDULE 4

PERIOD	DAYS	START	STOP
1	SMTWTFS HOL	00:00	23:59

Sample Alarm Table

.L ALARM

LST:

HARDWARE ERROR	FAILURE LIMIT	ALARM SCHEDULE	PRIORITY LEVEL
1	50	3	1
2	25	3	2
3	25	3	2
4	25	3	2
5	25	3	2
6	50	3	1
7	DISABLED	NONE	0
8	1	1	3
9	DISABLED	NONE	0
.			
.			
.			
.			
.			
.			
80	1	1	3
88	1	1	0
89	1	1	0

Allow Patching at Maintenance Level

S4.0 allows a trained field technician to log in with the maintenance level password to load patches to a message server using the @KERMIT command. Patches for S4.0 are available to the field in encrypted format through Octel Online. These patches are downloaded from the internet to patch directories established by the technician. Patches cannot be uploaded from the

message server, only downloaded from the PC. Once the patches have been downloaded to the server, they are applied using the @PATCH APPLY command and removed using @PATCH REMOVE command. As was previously the case, the @PAT STAT command is used to list patches already applied and those awaiting application. Further detail is available through the Software Upgrade Procedures documents and in the Installation and Maintenance Manual.

System Parameter 298 – Enable Patching at Maintenance Level

To prevent use of the @KERMIT command as described above, Technical Support must set this list-only parameter to NO. The default is YES.

Note: It is not possible to deliver patches when Telnet is used as the terminal access method.

Appendix A

Comparison of the Aria TUI on the Octel 200/300 with the Aria TUI on the Octel 250/350

NOTE: This document is Lucent Technologies, Octel Messaging Division Confidential. It is **NOT** to be shared or duplicated without authorization from EMG Product Management.

This document assumes the reader understands the “classic” Aria Telephone User Interface (TUI) on the Octel 250/350. The document simply lists the enhancements and differences between the classic Aria TUI and the Aria TUI on the Octel 200/300.

Throughout the interface, differences may be noticed in the prompts that describe the functions available and how to use them. This document does not describe all specific differences, but only those that affect functionality.

A. Entering the Mailbox

Enhancements

1. The O200/300 Aria TUI is controlled on a COS basis, so some users can be using this while others are operating the Serenade TUI. The user TUI determination is set by the administrator.
2. Administrator can record a custom tutorial for the new user or have the user listen to the standard one. If the mailbox has the fax feature, the standard tutorial includes a segment on fax.
3. For enhanced security, the O200/300 Aria TUI does not play back the password digits if the password is incorrectly entered. To ensure a correct entry, users enter the password twice in succession, and if the two entries do not match, they are prompted to re-enter the second one.
4. The O200/300 Aria TUI supports a forced daily greeting change or an optional greeting change reminder. These functions are supported by notices that cannot be skipped.

Differences

5. A table at the end of this document explains what will occur upon dialing the O200/300 pilot number from onsite phones of four different types of users on an O200/300
6. The following lists show the notices on Aria on the O250/350 compared to those on O200/300 Aria TUI. Some notices can be interrupted and some can be skipped, but they cannot be deleted until they are heard.

O250/350 Aria notice order

- Password reset
- Access security
- Periodic password check
- System manager notice
- Follow-me forward
- Extended Absence Greeting (EAG)
- Broadcast review
- Bulletin review

- Unheard message notice
- Outcall failure notice
- Message purge notice
- Confirmation notice
- Network returned notice
- Network EAG notice
- Fax print notice
- Novice prompt tutorial
- Mailbox full notice
- Fax tutorial

Notice order on O200/300 Aria TUI:

- Password reset

- Password expiration

- Follow-me-forward
- EAG
- Broadcast notice

- Daily greeting change (forced or optional) (NEW!)

