System Manager Manual
Volume III, Procedures

Aria 2.0
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About This Manual

The *System Manager Manual* for Aria 2.0 is divided into five volumes, described in the following chart:

Use volume . . .	To help you . . .
I, Implementation	Plan your system. It includes timelines, site preparation, and database information.
II, Administration	Understand details about the features available on your server.
III, Procedures	Create features on the server and assign mailboxes to subscribers.
IV, Networking	Setup networking on the server.
V, Reference	Locate information and better understand terms. It includes an index and a glossary.

Volume III, Procedures, contains step-by-step instructions for creating features on the server and for assigning mailboxes to subscribers. If you are new to voice processing, you should familiarize yourself with the information in Volume II, Administration, before using this volume. Otherwise, you might prefer to use this volume directly.

CONVENTIONS

The following typographical conventions are used in this manual:

- ***Bold italic*** is used for keys names, field names, field values, printer buttons, and text you must type. For example,

  Type ***6*** and press ***Return***.

- *Italic* is used for the titles of books and for emphasis. For example,

  Refer to the *User Reference Manual*.

INTERNATIONAL SYMBOLS

The following international symbols are used in this manual:

When . . .	We use this symbol . . .
there could be damage to the software or hardware	 **Caution**
the action could cause personal injury	 **Warning**

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1 GETTING STARTED

Overview

You are responsible for all server administration; you should know how to access and use the system-manager terminal (SMT) and your system manager mailbox. The following sections discuss the procedures for performing these tasks.

Using the SMT

Use the SMT to perform administrative tasks for the server and subscribers on the server.

Accessing the SMT

Access the SMT's Main Menu by entering the system manager password. This password protects the server from unauthorized entry and use. To further ensure SMT security, the password never appears on the screen.

Access the SMT, as follows:

Step	Action	Result
1.	From the blank SMT screen, press ***Return***.	The ***Welcome to the Octel voice/data network.*** screen appears, as shown in Figure 1-1.
2.	Enter the password in the ***Please Enter System Manager Password:*** field.	The Main Menu appears, as shown in Figure 1-2.

Caution!

After using the SMT, prevent unauthorized access by pressing the ***Break*** or ***Ctrl+C*** keys from the Main Menu. This action returns the screen to a point where a password is required for access.

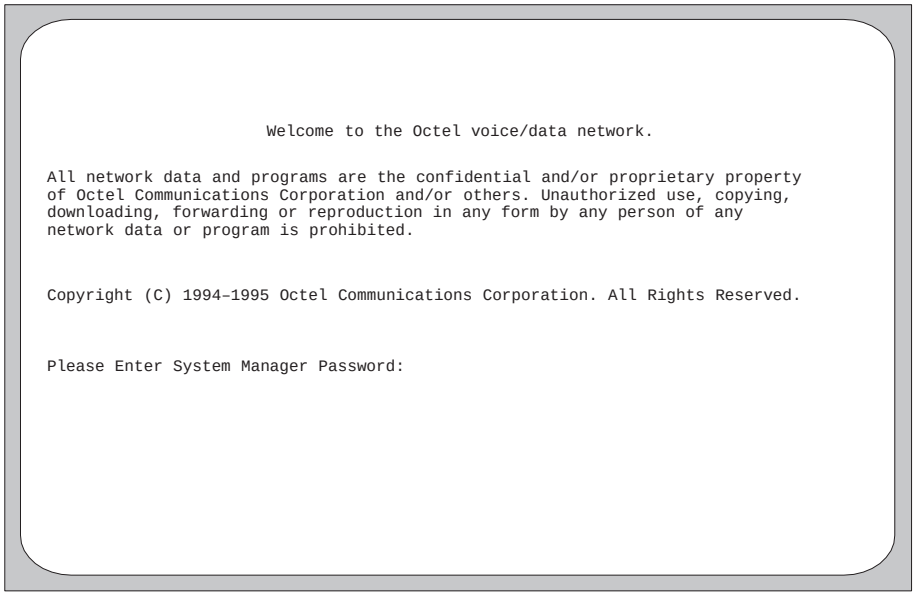


Figure 1-1. Welcome Screen.

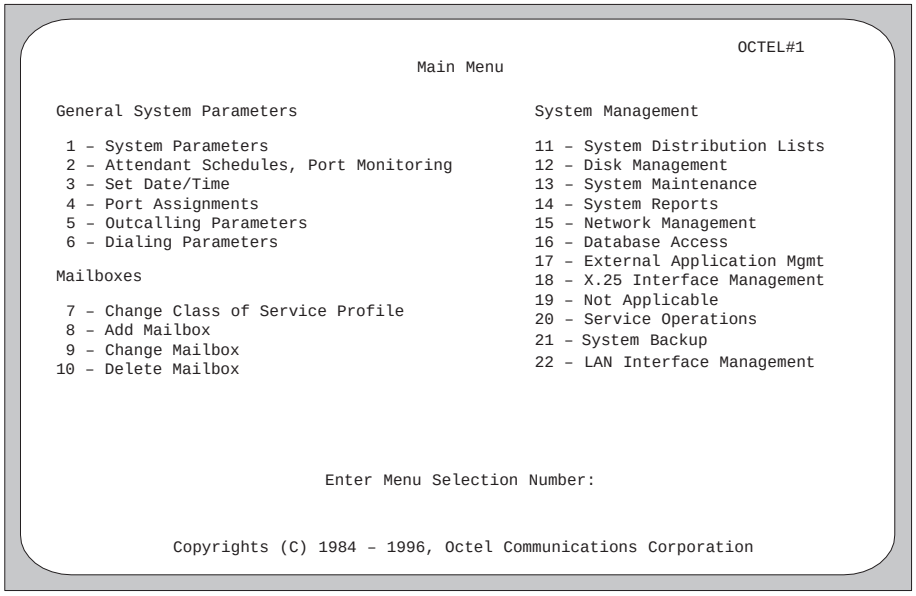


Figure 1-2. Main Menu.

If the password you entered is incorrect, the following prompt appears on the screen:

Incorrect password. Please try again.

You have three chances to enter the correct password. After the third unsuccessful try, the server logs you out automatically and the screen blanks.

Using the Main Menu

The Main Menu (Figure 1-2) is the directory for all SMT-based system-manager functions. The Main Menu directs you to specific, task-oriented menus, which are divided into three general categories:

- ❑ General System Parameters (menus 1 through 6)
- ❑ Mailboxes (menus 7 through 10)
- ❑ System Management (menus 11 through 22)

At the Main Menu, enter the number of the menu needed to complete a task in the ***Enter Menu Selection Number:*** field, and press ***Return***. When establishing the server's operating parameters and subscriber profiles for the first time, access the menus in the order shown on the Main Menu. To exit an operation in another menu and return to the Main Menu, press ***Ctrl+C*** or the ***Break*** key until the Main Menu reappears.

If the server detects no activity within 15 minutes, the SMT is returned automatically to a point where you must enter a password to access it again.

Using the System Manager Mailbox

System manager mailboxes allow access to special features from touch-tone (DTMF) telephones. Two system manager mailboxes are established in menu 0: one for the primary system manager and the other for the secondary system manager. These mailboxes both have the unique Main Menu that provides six standard subscriber options and a system manager option (key 9). Figure 1-3 shows the options available in a system manager mailbox.

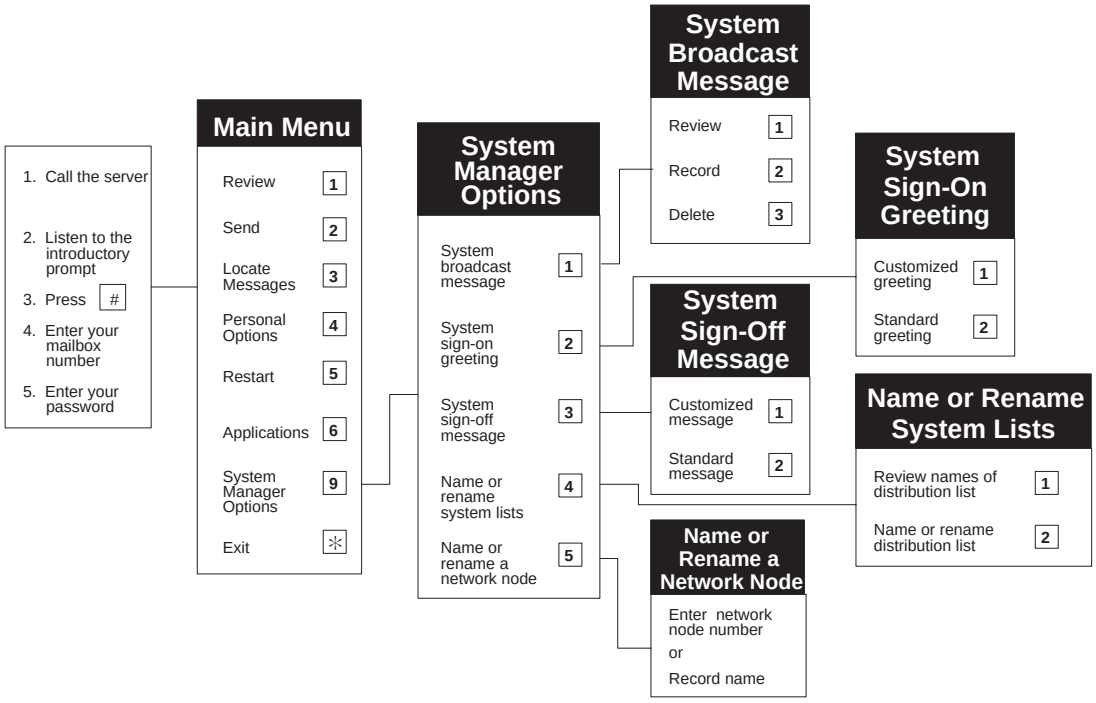


Figure 1-3. System Manager Mailbox Options.

Selecting System Manager Options

When you press ***9*** on the DTMF keypad, the following options are available:

- ❑ Create or delete a system broadcast message.
- ❑ Select the standard system greeting or record a custom system greeting.
- ❑ Select a standard system sign-off or record a custom sign-off message.
- ❑ Name or rename system distribution lists.
- ❑ Name or rename network nodes.

These special functions work the same way as standard subscriber features. When you access your system manager mailbox, the server prompts you to press keys to perform various tasks.

Creating System Broadcast Messages

You can create and send a system broadcast message automatically to every subscriber. System broadcast messages, unlike regular messages, are not delivered to the main part of subscriber mailboxes. Instead, subscribers hear the system broadcast message immediately after they enter their passwords. Subscribers cannot skip, interrupt, or save a system broadcast message; however, they can listen to it again by pressing ***1***. They must press ***2*** to erase the message before they can continue to use their Main Menus.

Because subscribers cannot interrupt or skip system broadcast messages, use them sparingly. *The maximum length of a system broadcast message is 1 minute, which you cannot change.* Whenever possible, use a system distribution list or a bulletin broadcast message to send a message to multiple subscribers.

There can be only one system broadcast message at one time. *An existing system broadcast message is deleted automatically when a new one is recorded.* System broadcast messages can only be sent to subscriber mailbox types 0, 11, 22, 28, 51, 53, 54, 58, and 60. System broadcast messages cannot be sent to application mailbox types 1–7, 10, 12, 29–35, 40, 45, or 61.

Sending a System Broadcast Message

To send a system broadcast message, enter the following key sequence on your touch-tone keypad and record a message:

9 > 1 > 2 > Record message > #

Because system broadcast messages are not delivered into the message part of subscriber mailboxes, this type of message is not included in the total number of messages that a mailbox can accommodate. A system broadcast message does not activate a message-waiting indication. System broadcast messages do not appear in subscriber mailboxes added after you sent the message.

Reviewing a System Broadcast Message

Only one system broadcast message can be in effect at any one time. To review the existing system broadcast message in the system manager mailbox, press the following keys on your touch-tone keypad:

9 > 1 > 1

Deleting a System Broadcast Message

To delete a system broadcast message from the system manager mailbox, press the following keys on your touch-tone keypad:

9 > 1 > 3

Recording a System Greeting

In interfaced systems, where callers reach the server before dialing an extension number, they hear the system greeting. In integrated servers, where callers dial an extension directly, callers hear a subscriber's personal greeting. Also, whenever a caller dials the server itself, that caller hears the system greeting.

The server is shipped with the following standard system greeting:

> "Welcome to Octel voice-information processing. Please dial the number of the person you are calling. If you have a mailbox on this system, please press pound."

Customize this greeting to meet your organization's needs by re-recording the standard system greeting in a system manager mailbox. Use the following key sequence and record a greeting:

9 > 2 > 1 > Record > #

Outside callers should receive clear instructions about what to do when they are forwarded to the server. Because mailbox numbers are generally the same as the extension numbers, a caller can redial the extension to leave a message in the correct mailbox. If you customize the system greeting, you can give explicit directions to outside callers, as in the following example:

> "Please enter the last four digits of the number you are calling, or press zero for operator assistance."

You can return to the standard greeting or record another customized greeting at any time, by using the following key sequence:

9 > 2 > 1 > Record > #

Using a System Sign-Off Message

As with the system greeting, both subscribers and nonsubscribers hear the sign-off message. It can also be a customized message. Callers hear sign-off messages when they have trouble using the server and an operator is not available. The standard system sign-off message is as follows:

> "An operator is not available to help you. Please try again later. Goodbye."

Change the system sign-off message by entering the following key sequence and recording a message:

9 > 3 > 1 > Record > #

You can return to the standard sign-off message or record a new one at any time, by using the following key sequence:

9 > 3 > 2 > Record > #

Because sign-off messages are heard by callers who are having difficulty with the server and cannot be transferred to an operator, you should direct them in the sign-off message to call again during normal working hours.

Recording System Distribution List Names

The name of each system distribution list mailbox can be recorded in two ways:

- ❑ Record or change the name by using the ***Name or rename system lists*** option in the system manager mailbox (Figure 1-3).
- ❑ Record the type 6 mailbox name by using the Administrative Options menu in the type 6 mailbox. Refer to Chapter 5 for details.

Subscribers can also send messages to system distribution lists. They hear the name of the system distribution list when they use the list as a destination for messages. This allows them to verify that the destination is correct before they send their messages. To record a mailbox name for a system distribution list, use the following key sequence:

9 > 4 > 2 Enter list number > Record > #

You can review the names of system distribution lists by entering the following key sequence:

9 > 4 > 1

Establishing Network-Node Names

Record a name for each network node that you create. Subscribers hear this name when they address messages to subscribers on other servers. The node name is followed by a system-generated message that confirms the mailbox number, as in the following example:

"Chicago system, mailbox 123."

To record a network-node name, enter the following key sequence:

9 > 5 > Enter node number > Record > #

You can also rename a network node by using the same procedure.

Receiving Network Diagnostic Messages

Diagnostic messages in the primary system manager's mailbox augment error messages found in the status log. These messages contain information about the network and network nodes that could require an immediate system manager response.

The server places a diagnostic message in the primary system manager's mailbox after it has tried all prescribed retry attempts and has not succeeded in sending messages to another node. You define the retry attempts in menu 15 (Volume IV, Chapter 1). You can receive a number of error codes during repeated attempts to send messages. Refer to Chapter 11 for descriptions of the diagnostic codes.



Caution!

If network diagnostic messages are not deleted from the system manager's mailbox, you cannot delete network nodes (menu 15.1.3.5).

If you have diagnostic messages, you hear the following message when you log into the system manager mailbox:

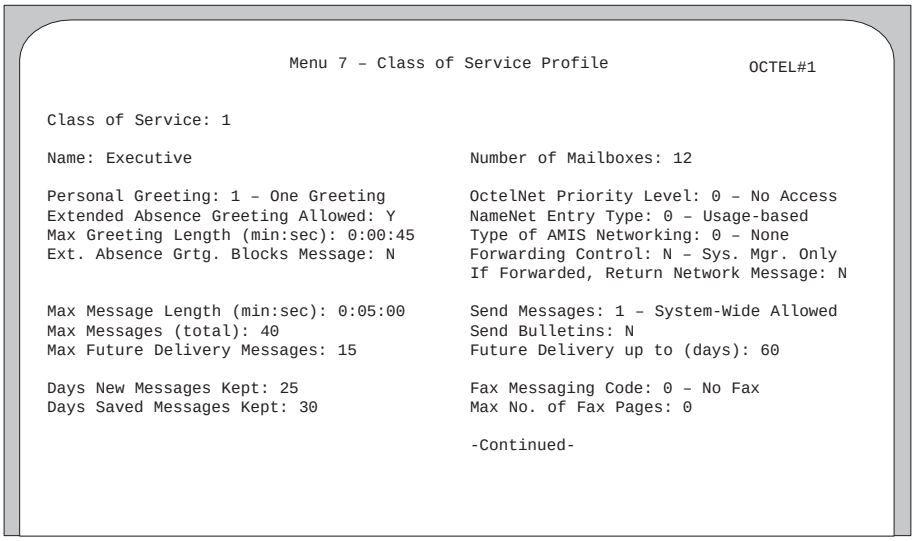
> "System manager diagnostic message: reporting error number [XX], node [YY, node name], at [time and date]. To repeat, press one, to erase and continue press two."

Press ***2*** to delete the diagnostic message.

2 DEFINING CLASSES OF SERVICE

Overview

The class of service (COS) assigned to a mailbox determines subscriber access to various server features. Using Menu 7 – Class of Service Profile, the system manager can define up to 64 classes of service. Figure 2-1 is an example of Menu 7.



```
                        Menu 7 – Class of Service Profile          OCTEL#1

Class of Service: 1

Name: Executive                              Number of Mailboxes: 12

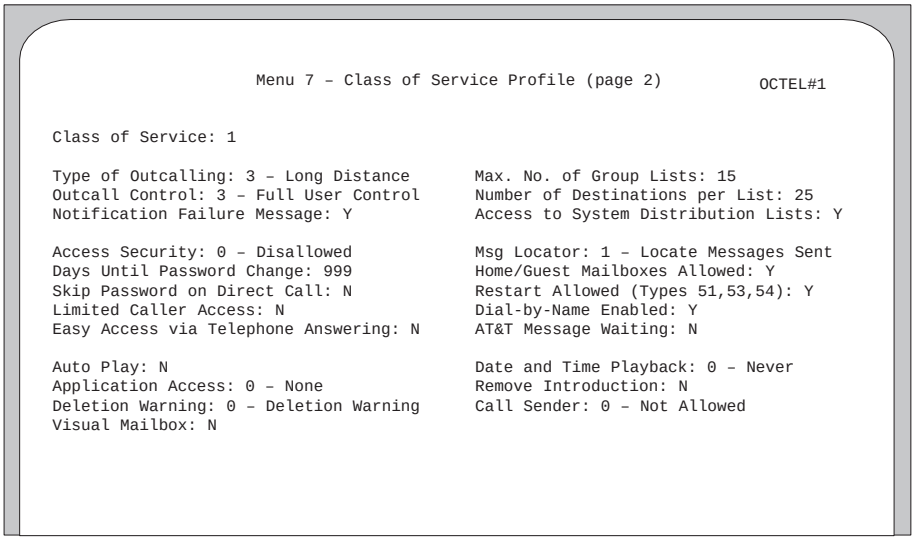
Personal Greeting: 1 – One Greeting          OctelNet Priority Level: 0 – No Access
Extended Absence Greeting Allowed: Y         NameNet Entry Type: 0 – Usage-based
Max Greeting Length (min:sec): 0:00:45       Type of AMIS Networking: 0 – None
Ext. Absence Grtg. Blocks Message: N         Forwarding Control: N – Sys. Mgr. Only
                                             If Forwarded, Return Network Message: N

Max Message Length (min:sec): 0:05:00        Send Messages: 1 – System-Wide Allowed
Max Messages (total): 40                     Send Bulletins: N
Max Future Delivery Messages: 15             Future Delivery up to (days): 60

Days New Messages Kept: 25                   Fax Messaging Code: 0 – No Fax
Days Saved Messages Kept: 30                 Max No. of Fax Pages: 0

                                             -Continued-
```

(a) First Page of Menu 7.



```
                   Menu 7 – Class of Service Profile (page 2)      OCTEL#1

Class of Service: 1

Type of Outcalling: 3 – Long Distance        Max. No. of Group Lists: 15
Outcall Control: 3 – Full User Control       Number of Destinations per List: 25
Notification Failure Message: Y              Access to System Distribution Lists: Y

Access Security: 0 – Disallowed              Msg Locator: 1 – Locate Messages Sent
Days Until Password Change: 999              Home/Guest Mailboxes Allowed: Y
Skip Password on Direct Call: N              Restart Allowed (Types 51,53,54): Y
Limited Caller Access: N                     Dial-by-Name Enabled: Y
Easy Access via Telephone Answering: N       AT&T Message Waiting: N

Auto Play: N                                 Date and Time Playback: 0 – Never
Application Access: 0 – None                 Remove Introduction: N
Deletion Warning: 0 – Deletion Warning       Call Sender: 0 – Not Allowed
Visual Mailbox: N
```

(b) Second Page of Menu 7.

Figure 2-1. Example of Menu 7 – Class of Service Profile.

Consider the following guidelines before creating classes of service:

- ❏ Class-of-service 1 is the default value when you create new mailboxes in menu 8. Using this class of service saves time and keystrokes when creating new mailboxes.
- ❏ Class-of-service 64 is usually reserved for the system manager; however, it can be used for any subscriber and the system manager can have any of the other classes of service.
- ❏ The parameters in any class of service can be changed from the default values to provide specific guidelines for subscribers.

Using Class-of-Service Default Values

Octel Communications provides default values for each class of service, as shown in Table 2-1 and Table 2-2, which lists the fields in the order in which they appear in menu 7 on the SMT screen. Refer to the "Creating Classes of Service" section, page 2-6, for values that can be entered in each field.

Use the following steps to display the default parameters for a selected class of service:

Step	Action	Result
1.	From the SMT Main Menu, select **7** to access Menu 7 – Class of Service Profile.	The first screen of menu 7 appears, with only the ***Class of Service:*** field displayed.
2.	Enter a class-of-service number, and press ***Return***.	The remaining fields on the first screen appear, with the default settings shown in Table 2-1, followed by the defaults for the second page, shown in Table 2-2.

Table 2-1. Class-of-Service Default Values on the First Page of Menu 7.

Field	Default Value for Class of Service							
	1	2	3	4	5	6	64	7–63
Name:	Exec	Mgr	Sup'r	Field	Sec	Clerk	System Mgr	Gen'l Default
Personal Greeting:	1	1	1	1	0	0	1	0
Extended Absence Greeting Allowed:	Y	Y	Y	Y	Y	Y	Y	N
Max Greeting Length (min:sec):	0:00:45	0:00:30	0:00:30	0:00:30	0:00:20	0:00:20	0:03:00	0:00:15
Ext. Absence Grtg. Blocks Message:	N	N	N	N	N	N	N	N
Max Message Length (min:sec):	0:05:00	0:03:00	0:02:00	0:03:00	0:02:00	0:01:30	0:15:00	0:00:15
Max Messages (total):	40	40	20	25	15	10	135	1
Max Future Delivery Messages:	15	15	5	5	5	3	30	1
Days New Messages Kept:	25	21	14	14	7	5	60	1
Days Saved Messages Kept:	30	21	7	14	7	5	90	1
Number of Mailboxes:	0	0	0	0	0	0	0	0
OctelNet Priority Level:	0	0	0	0	0	0	0	0
NameNet Entry Type:	0	0	0	0	0	0	0	0
Type of AMIS Networking:	0	0	0	0	0	0	0	0
Forwarding Control:	N	N	N	N	N	N	N	N
If Forwarded, Return Network Message	N	N	N	N	N	N	N	N
Send Messages:	1	1	1	1	1	1	1	0
Send Bulletins:	N	N	N	N	N	N	N	N
Future Delivery up to (days):	60	60	30	30	45	0	365	0
Fax Messaging Code:	0	0	0	0	0	0	0	0
Max No. of Fax Pages:	0	0	0	0	0	0	0	0

Table 2-2. Class-of-Service Default Values on the Second Page of Menu 7.

Field	Default Value for Class of Service							
	1	2	3	4	5	6	64	7–63
Type of Outcalling:	3	3	2	3	1	1	3	0
Outcall Control:	3	3	3	3	3	3	3	0
Notification Failure Message:	Y	Y	Y	Y	Y	Y	Y	Y
Access Security:	0	0	0	0	0	0	0	0
Days Until Password Change:	999	999	999	999	999	999	999	999
Skip Password on Direct Call:	N	N	N	N	N	N	N	N
Limited Caller Access:	N	N	N	N	N	N	N	N
Easy Access via Telephone Answering:	N	N	N	N	N	N	N	N
Auto Play:	N	N	N	N	N	N	N	N
Application Access:	0	0	0	0	0	0	0	0
Deletion Warning:	0	0	0	0	0	0	0	0
Visual Mailbox	N	N	N	N	N	N	N	N
Max No. of Group Lists:	15	15	10	5	10	0	15	0
Number of Destinations per List:	25	25	20	15	20	0	25	0
Access to System Distribution Lists:	Y	Y	Y	Y	Y	N	Y	N
Msg Locator:	1	1	1	1	1	1	1	1
Home/Guest Mailboxes Allowed:	Y	Y	Y	Y	Y	Y	Y	N
Restart Allowed (Types 51,53,54):	Y	Y	Y	Y	Y	Y	Y	Y
Dial-by-Name Enabled:	Y	Y	Y	Y	Y	Y	Y	Y
AT&T Msg Waiting:	N	N	N	N	N	N	N	N
Date and Time Playback:	0	0	0	0	0	0	0	0
Remove Introduction:	N	N	N	N	N	N	N	N
Call Sender:	0	0	0	0	0	0	0	0

Creating Classes of Service

Create classes of service for specific subscriber groups, as follows:

Step	Action	Result
1.	From the SMT Main Menu, select **7** to access Menu 7 – Class of Service Profile.	The first page of menu 7 appears, with only the ***Class of Service:*** field displayed.
2.	Enter a class-of-service number, and press ***Return***.	The remaining fields on the first page of menu 7 appear, with the default settings for that class of service (Table 2-1).
3.	Leave the defaults or change the field entries, as needed. At the bottom of the second column, press ***Return***.	The second page of menu 7 appears, with the default settings for that class of service (Table 2-2).
4.	Leave the defaults or change the field entries on the second page of menu 7. When completed, press ***Return***.	The class-of-service fields are saved.

After the class-of-service fields have been assigned to mailboxes, inform subscribers of their class of service and what is allowed and denied. The server does not allow subscribers to exceed their class-of-service limits; it only prompts for those options that are allowed.

Table 2-3 and Table 2-4 show the possible values for the menu 7 fields. The fields are presented in the order in which they appear on the screens. For details about each field, refer to Volume II, Chapter 3.

Table 2-3. Possible Field Entries on the First Page of Menu 7.

Field	Possible Values	Comments
Class of Service:	1 through 64	Designates the COS. Used in menu 8 and in reports. COS 64 is most often reserved for the system manager.
Name:	As desired	Descriptive name for the COS, with 30 characters allowed.
Personal Greeting:	0 – None 1 – One Greeting 2 – Mult. Greetings	Enter ***0*** for no personal greeting, ***1*** to allow each subscriber to record one personal greeting, or ***2*** for two personal greetings (one plays when the extension is busy, the other plays when the extension is not answered). Support of multiple personal greetings depends on the type of PBX or Centrex and on the integration method.
Extended Absence Greeting Allowed:	Y or N	Subscribers can notify callers when they are unavailable for a certain period of time. The extended-absence greeting plays instead of the personal greeting, and callers cannot skip it by pressing the # key. Enter ***Y*** to allow an extended-absence greeting or ***N*** to deny it.
Max Greeting Length (min:sec):	0:00:15 to 0:30:00	Maximum time allowed for a personal greeting. Keep it as short as possible.
Ext. Absence Grtg. Blocks Message:	Y or N	Enter ***Y*** to block messages to mailboxes with extended-absence greetings, or leave the default of ***N*** to allow receipt of messages.
Max Message Length (min:sec):	0:00:15 to 0:30:00	Limits the length of messages sent in voice-mail mode or received in telephone-answering mode. In voice-mail mode, the length is determined by the sender's class of service. Note that this field does not apply to messages in conference mailboxes: message length is set in menu 8.
Max Messages (total):	1 to 135	Determines the number of messages that can be in a mailbox at one time; includes fax, voice, and future-delivery messages.
Max Future Delivery Messages:	1 to 135	Defines the number of future-delivery messages that can reside in a mailbox at one time. Make sure that this entry is less than the total number of messages allowed in a mailbox, or the mailbox might fill up with future-delivery messages.
Days New Messages Kept:	1 to 365 or 999	Specifies the number of days that new messages are kept before being deleted. Enter ***999*** to prevent automatic deletion.

Table 2-3. Possible Field Entries on the First Page of Menu 7 (continued).

Field	Possible Values	Comments
Days Saved Messages Kept:	1 to 365 or 999	Determines the number of days that saved messages are kept before being deleted. Enter ***999*** to prevent automatic deletion.
Number of Mailboxes:	0 to XXX	Displays an automatic count of the number of mailboxes in a class of service. The count depends on the number of mailboxes created and assigned to the specific class of service.
OctelNet Priority Level:	0 – No Access 1 – Standard 2 – Priority	Determines when and how often messages can be transmitted through the network, according to the network delivery schedules defined in menu 15.1. Refer to Volume IV, Chapter 1.
NameNet Entry Type:	0 – Usage-based 1 – Permanent	Usage-based entries can be removed from the NameNet directory automatically when the directory reaches a specified maximum size or if no messages are sent to a usage-based destination within a designated time period. Permanent entries cannot be removed except by the system manager or by the server under certain error conditions. Refer to Volume IV, Chapter 2.
Type of AMIS Networking:	0 – None 1 – Local 2 – Long Dis 3 – Int'l	Leave the default of ***0*** to deny subscribers access to the AMIS network. Enter ***1*** to allow local and private AMIS networking, ***2*** to allow long-distance AMIS networking, or ***3*** to allow international AMIS networking.
Forwarding Control:	Y – User/Sys. Mgr. N – Sys. Mgr. Only	Allows non–networked messages received in one mailbox to be forwarded through the network to another mailbox. Enter ***Y*** for both system manager and subscriber control of forwarding. Leave the default of ***N*** for only system manager control. Messages are sent through the network only once; therefore, messages already sent through the network are not forwarded.
If Forwarded, Return Network Message:	Y or N	If the mailbox is forwarded, a ***Y*** entry allows network messages to be returned to the sender. Leave the default of ***N*** if you want the mailbox to accept network messages, but do not want them to be forwarded.
Send Messages:	0 – Send Not Allowed 1 – System-Wide Allowed 2 – Community Only	Enter ***0*** for mailboxes with this class of service to be receive-only (no message sending). Enter ***1*** to allow system-wide sending or ***2*** to restrict subscribers to messaging within their own communities.
Send Bulletins:	Y or N	A ***Y*** entry allows subscribers to send messages to bulletin mailboxes for distribution to selected subscriber mailboxes. With the default of ***N,*** subscribers cannot send bulletin messages.

Table 2-3. Possible Field Entries on the First Page of Menu 7 (continued).

Field	Possible Values	Comments
Future Delivery up to (days):	0 to 365	If future delivery is allowed, this entry determines how far into the future messages can be sent. Enter ***0*** if future delivery is not allowed.
Fax Messaging Code:	0 – No Fax 1 – Compound Fax 2 – Simple Fax	Determines whether subscribers can receive faxes in their mailboxes. Leave the default of ***0*** for no fax messaging. Enter ***1*** to allow compound fax messages (faxes with voice annotations) or ***2*** to allow simple fax messaging only (no voice annotations).
Max No. of Fax Pages:	0 to 250	Establishes the maximum number of pages that a subscriber can receive in a single fax message. Leave the default of ***0*** for no fax access.

Table 2-4. Possible Field Entries on the Second Page of Menu 7.

Field	Possible Values	Comments
Type of Outcalling:	0 – Not Allowed 1 – On-Premise 2 – Local 3 – Long Distance A – Area Code Grp A B – Area Code Grp B C – Area Code Grp C D – Area Code Grp D E – Area Code Grp E F – Area Code Grp F	Restricts outcalling to the specified telephone numbers and controls where subscribers can print received faxes. Area-code groups are defined in menu 5. Refer to Volume I, Chapter 5, for details about programming menu 5.
Outcall Control:	0 – No User Control 1 – Change Number 2 – Change Schedule 3 – Full User Control	Controls outcall telephone numbers and schedules. Enter ***0*** for total system-manager control, ***1*** for subscriber control of the outcall telephone number, ***2*** for subscriber control of schedules, or ***3*** for subscriber control of both outcall telephone numbers and schedules.
Notification Failure Message:	Y or N	Leave the default of ***Y*** to notify subscribers of unsuccessful outcalls or pages. Enter ***N*** for no subscriber notification.
Access Security:	0 – Disallowed 1 – Allowed	Enter ***1*** to allow subscribers to track possible unauthorized access to their mailboxes. The default of ***0*** disables the feature.

Table 2-4. Possible Field Entries on the Second Page of Menu 7 (continued).

Field	Possible Values	Comments
Days Until Password Change:	1 to 365 or 999	Enter the number of days (***1*** to ***365***) that should pass before subscribers must change their mailbox passwords. Leave the default of ***999*** if no change is required.
Skip Password on Direct Call:	Y or N	The ***N*** default requires a password for subscribers to access their mailboxes at any time. Enter ***Y*** to allow subscribers to access their mailboxes without a password on a direct call.
Limited Caller Access:	Y or N	Enter ***Y*** to prevent callers from accessing other mailboxes. The default of ***N*** allows callers to press ⁎ to access other mailboxes on the same server. This feature applies only to callers who reach a type 0, 51, 53, 54, or 60 mailbox in telephone-answering mode.
Easy Access via Telephone Answering:	Y or N	Enter ***Y*** to allow subscribers to dial their own telephone numbers and press an easy-access key (usually #) to access their mailboxes. The default of ***N*** disables this feature. Up to two easy-access keys can be defined in menu 1.2.
Auto Play:	Y or N	Enter ***Y*** to enable the auto-play feature, which allows messages to be played immediately when subscribers access their mailboxes, the same as if they had entered ***1 1*** at the mailbox Main Menu. The default of ***N*** denies the auto-play feature.
Application Access:	0 – None 1 – Sys. Mgr. Only 2 –User/Sys. Mgr.	If the PowerCall Agent Access feature is enabled, enter ***1*** for subscriber access to predefined application mailboxes or ***2*** for access to application mailboxes selected by either the system manager or the subscriber. The ***0*** default denies application access.
Deletion Warning:	0 – Deletion Warning 1 – No Warning 2 – Hear Msg/Save 3 – Hear Msg/No Save	Enter ***1*** for no warning before messages are automatically deleted; ***2*** for a warning, followed by the message, with the option to resave the message; or ***3*** for a warning, followed by the message, with no option to resave the message. The default of ***0*** allows subscribers to hear deletion warnings that messages were deleted.
Visual Mailbox	Y or N	Enter ***Y*** for subscribers with this class of service to have access to the visual mailbox feature. Leave the default of ***N*** if visual mailbox is not allowed to subscribers with this class of service.

Table 2-4. Possible Field Entries on the Second Page of Menu 7 (continued).

Field	Possible Values	Comments
Max No. of Group Lists:	0 to 15	Specifies the maximum number of personal-group distribution lists that a subscriber can create. Enter ***0*** to deny personal-group lists. For mailbox types that use a contributor list (types 1, 2, 3, and 5), set this entry to at least ***1***.
Number of Destinations per List:	1 to 25	Determines the number of destinations allowed in a single personal-group distribution list.
Access to System Distribution Lists:	Y or N	Enter a ***Y*** to allow a subscriber to send messages to system-distribution-list mailboxes. Enter ***N*** to deny this option.
Msg Locator:	0 – No Message Locator 1 – Locate Messages Sent 2 – Locate Msgs Sent/Rcvd	Subscribers can locate messages sent to or received from a specific mailbox. A ***0*** disallows this feature, ***1*** allows the subscriber to locate messages sent but not messages received, and a ***2*** allows the subscriber to locate messages both sent and received.
Home/Guest Mailboxes Allowed:	Y or N	Enter ***Y*** to allow home/guest mailboxes or ***N*** to deny them. If you are enabling extension mailboxes for type 0 or 51 mailboxes, set this field to ***N***.
Restart Allowed (Types 51, 53, 54):	Y or N	The ***Y*** default allows subscribers with type 51, 53, and 54 mailboxes to press ***5*** to restart a session. ***N*** denies the capability to subscribers with these mailbox types. Type 0 mailbox subscribers are always allowed to restart sessions by pressing ***5***.
Dial-by-Name Enabled:	Y or N	The ***Y*** default allows subscribers to address messages by using the dial-by-name feature. Applies only to type 0, 22, 51, 54, 58, and 60 mailboxes. ***N*** disables the feature.
AT&T Msg Waiting:	Y or N	Use only for AT&T systems with display telephones. A ***Y*** entry allows a message notification to be sent after each new message. Leave the ***N*** default for standard operation. Because this option can substantially increase port use on the server, make sure that only those subscribers who lose message-waiting notification because they receive a large number of Leave-Word-Calling messages from sources other than the server are allowed to use this option.

Table 2-4. Possible Field Entries on the Second Page of Menu 7 (continued).

Field	Possible Values	Comments
Date and Time Playback:	0 – Never 1 – Always 2 – User Control	Controls whether date and time are played before a message. Leave the default of ***0*** for no date-and-time playback. Enter ***1*** for date-and-time automatically played before every message or ***2*** to allow subscribers to control the date-and-time playback. This feature applies to subscriber mailboxes only.
Remove Introduction:	Y or N	Enter ***Y*** to allow subscribers to eliminate multiple introductions for messages they have received and are copying to other subscribers. Subscribers can either leave all introductions or eliminate all of them, except their own introduction, without affecting the original message. Enter ***N*** to prohibit deletion of message introductions.
Call Sender:	0 – Not Allowed 1 – Supervised 2 – Unsupervised	If call sender is allowed, subscribers can press ***8 8*** after reviewing messages to call the senders immediately, if the messages were sent from extensions on the same PBX or Centrex. This feature cannot be used for networked messages. For messages in telephone-answering mode, the ***Sender ID Used for Telephone Answering Messages:*** field in menu 1.1 must be set to ***2 – Calling Party, if known***. Leave the default of ***0*** to prohibit this feature. Enter ***1*** to allow supervised call attempts; if the extension is busy or is not answered, subscribers are returned to their mailboxes. Enter ***2*** for unsupervised call attempts; the server transfers the subscriber and hangs up. If the called party is unavailable, the call follows whatever forwarding has been set for the extension. Support of the call-sender feature depends on the type of PBX/Centrex and the integration method.

3 SETTING UP COMMONLY USED SUBSCRIBER FEATURES

Overview

Before creating subscriber mailboxes, consider which standard and optional features to assign to which subscribers. Some features require creating mailboxes or establishing parameters. Making these decisions before creating subscriber mailboxes saves time in setting up your server.

Use this chapter to set up the following standard and optional features *before* you create subscriber mailboxes. (For information about establishing subscriber mailboxes, refer to Chapter 4.)

- ❑ **Standard Features**
  - ❑ Outcalling
  - ❑ After-hours mailboxes
  - ❑ Alias address
  - ❑ One community with groups
- ❑ **Optional Features**
  - ❑ Additional communities and groups
  - ❑ Bulletin mailboxes
  - ❑ PowerCall Agent access (refer to Chapter 8)
  - ❑ Extension mailbox (refer to Chapter 8)
  - ❑ FaxAgent (refer to Chapter 9)

  Refer to Volume IV for setting up networking and to other chapters in this volume for procedures to set up the preceding optional features.

Determining Options Available

Several fields in menus 7 and 8 pertain to optional features that are not always available on all servers. Determine which optional features are installed on your server, as follows:

Step	Action	Result
1.	From the SMT Main Menu, enter ***13***. Press ***Return***.	Menu 13 – System Maintenance appears.
2.	Enter ***7,*** and press ***Return***.	Menu 13.7 appears, listing available optional features on two screens, as shown in Figure 3-1.
3.	View the list and make sure that a ***Y*** precedes the desired feature or features.	If a ***Y*** does not precede a feature that was purchased, call your Octel or distributor support representative to have the feature enabled.

```
23 May 97    08:49:30AM  ACME WIDGET                                    OCTEL#1
VPMOD Serial # ........ 1234              Software Release ...Aria 02.00.31–1
Network Serial #....... 1234              System Type.....................250
Y    8  – Bulletin Mailbox                Y    9  – CSA
Y    10 – InterMail                       Y    12 – PowerCall Agent Access
Y    15 – Follow–Me–Forward               Y    16 – Call Detail Recording
Y    17 – Database Retrieval              Y    22 – Forms Mailbox
Y    23 – Monitor Mailbox                 Y    32 – General Line Types
Y    33 – Set Emulation                   Y    34 – RS232 Integrations
Y    35 – In–band Integrations                 36 – ROLM Limited
     37 – Siemens Limited                      38 – 72 Port Option
Y    40 – Information Processing          Y    42 – Hotel/Motel
Y    43 – DTMF Forms Mailbox              Y    44 – Networking
Y    45 – Enhanced Call Processing        Y    46 – Ability to Reset Passwords
Y    48 – Information Center Mailboxes    Y    49 – AMIS Analog Networking
Y    51 – Octel Index I                   Y    52 – Octel Index II
Y    55 – Conference Mailbox              Y    56 – Fax Processing
Y    57 – Announcement Mailbox                 58 – ACP Integrations
     59 – ACP MTA                         Y    60 – Skip Password
Y    62 – Centralized Network Management  Y    65 – ANI Integrations
Y    66 – Fax Delivery Mailbox            Y    67 – Global Message Redundancy
                                                          –continued–
```

(a) First Screen of Menu 13.7.

```
23 May 97    08:49:30AM  ACME WIDGET                                    OCTEL#1
VPMOD Serial # ........ 1234              Software Release ...Aria 02.00.31–1
Network Serial #....... 1234              System Type.....................250
Y    68 – Extension Mailbox               Y    73 – Connectivity
Y    74 – Digital Networking                   75 – Octel Admin
Y    77 – System Backup & Restore



Press any key to return to option selection:
```

(b) Second Screen of Menu 13.7.

Figure 3-1. Example of Menu 13.7, Display Software Features Installed.

The availability of some standard and optional features is also determined by the type of mailbox assigned to a subscriber. Refer to Chapter 4 for a list of features available for each subscriber-mailbox type.

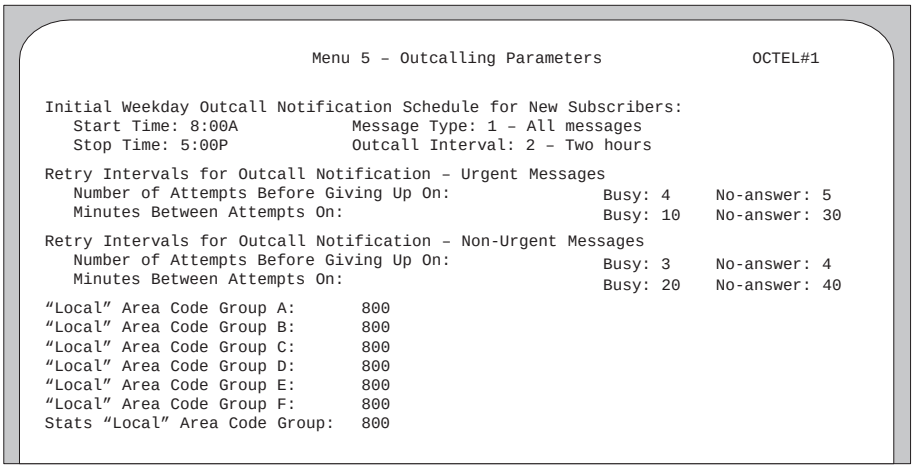
Establishing Outcalling

The server can place outcalls to designated telephone numbers to notify subscribers of new messages. The following are important points about outcalling:

- ❑ If allowed by their classes of service, subscribers can establish or change outcalling parameters, according to their needs.
- ❑ Subscribers with outcalling allowed can turn outcall notification on and off through their subscriber interface. When a mailbox is created, outcall notification always defaults to off. To activate outcall notification, subscribers follow the prompts in their Personal Options menu for type 0 or 51 mailboxes or in their Mailbox Features menu for type 53 or 54 mailboxes.
- ❑ System managers can establish initial outcalling parameters for subscribers in the ***Initialize Outcalling:*** and ***Init. Outcall No.:*** fields in menu 8. Subscribers who have outcall control can override these initial parameters.
- ❑ System managers can set up area-code-restriction tables to control which area codes a subscriber can use for outcalling.

Set up outcalling on the server, as follows:

Step	Action	Reference
1.	Access menu 5.1, shown in Figure 3-2, and establish the initial outcalling parameters. Use the defaults or change them to fit your needs.	Volume II, Chapter 2.
2.	Access menu 6.1 and establish dialing sequences for outcalling and paging.	Volume II, Chapter 2.
3.	Access menu 7 and enter the appropriate value in the ***Type of Outcalling:*** field and the ***Outcall Control:*** field for each subscriber class of service.	Chapter 2, Table 2-3 and Table 2-4.
4.	Access menu 4 and assign ports for outcalling.	Volume I, Chapter 5.
5.	Access menu 5.3 and set up restriction tables for local area codes.	Volume II, Chapter 2.
6.	Access menu 5.3 and set up restriction tables for area codes outside the local area code.	Volume II, Chapter 2.
7.	Access menu 5.4 and remove area code restriction tables, as necessary.	Volume II, Chapter 2.
8.	Access menu 5.5 and list the area-code-restriction tables, as necessary	Volume II, Chapter 2.



```
                          Menu 5 – Outcalling Parameters              OCTEL#1

Initial Weekday Outcall Notification Schedule for New Subscribers:
   Start Time: 8:00A           Message Type: 1 – All messages
   Stop Time: 5:00P            Outcall Interval: 2 – Two hours

Retry Intervals for Outcall Notification – Urgent Messages
   Number of Attempts Before Giving Up On:              Busy: 4    No-answer: 5
   Minutes Between Attempts On:                         Busy: 10   No-answer: 30

Retry Intervals for Outcall Notification – Non-Urgent Messages
   Number of Attempts Before Giving Up On:              Busy: 3    No-answer: 4
   Minutes Between Attempts On:                         Busy: 20   No-answer: 40

"Local" Area Code Group A:       800
"Local" Area Code Group B:       800
"Local" Area Code Group C:       800
"Local" Area Code Group D:       800
"Local" Area Code Group E:       800
"Local" Area Code Group F:       800
Stats "Local" Area Code Group:   800
```

Figure 3-2. Example of Menu 5.1 – Outcalling Parameters, Showing Default Values.

Setting Up After-Hours Mailboxes

Callers who press ***0*** when an attendant is not available are routed to after-hours mailboxes. The following are important points about after-hours mailboxes:

- ❏ You can define after-hours mailboxes at mailbox, group, or community levels or at any combination of these.
  - ❏ The server searches for a defined after-hours mailbox in a specific order, starting with the mailbox profile. If none is found and the mailbox belongs to a group, it checks the group profile for an after-hours mailbox. If none exists at the group level, it checks the community. If no after-hours mailbox is found at the mailbox, group, or community level, the server sends the caller to the general message mailbox, if one is assigned.
  - ❏ If there is no general message mailbox, the caller is prompted to disconnect, leave a message for another subscriber, or leave a message for the original subscriber.
- ❏ To route callers to an extension number, use a type 34 transfer mailbox as the after-hours mailbox. In the menu 8 profile for the type 34 mailbox, specify the extension to which callers should be transferred.
- ❏ After-hours mailboxes are typically type 0, 31, 32, 33, or 34 mailboxes.

Determine the type of mailbox to use as an after-hours mailbox, as follows:

If you want callers to . . .	Then use a . . .
Simply hear a greeting and leave a message	Type 0 voice messaging mailbox
Select from a menu of mailboxes or extensions	Type 31, 32, or 33 ECP mailbox
Reach a particular extension (such as the security desk or night chimes	Type 34 transfer mailbox by itself or as a choice on an ECP mailbox menu

Using a Type 0 Mailbox as an After-Hours Mailbox

To use a type 0 mailbox as the after-hours mailbox, follow the steps in Chapter 4 to create the mailbox. Make sure that you leave the ***After Hours Mailbox:*** field blank; an after-hours mailbox *should not have* another after-hours mailbox assigned to it, or the first one will always be bypassed.

Creating an ECP Mailbox as an After-Hours Mailbox

Use an ECP mailbox as the after-hours mailbox to provide a menu of mailbox or extension choices. ECP after-hours mailboxes have the following characteristics:

- A type 31, 32, or 33 ECP mailbox can be configured to offer a caller up to nine single-digit choices. Each menu option routes callers to a specified mailbox on the server or to a specified extension on the PBX or Centrex. ECP menus can be nested.
- A type 32 ECP mailbox offers an additional option: callers can dial a specific extension number, to which they are transferred.
- A type 33 ECP mailbox also offers an additional option; callers can dial a specific mailbox number, to which they are transferred.

Create an ECP after-hours mailbox, as follows:

Step	Action	Result
1.	Access menu 8 from the SMT Main Menu.	Menu 8 – Add Mailbox appears, with only the ***Mailbox Number:*** and ***Mailbox Type*:** fields displayed.
2.	Enter the number for the ECP mailbox to be added, and press ***Return***.	The default of 0 – Voice Messaging appears in the ***Mailbox Type:*** field.
3.	Enter ***31, 32,*** or ***33***, and press ***Return***.	The mailbox-type number and description appears in the field, followed by the remaining fields, similar to the screen shown in Figure 3-3.
4.	Enter the remaining data in the applicable fields, and press ***Return***.	The mailbox is created.

To initialize and customize the ECP mailbox, refer to Volume II, Chapter 10.

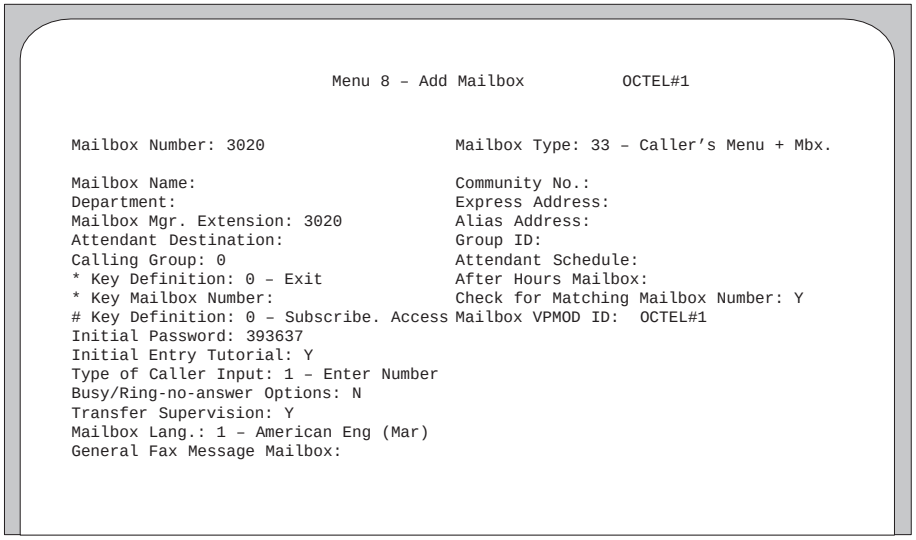


Figure 3-3. Example of Menu 8 – Add Mailbox for a Type 33 ECP Mailbox.

Table 3-1 lists the fields that are unique or relevant to an ECP mailbox. For information about other fields, refer to Chapter 4.

Table 3-1. Relevant ECP Mailbox Parameters, Established in Menu 8.

Field	Default Value	Possible Values	Comments
∗ Key Definition:	0 – Exit	0 – Exit 1 – Ignore 2 – Mailbox Number	The default of ***0*** allows callers to press ∗ to exit the ECP mailbox and dial another mailbox number. Enter ***1*** to prevent callers from accessing other mailboxes. Enter ***2*** to send callers to a specific mailbox when they press ∗. If ***2*** is entered, the ∗ ***Key Mailbox Number:*** field must be completed.
∗ Key Mailbox Number:	. . .	Mailbox number	You must enter ***2*** in the ∗ ***Key Definition***: field for this field to accept an entry, which must be an existing mailbox. Callers pressing ∗ are immediately sent to this mailbox.
# Key Definition:	0 – Subscriber Access	0 – Subscriber Access 1 – Ignore	Leave the ***0*** default to allow callers to press ***#*** during the mailbox greeting to access their own subscriber mailboxes. Enter ***1*** to prevent callers from reaching their subscriber mailboxes when they press ***#***.
Type of Caller Input:	1 – Enter Number	1 – Enter Number 2 – Spell Name	A type 32 mailbox allows callers to dial a specific extension (type 32); a type 33 mailbox allows callers to dial a specific mailbox. Enter ***1*** if most callers will know the number of the extension (type 32) or mailbox (type 33) they are calling. Enter ***2*** for callers to spell the name of the party (type 32) or enter the mailbox number (type 33) they are trying to reach. These two entries are mutually exclusive. This field does not apply to type 31 mailboxes.
Busy/Ring-no-answer Options:	N	Y or N	Applies to transfers from a type 31, 32, or 33 mailbox to extensions on the switch. Transfer supervision is required. Enter ***Y*** to prompt callers who receive a busy or ring-no-answer signal for one of the following choices: enter another extension, disconnect, press ***0*** for assistance, or leave a message in the extension's mailbox. The ***N*** default notifies callers of the status of the extension, then routes them to directly to the extension's mailbox when the extension is busy or is not answered.