- Message purge notice

- Fax print notice

- Mailbox almost full or mailbox is full notice
- Fax tutorial

7. The following Aria notices are heard as messages in the O200/300 Aria TUI: 1) Non-delivery of messages due to networking difficulties, 2) status regarding (a) delivery of messages sent via a distribution list or network (Protocol 5/digital networking) to users with Extended Absence Greetings (EAG's) on and (b) non-delivery of such messages to subscribers with extended-absence block. Note, these three types of status messages include the original message as well as the status of that message and are individually placed in the user's mailbox. They are not "collected" into one notice as Aria on the O250/350. If the user is allowed 135 messages in their mailbox, these messages will count toward that mailbox message limit.

B. Recording/sending voice messages

Enhancements

1. When listening to a message, the rewind and fast forward times are administrator-configurable (currently 10 seconds a keystroke on Aria on the O250/350)
2. Unlike Aria on the O250/350, future delivery messages can be retrieved if the future delivery send date has not occurred, because these messages are stored in the sender's mailbox until delivered
3. AMIS messages can be addressed similar to other recipients. Don't need to use special menu.
4. If networking is configured, can send a message to a system distribution list on another system.
5. A COS attribute (117) prevents the user's extension from being voiced after the name when doing dial-by-name. For local mailbox, the attribute is assigned to the mailbox COS; for network addresses, it is assigned to the port COS.

6. For Future Delivery, the O200/300 Aria TUI supports the option to select a day of week by number (ranging from 1-7). Based on the COS attribute, the user will be prompted “Spell a day of the week” or to “Select a day of the week”.

Differences

7. Notification of non-receipt is not supported.
8. System beeps twice 30 seconds from the end of recording time, not 10 seconds like Aria on the O250/350.
9. When recording a message, cannot edit over existing message. Can re-record the entire message or append to the message only. The keystroke 5 starts recording at the end of the recorded section of a message.
10. Aria on the O250/350 has a COS attribute controlling the maximum number of possible days for a future delivery message. The O200/300 Aria TUI does not have a similar attribute although the absolute maximum for future delivery messages is 365 days.
11. Aria on the O250/350 has an attribute controlling the number of future delivery messages a user can send. The O200/300 does not have a similar COS attribute. The absolute limit is governed by the maximum number of messages allowed in the user’s mailbox.
12. On Aria on the O250/350, the administrator can control if a user can create or forward network messages. On the Aria TUI on the O200/300, if networking is configured, any user can create and send a network message.
13. If a user sends a message to him/herself, the user is prompted to “check unheard messages” when they return to the main menu or when they reach the end of a queue.

C. Listening/responding to voice messages

Enhancements

1. Can access the following voice message “queues” from the main menu:
 - New unheard voice messages (1-1)
 - All new voice messages (1-2)
 - Deleted voice messages (1-7)
 - Archived voice messages (1-9)
2. Can press 7 to delete while listening to a message (don’t have to do 3-3 to get the message end).
3. When the user deletes a message, the message instantly goes to the Delete queue. Messages remain in this queue until the user logs out or is disconnected. The user can go into the queue by pressing 1-7 at the main menu. The administrator can configure whether or not the deleted message queue is voiced when the user cycles through all the queues. If not, the user might never know that deleted messages are still available to them.
4. Can reply to a call-answering message left by non-local user if they can be networked. The user composes the reply and then enters the recipient’s network address.
5. Can reply to additional users. This capability is COS controlled. The addressing for additional users is identical to addressing multiple recipients for an original message.

6. When a voice or fax message is about to be purged from the archive, the user can forward and reply as well as save and delete. In this situation, Aria users on an O250/350 can only save or delete voice or fax messages.
7. Can forward a message with silence as the introduction.
8. If Automatic Number Identification (ANI) is configured on the system, user can get ANI in the envelope.
9. From any menu that is two or more levels down the user can return to the main menu by pressing *.

Differences

10. Cannot remove introductions when forwarding messages(6-6 on the O250/350 Aria TUI)
11. On Aria on the O250/350, Call Sender is COS controlled. For the O200/300, there is no COS control for Call Sender on the same cabinet. For networked cabinets, Call Sender works only when the cabinets are configured with an analog Protocol 1 or Protocol 3 (Voicenet) connection. Cabinets in a DOMAIN should always be configured using a Protocol 3 connection -- this provides both necessary functionality and analog backup.
12. When using Call Sender, if the recipient does not pick up the phone, then the user ends up in the recipient's mailbox. This is different than Aria on the O250/350 where if the recipient does not pick up the phone, the caller is brought back into their own mailbox.
13. If a mailbox is NOT fax enabled on the O250/350 Aria TUI, then the user can hear all new messages by simply pressing "1". On the O200/300 Aria TUI, the user must always press 1-2 to hear all new messages, regardless of whether the mailbox is fax-enabled.

D. Sending/receiving faxes

Enhancements

1. A prompt has been placed at the main menu saying "For fax messaging, press 8"
2. Can access the following fax message "queues" from the main menu:
 - Unprinted fax messages (8-1-1)
 - All fax messages (8-1-2)
 - Printed fax messages (8-1-3)
 - Deleted fax messages (8-1-7)
 - Archived fax messages (8-1-9)
3. Can print a group of faxes by 1) all unprinted (non-archived), 2) all unprinted and printed (non-archived), 3) all printed (non-archived), and 9) all archived.
4. Fax options are in this queue rather than under personal options. This is more logical and simplifies the Personal Options menu.
5. Can delete all faxes residing in the "printed fax" queue with one command.

Differences

6. The Aria TUI on the O200/300 supports the following three fax print destinations: Primary (entered by user), fax machine from which the user is calling, and a group fax number (configured by administrator). Unlike Aria on the O250/350, the O200/300 Aria TUI does not support an

alternate destination per fax (one the user keys in on the fly while listening to the fax message); however because the fax is not printed until the user logs out, the fax print destination can be changed anytime during the session, and that destination will apply to all print requests. And finally, the O200/300 Aria TUI does not support sending a fax print copy to a non-subscriber.

7. When printing a fax to the fax machine from which you are calling, the O200/300 Aria TUI hangs up after the printing is done. On the O250/350 Aria TUI, the system remains in the review menu.
8. The O250/350 Aria TUI controls the number of fax pages that can be sent at any one time to a particular user. The O200/300 Aria TUI does not have such a control.
9. Fax cover page is not supported. Can be provided, however, via Works or OctelDesigner.

E. Locating messages sent/received

Enhancements

1. A message is considered heard if the recipient has listened to more than 3 seconds or has taken an end-of message action on the message.
2. When locating messages sent, the user can locate future delivery messages not yet sent. Once a future delivery message is located, an individual address (to a particular user, Personal Group List, System Distribution List, or network mailbox) can be removed. The message is erased only after the last address is removed.
3. Messages received can be located for a local user, a network address, or for all members of a particular Personal Group List. Messages can be located from outside callers for as a group, or for a particular caller if ANI information is available for that caller.

Differences

3. When searching, message locator may take several seconds to locate messages (the system prompts so the user does not think the system has crashed).
4. COS attribute 117 prevents the extension from being played after the name when locating messages.
5. Messages Sent provides the messages in the following order: Future delivery, new unheard, new heard, and archived. Within each category urgent messages are played first.
6. On Aria on the O250/350, message locator for sent messages works across a Domain. This is not supported by the O200/300 Aria TUI. For received messages, those from a Domain are considered the same as any other networked message from the Message Locator perspective.
7. On Aria on the O250/350, the ability to use Locate Messages Sent is controlled by the administrator. On the O200/300 Aria TUI, any user can use this functionality.
8. In the O200/300 Aria TUI, messages received from anyone in a Personal Group List can be located. But messages received cannot be located by defining the sender/recipient as anyone in a System Distribution List.