Table 3-1. Relevant ECP Mailbox Parameters, Established in Menu 8 (continued).

Field	Default Value	Possible Values	Comments
Transfer Supervision:	Y	Y or N	Leave the ***Y*** default for the server to supervise call transfers from the mailbox. The server monitors the line and, if the extension is busy or is not answered, reconnects with the caller. The caller is notified of the status of the extension. Then, the server routes the caller to the extension's mailbox or offers options, depending on the entry in the ***Busy/ring-no-answer Options:*** field.
General Fax Message Mailbox:	. . .	Type 45 mailbox number	Enter the number of a type 45 mailbox. When callers do not enter an extension or mailbox number before pressing the start key on the fax machine, the server detects fax tones and transfers the call to the type 45 mailbox. Leave the field blank for fax calls to be transferred to the primary general fax-message mailbox defined in menu 1.2.
Check for Matching Mailbox Number:	Y	Y or N	Applies to mailbox types 31, 32, 33. Leave the default of ***Y*** for the server to match the number entered by the caller with an existing mailbox and then transfer the caller to the number specified in the ***Subscriber's Extension:*** field in the mailbox profile. If no matching mailbox is found and the ***Verify Extension Number:*** field in menu 2 is set to ***N***, the caller input is dialed. If no matching mailbox is found and the ***Verify Extension Number:*** field is set to ***Y***, the input is considered invalid and an error message plays.

Using a Type 34 Transfer Mailbox as an After-Hours Mailbox

Refer to Volume II, Chapter 2, for details about transfer mailboxes.

Establish a transfer mailbox to route after-hours callers to an extension on the PBX or Centrex. The extension could be for a security guard, a customer-support group, night chimes, or any other valid extension.

The type 34 transfer mailbox has the following characteristics:

- ❑ It routes incoming calls immediately to a predetermined destination—either an extension or a mailbox—without input from the caller.
- ❑ The mailbox manager can record a personal greeting that plays to callers before they are transferred.
- ❑ You determine the call destination when you create the mailbox in menu 8.

Figure 3-4 is an example of menu 8 for a type 34 mailbox.

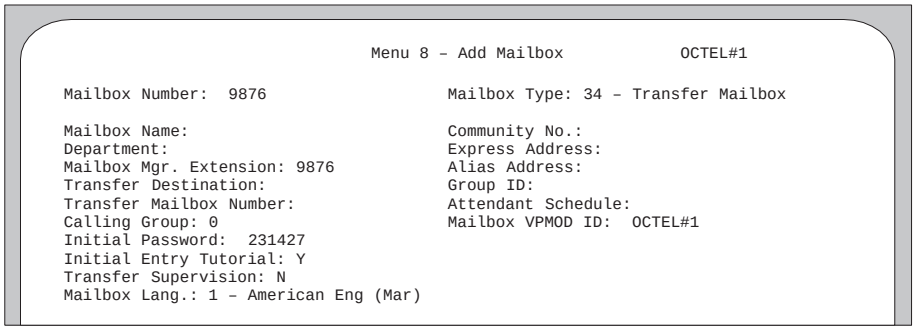


Figure 3-4. Example of Menu 8 – Add Mailbox for a Type 34 Mailbox.

Create a type 34 transfer mailbox, as follows:

Step	Action	Result
1.	Access menu 8 from the SMT Main Menu.	Menu 8 – Add Mailbox appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	Enter the number for the transfer mailbox to be added, and press ***Return***.	The default of 0 – Voice Messaging appears in the ***Mailbox Type:*** field.
3.	Enter ***34***, and press ***Return***.	The mailbox-type number and description appears in the field, followed by the remaining fields.
4.	Enter data in the applicable fields, as indicated in Table 3-2, and press ***Return***.	The transfer mailbox is created.

Table 3-2. Relevant Type 34 Mailbox Parameters, Established in Menu 8.

Field	Default Value	Possible Values	Comments
Mailbox Number:	. . .	Unique number	The number of digits is set in menu 0. Mailbox numbers cannot start with a zero.
Mailbox Type:	0	34	Enter ***34,*** and press ***Return***. The mailbox-type number and description appears, followed by the remaining fields.
Mailbox Name:	. . .	2–20 unique characters	Identifying name for the mailbox, usually the last name of the subscriber, a comma, then the first name of the subscriber. Identifies the mailbox when the dial-by-name feature is used.
Department:	. . .	Up to 7 alphanumeric characters	Name of department to which the mailbox belongs. Used for sorting in reports.
Mailbox Mgr. Extension:	Extension number same as mailbox number	Extension number up to 10 digits long	Extension of the person assigned to initialize and configure the mailbox.
Transfer Destination:	. . .	Extension number or attendant number 1–30	Allows server to route calls to an extension. Leave blank if destination is a mailbox. If entry is an invalid number, the server politely disconnects the caller.
Transfer Mailbox Number:	. . .	Mailbox number	Allows server to route calls to a mailbox. Leave blank if destination is an extension. If entry is an invalid number, the server politely disconnects the caller.
Calling Group:	0	0–999	Enter the number for the specific calling group to which the mailbox belongs. To reach this mailbox through a type 29–33 mailbox, the calling group assigned to both mailboxes must match. Leave the ***0*** default for no calling restriction.
Initial Password:	Temporary, randomly generated, 6 digits	Manual entry up to 15 digits long	Record the temporary password to give to the mailbox manager.

Table 3-2. Relevant Type 34 Mailbox Parameters, Established in Menu 8 (continued).

Field	Default Value	Possible Values	Comments
Initial EntryTutorial:	Y	Y or N	Guides mailbox manager in establishing a personal password and recording a name and personal greeting.
Transfer Supervision:	N	Y or N	Leave the default of ***N*** for unsupervised transfers; the port is immediately cleared for another call after the transfer. If set to ***Y***, all transfers to extensions are supervised; the server monitors the line and, if the extension is busy or is not answered, reconnects with the caller. The caller is notified "That extension is busy/does not answer. Please try again later."
Mailbox Lang			
(unilingual system)	Installed language	. . .	Defaults to installed language and cannot be changed.
(bilingual/multilingual system)	. . .	One of the installed languages	Determines the language used for subscriber prompts for this mailbox. For bilingual/multilingual systems, view menu 13.10 for supported languages and enter the number associated with the desired language.
Community No.:	. . .	Up to 10 digits	Enter a number only if a community was configured in menu 1.3.1 and the mailbox being created belongs to that community.
Express Address:	Express address number	Any valid express address number	An alternate, unique mailbox address within a community only. Automatically generated when there is an entry in the ***Community No.:*** field and an express address numbering scheme is defined for the community in menu 1.3.1. Can change to a different number, if desired.
Alias Address:	. . .	3–10 digits	An alternate address for a mailbox. Not restricted to a community. Length can vary from mailbox to mailbox. Must be a unique number; cannot duplicate any mailbox number, network address, or other alias address. Cannot begin with a zero.

Table 3-2. Relevant Type 34 Mailbox Parameters, Established in Menu 8 (continued).

Field	Default Value	Possible Values	Comments
Group ID:	. . .	1–10	Enter the number of the group to which this mailbox belongs *only* if ***Community No.:*** field has an entry. A group is associated with a specific community in menu 1.3.1. An entry is optional.
Attendant Schedule:	. . .	1–4000	Schedule number assigned to the attendant for this mailbox. Schedule determines when an attendant is available to assist callers who press ***0*** while in the mailbox. The schedule must be defined in menu 2.1 before it can be entered in this field.

Initializing and Customizing the After-Hours Mailbox

Whether using a subscriber mailbox, an ECP mailbox, or a transfer mailbox for the after-hours mailbox, the mailbox manager must access all destination mailboxes and initialize them, as follows:

Step	Action	Result
1.	From a touch-tone telephone, dial the access number for the server. When the server answers, press *#*.	You are prompted to enter your mailbox number.
2.	Enter the mailbox number, followed by the initial password.	If the ***Initial Entry Tutorial:*** field was set to ***Y*** when the mailbox was created, you are prompted to change the password. Otherwise, you hear the Main Menu prompt.
3.	Enter a new password, followed by *#*. (If you are not in the tutorial, you need to first access the Passwords menu. Refer to your Octel *User Reference Manual*.) Make sure that you write down the new password.	If you are in the tutorial, you are prompted to record a greeting and a recorded name for the mailbox. If not, you are returned to the Main Menu.
4.	Record a greeting and name. (If you are not in the tutorial, you will need to first access the Greetings menu. Refer to your Octel *User Reference Manual*.)	The mailbox is initialized.

Defining Alias Addresses

An alias address is an alternate address for a mailbox. One application for alias addresses is to provide mailbox addresses that match both a public telephone number and a private network-dialing plan. The system manager can establish alias addresses when creating subscriber mailboxes in menu 8 or changing them in menu 9.1 (refer to Chapter 4).

Consider the following when planning alias addresses:

- ❏ The number must be unique to the server; it cannot duplicate any full mailbox number, network address, or other alias address.
- ❏ It can be from 3 to 10 digits long, with the length varying from mailbox to mailbox.
- ❏ It can be assigned when a mailbox is created in menu 8 or changed in menu 9.1 (refer to Chapter 4).

Establishing Communities and Groups

Use the fields in menu 1.3.1 to determine the features allowed to subscribers in the community being established. You can establish a single community using standard server features. If more communities are needed, you must have the optional Octel Index I or II installed. Refer to Volume II, Chapter 12 for details about Octel Index.

Before you establish a community, refer to Volume II, Chapter 12 for things to consider. Establish a community, as follows:

Step	Action	Reference
1.	In menu 1.3.1, enter the community number, then the name. Leave the other fields blank at this time. Return to the Main Menu.	Figure 3-5 and Table 3-3.
2.	Access menu 2.1 and create or update the attendant schedules. An attendant schedule must be defined before you assign it to a mailbox in menu 8.	Volume I, Chapter 5.
3.	Access menu 8 and create any bulletin mailboxes that are to be assigned to the community or groups. (This feature is optional. Verify that it is available on your server by viewing menu 13.7.)	“Setting Up Bulletin Mailboxes” section, page 3-20.
4.	Access menu 8 again to create any after-hours mailboxes to be assigned to the community or groups. Make sure to write down all temporary passwords.	“Setting Up After-Hours Mailboxes” section, page 3-4.
5.	Dial the server to access and initialize the mailboxes created in steps 3 and 4. Make sure that you write down all new passwords.	“Initializing and Customizing the After-Hours Mailbox” section, page 3-12.
6.	Establish whether the community has access to network nodes and to which nodes the community has access.	Volume IV, Chapter 1.
7.	Return to menu 1.3.1 and enter data in the remaining, applicable fields.	Figure 3-5 and Table 3-3.
8.	Press ***Return*** to continue to the second screen of menu 1.3.1. Enter data in the group fields, as required.	Figure 3-6 and Table 3-4.
9.	Access menu 9.1 for the bulletin mailboxes and after-hours mailboxes created in steps 3 and 4. For each, assign community and group numbers.	. . .

Step	Action	Reference
10.	Create voice-messaging mailboxes in menu 8, and assign them to the community created in menu 1.3.1.	Chapter 4.
11.	If subscribers in the community are to be allowed to send and receive faxes, create a community fax cover sheet and establish fax-printing parameters in menu 1.4.	Chapter 10.

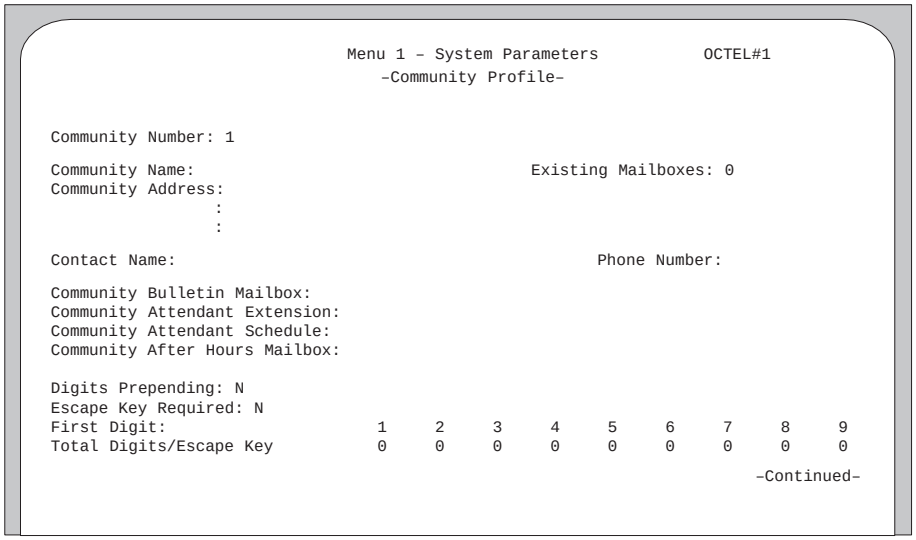


Figure 3-5. First Screen of Menu 1.3.1, Community Profile.

Table 3-3. Community Parameters Established in Menu 1.3.1.

Field	Possible Values	Comments
Community Number:	Number up to 10 digits long	Standard software allows only one community; Octel Index I allows 10 communities; Octel Index II allows 4000 communities. (Octel Index I and II are optional features.) A community cannot be numbered zero.
Community Name:	3–20 alphanumeric characters	Identifies a community uniquely. An entry in this field is mandatory.
Existing Mailboxes:	Number of existing mailboxes in community	A read-only field; the server displays the number of mailboxes assigned to this community. The entry changes automatically as mailboxes are added to or deleted from the community.
Community Address:	3 lines, 25 characters per line	Contains address of the community. Entry is optional.
Contact Name:	Up to 25 characters	Name of contact person for community information. Entry is optional.
Phone Number:	Telephone number or extension, up to 13 digits long	The extension or telephone number of the contact person. An entry is optional.
Community Bulletin Mailbox:	Bulletin mailbox number	Enter the number of the type 4 mailbox used to send bulletin-broadcast messages to members of the community. The type 4 mailbox must be created in menu 8 before entering the number in this field. An entry is optional.
Community Attendant Extension:	Extension number up to 10 digits long	Enter a number to which callers are transferred when they press ***0*** for assistance. This attendant is used when no attendant is defined in the mailbox or group profiles. An entry is optional. The server first checks the mailbox, then the group, and then the community for an attendant extension.
Community Attendant Schedule:	1–4000	Enter the number of the schedule that determines the time of day when an attendant is available. An entry is optional, unless the ***Community Attendant Extension:*** field is filled in. An attendant schedule must be defined in menu 2.1 before it can be entered in this field. The server first checks the mailbox, then the group, and then the community for an attendant schedule.

Table 3-3. Community Parameters Established in Menu 1.3.1 (continued).

Field	Possible Values	Comments
Community After Hours Mailbox:	Mailbox number up to 10 digits long	Destination to which server transfers callers when they press ***0*** for assistance and an attendant is not available. An entry is optional. This mailbox is reached if no after-hours mailbox is defined in the mailbox or group profiles. Refer to the "Setting Up After-Hours Mailboxes" section, page 3-4.
Digits Prepending:	Y or N	For servers with a 10-digit mailbox-numbering plan, the prepended-addressing feature simplifies message addressing. With this feature, the server precedes the recipient's mailbox address with the leading digits of the sender's mailbox address. Refer to Volume II, Chapter 12 for more information about prepended addressing. Enter ***Y*** to enable digits prepending. Leave the default ***N*** to disable digits prepending.
Escape Key Required:	Y or N	Enter ***Y*** to require an escape key to exit the community and access out-of-community mailboxes. Leave the ***N*** default for no escape key. An escape key allows faster addressing for mailboxes outside the community.
First Digit:	1 through 9, preset	These nine values are the first digits of express addresses; they cannot be changed. Use these values to specify an express-addressing scheme. Refer to the ***Total Digits/Escape Key:*** field.
Total Digits/Escape Key:	0, X, 3–7	Enter a value under each digit in the ***First Digit:*** field. Leave the default ***0*** if that number is not to be used as the first digit of an express address. To specify an express address, enter a number from ***3*** through ***7*** under the first digit, indicating the total number of digits in that express address. If the ***Escape Key Required:*** field is set to ***Y***, enter an ***X*** to specify which number key is to be used as the escape key. (Only one escape key is allowed.) For details, refer to Volume II, Chapter 12.

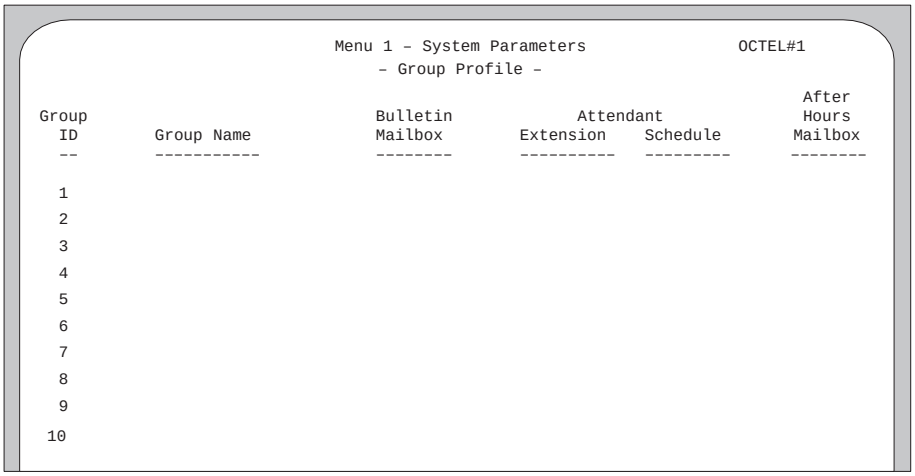


Figure 3-6. Second Screen of Menu 1.3.1, Group Profile .

Table 3-4. Group-Profile Parameters Established in Menu 1.3.1.

Column	Possible Values	Comments
Group ID	1–10, preset	Lists numbers that identify the 10 possible groups in a community. Cannot be changed.
Group Name	3–20 characters	Identifies the group with a unique name. If the other columns in this group contain entries, a name in this column is required.
Bulletin Mailbox	Type 4 mailbox number	Create a type 4 mailbox in menu 8 before its number can be entered in this column. An entry is optional. Bulletin messages play to all applicable mailboxes within the community.
Attendant		
Extension	Extension number up to 10 digits long	Extension of person assigned to answer calls when callers press ***0*** for assistance. This attendant is used when one is not defined in the menu 8 profile for a mailbox in this group. An entry is optional. The server first checks the mailbox, then the group, and then the community for an attendant schedule.
Schedule	1–4000	Number of the attendant schedule that determines the time of day when a group attendant is available. An entry is optional, unless the ***Attendant Extension*** column contains an entry. An attendant schedule must first be defined in menu 2.1 before it can be entered in this field. The server first checks the mailbox, then the group, and then the community for an attendant schedule.
After Hours Mailbox	Mailbox number up to 10 digits long	Destination to which callers are transferred when they they press ***0*** and an attendant is unavailable. This mailbox is used if no after-hours mailbox is defined in the profile of a mailbox belonging to this group. Also, callers who do not respond in the time allotted while in an ECP or automated-attendant mailbox are transferred to this destination. An entry is optional.

Change a community number as follows:

Step	Action	Result
1.	From the Main Menu, access menu 1.	Menu 1 – System Parameters appears on the screen.
2.	From menu 1, select option 3.	Menu 1.3, Community/Group, appears. (This menu is displayed only if Octel Index I or II is enabled.)
3.	From menu 1.3, choose ***2 – Change a Community Number***.	Menu 1.3.2, Change a Community Number, appears on the screen, with only the ***Community Number to be Changed:*** field displayed.
4.	Enter the community number to be changed.	The remaining fields appear, with the community name filled in, as shown in Figure 3-7.
5.	In the ***New Community Number:*** field, enter the new number for the existing community.	A confirmation prompt appears at the bottom of the screen.
6.	Press ***Y*** to confirm the change or ***N*** to cancel the change.	The server executes the change.

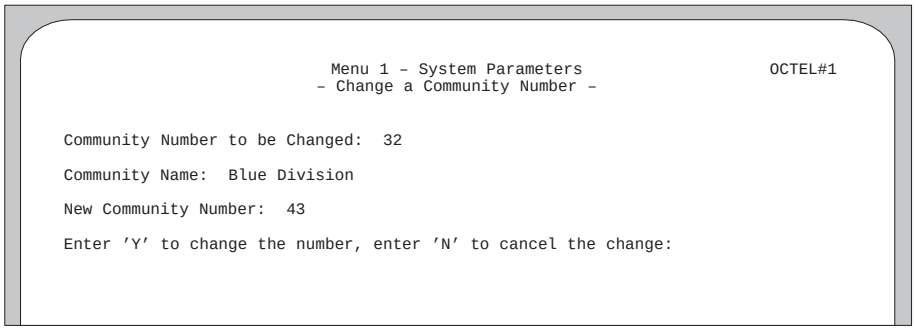


Figure 3-7. Menu 1.3.2, Change Community Number.

Setting Up Bulletin Mailboxes

The optional bulletin-broadcast feature uses a type 4 bulletin mailbox to distribute information to a large number of subscribers. Refer to Volume II, Chapter 5 for details about bulletin mailboxes.

Establish the bulletin broadcast feature, as follows:

Step	Action	Reference
1.	View menu 13.7 to ensure that the bulletin mailbox feature is enabled.	"Determining Options Available" section, page 3-2.
2.	In the ***Send Bulletins:*** field of menu 7, enter a ***Y*** to allow subscribers with this class of service to send bulletin messages to bulletin mailboxes.	Chapter 2.
3.	Create a separate class of service in menu 7 to assign to bulletin mailboxes only. Allow a maximum of 20 messages and 4 or 5 days for saving them.	Chapter 2.
4.	Create the required number of bulletin mailboxes, using menu 8. If you are assigning the bulletin mailbox to a community, enter the number of the community in the ***Community No.:*** field. (The community must have been created before it can be assigned.)	Figure 3-8 and Table 3-5. For information about creating communities, refer to the "Establishing Communities and Groups" section, page 3-14. For information about using menu 8, refer to Chapter 4.
5.	In menu 8 (or menu 9.1 for existing mailboxes) for each subscriber profile, specify up to five bulletin mailboxes from which the subscriber will receive bulletin messages.	Refer to Chapter 4.

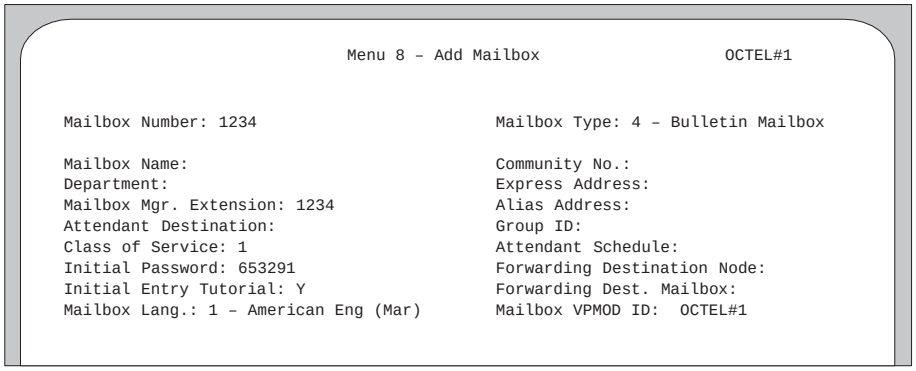


Figure 3-8. Example of Menu 8 – Add Mailbox for a Type 4 – Bulletin Mailbox.

Table 3-5. Menu 8 Parameters for a Type 4 Bulletin Mailbox.

Field	Default Value	Possible Values	Comments
Mailbox Number:	. . .	Unique number	The number of digits is set in menu 0. A mailbox number cannot start with a zero.
Mailbox Type:	0 – Voice Messaging	4	***4 – Bulletin Mailbox*** appears in the ***Mailbox Type:*** field; the remaining menu 8 fields also appear.
Mailbox Name:	. . .	2–20 unique characters	Identifying name for the mailbox; for example, Bulletin1 for the first type 4 mailbox, Bulletin2 for the second, and so forth.
Department:	. . .	Up to 7 alphanumeric characters	Name of department to which mailbox belongs. Used for sorting in reports.
Mailbox Mgr. Extension:	Extension number same as mailbox number	Extension number	Extension number of person assigned to initialize and configure the mailbox.
Attendant Destination:	. . .	Extension number or attendant number 1–30	Enter the extension to which callers who press ***0*** for assistance are transferred. Enter an attendant number if an appropriate one is defined in the attendant schedule assigned to this mailbox.
Class of Service:	1	1–63	Class-of-service 64 is usually reserved for the system manager.
Initial Password:	Temporary, randomly generated, 6 digits	Manual entry up to 15 digits long	Make sure that you record the temporary password to give to the mailbox manager.
Initial Entry Tutorial:	Y	Y or N	Guides mailbox manager in establishing a personal password and recording a name and personal greeting.
Mailbox Lang.:			
(unilingual system)	Installed language	. . .	Defaults to installed language and cannot be changed.
(bilingual/ multilingual systems)	. . .	One of the installed languages	Determines the language used for subscriber prompts for this mailbox. For bilingual/multilingual servers, view menu 13.10 for supported languages and enter the number associated with the desired language.

Table 3-5. Menu 8 Parameters for a Type 4 Bulletin Mailbox (continued).

Field	Default Value	Possible Values	Comments
Community No.:	. . .	Up to 10 digits	Enter number only if the community was configured in menu 1.3.1 and the mailbox being created belongs to that community. Bulletins assigned to a community can be sent only to subscribers in the same community. Leave blank for no community assignment.
Express Address:	. . .	Any valid express address	Alternate, unique mailbox address within a community only. Automatically generated when there is an entry in the ***Community No.:*** field and express address is defined in menu 1.3.1 for this community. Can change to a different number, if desired.
Alias Address:	. . .	3–10 digit address	An alternate address for a mailbox. Length can vary from mailbox to mailbox. Must be a unique number; not duplicating any mailbox number, network address, or other alias address. Cannot begin with a zero. Not restricted to a community, unlike express addresses.
Group ID:	. . .	1–10	Enter the number of the group to which this mailbox belongs, only if the ***Community No.:*** field has an entry. A group is associated with a specific community in menu 1.3.1. An entry is optional.
Attendant Schedule:	. . .	1–4000	Schedule number assigned to the attendant for this mailbox. Determines when an attendant is available to assist callers who press ***0***. An attendant schedule must be defined in menu 2.1 before it can be entered in this field.
Forwarding Destination Node:	. . .	1–999	Destination-node number to which messages are forwarded through the network.
Forwarding Dest. Mailbox:	. . .	Mailbox number	Number of mailbox on node specified in the ***Forwarding Destination Node:*** field to which messages are forwarded.
Mailbox VPMOD ID:	Name entered in menu 1.1	. . .	Automatically entered if ***VPMOD ID*** is defined in menu 1.1. Identifies the server on which the mailbox resides. This name also appears in the upper right corner of each SMT screen. Can be changed only from menu 1.1.

4 SETTING UP AND CHANGING SUBSCRIBER MAILBOXES

Overview

The following subscriber mailbox types are assigned to individuals for voice messaging:

- ❑ 0 – Voice messaging
- ❑ 22 – Hotel front desk
- ❑ 51 – Voice messaging – A
- ❑ 53 – Telephone answering, simplified
- ❑ 54 – Voice messaging, simplified
- ❑ 60 – Monitored

System managers create, change, and delete subscriber mailboxes from the following menus on the system manager terminal (SMT):

- ❑ Menu 8 – Add Mailbox
- ❑ Menu 9 – Change Mailbox
- ❑ Menu 10 – Delete Mailbox

Feature Availability by Subscriber-Mailbox Type

The availability of certain subscriber features depends on the mailbox type. Table 4-1, Table 4-2, and Table 4-3 list the standard and optional features available for the various types of subscriber mailboxes. Use this table as a reference when establishing subscriber mailboxes and assigning classes of service.

Table 4-1. Voice-Messaging-Mailbox Features Controlled by Class of Service.

Features	Features Available for Each Mailbox Type					
	0 – Voice Messaging	22 – Hotel Front Desk	51 – Voice Messaging – A	53 – Simplified Telephone Answering	54 – Simplified Voice Messaging	60 – Monitored Mailbox
Access security	Yes	Yes	Yes	Yes	Yes	Yes
Access to system lists	Yes	Yes	Yes	No	Yes	Yes
Application access	Yes	Yes	Yes	Yes	Yes	Yes
AMIS analog networking	Yes	Yes	Yes	Receive only	Yes	Yes
Auto play	Yes	Yes	Yes	Yes	Yes	Yes
Call sender	Yes	Yes	Yes	Yes	Yes	Yes
Date and time playback	Yes	Yes	Yes	Yes	Yes	Yes
Deletion-warning notification	Yes	Yes	Yes	Yes	Yes	Yes
Dial-by-name	Yes	Yes	Yes	No	Yes	Yes
Extended-absence greetings	Yes	Yes	Yes	No	No	Yes
FaxAgent	Yes	Yes	Yes	No	No	Yes
Home/guest mailboxes	Yes	Yes	Yes	No	No	Yes
Locate messages	Yes	Yes	Yes	No	No	Yes
Mailbox forwarding	Yes	Yes	Yes	Yes	Yes	Yes
Multiple personal greetings	Yes	Yes	Yes	Yes	Yes	Yes

Table 4-1. Voice-Messaging-Mailbox Features Controlled by Class of Service (continued).

Features	Features Available for Each Mailbox Type					
	0 – Voice Messaging	22 – Hotel Front Desk	51 – Voice Messaging – A	53 – Simplified Telephone Answering	54 – Simplified Voice Messaging	60 – Monitored Mailbox
OctelNet networking	Yes	Yes	Yes	Receive only	Yes	Yes
Outcall-failure notification	Yes	Yes	Yes	Yes	Yes	Yes
Outcallings	Yes	Yes	Yes	Yes	Yes	Yes
Outcall to pager	Yes	Yes	Yes	Yes	Yes	Yes
Periodic password change	Yes	Yes	Yes	Yes	Yes	No
Personal Greetings	Yes	Yes	Yes	Yes	Yes	Yes
Personal group distribution lists	Yes	Yes	Yes	No	Yes	Yes
PowerCall Agent access options	Yes	Yes	Yes	Yes	Yes	Yes
Remove introduction	Yes	Yes	Yes	No	No	Yes
Restart “5”	Yes*	Yes*	Yes	Yes	Yes	Yes*
Send bulletin broadcasts	Yes	Yes	Yes	No	Yes	Yes
Send messages	Yes	Yes	Yes	No	Yes	Yes
Skip password	Yes	Yes	Yes	Yes	Yes	Yes
Subscriber input schedule	Yes	Yes	Yes	Yes	Yes	Yes
Subscriber input telephone number	Yes	Yes	Yes	Yes	Yes	Yes

* Standard feature for these mailbox types.

Table 4-2. Voice-Messaging-Mailbox Features Controlled by Mailbox Profile.

Features	Features Available for Each Mailbox Type					
	0 – Voice Messaging	22 – Hotel Front Desk	51 – Voice Messaging – A	53 – Simplified Telephone Answering	54 – Simplified Voice Messaging	60 – Monitored Mailbox
Alias Address	Yes	Yes	Yes	Yes	Yes	Yes
Caller prompting	Extended, standard, or rapid	Extended, standard, or rapid	Extended, standard, or rapid	Standard only	Standard only	Extended, standard, or rapid
Calling groups	Yes	Yes	Yes	Yes	Yes	Yes
Delivery options	Standard or priority	Standard or priority	Standard or priority	Standard only	Standard only	Standard or priority
Forwarding mailbox	Yes	Yes	Yes	Yes	Yes	Yes
Mailbox language	Yes	Yes	Yes	Yes	Yes	Yes
Message waiting	Yes	Yes	Yes	Yes*	Yes*	Yes
Subscriber control on/off	Yes	Yes	Yes	Yes	Yes	Yes

* Controlled by system manager only.

Table 4-3. System-Controlled Voice-Messaging-Mailbox Features.

Features	Features Available for Each Mailbox Type					
	0 – Voice Messaging	22 – Hotel Front Desk	51 – Voice Messaging – A	53 – Simplified Telephone Answering	54 – Simplified Voice Messaging	60 – Monitored Mailbox
Delivery options	Yes	Yes	Yes	Reply only	Yes	Yes
Forward messages	Yes	Yes	Yes	No	No	Yes
Future delivery	Yes	Yes	Yes	No	No	Yes
Restart “5”	Yes	Yes	Yes*	Yes*	Yes*	Yes
Eliminate Main Menu phrase	No	No	No	Yes	Yes	No
Envelope information	Yes	Yes	Yes	Yes	Yes	Yes
Number of outcall schedules	Three	Three	One	One	One	Three
Password check	Yes	Yes*	Yes	Yes	Yes	No
Playback controls	Yes	Yes	Yes	Yes	Yes	Yes
Replay message	Yes	Yes	Yes	Yes	Yes	Yes
Reply to message	Yes	Yes	Yes	Yes	Yes	Yes
Save messages	Yes	Yes	Yes	Yes	Yes	Yes
Send copy of message	Yes	Yes	Yes	No	No	Yes
Send messages	Yes	Yes	Yes	No	No	Yes

* Controlled by class of service

Menu 8 – Add Mailbox

You use menu 8 to create mailboxes on the server. The fields in menu 8 determine the subscriber's access to certain features. (Some features are controlled by the class of service and others by the server. Refer to Chapter 2 for additional information.) Figure 4-1 is an example of menu 8 for a type 0 mailbox.

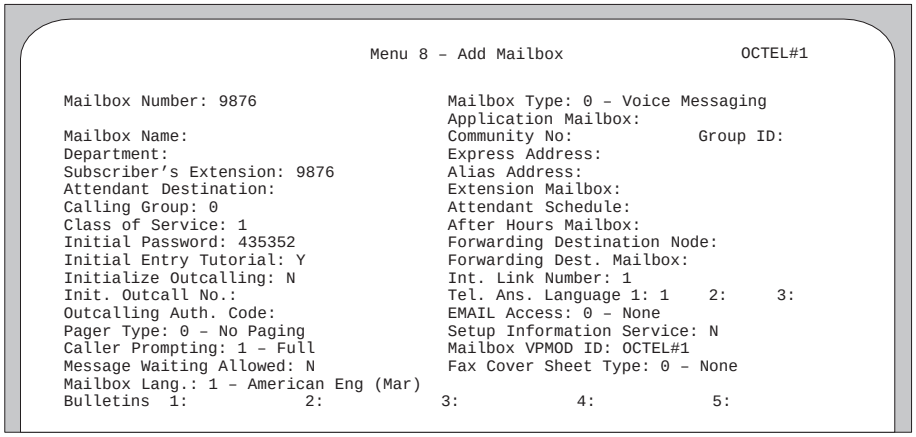


Figure 4-1. Example of Menu 8, Showing Default Values.

Create a subscriber mailbox, as follows:

Step	Action	Result
1.	Access menu 8 from the SMT Main Menu.	Menu 8 appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	Enter the new mailbox number, and press ***Return***.	If the number is already assigned to another mailbox, an error message appears on the screen. Otherwise, the default of ***0 – Voice Messaging*** appears in the ***Mailbox Type:*** field.
3.	In the ***Mailbox Type:*** field, leave the default of ***0*** or enter another mailbox-type number (refer to Table 4-4). Press ***Return***.	The mailbox-type number and description and the remaining fields appear on the screen.
4.	Enter information in the fields as required. When all fields are complete, press ***Return***.	Your changes are saved and the mailbox is added to the server.

Table 4-4 shows default values and the values that can be entered in menu 8 for type 0, 22, 51, 53, 54, and 60 subscriber mailboxes. The fields are presented in the order in which they appear on the screen. For more information about a specific field, refer to Volume II, Chapter 3.

Table 4-4. Menu 8 Fields for Mailbox Types 0, 22, 51, 53, 54, and 60.

Field	Default Value	Possible Values	Comments
Mailbox Number:	. . .	Unique number	The length of mailbox numbers is set in menu 0. Mailbox numbers cannot begin with a zero.
Mailbox Type:	0	0, 22, 51, 53, 54, or 60	The number and description of the mailbox type selected.
Mailbox Name:	. . .	2–20 unique characters	Identifying name for the mailbox, usually the last name of subscriber, a comma, then the first name. Used to dial the mailbox by name. Mailbox names must be unique.
Department:	. . .	Up to 7 alphanumeric characters	Department name or code for the mailbox. Used for sorting in reports.
Subscriber's Extension:	Mailbox number	Up to 10 digits	Change from default only if required. Used for message-waiting notification.
Attendant Destination:	. . .	Extension number or number (1–30) of attendant	Callers who press ***0*** are routed to this number. Enter the extension of the attendant associated with this subscriber. If associated with an attendant number in menu 2.1, enter the same attendant number.
Calling Group:	0	0–999	If a calling group is defined for a type 29 through 33 gateway mailbox, callers to the gateway mailbox can reach only those mailboxes assigned to the same calling group. Leave the default of ***0*** for no call restrictions. Enter the number for a specific calling group to restrict the mailbox to that calling group.
Class of Service:	1	1–64	Assign the appropriate class of service for the subscriber. Class-of-service 64 is usually reserved for the system manager.
Initial Password:	Temporary, randomly generated, 6-digit password	Manual entry of up to 15 digits	When a mailbox is created, the server automatically generates a random, 6-digit temporary password for first-time entry only. Subscribers then select a permanent password, after which the initial password is no longer valid. Make sure that you record and save the temporary password when you create the mailbox.

Table 4-4. Menu 8 Fields for Mailbox Types 0, 22, 51, 53, 54, and 60 (continued).

Field	Default Value	Possible Values	Comments
Initial Entry Tutorial:	Y	Y or N	The tutorial plays when subscribers initially enter their mailboxes. It guides subscribers to create permanent passwords and to record names and personal greetings.
Initialize Outcalling:	N	Y or N	You can initialize a subscriber's mailbox for outcalling, so the subscriber does not have to do so. Enter ***Y*** to initialize the subscriber's outcall schedule in accordance with the server default schedule defined in menu 5. If set to ***Y***, you must also enter a value in the ***Init. Outcall No.:*** field. Leave the default of ***N*** to require the subscriber to enter an initial schedule and outcalling telephone number. Regardless of the entry in this field, outcalling is not active until the subscriber accesses the mailbox and turns on outcall notification through the Personal Options menu.
Init. Outcall No.:	. . .	Telephone number, up to 18 digits long	If outcalling is initialized for the mailbox, enter the number to which calls are placed. If paging is allowed, enter the number of the subscriber's paging device. Leave the field blank if the subscriber must enter the outcalling telephone number through the mailbox interface. An entry is required in this field if the ***Initialize Outcalling:*** field is set to ***Y***.
Outcalling Auth. Code:	. . .	1 to 12 digits	Leave blank if not required. If required, enter authorization code for placing calls outside the PBX or Centrex. An entry is required if a ***C*** occurs in any dialing sequence. (Dialing sequences are defined in menu 6.1.) Verify the authorization code with the PBX/Centrex system manager, if needed.
Pager Type:	0 – No paging	0 – No paging 1 – Pager dialing sequence 1 2 – Pager dialing sequence 2 3 – Pager dialing sequence 3 4 – Pager dialing sequence 4 5 – Pager dialing sequence 5 6 – Pager dialing sequence 6	Refers to pager dialing sequences, defined in menu 6.1. Leave the default of ***0*** to prohibit outcalling to pagers. If paging is allowed, enter the number (***1*** through ***6***) of the dialing sequence appropriate for this subscriber. Refer to Volume I, Chapter 5, for more information about menu 6.1 and pager dialing sequences.

Table 4-4. Menu 8 Fields for Mailbox Types 0, 22, 51, 53, 54, and 60 (continued).

Field	Default Value	Possible Values	Comments
Caller Prompting:	1 – Full	1 – Full 2 – Limited 3 – None	Choose the prompt that callers hear after the personal greeting plays. The full prompt is "After the tone, please record your message. When you have finished recording, you may hang up or press one for more options. If you need assistance, press zero." The limited prompt is "At the tone, please record your message. At the end of your message press 1." Enter ***3*** for no prompting after the personal greeting.
Message Waiting Allowed:	N	Y or N	Leave the default of ***N*** unless the subscriber has a telephone extension that supports message-waiting indication.
Mailbox Lang.:			
(unilingual system)	Installed language	Installed language	If the system is unilingual, this field defaults to the installed language and cannot be changed.
(bilingual/multi-lingual systems)	. . .	One of the installed languages	On bilingual/multilingual systems, this field determines the language used for subscriber prompts within a mailbox. View the installed languages and their associated numbers in menu 13.10. Enter the number of the chosen language in this field.
Bulletins 1: 2: 3: 4: 5:	. . .	Bulletin mailbox numbers	Enter up to five bulletin mailboxes from which a subscriber can receive bulletins. Make sure that type 4 bulletin mailboxes have already been created.
Application Mailbox:	. . .	Mailbox number	Mailbox, or application, that subscribers visit when they press ***6*** from their mailbox Main Menus. Leave blank to allow access to all available applications, if their class of service allows it.
Community No.:	. . .	Up to 10 digits	Enter the number of the community to which this mailbox belongs, if desired. The community must be created first in menu 1.3.1. Refer to Volume II, Chapter 12.
Group ID:	. . .	1–10	Enter number of group to which the mailbox belongs *only* if the ***Community No.:*** field has an entry. Ten groups are allowed in each community. An entry is optional.

Table 4-4. Menu 8 Fields for Mailbox Types 0, 22, 51, 53, 54, and 60 (continued).

Field	Default Value	Possible Values	Comments
Express Address:	. . .	. . .	An alternate mailbox address, available only within a community for mailboxes assigned to that community. Automatically generated if the entry in ***Community No.:*** field and the express address are defined for that community in menu 1.3.1. Can be changed if desired. Must be unique within the community.
Alias Address:	. . .	3–10 digits	An alternate address for a mailbox. The length can vary from mailbox to mailbox and can be from 3 to 10 digits long. The alias address must be a unique number, and it cannot duplicate any existing mailbox number, network address, or other alias address. It cannot begin with a zero.
Extension Mailbox:	. . .	Type 28 mailbox number	For subscribers who share a telephone extension; allows callers to select a subscriber mailbox from a menu. Field is completed automatically when this subscriber mailbox is specified as a destination mailbox in the menu 8 profile for the type 28 mailbox. The entry can be changed.
Attendant Schedule:	. . .	1–4000	Schedule number assigned to attendant for this mailbox. Schedule determines when the attendant is available to assist callers who press ***0***. Schedule must first be defined in menu 2.1 before it can be entered in this field.
After Hours Mailbox:	. . .	Mailbox number	Mailbox to which callers in this mailbox are transferred when they press ***0*** for assistance and the attendant is not available. Attendant availability is determined by the attendant schedule assigned to the mailbox. After-hours mailboxes are usually subscriber mailboxes, ECP mailboxes, or transfer mailboxes. An entry in this field is optional.
Forwarding Destination Node:	. . .	1–999	Destination server to which messages are forwarded. This field and the ***Forwarding Dest. Mailbox:*** field allow messages received in one mailbox to be forwarded through the OctelNet network to another mailbox. Messages can be forwarded only once. Networked messages are not forwarded.
Forwarding Dest. Mailbox:	. . .	Mailbox number	Mailbox on remote node to which messages are forwarded. The remote node is specified in the ***Forwarding Destination Node:*** field.

Table 4-4. Menu 8 Fields for Mailbox Types 0, 22, 51, 53, 54, and 60 (continued).

Field	Default Value	Possible Values	Comments
Int. Link Number:	1	For Octel Overture 350: 1–2 w/o ACP 1–16 with ACP For Octel Overture 250: 1–3	Specify the RS-232 integration link connecting the PBX or Centrex to the subscriber's extension. The link number is defined in menu 6.3. This field identifies the link that is used to send message-waiting commands to the PBX/Centrex. When multiple links are connected to one switch, divide the subscribers evenly among the links to prevent delays in message-waiting notification. Leave the default if your PBX/Centrex uses in-band integration or set-emulation methods.
Tel. Ans. Language 1: 2: 3:			
(unilingual system)	1	Installed language	Default appears in first field; others remain blank. Field cannot be modified.
(bilingual/ multilingual)	. . .	One of the installed languages	Determines the languages used to prompt callers who reach this mailbox. Up to three can be selected; the primary language plays first, followed by the second and third languages. Menu 13.10 displays the names of the installed languages and the associated numbers to enter in this field.
EMAIL Access:	0 – None	0 – None 1 – VPMOD to Host 2 – Host to VPMOD 3 – Both	Presently required only for Visual Mailbox. If the ***Visual Mailbox:*** field in menu 7 is set to ***Y***, set this field to ***1***. Otherwise leave the default of ***0***.
Mailbox VPMOD ID:	ID set in menu 1.1	. . .	Identification for the server containing this mailbox. The ID appears automatically, both in this field and in the upper right corner of the screen. This ID can be changed only in menu 1.1.
Fax Cover Sheet Type:	0 – None	0 – None 1 – VAT Only 2 – Cover Sheet 3 – Both	Determines the format for a fax cover sheet. Choose value-added text (VAT), a personalized cover sheet, neither, or both. VAT is information printed at the top of each fax page. It includes the fax ID number, the date and time the fax was printed, and the number of pages.

Menu 9 – Change Mailbox

Use menu 9.1 to change mailbox parameters or menu 9.2 to change mailbox numbers.

Changing Mailbox Fields, Menu 9.1

Use menu 9.1, Change Mailbox Profile, to change parameters within an existing mailbox profile, as follows:

Step	Action	Result
1.	From the SMT Main Menu, select ***9*** to access menu 9.	Menu 9 appears, with a list of options.
2.	Select ***1*** from the first screen of menu 9 to access menu 9.1.	Menu 9.1 appears, with only the ***Number:*** field displayed.
3.	Enter the number or the alias address of the mailbox to be changed, and press ***Return***.	The remaining fields of menu 9.1, shown in Figure 4-2, appear.
4.	Change the entries, as required. Press ***Return*** when finished.	The changes you have made are saved.

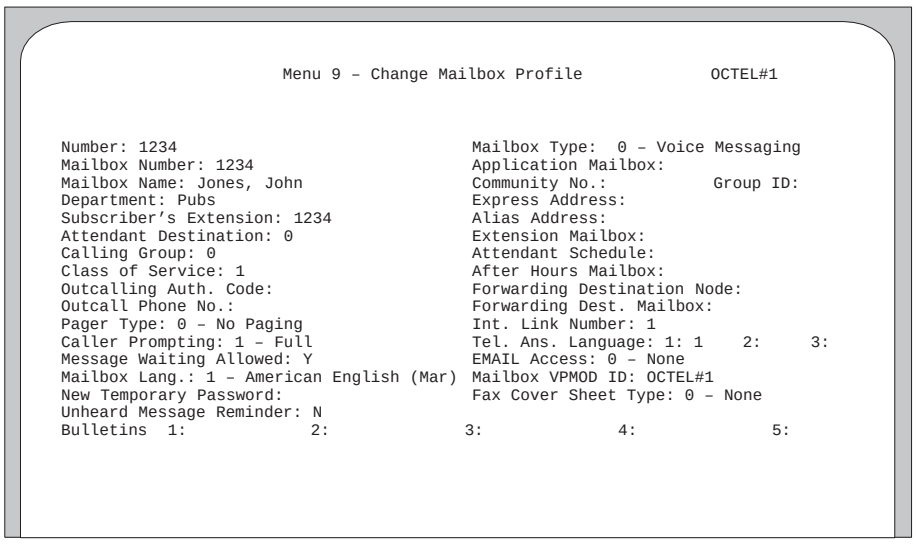


Figure 4-2. Example of Menu 9.1, Change Mailbox Profile.

Fields relevant or unique to menu 9.1 are listed in Table 4-5. For information about menu 9.1 fields not listed in Table 4-5, refer to Table 4-4.

Table 4-5. Pertinent Menu 9.1 Fields for Mailbox Types 0, 22, 51, 53, 54, and 60.

Field	Default Value	Possible Values	Comments
Number:	. . .	Mailbox number or alias address	Enter either the mailbox number or the alias address of the mailbox to be changed. If you enter an alias address, it is repeated in the ***Alias Address:*** field; if you enter a mailbox number, it is repeated in the ***Mailbox Number:*** field.
Mailbox Number:	Mailbox Number	. . .	The full number of the mailbox to be changed is displayed automatically.
Outcall Phone No.:	Telephone number up to 18 digits long	Telephone number up to 18 digits long	The system manager can specify the telephone number to which outcalls are placed for a subscriber. The entry in the ***Outcall Control:*** field in menu 7 determines whether a subscriber can change the specified telephone number.
New Temporary Password:	. . .	Up to 15 digits	Not present in menu 8. When it is enabled, the system manager can reset passwords for subscribers. *The password reset feature is neither standard nor recommended. Customers must specifically request this feature.* Minimum password length is set in menu 1.2.
Unheard Message Reminder:	N	Y or N	Not present in menu 8. An entry of ***Y*** allows the subscriber to press ∗ and return the Main Menu without listening to all new messages. The next time the subscriber accesses the mailbox, a prompt for unheard messages plays. Status-code 85 is logged in the status log when the subscriber exits the mailbox without listening to all new messages. Leave the default of ***N*** for no unheard message reminder.
Community No.:	Blank or existing community	Number of new community	To change the community to which this mailbox belongs, enter the number of the desired community. To move all mailboxes to a new community, use menu 1.3.2. Octel Index I or II must be enabled to change a community number.
Group ID:	Blank or existing ID number	Group ID number in new community	If the new community has a different numbering scheme for groups, enter the new group number in this field.

Table 4-5. Pertinent Menu 9.1 Fields for Mailbox Types 0, 22, 51, 53, 54, and 60 (continued).

Field	Default Value	Possible Values	Comments
Express Address:	Existing express address	New express address number	If the new community has a different express-addressing scheme, enter the new express address for this mailbox.
Alias Address:	Existing alias address	New alias address	If an alias address was entered in the ***Number:*** field, it is repeated here; if a mailbox number was entered in the ***Number:*** field, the alias address for that mailbox is entered here. Change the address as needed.

Changing Mailbox Numbers, Menu 9.2

Use menu 9.2, Change Mailbox Number, to change the number assigned to a mailbox, as follows:

Step	Action	Result
1.	From the SMT Main Menu, select *9* to access menu 9.	Menu 9 appears, with a list of options.
2.	Select ***2*** from the first screen of menu 9 to access menu 9.2.	Menu 9.2 appears with only the ***Old Mailbox Number:*** field displayed.
3.	Enter the number of the mailbox to be changed, and press ***Return***.	Five additional fields appear on the screen. Four of these fields have entries that were established in menu 8: ***Mailbox Type:***, ***Name:***, ***Department:***, and ***Extension:*** fields. These entries will verify that the mailbox you are changing is the correct one.
4.	Enter the new number for the mailbox in the ***New Mailbox Number:*** field.	The ***New Extension Number:*** field appears on the screen, with the extension number the same as the new mailbox number. Refer to Figure 4-3 and Table 4-6.
5.	Leave .the default number or enter a different number in the ***New Extension Number:*** field. Press ***Return***.	You are prompted to enter a ***Y*** to save the change or an ***N*** to cancel the change.
6.	Enter a ***Y*** or an ***N***. Press ***Return***.	If you entered a ***Y***, the change is saved; if you entered a ***N***, the change is canceled.
7.	Press ***Return*** or ***Break***.	You are returned to menu 9.

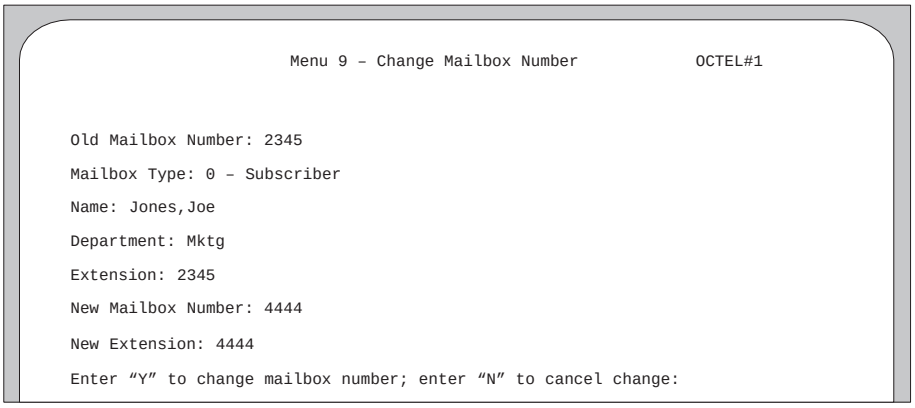


Figure 4-3. Example of Completed Menu 9.2, Change Mailbox Number.

Table 4-6. Menu 9.2 Fields for Mailbox Types 0, 22, 51, 53, 54, and 60.