F. Personal Options

Enhancements

1. Password trivial checking: Default is that the user cannot create a password that has (1) been used the last two times, (2) is the same as the mailbox, or (3) matches the system default password for new mailboxes. There is also a set of eight optional checks that can be activated by the administrator. This set includes:
 - Password cannot be the reverse of the mailbox number.
 - Password can not be made up of the same digit (e.g., 222222)
 - Password can not be continuous numbers (e.g., 123456 or 654321)
 - Password can not be an odd/even sequence (e.g., 13579 or 24680)
 - Password can not be the diagonal keys on the telephone keypad (e.g., 159357 or 951753)
 - Password can not be vertical keys on the telephone keypad (e.g., 258369 or 741258)
 - Password can not be horizontal keys on the telephone keypad (e.g., 123789 or 456123)
 - Password can not be any other continuous keys sequence on the telephone keypad (e.g., 1236987 or 1478963)
2. Passwords are never voiced. When the user changes his/her password, the system asks for it to be re-entered for confirmation.
3. Voice mail administrative options can be reached by pressing 4-2. On the O250/350 Aria TUI, the user must press 4-2-1.
4. Fax administrative options have been moved to the fax menu so that all fax capabilities are together.
5. A System Distribution List can be nested within a Personal Group List (the administrator must do this), but a Personal Group List cannot be nested within another Personal Group List.
6. Follow-me-forward supports forwarding of network messages. One-hop supported for all messages to prevent infinite loops.

Differences

7. Passwords up to 10 digits instead of 15
8. Guest, home, or secretary mailbox not supported (workarounds are to add another mailbox or use MessageDesk).
9. User cannot turn on/off message waiting lights – just outcall notification.
10. The sequence for setting the personal greeting is 4-3-1-1 (instead of 4-3-1-2). This is because the personal greeting option is now “1” and the standard greeting option is “2”.
11. A COS attribute can force the recording of a personal name at the initial logon time. Another attribute must be present to allow users to record their name, even in Personal Options.
12. Personal greeting can be controlled in a way similar to personal name. One attribute can force recording of personal greeting upon logon, and another can disallow the recording completely. An optional or forced daily greeting change can be imposed through the use of additional attributes. The notice to change the greeting is not played with an EAG is in use.
13. Silence can be recorded as a greeting. This is generally used in conjunction with Attribute 27-After Greeting Plays Go to Next Mailbox to consolidate messages.
14. A COS attribute controls if a user can have an Extended Absence Greeting.
15. The user does not record a busy/on-the-phone greeting. System parameter 115 provides a toggle between the following two “busy greeting” choices: “Mary Jones is busy” or “Mary Jones is on the phone”. Attribute 115 on the user COS will cause one of these two choices to play when the call is forwarded to the mailbox on a busy condition.
16. Standard prompts are the default; rapid prompts are supported, but extended are not.

17. Application mailbox access is supported by pressing 6 at the main menu (similar to Aria on the O250/350) but Application Mailbox under Personal Options is not supported
18. Outcall Notification considerations:
 - Outcall notification supports one schedule (no second or temporary schedules).
 - User cannot set Weekend vs. Weekday outcall schedules. The user can, however, easily activate or deactivate outcall notification via 4-1 from the main menu. Also, the administrator can use the Information Tables to schedule when outcalling is active and non-active (the user cannot override the Information Table schedule).
 - Outcall can be configured for all messages or urgent only (Serenade supports an attribute to mark all call answering messages as urgent). Outcall cannot be configured for messages arriving from a particular group list.
 - When configuring for “outcall for all messages”, the Aria TUI on O200/300 will allow for only one delay for “all new messages” – unlike the Aria TUI on O250/350 which allows for setting different delays on “any new urgent messages” and “any new non-urgent messages”.
 - The user configures the Delay before getting an outcall. All current Aria time delays are supported except 1 day.
 - The outcall Start and Stop times can be configured to the hour. On the O250/350, Start and Stop times can be configured down to the minute.
 - Similar to Aria on the O250/350, the administrator configures the Interval between outcalls.
 - On the O250/350 Aria, the user can suspend outcalls to a phone by pressing 1-2 when picking up the call. This is not available with the O200/300 Aria TUI although the same effect can be achieved by logging into the mailbox and turning outcall notification off via 4 - 1 from the main menu.
 - For configuring pauses or special characters in paging sequences, three options are available: 1) The administrator can configure leading digits/pauses via Information Table index 17. 2) The user can enter pager digits (0-9) via Personal Options 3) System Parameter 259 allows the administrator to specify digits (e.g., #) at the end of the paging sequence.
 - Aria on the O250/350 supports call progress detection for paging pickup. Call progress detection on the O200/300 is possible via two methods: 1) In certain circumstances with DPNSS integration or 2) Using an application created with OctelDesigner.
19. Access security not supported.
20. Up to 9 Personal Group Lists supported for a total of 400 names (instead of 15 with up to 25 members each).
21. Messages cannot be autoforwarded to a personal group list.
22. Date and time playback for archived messages is based on when the message was received, not when the message was archived.