Field	Default Value	Possible Values	Comments
Old Mailbox Number:	. . .	Mailbox number	Enter mailbox number to be changed.
Mailbox Type:	Mailbox type associated with mailbox number	. . .	Appears automatically when the mailbox number is entered.
Name:	Name associated with mailbox number	. . .	Appears automatically when the mailbox number is entered.
Department:	Name of department associated with mailbox number	. . .	Appears automatically when the mailbox number is entered.
Extension:	Extension number associated with the old mailbox number	. . .	Appears automatically when the mailbox number is entered.
New Mailbox Number:	. . .	New mailbox number	Enter the new mailbox number. The ***New Extension:*** field appears on the screen.
New Extension:	New extension number the same number as the mailbox	New mailbox number	The new extension number is usually the same as the new mailbox number. You can change the extension number, as desired.

Menu 10 - Delete Mailbox

Delete a mailbox on the server, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***10*** and press ***Return***.	Menu 10 appears on the screen, with only the ***Number of Mailbox to be Deleted:*** field displayed.
2.	Enter the number of the mailbox to be deleted, and press ***Return***.	The remaining fields appear on the screen, as shown in Figure 4-4, with their entries as established in menu 8. You are prompted to enter ***Y*** to confirm the deletion or ***N*** to cancel it.
3.	Use the displayed field entries to verify that the mailbox entered is the correct one to be deleted. Refer to Table 4-5 for explanations of the fields in Menu 10.	. . .
4.	Enter a ***Y*** or an ***N***. Press ***Return***.	If you entered ***Y***, the mailbox is deleted; if you entered ***N***, the deletion is canceled.
5.	Press any key to continue.	The ***Number of Mailbox to be Deleted:*** field reappears, as in step 1.
6.	To delete another mailbox, enter its number. To exit, press ***Return*** or ***Break***.	If you entered the number of another mailbox to be deleted, refer to steps 2 through 5.

```
                          Menu 10 – Delete Mailbox            OCTEL#1


     Number of Mailbox to be Deleted: 9876
     Mailbox Number: 9876
     Alias Address:
     Mailbox VPMOD ID: OCTEL#1
     Mailbox Type: 0 – Voice Messaging

     Name: Jones, John

     Department: Pubs

     Extension Number: 9876



  Enter “Y” to delete mailbox; enter “N” to cancel deletion:
```

Figure 4-4. Example of Menu 10, Delete Mailbox.

Table 4-7. Deleting Mailbox Profiles for Mailbox Types 0, 22, 51, 53, 54, and 60.

Field	Default Value	Possible Values	Comments
Number of Mailbox to be Deleted:	. . .	Mailbox number or alias address	Make sure you enter the correct the number for the mailbox you want to delete. When a valid mailbox number or alias address is entered, the remaining fields appear.
Mailbox Number:	Mailbox number established in menu 8	. . .	The mailbox number appears automatically. Use it to verify the mailbox to be deleted, especially if an alias address was entered in ***Number of Mailbox to be Deleted:*** field.
Alias Address:	Alias address established in menu 8	. . .	The alias address appears automatically. Use it to verify the mailbox number and the alias address.
Mailbox VPMOD ID:	ID established in menu 1.1	. . .	Use to verify the server containing the mailbox to be deleted.
Mailbox Type:	Type of mailbox associated with the mailbox number	. . .	The mailbox type appears automatically, when the mailbox number or alias address is entered. Use it to verify mailbox identity.
Name:	Mailbox name associated with the mailbox number	. . .	The mailbox name appears automatically when the mailbox number is entered. Use it to verify mailbox identity.
Department:	Name of the department associated with the mailbox	. . .	The department name appears automatically when the mailbox number is entered. Use it to verify mailbox identity.
Extension Number:	Extension number associated with the mailbox	. . .	The extension number appears automatically when the mailbox number is entered. Use it to verify mailbox identity.

Mailboxes That Cannot Be Deleted

Mailboxes used for the following purposes cannot be deleted:

- ❑ System manager mailboxes
- ❑ General message mailbox
- ❑ Port-monitoring mailboxes (in menu 2)

However, these mailboxes *can* be deleted once they are no longer designated for one of the above purposes. For example,

> Delete the mailbox number entered in the ***General Message Mailbox:*** field in menu 1.2. Then, access menu 10 and delete the mailbox.

Results of Mailbox Deletions

A mailbox deletion results in the following events:

- ❑ The mailbox is automatically removed from system distribution lists and personal-group distribution lists established by other subscribers on the same server.
- ❑ The server purges the deleted mailbox from the system through a background task performed during even hours only; for example, at 2:00 a.m., 4:00 a.m., and so on. No system manager involvement is required.
- ❑ Although subscribers can still receive future-delivery messages that were created previously and sent from a mailbox that has since been deleted, they cannot reply.
- ❑ A subscriber's name is not deleted from remote NameNet directories when that subscriber's mailbox is deleted. However, usage-based NameNet directory entries are deleted automatically when no message is received within the number of days set in the ***Aging Out Period:*** field in menu 15.3.1. Refer to Volume IV, Chapter 1 for details.

5 SETTING UP SYSTEM DISTRIBUTION LISTS

Overview

Subscribers can use system distribution lists to record a message once and send it to multiple mailboxes. They record a message, then enter a system-distribution-list mailbox number or spell the name of a system distribution list as the message destination.

Type 6 mailboxes are used for system distribution lists. Because system distribution lists are mailboxes, you or designated mailbox managers can administer lists through a touch-tone telephone, or you can administer them through menu 11.

System management reports 6 and 7, displayed or printed through menu 14, provide system distribution list activity and member information. This information is useful for list management. Reports are discussed in Chapter 7.

Use the following to locate a specific procedure in this chapter:

If you need to . . .	Refer to . . .
Set up a new list	"Creating a Type 6 System Distribution List Mailbox" section, page 5-2
Review or edit an existing list	"Reviewing and Editing System Distribution Lists Using Menu 11" section, page 5-12
Link a group of lists	"Linking System Distribution Lists" section, page 5-15
Delete a list	"Deleting System Distribution Lists" section, page 5-15

For information about the characteristics of system distribution lists, refer to Volume II, Chapter 2.

The following steps show the major tasks required for setting up, customizing, and changing system distribution lists. Each task is referred to the section that describes it.

Step	Action	Refer to . . .
1.	Create a type 6 system distribution list mailbox using menu 8 from the SMT and assign a mailbox manager.	"Creating a Type 6 System Distribution List Mailbox" section, page 5-2
2.	Customize the type 6 mailbox.	"Customizing a Type 6 System Distribution List Mailbox" section, page 5-6
3.	Test the system distribution list from a touch-tone telephone by sending messages to the system distribution list mailbox.	"Testing System Distribution Lists" section, page 5-11
4.	Use menu 11 to review and edit system distribution lists, as required.	"Reviewing and Editing System Distribution Lists Using Menu 11" section, page 5-12

Creating a Type 6 System Distribution List Mailbox

Use menu 8 to create type 6 system distribution list mailboxes, and use menu 9.1 to change them. Figure 5-1 is an example of menu 8 for a type 6 mailbox.

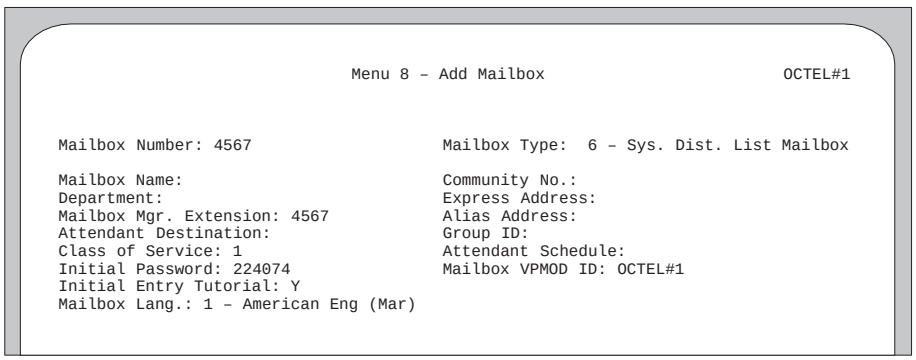


Figure 5-1. Example of Menu 8 for a Type 6 Mailbox.

To create a type 6 mailbox, perform these steps:

Step	Action	Result
1.	From the Main Menu, enter ***8,*** and press ***Return***.	Menu 8 – Add Mailbox appears, with only the ***Mailbox Number:*** and the ***Mailbox Type:*** fields displayed.
2.	Enter the number you want to assign to the new system distribution list mailbox in the ***Mailbox Number:*** field, and press ***Return***.	The default entry ***0 – Voice Messaging*** is displayed.
3.	Enter ***6*** in the ***Mailbox Type:*** field, and press ***Return***.	The entry ***6 – Sys. Dist. List Mailbox*** is displayed in the field, and the rest of the fields for a type 6 mailbox are displayed.
4.	Enter information in the fields, as required. Refer to Table 5-1 for the values to enter.	. . .
5.	Print the screen by pressing the ***Shift*** and ***Print Pg*** keys.	You will have a printed record of the mailbox profile.
6.	Press ***Return*** to save the data. If you need to change the field entries in a type 6 mailbox after you have saved them in menu 8, use menu 9.1. For details about the fields and field entries, refer to Chapter 4.	A message on the screen indicates that the mailbox has been added.
7.	Give the mailbox number and initial password shown on the printout to the mailbox manager.	The mailbox manager can then customize the mailbox. For steps to customize the mailbox, refer to the “Customizing a Type 6 System Distribution List Mailbox” section, page 5-6.

The field values for a type 6 mailbox profile are listed in Table 5-1. For details about each field, refer to Volume II, Chapter 3.

Table 5-1. Parameters for a Type 6 Mailbox.

Field	Default Value	Possible Values	Comments
Mailbox Number:	. . .	Unique number	Number depends on mailbox length set in menu 0.
Mailbox Type:	0	6	Enter ***6*** for mailbox type 6 – System distribution list.
Mailbox Name:	. . .	2–20 unique characters	Identifies the name of the system distribution list. Used for dialing a mailbox by name. For example, for a list named MKTG, a subscriber could dial MKTG to send a message to the marketing department's system distribution list.
Department:	. . .	Up to 7 alphanumeric characters	Department name, or code, to which the mailbox belongs. Used for sorting in reports.
Mailbox Mgr. Extension:	Same as mailbox number	Up to10 digits	The mailbox manager's extension number.
Attendant Destination:	. . .	Extension number or attendant schedule number	Extension of attendant associated with the mailbox. If associated with an attendant schedule in menu 2, enter the attendant schedule number (1–30). When callers press ***0***, they are routed to this number.
Class of Service:	1	1–64	Although class-of-service 64 is named System Manager, it can be used for any subscriber, just as any class of service can be assigned to the system manager. The classes of service are named according to their potential users.
Initial Password:	Temporary, randomly generated,6 digits	Manual entry up to 15 digits long	Make sure that you record the temporary password to give to the mailbox manager. It cannot be less than the minimum number of digits established in menu 1.2.
Initial Entry Tutorial:	Y	Y or N	The tutorial explains how to establish a password and record a name for the mailbox.
Mailbox Lang.:	Installed language number	1–5	If the server is unilingual, this field defaults to the installed language and cannot be changed. If it is bilingual or multilingual, indicate which language (***1***–***5***) should play to callers reaching this mailbox.

Table 5-1. Parameters for a Type 6 Mailbox (continued).

Field	Default Value	Possible Values	Comments
Community No.:	. . .	Up to10 digits	If you want the mailbox to be in a community, enter the number of that community. The community number must already have been created in menu 1.3.1.
Express Address:	. . .	Automatic entry if mailbox in community	Available only in communities. Automatically generated if express address has been defined in menu 1.3.1.
Alias Address:	. . .	3–10 digit address	Alias address is a second address for the mailbox. It must be unique number, not a duplicate of any mailbox number, network address, or other alias address. Can begin with any number from 0 to 9, and its length can vary from mailbox to mailbox.
Group ID:	. . .	1–10	Enter the number of the group to which the mailbox belongs, *only* if the ***Community Number:*** field has an entry and if you want to assign this mailbox to a group. There are 10 possible groups within each community.
Attendant Schedule:	. . .	1–4000	Schedule assigned to the mailbox attendant. Schedule determines when the attendant is available to assist callers.
Mailbox VPMOD ID:	VPMOD ID defined in menu 0 or 1.1, up to 10 characters long	. . .	ID for the server containing this system distribution list mailbox. The ID is automatically entered from that ID established in menu 0 or changed in menu 1.1. The entry in this field matches the VPMOD ID at the upper right corner of the screen. You cannot change it.

Customizing a Type 6 System Distribution List Mailbox

The mailbox manager customizes the type 6 mailbox by using a touch-tone telephone to access the mailbox menus for a type 6 mailbox. The mailbox manager can use the mailbox menus to perform the following:

- ❑ Add or delete members on a list.
- ❑ Listen to the names of members on the list.
- ❑ Check whether a particular mailbox is on the list.
- ❑ Change the mailbox password.
- ❑ Create or change the access password.
- ❑ Record a new name for the list.

Figure 5-2 shows the mailbox manager menus for a type 6 mailbox.

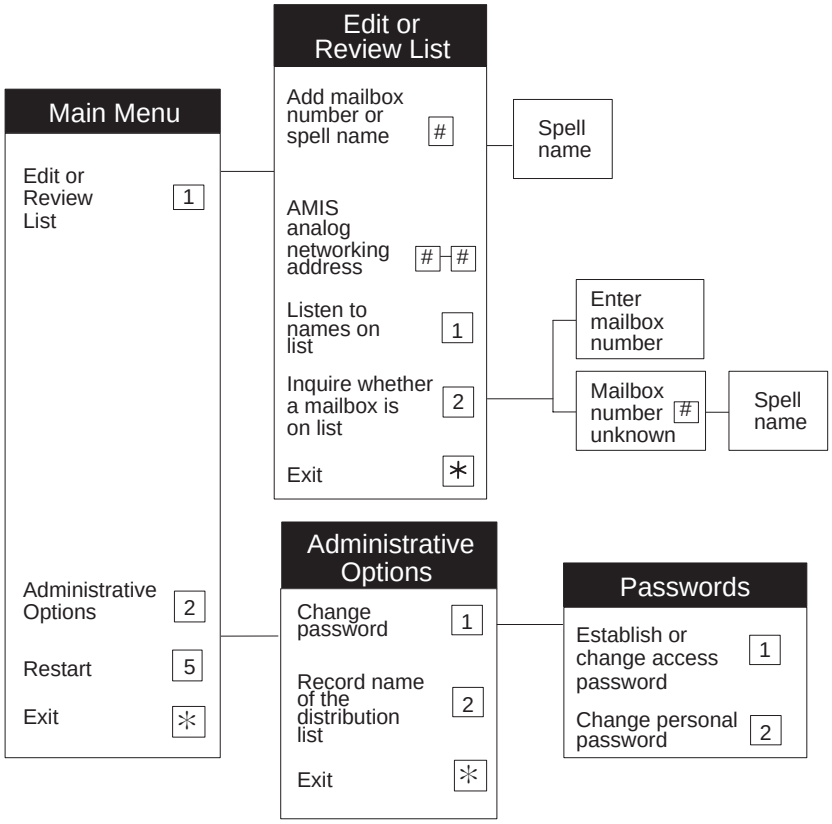


Figure 5-2. Mailbox Manager Menus for a Type 6 System-Distribution-List Mailbox.

Access the type 6 mailbox as the mailbox manager for the first time, as follows:

Step	Action	Result
1.	Call the server telephone number.	The server plays an introductory greeting.
2.	Press *#*.	The server prompts you to enter a mailbox number.
3.	Enter the system-distribution-list mailbox number.	The server prompts you to enter a password.
4.	Enter the initial password provided by the system manager.	The server prompts you to enter a permanent password. Continue with step 5.
5.	Enter a new, permanent password. Octel Communications recommends a password at least 12 digits long.	The server plays back the password that you entered. Make sure that you record your password and keep it in a safe place. The server then prompts you to record a name for the system distribution list.
6.	Record a name that is relevant to the distribution list being created. (Subscribers hear this recorded name and use it as confirmation that they are sending a message to the appropriate list.)	The server plays the name, and returns you to the Main Menu.

How To Add or Delete Members

To add or delete mailboxes, network addresses, or other distribution lists as members of this system distribution list, refer to Figure 5-2 and follow these steps:

Step	Action	Result
1.	Press ***1***, Edit or Review List, at the mailbox Main Menu.	The server prompts you to enter the subscriber's mailbox number or to spell the subscriber's name.
2.	Enter the mailbox number, list number, or network address you want to add or delete. or If the mailbox number of a particular subscriber is unknown, press *#* and spell the last name of the subscriber.	The server replays the mailbox name or number and tells you whether the mailbox has been added or deleted. If the mailbox, list, or network address is not yet on the system distribution list, the server adds it to the list. If the mailbox, list or network address is already on the system distribution list, the server deletes it from the list.
3.	Repeat step 2 for each mailbox, list, or network address you want to add to or delete from the list.	The server replays the mailbox name or number and tells you whether the mailbox has been added or deleted.
4.	When you finish, press ∗.	The server returns you to the mailbox Main Menu.

As a brief guide, refer to the following key sequence:

1 > Enter mailbox number or # Spell name > *

You cannot add mailbox types 4 and 30 through 35 as members of a system distribution list.

How To Listen to Names on the List

To listen to names on the list, refer to Figure 5-2 and follow these steps:

Step	Action	Result
1.	Press ***1***, Edit or Review List, at the Main Menu.	The server prompts you to press ***1***.
2.	Press ***1*** and ***#***.	The server plays the names and mailbox numbers of all members on the list.
3.	At any time during or at the end of the playback, press * to return to the mailbox Main Menu.	The server returns you to the mailbox Main Menu.

As a brief guide, refer to following key sequence:

1 > 1 > # > Listen to names > *

How To Check Whether a Mailbox Is on the List

To check whether a mailbox is on the list, refer to Figure 5-2 and follow these steps:

Step	Action	Result
1.	Press ***1***, Edit or Review List, at the Main Menu.	The server prompts you to press ***2***.
2.	Press ***2*** and ***#***.	The server prompts you to enter the mailbox number or press ***#*** and spell the name.
3.	Enter the number of the mailbox. or Press ***#*** and spell the name of the subscriber.	The server verifies whether the mailbox is on the list.
4.	Repeat step 3 for each mailbox number or mailbox name you want to verify.	. . .
5.	When you finish, press * to return to the mailbox Main Menu.	The server returns you to the mailbox Main Menu.

As a brief guide, refer to the following key sequence:

1 > 2 > # > Enter mailbox number or # Spell name > Hear verification > *

How To Create or Change the Access Password

The access password allows only those subscribers who know the password to send messages to the type 6 mailbox.

To create or change the access password, refer to Figure 5-2 and follow these steps:

Step	Action	Result
1.	Press ***2***, Administrative Options, from the Main Menu.	The server prompts you to press ***1*** to change the access password.
2.	Press ***1***.	The server prompts you to press ***1*** to establish or change the access password.
3.	Press ***1***.	If you are establishing a new access password, the server prompts you to enter the password. If an access password has already been established, the server prompts you to press ***1*** to change the password or ***2*** to delete the access password.
4.	Enter the new password and press *#*. or Press ***1*** to change the existing access password, enter the new password, and press *#*. or Press ***2*** to delete the existing access password.	The server returns you to the mailbox Main Menu.

As a brief guide, refer to the following key sequences:

2 > 1 > 1 > Enter access password # > * > *

2 > 1 > 1 > 1 > Change access password # > * > *

2 > 1 > 1 > 2 > Delete access password # > * > *

How To Change the Mailbox Personal Password

To change the mailbox personal password, refer to Figure 5-2 and follow these steps:

Step	Action	Result
1.	Press ***2***, Administrative Options, at the Main Menu.	The server prompts you to press ***1*** to change your password.
2.	Press ***1***, change password.	The server prompts you to press ***2*** to change the personal password.
3.	Press ***2***.	The server prompts you to enter the new password.
4.	Enter the new password, and press ***#***.	The server repeats the password and returns you to the mailbox Main Menu.

As a quick guide, refer to the following key sequence:

2 > 1 > 2 > Enter password > # > Listen to password

How To Record a New Name for the List

When initializing a type 6 mailbox, the mailbox manager records a name for the system distribution list that subscribers hear when they enter the system distribution list mailbox as a message destination.

You can also record list names through the system manager mailbox.

To record a new name for the system distribution list, refer to Figure 5-2 and follow these steps:

Step	Action	Result
1.	Press ***2***, Administrative Options, from the Main Menu.	The server prompts you to press ***2*** to record a name for the distribution list.
2.	Press ***2***.	The server prompts you to record the name.
3.	At the tone, record the new name for the system distribution list, then press ***#***.	The server plays the name.
4.	Press ***#*** to accept the name. or Press ∗ to re-record the name.	If you pressed ***#***, the server returns you to the Main Menu. If you pressed ∗, the server prompts you to re-record the name.
5.	Repeat steps 3 and 4 or press ∗.	The server returns you to the Main Menu.

As a quick guide, refer to the following key sequence:

2 > 2 > Record name > # > Listen to name > ∗ Re-record name or # Accept name

Testing System Distribution Lists

Test a system distribution list, as follows:

Step	Action	Result
1.	Create and initialize a test subscriber's mailbox in menu 8 and include it in the distribution list.	This mailbox will receive the test message if the system distribution list is functioning correctly.
2.	Call the server telephone number.	The server plays an introductory greeting.
3.	Press ***#***, if required.	The server prompts you to enter your mailbox number.
4.	Enter the test mailbox number.	The server prompts you to enter the password.
5.	Enter the password for the test mailbox.	The server prompts you to select from the Main Menu.
6.	Press ***2*** to record a message.	The server prompts you to record a message at the tone.
7.	Record the message, and press ***#***.	The server prompts you to enter the mailbox number.
8.	Enter the mailbox number for the system distribution list.	If an access password is required to send a message to the system distribution list, the server prompts you to enter it. Continue to step 9. If an access password is not required, the server prompts you to press ***#*** to send the message. proceed to step 10.
9.	If an access password is required, enter the access password.	The server prompts you to press ***#*** to send the message.
10.	Press ***#*** to send the message.	The server sends the message to the members of the system distribution list. If any members of the list have extended-absence greetings and their class-of-service ***Extended Absence Grtg Blocks Message:*** field is set to ***Y***, they do not receive the message.
11.	Check the test mailbox to verify that the message was delivered.	The system distribution list is functioning correctly.

Reviewing and Editing System Distribution Lists Using Menu 11

After creating a system distribution list mailbox in menu 8, you can manage the mailbox through menu 11. Figure 5-3 shows Menu 11 – System Distribution Lists.

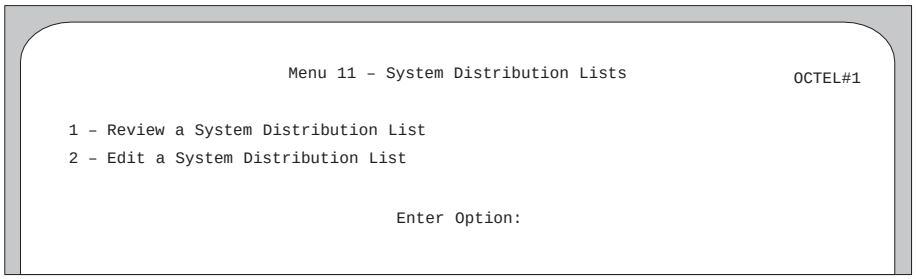


Figure 5-3. Menu 11 – System Distribution Lists.

Use Menu 11 – System Distribution Lists to review and edit entries in system distribution lists.

You can also review and edit entries using the mailbox menus for a type 6 mailbox from a touch-tone telephone. Refer to the “Customizing a Type 6 System Distribution List Mailbox” section, page 5-6, for details.

How To Review Members of a System Distribution List

Review members of a system distribution list, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***11***, and press ***Return***.	Menu 11 – System Distribution Lists appears.
2.	Enter ***1***, and press ***Return***.	Menu 11.1, Review a System Distribution List, appears, with only the ***System Distribution List Number:*** and ***Name:*** fields displayed.
3.	In the ***System Distribution List Number:*** field, enter the number for the type 6 mailbox you want to review, and press ***Return***.	The name of the mailbox entered in menu 8 is displayed in the ***Name:*** field, and all members of the system distribution list are listed. The mailbox numbers, subscribers' names in alphabetical order, and other distribution list numbers (if nested) are shown. Each entry includes the mailbox number and subscriber name, plus the networking node number (if part of the entry). If the system distribution list number you are reviewing has a nested list or if there are additional entries, the server prompts you to continue to the next page.
4.	Press ***Return*** after each page you review, or press ***Ctrl+C*** or ***Break*** to cancel the review. Three screens can be viewed sequentially: the first for nested distribution lists, the second for mailboxes and network addresses, and the third for AMIS addresses.	. . .
5.	Print and distribute the system distribution lists as part of the organization's telephone directory or as a separate document.	. . .

How To Add or Delete List Members

Add members to or delete members from a system distribution list, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***11***, and press ***Return***.	Menu 11 – System Distribution Lists appears.
2.	Enter ***2***, and press ***Return***.	Menu 11.2, Edit a System Distribution List, appears, with only the ***System Distribution List Number:*** and ***Name:*** fields displayed.
3.	Enter the type 6 mailbox number of the system distribution list you want to edit in the ***System Distribution List Number:*** field, and press ***Return***.	The mailbox name appears in the ***Name:*** field, and the ***Enter Option – A(dd) D(elete):*** field appears.
4.	To add a member, enter ***A***, and press ***Return***. To delete a member, enter ***D*** in the field, and press ***Return***.	The ***Enter Option:*** field disappears and is replaced with the ***Group List, Mailbox or Network Address to Add to List:*** field.
5.	Enter a distribution list (list to be linked), mailbox, or network-address number, and press ***Return***.	The name of the mailbox, network address, or distribution list is displayed, so you can verify your entry. The server prompts you to enter another distribution list, mailbox, or network address to be added or deleted.
6.	Repeat step 5 for each additional member you want to add or delete.	. . .
7.	When you finish, press ***Return***.	The screen displays the ***Enter Option – A(dd) D(elete):*** field again. If you have added members and now want to delete members, or vice versa, return to step 4.
8.	If desired, repeat steps 4 through 7, or to add or delete members from another distribution list, press ***Return*** twice. If you are finished, press ***Ctrl+C***.	You are returned to the ***System Distribution List Number:*** field. If you pressed ***Ctrl+C***, you are returned to menu 11.
9.	Enter another distribution list number, or press ***Ctrl+C***.	If you entered a distribution list number, the server returns you to the ***Enter Option – A(dd) D(elete):*** field again***.*** If you pressed ***Ctrl+C***, you return to menu 11.
10.	Repeat the preceding steps for another distribution list, if desired. If finished, press ***Ctrl+C*** until you return to the Main Menu.	. . .

Linking System Distribution Lists

A linked list consists of a root list and other lists that are to be linked to the root list. Root lists are lists that include other lists as members. You can create either the root list or the member lists first. System distribution lists can only have two levels of lists; that is, a root list cannot include as a member another root list that has other lists as members. Refer to the “Creating a Type 6 System Distribution List Mailbox” section, page 5-2, for creating the lists. Refer to Volume II, Chapter 2 for details about linked lists.

Deleting System Distribution Lists

Use Menu 10 – Delete Mailbox to delete a system distribution list mailbox, just as you would any other type of mailbox. For details, refer to Chapter 4.

When you delete a system distribution list mailbox, it is automatically deleted from all root lists.

6 SETTING UP STANDARD FEATURES

Overview

The procedures for setting up the following standard types of mailboxes and those standard features that are not associated with a specific mailbox type are provided in this chapter. Refer to Volume II, Chapter 2 for descriptions of these mailbox types.

Mailbox Type or Feature	Action Allowed	Refer to . . .
Type 29 – Dial mailbox by name	Callers are routed to a subscriber mailbox by dialing the name of the subscriber, last name first.	The "Type 29 – Dial Mailbox By Name" section, page 6-2
Type 30 – Automated attendant	Callers are transferred to an extension by either entering the extension number or spelling the name.	The "Type 30 – Automated-Attendant Mailboxes" section, page 6-8
Type 34 – Transfer and 35 – Conditional transfer	Callers can be routed to locations that you select. A type 34 mailbox routes callers immediately to a specified extension or mailbox. A type 35 mailbox routes callers immediately to one of two destinations, determined by attendant availability.	The "Type 34 – Transfer Mailboxes and Type 35 – Conditional Transfer Mailboxes" section, page 6-15

Mailbox Type or Feature	Action Allowed	Refer to . . .
General-message mailboxes	Callers are routed to the general-message mailbox when they cannot be routed to a specific subscriber's mailbox or to an after-hours mailbox.	The "General-Message Mailboxes" section, page 6-21
Directory mailbox	Callers dial the directory mailbox, spell a subscriber's name, and are transferred to that subscriber's extension.	The "Directory Mailbox" section, page 6-22
Outcalling and paging	The server can outcall to a telephone number or pager to notify subscribers of new messages in their mailboxes.	The "Outcalling and Paging" section, page 6-22
Alias addresses	Alias addresses provide alternate mailbox addresses. Useful for subscribers who have both public and private network addresses.	The "Alias Addresses" section, page 6-28
After-hours mailboxes	Callers are routed to an after-hours mailbox when they press ***0*** for assistance and no attendant is available.	The "After-Hours Mailboxes" section, page 6-29

Type 29 – Dial Mailbox By Name

The server's dial-mailbox-by-name feature (also called dial-by-name) allows outside callers to reach a mailbox and leave a message by spelling the name of the person they are calling. This feature is especially helpful when the server is interfaced with the PBX or Centrex (calls not forwarded directly to the personal greeting in the subscriber's mailbox) and callers do not know the extension numbers of the people they are calling. They call the server, from which they are sent to the dial-by-name mailbox, where they can then spell the name of the person they want to reach. The server then transfers the caller to that subscriber's mailbox, where a message can be left.

The basic tasks required to set up a dial-by-name mailbox are as follows:

Step	Action	Refer to . . .
1.	Use menu 8 on the SMT to create the dial-by-name mailbox.	The "Creating a Dial-By-Name Mailbox" section, page 6-3 .
2.	Customize the mailbox from a touch-tone telephone, including initializing the mailbox and recording the greeting.	The "Customizing a Dial-By-Name Mailbox" section, page 6-6.
3.	Establish port monitoring (using menu 2) if applicable.	Chapter 3.

Creating a Dial-By-Name Mailbox

Create a dial-by-name mailbox, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***8***, and press ***Return***.	Menu 8 – Add Mailbox appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	In the ***Mailbox Number:*** field, enter the number for a new mailbox, and press ***Return***. Do not start a mailbox number with a zero.	The default of 0 – Voice Messaging appears in the ***Mailbox Type:*** field.
3.	In the ***Mailbox Type:*** field, change the entry to ***29***, and press ***Return***.	The entry ***29 – Dial Mailbox by Name*** appears, and the rest of the fields for a Type 29 mailbox, shown in Figure 6-1, are displayed.
4.	Complete the fields in menu 8, using the information in Table 6-1, and press ***Return***. Refer to Volume II, Chapter 3 for descriptions of the fields.	The mailbox is created.
5.	Give the mailbox name and the initial password to the mailbox manager.	. . .

```
                          Menu 8 – Add Mailbox            OCTEL#1


Mailbox Number: 2987                  Mailbox Type: 29 – Dial Mailbox by Name

Mailbox Name:                            Community No.:
Department:                              Express Address:
Mailbox Mgr. Extension: 2987             Alias Address:
Attendant Destination:                   Group ID:
Calling Group: 0                         Attendant Schedule:
* Key Definition: 0 – Exit               After Hours Mailbox
* Key Mailbox Number:                    Mailbox VPMOD ID: OCTEL#1
# Key Definition: 0 – Subscrib. Access
Initial Password: 101814
Initial Entry Tutorial: Y
Mailbox Lang.: 1 – American Eng (Mar)
General Fax Message Mailbox:
```

Figure 6-1. Example Of Menu 8 for a Type 29 Mailbox.

Table 6-1. Dial-by-Name Mailbox Parameters Established in Menu 8.

Field	Default	Possible Values	Comment
Mailbox Number:	. . .	Unique number	Length is established in menu 0. Mailbox number cannot start with a zero.
Mailbox Type:	0	29	. . .
Mailbox Name:	. . .	2–20 alphanumeric characters	Start the mailbox name with a ***1*** so that callers do not accidentally address this mailbox when spelling the name for a personal mailbox.
Department:	. . .	Up to 7 alphanumeric characters	The department name or code. This field is used to sort mailboxes for system reports. Refer to Chapter 7 for more information about reports.
Mailbox Mgr. Extension:	. . .	Up to 10 digits	The extension number of the person assigned to initialize, customize, and monitor the dial-by-name mailbox.
Attendant Destination:	. . .	Up to 10 digits	The extension number or attendant number (from menu 2.1) of the attendant or the person to whom callers are transferred when they press ***0*** while in the mailbox. If assistance is not available, leave the field blank.
Calling Group:	0	0–999	Leave the default of ***0*** for no call restrictions. Enter a number for the calling group, and callers to the type 29 mailbox cannot reach mailboxes outside that specified group.
⁎ Key Definition:	0 – Exit	0 – Exit 1 – Ignore 2 – Mailbox Number	Leave the default of ***0*** to allow callers to press ⁎ to exit the mailbox and dial another mailbox number. Enter ***1*** to prevent callers from accessing other mailboxes. Enter ***2*** to route callers who press ⁎ to a specific mailbox. If you enter ***2***, you must have an entry in the ⁎ ***Key Mailbox Number:*** field.
⁎ Key Mailbox Number:	. . .	Mailbox number	You must enter a ***2*** in the ⁎ ***Key Definition:*** field before this field will accept an entry. The mailbox number entered here must be an existing mailbox. Callers pressing ⁎ are routed immediately to this mailbox.
# Key Definition:	0 – Subscrib. Access	0 – Subscrib. Access 1 – Ignore	Leave the default of ***0*** to allow callers to press ***#*** during the mailbox greeting and access another mailbox as a subscriber. Enter ***1*** to prevent callers from exiting this mailbox to reach subscriber access.
Initial Password:	Temporary, randomly generated, 6 digits	Manual entry up to 15 digits	Make sure that you record the temporary password to give to the mailbox manager. The mailbox manager then enters a permanent password when initializing the mailbox.

Table 6-1. Dial-by-Name Mailbox Parameters Established in Menu 8 (continued).

Field	Default	Possible Values	Comment
Initial Entry Tutorial:	Y	Y or N	Leave the default of ***Y*** for the mailbox manager to hear the tutorial, which is a guide in establishing a permanent password and recording a name and personal greeting. Enter ***N*** to eliminate the tutorial.
Mailbox Lang.:			
(Unilingual server)	Installed language	. . .	Defaults to the installed language and cannot be changed.
(Multilingual server)	. . .	Varies, depending on languages installed	Determines the language used for mailbox manager prompts on bilingual/multilingual servers. Enter the number for the needed language, as shown in menu 13.10.
General Fax Message Mailbox:	. . .	Type 45 mailbox number	Enter the number of a type 45 mailbox to which calls are sent when the type 29 mailbox detects fax tones. Leave the field blank for the server to transfer fax calls to the primary general-fax-message mailbox defined in menu 1.2.
Community No.:	. . .	Up to 10 digits	Enter a number only if the community was configured in menu 1.3.1 and the mailbox being created belongs to that community.
Express Address:	. . .	Any valid express address, according to scheme defined in menu 1.3.1.	An alternate address, valid only within the community assigned to this mailbox. Automatically generated if there is an entry in the ***Community No.:*** field and express address was defined in menu 1.3.1. Can be changed to a different number, if desired.
Alias Address:	. . .	3–10 digits	Alternate mailbox address. Not restricted to a community, unlike express addresses. Length can vary from mailbox to mailbox. Must be unique number. Cannot duplicate any mailbox number, network address, or other alias address. Cannot begin with a zero.
Group ID:	. . .	1–10	Enter the number of the group to which the mailbox belongs, only if the ***Community No.:*** field has an entry and this group has been activated for that community in menu 1.3.1. Ten groups can be established within each community. An entry is optional.
Attendant Schedule:	. . .	1–4000	Number of the schedule assigned to the attendant for this mailbox, which determines when an attendant is available to assist callers who press ***0***. Schedule must be defined in menu 2.1 before you can enter it in this field.

Table 6-1. Dial-by-Name Mailbox Parameters Established in Menu 8 (continued).

Field	Default	Possible Values	Comment
After Hours Mailbox:	. . .	Any valid, existing mailbox number	Destination to which the server transfers callers who press ***0*** for assistance when an attendant is not available. Mailbox must be created first before you can enter it in this field. An entry is optional.
Mailbox VPMOD ID:	Name entered in menu 1.1	. . .	Automatically entered if VPMOD ID was established in menu 0. Same as the name that appears in the upper right corner of the SMT screen. This field can be changed only through menu 1.1.

Customizing a Dial-By-Name Mailbox

After you have created the dial-by-name mailbox, have the mailbox manager customize it by changing the mailbox password and recording a mailbox greeting, a customized help prompt, and the mailbox name. Typically, the system manager assigns this task to another person; the system manager can also serve as the mailbox manager.

Perform these tasks by selecting options from the type 29 mailbox Main Menu. Access the Main Menu from a touch-tone telephone, as follows:

1. Dial the server's access number.

2. Press the **#** key and enter the mailbox number and password, following the voice prompts.

Figure 6-2 shows the mailbox Main Menu and its submenus.

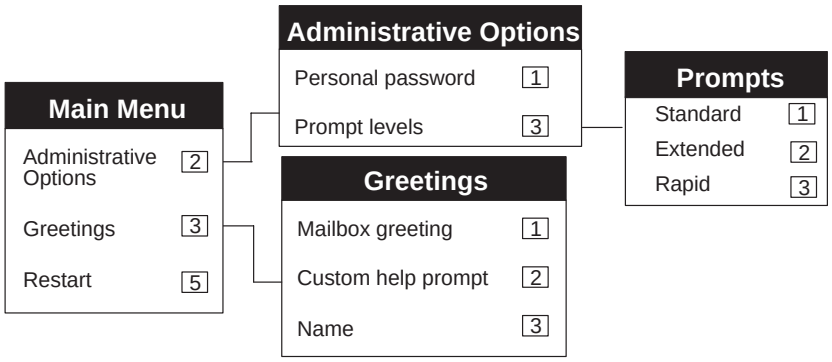


Figure 6-2. Mailbox Menus for Dial-by-Name Mailboxes.

Changing the Mailbox Password

To change the password, use the following key sequence:

2 > 1 > Enter password > #

Selecting a Prompt Level

The prompt level determines the detail of the instructions that you hear when you access the mailbox with a password. No matter what prompt level is chosen, callers always hear the same set of instructions. Use the following key sequence to select the prompt level:

1 Standard prompts

2 > 3 > 2 Extended prompts > #

3 Rapid prompts

Recording a Mailbox Greeting

The mailbox greeting is the first thing callers hear when they enter the mailbox. You can record a mailbox greeting for the dial-by-name mailbox that is customized for the application.

If an attendant or operator is available for callers, the greeting should instruct callers either to press ***0*** for help or to stay on the line.

Use the following key sequence to record the mailbox greeting:

3 > 1 > 2 > Record greeting > #

Deleting a Mailbox Greeting

To delete a mailbox greeting, use the following key sequence:

3 > 1 > 1 Delete greeting > *

If you do not record a new greeting, the server plays a system greeting to callers.

Recording a Customized Help Prompt

To record a customized help prompt, use the following key sequence:

3 > 2 > 2 Record help prompt > #

Recording the Mailbox Name

To record or change the mailbox name, use the following key sequence:

3 > 3 > Record name > #

Type 30 – Automated-Attendant Mailboxes

Use the server's automated-attendant feature to answer calls to a company's primary telephone number or alternate number. Callers hear a greeting that directs them to enter the extension number of the person they are calling or spell the name of the person. After a valid entry is made, the server transfers the caller to the requested extension.

The basic steps required to set up an automated-attendant mailbox are as follows:

Step	Action	Reference
1.	Use SMT menu 8 to create an automated-attendant mailbox.	"Creating an Automated-Attendant Mailbox" section, page 6-9.
2.	If using supervised transfers, set the ***Transfer Announcement:*** field in menu 1.2 to provide the desired prompt to the called party.	Volume I, Chapter 5.
3.	Using a touch-tone telephone, customize the mailbox, including initializing the mailbox and recording the greeting. Typically, the system manager assigns these tasks to a mailbox manager.	"Customizing the Automated-attendant Mailbox" section, page 6-13.
4.	Establish port monitoring in menu 2, if applicable.	Volume I, Chapter 5.

Creating an Automated-Attendant Mailbox

Create an automated-attendant mailbox, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***8***, and press ***Return***.	Menu 8 – Add Mailbox appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	In the ***Mailbox Number:*** field, enter the number for a new mailbox, and press ***Return***. Do not start a mailbox number with a zero.	The default of 0 – Voice Messaging appears in the ***Mailbox Type:*** field.
3.	In the ***Mailbox Type:*** field, change the entry to ***30***, and press ***Return***.	The entry ***30 – Automated Attendant*** appears**,** and the rest of the fields for a Type 30 mailbox, shown in Figure 6-3, are displayed.
4.	Complete the fields in menu 8 using the information in Figure 6-3 and Table 6-2. Refer to Volume II, Chapter 3 for descriptions of the fields.	The mailbox is created.
5.	Give the mailbox name and the initial password to the mailbox manager.	. . .

```
                          Menu 8 – Add Mailbox                OCTEL#1


Mailbox Number: 2649                    Mailbox Type: 30 – Automated Attendant

Mailbox Name:                           Community No.:
Department:                             Express Address:
Mailbox Mgr. Extension: 2649            Alias Address:
Attendant Destination:                  Group ID:
Calling Group: 0                        Attendant Schedule:
* Key Definition: 0 – Exit              After Hours Mailbox:
* Key Mailbox Number:                   Check for Matching Mailbox Number: Y
# Key Definition: 0 – Subscriber Access Mailbox VPMOD ID: OCTEL#1
Initial Password: 335953
Initial Entry Tutorial: Y
Type of Caller Input: 1 – Enter Number
Busy/Ring-no-answer Options: N
Transfer Supervision: Y
Mailbox Lang.: 1 – American Eng (Mar)
General Fax Message Mailbox:
```

Figure 6-3. Example Of Menu 8 for a Type 30 Mailbox.

Table 6-2. Automated-Attendant Mailbox Parameters Established in Menu 8.

Field	Default Value	Possible Values	Comments
Mailbox Number:	. . .	Unique number	The length was established in menu 0. A mailbox number cannot start with a zero.
Mailbox Type:	0	30	. . .
Mailbox Name:	. . .	2–20 alphanumeric characters	Start the mailbox name with a ***1*** so that callers do not accidentally address this mailbox when spelling the name for a personal mailbox. Give this name to the mailbox manager.
Department:	. . .	Up to 7 alphanumeric characters	The department name or code. This field is used to sort mailboxes for system reports. Refer to Chapter 7 for more information about reports.
Mailbox Mgr. Extension:	. . .	Up to 10 digits	The extension number of the person assigned to initialize and customize the automated-attendant mailbox.
Attendant Destination:	. . .	Up to 10 digits	The extension number or attendant number (from menu 2.1) of the person to whom callers are transferred when they press ***0*** for assistance while in the mailbox. If assistance is not available, leave the field blank.
Calling Group:	0	0–999	Leave the default of ***0*** for no call restrictions. Enter a calling group number to restrict the mailbox and extension number to a specific calling group. Callers to the type 30 mailbox can reach subscriber mailboxes only in that calling group.
⁎ Key Definition:	0 – Exit	0 – Exit 1 – Ignore 2 – Mailbox Number	Leave the default of ***0*** to allow callers to press ⁎ to exit the mailbox and dial another mailbox number. Enter ***1*** to prevent callers from accessing other mailboxes. Enter ***2*** to route callers who press ⁎ to a specific mailbox. If you enter ***2***, you must have an entry in the ⁎ ***Key Mailbox Number:*** field.
⁎ Key Mailbox Number:	. . .	Valid mailbox number	You must enter a ***2*** in the ⁎ ***Key Definition:*** field before this field will accept an entry. The mailbox number entered here must be an existing mailbox. Callers pressing the ⁎ key are routed immediately to this mailbox.

Table 6-2. Automated-Attendant Mailbox Parameters Established in Menu 8 (continued).

Field	Default Value	Possible Values	Comments
# Key Definition:	0 – Subscrib. Access	0 – Subscrib. Access 1 – Ignore	The default of ***0*** allows callers to press ***#*** during the mailbox greeting and access any mailbox as a subscriber. Enter ***1*** to prevent callers from exiting this mailbox to reach subscriber access.
Initial Password:	Temporary, randomly generated, 6 digits	Manual entry up to 15 digits long	Make sure that you record the temporary password and give it to the mailbox manager. The mailbox manager enters a permanent password when initializing the mailbox.
Initial Entry Tutorial:	Y	Y or N	Leave the default of ***Y*** to play the tutorial to guide the mailbox manager in establishing a permanent password and recording a name and personal greeting. Enter ***N*** to eliminate the tutorial.
Type of Caller Input:	1	1 – Enter Number 2 – Spell Name	Leave the default of ***1*** to allow callers to dial the mailbox number. Enter ***2*** to have callers spell the name of the mailbox. These entries are mutually exclusive; callers cannot use both dial number and spell name to access the mailbox.
Busy/Ring-no-answer Options:	N	Y or N	This field requires an entry in the ***Transfer Supervision:*** field. Leave the default of ***N*** to have the server notify callers of the status of the extension and then route them directly to that extension's mailbox. Enter ***Y*** for the server to prompt callers who reach a busy or ring-no-answer signal with the following choices: enter another extension, disconnect, press ***0*** for assistance, or leave a message in the extension's mailbox.
Transfer Supervision:	Y	Y or N	Leave the default of ***Y*** to direct the server to supervise call transfers from the mailbox. If the extension is busy or does not answer, the server reconnects with the caller, notifies the caller of the status, and then either routes the caller to the extension's mailbox or provides options, depending on the entry in ***Busy/Ring-no-answer Options:*** field. Enter ***N*** for an unassisted transfer.

Table 6-2. Automated-Attendant Mailbox Parameters Established in Menu 8 (continued).

Field	Default Value	Possible Values	Comments
Mailbox Lang.:			
(Unilingual system)	Installed language	. . .	Defaults to installed language and cannot be changed.
(Multilingual system)	. . .	Varies, depending on languages installed	Determines the language used for mailbox manager prompts for bilingual/multilingual servers. Enter the number for the language, as shown in menu 13.10.
General Fax Message Mailbox:	. . .	Type 45 mailbox number	Enter a type 45 mailbox to which calls are sent when the type 30 mailbox detects fax tones. Leave the field blank for the server to transfer fax calls to the primary general-fax-message mailbox defined in menu 1.2.
Community No.:	. . .	Up to 10 digits	Enter a number only if a community was configured in menu 1.3.1 and the mailbox being created belongs to that community.
Express Address:	. . .	Any valid express address defined in menu 1.3.1.	An alternate mailbox address, valid only within the community. The express address is automatically generated if an entry is in the ***Community No.:*** field and express address was defined in menu 1.3.1. Can be changed to a different number, if desired.
Alias Address:	. . .	3–10 numeric digits	Alternate mailbox address. Not restricted to a community, unlike express addresses. Length can vary from mailbox to mailbox. Must be a unique number that does not duplicate any mailbox number, network address, or other alias address; cannot begin with a zero.
Group ID:	. . .	1–10	Enter the number of the group to which the mailbox belongs, only if the ***Community No.:*** field has an entry and this group has been activated for that community in menu 1.3.1. Ten groups can be established within each community. An entry is optional.
Attendant Schedule:	. . .	1–4000	Number of the schedule assigned to the attendant for this mailbox, which determines when an attendant is available to assist callers who press ***0***. Make sure that the schedule has been defined in menu 2.1 before entering it in this field.

Table 6-2. Automated-Attendant Mailbox Parameters Established in Menu 8 (continued).

Field	Default Value	Possible Values	Comments
After Hours Mailbox:	. . .	Any valid, existing mailbox number	Destination to which server transfers callers who press ***0*** for assistance when an attendant is not available. Create the mailbox before entering its number in this field. An entry is optional.
Check for Matching Mailbox Number:	Y	Y or N	Leave the default of ***Y*** for the server to match the caller input to an existing mailbox and then transfer the caller to the number specified in the ***Subscriber's Extension:*** field. If no matching mailbox is found and ***Verify extension number:*** in menu 2.2 is set to ***N***, the caller input is dialed. If no matching mailbox is found and ***Verify extension number:*** is set to ***Y***, the input is considered invalid and an error message plays.
Mailbox VPMOD ID:	Name entered in menu 1.1	. . .	Automatically entered if VPMOD ID was established in menu 0. The same ID appears in the upper right corner of the SMT screens. The VPMOD ID can be changed only through menu 1.1.

Customizing the Automated-attendant Mailbox

After you have created the automated-attendant mailbox, have the mailbox manager customize it by accessing the type 30 mailbox Main Menu, changing the mailbox password, selecting a prompt level, and recording a mailbox greeting, a customized help prompt, and the mailbox name. Typically, the system manager assigns this task to another person; the system manager can also act as the mailbox manager.

Perform these tasks by selecting options from the type 30 mailbox Main Menu. Access the Main Menu from a touch-tone telephone, as follows:

1. Dial the server's access number from a touch-tone telephone.

2. Press **#**, then enter the type 30 mailbox number and password.

Figure 6-4 shows the mailbox Main Menu and its submenus.

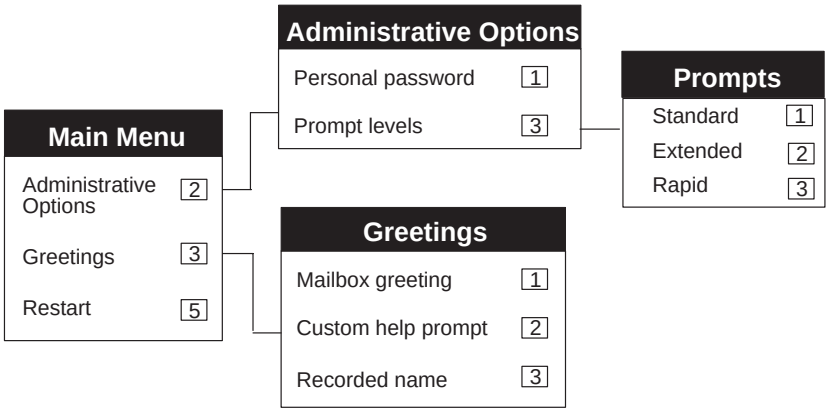


Figure 6-4. Mailbox Menus for Automated-Attendant Mailboxes.

Changing the Mailbox Password

To change the password, use the following key sequence:

2 > 1 > Enter password > #

Selecting a Prompt Level

The prompt level determines the detail of the instructions that you hear when you enter the mailbox with a password. No matter what prompt level you choose, callers hear only the mailbox greeting, if one has been recorded, and are transferred. Use the following key sequence to select the prompt level:

1 Standard prompts

2 > 3 > 2 Extended prompts > #

3 Rapid prompts

Recording a Mailbox Greeting

The mailbox greeting is the first thing callers hear when they enter the mailbox. You can record a greeting for the automated-attendant mailbox that is customized for the application.

If an attendant is available for callers, the greeting should instruct callers either to press ***0*** for help or to stay on the line.

Use the following key sequence to record the mailbox greeting:

3 > 1 > 2 > Record greeting > #

If you do not record a mailbox greeting, the server plays a system greeting to callers.

Deleting a Mailbox Greeting

To delete a mailbox greeting, use the following key sequence:

3 > 1 > 1 Delete greeting > *

If you do not record a new greeting, the server plays a system greeting to callers.

Recording a Customized Help Prompt

To record a customized help prompt, use the following key sequence:

3 > 2 > 2 Record help prompt > #

Recording the Mailbox Name

To record or change the mailbox name, use the following key sequence:

3 > 3 Record mailbox name > #

Selecting the Transfer Announcement

The ***Transfer Announcement:*** field in menu 1.2 determines the prompt that the called party hears after answering the transferred call from the server. This applies only to automated attendant mailboxes that have the ***Transfer Supervision:*** field in menu 8 set to ***Y***.

If you have set the ***Transfer Announcement:*** field to ***1***, the called party hears "Connecting caller . . . beep" before being connected with the caller. If you set this field to ***2***, the called party hears only a beep before the server completes the transfer.

Type 34 – Transfer Mailboxes and Type 35 – Conditional Transfer Mailboxes

Set up a type 34 or 35 transfer mailbox, as follows:

Step	Action	Reference
1.	Create the type 34 or 35 mailbox in menu 8 on the SMT.	"Creating a Type 34 Mailbox" section, page 6-16, for a type 34 mailbox or "Creating a Type 35 Mailbox" section, page 6-17, for a type 35 mailbox.
2.	Customize the mailbox from a touch-tone telephone, including initializing the mailbox and recording the greeting. Typically, the system manager assigns another person as mailbox manager or acts in that capacity.	"Customizing Transfer Mailboxes" section, page 6-20.

Creating a Type 34 Mailbox

Figure 6-5 is an example of menu 8 for a type 34 transfer mailbox. Set up a type 34 transfer mailbox, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***8***, and press ***Return***.	Menu 8 – Add Mailbox appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	In the ***Mailbox Number:*** field, enter the number for a new mailbox, and press ***Return***. Do not begin the mailbox number with a zero.	The default of 0 – Voice Messaging appears in the ***Mailbox Type:*** field.
3.	In the ***Mailbox Type:*** field, change the entry to ***34***, and press ***Return***.	The entry ***34 – Transfer Mailbox*** appears, and the rest of the fields for a type 34 mailbox are displayed.
4.	Complete the fields in menu 8 using the information in Figure 6-5 and Table 6-3. Refer to Volume II, Chapter 3 for descriptions of the fields.	The mailbox is created.
5.	Give the mailbox name and the initial password to the mailbox manager.	. . .