G. Other Functionality

Enhancements

1. Broadcast message can be longer than one minute.
2. COS attribute is available to have sender's name voiced at the beginning of each message, similar to Serenade today.
3. Personal Assistant can be configured via 7 on the main menu. When a personal assistant is configured, the extension associated with the PA's mailbox is dialed when the caller presses 0. If the call is not answered, the caller hears "personal assistance is unavailable" and a prompt to leave a message for the called party. Although the 0 option is not prompted again, callers who press 0 a second time are directed to the intercept position.

Differences

4. On Aria on the O250/350, the system keeps track of the total number of keystroke errors a user makes while in the session. If the threshold is reached, the user is disconnected. On the O200/300 Aria TUI, a configurable system parameter determines the allowable number of errors or time-outs. In addition, these are counted at a menu level, not cumulatively in the session. Once the user leaves a particular menu level, the count is reset to zero. This is more forgiving.
5. MWI details (Note: The resulting functionality is the same as the O250/350 Aria TUI, just implemented differently):
 - If MWI is currently off, it is turned on when a new message arrives in the mailbox.
 - If System Parameter 166 is YES, then the lamp is turned off when the user logs out and there are no messages remaining in the "Unheard New" queue.
 - If System Parameter 166 is NO, then the lamp is turned off at log-on, regardless of whether the user has listened to all messages.
6. Onsite phone notification (instead of lighting the lamp) must be done via off-site notification schedules.
7. Regardless of the setting of System Parameter 166, the lamp can be turned on at a specified time (using System Parameter 191) if there are any "Unheard New" messages in the mailbox.
8. Bulletin broadcast is not supported by the O200/300 Aria TUI
9. Conference mailbox supported via the Serenade TUI only. Therefore, the system must have Serenade prompts loaded for the language required for the use of the conference mailbox. See the User Reference Manual for detailed Conference Mailbox user commands. The conference recording can be password protected with Attributes 3 and 25. The maximum conference can be 180 minutes (set by Info Table Index 22). System parameters 96 and 97 control how many seconds the system moves backwards and forwards when listening and System parameter 113 defines the number of seconds of silence before the port times out and saves what has been recorded (maximum silence time is 255 seconds).
10. Users cannot set up system distribution lists – only administrators
11. Mailbox sharing (Extension/campus mailbox) not supported; however, each mailbox can have its own single digit menu configuration, so a greeting can be configured for the shared mailbox to ask the caller to press 1 for called party A and 2 for called party B.
12. The O200/300 Aria TUI does not support the Message Tutorial.

13. Communities are not supported on the O200/300 Aria TUI.
14. Mailbox identification (8 on the main menu) is not supported.
15. Unheard message notice is not supported.
16. Unlisted names are not supported on the O200/300 Aria TUI (although unlisted names coming into an O200/300 system via NameNet from an Aria system are not voiced in the Names directory).
17. The O250/350 feature of AutoPlay of messages is not supported.
18. O250/350 systems are shipped with a feature bit that prevents an administrator from resetting passwords. The customer can have OMD turn off this feature bit. O200/300 systems will be shipped with a new feature bit (62) turned off. This means the administrator can reset passwords, just like Serenade systems before the 4.0 release. If the customer purchasing the Aria TUI on the O200/300 does NOT want the administrator to have the capability to reset passwords, then they can order, at the time the system is purchased, feature bit 62 to be activated.