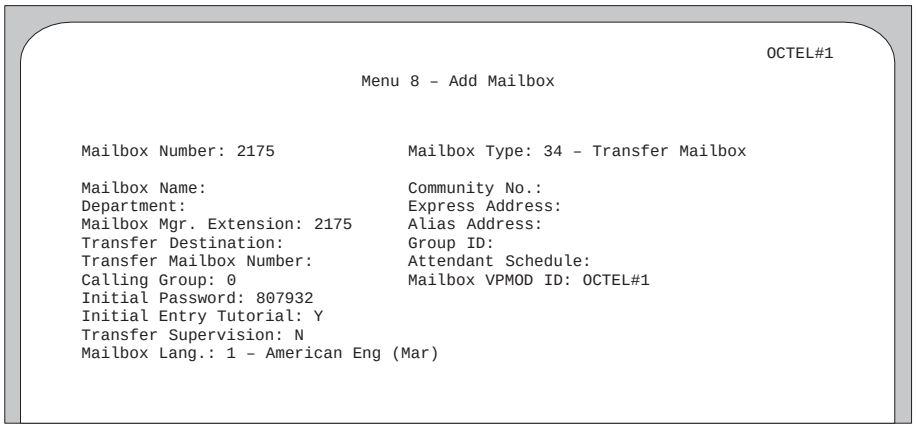


Figure 6-5. Example Of Menu 8 for a Type 34 Mailbox.

Creating a Type 35 Mailbox

Figure 6-6 is an example of menu 8 for a type 35 transfer mailbox. Create the type 35 conditional-transfer mailbox as follows:

Step	Action	Result
1.	From the Main Menu, enter ***8*** and press ***Return***.	Menu 8 – Add Mailbox, appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	In the ***Mailbox Number:*** field, enter the number for a new mailbox, and press ***Return***. Do not begin the mailbox number with a zero.	The default of 0 – Voice Messaging appears in the ***Mailbox Type:*** field.
3.	In the ***Mailbox Type:*** field, change the entry to ***35***, and press ***Return***.	The entry ***35 – Conditional Transfer*** appears, and the rest of the fields for a type 35 mailbox are displayed.
4.	Complete the fields in menu 8 using the information in Figure 6-6 and Table 6-3. Refer to Volume II, Chapter 3 for descriptions of the fields.	The mailbox is created.
5.	Give the mailbox name and the initial password to the mailbox manager.	. . .

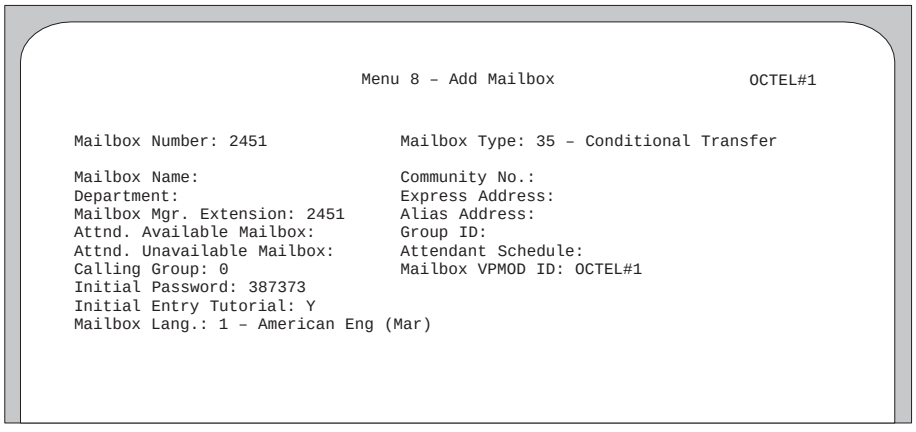


Figure 6-6. Example of Menu 8 for a Type 35 Mailbox.

Table 6-3. Transfer-Mailbox Parameters Established in Menu 8.

Field	Default	Possible Values	Comments
Mailbox Number:	. . .	Unique number	The number of digits in mailbox is set in menu 0. Mailbox numbers cannot start with a zero.
Mailbox Type:	0	34	. . .
Mailbox Name:	. . .	2–20 unique characters	Identifying name for the mailbox. It identifies the mailbox when the dial-by-name feature is used.
Department:	. . .	Up to 7 alphanumeric characters	Name or code of department to which the mailbox belongs. Used for sorting in reports.
Mailbox Mgr. Extension:	Same as mailbox number	Extension number	Extension of person assigned to initialize and configure the mailbox.
Attend Available Mailbox:	. . .	Mailbox number	Mailbox number to which server transfers callers when the attendant *is* available.
Attend Unavailable Mailbox:	. . .	Mailbox number	Mailbox number to which server transfers callers when the attendant is *not* available.
Calling Group:	0	0–999	Enter the calling group number to include the mailbox in a specific calling group. To reach this mailbox through a type 29 or 33 mailbox, the calling group assigned to both mailboxes must match. Leave the default of ***0*** for no calling restrictions.
Initial Password:	Temporary, randomly generated, 6 digits	Manual entry up to 15 digits long	Make sure that you record the temporary password and give it to the mailbox manager.
Initial Entry Tutorial:	Y	Y or N	Leave the default of ***Y*** for the server to play a tutorial as a guide in establishing a permanent, personal password and recording a name and personal greeting for the mailbox. Enter ***N*** to eliminate the tutorial.
Transfer Supervision:	N	Y or N	Leave the default of ***N*** for unsupervised transfers. The server does not monitor transfers; instead, the port is immediately cleared for another call after the transfer. If set to ***Y***, all transfers to extensions are supervised; the server monitors the line and if the extension is busy or ring-no-answer, reconnects with the caller. The caller hears “That extension is busy/does not answer. Please try again later.”

Table 6-3. Transfer-Mailbox Parameters Established in Menu 8 (continued).

Field	Default	Possible Values	Comments
Mailbox Lang.:			
(unilingual system)	Installed language	. . .	Defaults to installed language and cannot be changed.
(bilingual/multilingual system)	. . .	Varies depending on languages installed	Determines the language used for mailbox manager prompts. On bilingual/multilingual systems, view menu 13.10 for a list of supported languages. Enter the number associated with the desired language.
Community No.:	. . .	Up to 10 digits	Enter number only if a community was configured in menu 1.3.1 and the mailbox being created belongs to that community.
Express Address:	. . .	Any valid express address	An alternate mailbox address valid only within the community assigned to this mailbox. It is generated automatically when there is an entry in ***Community No.:*** field and express address is defined for the community in menu 1.3.1. The express address must be unique within the community; it can be changed to a different number, if desired.
Alias Address:	. . .	3–10 digits	An alternate address for a mailbox that is not restricted to a community. The length can vary from mailbox to mailbox. The alias address cannot begin with a zero and must be a unique number; it cannot duplicate any mailbox number, network address, or other alias address on the server.
Group ID:	. . .	1–10	Enter the number of the group to which the mailbox belongs, only if the ***Community No.:*** field has an entry and this group has been activated for that community in menu 1.3.1. Ten groups can be established within each community. An entry is optional.
Attendant Schedule:	. . .	1–4000	Number of the schedule assigned to the attendant for this mailbox. The schedule determines when an attendant is available to assist callers who press ***0*** while in the mailbox. The attendant schedule must be defined in menu 2.1 before you can enter it in this field.

Customizing Transfer Mailboxes

After you have created the transfer mailboxes, have the mailbox manager customize them by choosing options from the transfer mailbox's Main Menu. Figure 6-7 shows the mailbox main menu and its submenus. Typically, the system manager assigns this task to another person; the system manager can also serve as the mailbox manager.

Perform these tasks from the transfer mailbox Main Menu. Access the Main Menu from a touch-tone telephone, as follows:

1. Dial the server's access number.

2. Press the # key and enter the mailbox number and password, following the voice prompts.

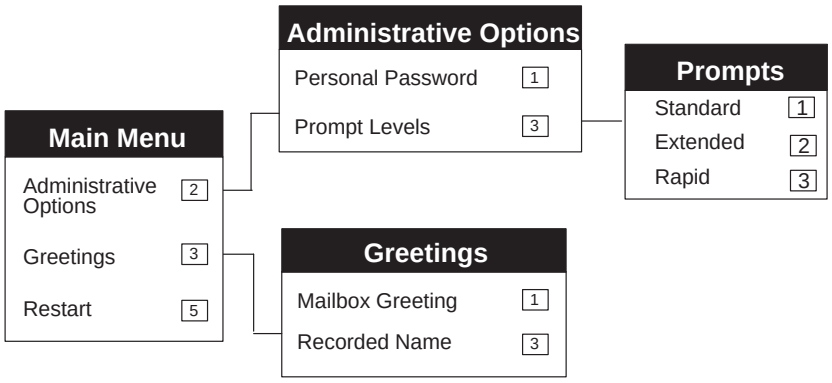


Figure 6-7. Menus for Transfer Mailboxes.

Changing the Mailbox Password

To change the password, use the following key sequence:

2 > 1 > Enter password > #

Selecting a Prompt Level

The prompt level determines the detail of the instructions that you hear when you access the mailbox with a password. No matter what prompt you choose, callers hear only the mailbox greeting, if one has been recorded, and are then transferred. Use the following key sequence to select the prompt level:

1 Standard prompts

2 > 3 > 2 Extended prompts > #

3 Rapid prompts

Recording a Mailbox Greeting

If recorded, the mailbox greeting is the first thing callers hear when they enter the mailbox. If one is not recorded, callers hear nothing before being transferred; no standard greeting is provided for transfer mailboxes.

Use the following key sequence to record the mailbox greeting:

3 > 1 > 2 > Record greeting > #

Deleting a Mailbox Greeting

To delete the mailbox greeting, use the following key sequence:

3 > 1 > 1 Delete greeting > *

If you do not record a new greeting, callers are transferred immediately, without hearing a greeting.

Recording the Mailbox Name

To record or change the mailbox name, use the following key sequence:

3 > 3 > Record name > #

General-Message Mailboxes

A general message mailbox accepts messages from callers who cannot be routed to specific subscriber mailboxes or to an after-hours mailbox. The general message mailbox must be a type 0 voice-messaging mailbox that you designate as a repository for messages when callers cannot reach specific subscriber mailboxes. Establish a general message mailbox as follows:

Step	Action	Reference
1.	Create a type 0 mailbox, using menu 8 on the SMT.	Chapter 4.
2.	In menu 1.2, enter the number of the mailbox created in step 1 in the ***General Message Mailbox:*** field.	Volume I, Chapter 5.
3.	Access the mailbox and record a greeting that encourages the caller to state clearly the name of the called party before leaving the message.	. . .
4.	Assign one or two people to check the messages in this mailbox frequently.	. . .

Directory Mailbox

Callers who reach the directory mailbox can spell a subscriber's name to be transferred to that subscriber's extension. The type 30 mailbox used for the directory is created automatically during server initialization. During initialization, complete the ***Directory Mailbox:*** fields in menu 0.3 for the mailbox. Refer to Volume I, Chapter 5 for additional information.

Outcalling and Paging

The server can place outcalls to home telephone numbers, other designated telephone numbers, or pagers to notify subscribers that they have new messages in their mailboxes. Configure the server for outcalling, as follows:

Step	Action	Reference
1.	Establish initial outcalling parameters in menu 5.1.	Refer to Figure 6-8 and Table 6-4 to complete the fields in menu 5.1. Refer to Volume I, Chapter 5 for more information.
2.	Establish dialing sequences for outcalling and paging, using menu 6.1.	Refer to Table 6-5 to complete the fields in menu 6.1. Refer to Volume I, Chapter 5 for more information.
3.	In menu 7, set the ***Type of Outcalling:*** field and the ***Outcall Control:*** field to establish the type of outcalling allowed and the type of control provided to subscribers for their class of service.	Refer to Chapter 2, Table 2-1 and Table 2-2.
4.	Assign ports for outcalls in menu 4.	Refer to Volume I, Chapter 5 for details about menu 4.
5.	When establishing the subscriber mailbox profile in menu 8, determine whether to allow outcalling in the ***Initialize Outcalling:*** field. If allowed, enter the subscriber's initial outcalling telephone number in the ***Init. Outcall No.:*** field. Leave this field blank if subscribers are allowed to enter their own outcalling numbers through their mailbox menus.	To create the subscriber mailbox, refer to Chapter 4. For details about these fields, refer to Volume II, Chapter 3.

When entering dialing codes in any of the required fields, make sure to refer to the applicable configuration note for your PBX/Centrex.

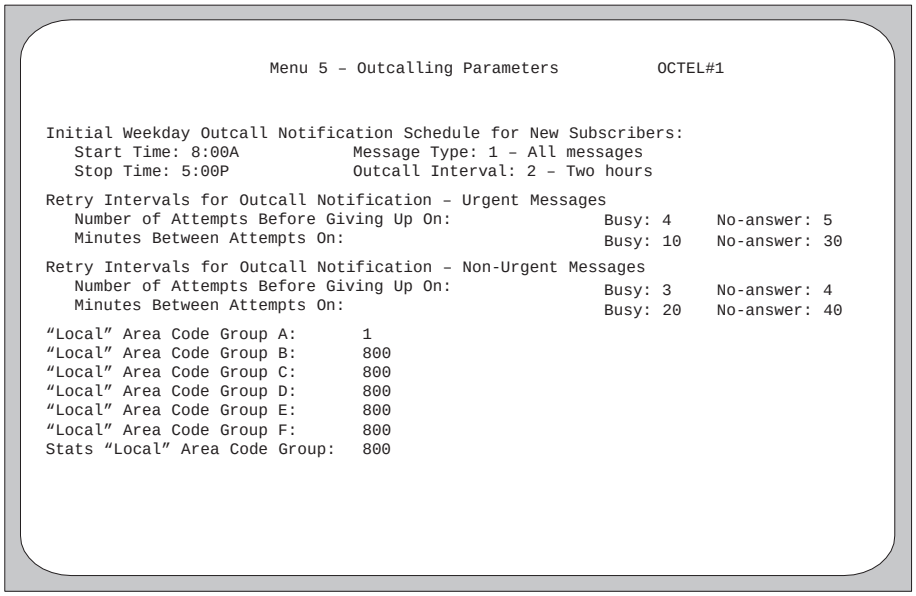


Figure 6-8. Example of Menu 5.1, Outcalling Parameters, Showing Default Values.

Table 6-4. Menu 5.1 for Establishing Outcalling and Paging Schedules.

Field	Default	Possible Values	Comments
Initial Weekday Outcall Notification Schedule for New Subscribers:			
Start Time:	8:00A	a.m. or p.m. time or 24-hour time	Beginning time for period when subscribers can receive outcalls on weekdays, set in the format *hh:mmA* or *hh:mmP*. For servers in other countries, enter start times based on a 24-hour clock, in the format *hh:mm:ss*.
Stop Time:	5:00P	a.m. or p.m. time or 24-hour time	Ending time for period when subscribers can receive outcalls on weekdays, set in the format *hh:mmA* or *hh:mmP*. For servers in other countries, enter end times based on a 24-hour clock, in the format *hh:mm:ss*.
Message Type:	1 – All Messages	1 – All Messages 2 – Urgent Messages Only	Leave the default of ***1*** for all messages to generate outcalls. Enter ***2*** for only urgent messages to generate outcalls.
Outcall Interval:	2 – Two hours	1 – One hour 2 – Two hours 3 – Four hours 4 – One day 5 – Immediately 6 – Never	Specify the time interval before the server notifies subscribers of new messages. Subscribers can change these intervals through their mailboxes.

Table 6-4. Menu 5.1 for Establishing Outcalling and Paging Schedules (continued).

Field	Default	Possible Values	Comments
Retry Intervals for Outcall Notification – Urgent Messages and Non-Urgent Messages:			
Number of Attempts Before Giving Up On:			
Busy:	4 (urgent) 3 (nonurgent)	1–15	Number of retries allowed because the line is busy.
No-answer:	5 (urgent) 4 (nonurgent)	1–15	Number of retries allowed because the line does not answer.
Minutes Between Attempts On:			
Busy:	10 (urgent) 20 (nonurgent)	2–120	Time that the server waits before trying again when the line is busy.
No-answer:	30 (urgent) 40 (non-urgent)	2–120	Time that the server waits before trying again when the line does not answer.
“Local” Area Code Groups A, B, C, D, E, and F:	800	1- to 3-digit area codes	You can define up to six local area-code groups, A through F. Enter up to eight area codes, from 1 to 3 digits long, in each of the six groups. The ***Type of Outcalling:*** field in menu 7 uses these groups to restrict subscriber outcalling to these specific area codes.
Stats “Local” Area Code Group:	800	1- to 3-digit area codes	Enter up to eight area codes designated as local in the server statistics. Statistics separate the duration times of 10-digit-number outcalls considered local from other 10-digit-number outcalls.

Table 6-5. Menu 6.1 for Establishing Outcalling and Pager Dialing Sequences.

Field	Default	Possible Values	Comments
"Flash" On-hook Time: milliseconds	500 ms	Depends on PBX or Centrex	The server simulates a switch-hook flash to transfer a call to the PBX or Centrex. If the on-hook time in this field is too short, the PBX cannot detect the flash; if too long, the PBX disconnects the call. To ensure correct timing, test the timing on the PBX after it is set by having the server transfer a call from a test type 30 mailbox. Refer to the applicable configuration note for your PBX/Centrex for the correct value.
"Pause" Time:	1000 ms	Depends on PBX or Centrex	Stops an information transfer for the length of time set in this field. The server dials the access number for an outside line, then waits for the line to be seized (the pause time), then dials the telephone number. Refer to the applicable configuration note for your PBX/Centrex for the correct value.
Block Automated Attendant Transfer:	. . .	1–9, up to 4 digits	Enter up to four first digits of telephone numbers to be blocked as invalid numbers for automated attendant transfers. Press *Return* after entering each first digit.
Dialing Sequence to Transfer a Call:	. . .	Depends on switch	Enables the server to transfer calls. Enter the dialing sequence for your PBX/Centrex. Typically *F* (flash), a transfer call feature code (if required), and *N* (represents the number to be dialed. Refer to the configuration note for your PBX/Centrex for the correct value.
Dialing Sequence to Reconnect with a Call			
Ring No Answer:	F	Usually F (flash) plus feature code; can also have 0–9, ∗, #, P (pause)	Enter the dialing sequence the server uses when attempting a reconnect after a transfer fails because the line did not answer. Sequence depends on the PBX/Centrex; it is usually ***F*** plus the feature code.
Busy:	F	Usually F plus feature code; can also have 0–9, ∗, #, P (pause)	Enter the dialing sequence for the server to use when attempting a reconnect after a transfer fails because the line is busy. The sequence depends on the PBX/Centrex; it is usually ***F*** plus the feature code.

Table 6-5. Menu 6.1 for Establishing Outcalling and Pager Dialing Sequences (continued).

Field	Default	Possible Values	Comments
Dialing Sequence for On-PBX Calls (if VPMOD is on a PBX):	N	Usually N; can also have 0–9, ⁎, #, K, S, P	The dialing sequence includes ***N*** for the extension number that the server dials when the destination is on the PBX. Depending on the PBX/Centrex, ***N*** is usually the only sequence dialed.
Dialing Sequence for Local Calls:	9N	Usually [X]N; can also have 0–9, ⁎, #, K, S, P, C	Enter the dialing sequence, where *X* is the code used to exit the PBX (usually *9*) and *N* is the local telephone number. You can insert pauses (*P*) as needed, for example, *9PPN*. The other codes listed can be used in the dialing sequence, depending on your PBX/Centrex.
Dialing Sequence for Long-distance Calls:	9N	Usually [X] PCPN; can also have 0–9, ⁎, #, K, S	Enter the dialing sequence to outcall to a long-distance destination: *X* is the code used to exit the PBX (usually *9*), *P* is pause, C is the authorization code, if required, and *N* is the long-distance number. The other codes listed can be used as needed, depending on your PBX/Centrex.
Dialing Sequence for International Calls:	. . .	0–9, ⁎, #, K, S, P, N, C	Allows responses to international AMIS network calls if AMIS networking is enabled. Use *K* for the key pulse, *S* for the stop pulse, *P* for pause, *N* for the telephone number, and *C* for the authorization code, if required.
Dialing Sequence for Private Network Calls:	. . .	0–9, ⁎, #, K, S, P, N, C	Allows responses to private-network AMIS networking messages. Use *K* for the key pulse, *S* for the stop pulse, *P* for pause, *N* for the telephone number, and *C* for the authorization code, if required.
Pager Dialing Sequences: 1: through 6:	. . .	. . .	You can define up to six pager-dialing sequences. These sequences are a series of commands that allow the server to communicate with various pager types. Valid entries are shown in Table 6-6.

Table 6-6. Pager-Dialing-Sequence Codes.

Code	Name	Description
A	Answer Detect (wait for answer)	The server waits to detect a ring cycle from the paging terminal. To establish the ring cycle, the server must receive a minimum of three full ringback tones. Because most paging terminals answer in two rings or less, the server does not receive the required three ringback tones. The ***A*** code is always dialed first; it is not recommended for most paging applications.
L	Low Frequency Detect (initial low tone)	The server waits to receive a 1.4-kHz tone from the paging terminal. This parameter is specifically for BBL-type paging terminals that send the 1.4-kHz tone in three short bursts (90-ms tone on, 120-ms tone off). Once the server receives the initial low tones, it continues with the dialing sequence. If the tone is not received within 30 seconds, the server times out, hangs up, and retries the page.
H	High Frequency Detect (initial high tone)	The server waits to receive a 2.0-kHz tone from the paging terminal. This parameter is specifically for Spectrum-type terminals that send the 2.0-kHz tone as a single tone. Once the server receives the initial high tone, it continues with the dialing sequence. If the tone is not received within 40 seconds, the server times out, hangs up, and retries the page.
P	Pause	The server pauses for the length of time specified in the ***Pause Time:*** field in menu 6.1.
C	User Authorization Code	The server sends the digits entered in the ***Outcalling Authorization Code:*** field in the mailbox profile (menus 8 or 9.1). The ***C*** code is used to display a mailbox number on a display pager. The code can be used as either a PBX authorization code for PBXs that require codes for outcalling access or a pager identification code. Some paging services require the caller to enter a number to identify which person to page, rather than have a unique telephone number associated with each pager. In these cases, the server can use the ***C*** command to transmit the subscriber's pager identification number to the paging terminal.
#	Pound symbol; also called Hash, or Gate	The pound character informs the paging terminal that all digits have been sent. The star character works in the same manner as the pound character. Use the correct code for the specific paging terminal.
*	Star symbol	The star character informs the paging terminal that all digits have been sent. The pound character works in the same manner as the star character. Use the correct code for the specific paging terminal.
K	Key pulse	The ***K*** character indicates a signal of a multifrequency or digital multifrequency pulse before the dialed number.
S	Stop pulse	The ***S*** character is used after the dialed number.

Table 6-6. Pager-Dialing-Sequence Codes (continued).

Code	Name	Description
V	Verification	For display pagers, the server verifies that the paging terminal has received all digits to be displayed. The verification code functions according to the initial tone used: ❑ If you do not specify an initial-tone code or if you use the ***H*** code, the server waits for a special tone that Spectrum-type paging terminals generate. ❑ If you use the ***L*** code as the initial tone, the server requires a fast-busy after the pound character is sent. If the fast-busy is not received within 30 seconds, the server times out, hangs up, and retries the page.
B	Callback number	The callback number is entered by callers after they press ***5***.
Z	Flag used for always sending a C	This flag can be used for any pager type that requires an authorization code. For example, a national pager that is accessed by dialing an 800 number and a PIN *always* requires the authorization code ***C***.
D	Disconnect	The server disconnects the port. Every pager dialing sequence should end with the ***D*** code. If the ***D*** code is not in the pager dialing sequence, the server plays outcalling prompts and can keep the port off-hook up to 2 minutes. The server considers the page a failure.
0–9	Pager numerals	These characters reflect the telephone number to be called.

Alias Addresses

Use an alias address to provide an alternate mailbox address for those customers who support addressing through both direct inward dial and private network systems.

The alias address must be unique within the server; it cannot duplicate any other alias address, OctelNet network address, or mailbox number. The alias address can be from 3 to 10 digits long, with the length varying from mailbox to mailbox. Unlike express addresses, alias addresses are not restricted to a community.

Set up an alias address by entering the alternate mailbox address in the ***Alias Address:*** field in menu 8 when creating a mailbox or in menu 9.1 to add an alias address at a later time. Use the procedures in Chapter 4 to set up subscriber mailboxes and in Chapters 3, 6, and 8 to set up other mailbox types.

After-Hours Mailboxes

Callers are routed to after-hours mailboxes when they press ***0*** for assistance and no attendant is available, according to the attendant schedule assigned to the mailbox, group, or community. After-hours mailboxes are typically voice-messaging mailboxes, transfer mailboxes, or Enhanced Call Processing™ (ECP) mailboxes. Before you can assign a mailbox as an after-hours mailbox, you must create it in menu 8. Use menu 9.1 to change the parameters for the mailbox after it has been created. When creating a type 0 mailbox as an after-hours mailbox, make sure that the ***After Hours Mailbox:*** field remains blank; an after-hours mailbox cannot have an after-hours mailbox.

Create an after-hours mailbox, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***8***, and press ***Return***.	Menu 8 – Add Mailbox, appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	In the ***Mailbox Number:*** field, enter the number for a new mailbox and press ***Return***.	The default of ***0 – Voice Messaging*** appears in the ***Mailbox Type:*** field.
3.	In the ***Mailbox Type:*** field, either leave the default of ***0*** or change the entry to the desired type, and press ***Return***.	The name of the mailbox type appears in the field, and the rest of the fields for the mailbox are displayed.
4.	Complete the fields in menu 8, and press ***Return***.	The mailbox is created.
5.	If you are not acting as the mailbox manager for this mailbox, give the mailbox name and the initial password to the person who will be initializing and customizing the mailbox.	. . .
6.	Initialize and customize the mailbox, making sure that the greeting states that the caller has reached an after-hours mailbox.	The after-hours mailbox is now operational.

7 CREATING AND USING REPORTS

Overview

Using the server, you can produce reports that provide two types of statistics:

- Voice-messaging-use statistics for individual subscribers and system lists
- Port statistics

The reports combine fax and voice statistics, which can either be viewed or printed. Although you cannot delete the reports, you can create, edit, store, and delete the report formats through Menu 14 – System Reports.

Seven types of reports are available:

- Report 1, Message Aging by Mailbox, summarizes the messages residing in a subscriber's mailbox.
- Report 2, Individual Subscriber Usage, provides detailed statistics about port use, disk use, message storage, and fax outcalling for an individual subscriber's mailbox. This report produces two pages of information per subscriber. The server accumulates this information daily, weekly, or monthly, and stores both current and previous collection-interval statistics (time periods that you specify to collect statistics).
- Report 3, Short Form Subscriber Usage, provides information about connection time (in minutes) and disk-storage use for all mailboxes on the system. Report 3 includes the same type of information as Report 2, Individual Subscriber Usage, but in less detail. The abbreviated format (one line per mailbox) allows you to monitor subscriber activity throughout the server. You can specify either current or previous collection-interval statistics.

- ❑ Report 4, Traffic Statistics by Port Group, provides information about the number of connections, connect time, and amount of time all ports in a port group were busy during a specified interval between the current time and the last 7 days.
- ❑ Report 5, Uninitialized Mailboxes, provides information about mailboxes that were never initialized. The report includes the mailbox number, subscriber name, department, telephone number, and total number of bad-password disconnects.
- ❑ Report 6, System List Activity, shows the number of times that a system distribution list or a range of lists was accessed over a given time interval.
- ❑ Report 7, System List Members, lists the members of type 6 system distribution list mailboxes, either singly or as a group of type 6 mailboxes.

Table 7-1 compares the seven report types. Use this table to select the report you need.

Table 7-1. SMT Report Comparisons.

Report Number	Report Name	Report Description	Reporting Period	Mailbox-Selection Options	Data Options	Applications
1	Message Aging by Mailbox	Statistics about messages residing in a subscriber's mailbox at the time the report is printed.	Current	❑ Mailbox ❑ Class of service ❑ Department ❑ Full mailboxes only	❑ New/archived/ future delivery ❑ Minimum age, length, storage ❑ Number of messages (selectable)	❑ Lengthy retention time ❑ Lengthy message identification ❑ Summary information
2	Individual Subscriber Usage	Details about port use, disk use, and message traffic for each mailbox. Includes up to 31 days of data accumulated during the collection interval.	Daily, weekly, or monthly	❑ Mailbox ❑ Class of service ❑ Department	❑ Incoming/out-calling connect time ❑ Message storage or messages received ❑ Messages recorded and sent (selectable) ❑ Details - Y or N	❑ Connect time ❑ Usage analysis ❑ Problem areas ❑ Billing summary ❑ Bad password disconnects
3	Short Form Subscriber Usage	Summary of connection time and disk storage use for each mailbox. One line of data per mailbox.	Daily, weekly, or monthly	All mailboxes except type 6 (automatic)	❑ Names, extensions, connect time ❑ Message storage (automatic)	❑ Directory ❑ Connect time by mailbox by port group ❑ Space abuse

Table 7-1. SMT Report Comparisons (continued).

Report Number	Report Name	Report Description	Reporting Period	Mailbox-Selection Options	Data Options	Applications
4	Traffic Statistics by Port Group	Number of connections, connect time, amount of time all ports in a port group are busy.	Current (weekly)	Not applicable for this report	Not applicable for this report	❑ Capacity planning ❑ Traffic planning
5	Uninitialized Mailboxes	Active mailboxes that subscribers have never logged into nor heard the tutorial. Includes number of bad-password disconnects.	Current	All uninitialized mailboxes	❑ Mailbox, name, department, extension ❑ Bad password disconnects (automatic)	❑ Security management ❑ Bad password disconnects
6	System List Activity	Number of times a system distribution list, or range of lists, was accessed.	Daily, weekly, or monthly	❑ System list ❑ Department	❑ Selected system lists ❑ All system lists	❑ System maintenance ❑ Efficient evaluation of system lists
7	System List Members	Members of a system-distribution list. Includes alias address, network address, and nested lists.	Current	❑ System list ❑ Department ❑ System list members	❑ Details of system list members ❑ Number of members in a list	❑ Capacity planning ❑ System maintenance

Understanding SMT Reports

Use Menu 14 – System Reports and its submenus to create and change the seven standard system reports. Establish custom parameters for your specific applications and then store the report to save the customized parameters for future reports. Once you have created and stored a report, you can use menu 14 to edit, view, print, or delete it. Figure 7-1 shows menu 14 and its four levels of submenus.

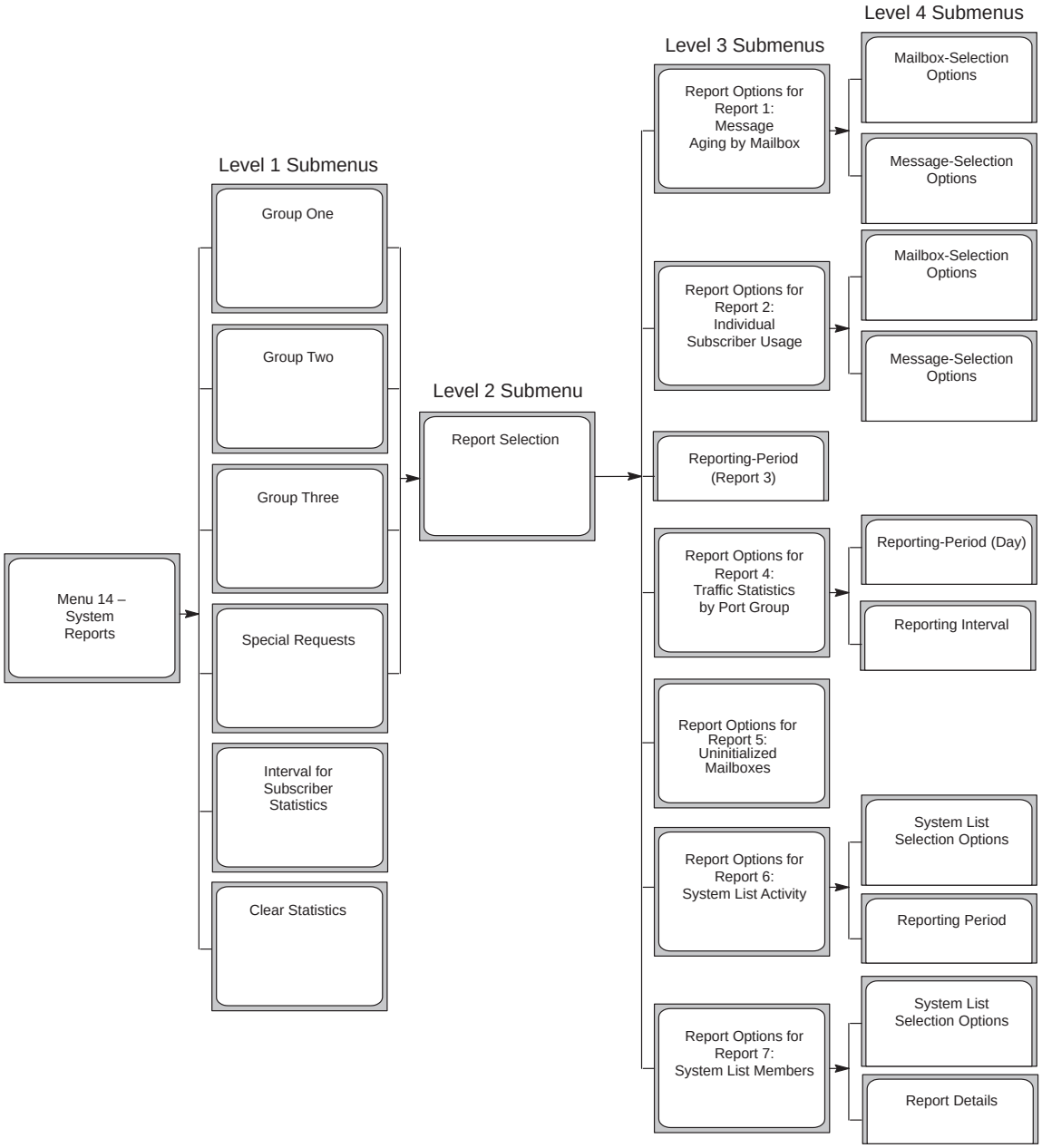


Figure 7-1. Flow Diagram of Menu 14 and Submenus.

- **Level 1 Submenus.** You access level 1 submenus from the primary menu. Use the level 1 submenus to add, change, delete, print, view, or store reports in one of three permanent report groups or set up special requests in a temporary report group. Menu 14.5, Interval for Subscriber Statistics, and menu 14.6, Clear Statistics, are also level 2 submenus.
- **Level 2 Submenu.** You access the single level 2 submenu from the Group 1, Group 2, Group 3, and Special Requests level 1 submenus. Use this submenu to identify the report type that you want to add, change, delete, print, view or store.
- **Level 3 Submenus.** You access level 3 submenus from the level 2 submenu. Use level 3 submenus to specify options for your report type.
- **Level 4 Submenus.** Some report types require the level 4 submenus. You access them from the level 3 submenus for Reports 1, 2, 4, 6, and 7. Use these submenus to define additional report options for these reports. Reports 3 and 5 do not require level 4 submenus.

Creating and Storing Reports

You can create and store up to 60 different versions of reports in three groups of 20 reports each. Use the three report groups named Group One, Group Two, and Group Three to categorize the reports for different applications. For example, use Group One for those reports to be distributed to department managers, Group Two reports for subscriber billing, and Group Three reports for exception reporting.

You can create one-time-only reports using menu 14, option 4, Special Requests, but you cannot store them. Refer to the “Creating One-Time-Only Reports” section, page 7-8, for information about creating one-time-only reports.

Specifying the Interval for Subscriber Statistics

The interval for subscriber statistics affects reports 2, 3, and 6. Before creating these reports for the first time, choose the collection interval for subscriber (mailbox) statistics. Typically, you only set the collection interval once and do not change it.

You can collect subscriber statistics at the following intervals:

Daily	12:00 a.m. through 11:59:59 p.m.
Weekly	Sunday at 12:00 a.m. through Saturday at 11:59:59 p.m.
Monthly	First day of the month at 12:00 a.m. through the last day at 11:59:59 p.m.

The server stores statistics only for the current and the previous reporting intervals. Although you can change the reporting interval, doing so can result in the loss of data. *To avoid losing data, make the change as close as possible to the end of the current statistics interval or at midnight, then print existing reports before making the change*. For details about printing reports, refer to the “Deleting Reports” section, page 7-33.

For example, when you change an interval from weekly to monthly, the saved data is cleared for the current and previous reporting interval. All data collected before midnight of the day the collection interval was changed is lost. Figure 7-2 shows how a change in the middle of a weekly interval affects previously collected data.

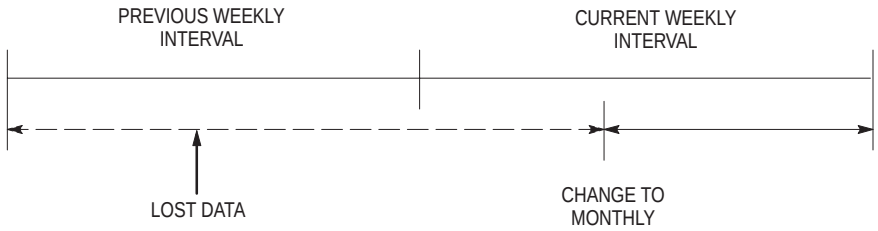


Figure 7-2. The Effect of Changes in a Weekly Interval in Collection Data.

Setting or Changing the Interval for Subscriber Statistics

Use menu 14.5, Interval for Subscriber Statistics, to establish or change the collection interval, as follows:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports appears, as shown in Figure 7-3.
2.	Enter ***5***, and press ***Return***.	The Interval for Subscriber Statistics submenu (level 2), appears, as shown in Figure 7-4.
3.	Enter ***1***, ***2***, or ***3*** and press ***Return*** to select the collection interval for subscriber statistics. Option ***2 – Weekly*** is the default.	The server confirms your selection and prompts you to press ***Y*** to update the selection.
4.	Enter ***Y*** to confirm your request.	The server confirms the change and prompts you to press any key to continue.
5.	Press any key.	You are returned to menu 14.

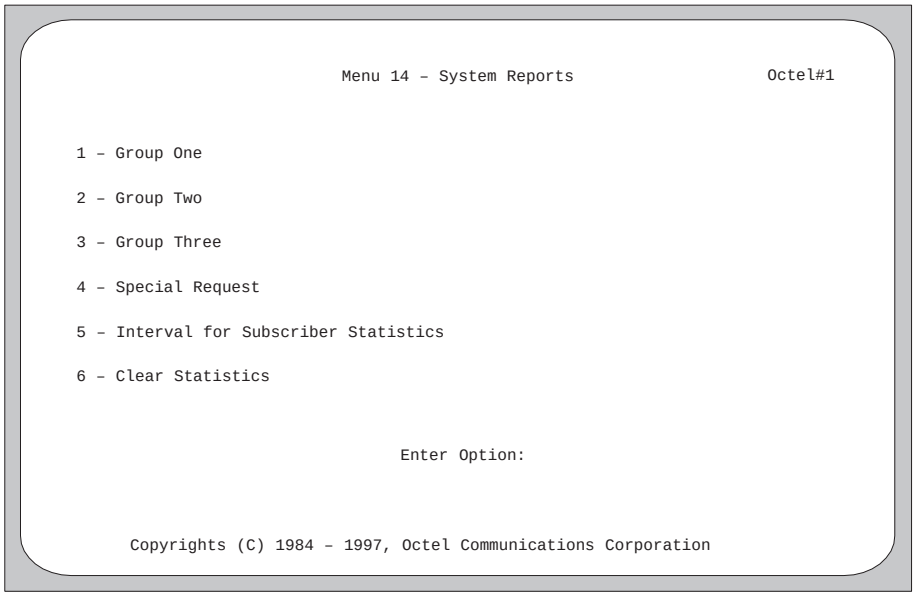


Figure 7-3. Menu 14 – System Reports.

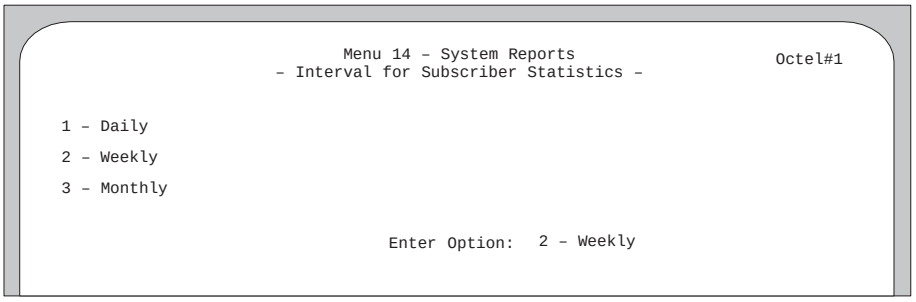


Figure 7-4. Interval for Subscriber Statistics Submenu (Menu 14.5).

Clearing Subscriber Statistics

The system database contains information about each subscriber on the server. The server deletes statistics automatically when you change intervals for your reporting periods, or you can clear the statistics after you run the desired reports. The clear operation takes several minutes.

Use the following steps to clear subscriber statistics from the server:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports (Figure 7-3) appears.
2.	Enter ***6***, and press ***Return***.	The Clear Statistics submenu (level 2), as shown in Figure 7-5, appears.
3.	In the ***Enter "Y" to confirm clear; enter "N" to cancel:*** field, enter ***Y*** to confirm your request.	The clear operation takes several minutes, after which the server prompts you to press any key to continue.
4.	Press any key.	You are returned to menu 14.

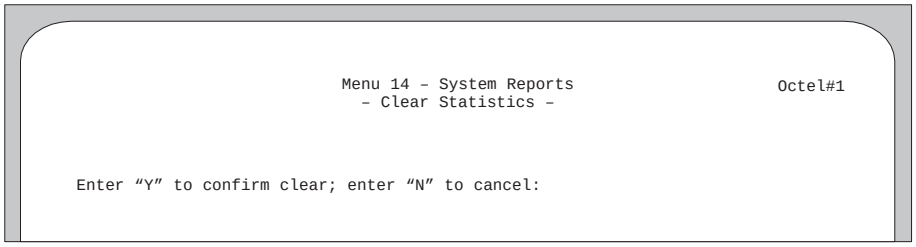


Figure 7-5. Clear Statistics Submenu (Menu 14.6).

Creating Reports To Be Stored

You will want to store most of the reports that you create. You can edit, delete, view, and print any of your stored reports. Storing a report lets you save the parameters that you defined for the report and then reuse those parameters when you regenerate the report. If you do not save them, they are lost. Store reports using options 1, 2, and 3 on menu 14.

Creating One-Time-Only Reports

You can create one-time-only reports, such as the current activity of a single subscriber or a group of subscribers. To create these reports, select option ***4 – Special Request*** from menu 14, then use the same procedures to add, change, print, and delete an item in the Special Request group as you use for Groups One, Two, and Three. After you exit the Special Request menu, all entries in the group are erased; therefore, a report created using option 4 cannot be stored.

Creating Report 1: Message Aging by Mailbox

Create Report 1: Message Aging by Mailbox, as follows:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports (Figure 7-3) appears.
2.	Enter ***1***, ***2***, or ***3*** and press ***Return*** to specify the group within which to store the report you are creating.	The submenu for the group selected appears, with the ***Item No.*** column listing numbers ***1*** through ***20***. Figure 7-6 is an example of the submenu for Group One (menu 14.1).
3.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***A*** and press ***Return*** to add a report to the group.	The ***Enter item number:*** field appears (Figure 7-6).
4.	Enter a number from ***1*** to ***20*** in the ***Enter item number:*** field, and press ***Return***. Usually, you select the next unused number, so that reports are listed consecutively in the group. Using the example in Figure 7-6, you would enter number ***8***, because existing reports occupy the first seven places.	The Report Selection submenu appears, as shown in Figure 7-7, which lists the seven reports by their report numbers.
5.	In the ***Enter the Report Number:*** field, enter ***1*** and press ***Return*** to select Report 1.	The options submenu for Report 1 – Message Aging by Mailbox, shown in Figure 7-8, appears.
6.	Enter ***1*** and press ***Return*** to select mailboxes for inclusion in Report 1.	The mailbox-selection options submenu for Report 1, shown in Figure 7-9, appears.
7.	Four categories define the mailboxes included in the report. Complete the fields in these categories, using Table 7-2 as a reference, and press ***Return***. (To be included in the report, mailboxes must satisfy all the criteria selected for each of the four categories.)	The options submenu for Report 1 (Figure 7-8) reappears.
8.	Enter ***2*** and press ***Return*** to specify the message-selection options to include in Report 1.	The message-selection options submenu for Report 1, shown in Figure 7-10, appears.
9.	Complete the fields, using Table 7-3 as a reference, and press ***Return***.	The options submenu for Report 1 (Figure 7-8) reappears.
10.	In the ***Enter Report Description:*** field, enter up to 20 alphanumeric characters to describe the report that you created, and press ***Return***. Use a unique name or description, preferably one that indicates the mailbox and message options that you selected. Press ***Return***.	The group submenu (Figure 7-6) reappears, with the newly created report added.

Step	Action	Result
11.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***S*** and press ***Return*** to save and store the report. Once a report is stored, you can change, view, print, or delete it. If it is not stored, it is lost.	A message appears, indicating that the system reports have been updated and prompting you to press any key to continue.
12.	Press any key.	You remain at the group submenu, so that you can add, change, delete, print, or store another report, if desired.
13.	When you have finished using the group submenu, press ***Ctrl+C*** twice.	You are returned to the Main Menu.

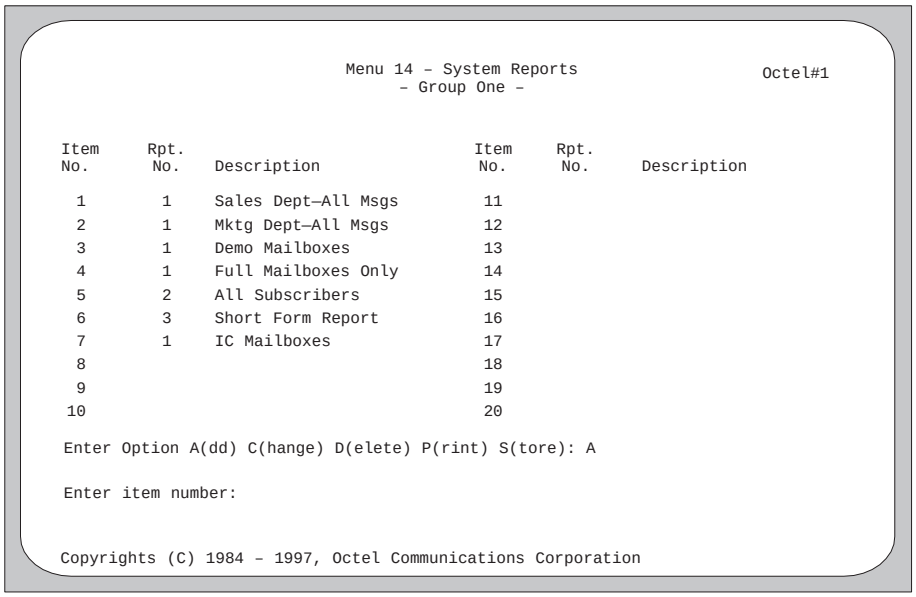


Figure 7-6. Example of the Group One Submenu of Stored Reports With the A(dd) Option Selected.

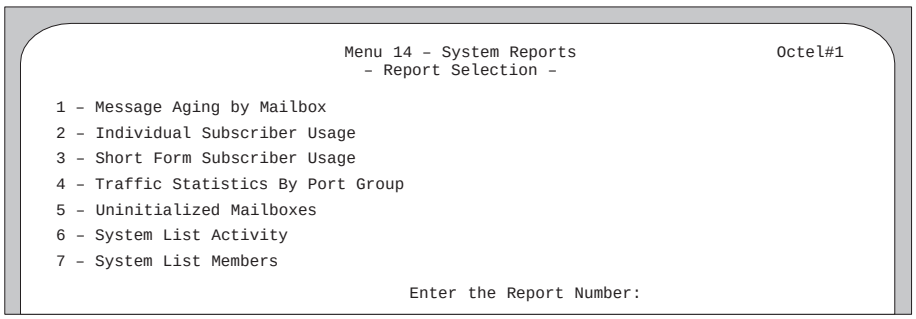


Figure 7-7. Report Selection Submenu.

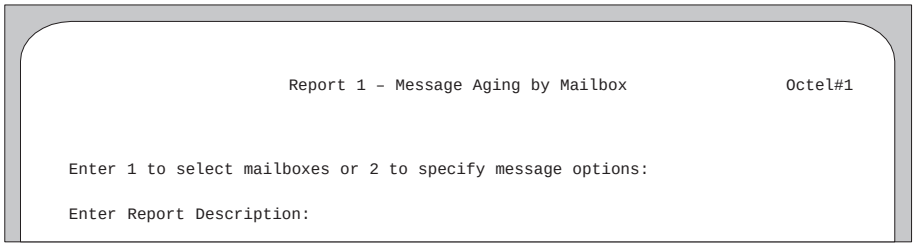


Figure 7-8. Report-Options Submenu for Report 1 – Message Aging by Mailbox.

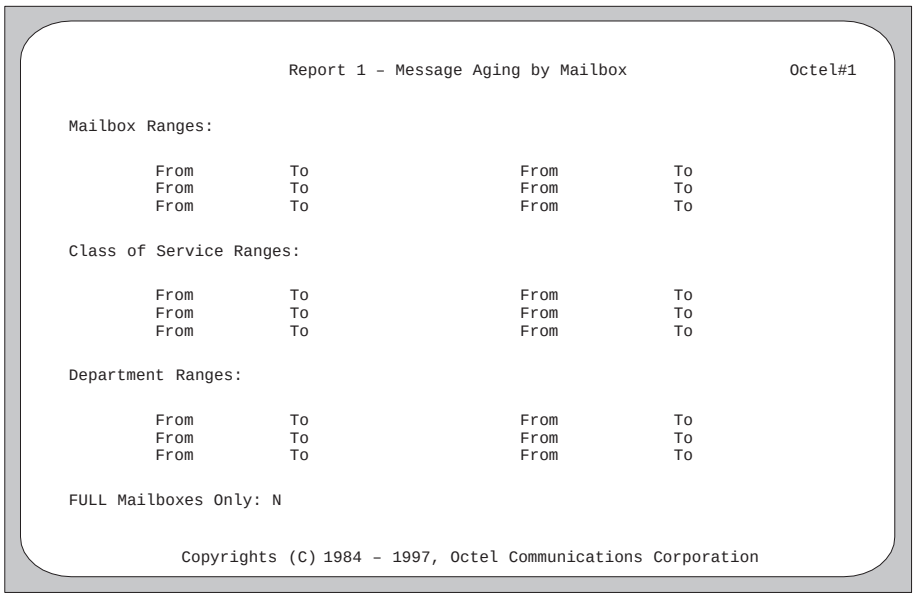


Figure 7-9. Mailbox-Selection Options Submenu for Report 1 – Message Aging by Mailbox.

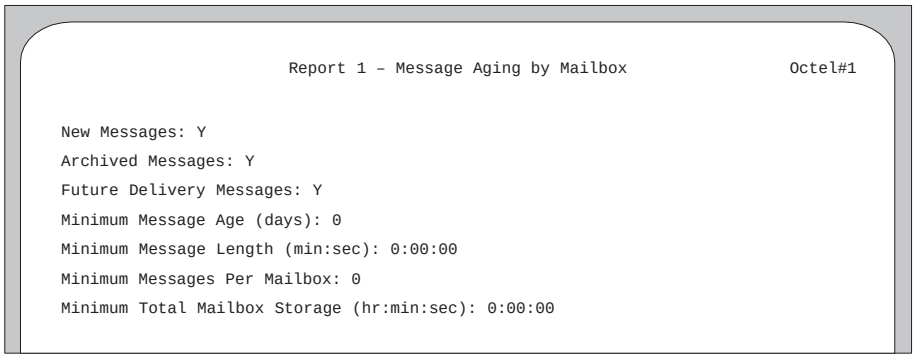


Figure 7-10. Message-Selection Options Submenu for Report 1 – Message Aging by Mailbox.

Table 7-2. Report 1 Selection Parameters for Mailbox-Selection Options.

Field	Possible Values	Default	Comments
Mailbox Ranges:	Unique number	. . .	Enter the first and last mailbox number for each range. Leave blank to include all mailboxes. For a single mailbox, enter its number as both the first and last mailbox in the range. *Do not enter an alias address*; they cannot be used in the mailbox range.
Class of Service Ranges:	1–64	. . .	Enter the first and last class-of-service number for each range. Leave blank to include all classes of service. For a single class of service, enter its number as both the first and last number in the range.
Department Ranges:	Up to 7 alphanumeric characters for each department	. . .	Enter up to six department names, as defined in the mailbox profiles. The server recognizes department names only if spelled exactly as entered in the mailbox profile. Leave blank to include all departments. A department range is a way to use department numbers to indicate which departments to include in this report. For example, to gather information about several departments, including Marketing (department number 017A) and Sales (department number 017H), you would enter the range from 017A to 017H.
FULL Mailboxes Only:	Y or N	N	Enter ***Y*** to include only full mailboxes within the specified ranges. Leave the default of ***N*** to include all mailboxes.