H. To outside callers

Differences

1. The Octel Common Caller Interface (OCCI) has not been changed in any way as part of the O200/300 Aria TUI development. Therefore, the Fax caller interface is the same as what the OCCI has had since Serenade 1.0. Also, system prompting in multiple languages (similar to Aria on the O250/350) is not supported.
2. In order to provide system prompting for the fax caller interface, the OCCI must be used. If the Serenade caller interface is used, the system prompts will not mention fax as an option to outside callers. Quick fax is supported—for quick fax, the caller dials the pilot number of the message server and then presses ** followed by the mailbox number to leave an annotated fax message.

I. System feature differences between 200/300 and 250

Enhancements

1. Support for selective message redundancy
2. Sophisticated alarming
3. LAN backup of configuration, names and greetings (does NOT include messages)
4. Telnet for administration.

Differences

5. The O200/300 do not support message backup.
6. Aria supports five languages on the O250/350. Serenade 4.0 supports six, but Serenade prompts are needed in the primary system language for:
 - Works/OctelDesigner
 - Conference mailbox
 - Recording of names for mailboxes (an administrative capability for user mailbox or network node names)
 - Greeting insert/swap that is used by the administrator for voiceforms, company greetings, and sequential greetings.

J. New Serenade TUI features as part of S4.0

1. Broadcast message can optionally be more than one minute, always at the beginning of a user's queue and sent to full mailboxes.
2. Extended absence greeting like Aria
3. Can get ANI info when pressing envelope (with integrations that support ANI: SMDI, NPIC, APIC, DTIC, and NEC)
4. 6 language slots
5. 135 messages
6. The notice "your mailbox is almost full" can be configured to be any percentage (for example, if it is configured to 75% and the user can have 100 messages, this notice will play when they login and have 75 messages). This is a system-wide setting.

***Explanation of What Will Occur Upon Dialing the O200/300 Pilot Number From Onsite
Phones of Four Different Types of Users on an O200/300***

	Integrated Phone of a Serenade TUI user (NO auto-logon (attrib 89))	Integrated Phone of a Serenade TUI user (auto-logon (attrib 89))	Integrated Phone of an O200/300 Aria TUI user (NO auto-logon (attrib 89))	Integrated Phone of an O200/300 Aria TUI user (auto-logon (attrib 89))	Integrated Phone of an O250/350 Aria TUI user
Initial prompt heard upon dialing pilot number	"To enter your mailbox, press #"	"Please enter your security code"	"To enter your mailbox, press #, to send a quick message, press *"	System voices the user's name and the prompt "Please enter your password or if you have entered the wrong mailbox number, press *"	System voices the user's name and the prompt "Please enter your password or if you have entered the wrong mailbox number, press *"
Caller presses #	Prompts for mailbox number "Please enter your mailbox number"	Prompts for mailbox number "Please enter your mailbox number"	Prompts for mailbox number "Please enter your mailbox number"	Repeats the password prompt "Please enter your password..."	Repeats the password prompt "Please enter your password..."
Caller presses # #	Prompts for security code "Please enter your security code"	Prompts for security code "Please enter your security code"	Plays the mailbox user name and prompts for the password "Please enter your password or if you have entered the wrong mailbox number, press *"	Repeats the password prompt "Please enter your password..."	Repeats the password prompt "Please enter your password..."

Caller presses *	Goes to quick message “Enter the address for your message”	Goes to quick message “Enter the address for your message”	Goes to quick message “Enter the address for your message”	Prompts for mailbox number “Please enter your mailbox number” (if you enter the wrong mailbox number and then press * again, the system prompts for a quick message)	Mailbox number please...[if no response] please enter the mailbox number specified by your system mgr.
Caller presses * *	Goes to quick fax “Enter the address for your fax”	Goes to quick fax “Enter the address for your fax”	Goes to quick fax “Enter the address for your fax”	Goes to quick message “Enter the address for your message” (Classic Aria prompts for the extension number to reach)	Please dial the number of the person you are calling. If you have a mailbox on the system, please press #.
Caller presses * * *	Goes to quick message “Enter the address for your message”	Goes to quick message “Enter the address for your message”	Goes to quick message “Enter the address for your message”	Goes to quick fax “Enter the address for your message” (Classic Aria says “good-bye”!)	Good-bye.

Please note that the O200/300 Auto Attendant behaves differently than the O250/350 “open trees”.

APPENDIX B

System Parameter 274, COS Attributes 69, 117, 155

The series of charts presented in this appendix summarize what the user can expect to at different points in the Aria and Serenade TUIs as a result of the interaction of the settings for the following:

- SYSP 274 : NET: Speak Recorded Location Name (If this SYSP is set to NO, the system will ignore the existence of a recorded location name.
- COS Attribute 69: Speak Digits Entered To Confirm Message address (Applicable to addressing using mailbox number with Serenade TUI only)
- COS Attribute 117: Directory Speaks Name Without Extension For This Mailbox (Applicable to Dial By Name only - for both Serenade and the Aria TUI).
- COS Attribute 155: Aria TUI: Speak Sender's Name Before Playing The Message

The digits stripped for a network address (determined by the "Initial Digits Expected" and "Number of Digits to Strip" fields in the Numbering Plan Table) are used to define the "node" for each remote location. For a situation where local mailbox and network addresses are the same (Number of Digits to Strip = 0), there is no defined node. Rather than referring to "Network Location" and "Mailbox," the system refers to "Network Mailbox." Examples in each chart are based on the following configuration:

Network Numbering Plan Table configuration used in the examples:

NY- A network location with recorded node name "**New York**"

SJ - A network location with number of digits to strip = 0; recorded node name "**San Jose**"

NETWORK LOCATION NAME -----	INITIAL DIGITS EXPECTED -----	NETWORK MAILBOX LENGTH -----	NUMBER OF DIGITS TO STRIP -----	NUMBER OF DIGITS TO STRIP FROM SELF -----
NY6800	6800	8	4	0
SJ7300	7300	8	0	0

Note: The details spoken when digits to strip = 0 is given in the bracket with each case.

Addressing Using Mailbox Number:

Includes: Addressing while sending a message, Adding Group List (PDL) Members, Locating Message (from Aria TUI).

Configuration	Conditions	Serenade TUI	Aria TUI
274 = No	Mbx Name exists	Mary Jones	Mary Jones
69 = Off	No Mbx Name	Nothing	Network Location 6800 Mailbox 1234 (Network Mailbox 73001234)
274 = No	Mbx Name exists	Mary Jones	Mary Jones
69 = ON	No Mbx Name	Network Location 6800 Mailbox 1234 (Network Mailbox 73001234)	Network Location 6800 Mailbox 1234 (Network Mailbox 73001234)
274 = Yes	Node, Mbx names exist	New York, Mary Jones	New York, Mary Jones
69 = Off	Node Name exist, but no Mbx name	New York, Mailbox 1234 (San Jose, Mailbox 73001234)	New York, Mailbox 1234 (San Jose, Network Mailbox 73001234)
	Mbx Name exist, but no Node name	Mary Jones	Network Location 6800, Mary Jones (Mary Jones)
	No Mbx, Node Names	Nothing	Network Location 6800, Mailbox 1234 (Network Mailbox 73001234)
274 = Yes	Node, Mbx names exist	New York, Mary Jones	New York, Mary Jones
69 = ON	Node Name exist, but no Mbx name	New York, Mailbox 1234 (San Jose, 73001234)	New York, Mailbox 1234 (San Jose, Network Mailbox 73001234)
	Mbx Name exist, but no Node name	Network Location 6800, Mary Jones (Mary Jones)	Network Location 6800, Mary Jones (Mary Jones)
	No Mbx, Node Names	Network Location 6800, Mailbox 1234 (Network Mailbox 73001234)	Network Location 6800, Mailbox 1234 (Network Mailbox 73001234)