Table 7-3. Report 1 Selection Parameters for Message-Selection Options.

Field	Possible Values	Default	Comments
New Messages:	Y or N	Y	Leave the default ***Y*** to include new messages in the report.
Archived Messages:	Y or N	Y	Leave the default of ***Y*** to include archived messages in the report.
Future Delivery Messages:	Y or N	Y	Leave the default of ***Y*** to include future-delivery messages in the report.
Minimum Message Age (days):	0–365	0	Enter the minimum age of messages, in days, to be included in report. Details about messages newer than the specified age are not collected.
Minimum Message Length (min:sec):	00:00–30:00	00:00	Enter the minimum length, in minutes and seconds, of messages to be included in the report.
Minimum Messages Per Mailbox:	0–135	0	Enter the minimum number of messages in mailboxes to be included in the report.
Minimum Total Mailbox Storage (hr:min:sec):	00:00:00–43:30:00	0:00:00	Enter the minimum amount of total storage time, in hours, minutes, and seconds, for mailboxes to be included in the report.

Creating Report 2: Individual Subscriber Usage

Create Report 2: Individual Subscriber Usage, as follows:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports (Figure 7-3) appears.
2.	Enter ***1***, ***2***, or ***3*** and press ***Return*** to specify the group within which to store the report you are creating.	The submenu for the group selected appears, with the ***Item No.*** column listing numbers ***1*** through ***20*** (Figure 7-6).
3.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***A*** and press ***Return*** to add a report to the group.	The ***Enter item number:*** field appears.
4.	Enter a number, from ***1*** to ***20*** in the ***Enter item number:*** field, and press ***Return***. Usually, you select the next unused number, so that reports are listed consecutively in the group. Using the example in Figure 7-6, you would enter number ***8***, because existing reports occupy the first seven places.	The Report Selection submenu (Figure 7-7) appears, which lists the seven reports by their report numbers.

Step	Action	Result
5.	In the ***Enter the Report Number:*** field, enter ***2***, and press ***Return***.	The report-options submenu for Report 2 – Individual Subscriber Usage appears, as shown in Figure 7-11.
6.	Enter ***1*** and press ***Return*** to select mailboxes to include in Report 2.	The mailbox-selection options submenu for Report 2 appears, as shown in Figure 7-12.
7.	Complete the fields, using Table 7-4 as a reference, and press ***Return***.	The report-options submenu for Report 2 (Figure 7-11) reappears.
8.	Enter ***2*** and press ***Return*** to specify the message-selection options to include in Report 2.	The message-selection options submenu for Report 2 appears, as shown in Figure 7-13.
9.	Complete the fields, using Table 7-5 as a reference, and press ***Return***. If you enter ***Y*** in the ***Details:*** field, the server includes four miscellaneous special subscriber-usage statistics in the created report. These statistics are explained in Table 7-6.	The report-options submenu for Report 2 (Figure 7-11) reappears.
10.	In the ***Enter Report Description:*** field, enter up to 20 alphanumeric characters to describe the report that you are creating, and press ***Return***. Use a unique name or description, preferably one that indicates the mailbox and message options that you selected.	The group submenu (Figure 7-6) reappears, with the newly created report added.
11.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***S*** and press ***Return*** to save and store the report. Once a report is stored, you can change, view, print, or delete it. If it is not stored, the report is lost.	A message appears, indicating that the system reports have been updated and prompting you to press any key to continue.
12.	Press any key.	You remain at the group submenu, so that you can add, change, delete, print, or store another report, if desired.
13.	When you have finished using the group submenu, press ***Ctrl+C*** twice.	You are returned to the Main Menu.

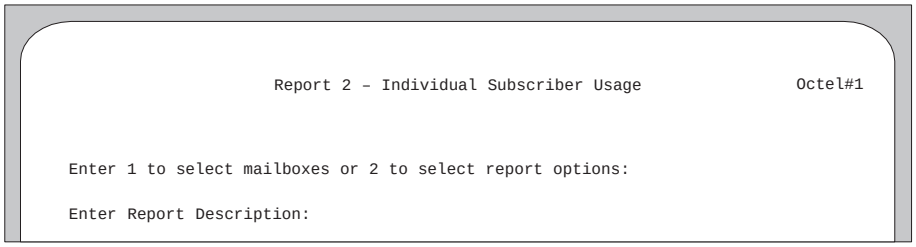


Figure 7-11. Report-Options Submenu for Report 2 – Individual Subscriber Usage Options.

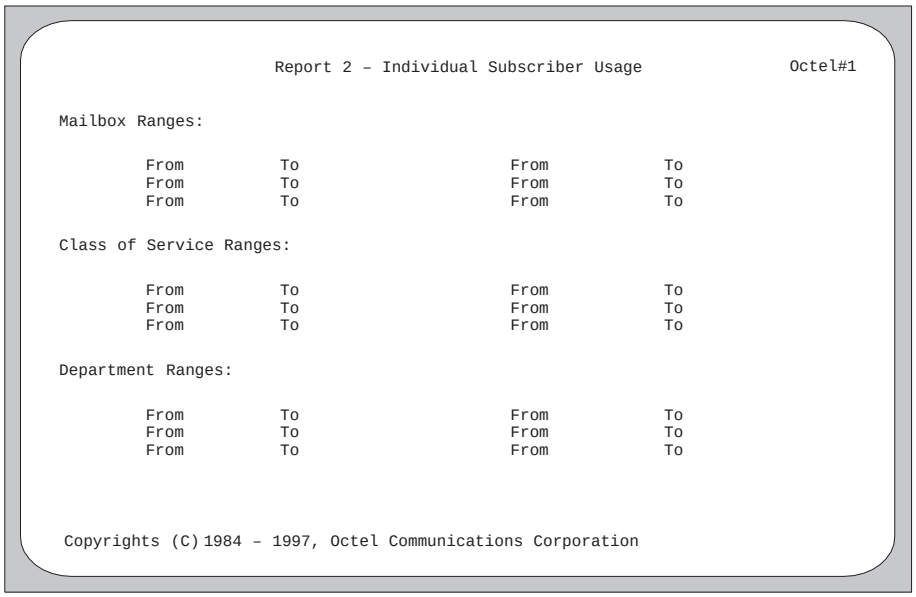


Figure 7-12. Mailbox-Selection Options Submenu for Report 2 – Individual Subscriber Usage.

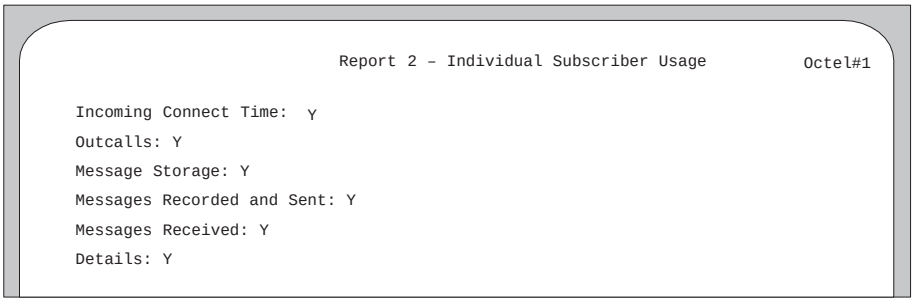


Figure 7-13. Message-Selection Options Submenu for Report 2 – Individual Subscriber Usage.

Table 7-4. Report 2 Selection Parameters for Mailbox-Selection Options.

Field	Possible Values	Default	Comments
Mailbox Ranges:	Unique number or blank	. . .	Enter the first and last mailbox number in each range. Leave blank to include all mailboxes. For a single mailbox, enter its number as both the first and last mailbox in the range. Do not use an alias address.
Class of Service Ranges:	1–64 or blank	. . .	Enter the first and last class-of-service number in each range. Leave blank to include all classes of service. For a single class of service, enter its number as both the first and last in the range.
Department Ranges:	Up to 7 alphanumeric characters for each department or blank	. . .	Enter up to six departments, as defined in the mailbox profiles. The server recognizes department names only if spelled exactly as entered in the mailbox profile. Leave blank to include all departments. A department range is a way to use department numbers to indicate which departments to include in this report. For example, to gather information about several departments, including Marketing (department number 017A) and Sales (department number 017H), use the range from 017A to 017H.
Full Mailboxes Only:	Y or N	N	Enter ***Y*** to include only full mailboxes within the specified ranges. Leave the default of ***N*** to include all mailboxes.

Table 7-5. Report 2 Message-Selection Options.

Field	Possible Values	Default	Comments
Incoming Connect Time:	Y or N	Y	Leave the default of ***Y*** to include incoming connect time (in minutes) for the subscriber's usage on all ports and on each port group. Enter ***N*** for no statistics for incoming connect time.
Outcalls:	Y or N	Y	Leave the default of ***Y*** to include the number of successful and unsuccessful outcall attempts and connect time. Enter ***N*** for no outcall statistics.
Message Storage:	Y or N	Y	Leave the default of ***Y*** to include amount of storage space used, in message units Enter ***N*** for no message-storage statistics.
Messages Recorded and Sent:	Y or N	Y	Leave the default of ***Y*** to include the number and total length of messages sent by each subscriber Enter ***N*** for no statistics for messages recorded and sent.
Messages Received:	Y or N	Y	Leave the default of ***Y*** to include number and total length of messages received in each mailbox. Enter ***N*** for no statistics for messages received.
Details:	Y or N	Y	Leave the default of ***Y*** to provide detailed information for each mailbox. Enter ***N*** to provide a one-line summary for each mailbox.

When the ***Details:*** field contains a ***Y,*** Report 2 contains four special subscriber-usage statistics that can assist the system manager in locating problem areas. These statistics are listed in Table 7-6.

Table 7-6. Special Subscriber-Usage Statistics for Report 2.

Field	Comments
Bad Password Disconnects:	The number of times that the subscriber exceeded the limit for incorrect passwords and was disconnected.
Average Accesses per Day:	The average number of times that each subscriber accessed the mailbox to retrieve or send messages during the reporting interval.
New Messages Auto-Deleted:	The number of new messages that the server deleted before the subscriber acted on them. The server deletes new messages automatically if they remain in the mailbox for a period longer than that allowed by the subscriber's class of service.
Archived Messages Auto-Deleted:	Number of archived messages deleted automatically from the mailbox. The server deletes archived messages automatically if they remain in the mailbox for a period longer than that allowed by the subscriber's class of service.

Creating Report 3: Short Form Subscriber Statistics

Create Report 3: Short Form Subscriber Statistics, as follows:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports (Figure 7-3) appears.
2.	Enter ***1***, ***2***, or ***3*** and press ***Return*** to specify the group within which to store the report you create.	The submenu for the group selected appears, with the ***Item No.*** column listing numbers from ***1*** through ***20*** (Figure 7-6).
3.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***A*** and press ***Return*** to add a report to the group.	The ***Enter item number:*** field appears.
4.	Enter a number from ***1*** to ***20*** in the ***Enter item number:*** field, and press ***Return***. Usually, you select the next unused number, so that reports are listed consecutively in the group. Using the example in Table 7-6, you would enter number ***8***, because existing reports occupy the first seven places.	The Report Selection submenu (Figure 7-7) appears, which lists the seven reports by their report numbers.
5.	In the ***Enter the Report Number:*** field, enter ***3***, and press ***Return***.	The options submenu for Report 3 – Short Form Subscriber Statistics, shown in Figure 7-14, appears.
6.	Enter ***1*** for the current period or leave the default of ***2*** for the previous period, and press ***Return***. Information in Report 3 is based on the statistics-collection interval that you defined in the Interval for Subscriber Statistics submenu. The reporting period is the same as that established for Report 1.	The group submenu reappears, with the newly created report added. The report description is set to Short Form Report; it cannot be changed, as shown in the example in Figure 7-6.
7.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***S*** and press ***Return*** to save and store the report. Once a report is stored, you can change, view, print, or delete it. If it is not stored, it is lost.	A message appears, indicating that the system reports have been updated and prompts you to press any key to continue.
8.	Press any key.	You remain at the group submenu, so that you can add, change, delete, print, or store another report, if desired..
9.	When you have finished using the group submenu, press ***Ctrl+C*** twice.	You are returned to the Main Menu.

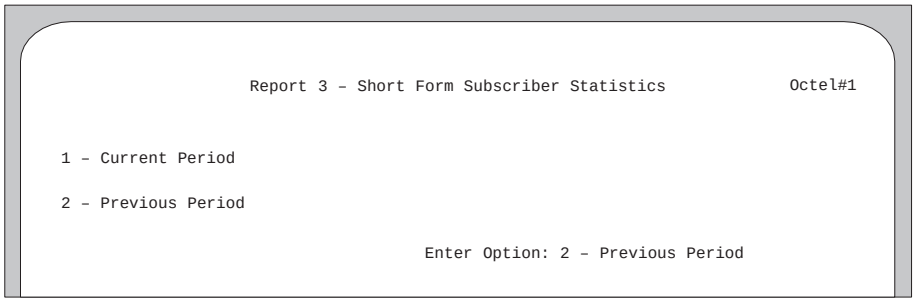


Figure 7-14. Report-Options Submenu for Report 3 – Short Form Subscriber Statistics.

Creating Report 4: Traffic Statistics by Port Group

Create Report 4: Traffic Statistics by Port Group, as follows:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports (Figure 7-3) appears.
2.	Enter ***1***, ***2***, or ***3*** and press ***Return*** to specify the group within which to store the report you create.	The submenu for the group selected appears, with the ***Item No.*** column listing numbers from ***1*** through ***20*** (Figure 7-6).
3.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***A*** and press ***Return*** to add a report to the group.	The ***Enter item number:*** field appears.
4.	Enter a number from ***1*** to ***20*** in the ***Enter item number:*** field, and press ***Return***. Usually, you select the next unused number, so that reports are listed consecutively in the group. Using the example in Table 7-6, you would enter number ***8***, because existing reports occupy the first seven places.	The Report Selection submenu (Figure 7-7) appears, which lists the seven reports by their report numbers.
5.	In the ***Enter the Report Number:*** field, enter ***4***, and press ***Return***.	The report-options submenu for Report 4 – Traffic Statistics By Port Group, shown in Figure 7-15, appears.
6.	Enter ***1*** and press ***Return*** to select the day to be reported.	The Reporting Period (day) submenu, shown in Figure 7-16, appears.
7.	Enter a number from ***1*** to ***8*** to specify the day, and press ***Return***. The default is ***1 – Today***.	The report-options submenu for Report 4 (Figure 7-15) reappears.
8.	Enter ***2*** and press ***Return*** to specify the reporting interval.	The Reporting Interval submenu, shown in Figure 7-17, appears.

Step	Action	Result
9.	Complete the fields, using Table 7-7 as a reference, and press ***Return***.	The report-options menu for Report 4 (Figure 7-15) reappears.
10.	In the ***Enter report description:*** field, enter up to 20 alphanumeric characters to describe the report that you are creating, and press ***Return***. Use a unique name or description, preferably one that indicates the mailbox and message options that you selected.	The group submenu (Figure 7-6) reappears, with the newly created report added.
11.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***S*** and press ***Return*** to save and store the report. Once a report is stored, you can change, view, print, or delete it. If it is not stored, it is lost.	A message appears, indicating that the system reports have been updated and prompts you to press any key to continue.
12.	Press any key.	You remain at the group submenu, so that you can add, change, delete, print, or store another report, if desired..
13.	When you have finished using the group submenu, press ***Ctrl+C*** twice.	You are returned to the Main Menu.

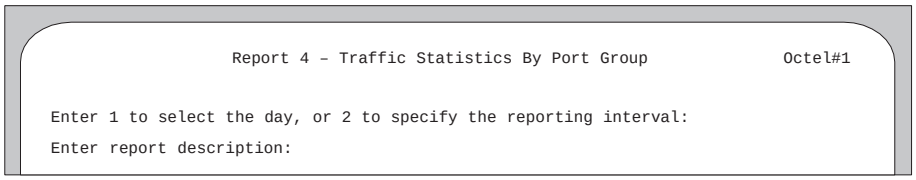


Figure 7-15. Report-Options Submenu for Report 4 – Traffic Statistics By Port Group.

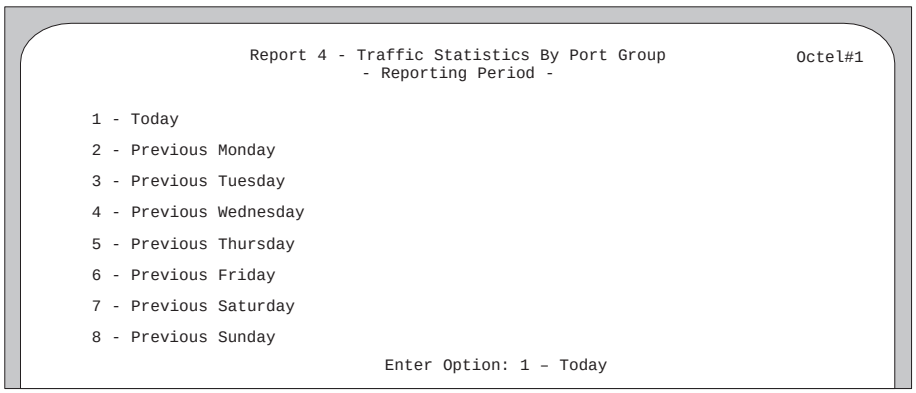


Figure 7-16. Reporting-Period (Day) Submenu for Report 4 – Traffic Statistics By Port Group.

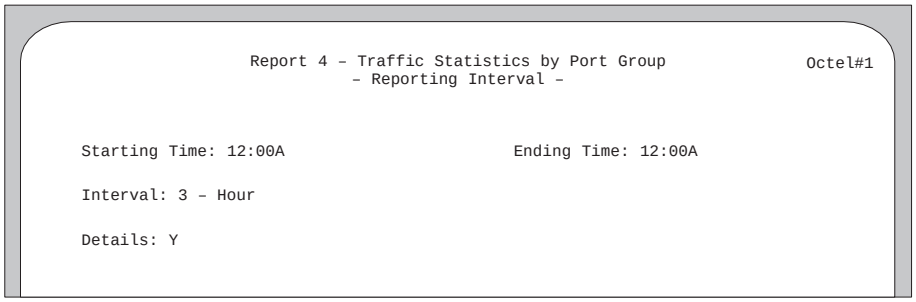


Figure 7-17. Reporting-Interval Submenu for Report 4 – Traffic Statistics By Port Group.

Table 7-7. Report 4 Selection Parameters for Reporting-Interval Submenu.

Field	Possible Values	Default	Comments
Starting Time:	hh:mmA or hh:mmP	12:00A	Beginning of the reporting period, in the format hh = hour, mm = minutes, A = a.m. and P = p.m.
Ending Time:	hh:mmA or hh:mmP	12:00A	End of the reporting period, in the format hh = hour, mm = minutes, A = a.m. and P = p.m.
Interval:	1 – 15 Minutes 2 – Half Hour 3 – Hour	3 – Hour	Traffic information for the four port groups is collected daily at the defined interval and stored for 1 week.
Details:	Y or N	Y	Leave the default of ***Y*** to report details about each of the four port groups and summary information for all ports. Enter ***N*** for summary information only.

Creating Report 5: Uninitialized Mailbox Report

Create Report 5: Uninitialized Mailbox Report, as follows:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports (Figure 7-3) appears.
2.	Enter ***1***, ***2***, or ***3*** and press ***Return*** to specify the group within which to store the report you are creating.	The submenu for the selected group appears, with the ***Item No.*** column listing numbers from ***1*** through ***20*** (Figure 7-6).
3.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***A*** and press ***Return*** to add a report to the group.	The ***Enter item number:*** field appears.
4.	Enter a number from ***1*** to ***20*** in the ***Enter item number:*** field, and press ***Return***. Usually, you select the next unused number, so that reports are listed consecutively in the group. Using the example of Figure 7-6, you would enter number ***8***, because existing reports occupy the first seven places.	The Report Selection submenu (Figure 7-7) appears, which lists the seven reports by their report numbers.
5.	In the ***Enter the Report Number:*** field, Enter ***5***, and press ***Return***.	The group submenu (Figure 7-6) reappears, with the newly created report added. The report description is always Uninitialized Boxes; it cannot be changed.
6.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***S*** and press ***Return*** to save and store the report format. Once a report is stored, you can change, view, print, or delete it. If it is not stored, the report is lost.	A message appears, indicating that the system reports have been updated and prompts you to press any key to continue.
7.	Press any key.	You remain at the group submenu, so that you can add, change, delete, print, or store another report, if desired..
8.	When you have finished using the group menu, press ***Ctrl+C*** twice.	You are returned to the Main Menu.

Creating Report 6: System List Activity

Create Report 6: System List Activity, as follows:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports (Figure 7-3) appears.
2.	Enter ***1***, ***2***, or ***3*** and press ***Return*** to specify the group within which to store the report you are creating.	The submenu for the group selected appears, with the ***Item No.*** column listing numbers ***1*** through ***20*** (Figure 7-6).
3.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***A*** and press ***Return*** to add a report to the group.	The ***Enter item number:*** field appears.
4.	Enter a number from ***1*** to ***20*** in the ***Enter item number:*** field, and press ***Return***. Usually, you select the next unused number, so that reports are listed consecutively in the group. Using the example of Table 7-6, you would enter number ***8***, because existing reports occupy the first seven places.	The Report Selection submenu (Figure 7-7) appears, which lists the seven reports by their report numbers.
5.	In the ***Enter the Report Number:*** field, enter ***6***, and press ***Return***.	The submenu for Report 6 – System List Activity appears, as shown in Figure 7-18.
6.	Enter ***1*** and press ***Return*** to select the range to include in Report 6.	The selection-options submenu appears, as shown in Figure 7-19.
7.	Enter the numbers for the system-distribution-list mailboxes in the ***From:*** and ***To:*** fields, under the ***System List Ranges***.	. . .
8.	Complete the ***Department Ranges:*** fields using Table 7-8 as a reference, and press ***Return***.	The report-options submenu (Figure 7-18) reappears.
9.	Enter ***2*** and press ***Return*** to specify the reporting period.	The reporting-period submenu appears, as shown in Figure 7-20.
10.	Enter ***1*** for the current period or ***2*** for the previous period, and press ***Return***. The default is ***1 – Current Period***. You establish the length of a period in the Interval for Subscriber Statistics submenu (Figure 7-4).	The report-options submenu (Figure 7-18) reappears.

Step	Action	Result
11.	In the ***Enter the report description:*** field, enter up to 20 alphanumeric characters to describe the report that you are creating, and press ***Return***. Use a unique name or description, preferably one that indicates the mailbox and message options that you selected.	The group submenu (Figure 7-6) reappears, with the newly created report added.
12.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***S*** and press ***Return*** to save and store the report. Once a report is stored, you can change, view, print, or delete it. If it is not stored, it is lost.	A message appears, indicating that the system reports have been updated and prompting you to press any key to continue.
13.	Press any key.	You remain at the group submenu, so that you can add, change, delete, print, or store another report, if desired.
14.	hen you have finished using the group submenu, press ***Ctrl+C*** twice.	You are returned to the Main Menu.

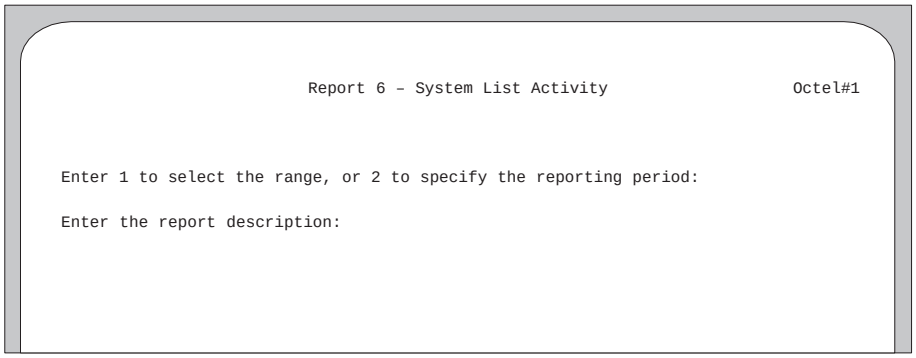


Figure 7-18. Report-Options Submenu for Report 6 – System List Activity.

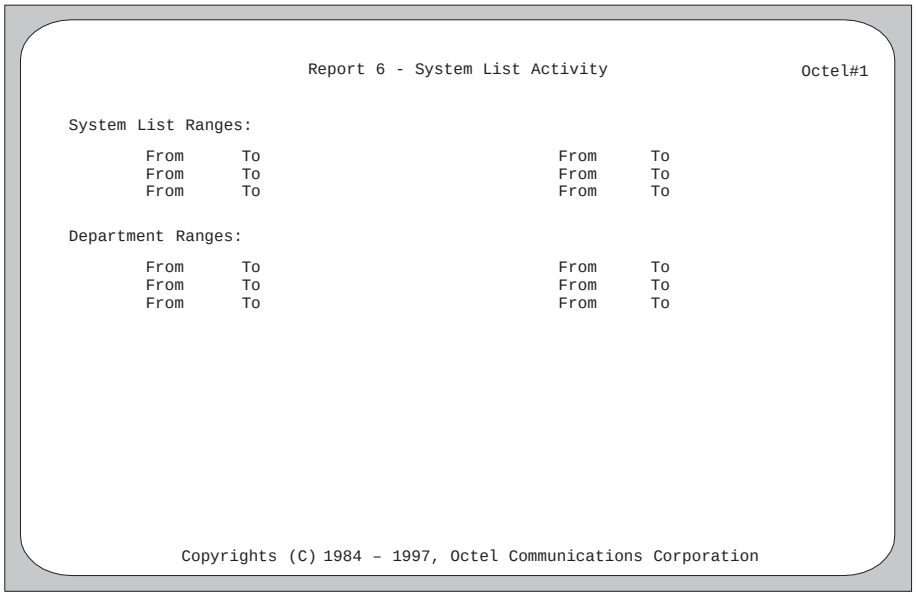


Figure 7-19. Selection-Options Submenu for Report 6 – System List Activity.

Table 7-8. Report 6 System-List-Range and Department-Range Selection Options.

Field	Possible Values	Default	Comments
System List Ranges:	Numbers of actual system-distribution-list mailboxes	. . .	Leave blank to include all system lists.
Department Ranges:	Up to 7 alphanumeric characters for each department	. . .	Enter up to six departments, as defined in mailbox profiles. The server recognizes department names *only* if spelled exactly as entered in the mailbox profiles. Leave blank to include all departments. A department range is a way to use department numbers to indicate which departments to include in this report. For example, to gather information about several departments, including Marketing (department number 017A) and Sales (department number 017H), use the range from 017A to 017H.

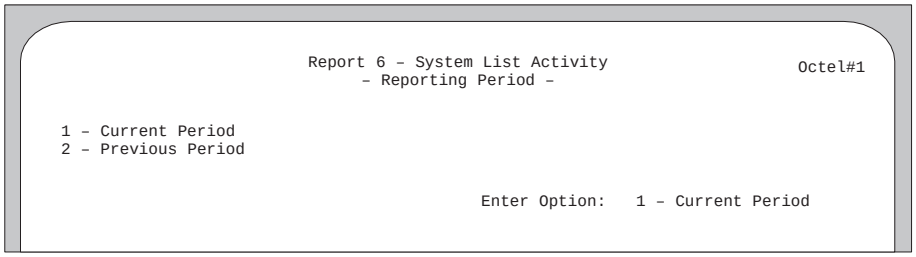


Figure 7-20. Reporting Period Submenu for Report 6 – System List Activity.

Creating Report 7: System List Members

Create Report 7: System List Members, as follows:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports (Figure 7-3) appears.
2.	Enter ***1***, ***2***, or ***3*** and press ***Return*** to specify the group within which to store the report you create.	The submenu for the group selected appears, with the ***Item No.*** column listing numbers from ***1*** through ***20*** (Figure 7-6).
3.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***A*** and press ***Return*** to add a report to the group.	The ***Enter item number:*** field appears.
4.	Enter a number from ***1*** to ***20*** in the ***Enter item number:*** field, and press ***Return***. Usually, you select the next unused number, so that reports are listed consecutively in the group. Using the example of Table 7-6, you would enter number ***8***, because existing reports occupy the first seven places.	The Report Selection submenu, shown in (Figure 7-7) appears, which lists the seven reports by their report numbers.
5.	In the ***Enter the Report Number:*** field, enter ***7***, and press ***Return***.	The report-options submenu for Report 7 – System List Members appears, as shown in Figure 7-21.
6.	Enter ***1*** and press ***Return*** to select the range of members to include in Report 7.	The selection-options submenu appears, as shown in Figure 7-22.
7.	Complete the fields under the ***System List Ranges:*** heading using actual system distribution list mailbox numbers in the ***From:*** and ***To:*** fields.	. . .

Step	Action	Result
8.	Complete the fields under the ***Department Ranges:*** and ***System List Members:*** headings, and press ***Return***, using Table 7-9 as a reference. Note: If a report is required showing all lists containing a specific address, complete one or both ***Address:*** fields under the ***System List Members:*** heading. This report is generally printed, but not saved; it is usually a temporary report for list-management purposes.	The report-options submenu (Figure 7-21) reappears.
9.	Enter ***2*** and press ***Return*** to establish the report options.	The report-details submenu for Report 7 appears, as shown in Figure 7-23.
10.	Leave the default of ***Y*** in the ***Details:*** field to include members in each list in the report. Enter ***N*** to include only the total number of members in a system list. Press ***Return***.	The report-options submenu for Report 7 (Figure 7-21) reappears.
11.	In the ***Enter the report description:*** field, enter up to 20 alphanumeric characters to describe the report that you created, and press ***Return***. Use a unique name or description, preferably one that indicates the report options that you selected.	The group submenu reappears, with the newly created report added (Figure 7-6).
12.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***S*** and press ***Return*** to save and store the report format. Once a report is stored, you can change, view, print, or delete it. If it is not stored, it is lost.	A message appears, indicating that the system reports have been updated and prompting you to press any key to continue.
13.	Press any key.	You remain at the group submenu, so that you can add, change, delete, print, and store another report, if desired..
14.	When you have finished using the group submenu, press ***Ctrl+C*** twice.	You are returned to the Main Menu.

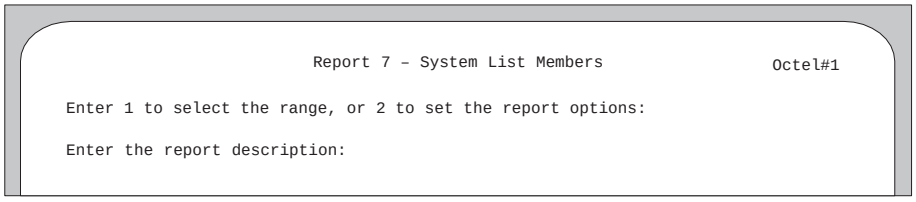


Figure 7-21. Report-Options Submenu for Report 7 – System List Members.

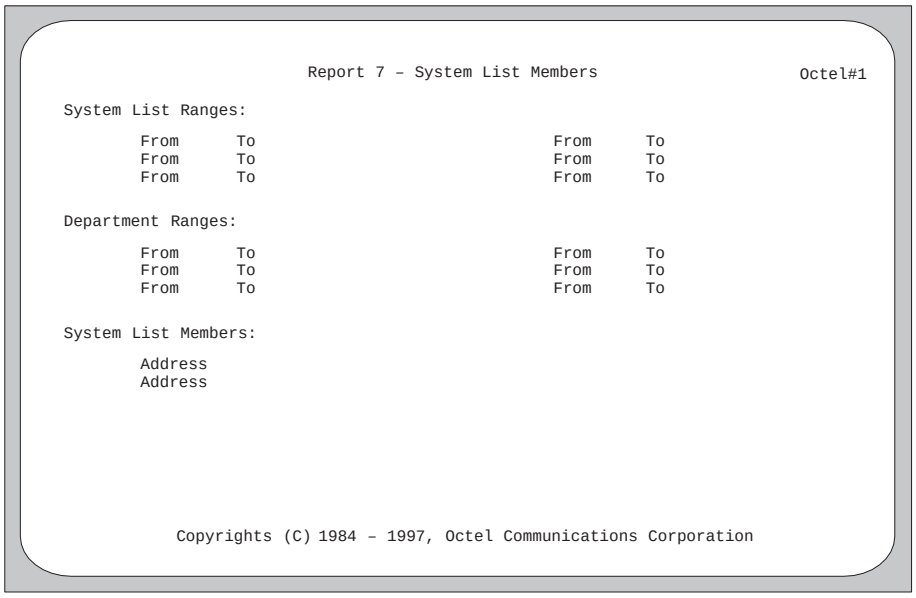


Figure 7-22. Selection-Options Submenu for Report 7 – System List Members.

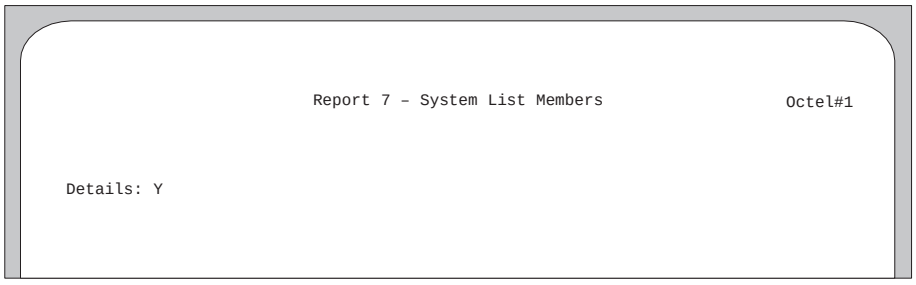


Figure 7-23. Report-Details Submenu for Report 7 – System List Members.

Table 7-9. Report 7 Selection Parameters for Department-Selection Options.

Field	Possible Values	Default	Comments
System List Ranges:	Numbers for existing system-distribution-list mailboxes	. . .	Leave blank to include all system lists.
Department Ranges:	Up to 7 alphanumeric characters for each department	. . .	Enter up to six departments, as defined in the mailbox profiles. The server recognizes department names *only* if spelled exactly as entered in the mailbox profiles. Leave blank to include all departments. A department range is a way to use department numbers to indicate which departments to include in this report. For example, to gather information about several departments, including Marketing (department number 017A) and Sales (department number 017H), use the range from 017A to 017H.
System List Members:	Up to 20 alphanumeric characters	. . .	Enter one or two addresses, as follows: ❑ Mailbox number. Enter the numbers of the mailboxes in the system distribution lists on the local server. ❑ AMIS analog network address. Enter an ***A***, followed by the access number, *#*, and the remote-mailbox number. ❑ OctelNet network address. Enter the network address prefix, plus the remote-mailbox number.

Changing Report Information

Once you have created and stored a report, you can change its parameters to produce additional or different information. Consider the following examples of when you would need to change a report:

- ❑ You need to run reports for a new "customer" group, which must be identified by a new class of service, a new department, or a new range of mailboxes.
- ❑ You need to change the mailbox parameters in a department, because the mailboxes have changed.
- ❑ You require information for the current period, instead of for the previous period.
- ❑ You want to change the traffic interval from hourly to every 15 minutes.

Change a report, as follows:

1. Access the desired group submenu (Figure 7-6).
2. In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***C***.
3. Access the field(s) that you want to change, and enter the changes.

Viewing Reports

You can view reports on the system manager terminal (SMT). Viewing reports is useful for a number of reasons:

- ❑ You do not have access to a printer.
- ❑ The report is a special request and you do not require a printed copy.
- ❑ You need to troubleshoot and check usage.
- ❑ You need to scan specific mailboxes or classes of service.

When servers are shipped from Octel, they are shipped with an HP 700/43 terminal as the SMT. If your SMT is an HP 700/43, you can view a report, as follows:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports (Figure 7-3) appears.
2.	Enter ***1***, ***2***, or ***3*** and press ***Return*** to specify the group within which the report you are viewing is stored.	The selected group submenu (Figure 7-6) appears.

Step	Action	Result
3.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***D*** to delete all the reports in the group (one at a time), except the one you want to view. *Do not enter S to store (confirm) any of the deletions, or you will lose the deleted reports.* If you do not enter ***S***, you are not actually deleting the reports; a deletion is only temporary, until you store (confirm) it.	The ***Enter item number:*** field appears.
4.	In the ***Enter item number:*** field, enter the item number (not the report number) to be deleted temporarily.	The ***Item x deleted. Press any key to continue:*** prompt appears.
5.	Continue to enter the item numbers (one at a time), and press ***Return*** after each one. You are temporarily deleting all reports except the one you want to view.	The server confirms each item that you are deleting, after you press ***Return***. The server then prompts you to press any key.
6.	Return to the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field..	. . .
7.	If you are viewing Report 1, 2, 4, 5, 6, or 7, skip to step 8. If you are viewing report 3, you need to set the screen width to 132 columns. Refer to the *Peripheral Equipment* manual for details.	. . .
8.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***P*** and press ***Return***. Immediately press the ***Copy Pr*** key.	The report requested appears on the screen and begins scrolling. For information about scrolling, refer to the *Peripheral Equipment* manual.
9.	To stop the report screen from scrolling, press ***Ctrl+S***. To start the scrolling again, press ***Ctrl+Q.*** You can also use the ***Scroll Lock*** key to stop and continue the scrolling; however, this method is slower.	Never turn off the terminal while a report is in the stop-scroll mode. Always restart the scrolling to exit the report and the terminal.
10.	Press ***Ctrl+C*** to cancel the report display. The report must be scrolling for the cancel command to function.	The ***Report cancelled; press any key to continue:*** prompt appears.
11.	Press any key.	The reports deleted in steps 3 through 5 are reinstated when menu 14 returns to the screen.
12.	Press ***Ctrl+C.***	You are returned to menu 14.

If you have any other terminal type as your SMT, you might not be able to view reports.

Printing Reports

You can print reports that have been created and stored, as follows:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports (Figure 7-3) appears.
2.	Enter ***1***, ***2***, or ***3*** and press ***Return*** to specify the group within which the report you want to print is stored.	The selected group submenu (Figure 7-6) appears.
3.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***D*** to delete all the reports in the group (one at a time), except the one you want to print. *Do not enter S to store (confirm) the deletions, or you will lose the deleted reports.* If you do not enter ***S***, you are not actually deleting the reports; a deletion is only temporary, until you store (confirm) it.	The ***Enter item number:*** field appears.
4.	In the ***Enter item number:*** field, enter the item number (not the report number) to be deleted temporarily.	The ***Item x deleted. Press any key to continue:*** prompt appears.
5.	Continue to enter the item numbers (one at a time) and press ***Return*** after each one. You are temporarily deleting all reports except the one you want to print.	The server confirms each item you are deleting, after you press ***Return***. The server then prompts you to press any key.
6.	Return to the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field.	. . .
7.	If you are printing Report 1, 2, 4, 5, 6, or 7, skip to step 8. If you are printing report 3, you need to set the screen width to 132 columns. Refer to the *Peripheral Equipment* manual for details.	. . .
8.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***P*** and press ***Return*** to print the one remaining report.	If you press ***P*** before all reports other than the one you want, are deleted, the server will print *all* reports in the group.
9.	Press any key.	The reports deleted in steps 3 through 5 are reinstated when menu 14 returns to the screen.
10.	Press ***Ctrl+C***.	You are returned to menu 14.

Deleting Reports

You can permanently delete reports that have been created and stored, as follows:

Step	Action	Result
1.	Enter ***14*** at the Main Menu, and press ***Return***.	Menu 14 – System Reports (Figure 7-3) appears.
2.	Enter ***1***, ***2***, or ***3*** and press ***Return*** to specify the group within which the report you want to delete is stored.	The desired group submenu (Figure 7-6) appears.
3.	In the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field, enter ***D*** and press ***Return*** to delete a report in the group.	The ***Enter item number:*** field appears.
4.	In the ***Enter item number:*** field, enter the number of the item to be deleted permanently, and press ***Return***.	The ***Item x deleted. Press any key to continue.*** prompt appears.
5.	Press any key.	The ***Enter item number:*** field reappears, without an entry.
6.	Repeat steps 4 and 5 for all reports that you want to delete.	The ***System reports updated. Press any key to continue.*** prompt appears.
7.	Press any key.	. . .
8.	Press ***Return*** to return to the ***Enter Option A(dd) C(hange) D(elete) P(rint) S(tore):*** field.	. . .
9.	Press the ***S*** key (for store) and then ***Return*** to save the deletions made in steps 3 through 5.	The ***System reports updated. Press any key to continue.*** prompt appears.
10.	Press any key.	The report or reports that you have deleted have been erased permanently.
11.	Press ***Ctrl+C*** twice.	You are returned to the Main Menu.

Using the Reports

Report 1: Message Aging by Mailbox

Use Report 1 when you need characteristics of the messages residing in subscribers' mailboxes. Figure 7-24 is an example of Report 1: Message Aging by Mailbox.

REPORTS MESSAGE AGING BY MAILBOX

Mailbox Selection Options:
Mailbox Range:
From 500 to 512
From 600 to 600
Classes of Service:
From 01 to 64
Departments:
From ACCTNG to SALES
FULL Mailboxes only? NO
Message Selection Options:
Types of Messages - New
Archived
Future Delivery
Minimum Message Age (days) - 7
Minimum Message Length (min:sec) - 0:00
Minimum Messages Per Mailbox - 4
Minimum Total Mailbox Storage (hr:min:sec) - 0:02:00

NAME / MAILBOX	DEPT	COS.	NEW MSG	ARC MSG	FUT DEL MSG	SELECTED MESSAGES AGE	LENGTH	TYPE
SMITH, J								
500	SALES	3	4	2	0	7	1:20	ARCH
						10	3:15	ARCH
							4:35	
PETERS, M								
509	ACCTNG	3	3	1	0			
							0:00	
ROSS, C								
600	MKTG	5	7	0	1	8	2:03	FUT
							2:03	
GRAND TOTAL			14	3	1		6:38	

Figure 7-24. Example of Report 1: Message Aging by Mailbox.

Identifying Report 1 Components

Refer to Figure 7-24 to assist you in understanding the components on Report 1. The report title appears at the top of the page. The ***mailbox selection*** and ***message selection*** options chosen when you created the report are listed.

The fields and column headings in the lower part of the report are explained in Table 7-10. Individual mailbox entries are ordered by mailbox number under the mailbox names. Message details are in reverse chronological order, with the details about newest messages printed first.

Table 7-10. Column Headings in Report 1: Message Aging by Mailbox.

Column Headings	Comments
NAME/MAILBOX	The subscriber's name and mailbox number, with the mailbox number listed under the subscriber's name.
DEPT	Subscriber's department, as defined in the mailbox profile.
COS	Subscriber's class of service.
NEW MSG	Number of new messages in the subscriber's mailbox.
ARC MSG	Number of archived messages in subscriber's mailbox.
FUT DEL MSG	Number of future-delivery messages in subscriber's mailbox not yet presented as new messages.
SELECTED MESSAGES	
AGE	Number of days that a message has been in the mailbox or number of days until a message delivered.
LENGTH	Length of message (min:sec).
TYPE	Type of message (new, archived, future-delivery).

Using Report 1

Use Report 1 and refer to Table 7-11 to assist you in accessing the following:

- ❑ The status of full mailboxes
- ❑ The status of message-storage space
- ❑ The charges for server use

Table 7-11. Using Report 1.

Task	Issue	Notes and Related Information	Potential Solutions
Assess the status of full mailboxes	Subscriber's mailboxes are full and unable to receive new messages.	Request that Report 1 list full mailboxes only. Mailboxes can be full because ❑ Class of Service (COS) assigned to the mailbox does not allow enough messages to be stored in the mailbox. ❑ COS allows the subscriber to retain messages for too long a period of time. ❑ Subscriber does not check messages often enough. ❑ The message-waiting indicator is out of order and the subscriber has not discovered it.	❑ Change the class of service for the affected subscribers to allow more storage in a mailbox. ❑ Ask subscribers to erase unneeded messages. ❑ Advise subscribers to check messages more frequently. ❑ Evaluate the status of the message-waiting indicator on the PBX or Central Office (CO) and correct, if necessary.
Assess the status of message-storage space	Menu 12 indicates that available disk-storage space is low. Why are some subscribers taking up so much message storage?	Set Report 1 parameters to specify mailboxes that have some set threshold of message storage. Mailboxes below that threshold will not be included in the report. Identify subscribers using excessive disk-storage space.	Ask subscribers to delete unneeded messages.
Assess charges for using the server	Managers or accounting personnel lack information about using the server for billing or accounting purposes.	The most common billing methods incorporate charges for both port and mailbox usage.	Provide the report to the appropriate personnel.

Report 2: Individual Subscriber Usage

Report 2 provides information about each subscriber's activity on the server. This report includes measures of port and disk use and summaries of message activity. Customize the report by selecting specific mailboxes and specifying details.

Figure 7-25 is an example of a printed or viewed Report 2: Individual Subscriber Usage.

BROWN, JOHN
Mailbox Number 960
Daily

PERIOD	JUN 08	JUN 09
INCOMING CONNECT TIME		
Total Incoming Connect Time (minutes)	29	25
Port Group 1 (minutes)	29	25
Port Group 2 (minutes)	0	0
Port Group 3 (minutes)	0	0
Port Group 4 (minutes)	0	0
Total Connections	3	4
Avg Incoming Connect Time (minutes)	9.6	6.2
OUTCALLS		
Total Outcalls	1	2
Successful - # Attempts	1	1
- Connect Time (minutes)	6	4
- Avg Time (minutes)	6.0	4.0
Unsuccessful - # Attempts	3	1
- Connect Time (minutes)	1	2
- Avg Time (minutes)	0.3	2.0
Total Outcall Connect Time (minutes)	7	6
On PBX Numbers (minutes)	6	4
7-digit Numbers (minutes)	1	2
Local 10-digit Numbers (minutes)	0	0
Toll 10-digit Numbers (minutes)	0	0
Avg Outcall Connect Time (minutes)	1.7	3.0
MESSAGE STORAGE		
Total Message Storage	15	20
Storage for New Messages	12	15
Storage for Archived Messages	3	5
Storage for Future Delivery Messages	0	0
MESSAGES RECORDED AND SENT		
Messages Recorded	14	8
Total Length (min)	28	14
Avg Length (min)	2.0	1.8
Messages Sent	14	9
MESSAGES RECEIVED		
Total Messages Received	27	16
Total Length (min)	30	22
Avg Length (min)	1.1	1.4
Telephone Answering	12	10
Total Length (min)	10	10
Avg Length (min)	0.8	1.0
Voice Mail	15	6
Total Length (min)	20	12
Avg Length (min)	1.3	2.0
Bad Password Disconnects	0	0
Average Accesses Per Day	3.0	4.0
New Messages Auto-Deleted	0	0
Archived Messages Auto-Deleted	0	0

Figure 7-25. Example of Printed or Viewed Report 2, Individual Subscriber Usage.

Identifying Report 2 Components

Refer to Figure 7-25 to assist you in understanding the components on Report 2. The subscriber name, mailbox number, and report collection interval appear at the center top of the page. The fields and row headings in the lower section of the report are explained in Table 7-12.

Table 7-12. Fields and Row Headings in Report 2: Individual Subscriber Usage.

Field or Row Heading	Comments
PERIOD	Reporting period by date.
INCOMING CONNECT TIME	
Total Incoming Connect Time (minutes)	Total connect time for incoming calls, in minutes.
Port Group 1 (minutes) Port Group 2 (minutes) Port Group 3 (minutes) Port Group 4 (minutes)	Total incoming connect time for each port group. Subscribers use ports when they call the server to retrieve or send messages from their mailboxes. Callers use ports to leave messages in subscriber's mailboxes.
Total Connections	Number of calls to the subscriber's mailbox plus the number of times that the subscriber has accessed the mailbox.
Avg Incoming Connect Time (minutes)	Average connect time for incoming calls to the mailbox.
OUTCALLS	
Total Outcalls	Total number of times that outcalls were made.
Successful	
– # Attempts	Number of successful outcall attempts. A successful outcall attempt is a completed connection. Number-of-attempts counters are incremented each time a call is placed.
– Connect Time (minutes)	Amount of connect time for a successful outcall.
– Avg Time (minutes)	Average connect time for a successful outcall.
Unsuccessful	
– # Attempts	Number of unsuccessful outcall attempts. An unsuccessful outcall attempt occurs when the call cannot be completed or when the person answering the call does not respond by using touch-tone signals. Number-of-attempts counters are incremented each time a call is placed.
– Connect Time (minutes)	Connect time for unsuccessful outcalls.
– Avg Time (minutes)	Average connect time for unsuccessful outcalls.

Table 7-12. Fields and Row Headings in Report 2: Individual Subscriber Usage (continued).

Field or Row Heading	Comments
Total Outcall Connect Time – (minutes)	Total connect time for outcalls on PBX, 7-digit numbers, and local and toll 10-digit numbers.
On PBX Numbers (minutes)	Total connect time for calls to PBX or Centrex extensions.
7-digit Numbers (minutes)	Total connect time for calls to numbers within the local area code.
Local 10-digit Numbers (minutes)	Total connect time for calls to 10-digit numbers in local area codes, as defined in menu 5.
Toll 10-digit Numbers (minutes)	Total connect time for calls to 10-digit numbers, as defined in menu 5.
Avg Outcall Connect Time (minutes)	Average connect time for all outcalls.
MESSAGE STORAGE	
Total Message Storage	Total amount of disk space used, in message-storage units (MUs). Each MU represents 1 minute of storage for 24 hours.
Storage for New Messages	Amount of disk space used for new messages, in MUs.
Storage for Archived Messages	Amount of disk space used for archived messages, in MUs.
Storage for Future Delivery Messages	Amount of disk space used for future-delivery messages, in MUs.
MESSAGES RECORDED AND SENT	
Messages Recorded	Total number of messages recorded in voice-mail mode.
Total Length (min)	Total length of messages recorded in voice-mail mode.
Avg Length (min)	Average length of messages recorded in voice-mail mode.
Messages Sent	Total number of all messages sent in voice-mail mode. If a single message is sent to eight subscribers, it is considered to be one message recorded, but eight messages sent.
MESSAGES RECEIVED	
Total Messages Received	Total number of messages received.
Total Length (min)	Total length of messages received, in minutes.
Avg Length (min)	Average length of messages received, in minutes.

Table 7-12. Fields and Row Headings in Report 2: Individual Subscriber Usage (continued).

Field or Row Heading	Comments
Telephone Answering	Number of messages received in telephone-answering mode.
Total Length (min)	Total length of messages received in telephone-answering mode.
Avg Length (min)	Average length of messages received in telephone-answering mode.
Voice Mail	Number of messages received in voice-mail mode.
Total Length (min)	Total length of messages received in voice-mail mode.
Avg Length (min)	Average length of messages received in voice-mail mode.
Bad Password Disconnects	Number of times that the subscriber (or another person) was disconnected because invalid passwords were entered, exceeding the limit set in menu 1.2.
Average Accesses per Day	Average number of times the subscriber logged into the mailbox.
New Messages Auto-Deleted	Number of new messages that were purged from the server before they were erased or saved by the subscriber. Messages are erased automatically if they remain in the mailbox for a period longer than class of service allows.
Archived Messages Auto-Deleted	Number of archived messages that were purged from the server before they were erased or resaved. Messages are erased automatically if they remain in the mailbox for a period longer than class of service allows.

Using Report 2

Use Report 2 and refer to Table 7-13 to assist you with the following tasks:

- ❑ Summarize billing by subscriber (port usage, disk usage, and messaging activity).
- ❑ Analyze detailed voice-messaging use. For example, does the information indicate that the company is realizing the benefits of voice messaging?
- ❑ Identify problem areas. For example, mailboxes with a high number of auto deletions and bad-password disconnects, perhaps by unauthorized users trying to gain access to the mailbox or by subscribers requiring additional training.

Table 7-13. Using Report 2.

Task	Issue	Notes and Related Information	Potential Solutions
Obtain billing summaries	Managers or accounting personnel request usage summaries for billing.	Request that Report 1 list full mailboxes only.	Forward Report 2 to appropriate personnel.
Analyze voice-messaging use	Are subscribers using voice messaging effectively?	Review the Messages by Aging report. Also see Report 3, which can identify overall patterns of usage.	Counsel subscribers about effective voice-messaging use.
Identify problemreas.	❑ Abnormally high number of unsuccessful outcalls. ❑ High number of bad-password disconnects.	❑ Request Report 1, and in the ***Message-Selection Options*** submenu (Figure 7-10), set the ***Outcalls:*** field to ***Y***. ❑ Request Report 2, and in the ***Message-Selection Options*** submenu (Figure 7-13), set the ***Details:*** field to ***Y***.	❑ Counsel subscribers about the proper use of the outcall-notification feature (training). ❑ Evaluate system security.

Report 3: Short Form Subscriber Statistics

Report 3 shows incoming and outgoing connection times, total connect time, and the total disk storage use for each subscriber. Figure 7-26 is an example of Report 3: Short Form Subscriber Statistics. Although similar to Report 2 in content, Report 3 contains fewer details.

REPORTS
Short Form Statistics

Statistics for Current Month

				INCOMING CONNECT TIME (MIN)				OUTCALL CONNECT TIME (MIN)				TOTAL CONNECT (MIN)	TOTAL STORAGE (MU)
MB	NAME	DEPT	EXT.	PG–1	PG–2	PG–3	PG–4	OPBX	LOCAL	LOCAC	LNG D		
209	Ackerman, Phillip	Sales	209	132	12	0	0	12	24	0	0	180	240
214	Johnson, Andrea	Acctng	214	87	0	0	0	0	0	0	0	87	96
215	Berkeley, Joan	Acctng	215	75	0	0	0	0	0	0	0	75	132
218	Peterson, Martha	Mktg	218	146	24	0	0	5	36	0	0	211	316
225	Edwards, Raymond	Mktg	225	165	0	0	0	0	0	0	0	165	287
228	Martinez, Jose	Sales		36	64	0	0	24	0	0	84	208	334
234	Smith, Bob	Sales		12	62	0	0	20	0	0	88	182	248
242	Washington, Bob	G&A	242	188	0	0	0	32	0	66	0	286	337

Figure 7-26. Example of Report 3: Short Form Subscriber Statistics.

Identifying Report 3 Components

Refer to Figure 7-26 to assist you in understanding the components in Report 3. The report title and time interval are centered at the top of the page. The report body has one line per subscriber. It shows incoming and outcalling connection times, total connect time, and total disk storage use. The abbreviated format of Report 3, one line per subscriber, helps the system manager to scan subscriber activity throughout the entire server.

The Report 3 column headings are explained in Figure 7-26.

Table 7-14. Column Headings in Report 3: Short Form Subscriber Statistics.

Column Heading	Comments
MB	Mailbox number.
NAME	Subscriber name.
DEPT	Department to which subscriber belongs.
EXT.	Extension number.
INCOMING CONNECT TIME (MIN)	
PG-1	Connect time, in minutes, for all incoming calls to port group 1.
PG-2	Connect time, in minutes, for all incoming calls to port group 2.
PG-3	Connect time, in minutes, for all incoming calls to port group 3.
PG-4	Connect time, in minutes, for all incoming calls to port group 4.
OUTCALL CONNECT TIME (MIN)	
OPBX	Connect time, in minutes, for successful and unsuccessful outcalls to numbers on the PBX.
LOCAL	Connect time, in minutes, for successful and unsuccessful outcalls to local 7-digit numbers outside the server.
LOCAC	Connect time, in minutes, for successful and unsuccessful outcalls to 10-digit numbers in local area codes.
LNG D	Connect time, in minutes, for successful and unsuccessful outcalls to 10-digit long-distance numbers.
TOTAL CONNECT (MIN)	Total time, in minutes, that the mailbox was in use for both incoming calls and outcalling.
TOTAL STORAGE (MU)	Total disk message storage, in MUs. Each MU represents 1 minute of storage for a period of 24 hours.

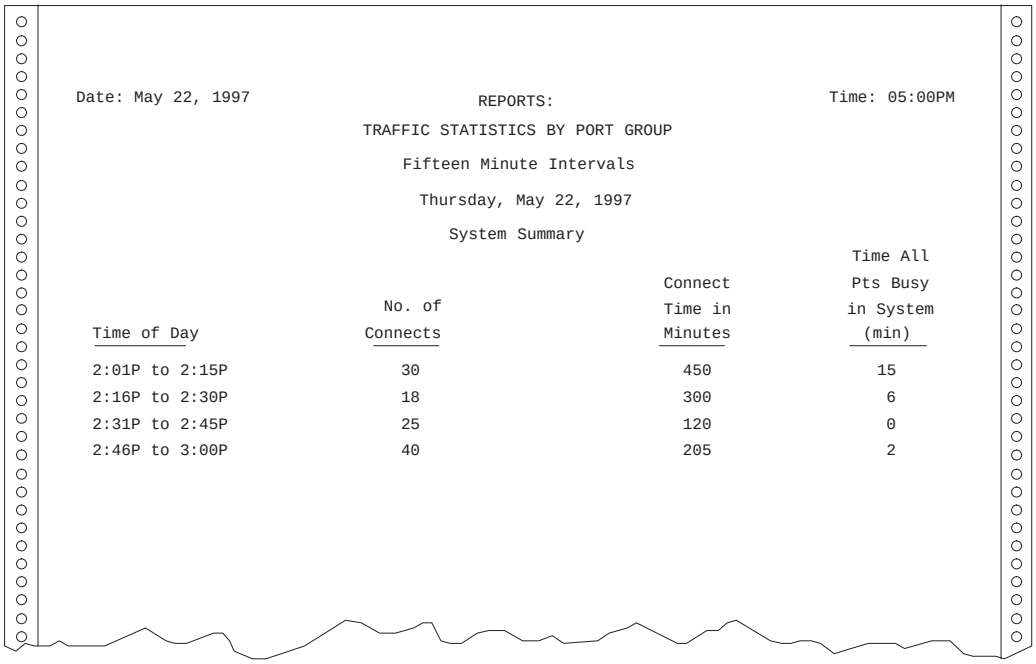
Using Report 3

The abbreviated format of Report 3, one line per subscriber, can help you to scan subscriber activity throughout the server, as follows:

- ❑ You see a summary of overall subscriber usage.
- ❑ You can identify the less-frequent users at a glance (indicating the need for more training), without producing a thick, detailed report that takes time to review.
- ❑ You can see the total number of mailboxes in the server. Report 3 is the only report that provides this information.

Report 4: Traffic Statistics by Port Group

Report 4 identifies the server's traffic patterns, which can assist you and service personnel in planning and maintenance. Figure 7-27 is an example of Report 4: Traffic Statistics by Port Group.



Date: May 22, 1997 REPORTS: Time: 05:00PM

TRAFFIC STATISTICS BY PORT GROUP

Fifteen Minute Intervals

Thursday, May 22, 1997

System Summary

Time of Day	No. of Connects	Connect Time in Minutes	Time All Pts Busy in System (min)
2:01P to 2:15P	30	450	15
2:16P to 2:30P	18	300	6
2:31P to 2:45P	25	120	0
2:46P to 3:00P	40	205	2

Figure 7-27. Example of Report 4: Traffic Statistics by Port Group.

Identifying Report 4 Components

Statistics used in for Report 4 are accumulated for each hour, gathered daily at 5-minute intervals, and stored for 1 week. You can select the date and interval (15, 30, or 60 minutes) for the report. The last page of Report 4 summarizes all four groups.

The Report 4 column headings are explained in Table 7-15.

Table 7-15. Column Headings in Report 4: Traffic Statistics by Port Group.

Column Heading	Comments
Time of Day	Starting and ending time of the reporting interval. Reflects the time and day and reporting interval specified when the report was created.
No. of Connects	Number of incoming and outgoing connections on a designated port group or server (system summary report) during the specified time. Port connections are registered when ❑ Subscribers access their mailboxes. ❑ The server makes outcalls. ❑ Outside callers enter mailboxes and leave messages in telephone-answering mode for subscribers. ❑ The server makes network calls or receives incoming network calls.
Connect Time in Minutes	Cumulative time, in minutes, per hour that all ports in the group or server (system summary report) were in use.
Time All Pts Busy in System (min)	Number of minutes in the hour that all ports in the group or server (system summary report) were busy.

Using Report 4

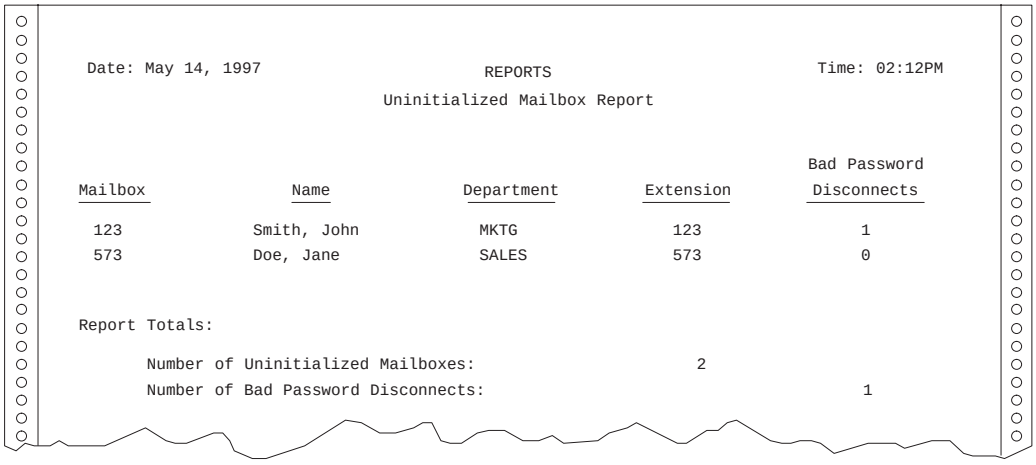
Refer to Table 7-16 to identify and understand server traffic patterns, analyze the network, and plan and maintain the system.

Table 7-16. Using Report 4.

Task	Issue	Notes and Related Information	Potential Solutions
Identify and understand traffic patterns on the server	Some port groups are busier than others.	By monitoring traffic on all port groups, you can decide whether to reassign ports to different port groups for more effective port-traffic use. **Caution:** Entries in the ***Time All Pts Busy in System*** column show the connect time *average* for all port groups. If you are not using all port groups, the entries in this column will be wrong.	Reassign ports to different port groups, if necessary.
Analyze network	Network delays in transmitting or receiving. Need to determine busy hour for port groups.	Review daily reports to determine peak traffic times. Unless you have a dedicated port group for networking only, this report does not provide useful network information.	Schedule network communication to avoid peak traffic times.
Plan and maintain system	Server might be overused; callers are not getting through. Users complain that they receive a busy or ring-no-answer signal when calling the server access number. System summary report shows busy and ring-no-answer indications during multiple intervals.	Compare the ***Time All Ports Busy in System*** column with the ***No. of Connects*** and ***Connect Time in Minutes*** columns to determine whether more ports are required.	Add more ports, if necessary.

Report 5: Uninitialized Mailbox

Report 5 provides information about the number of mailboxes that have been created but remain uninitialized, because the mailbox subscriber has not logged into the mailbox and completed the tutorial. Figure 7-28 is an example of Report 5: Uninitialized Mailbox.



Date: May 14, 1997 REPORTS Time: 02:12PM

Uninitialized Mailbox Report

Mailbox	Name	Department	Extension	Bad Password Disconnects
123	Smith, John	MKTG	123	1
573	Doe, Jane	SALES	573	0

Report Totals:

Number of Uninitialized Mailboxes: 2

Number of Bad Password Disconnects: 1

Figure 7-28. Example of Report 5: Uninitialized Mailbox.

Identifying Report 5 Components

Refer to Figure 7-28 to assist you in understanding the components in Report 5. The date and time that the report was printed or viewed and the report title appear at the top of the report. Each line in the report provides information about a specific uninitialized mailbox. The column headings and fields in the report are explained in Table 7-17.

Table 7-17. Column Headings and Fields in Report 5: Uninitialized Mailbox.

Column Headings and Fields	Comments
Mailbox	Number of mailbox that has not been initialized.
Name	Subscriber's name.
Department	Department to which the subscriber belongs, specified in the mailbox profile.
Extension	Extension number specified in the mailbox profile.
Bad Password Disconnects	Number of bad-password disconnects for the subscriber, based on the threshold level set for bad-password disconnects in menu 1.2.
Report Totals:	
Number of Uninitialized Mailboxes:	Total number of uninitialized mailboxes, where subscribers have not logged in nor heard the tutorial.
Number of Bad Password Disconnects:	Total bad password disconnects.

Using Report 5

Use Report 5 and refer to Table 7-18 to assist you with security and disk-storage management.

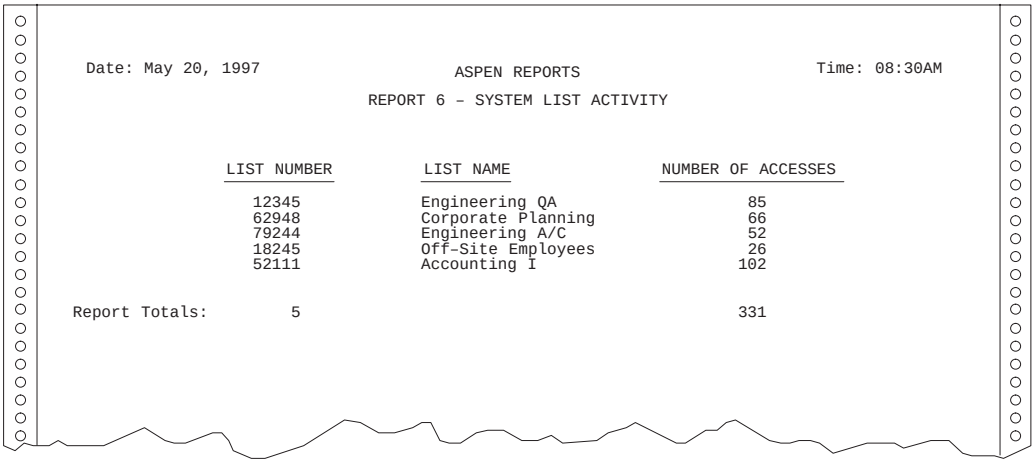
Table 7-18. Using Report 5.

Task	Issue	Notes and Related Information	Potential Solutions
Security Management	Miscellaneous security problems	The most common point of entry for unauthorized users (hackers) is through uninitialized mailboxes.	Delete mailboxes that are not initialized within a short period of time.
Disk-Storage Management	Full disks	You can determine whether there is an excessive number of uninitialized mailboxes on the server.	If uninitialized mailboxes contain messages, delete the mailboxes to increase message disk space.

Report 6: System List Activity

Report 6 provides information about the number of times that a system distribution list or range of lists were accessed over a specified period.

Figure 7-29 is an example of Report 6: System List Activity.



Date: May 20, 1997 ASPEN REPORTS Time: 08:30AM

REPORT 6 – SYSTEM LIST ACTIVITY

LIST NUMBER	LIST NAME	NUMBER OF ACCESSES
12345	Engineering QA	85
62948	Corporate Planning	66
79244	Engineering A/C	52
18245	Off-Site Employees	26
52111	Accounting I	102
Report Totals: 5		331

Figure 7-29. Example of Report 6: System List Activity.

Identifying Report 6 Components

Refer to Figure 7-29. The report title and the date and time that the report was printed or viewed appear at the top of the report. The column heading and fields are explained in Table 7-19.

Table 7-19. Column Headings and Fields in Report 6: System List Activity.

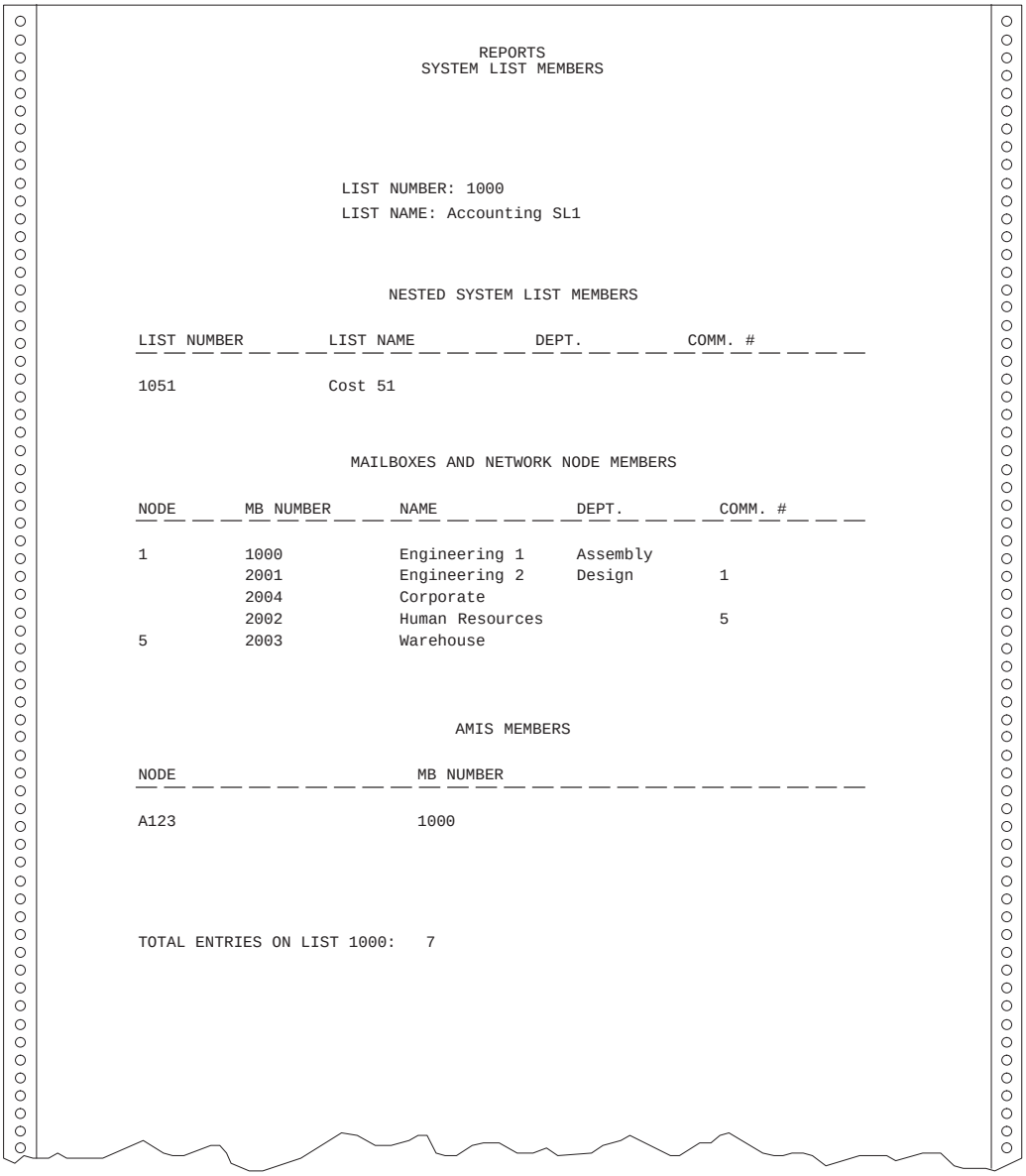
Column Headings and Fields	Comments
LIST NUMBER	Number of the type 6 mailbox for the system distribution list.
LIST NAME	Name of the system distribution list.
NUMBER OF ACCESSES	Number of times that subscribers have addressed messages to the list.
Report Totals	
(LIST NUMBER)	Total number of system distribution lists in the report.
(NUMBER OF ACCESSES)	Total number of times all system distribution lists were accessed.

Using Report 6

Use Report 6 to manage system distribution lists. Lists that show minimum activity have probably outgrown their usefulness and should be deleted or replaced by a more pertinent list.

Report 7: System List Members

Report 7 provides information about the members of a distribution list. Members can be mailbox numbers, alias addresses, other system distribution lists, and network addresses. Figure 7-30 is an example of Report 7: System List Members.



REPORTS
SYSTEM LIST MEMBERS

LIST NUMBER: 1000
LIST NAME: Accounting SL1

NESTED SYSTEM LIST MEMBERS

LIST NUMBER	LIST NAME	DEPT.	COMM. #
1051	Cost 51		

MAILBOXES AND NETWORK NODE MEMBERS

NODE	MB NUMBER	NAME	DEPT.	COMM. #
1	1000	Engineering 1	Assembly	
	2001	Engineering 2	Design	1
	2004	Corporate		
	2002	Human Resources		5
5	2003	Warehouse		

AMIS MEMBERS

NODE	MB NUMBER
A123	1000

TOTAL ENTRIES ON LIST 1000: 7

Figure 7-30. Example of Report 7: System List Members.

Identifying Report 7 Components

Refer to Figure 7-30 to assist you in understanding the components in Report 7. The report title appears at the top of the report. The fields and column headings are explained in Table 7-20.

Table 7-20. Column Headings and Fields in Report 7: System List Members.

Column Headings and Fields	Comments
LIST NUMBER:	Number of the type 6 system-distribution-list mailbox.
LIST NAME:	Name of this sending system distribution list.
NESTED SYSTEM LIST* MEMBERS	
LIST NUMBER	Numbers of the system distribution lists that are part of this system distribution list and that receive messages from this list.
LIST NAME	Names of the system distribution lists that receive messages from this list.
DEPT.	Department associated with the nested system distribution lists (optional).
COMM. #	Community number to which the nested system-distribution-list mailbox belongs, if in a community.
MAILBOXES AND NETWORK NODE MEMBERS	
NODE	Only nodes that receive messages from this list are shown in this column. If all mailboxes are on the local node, the NODE column is blank. For network addresses, the NODE column contains up to 3 digits.
MB NUMBER	Number of mailbox on the local node or network nodes.
NAME	Subscriber's name.
DEPT.	Department to which the subscriber belongs.
COMM. #	Number of the community to which the mailbox belongs, if the mailbox belongs to a community.
AMIS MEMBERS	
NODE	Node number, which must begin with the letter A.
MB NUMBER	Number of the mailbox on the AMIS node. Can be up to 16 digits long.
TOTAL ENTRIES ON LIST [XXXX]:	Total number of entries in the list.

* A nested system list is part of another system list. Refer to Chapter 5 for more information.

Using Report 7

Use Report 7 for the following purposes:

- ❑ Ensure that system distribution lists are accurate. The maximum number of members allowed on each system distribution list is 300.
- ❑ Investigate complaints from subscribers about returned messages, multiple appearances of single names, and list overlap.
- ❑ Determine whether there are mailbox references to other network nodes for subscriber mailboxes that are moved from one network node to another.

Other Reporting Products

Octel Communications offers several software options to enhance the features and functionality of the server's standard reports. You must have an IBM-compatible PC to run these options.

This section provides basic information about the products. Complete instruction manuals are available for each product. Contact a sales representative or Octel distributor for ordering information.

Octel PC/CDR

Octel Call Detail Records™ (Octel CDR™) is an optional software program that runs on a PC attached to the server. PC/CDR processes events collected by the server and sorts these events, by subject, into output files. The output files can then be transferred to a database application program, if additional manipulation is required. You can also use Octel PC/CDR for troubleshooting the server.

Octel DecisionPro Reporting Package

The Octel DecisionPro Reporting Package™ is an optional, Windows-based software program that runs on a PC attached to the server. DecisionPro downloads call detail records (CDR) events and user record profiles and loads them into the database on the DecisionPro PC. DecisionPro uses Crystal Reports to create, modify, view, and print reports.

These reports are designed to answer specific questions about system-resource management, system use, cost allocation, and system financial benefits. Some reports can be generated with various reporting periods, such as daily, weekly, or monthly.

8

SETTING UP OTHER OPTIONAL FEATURES

Overview

Optional features on the server allow the following actions:

Feature	Action Allowed	Refer to . . .
Information Center Mailbox™ (ICMB) (types 1, 2, and 3)	Callers hear recorded announcements and other information.	The “Establishing Information Center Mailboxes” section, page 8-3
Announcement mailboxes (type 5)	Messages are played through an overhead paging system.	The “Establishing an Announcement Mailbox” section, page 8-15
Voice OctelForms™ mailboxes (types 10 and 11)	Callers answer questions that are then forwarded to a transcription mailbox.	The “Establishing OctelForms” section, page 8-23
Hotel mailboxes (types 20, 21, 22)	Hotel guests can receive messages through a mailbox associated with their hotel room and hotel desk clerks can turn guest mailboxes on and off from a telephone.	The “Setting Up Hotel Mailboxes” section, page 8-37
Enhanced Call Processing™ (ECP) mailboxes (types 31, 32, and 33)	Callers hear up to nine single-digit routing options to choose from.	The “Creating Enhanced Call Processing Mailboxes” section, page 8-43

Feature	Action Allowed	Refer to . . .
Information-processing mailboxes (type 40)	Callers can access to a FaxCall™ or TransAct™ external application.	The “Creating Information-Processing Mailboxes” section, page 8-49
InfoTex™ (type 41)	InfoTex receives audio reports from one or more information sources and distributes them to subscribers.	The “Setting Up InfoTex Mailboxes” section, page 8-59
Conference mailboxes (type 58)	Lengthy meetings or conference calls are recorded for distribution to other subscribers.	The “Setting Up Conference Mailboxes” section, page 8-60
Extension mailboxes (type 28)	Multiple subscribers with individual mailboxes can share an extension. Callers choose a subscriber mailbox from a menu and are routed to that mailbox.	The “Establishing Extension Mailboxes” section, page 8-63
Monitored mailboxes (type 60)	More than one subscriber can access the mailbox. Primarily for use by service personnel where multiple access to messages is required.	The “Creating Monitored Mailboxes” section, page 8-71
External applications	Applications that reside on the 500D Data Module can be accessed through an X.25 link. These applications can be accessed through the PowerCall Agent Access feature. Applications include FaxCall and TransAct.	The “Managing External Applications” section, page 8-72
PowerCall Agent™ Access	Subscribers can visit multiple applications during the same mailbox session.	The “PowerCall Agent Access” section, page 8-77

This chapter shows you how to establish each of these features on the server. Use the following steps to verify that an optional feature is enabled:

Step	Action	Result
1.	Log onto the SMT.	The Main Menu appears.
2.	Enter ***13,*** and press ***Return***.	Menu 13 – System Maintenance appears.
3.	Select option ***7 – Display Software Features Installed***, and press ***Return*** once to access the first page of menu 13.7 or twice to access the second page.	Menu 13.7 appears, displaying a list of available features. A feature option is enabled if its name is preceded by a ***Y***.

Establishing Information Center Mailboxes

When callers reach an information center mailbox (ICMB), they hear an opening greeting, if one has been recorded, followed by one or more announcements. Contributors use their personal mailboxes to record announcements and send them to ICMBs. Each ICMB is a unique mailbox. There are three types of ICMBs:

- ❑ Type 1 – Listen-only ICMB: Callers hear the announcements or request faxes stored in the mailbox.
- ❑ Type 2 – Listen-and-reply ICMB: Callers hear the announcements in the mailbox and have the option of responding after each. Responses are sent to the appropriate contributor's mailbox.
- ❑ Type 3 – Rotating-greeting ICMB: Up to six greetings can be recorded. The greetings rotate, so different greetings play to consecutive callers.

Refer to Volume II, Chapter 4 for details about the different types of ICMBs and their uses.

Follow these basic steps to set up an ICMB:

Step	Responsible Person	Action
1.	System manager	Make sure that the ICMB feature is enabled. Access menu 13.7 to ensure that number ***48 – Information Center Mailboxes*** is preceded by a ***Y***.
2.	System manager	Create the mailbox***.*** a. Establish the class of service for the ICMB in menu 7. b. Create a type 1, 2, or 3 ICMB in menu 8.
3.	Mailbox manager	Customize the mailbox. a. Establish the password(s). b. Record the mailbox name. c. Record the greeting(s). d. Establish the optional mailbox-contributor list. e. Establish the outcalling schedule. f. Determine the prompt levels for the mailbox manager.
4.	Contributors	Send announcements to the mailbox for subscribers or outside callers to hear.

Creating and Assigning a Class of Service for an ICMB

Use menu 7 to create a class of service for the ICMB. Only the fields listed in Table 8-1 apply to a voice ICMB; the server ignores all other class-of-service parameters.

Create and assign a class of service to the ICMBs as follows:

Step	Action	Result
1.	From the Main Menu, enter **7,** and press Return.	Menu 7 – Class of Service Profile. appears, with only the ***Class of Service:*** field displayed on the screen.
2.	Assign a class-of-service number. Valid entries are ***1*** through ***64***. Press ***Return***.	The remainder of the fields appear on the screen.
3.	Complete the menu 7 fields that apply to a voice ICMB, listed in Table 8-1. For a fax ICMB, refer to Table 8-2. Leave the default values in all other menu 7 fields.	. . .
4.	Press the ***Send Page*** or ***Return*** key.	The SMT returns to the Main Menu, and the changes to the class of service have been saved in the server.

Refer to Chapter 2 for procedures to establish classes of service and to Volume II, Chapter 3 for descriptions of menu 7 fields.

Table 8-1. Relevant Class-of-Service Fields for a Voice ICMB.

Field	Possible Values	Comments
Max Greeting length (min:sec):	30:00	The entry in this field is ignored. The maximum greeting length for an ICMB is hard-coded at 30 minutes. You cannot change it.
Max Message length (min:sec):	0:15 to 30:00	Maximum length of a caller's response to an announcement, for a type 2 ICMB only.
Max Messages:	1 to 135	Determines the number of messages that can be in a mailbox at one time.
Max Future Delivery Messages:	1 to 135	Defines the number of future-delivery messages that can reside in a mailbox at one time.
Days New Messages Kept:	1 to 365, 999	Number of days that announcements are kept before being automatically deleted. Enter ***999*** in this field if ICMB announcements are not to be deleted.
Max No. of Group Lists:	1 to 15	At least one personal-group distribution list must be allowed in the class of service. That group list is used as the contributor list. If you do not assign a contributor list, any subscriber can send announcements to the ICMB.

Table 8-2. Relevant Class-of-Service Fields for a Fax ICMB.

Field	Possible Values	Comments
Max Messages (total):	1 to 135	Number of fax messages that the ICMB can contain. A single fax message consists of all pages faxed into the mailbox as a single message. Consider this number carefully. Each time callers select the ICMB, they receive all faxes in the ICMB. A type 1 ICMB should contain only 1 or 2 faxes.
Days New Messages Kept:	1 to 365, 999	Enter ***999*** if faxes in a ICMB should not be deleted. Otherwise, faxes are deleted automatically after the number of days specified in this field.
Max No. of Group Lists:	1 to 15	The entry in this field must be at least ***1*** so that a mailbox contributor list can be established.

Creating or Changing ICMBS

Use menu 8 to create or menu 9.1 to change ICMBs. Figure 8-1, Figure 8-2, and Figure 8-3 show menu 8 for listen-only, listen-and-reply, and rotating-greeting ICMBs, respectively. For information about the other fields in menu 8 and menu 9.1, refer to Volume II, Chapter 3.

```
                          Menu 8 — Add Mailbox                    OCTEL#1

Mailbox Number: 6565                  Mailbox Type: 1 – Listen Only

Mailbox Name:                         Community No.:
Department:                           Express Address:
Subscriber's Extension: 6565          Alias Address:
Attendant Destination:                Group ID:
Calling Group: 0                      Attendant Schedule:
Class of Service: 1                   After Hours Mailbox:
* Key Definition: 0 – Exit            Int. Link Number: 1
* Key Mailbox Number:                 Playback Controls: Y
Initial Password: 369872              Mailbox VPMOD ID: OCTEL#1
Initial Entry Tutorial: Y
Outcalling Auth. Code:
Pager Type: 0 – No Paging
Caller Prompting: 1 – Full
Message Waiting Allowed:
Mailbox Lang.: 1 – American Eng. (Mar)
Callers Destination Mailbox:
```

Figure 8-1. Menu 8 for a Type 1 – Listen-Only ICMB, Showing Default Values.

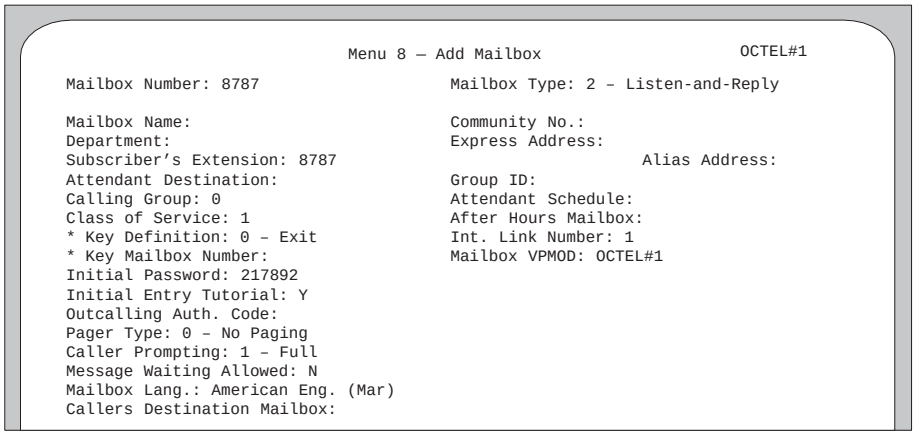


Figure 8-2. Menu 8 for a Type 2 – Listen-and-Reply ICMB, Showing Default Values.

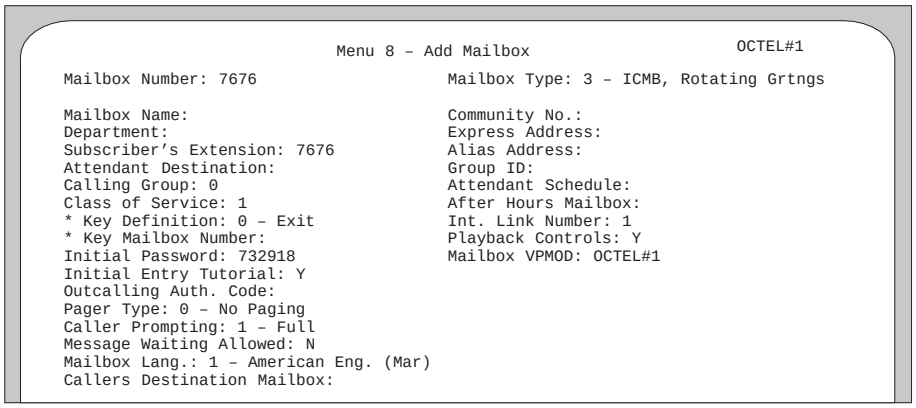


Figure 8-3. Menu 8 for a Type 3 – Rotating-Greeting ICMB, Showing Default Values.

Access menu 8 and do the following to create a type 1, 2, or 3 mailbox:

Step	Action	Result
1.	Enter the number you are assigning to this ICMB in the ***Mailbox Number:*** field, and press ***Return***. This number must be unique; it cannot be used for any other mailbox.	The default ***0 – Voice Messaging*** appears in the ***Mailbox Type:*** field.
2.	In the ***Mailbox Type:*** field, enter ***1, 2,*** or ***3*** for the type of ICMB. Press ***Return***.	The number and description of the mailbox type selected appears in the ***Mailbox Type:*** field. The remainder of the fields also appear on the screen. For FaxResponse, the mailbox must be a type 1.
3.	Enter information in the fields as shown in Table 8-3 and press the ***Send Page*** or ***Return*** key. Refer to Volume II, Chapter 3 for descriptions of all the fields in menu 8.	The SMT returns to the Main Menu. The ICMB has been created.

Table 8-3. Menu 8 Fields That Apply to ICMBs.

Field	Possible Values	Comments
Calling Group:	0, 1 to 999	Enter the calling group number if the ICMB is part of a calling group. If a caller attempts to reach a mailbox or associated extension through any type 29 through 33 mailbox, the mailbox the caller wants to reach must be in the same calling group. Leave the default of ***0*** for no calling-group restriction. For FaxResponse, the type 1 ICMB used as a fax ICMB must be in the same calling group as the ECP mailboxes in the FaxResponse application, if those ECP mailboxes are in a calling group.
Class of Service:	1 to 64	Enter the class-of-service number established in menu 7 for the ICMB.
⁎ Key Definition:	0 – Exit 1 – Ignore 2 – Mailbox Number	For a voice ICMB, enter ***1 – Ignore*** to configure the ⁎ key so that callers cannot access other mailboxes when they exit the ICMB. This option is recommended for system security. Leave the default of ***0 – Exit*** to allows callers to exit the ICMB and access any mailbox on the server. With this option, callers who accidentally press the ⁎ key might become confused when they are prompted: "Please enter the number of the person you are calling." For a type 1 fax ICMB, enter ***1 – Ignore***. You can also set the ⁎ ***Key Definition:*** field to route the caller to a specified mailbox by setting the value to ***2 – Mailbox Number*** and entering the mailbox number in the ⁎ ***Key Mailbox Number:*** field.
Caller Prompting:	1 – Full 2 – None	Enter the desired level of caller prompting. Enter ***1 – Full*** to provide a prompt after the customized opening greeting that indicates the number of announcements in the ICMB, a "Next message" prompt in between announcements, and an "End of messages. Thank you. Goodbye" prompt at the end of the announcements. Enter ***2 – None*** for no prompting, which removes the prompts from the ICMB. For a fax ICMB, make sure to set the ***Caller Prompting:*** field to ***2*** to suppress all caller prompting.
Callers Destination Mailbox:	Mailbox number	Enter the number of the destination mailbox, created in menu 8, to which callers are automatically transferred after announcements are played. *Never* make the callers destination mailbox the same as the mailbox being created. It will cause the ports to lock up. For the fax ICMB, make sure to enter a mailbox number in this field to route callers to the destination specified in the application design, usually an ECP or transfer mailbox. For a fax ICMB, an entry is required in this field; otherwise, callers will be disconnected from the application.

Table 8-3. Menu 8 Fields That Apply to ICMBs (continued).

Field	Possible Values	Comments
Playback Controls:	Y or N	Enter ***N*** to suppress playback controls during announcement review. Leave the default of ***Y*** to allow playback controls. *Do not* use this feature for the FaxResponse™ application; make sure that the field is set to ***N*** for type 1 fax ICMBs.
Initial Entry Tutorial:	Y or N	For experienced users, set this field to ***N***.

For information about these and other fields in menus 8 and 9.1, refer to Volume II, Chapter 3.

Customizing the ICMB

After you have created the ICMB, the mailbox manager customizes the mailbox using a touch-tone telephone. The mailbox manager accesses an ICMB for the first time by using the initial, temporary mailbox password assigned by the server when the mailbox was created in menu 8.

The menus the mailbox manager hears within an ICMB vary according to the type of ICMB. The mailbox menus are shown in Figure 8-4 for type 1 and 2 mailboxes and Figure 8-5 for the type 3 mailbox.

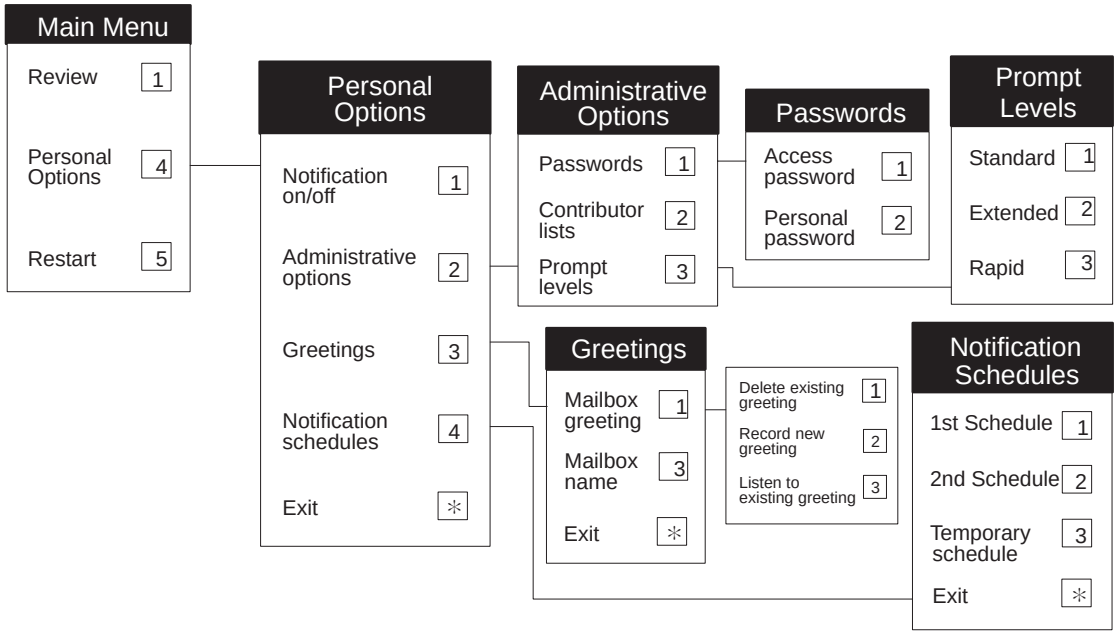


Figure 8-4. Mailbox-Manager Interface for Type 1 and 2 ICMBs.

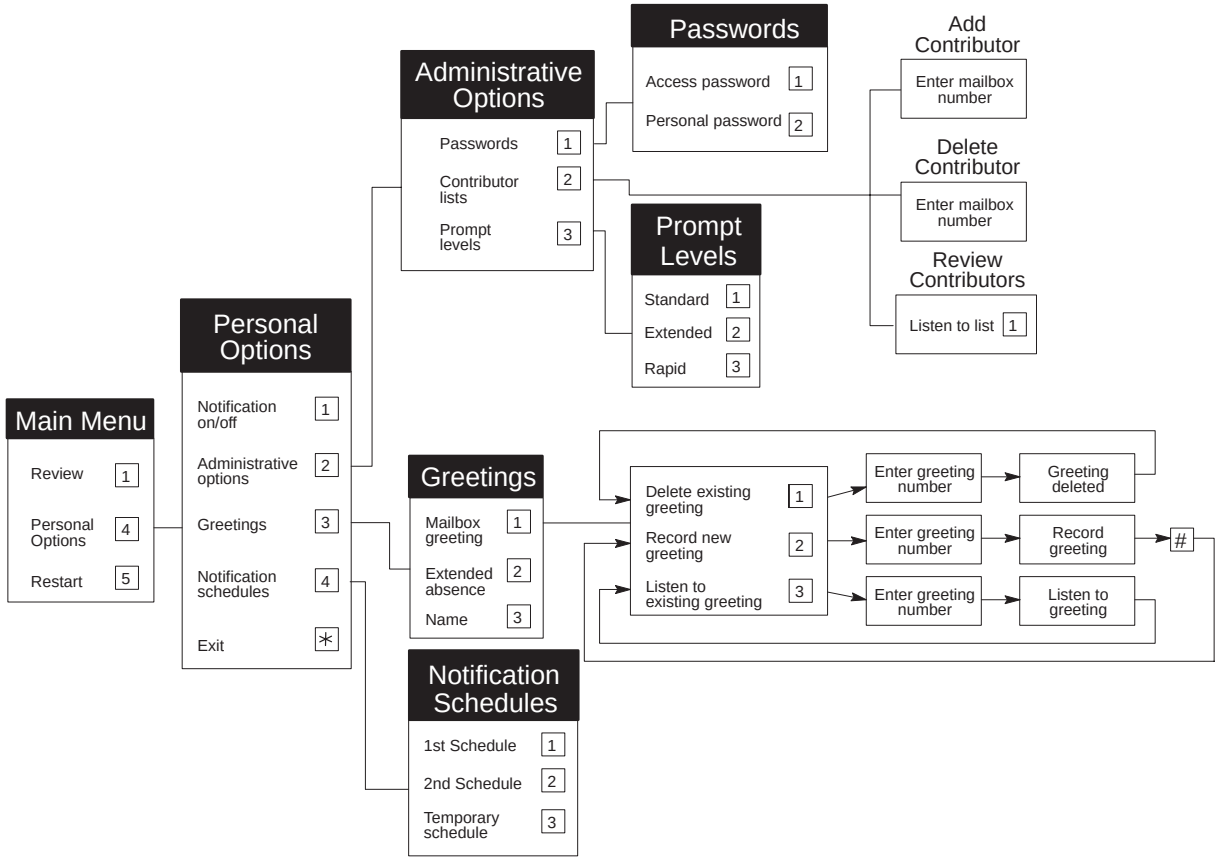


Figure 8-5. Mailbox-Manager Interface for a Type 3 ICMB.

Establishing Custom Parameters

The mailbox manager uses a touch-tone telephone to customize the mailbox, as follows:

To . . .	Use these key sequences . . .
Change the mailbox password	***4*** > ***2*** > ***1*** > ***2*** > Enter password > ***#*** > Listen to password > ⁎
Establish an access password	***4*** > ***2*** > ***1*** > ***1*** > Enter access password > ***#*** > Listen to password > ⁎ > ⁎
Record a name for the mailbox	***4*** > ***3*** > ***3*** > Record mailbox name > ***#*** > ⁎
Select a prompt level	***4*** > ***2*** > ***3*** > ***1*** Standard prompts ***2*** Extended prompts > ⁎ ***3*** Rapid prompts
Record an opening greeting for type 1 and type 2 ICMBs	***4*** > ***3*** > ***1*** > ***2*** > Record greeting > ***#*** > ⁎
Record an opening greeting for type 3 ICMBs	***4*** > ***3*** > ***1*** > ***2*** > Enter greeting number > Record greeting > ⁎ Re-record ***#*** Confirm > ⁎ ***1*** Replay

Establishing the Mailbox Contributor List

The mailbox manager establishes a list of subscribers who are authorized to send announcements to the ICMB. This list of subscribers is referred to as the *mailbox contributor list*.

Contributor lists have the following characteristics:

- ❏ An ICMB can only have one contributor list, which can contain up to 25 contributors. If you do not establish a contributor list for an ICMB, anyone with a subscriber mailbox can send an announcement to the ICMB.
- ❏ For an ICMB to have a mailbox contributor list, at least one personal-group distribution list must be allowed in the ICMB's class of service, because the contributor list uses a personal-group distribution list.

The mailbox manager can further customize the mailbox by classifying the persons listed as mailbox contributors. For example,

- ❏ An ICMB that delivers information about a new product has only product managers on the contributor list.
- ❏ A ICMB that updates highway conditions is managed and updated by senior road-maintenance personnel and supervisors, who would compose this ICMB's contributor list.

Contributors have the following characteristics:

- When subscribers are added to this contributor list, they are referred to as *mailbox contributors*.
- Mailbox contributors access the ICMB from their own voice-messaging mailboxes, unlike the mailbox manager, who performs mailbox customization and maintenance functions by accessing the ICMB itself.
- Contributors can send announcements to the ICMB and erase them when they are no longer appropriate.
- Most mailbox managers add themselves to the mailbox contributor list so that they can send and erase announcements through their own voice-messaging mailboxes.

If . . .	Then . . .
The ICMB is assigned to a community that is restricted to community-only sending	Contributors must also be in the same community. These contributors can reach the ICMB by dialing the mailbox number, the express address, or the alias address.
The ICMB is not assigned to a community	A contributor can be anyone on the server. The ICMB can be reached by dialing the mailbox numbers or the alias address.
The ICMB is not assigned to a community, but some contributors are within a community that requires an escape key	Contributors in a community must press the escape key to exit the community to send their messages to the ICMB.

Refer to Figure 8-4 for types 1 and 2 and Figure 8-5 for the type 3 ICMBs and follow these steps to add, review, or remove a mailbox contributor from the list:

To . . .	Use these key sequences . . .
Add a subscriber to the contributor list	***4*** > ***2*** > ***2*** > Enter mailbox number of new contributor > ***#*** > Enter mailbox number of next contributor > ***#***
Delete a subscriber from the contributor list	***4*** > ***2*** > ***2*** > Enter contributor mailbox number > ***#*** > *
Review mailbox contributors	***4*** > ***2*** > ***2*** > ***1*** > Listen to names on the list > *

Establishing the Outcalling Schedule

The mailbox manager for the ICMB can set an all-calls outcalling schedule, so that any announcement sent to the ICMB generates a call to the mailbox manager during the hours that you define. You must also enable outcall notification.

Refer to Chapter 3 for information about enabling outcall notification. An ICMB can have two permanent outcalling schedules and one temporary one. For additional information about outcalling schedules, refer to Volume II, Chapter 2.

Contributing Announcements to the ICMB

Mailbox contributors send announcements to the ICMB from their own voice-messaging mailboxes. They can also delete their contributed announcements when these announcements are no longer appropriate.

Sending Announcements

Contributors use the same method for sending a announcement to an ICMB as used for sending a message to another voice-messaging mailbox, except that future delivery is the only delivery option available. Contributors use the following key sequence from their own subscriber mailboxes to send an announcement to an ICMB:

2 > Record message > ***#*** > Enter number of ICMB > ***#*** > ***4*** Future delivery > ***#*** > Listen to number of days announcement saved > ∗

Deleting Announcements

Only two persons can delete an announcement in an ICMB: the mailbox manager and the mailbox contributor who recorded the announcement. However, in the following cases, announcements can be erased.

If . . .	Then . . .
An ICMB has been assigned a class of service with a definite retention period (that is, 365 days or less)	The server automatically purges the mailbox of announcements that have exceeded their allowed retention period. The mailbox manager can set the retention period to help manage the announcements in the ICMB by ensuring that the class of service is correct for the type of information required by and stored in the ICMB.
The information in the ICMB must be updated daily	Set the retention period to one day, so that the announcements are automatically erased from the mailbox each day.
The required information can be accumulated in advance	The contributor can send the announcements as a series of future-delivery messages. Then, as old announcements are purged, new information is automatically provided.

Contributors use the following key sequence from their own mailboxes to delete an announcement in an ICMB:

3 > Enter ICMB mailbox number > ***#*** > Listen to message > ***2*** > ⁎

Reviewing Contributed Announcements

Callers, subscribers, and the mailbox manager can listen to the announcements in an ICMB.

If . . .	Then . . .
Callers and subscribers want to listen to announcements in the ICMB	They call the ICMB in telephone-answering mode. Announcements are heard in the order in which they were sent to the ICMB—first in, first out.
If mailbox managers want to listen to the announcements in an ICMB	They access the mailbox using the permanent password and select 1, Review, from the Main Menu. The mailbox manager hears only the messages recorded by mailbox contributors. Any replies that callers record in the type 2 listen-and-reply mailbox are automatically returned to the contributor's mailbox.

Mailbox managers should review all new messages in their ICMBs within a certain time. You can establish an outcalling notification schedule to assist the mailbox manager. Refer to Volume II, Chapter 2 for information about establishing an outcall schedule.

Managing Opening and Rotating Greetings

Create, listen to, and delete opening and rotating greetings through the mailbox menus. For type 1 and 2 ICMB opening greetings, refer to Figure 8-4 and do the following:

To . . .	Use these key sequences . . .
Delete the opening greeting	***4*** > ***3*** > ***1*** > ***1*** > ⁎
Record or re-record the opening greeting	***4*** > ***3*** > ***1*** > ***1*** > Record greeting > ⁎

For type 3 ICMB rotating greetings, refer to Figure 8-5 and do the following:

To . . .	Use these key sequences . . .
Delete a rotating greeting	***4*** > ***3*** > ***1*** > ***1*** > Enter greeting number > ⁎
Record or re-record a rotating greeting	***4*** > ***3*** > ***1*** > ***2*** > Enter greeting number > Record greeting > ⁎
Listen to a rotating greeting	***4*** > ***3*** > ***1*** > ***3*** > Enter greeting number > Hear greeting > ⁎

Managing Passwords

Refer to Figure 8-4 or Figure 8-5, and change the permanent and access passwords for an ICMB through the mailbox Passwords menu.

To . . .	Use these key sequences . . .
Change the mailbox password	***4*** > ***2*** > ***1*** > ***2*** > Enter password > ***#*** > Listen to password > ⁎
Change the access password	***4*** > ***2*** > ***1*** > ***1*** > Enter new access password > ***#*** > Listen to password > ⁎
Delete the access password	***4*** > ***2*** > ***1*** > ***1*** > ***2*** > ⁎
Listen to the access password	***4*** > ***2*** > ***1*** > ***1*** > ***0*** > Listen to password > ⁎

Replying to an Announcement in an ICMB

Type 2 listen-and-reply ICMBs allow callers to respond to the information heard in the mailbox. At the end of each announcement, callers can use the following key sequence to respond:

1 Replay
2 Reply > ***2*** > Record reply > ***2*** >
3 Continue

1 Send reply
2 Replay reply > ⁎
3 Erase and re-record reply

The reply is sent to the mailbox of the contributor who recorded the message. Callers using rotary telephones cannot reply to messages.

Establishing an Announcement Mailbox

The type 5 announcement mailbox receives messages that are played as announcements through an overhead paging system connected to the PBX.

Follow these basic steps to set up an announcement mailbox:

Step	Responsible Person	Action
1.	System manager	Make sure that the announcement mailbox feature is enabled. Access menu 13.7 and ensure that feature number ***57 – Announcement Mailbox*** is preceded by a ***Y***.
2.	System manager	Create the mailbox. a. Establish the class of service for the ICMB in menu 7. b. Create a type 5 announcement mailbox in menu 8.
3.	Mailbox manager	Establish a list of contributors (subscribers who send messages to the mailbox) and create an outcalling schedule to play the announcements at predetermined times.
4.	Contributors	Send messages to the announcement mailbox to be played as announcements.

Creating the Announcement Mailbox

Create the announcement mailbox by assigning a class of service in menu 7 and establishing the mailbox in menu 8.

Assigning a Class of Service

Only certain class-of-service parameters apply to an announcement mailbox. Some are hard-coded and cannot be changed, as shown in Table 8-4. For details about each field, refer to Volume II, Chapter 3.

Table 8-4. Class-of-Service Parameters for the Announcement Mailbox.