Addressing Using Dial By Name:

Includes: Addressing while sending a message, Adding Group List (PDL) Members, Locating Message (from Aria TUI).

Configuration	Conditions	Serenade TUI	Aria TUI
274 = No 117 = Off	Mbx Name exists	Mary Jones, Network Mailbox 68001234 (Mary Jones, Network Mailbox 73001234)	Mary Jones, Mailbox 1234 (Mary Jones, Network Mailbox 73001234)
274 = No 117 = On	Mbx Name exists	Mary Jones	Mary Jones
274 = Yes 117 = Off	Node, Mbx names exist	New York, Mary Jones, Network Mailbox 68001234 (San Jose, Mary Jones, Mailbox 73001234)	New York, Mary Jones, Network Mailbox 68001234 (San Jose, Mary Jones, Network Mailbox 73001234)
	Mbx Name exists, but no Node name	Network Location 6800, Mary Jones, Network Mailbox 68001234 (Mary Jones, Network Mailbox 73001234)	Network Location 6800, Mary Jones, Network Mailbox 68001234 (Mary Jones, Network Mailbox 73001234)
274 = Yes 117 = On	Node, Mbx names exist	New York, Mary Jones	New York, Mary Jones
	Mbx Name exist, but no Node name	Network Location 6800, Mary Jones (Mary Jones)	Network Location 6800, Mary Jones (Mary Jones)

Name Play Before Playing a Message:

(Controlled by Attribute 155 for Aria TUI, available by default for Serenade TUI users)

Configuration	Conditions	Serenade TUI	Aria TUI
274 = No	Mbx Name exists	Mary Jones	Mary Jones
	No Mbx Name	Network Location 6800 Mailbox 1234	Nothing.
274 = Yes	Node,Mbx names exist	New York, Mary Jones	New York, Mary Jones
	Node Name exist, but no Mbx name	New York, Mailbox 1234 (San Jose, 73001234)	Nothing
	Mbx Name exist, but no Node name	Network Location 6800, Mary Jones (Mary Jones)	Network Location 6800, Mary Jones, (Mary Jones)
	No Mbx, Node Names	Network Location 6800, Mailbox 1234 (73001234)	Nothing.

Envelope:

Includes message envelope information played in the following cases: pressed 5 while listening to a message from Aria TUI; pressed 8 while listening to a message from Serenade TUI; at the beginning of a network error return message

Configuration	Conditions	Serenade TUI	Aria TUI
274 = No	Mbx Name exists	NO NAME OR MAILBOX INFORMATION	Mary Jones, Mailbox 1234 (Mary Jones, Mailbox 73001234)
	No Mbx Name	NO NAME OR MAILBOX INFORMATION	Network Location 6800 Mailbox 1234 (Mailbox 73001234)
274 = Yes	Node, Mbx names exist	NO NAME OR MAILBOX INFORMATION	New York, Mary Jones, Mailbox 1234 (San Jose, Mary Jones, Mailbox 73001234)
	Node Name exist, but no Mbx name	NO NAME OR MAILBOX INFORMATION	New York, Mailbox 1234 (San Jose, Mailbox 73001234)
	Mbx Name exist, but no Node name	NO NAME OR MAILBOX INFORMATION	Network Location 6800, Mary Jones, Mailbox 1234 (Mary Jones, Mailbox 73001234)
	No Mbx, Node Names	NO NAME OR MAILBOX INFORMATION	Network Location 6800, Mailbox 1234 (Mailbox 73001234)