Field	Possible Values	Comments
Personal Greeting:	0 – None 1 – One Greeting	Enter ***1*** to allow a recorded greeting; ***0*** for no greeting. The recorded greeting of the announcement mailbox plays before the messages.
Max Messages (total):	1 to 135	Typically set to ***1***. Determines the number of messages that are allowed in the type 5 mailbox, and therefore, how many messages play to the overhead page during each outcall to the pager. To send announcements as future-delivery messages, assign a number large enough to accommodate the number of future-delivery messages plus all standard messages in the announcement mailbox at any one time.
Max Future Delivery Messages:	1 to 135	Value must be less than maximum number of messages entered.
Days New Messages Kept:	1 to 365 or 999	Enter ***1*** to delete messages automatically each day; or enter number of days after which messages (announcements) will be deleted. Enter ***999*** to keep messages indefinitely.
Type of Outcalling:	1 – On-Premise	This entry is hard coded* to a value of ***1***. Type 5 mailboxes are allowed to outcall only to valid extensions on the PBX.
Deletion Warning:	0 – Deletion Warning 1 – No Warning 2 – Hear Msg/Save 3 - Hear Msg/No Save	The default of ***0*** allows subscribers to hear deletion warnings. Enter ***1*** for no warning of automatic message deletions; ***2*** for a warning followed by the message, with the option to resave the message; or ***3*** for a warning and the message, with no option to re-save.
Max No. of Group Lists:	1	This entry is hard coded* to a value of ***1***. The group list is used as the contributor list.
Number of Destinations per List:	1 to 25	Enter the maximum number of contributors to a maximum of 25.

* If you try to change the hard-coded value in menu 7, the changed value is ignored.

Establishing Announcement Mailboxes

After you have created the class of service, create the type 5 mailbox using menu 8 (or change an existing announcement mailbox using menu 9.1). Figure 8-6 shows menu 8 for an announcement mailbox. Table 8-5 shows the default values and the values that you can enter in menu 8 for the announcement mailbox.

```
                              Menu 8 – Add Mailbox                    OCTEL#1

Mailbox Number: 9898                  Mailbox Type: 5 – Announcement Mailbox

Mailbox Name:                         Community No.:
Department:                           Express Address:
Subscriber's Extension: 9898          Alias Address:
Attendant Destination:                Group ID:
Calling Group: 0                      Attendant Schedule:
Class of Service: 1                   After Hours Mailbox:
Initial Password: 458721              Mailbox VPMOD ID: OCTEL#1
Initial Entry Tutorial: Y
Pager Type: 0 – No Paging
Mailbox Lang.: 1 – American Eng (Mar)
Callers Destination Mailbox:
```

Figure 8-6. Menu 8 for a Type 5 Mailbox, Showing Default Values.

Table 8-5. Menu 8 Parameters for the Announcement Mailbox.

Field	Default Value	Possible Values	Comments
Mailbox Number:	. . .	Unique number	The length of mailbox numbers is set in menu 0. Mailbox numbers cannot begin with a zero.
Mailbox Type:	0	5	Enter ***5*** and press ***Return***. The description of the mailbox and the remaining fields appear.
Mailbox Name:	. . .	2 to 20 unique characters	Identifying name for the mailbox. Used to dial the mailbox by name. Mailbox names must be unique.
Department:	. . .	Up to 7 alpha-numeric characters	Department name or code for the mailbox. Used for sorting in reports.
Subscriber's Extension*:*	Same as mailbox number	Up to 10 digits	Change from the default, only if required. Used for message-waiting notification.
Attendant Destination:	. . .	Extension number or number (1 to 30) of attendant	Callers who press ***0*** are routed to this number. Enter the extension of the attendant associated with this mailbox. If associated with an attendant number in menu 2.1, enter that same attendant number.
Initial Entry Tutorial:	Y	Y or N	The tutorial guides mailbox manager in establishing a permanent password and recording a name and greeting for the mailbox.

Table 8-5. Menu 8 Parameters for the Announcement Mailbox (continued).

Field	Default Value	Possible Values	Comments
Pager Type:	0 – No Paging	0 – No Paging 1 – Pager Dialing sequence 1 2 – Pager Dialing sequence 2 3 – Pager Dialing sequence 3 4 – Pager Dialing sequence 4 5 – Pager Dialing sequence 5 6 – Pager Dialing sequence 6	Refers to pager dialing sequences, defined in menu 6.1. Leave the default of ***0*** to prohibit outcalling to pagers. If paging is allowed, enter the number (1 through 6) of the dialing sequence appropriate for this subscriber. Refer to Volume I, Chapter 5, for more information about menu 6.1.
Mailbox Lang.:			
(Unilingual system)	Installed language	Installed language	If the server is unilingual, this field defaults to the installed language, and it cannot be changed.
(Bilingual/ multilingual systems)	. . .	One of the installed languages	This field determines the language used for subscriber prompts within a mailbox. View the installed languages and their associated numbers in menu 13.10. Enter the number of the chosen language in this field.
Caller's Destination Mailbox:	. . .	Mailbox number	Enter the mailbox number of the destination to which callers are transferred automatically after messages are played. Enter ***0*** to disconnect callers politely after all announcements have been played.
Community No.:	. . .	Up to 10 digits	Enter the number of the community to which this mailbox belongs, if desired. You must have created the community in menu 1.3.1 first. Refer to Chapter 2.
Express Address:	. . .	. . .	An alternate mailbox address within a community only. The mailbox must be assigned to a community. Automatically generated if there is an entry in the ***Community No.:*** field and if express address is defined for that community in menu 1.3.1. Can be changed if desired. Must be unique within the community.

Table 8-5. Menu 8 Parameters for the Announcement Mailbox (continued).

Field	Default Value	Possible Values	Comments
Alias Address:	. . .	3 to 10 digits	An alternate address for a mailbox. The length can vary from mailbox to mailbox. Must be a unique number; cannot duplicate any existing mailbox number, network address, or other alias address. Cannot begin with a zero.
Group ID:	. . .	1 to 10	Enter the number of the group to which the mailbox belongs, only if the ***Community No.:*** field has an entry. Group ID is associated with the community. An entry in this field is optional.
Attendant Schedule:	. . .	1 to 4000	Schedule number assigned to the attendant for this mailbox. The schedule determines when the attendant is available to assist callers who press ***0***. You must define a schedule in menu 2.1 before you enter it in this field.
After Hours Mailbox:	. . .	Mailbox number	Mailbox to which callers are transferred when they press ***0*** for assistance and an attendant is not available. Attendant availability is determined by the attendant schedule assigned to the mailbox. After-hours mailboxes are usually subscriber mailboxes, ECP mailboxes, or transfer mailboxes. An entry in this field is optional.
Mailbox VPMOD ID:	ID set in menu 1.1	. . .	Name for the server containing this mailbox. The ID appears automatically, both in this field and in the upper right corner of the AMT screens. You can change it only in menu 1.1.

Customizing the Mailbox

Have the mailbox manager customize the announcement mailbox. Use Figure 8-7 as a reference.

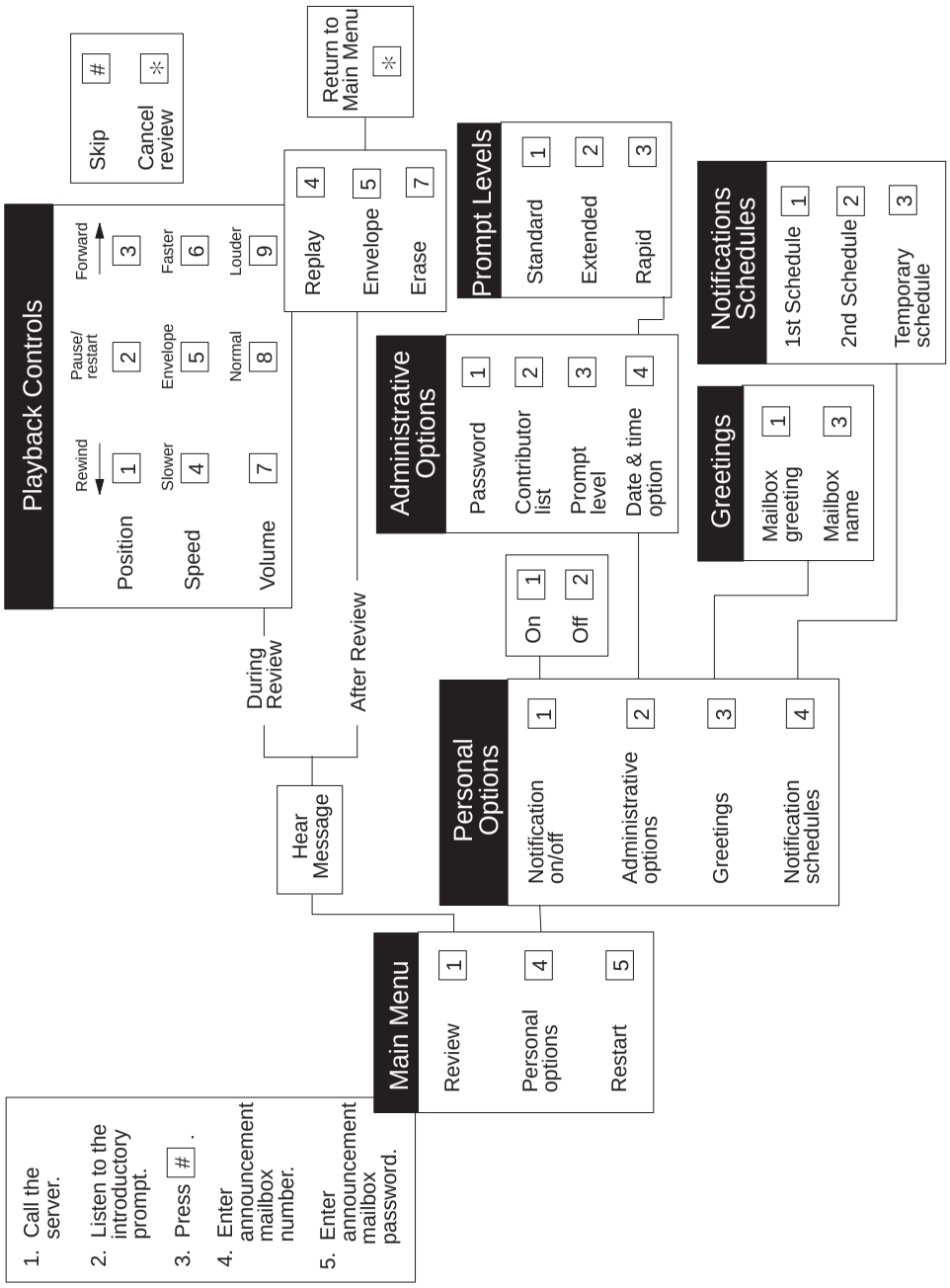


Figure 8-7. Mailbox-Manager Menus for a Type 5 Announcement Mailbox.

Establishing a Mailbox Contributor List

The mailbox manager determines who can send messages to the announcement mailbox. To add or delete a contributor, use the mailbox-manager Main Menu. Refer to Figure 8-7 and use the following key sequence:

4 > ***2*** > ***2*** > enter mailbox number or enter ***#*** and spell name > ***#***

If the contributor mailbox number is not on the list, it is added. If the mailbox number is already on the list, it is deleted.

To review mailbox contributors, use the following key sequence:

4 > ***2*** > ***2*** > ***1***

After the review is complete, press ⁎ to return to the previous menu.

Recording an Opening Greeting

When the announcement mailbox makes an outcall to an internal paging system, the opening greeting plays first to introduce the announcements in the mailbox. To record an opening greeting, refer to Figure 8-7. Use the following key sequence, starting from the mailbox Main Menu:

4 >***3*** > ***1*** > ***2*** > Record greeting > ***#*** > To replay, press ***1***
To accept, press ***#***
To re-record, press ⁎

To erase the mailbox greeting, use the following key sequence:

4 > ***3*** > ***1*** > ***1***

After erasing a greeting, the server automatically returns to the previous menu. If a new greeting is not recorded, only the messages play over the system.

Recording a Mailbox Name

The mailbox manager records a name for the announcement mailbox when the mailbox is initialized. To record or change the name, use the following key sequence:

4 > ***3*** > ***3*** > Record name > ***#*** Name is replayed > To accept, press ***#***
To re-record, press ⁎

Setting an Outcalling Schedule

The mailbox manager establishes an all-calls outcall schedule so that all messages that are sent to the announcement mailbox play during the outcall to the internal paging system. To define the outcalling schedule, refer to Figure 8-7 and use the following key sequence, starting at the Main Menu:

4 > ***4*** > ***1*** 1st permanent schedule / ***2*** 2nd permanent schedule / ***3*** Temporary schedule > ***1*** Update schedule (enter outcall telephone no.) / ***2*** Cancel schedule / ∗ Exit >

1 Continue / ***2*** Change tel. no. > ***1*** for a.m. / ***2*** for p.m > ***Spell NO*** > ***1*** Continue / ***2*** Change beginning time > ***1*** for a.m. / ***2*** for p.m. > ***1*** Continue / ***2*** Change end time >

1 1-hr interval
2 2-hr interval
3 4-hr interval
4 1-day interval
5 Immediate
6 Never

> ***1*** Confirm / ***2*** Listen again > ∗

Determining Prompt Levels

The prompt level determines the detail of the instructions the mailbox manager hears when accessing the mailbox. To change the prompt level for the announcement mailbox, refer to Figure 8-7 and use the following key sequence, starting at the mailbox Main Menu:

4 > ***2*** > ***3*** > ***1*** Standard / ***2*** Extended / ***3*** Rapid

Sending and Deleting Messages

Mailbox contributors can send messages to the announcement mailbox and delete them when they are no longer appropriate. Mailbox contributors perform these functions from their own voice-messaging mailboxes.

Sending Messages to the Mailbox

Use the same method to send a message to an announcement mailbox as for any voice-messaging mailbox, except that you can only select future delivery as a delivery option. When sending a message, the mailbox contributor hears the number of days that the message will be saved.

Erasing Messages in the Mailbox

Mailbox contributors can erase messages that they have sent to the announcement mailbox by using the message-locator option in their voice-messaging mailboxes. Contributors use their mailbox Main Menus, and use the following key sequence:

3	>	Enter announcement mailbox	>	***1*** Retain ***2*** Erase	>	*

Reviewing Messages in the Mailbox

The mailbox manager can listen to all of the messages in the announcement mailbox from the announcement mailbox Main Menu. To review a message, use the following key sequence, starting at the Main Menu:

1	>	***Listen to message***	>	***4*** Replay message ***5*** Obtain envelope information ***7*** Erase message ***#*** Skip to next message

Establishing OctelForms

The OctelForms optional feature includes type 10 and type 11 mailboxes. A type 10 forms mailbox contains questions that require responses from callers. The responses are linked into a single message and sent to a type 11 transcriber mailbox for processing.

Create both the type 10 and type 11 mailboxes in menu 8. The following sections describe how to create these two mailbox types and how to set up the OctelForms application.

Establishing the Class of Service for a Type 10 Mailbox

Before creating a type 10 mailbox, you must establish the class of service for the mailbox, as described in Chapter 2.

Set the class-of-service parameters for a forms application, determined by the OctelForms mailbox manager, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***7***, and press ***Return***.	Menu 7 appears, with only the ***Class of Service:*** field displayed.
2.	Enter a number from ***1*** through ***64*** to select the class of service, and press ***Return***.	The remaining fields appear on the screen.
3.	Change the fields required for a form application, as listed in Table 8-6.	The class of service for a forms application has been established.

Table 8-6. Pertinent Class-of-Service Parameters for a Type 10 Mailbox.

Field	Possible Values	Comments
Personal Greeting:	Y	You must record a personal greeting for a type 10 mailbox.
Max Messages (total):	1 to 135	Enter the total number of questions to be allowed in the type 10 mailbox.
Days New Messages Kept:	Leave default value	This field does not affect how long the questions are retained in a type 10 mailbox. Questions are *never* erased automatically.
Days Saved Messages Kept:	Leave default value	This field does not affect how long the questions are retained in a type 10 mailbox. Questions are *never* erased.
Send Messages:	0 – Disable sending 1 – System-Wide Allowed 2 – Community only	Leave the default of ***1*** for system-wide sending. Enter ***2*** to restrict sending to only within the community. *Do not* enter ***0***.

The other fields in menu 7 can retain their default values or remain blank. Procedures for establishing classes of service are described in Chapter 2. Refer to Volume II, Chapter 3 for details about each menu 7 field.

Creating a Type 10 Mailbox

Add the type 10 forms mailbox to the server through menu 8. Figure 8-8 shows menu 8 for a type 10 mailbox.

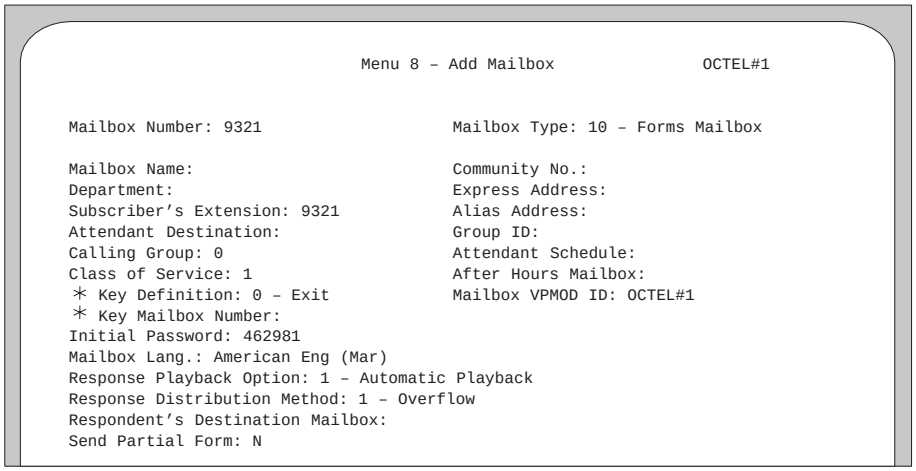


Figure 8-8. Menu 8 Fields for a Type 10 Mailbox Showing Default Values.

Use the following steps to create a type 10 mailbox in menu 8:

Step	Action	Result
1.	Enter the number for the forms mailbox in the ***Mailbox Number:*** field, and press ***Return***. This number must be unique and not used for any other mailbox, and it must *not* begin with a zero.	The default ***0 – Voice Messaging*** appears in the ***Mailbox Type:*** field.
2.	In the ***Mailbox Type:*** field, enter ***10***. Press ***Return***.	***10 – Forms Mailbox*** appears in the field, and the remainder of the fields appear on the screen.
3.	Enter information in the fields, as shown in Table 8-7, and press ***Return***. Information about entering data in the other fields can be found in Chapter 4. Refer to Volume II, Chapter 3 for descriptions of all the fields in menu 8.	A forms mailbox is created.

Table 8-7. Pertinent Menu 8 Fields for a Type 10 Mailbox.

Field	Possible Values	Comments
Mailbox Name:	Up to 20 characters	Give the mailbox a name to identify the form for the transcriber, to identify the OctelForms application, and to identify the form for the dial-by-name feature.
Class of Service:	Class-of-service number established for the forms application	The number of questions allowed in a form is determined by the maximum number of messages allowed by the class of service. Questions in a forms mailbox are never deleted automatically by the server, regardless of the message-retention time defined in the class of service.
Response Playback Option:	1 through 4	Enter ***1*** for automatic playback of the answer. Enter ***2*** for no playback. Enter ***3*** for the server to prompt for a playback. Enter ***4*** for no playback for rotary-dial callers.
Response Distribution Method:	1 through 3	Enter ***1*** for overflow distribution to transcriber mailboxes. Enter ***2*** for rotating distribution to transcriber mailboxes. Enter ***3*** for multiple distribution to transcriber mailboxes.
Respondent's Destination Mailbox:	Destination mailbox number	Enter a destination mailbox number to which respondents will be routed automatically after completing a form. This can be a type 1 listen-only ICMB or a type 31, 32, or 33 ECP mailbox. If the field remains blank, the respondent is disconnected.
Send Partial Forms:	Y or N	Enter ***Y*** in this field if partially completed forms should be sent to the transcriber mailbox. Any partially completed response is saved, so none of a recording is lost. Enter an ***N*** in this field if only completed forms will be saved and sent to the transcriber.

The other fields in menu 8 are common to all mailbox types. Refer to Chapter 4 for procedures and to Volume II, Chapter 3 for descriptions of all fields in menu 8.

Establishing the Class of Service for Type 11 Transcriber Mailboxes

Before creating a type 11 transcriber mailbox, establish the class of service in menu 7, as described in Chapter 2. Refer to Volume II, Chapter 3 for descriptions of all the fields in menu 7.

Establish a class of service for transcriber mailboxes, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***7***.	Menu 7 appears, with only the ***Class of Service:*** field displayed.
2.	Enter a number from ***1*** through ***64*** to select the class of service desired.	The remaining fields for the class of service selected appear on the screen.
3.	Change the pertinent fields required for a forms application, as listed in Table 8-8.	The class of service for a forms application has been established.

Table 8-8. Pertinent Class-of-Service Parameters for a Type 11 Transcriber Mailbox.

Field	Acceptable Value	Comments
Class of Service:	1 to 64	Assign a separate class-of-service number to be used by all transcriber mailboxes for the same application.
Max Messages (total):	1 to 135	This field shows the number of responses that can be sent to the transcriber. If the number is too small, the mailbox could be filled too quickly; if too large, the workload for a single transcriber might be too large. This number also depends on the number of questions answered per message and the type of application. When determining the maximum number of responses, consider how long it takes to process each form and how soon you need the information. If using overflow response-distribution, messages over the maximum number allowed are automatically sent to another transcriber mailbox. Full mailboxes cannot receive messages. If all transcriber mailboxes are full, a person calling a type 10 mailbox hears the prompt “[mailbox name] is full” and the mailbox will not accept any new messages.
Days New Messages Kept: and Days Saved Messages Kept:	1 to 365 or 999	The length of time messages (responses) are to be retained in a transcriber mailbox before the server automatically deletes them depends on several factors. These include the processing time involved, the number of messages allowed, the message content, and whether the messages need to be reviewed at a later date.
Send Messages:	0 – Send Only Within MB 1 – System-Wide Allowed 2 – Community Only 3 – No Send	If other people within an organization need access to the information, enter a ***1*** or a ***2*** to allow a transcriber to copy OctelForms responses only to type 0 mailboxes. Enter a ***3*** to prohibit sending any messages from transcriber mailboxes. This field also affects other fields in the class of service, such as future delivery, network access, and group distribution lists.

Creating a Type 11 Mailbox

You add the type 11 transcriber mailbox to the server from menu 8. Figure 8-9 shows menu 8 for a type 11 mailbox. You must add a separate mailbox for each transcriber mailbox required for a particular OctelForms application.

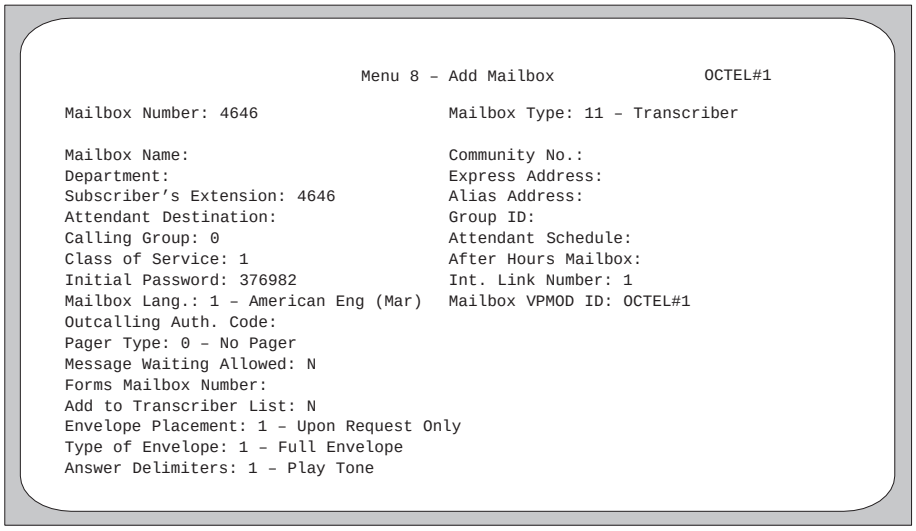


Figure 8-9. Menu 8 for a Type 11 Mailbox, Showing Default Values.

Use the following steps to create a type 11 transcriber mailbox in menu 8:

Step	Action	Result
1.	Enter the number for the transcriber mailbox in the ***Mailbox Number:*** field and press ***Return***. This number must be unique and not used for any other mailbox.	The default ***0 – Voice Messaging*** appears in the ***Mailbox Type:*** field.
2.	In the ***Mailbox Type:*** field, enter ***11***, the number of the transcriber mailbox type, and press ***Return***.	***11 – Transcriber Mailbox,*** appears in the field. The remainder of the fields also appear on the screen.
3.	Enter information in the fields as shown in Table 8-9 and press ***Return***. Refer to Volume II, Chapter 3 for descriptions of the other fields in menu 8.	A transcriber mailbox has been created.

Table 8-9. Pertinent Mailbox-Profile Fields for a Type 11 Mailbox.

Field	Possible Values	Comments
Department:	Up to 7 characters	Enter a name for the department responsible for the form.
Subscriber's Extension:	Transcriber's extension number	The transcriber's extension number is required to allow the message-waiting feature to be used.
Class of Service:	Class-of-service number	Enter the class-of-service number established for transcriber mailboxes. The number of responses allowed for a transcriber mailbox is determined by the maximum number of messages (responses) allowed by the class of service.
Forms Mailbox Number:	One of the type 10 mailbox numbers	For transcribers to receive responses, you must enter the number of the forms mailbox from which they receive them.
Add to Transcriber List:	Y or N	This field allows the server to update the transcriber list with the mailbox number entered in the previous field. Enter ***Y*** to add this transcriber mailbox to the list. Once added to the transcriber list, the entry stays on the list and can be removed only through menu 9.1. Enter ***N*** if this transcriber is to be assigned to a forms mailbox by the transcriber's identification only.
Envelope Placement:	1 – Upon Request Only 2 – Automatic	Enter ***1*** to provide envelope information only when the transcriber presses the ***5*** key. Enter ***2*** to have envelope information played automatically before each response message. Envelope information is needed if a transcriber must include the date or time a response was received. Choose the option based on the transcribing requirement. A transcriber can always listen to full envelope information at any time, by pressing the ***5*** key.
Answer Delimiters:	1 – Play Tone 2 – Pause 3 – Play Number 4 – Stop and Prompt	This field defines what the transcriber hears between responses to the various questions. Enter ***1*** to play a tone between responses. Enter ***2*** to insert a 1-second pause between responses. Enter ***3*** to insert a sequential response number; the first response is always numbered 1, the second 2, and so on. (These response numbers do not correspond to the question numbers assigned by the mailbox manager.) Enter ***4*** to stop and prompt the transcriber. A tone is played and a 20-second pause inserted. The server prompts "press one to replay, press two to continue." You can choose any of the delimiters to suit transcriber preferences and the length and complexity of the form.

The other fields in menu 8 for a transcriber mailbox are common to all mailbox types. Refer to Chapter 4 for procedures to enter values in the other fields. Refer to Volume II, Chapter 3 for details about each field.

Assigning Transcriber Mailboxes

You can assign up to 50 transcriber mailboxes to receive responses from a single forms mailbox. When deciding how many transcriber mailboxes are needed for a particular OctelForms application, consider the following:

- ❑ The volume of anticipated responses and the number of responses that a transcriber can process and still maintain the turnaround time expected
- ❑ The rate at which responses must be processed—hourly, daily, or weekly
- ❑ The complexity of the form (number and length of questions) and the length of time required for transcription

Establish the forms mailbox to which the transcriber is assigned by entering the forms mailbox number in the ***Forms Mailbox Number:*** field in menu 8 when creating the type 11 transcriber mailbox. You can change the entry in this field in menu 9.1. You can add transcriber mailboxes later, if necessary. The same transcriber can be assigned to multiple mailboxes.

Creating Respondent-Destination Mailboxes

Respondents can be routed to another mailbox when they have completed the form. A respondent-destination mailbox can be any type mailbox; for example,

To . . .	Use . . .	Refer to . . .
Provide a farewell message to play to the respondent before disconnect. Set the menu 7 ***Days New Messages Kept:*** field and the ***Days Saved Messages Kept:*** field to ***999*** to retain messages indefinitely. Set the ***Callers Destination Mailbox:*** field in menu 8 to the desired ICMB number. In the ICMB parameters in menu 8 or menu 9.1, set the ***Caller Prompting:*** field to ***2 – None***.	A type 1 listen-only ICMB. For this application the ICMB should not have a greeting	The “Establishing Information Center Mailboxes” section, page 8-3
Provide additional options to respondents. When a respondent is routed to an ECP mailbox, various options are available. Respondents can (1) access another form, (2) respond to the same form again, or (3) be routed to an extension or another mailbox.	An ECP mailbox	The “Creating Enhanced Call Processing Mailboxes” section, page 8-43

Developing the OctelForms Application

Figure 8-10 shows the mailbox-manager menus used to set up the forms mailbox. Various options are presented to the mailbox manager when accessing the forms mailbox with a personal password. These options on the Forms Questions submenu are described in the following sections.

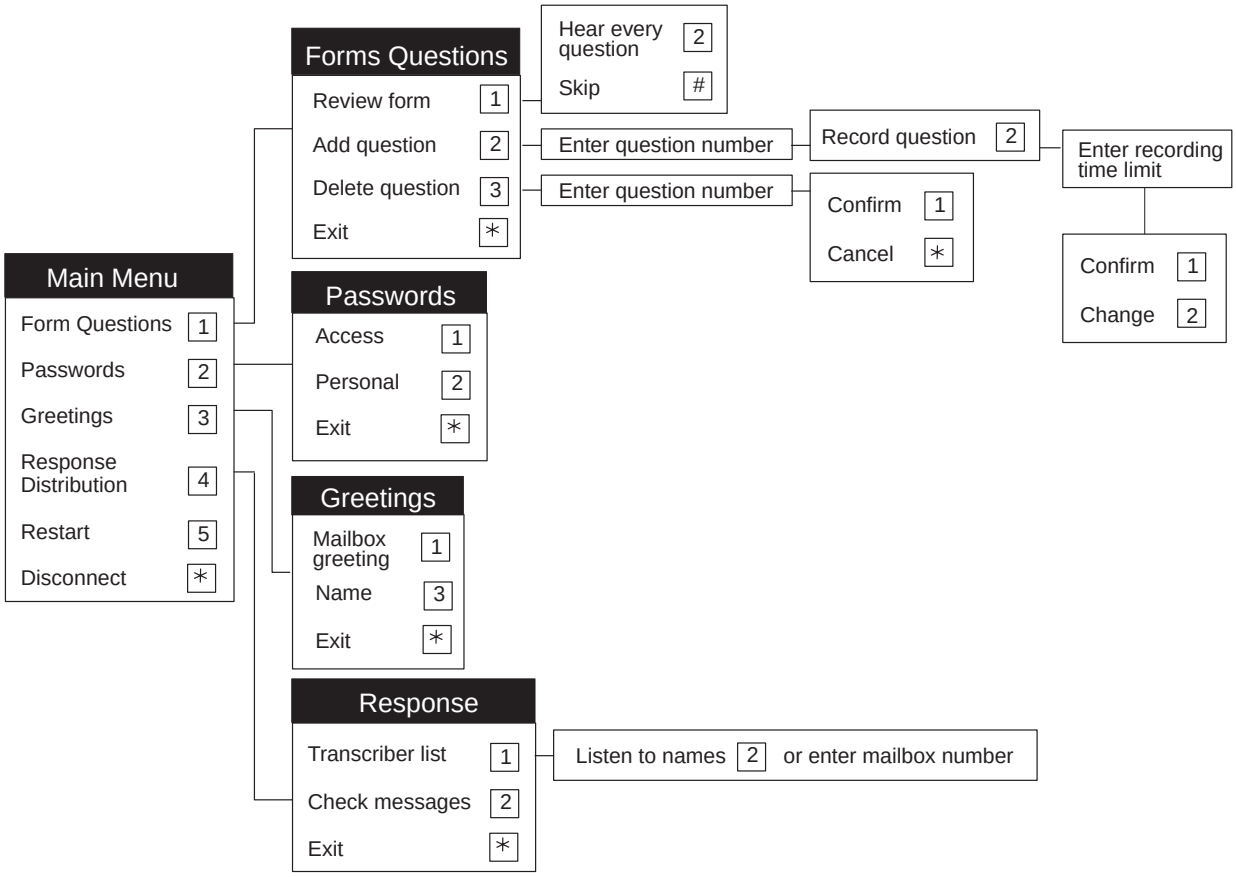


Figure 8-10. Forms Mailbox-Manager Menus.

Reviewing a Form

Use the following steps, starting from the forms mailbox, to review a form:

Step	Action	Result
1.	From the mailbox Main Menu, press ***1***.	You hear the options on the Forms Questions submenu.
2.	Press ***1*** to review the form.	You hear the following information: ❑ The total number of questions in the form ❑ The question number and content of the question ❑ The recording time limit for each question
3.	Press ***2*** to listen to all questions, or press ***#*** to skip a question.	You hear all the questions or, during the playback, you can press ***#*** to skip a question and proceed to the next one.
4.	Press the ⁎ key.	You are returned to the Forms Questions submenu.

Adding a Question

On the Forms Questions submenu, the Add-question option allows the mailbox manager to add questions in the forms mailbox. Make sure to refer to Volume II, Chapter 7 for information about are developing, organizing, and drafting questions before recording them in the mailbox.

Follow these steps to add questions to the mailbox:

Step	Action	Result
1.	From the mailbox Main Menu, press ***1***.	You hear the options on the Forms Questions submenu.
2.	Press ***2*** to add a question.	The server asks you to enter the number of the question.
3.	Enter the question number. Refer to your written draft of questions and enter the question number. Questions can be numbered from 1 to 135. Make sure to leave gaps in the number sequence for adding questions later.	The server accepts the number.
4.	Press ***2*** when ready to record.	. . .

Step	Action	Result
5.	Record the question. Make sure you instruct the caller about how to proceed through the form. For example, "At the tone, please state your first and last name. When you have finished recording, press pound."	The question has been added to the form.
6.	Enter the recording time limit, from 1 second to 60 minutes, in minutes and seconds, on the telephone keypad. For example, enter 30 for 30 seconds; enter 130 for 1 minute, 30 seconds; enter 300 for 3 minutes.	The server accepts the recording time limit.
7.	Press ***1*** to confirm the limit or ***2*** to change it.	The time limit is confirmed or, if you pressed ***2,*** the server prompts you to reenter the time limit.
8.	Repeat steps 2 through 7, as needed.	Each question is added to the form.

Deleting a Question

To delete a form question, use the following steps:

Step	Action	Result
1.	From the mailbox Main Menu, press ***1***.	Listen to the options on the Forms Questions submenu.
2.	Press ***3*** to delete a question.	The server asks you to enter the number of the question.
3.	Enter the question number.	The server plays back the question number and asks for confirmation of the deletion.
4.	Press ***1*** to confirm the deletion; press ***2*** to cancel the deletion.	The question has been deleted from the form.
5.	Press ⁎ to exit.	The server returns you to the Forms Questions submenu.
6.	Press ⁎ again.	The server returns you to the Main Menu.

Managing Passwords

The mailbox manager controls two types of passwords: a personal password and an access password.

Change the permanent and access passwords for a forms mailbox through the mailbox passwords submenu. Refer to Figure 8-10 and use the following key sequences:

To . . .	Use these key sequences . . .
Change the mailbox password	***2*** > ***2*** > Enter password > ***#*** > Listen to password > ***#*** > ⁎
Change the access password (1 to 15 digits long)	***2*** > ***1*** > ***1*** Enter new access password > ***#*** > Listen to password > Server returns to Main Menu
Delete the access password	***2*** > ***1*** > ***2*** Server returns to Main Menu

If the first greeting in a forms mailbox repeats itself and the caller is disconnected, a block has occurred in the server that prevents callers from accessing the questions in the forms mailbox. If this occurs, access the mailbox Passwords submenu and delete the access password.

Recording Greetings and Mailbox Name

Record both an OctelForms mailbox greeting and a name for the mailbox. Refer to Figure 8-10 and use the following key sequences:.

To . . .	Use these key sequences . . .
Record a forms mailbox greeting	***3*** > ***1*** > ***2*** > Record greeting > ***#*** Accept greeting > ⁎ ⁎ Re-record greeting
Record a mailbox name	***3*** > ***3*** > Record name > ***#*** > ***#*** Accept name > ⁎ ⁎ Re-record name

Supervising Response Distribution

The mailbox manager is responsible for supervising the distribution of response forms to transcribers. The following must be considered:

- ❑ At least one transcriber mailbox must be assigned to a forms mailbox.
- ❑ There can be up to 50 transcribers for each forms mailbox.
- ❑ Transcriber mailboxes can be assigned to receive OctelForms responses from more than one forms mailbox.

Using the Voice Menus

Figure 8-11 shows the voice menus available for supervising the response distribution, which includes the following responsibilities:

- ❑ Adding or removing transcriber mailboxes from an OctelForms transcriber list
- ❑ Reviewing or editing the list of transcribers who receive response forms
- ❑ Monitoring the volume of responses awaiting processing in the transcriber's mailboxes to ensure that responses are being processed effectively:

To . . .	Then . . .
Review the status of the transcriptions	Check the number of new responses awaiting processing in the transcriber mailboxes. New messages in a transcriber mailbox are the total of the nonerased and nonarchived messages that reside in the transcriber mailbox.
Check forms responses from several forms mailboxes	Use the Check number of messages option in the Response Distribution submenu, which reports all new responses awaiting transcription, not just those received from the forms mailbox being considered.

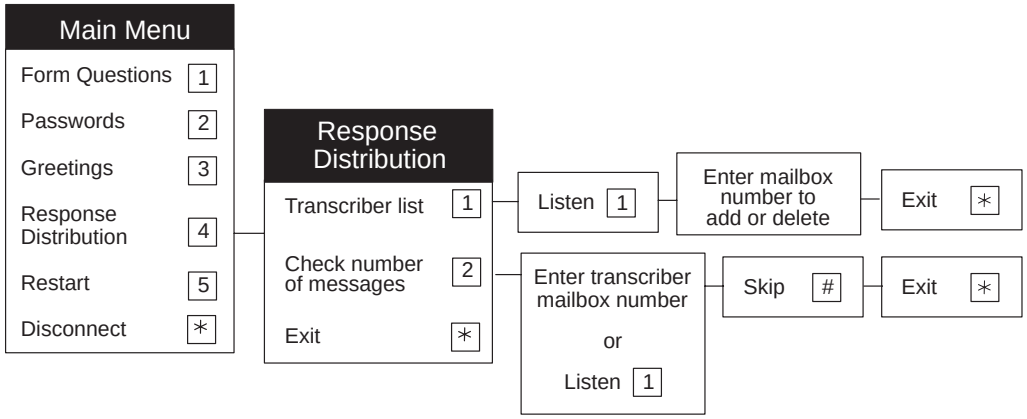


Figure 8-11. Forms Mailbox-Manager Response Submenu.

Changing the Transcriber Lists

Use the voice-forms mailbox Response Distribution submenu to change the transcriber lists. Refer to Figure 8-11, and perform the following:

To . . .	Use these key sequences . . .
Add or delete names to the transcriber list	***4*** > ***1*** > ***1*** > Listen to mailbox numbers on list > Enter transcriber mailbox number > ***#*** > ⁎
Check number of message responses	***4*** > ***2*** > Enter transcriber mailbox number or ***1*** Listen to number of transcriber responses > ***#*** Skip through list > ⁎
Restart the mailbox session	***5***

When adding or deleting names, if the name is not already on the list it is added; if it is already on the list, it is deleted.

Using the OctelForms Application

After the mailbox manager creates and customizes the mailboxes and transcribers are ready to receive and process responses, callers can begin to use the form. Refer to Volume II, Chapter 7 for details about how to call the forms mailbox.

Transcribing Verbal Responses

The following activity occurs during the transcription of verbal responses:

Responsibility	Activity
Server	Stores the responses by omitting the questions and chaining the respondent's answers to form a single response.
Transcribers	Listen to verbal responses. Transcribe the information into a usable format.

Refer to Volume II, Chapter 7 for details about response transcription. Figure 8-12 shows the transcriber's mailbox control options.

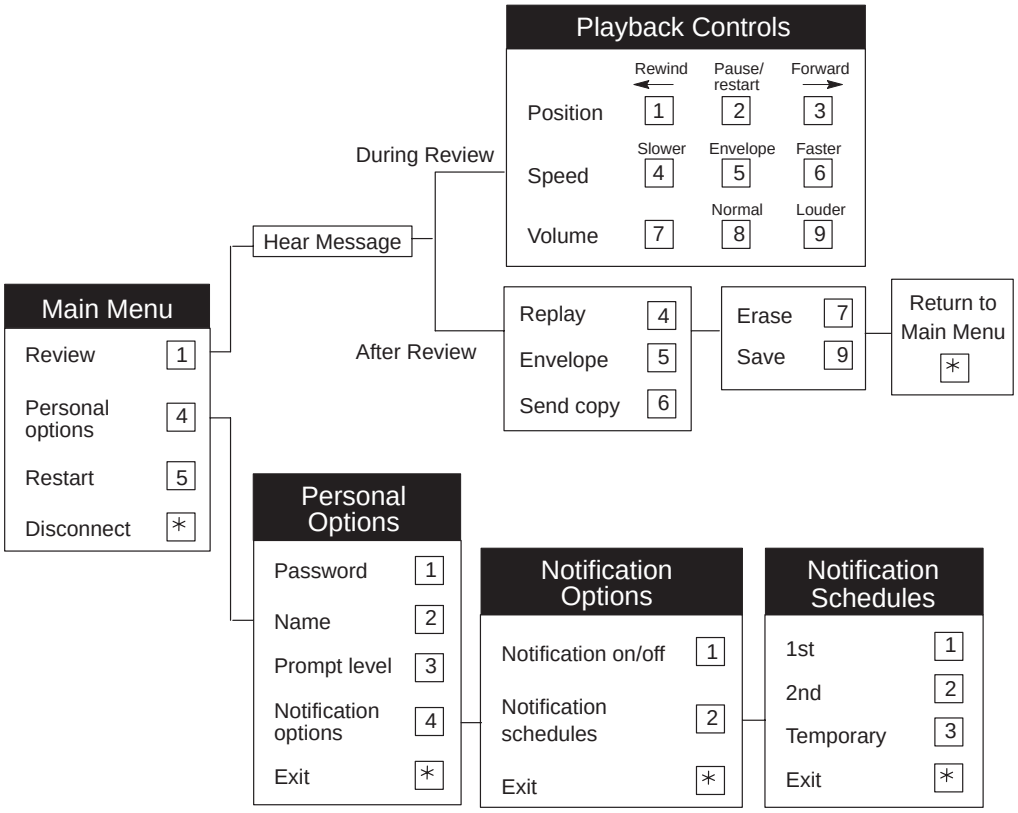


Figure 8-12. Transcriber Mailbox Options Menus.

Setting Up Hotel Mailboxes

The hotel voice-messaging feature gives hotel guests special review-only voice mailboxes during their stay. These private mailboxes store recorded messages from outside callers. The three types of hotel mailboxes are as follows:

- ❏ Type 20 – Hotel guest (touch-tone)
- ❏ Type 21 – Hotel guest (rotary)
- ❏ Type 22 – Hotel front desk

Creating Type 20 and 21 Guest-Room Mailboxes

Create a class of service for the hotel mailboxes in menu 7, and establish the hotel mailboxes in menu 8.

Establishing a Class of Service for Type 20 and 21 Mailboxes

Use menu 7 to create a class of service or use an existing class of service that is appropriate for type 20 and 21 mailboxes. Table 8-10 lists the entries in menu 7 that are applicable to type 20 and 21 mailboxes; leave all other parameters at their default values.

Table 8-10. Pertinent Class-of-Service Fields for a Type 20 or 21 Mailbox.

Field	Possible Values	Comments
Personal Greeting:	0 – No greeting 1 – One greeting 2 – Multiple greetings	Enter ***1*** to allow the subscriber a single personal greeting; enter ***0*** for no greetings; enter ***2*** for multiple greetings.
Max Greeting Length (min:sec):	0:15 to 30:00	Enter the maximum length of a personal greeting or extended-absence greeting. The format is *minutes:seconds*.
Max Message Length (min:sec):	0:15 to 30:00	Enter the maximum length of message that an outside caller can send to a mailbox with this class of service. The format is *minutes:seconds*.
Max Messages (total):	1 to 135	Enter the maximum number of messages, including future-delivery messages, that can be in a mailbox with this class of service.
Max Future Delivery Messages:	1 to 135	Enter the maximum number of future-delivery messages (must not exceed the maximum number of messages) that can be in a mailbox with this class of service
Days New Messages Kept:	1 to 365, 999	Enter the number of days that a new message is kept, or enter ***999*** if such a message is to be kept indefinitely.
Days Saved Messages Kept:	1 to 365, 999	Enter the number of days that a saved message is kept, or enter ***999*** if the message can be kept indefinitely. The ***Saved Messages:*** field in menu 1.1 can affect this value.
Future Delivery up to (days):	0 to 365	Enter the maximum number of days in the future in which a subscriber can send a future-delivery message.

Refer to Volume II, Chapter 3 for details about each field.

Establishing Type 20 and 21 Mailboxes

Use menu 8 to create a guest-room mailbox for every guest room in the hotel. The mailbox number you assign in menu 8 must be the same as the PBX extension number for the room. This enables the server to play the guest's personal greeting to callers when they are forwarded from the PBX to the server. The mailbox number and extension number do not necessarily need to be the same as the room number.

Figure 8-13 shows menu 8 for a type 20 mailbox. Figure 8-14 shows menu 8 for a type 21 mailbox. Table 8-11 shows the values that can be entered in menu 8 for the hotel mailboxes.

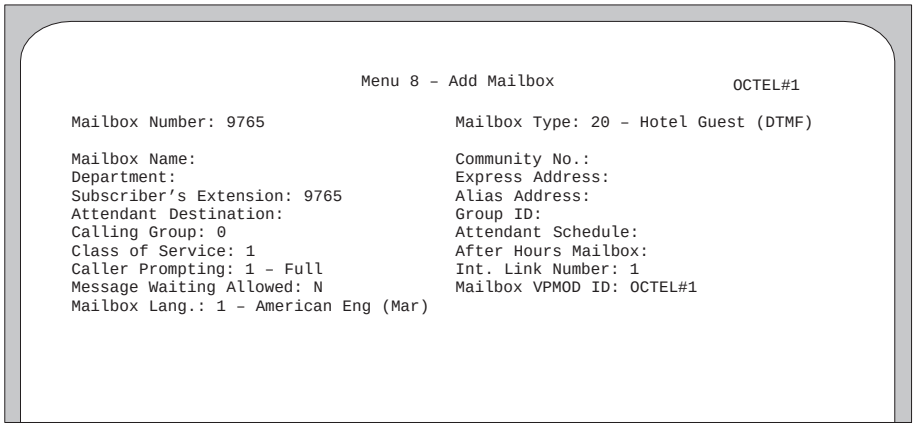


Figure 8-13. Menu 8 for a Type 20 Mailbox, Showing Default Values.

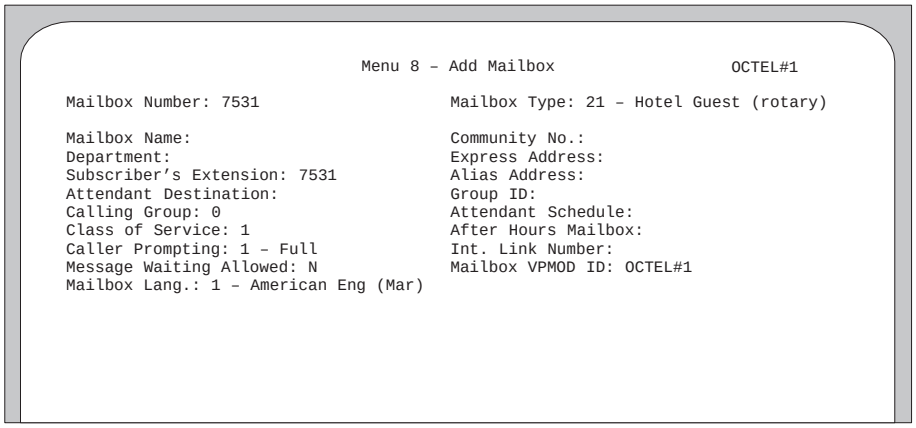


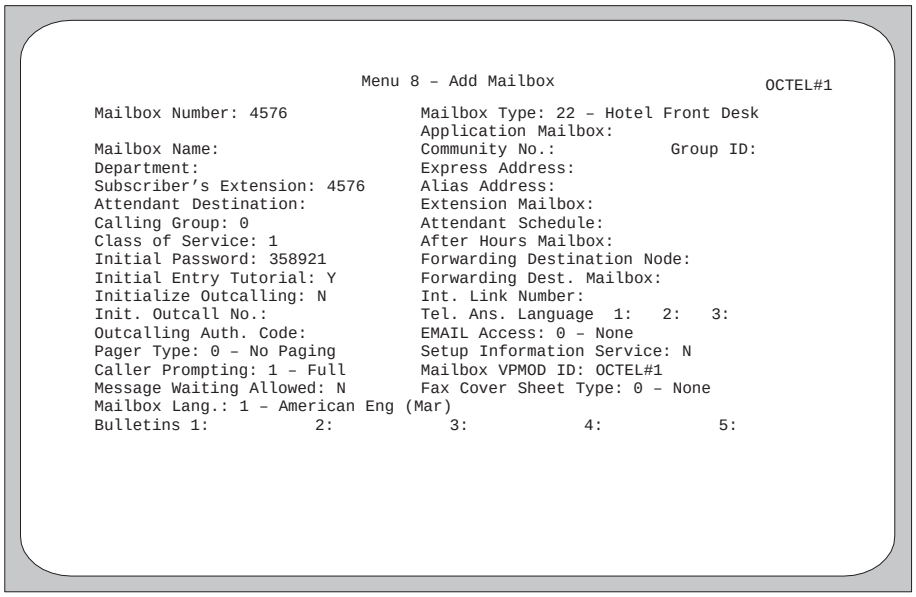
Figure 8-14. Menu 8 for a Type 21 Mailbox, Showing Default Values.

Table 8-11. Pertinent Mailbox-Profile Fields for Hotel Guest Mailboxes.

Field	Possible Values	Comments
Mailbox Number:	Unique number	The mailbox length was defined in menu 0. Make sure that the mailbox number is the same as the PBX extension number for the guest room. Cannot begin with a zero.
Mailbox Type:	20 or 21	Enter the mailbox type and press ***Return***. The description of the mailbox type and the remaining fields appear.
Mailbox Name:	2 to 20 unique characters	Assign a unique name to identify the mailbox; used to dial this mailbox by name.
Department:	Up to 7 alphanumericchar acters	Enter the department to which this mailbox is assigned. Used for sorting in reports.
Subscriber's Extension:	Up to 10 digits	This entry is used as the extension to which a message-waiting notification is sent. This number must be the guest-room extension number and the same as the mailbox number.
Attendant Destination:	Extension number or attendant number (1 through 30)	Enter the extension number of the hotel operator or the front desk to assist callers who press ***0***. You can also enter the appropriate attendant number defined for the attendant schedule (set in menu 2.1).
Calling Group:	0 – 999	Leave the default of ***0*** for no call restrictions. If a calling group is assigned, callers in type 29 through 33 gateway mailboxes can reach only those mailboxes defined in the same calling group as the gateway mailboxes. Assign a calling group if the mailbox and the extension number are to be included in a specific calling group.
Class of Service:	1 to 64	Assign the appropriate class of service. Class-of-service 64 is typically reserved for the system manager, but it can be used for other purposes. The system manager can also use any other class of service, as required.
Caller Prompting:	1 – Full 2 – Limited 3 – None	Choose the prompt that callers hear after the personal greeting. The full prompt is "After the tone, please record your message. When you have finished recording, you may hang up or press 1 for more options. If you need assistance, press 0." The limited prompt is "At the tone, please record your message. At the end of your message press 1." Enter ***3*** for no prompting.

Creating Type 22 Front-Desk Mailboxes

Create a front-desk mailbox using menu 8. In the ***Mailbox Type:*** field, enter ***22***. Menu 8 for a type 22 mailbox appears, as shown in Figure 8-15. Entries in the remaining fields in menu 8 correspond to those in a type 0 voice-messaging mailbox. The type 22 mailbox is a telephone-answering mailbox with hotel administrative features.



```
                          Menu 8 – Add Mailbox                    OCTEL#1

Mailbox Number: 4576              Mailbox Type: 22 – Hotel Front Desk
                                  Application Mailbox:
Mailbox Name:                     Community No.:            Group ID:
Department:                       Express Address:
Subscriber's Extension: 4576      Alias Address:
Attendant Destination:            Extension Mailbox:
Calling Group: 0                  Attendant Schedule:
Class of Service: 1               After Hours Mailbox:
Initial Password: 358921          Forwarding Destination Node:
Initial Entry Tutorial: Y         Forwarding Dest. Mailbox:
Initialize Outcalling: N          Int. Link Number:
Init. Outcall No.:                Tel. Ans. Language  1:   2:   3:
Outcalling Auth. Code:            EMAIL Access: 0 – None
Pager Type: 0 – No Paging         Setup Information Service: N
Caller Prompting: 1 – Full        Mailbox VPMOD ID: OCTEL#1
Message Waiting Allowed: N        Fax Cover Sheet Type: 0 – None
Mailbox Lang.: 1 – American Eng (Mar)
Bulletins 1:          2:          3:          4:          5:
```

Figure 8-15. Menu 8 for a Type 22 Mailbox, Showing Default Values.

Customizing Hotel-Guest Mailboxes

Access to the hotel check-in and check-out features are through a type 22 mailbox, with the secretary password set for the mailbox. The front-desk attendant logs into the mailbox using this password.

Establishing the secretary password

To establish the secretary password for the front-desk mailbox, use the following key sequence, starting at the mailbox Main Menu:

4 > ***2*** > ***1*** > ***1*** > ***5*** > Enter password ***#*** > ⁎

The secretary password for the type 22 mailbox allows access to every guest mailbox, much as a master key opens every room. The password, which can be changed or deleted at any time, serves two purposes:

- It saves hotels time because they don't have to teach guests how to retrieve messages from a remote location. Instead of assigning guests their own passwords, the hotel simply instructs them to call the hotel operator and ask for their messages. The operator transfers guests to the server and enters **#**, the mailbox number, and the secretary password. Guests are then connected to the server, and they can listen to their messages.
- If guests forget or lose their guest-mailbox passwords, the manager or other designated person can use the secretary password to access the mailbox.

Setting up Check-in/Check-out Features

Figure 8-16 shows the front-desk mailbox check-in/check-out customizing features.

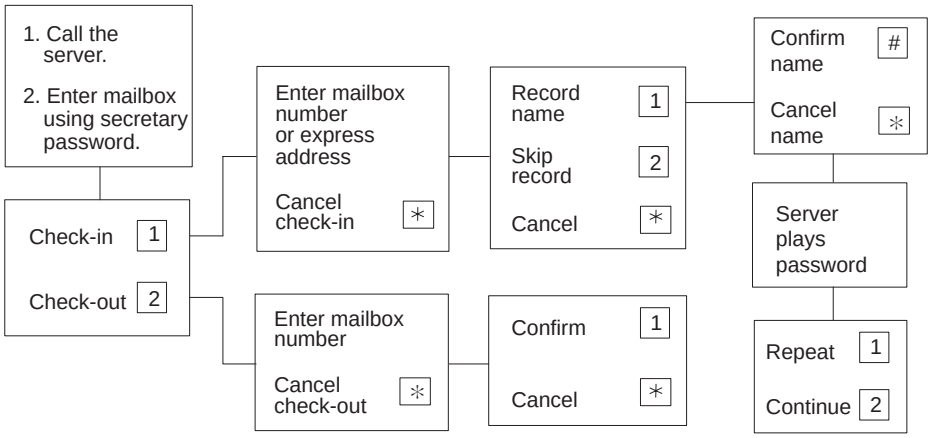


Figure 8-16. Front-Desk Mailbox Check-In/Check-Out Customizing Features.

Refer to Figure 8-16 and use the following key sequence to check in a mailbox:

1 > Enter mailbox or express address ∗ Cancel check-in > ***#*** > ***1*** Record guest name > ***#*** > ***2*** Skip recording ∗ Cancel check-in > ***#*** Confirm name > ∗ Cancel name

Server plays password > 1 Repeat 2 Continue > ∗

If a front-desk attendant attempts to check in a mailbox that is already checked in, the server provides two options:

- ❏ Check out the mailbox first, then proceed with the check in. *This deletes all existing messages in the mailbox.*
- ❏ Press the ∗ key to cancel the check-in request at any time.

Using the type 22 mailbox, a hotel clerk can check in guest mailboxes by entering an express address for each mailbox if the front-desk mailbox and the guest mailbox are in the same community.

If the front-desk attendant selects check-out, the server plays the personal greeting or the name of the mailbox and deletes the personal greeting, name, and all remaining messages. To check out a mailbox, use the following key sequence:

2 > Enter mailbox or express address > # > ***1*** ∗ Cancel check-out

If the front-desk attendant attempts to check out a mailbox that has already been checked out, the server prompts that the mailbox has already been checked out. Press the ∗ key at any point in the check-in or check-out sequence to cancel the check-out.

Creating Enhanced Call Processing Mailboxes

Although you can use ECP mailboxes in many different situations, establishing and managing these mailboxes is relatively simple. Only three basic steps are required to set up an ECP mailbox:

Step	Responsible Person	Action
1.	System manager	Make sure that the ECP feature is enabled. Access menu 13.7 and make sure that feature number ***45 – Enhanced Call Processing*** is preceded by a ***Y***.
2.	System manager	Access menu 8, and create type 31, 32, or 33 ECP mailbox.
3.	Mailbox manager	Customize the mailbox. a. Establish the password(s). b. Record the mailbox name. c. Record the greeting(s). d. Establish the caller's menu.

Creating the Mailbox in Menu 8

Create mailboxes through menu 8. Figure 8-17, Figure 8-18, and Figure 8-19 show menu 8 for type 31, 32, and 33 ECP mailboxes, respectively.

```
                              Menu 8 – Add Mailbox                    OCTEL#1

Mailbox Number: 4532                  Mailbox Type: 31 – Caller's Menu Only

Mailbox Name:                         Community No.:
Department:                           Express Address:
Mailbox Mgr. Extension: 4532          Alias Address:
Attendant Destination:                Group ID:
Calling Group: 0                      Attendant Schedule:
* Key Definition: 0 – Exit            After Hours Mailbox:
* Key Mailbox Number:                 Check for Matching Mailbox Number: Y
# Key Definition: Subscrib. Access    Mailbox VPMOD ID: OCTEL#1
Initial Password: 281943
Initial Entry Tutorial: Y
Busy/Ring-no-answer Options: N
Transfer Supervision: Y
Mailbox Lang.: 1 – American Eng (Mar)
General Fax Message Mailbox:
```

Figure 8-17. Menu 8 for a Type 31 Mailbox, Showing Default Values.

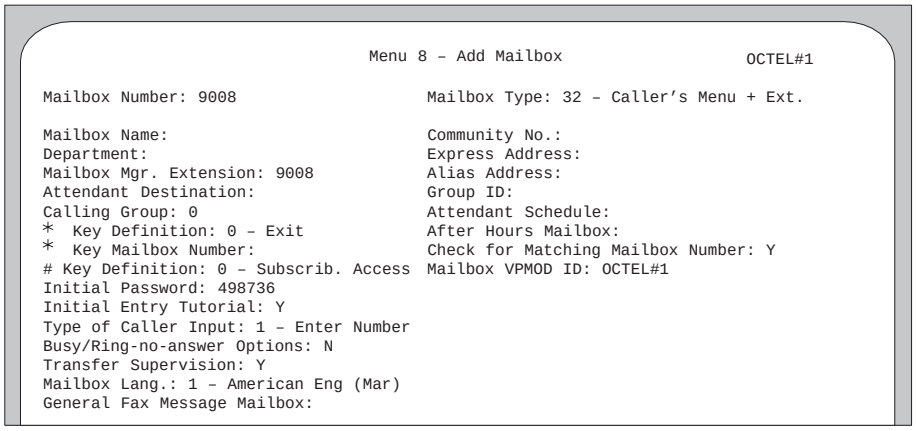


Figure 8-18. Menu 8 for a Type 32 Mailbox, Showing Default Values.

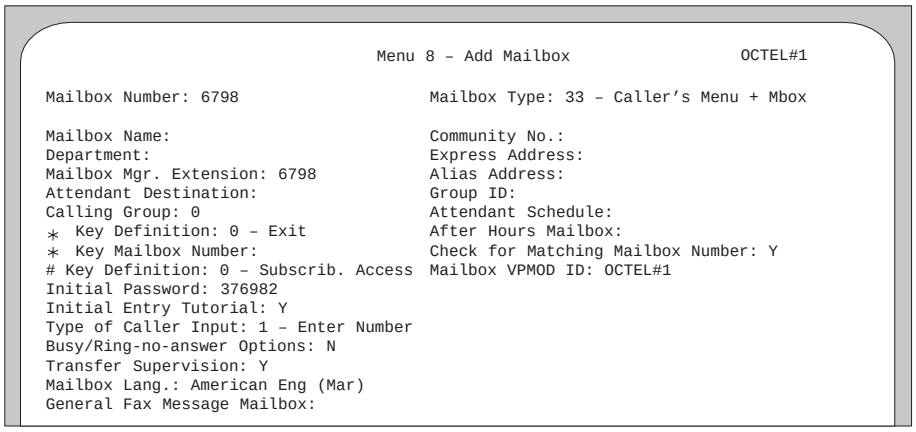


Figure 8-19. Menu 8 for a Type 33 Mailbox, Showing Default Values.

Access menu 8 and use the following steps to create an ECP mailbox:

Step	Action	Result
1.	Enter the number for the ECP mailbox in the ***Mailbox Number:*** field. This number must be unique and not used for any other mailbox.	The default ***0 – Voice Messaging*** appears in the ***Mailbox Type:*** field.
2.	In the ***Mailbox Type:*** field, enter ***31***, ***32***, or ***33*** for the type of ECP mailbox.	The field shows ***31 – Caller's Menu Only***, ***32 – Caller's Menu + Ext.***, or ***33 – Caller's Menu + Mbox***. The remainder of the fields also appear on the screen.
3.	Complete the menu 8 fields that apply to an ECP mailbox, as listed in Table 8-12.	The ECP mailbox has been added to the server.

Table 8-12. Pertinent Mailbox-Profile Fields for ECP Mailboxes.

Field	Possible Values	Comments
Mailbox Mgr. Extension	Extension number of mailbox manager	Assign a mailbox manager. Either you or another person can be the mailbox manager.
Class of Service:	60	Class-of-service 60 is automatically assigned to ECP mailboxes, even though it does not appear in menus 8 or 9.1.
Initial Password:	Temporary, randomly generated, 6 digits	Make sure to record the temporary password to give to the mailbox manager.
Calling Group:	0 – 999	If you do not enter a number in this field, the default of ***0***, no call restriction, is in effect. When you define a calling-group number for type 31, 32, or 33 mailboxes, a caller can reach only those extensions or mailboxes assigned to the same calling group.
⁎ Key Definition:	0 – Exit 1 – Ignore 2 – Mailbox Number	This field defaults to ***0 – Exit*** for all ECP mailboxes. If this mailbox is the first mailbox in the application, pressing the ⁎ key allows the caller to exit the application and reach any mailbox on the server. You can configure the ⁎ key to deny or to allow callers access to other mailboxes. For details about each of these entries, refer to Volume II, Chapter 10.
⁎ Key Mailbox Number:	Number of mailbox to which caller is transferred when ⁎ is pressed.	This field will not accept an entry unless you select ***2 – Mailbox Number*** for the ⁎ ***Key Definition:*** field. Pressing the ⁎ key leads the caller to the greeting for the mailbox defined in this field. The mailbox defined in this field can be any mailbox type. With this feature, the ⁎ key can be used as the backup key throughout an application.
# Key Definition:	0 – Subscriber Access 1 – Ignore	Allows the # key to be configured to permit or deny subscriber mailbox access during an ECP greeting. The system defaults to ***0 – Subscriber Access*** for all ECP mailboxes. Callers can press the ***#*** key during or after the ECP mailbox greeting to hear “Mailbox number, please;” subscribers can then enter their mailbox numbers and passwords to access their own mailboxes.
Type of Caller Input:	1 – Enter Number 2 – Spell Name	This field appears for the type 32 and 33 mailboxes only. The ***Enter Number*** and ***Spell Name*** options are mutually exclusive. If you select ***1 – Enter Number***, callers never have the option to spell a name; if you select ***2 – Spell Name***, callers must always spell the name for that mailbox. To allow callers the option of entering a number or spelling a name to reach a destination, use the caller’s menu to route the caller to another ECP mailbox.

Table 8-12. Pertinent Mailbox-Profile Fields for ECP Mailboxes (continued).

Field	Possible Values	Comments
Busy/Ring-no-answer Options:	Y or N	Enter ***Y*** to allow callers to enter another extension, if the first transfer attempt by the server reaches a busy or ring-no-answer extension. Leave the default of ***N*** to route callers directly to a personal greeting in a designated mailbox or to another extension if the first transfer attempt fails because of a busy or unanswered extension.
Transfer Supervision:	Y or N	The default of ***Y*** appears automatically in the ***Transfer Supervision*:** field, which allows supervised transfers. When you select ***N***, the server does not monitor the calls to determine whether the caller encounters a busy/ring-no-answer signal.
Check for Matching Mailbox Number:	Y or N	Leave the default of ***Y*** for the server to search for a matching mailbox number before transferring a call to a destination. If a matching mailbox is found, the server rings the telephone number specified in the menu 8 ***Subscriber's Extension:*** field that matches the mailbox number. Regardless of the entry in this field, if the ***Verify Extension Numbers:*** field in menu 2 is set to ***Y***, callers who enter an extension that does not match a mailbox number are not transferred, and they hear an error message. With an ***N*** in the ***Verify Extension Numbers:*** field of menu 2 and no matching mailbox found, the server transfers the call to the extension dialed by the caller. Enter ***N*** to transfer calls without verifying that a matching mailbox exists. You must also have set the ***Verify Extension Numbers:*** field in menu 2 to ***N***.
General Fax Message Mailbox:	Type 45 mailbox number	If you do not enter a mailbox number in this field, the server transfers the fax to the primary-system general fax-message mailbox defined in menu 1.2.

Refer to Volume II, Chapter 3 for information about the other fields in menu 8 for ECP mailboxes. For details about ECP fields, refer to Volume II, Chapter 10.

Customizing an ECP Mailbox

Figure 8-20 shows the choices available to the mailbox manager for customizing an ECP mailbox.

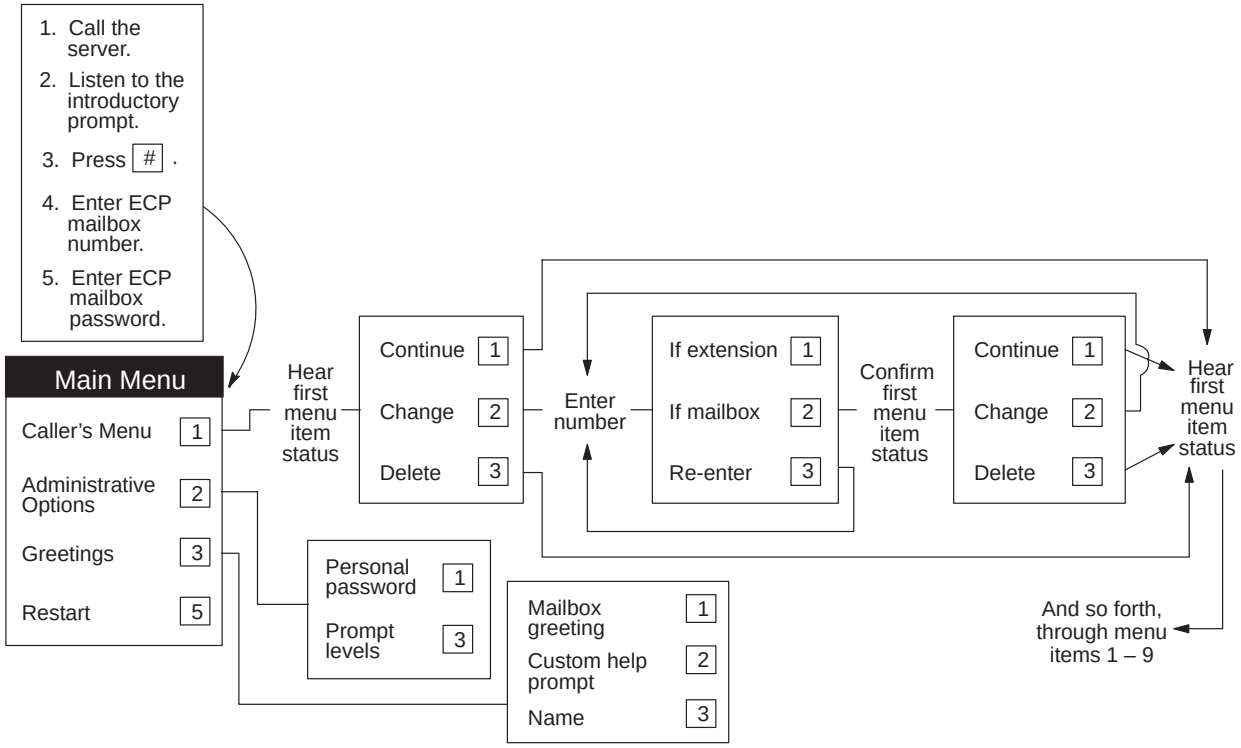


Figure 8-20. ECP Mailbox-Manager Menus.

The mailbox manager customizes the ECP mailbox by accessing the mailbox and using the following key sequences:

To . . .	Use these key sequences . . .
Change the mailbox password	***2*** > ***1*** > Enter password > ***#*** > Listen to password > ⁎
Record a name for the mailbox	***3*** > ***3*** > Record mailbox name > ***#*** > Listen to name > ⁎
Select a prompt level	***2*** > ***3*** > ***1*** Standard prompts ***2*** Extended prompts > ⁎ ***3*** Rapid prompts
Record an opening greeting	***3*** > ***1*** > Record greeting > ***#*** > ⁎
Delete a mailbox greeting	***3*** > ***1*** > ***1*** > ⁎
Record a custom help prompt	***3*** > ***2*** > Record prompt > ***#*** > ⁎

Managing Mailbox Greetings

A greeting is the first thing callers hear when they reach an ECP mailbox.

If . . .	Then . . .
The mailbox manager does not record a greeting for the type 31 mailbox	The mailbox is considered out of service.
The mailbox manager chooses not to record a mailbox greeting for a type 32 or 33 mailbox	A system greeting is played to callers.
An ECP mailbox is used with the FaxResponse application and only SameCall delivery (select option ***2***) is allowed for a fax-delivery mailbox	The initial greeting for the application should inform callers that they must place their calls from a fax machine.
Callers do not enter a mailbox number, telephone number, or single-digit menu option after they hear the ECP mailbox greeting or system greeting	The server plays a short prompt and transfers them to the designated attendant for assistance. However, the mailbox manager can record a customized help prompt that includes more detailed caller instructions or repeats the same choices.
The mailbox manager does not record a customized help prompt	The server transfers callers to the designated attendant for assistance. If the attendant is not available, the server routes callers to the after-hours mailbox, if defined, or to a general message mailbox.

Configuring a Caller's Menu

A caller's menu (or single-digit menu) is used in ECP mailboxes. The caller's menu has the following parameters:

- ❑ Nine single-digit menu items are available for callers in the caller's menu of each ECP mailbox.
- ❑ Each menu item leads to a telephone number or mailbox number designated by the mailbox manager.
- ❑ The mailbox manager can offer the caller from one to nine choices, depending on the mailbox application.

Use the following key sequences to add or change a menu item in the caller's menu:

To . . .	Use these key sequences . . .
Add or change a menu item	***1*** > Hear menu item status > ***1*** Extension ***2*** Mailbox ***3*** Reenter > Enter > number > Confirm menu item status > Hear next menu item status > ⁎
Delete a menu item	***1*** > Hear menu item status > ***3*** Menu item deleted > Hear next menu item status
Select a menu item	***1*** > Hear menu item 1 status > ***1*** > Hear menu item ***2*** status > Hear ***1*** menu items up to 9 > ⁎

Several things to remember while customizing and maintaining the caller's menu in ECP mailboxes are as follows:

If the mailbox manager . . .	Then . . .
Adds or changes a menu item	The mailbox manager must re-record the mailbox greeting to reflect the change.
Changes a menu item to route calls to a type 31 mailbox and the greeting for that mailbox has not been recorded	The server responds with a prompt similar to "That mailbox is not in service." A greeting for a type 31 mailbox must be recorded before the mailbox can be identified as a menu-item destination.
Deletes a menu item	The mailbox manager must re-record the mailbox greeting to reflect the deletion.
Presses ***1*** from the Main Menu to establish or change the caller's menu	ECP menu item 1 is always handled first, followed by menu item 2, on up to menu item 9. Press the ⁎ key at any time to return to the Main Menu. Press ***1*** repeatedly to skip through the menu items until the desired item is reached.

Creating Information-Processing Mailboxes

Information-processing (type 40) mailboxes are available only when the relevant, optional applications on the 500D Data Module are interfaced with the server. The type 40 mailboxes are currently used as entry points for callers accessing the FaxCall or the TransAct application. For details about FaxCall, refer to the *FaxCall Manual*. For details about the TransAct application, refer to the *TransAct Manual* and the *TransAct–AG Manual*.

Type 40 mailboxes have the following requirements:

- You must create exception mailboxes before setting up the type 40 mailbox with which they are associated. Type 40 mailboxes do not have a class of service.
- When a caller or subscriber enters a type 40 mailbox associated with a specific application, the server connects that mailbox to an application installed on the 500D Data Module.
- The TransAct script and FaxCall application require type 40 mailboxes.
- Each TransAct script requires one type 40 mailbox. You must create another type 40 mailbox for TransAct phrase recording.
- Three kinds of type 40 information-processing mailboxes must be created for the FaxCall application: phrase manager, contributor, and FaxCenter. Each one functions differently.
  - Only one phrase-manager mailbox and one contributor mailbox are allowed on the server.
  - One mailbox is created for each FaxCenter.

Type 40 mailboxes can be accessed through the following call-processing functions on the server:

Access Type	Description
Direct dial	Callers dial the type 40 mailbox number directly.
Through port monitoring	Callers dial a telephone number that is monitored by a type 40 mailbox.
Through ECP mailboxes	Callers are routed to type 40 mailboxes through any ECP mailbox. An ECP mailbox allows callers flexibility in selecting destinations in the FaxCall or TransAct application. Refer to the "Creating Enhanced Call Processing Mailboxes" section, page 8-43, for procedures to establish ECP mailboxes and Volume II, Chapter 10 for details about ECP mailboxes.
Through transfer mailboxes	Callers access type 40 mailboxes through type 34 transfer mailboxes.

Each type 40 mailbox is configured with the following:

- An application identifier
- The type of access allowed
- Exception mailboxes to which callers can be transferred when certain conditions occur. These mailboxes include the busy, down, and interrupt mailboxes.

Adding a Type 40 Mailbox

Create type 40 mailboxes by using menu 8. Figure 8-21 shows menu 8 for a type 40 mailbox.

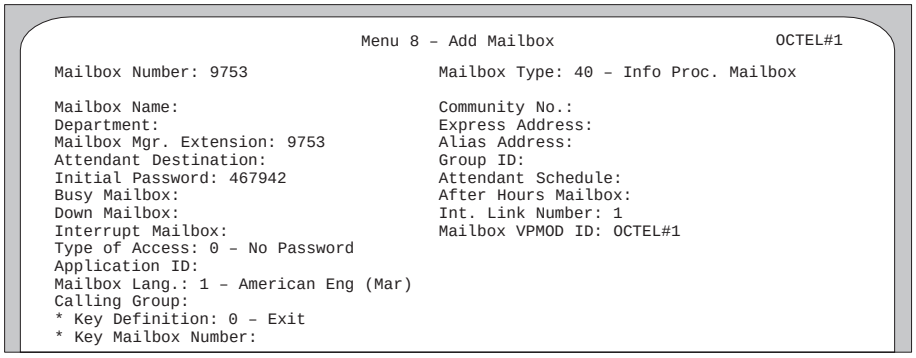


Figure 8-21. Menu 8 for a Type 40 Mailbox, Showing Default Values.

Use the following steps to create a Type 40 mailbox in menu 8:

Step	Action	Result
1.	Enter the number for the type 40 mailbox in the ***Mailbox Number:*** field, and press ***Return***. This number must be unique and not used for any other mailbox.	The default ***0 – Voice Messaging*** appears in the ***Mailbox Type:*** field.
2.	In the ***Mailbox Type:*** field, enter ***40*** for the type of mailbox. Press ***Return***.	***40 – Info. Proc. Mailbox*** appears in the field. The remainder of the fields also appear on the screen.
3.	Enter information in the fields, as shown in Table 8-13, and press ***Return***. Information about entering data in the other fields can be found in Chapter 3. Refer to Volume II, Chapter 3 for descriptions of all the fields in menu 8.	A type 40 mailbox is created.

Create multiple type 40 mailboxes to use with the same application, if required. For example,

If both subscribers and nonsubscribers require access to one application, you can establish two type 40 mailboxes, one with access for subscribers only and the other with access for nonsubscribers who know the access password.

Refer to Volume II, Chapter 3 for information about the basic menu 8 fields. The fields critical for a type 40 mailbox are described in Table 8-13.



Caution!

When a busy, down, or interrupt mailbox is being assigned, never route a second mailbox back to the first. This loop locks up the port and transfers the caller back and forth between the two mailboxes. The port remains locked up even after the caller disconnects.

Table 8-13. Menu 8 Fields That Apply to Type 40 Mailboxes.

Field	Possible Values	Comments
Busy Mailbox:	Existing mailbox number	Enter the mailbox number to which callers are routed when the maximum sessions allowed (established in menu 17.2.1) are exceeded. When the maximum sessions have been exceeded, the server cannot forward callers to the application on the data module. You must create the mailbox before entering its number in this field.
Down Mailbox:	Existing mailbox number	Enter the mailbox number to which callers are routed when the application is not in operation or the data-communication link between the server and the data module is down. In these situations, the server cannot forward callers to the application. You must create the mailbox before entering its number in this field.
Interrupt Mailbox:	Existing mailbox type	Enter the mailbox number to which callers are routed if the transaction is interrupted. This situation occurs if the link between the server and the data module fails during a transaction. You must create the mailbox before entering its number in this field.
Type of Access:	0 – No Password 1 – Access Password Only 2 – Mailbox Number Plus Subscriber Password	Type 40 mailboxes can be configured with three types of user access: unlimited, limited, and subscriber only. When access is unlimited, any caller can access the application. For limited access, callers must enter the correct password to access the application. When only subscribers can access the application, callers must enter both their mailbox numbers and personal passwords to access the application. If you select option ***2 – Mailbox Number Plus Subscriber Password***, the subscriber mailbox number is passed on to the application processor. This allows subscribers to be returned to their own mailboxes without reentering their passwords.
Application ID:	Identification number of data-module application	Enter the identification number of the application served by this mailbox. This application is accessed through the type 40 mailbox established for the application. Establish the application ID in menu 17.2.1 before entering it in this field. An entry in this field is required. Obtain the correct number to be entered in the ***Application ID:*** field from the data-module manager or from the application coordinator. You must use the same application-identification number for both the server and the data module (menu 8 for the type 40 mailbox and menu 17.2.1 to add an application).

Refer to Chapter 3 and Chapter 4 for procedures to establish various mailbox types and to Volume II, Chapter 3 for details about the fields in menu 8.

You must create exception mailboxes before you can add them to the type 40 mailbox profile. Consider the following:

Before adding . . .	You must . . .
A busy mailbox to a type 40 mailbox profile	Create the mailbox in menu 8. The busy mailbox can be any type of mailbox, including a type 31 ECP mailbox that provides a choice of destinations.
A down mailbox to a type 40 mailbox profile	Create the mailbox in menu 8. The down mailbox can be any mailbox type, including a type 1 ICMB to inform the caller that the application is temporarily out of service.
An interrupt mailbox to a type 40 mailbox profile	Create the mailbox in menu 8. The interrupt mailbox can be any type of mailbox, including a type 34 transfer mailbox that transfers the caller to an attendant, who informs the caller that the application has been interrupted.

Customizing a Type 40 Mailbox

The mailbox manager initializes the mailbox and customizes it through the mailbox menus. Figure 8-22 shows the mailbox-manager menus for a type 40 mailbox.

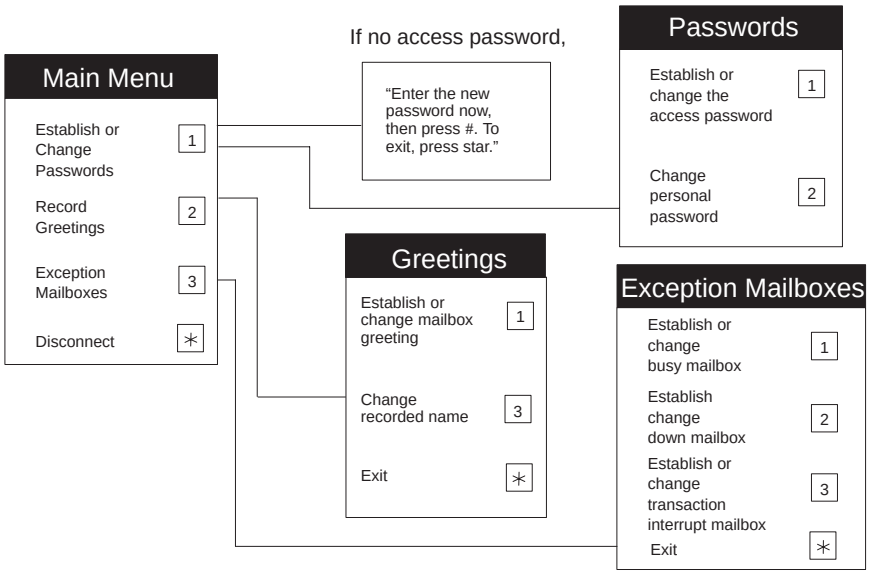


Figure 8-22. Type 40 Mailbox-Manager Menus.

The mailbox manager customizes the mailbox by accessing the mailbox and using the following key sequences, starting from the mailbox Main Menu:

To . . .	Use these key sequences . . .
Change the mailbox password when there is not also an access password	***1*** > Enter password > ***#*** > Listen to password > ⁎
Change the mailbox password when there is also an access password	***1*** > ***2*** > Enter password > ***#*** > Listen to password > ⁎
Establish an access password	***1*** > ***1*** > Enter password > ***#*** > Listen to password > ⁎
Record a name for the mailbox	***2*** > ***3*** > Record mailbox name > ***#*** > ***#*** Accept name > ⁎ ⁎ Re-record name
Record an opening greeting	***2*** > ***1*** > Record greeting > ***#*** > ⁎
Delete a mailbox greeting	***2*** > ***1*** > ***1*** > ⁎

To establish exception mailboxes from within the type 40 mailbox, use the following key sequences, starting from the mailbox Main Menu:

To . . .	Use these key sequences . . .				
Add a busy mailbox	***3*** > ***1*** >	Hear prompt >	Enter mailbox number >	Hear number >	***#*** Confirm > ⁎ ⁎ Reenter
Add a down mailbox	***3*** > ***2*** >	Hear prompt >	Enter mailbox number >	Hear number >	***#*** Confirm > ⁎ ⁎ Reenter
Add an interrupt mailbox	***3*** > ***3*** >	Hear prompt >	Enter mailbox number >	Hear number >	***#*** Confirm > ⁎ ⁎ Reenter

You must have already created the busy, down, and interrupt mailboxes in menu 8.

Establishing Type 40 Mailbox Phrase Management

Phrases in the phrase-manager mailbox are the basic building blocks for voice prompts used with the FaxCall application. Phrases have the following characteristics:

- ❑ Phrases are digitized speech fragments that are combined to form prompts.
- ❑ Application phrases and standard system phrases compose the prompts used by several applications.
- ❑ Application phrases for the FaxCall application are recorded in a type 40 phrase-manager mailbox. The phrase manager is the mailbox manager you selected when you created the type 40 mailbox.

  Only one type 40 mailbox can be used at any one time as the phrase-manager mailbox on the server, although a number of phrase-manager mailboxes can be available for use. Phrase management is only enabled until midnight of the current day and must be reset after that time in menu 17.1.

Designating the Phrase-Manager Mailbox

To designate a type 40 mailbox as a phrase-manager mailbox, use the following steps:

Step	Responsible Person	Result
1.	System manager	In menu 1.7.1, enter the mailbox number and enable phrase management. (Refer to Volume II, Chapter 18 for details about menu 17.1.)
2.	Phrase manager	Customize the mailbox parameters as for any type 40 mailbox. However, the phrase manager has access to an additional mailbox submenu, Phrase Management, in the phrase-manager mailbox. This submenu is accessed by pressing the ***7*** key from the Main Menu. The mailbox functions that the phrase manager establishes and maintains are shown in Figure 8-23. The phrase manager can record and change phrases for several applications in the phrase-manager mailbox.

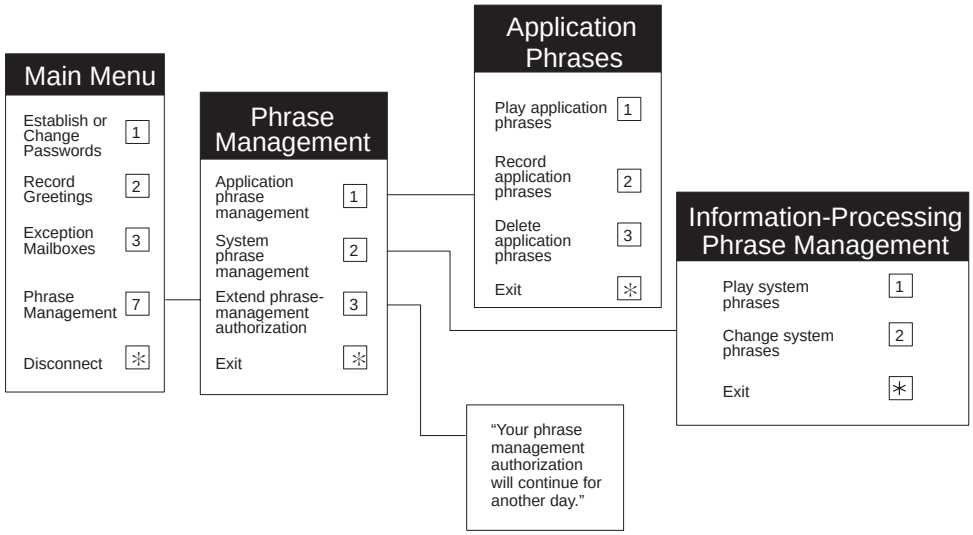


Figure 8-23. Type 40 Mailbox Phrase-Management Menus.

Two types of phrases are used for applications that require type 40 mailboxes:

Phrase Type	Description
Application phrases	❑ The server allows up to 1300 application phrases to be recorded. ❑ Up to 999 phrases are allowed for the TransAct application, numbered from 1 through 999. However, if TransAct is to be used alone on the data module, all 1300 application phrases can be used for TransAct. ❑ Up to 301 application phrases are allowed for the FaxCall application, numbered from 1000 through 1300. Even if FaxCall is used alone on the data module, only 301 application phrases are allowed.
Standard system phrases	❑ Standard system phrases are default, prerecorded phrases that cannot be deleted. ❑ System phrases are heard in the standard voice for the server. ❑ System phrases provide a library of basic phrases, such as numbers, characters, months, and years, that provide greater flexibility when you design applications. ❑ System phrases can be re-recorded as application phrases, so that the voice does not change.

Refer to the *FaxCall Manual* and the *TransAct Manual* for details about application phrases and system phrases.

Recording Application Phrases

Only the phrase manager can record or change application phrases for FaxCall. The phrase manager can be anyone who has access to the type 40 phrase-manager mailbox, knows the password, and can record phrases.

FaxCall and TransAct differ in the methods required to record, listen to, and delete application phrases. Some of the major differences are as follows:

- **Recording phrases**
  - **FaxCall phrases.** Phrases for FaxCall are either recorded first in the type 40 phrase-manager mailbox on the server or assigned and documented first in the data module. The phrase numbers and the text recorded in the phrase-manager mailbox should match the numbers and text assigned and documented in the data module.
  - **TransAct phrases.** Phrases for TransAct are recorded through the data module, using the Recording utility. However, the result is the same.
- **Listening to phrases**
  - **FaxCall phrases.** Phrases are listened to through the phrase-manager mailbox. The result is the same for both applications.
  - **TransAct phrases.** Phrases are listened to from the Recording utility on the data module. The phrase manager enters the mailbox as a caller and hears the phrases. The result is the same for both applications.



Caution!

Before deleting a phrase, confirm that it is not needed for any other application on the data module. If a phrase number entered in the data module does not have a corresponding phrase recorded in the server, callers either do not hear the greetings and instructions needed to use the application or they can be disconnected abruptly.

- **Deleting phrases**
  - **FaxCall phrases.** Refer to the *FaxCall Manual* before deleting FaxCall phrases. You delete them through the phrase-manager mailbox.
  - **TransAct phrases.** Delete phrases from the TransAct application by deleting the corresponding script. Refer to the *TransAct Manual* for details.

Record, change, or listen to application phrases for the FaxCall application,as follows:

To . . .	Use these key sequences . . .			
Record or change application phrases in sequence	***7*** > ***1*** > ***2*** >	Enter phrase > number	***2*** Record phrase or > ***#*** > ⁎ Cancel recording	Recorded phrase > ***#*** > ⁎ is played back
Record a phrase out of sequence	***7*** > ***1*** > ***2*** ***#*** >	Enter phrase > number	***2*** Record phrase > ***#*** > ⁎ Cancel recording	Recorded phrase is > ***#*** > ⁎ played back
Hear application phrases beginning with a specific phrase	***7*** > ***1*** > ***1*** >	Enter beginning phrase number >	Listen to phrases ***#*** Skip phrase > ⁎ ⁎ Exit	
Delete an application phrase	***7*** > ***1*** > ***3*** >	Enter phrase number >	Phrase played back >	***#*** Confirm ⁎ Cancel > ⁎

Using System Phrases

System phrases can be defined as follows:

- Standard system phrases are prerecorded phrases spoken in the standard voice used by the server.
- Information-processing system phrases are a collection of phrases identified in an information-processing system phrase-management table. The table comprises 275 pointers to various phrases. For additional information about information-processing system phrases, refer to the *FaxCall Manual*.



Caution!

With all applications sharing standard system phrases, there can be voice or phrase inconsistencies within the individual applications. These voice inconsistencies could cause confusion and result in the application not functioning correctly.

Because it can sound inconsistent to hear two voices in a single prompt, the phrase manager can change the pointer in the phrase-management table from the default system phrases to application phrases. When an application phrase replaces a standard system phrase, one of the 1300 allowed application phrases is used, decreasing the number remaining for other application phrases.

- **Changing System Phrases for TransAct.** For the TransAct application, system phrases are re-recorded as application phrases through the Recording utility in the data module. Refer to the *TransAct Manual* for details.
- **Changing System Phrases for FaxCall.** In FaxCall, when changing the pointer in the phrase-management table from a standard system phrase to an application phrase, the phrase

manager must first record the application phrase using the procedures in the "Recording Application Phrases" section, page 8-57. Refer to the *FaxCall Manual* for details about changing a system phrase to an application phrase.

❑ **Extending Phrase Management.**

Use the following key sequences from the phrase-management mailbox to change system phrases for FaxCall:

To . . .	Use these key sequences . . .
Change pointers from a standard system phrase to an application phrase	***7*** > ***2*** > ***2*** > Enter system phrase number > ***#*** Confirm or ✳ Cancel > Enter application phrase number > # Confirm or ✳ Cancel > ✳
Listen to system phrases	***7*** > ***2*** > ***1*** > Enter system phrase number > Listen to phrases # Skip phrase > ✳ Exit
Extend phrase-management authorization	***7*** > ***3*** > Listen to message > ✳

Setting Up InfoTex Mailboxes

The Octel InfoTex application software is an Audiotex product that resides on the Octel 500D™ Data Module. Audiotex allows a caller to retrieve, store, and provide information in audio form from a touch-tone telephone. InfoTex receives audio reports from one or more information sources, referred to as information providers (IPs). InfoTex can receive the reports in two ways, as follows:

❑ Automated, through a satellite feed

❑ Manually, through a telephone line

IPs that deliver reports automatically are automated IPs; IPs that deliver reports manually are manual IPs. Manual IPs call the InfoTex system and record their reports. The reports are then distributed through a type 41 InfoTex mailbox.

InfoTex parameters signal the data module to send InfoTex messages to distribution (type 41) and review mailboxes on the server. Review mailboxes can include ICMBs, ECP mailboxes and transfer mailboxes. Figure 8-24 shows menu 8 for a type 41 mailbox.

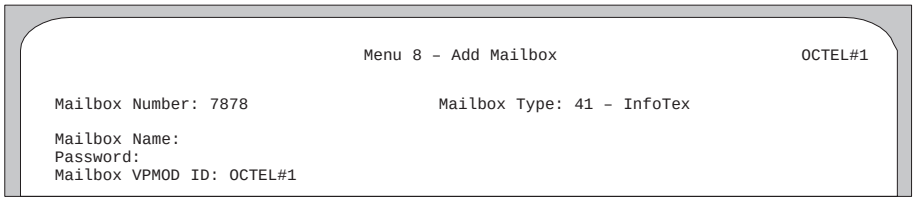


Figure 8-24. Menu 8 for a Type 41 Mailbox.

Refer to the *InfoTex Manual* for information about configuring a server for InfoTex.

Setting Up Conference Mailboxes

You can use the optional type 58 conference mailbox to record long meetings or conference calls and to distribute these recordings to subscribers through personal-group distribution lists.

Establishing a Class of Service

Use menu 7 to establish the class-of service parameters required for a conference mailbox. Consider all class-of-service parameters as they relate to the conference mailbox before making any changes, because the application for a particular conference mailbox can be seriously affected. If possible, designate a separate class of service for conference mailboxes only.

Create and assign a class of service to the conference mailbox, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***7***, and press ***Return***.	Menu 7 appears, with only the ***Class of Service:*** field displayed on the screen.
2.	Enter a class-of-service number from ***1*** through ***64***, and press ***Return***.	The remainder of the fields appear on the screen. For details about establishing classes of service, refer to Chapter 2 in this volume and to Volume II, Chapter 3.
3.	Leave the default values for all menu 7 fields not mentioned in Table 8-14.	. . .
4.	Complete the menu 7 fields that apply to a conference mailbox, listed in Table 8-14.	The class of service is ready to be assigned to a conference mailbox in menu 8.

Table 8-14. Important Class-of-Service Fields for a Conference Mailbox.

Field	Possible Values	Comments
Days New Messages Kept:	1 to 365, 999	The number of days that messages are kept before being deleted. Enter ***999*** in this field if messages are not to be deleted. Before entering a value in this field, consider how 3-hour-long messages could affect message-storage space.
Days Saved Messages Kept:	1 to 365, 999	Number of days that saved messages are kept before being deleted. Enter ***999*** in this field if saved messages are not to be deleted. Before entering a value in this field, consider how 3-hour-long messages could affect message-storage space.

Creating the Conference Mailbox

Create the type 58 mailbox in menu 8 or change its parameters in menu 9.1. Figure 8-25 shows menu 8 for a conference mailbox.

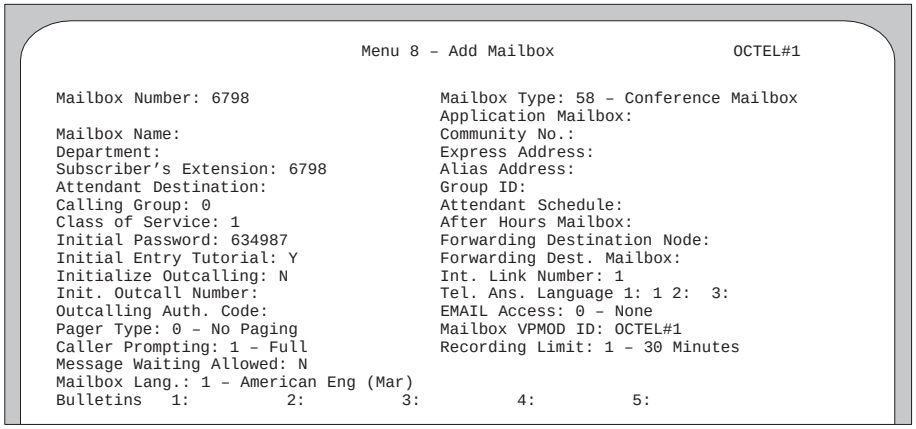


Figure 8-25. Menu 8 for a Type 58 Mailbox, Showing Default Values.

Refer to Chapter 4 for procedures to establish a mailbox in menu 8. Refer to Volume II, Chapter 3 for definitions of the fields in menu 8. The fields in Table 8-15 are of particular importance for the conference mailbox.

Table 8-15. Important Fields in Menu 8 for the Conference Mailbox.

Field	Possible Values	Comments
Class of Service:	1 to 64	Enter the class of service created in menu 7 for the conference mailbox.
Recording Limit:	1 – 30 minutes 2 – 45 minutes 3 – 1 hour 4 – 1.5 hours 5 – 2 hours 6 – 3 hours	Enter the maximum length allowed for a voice message in the mailbox. The default is ***1 – 30 minutes***.

Customizing the Conference Mailbox

Customize the conference mailbox using a touch-tone telephone. Access the mailbox in voice-mail mode, as the mailbox manager. When accessing the mailbox for the first time, listen to the tutorial, which explains how to use the mailbox.

To customize the conference mailbox, use the following key sequences:

To . . .	Use these key sequences . . .
Change the personal password	***4*** > ***2*** > ***1*** > ***5*** > Enter password > ***#*** > ⁎
Record a mailbox name	***4*** > ***3*** > ***3*** > Record name > ***#*** > ⁎
Select the prompt level	***4*** > ***2*** > ***3*** > ***1*** Standard ***2*** Extended > ⁎ ***3*** Rapid

Using the Conference Mailbox

Subscribers can use conference mailboxes to record meetings or conference calls as messages up to 3 hours long. To record conferences, access the conference mailbox and select ***2*** from the Main Menu to record a message. These features are described in Volume II, Chapter 11.

Using Statistical Reports

Because of the message length available for conference mailboxes, the statistical reports available through menu 14 contain several restrictions:

Report Fields	Report Limitations
Total Connect Time	Currently, these fields accept only 2 digits in the field, for a maximum of 99 minutes, which could be less than the actual number of minutes used for the recording.
Incoming Connect Time Message Length Average Accesses/Day	These fields could overflow the allowed number of digits; when an overflow occurs, a string of asterisks is printed instead of digits.

Establishing Extension Mailboxes

The type 28 extension mailbox allows multiple subscribers, each with a personal mailbox, to share a single extension number. Callers to the extension hear a menu of subscribers to choose from. When they choose, they are routed immediately to that subscriber's mailbox and hear the personal greeting. With an extension mailbox, each menu choice is a single digit. Up to nine subscribers can be associated with a single extension.

The tasks required to establish an extension-mailbox application are as follows:

To . . .	Use . . .
Verify that the required feature option is enabled	Menu 13.7
Determine whether messages can be left in the extension mailbox	Menu 1.2
Establish the personal voice-messaging mailboxes	Menu 8
Establish the class of service for the type 28 extension mailbox	Menu 7
Establish the type 28 extension mailbox	Menu 8
Customize the type 28 extension mailbox	Mailbox menus

Setting Configuration Parameters

You can configure the server to allow or disallow messages to be left in type 28 mailboxes. Use menu 1.2, Configuration Parameters, to allow or disallow leaving messages in type 28 mailboxes, system-wide. To allow messages to be left in extension mailboxes, follow these steps:

Step	Action	Result
1.	From the Main Menu, enter ***1***, and press ***Return***.	Menu 1 – System Parameters appears.
2.	Select option ***2 – Change Configuration Parameters***, and press ***Return***.	The first screen of menu 1.2, Configuration Parameters appears.
3.	Press the ***SEND*** or ***Print Send*** key once or the down-arrow key until the second page of menu 1.2 appears.	The second page of menu 1.2 appears, as shown in Figure 8-26.
4.	In the ***Disallow Leaving Messages in Extension Mailbox:*** field, leave the default of ***N*** to allow leaving messages in extension mailboxes.	After scrolling to the end of page 2, the ***Press any key to return to the System Parameters Menu*** prompt appears.

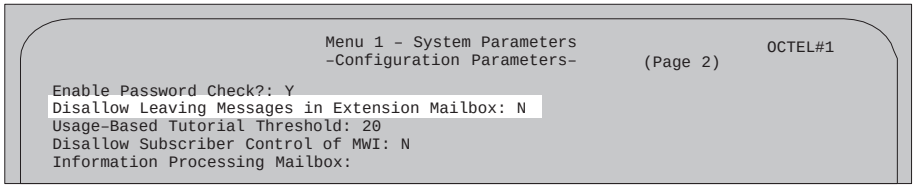


Figure 8-26. Part of Second Page of Menu 1.2, Configuration Parameters.

Establishing Voice-Messaging Mailboxes

Use Menu 8 – Add Mailbox to establish the personal voice-messaging mailboxes associated with the type 28 mailbox. Mailbox types 0, 22, 51, 53, 54, and 60 can be associated with a type 28 mailbox. To create a voice-messaging mailbox, use these steps:

Step	Action	Result
1.	From the Main Menu, enter ***8***, and press ***Return***.	Menu 8 appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	In the ***Mailbox Number:*** field, enter the mailbox number, and press ***Return***. It should be a number that does not match any extension number on the PBX.	. . .
3.	In the ***Mailbox Type:*** field, enter ***0, 22, 51, 53, 54,*** or ***60***. Press ***Return***.	The remainder of the fields appear.
4.	Use the following fields to define the voice-messaging mailboxes associated with the extension mailbox. Refer to Volume II, Chapter 3 for more information about other Menu 8 fields. ❑ ***Subscriber's Extension:*** Enter the extension number for the type 28 extension mailbox if using the message-waiting option. ❑ ***Message Waiting Allowed:*** Enter ***Y*** to allow message waiting.	. . .
5.	Complete the remaining fields as required. The ***Extension Mailbox:*** field does not require an entry at this time. This field will be completed automatically when this mailbox is associated with a type 28 extension mailbox. This field is also used to change the type 28 mailbox associated with the voice-messaging mailbox. If the type 28 mailbox is part of a community and you want the voice-messaging mailboxes to receive bulletin messages from that community, each voice-messaging mailbox must be configured to belong to that community.	. . .
6.	Press the ***SEND, Print Send***, or down-arrow key several times.	The ***Mailbox added. Press "Break" to return to option selection or enter mailbox number to add another mailbox.*** prompt appears.
7.	Press the ***Break*** key twice to return to the Main Menu.	The voice-messaging mailbox is created.

Establishing the Type 28 Extension Mailbox

The type 28 extension mailbox is used as a common mailbox in a shared-extension application. Subscribers share an extension but have their own, personal voice-messaging mailboxes.

> **Note:** The type 28 mailbox does not use the attendant schedule defined for it. Instead, it uses the attendant schedule defined for the first type 0 mailbox assigned to it.

Establishing Class of Service

Using menu 7, create a class of service for the extension mailbox. The default class-of-service values can be used for most fields. The following fields are significant for the type 28 mailbox. Assign this class of service to the type 28 mailbox in menu 8.

- **Personal Greeting:** Set to ***1 – One Greeting*** to allow a personal greeting. Even if you select ***2 – Mult. Greetings*** for this field, you can record only one greeting for a type 28 mailbox. The type 28 mailbox does not allow multiple greetings.

- **Max Messages (total):** Enter the maximum number of messages allowed in this mailbox, if this mailbox can receive messages, (refer to the "Setting Configuration Parameters" section, page 8-63).

- **Days New Messages Kept:** If this mailbox can receive messages, allow them to be kept for a reasonable amount of time, but not so long that it affects the server's efficiency, (refer to the "Setting Configuration Parameters" section, page 8-63).

- **Deletion Warning:** Messages cannot be saved in a type 28 mailbox. You can select option ***0***, ***1***, or ***3***. If you set the field to ***2 – Hear Msg/Save***, this feature behaves as though you entered ***3 – Hear Msg/Delete***.

- **Easy Access via Telephone Answering:** Set to ***N – Easy Access not allowed***. If you set it to ***Y*** and configure the ***#*** key as the easy-access key, callers are prompted to enter their passwords. This could cause caller confusion.

Creating the Mailbox

Establish the type 28 mailbox, using menu 8. Create the type 28 mailbox as follows:

Step	Action	Result
1.	From the Main Menu, enter ***8***, and press ***Return***.	Menu 8 appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	In the ***Mailbox Number:*** field, enter the mailbox number, and press ***Return***. This mailbox number must match the telephone-extension number for the integration to work correctly.	. . .
3.	In the ***Mailbox Type:*** field, enter ***28*** and press ***Return***.	The remainder of the fields appear, as shown in Figure 8-27.
4.	Complete the critical fields listed in Table 8-16, then scroll down to the bottom of the screen. Refer to Volume II, Chapter 3 for more information about the other menu 8 fields.	The ***Press any key to continue.*** prompt appears.
5.	Press the ***SEND, Print Send***, or down-arrow key several times.	The ***Mailbox added. Press "Break" to return to option selection or enter mailbox number to add another mailbox.*** prompt appears on the screen.
6.	Press the ***Break*** key twice to return to the Main Menu.	The type 28 mailbox is added.

```
                          Menu 8 – Add Mailbox                OCTEL#1


Mailbox Number: 3243                  Mailbox Type: 28 – Extension Mailbox

Mailbox Name:                         Community No:         Group ID:
Department:                           Express Address:
Mailbox Mgr. Extension: 3243          Alias Address:
Attendant Destination:                Attendant Schedule:
Calling Group: 0                      After Hours Mailbox:
Class of Service: 1                   Int. Link Number: 1
Initial Password: 786253              Tel. Ans. Language 1: 1    2:     3:
Initial Entry Tutorial: Y             Mailbox VPMOD ID: OCTEL#1
Message Waiting Allowed: N
Mailbox Lang.: 1 – American Eng (Mar)
Destination Mailboxes: 1:        2:        3:        4:
          5:          6:        7:        8:        9:
```

Figure 8-27. Menu 8 for a Type 28 Mailbox, Showing Default Values.

Table 8-16. Menu 8 Fields That Apply to Type 28 Mailboxes.

Field	Possible Values	Comments
Class of Service:	1 through 63	To assign the class-of-service created, refer to the "Establishing Class of Service" section, page 8-65.
Mailbox Mgr. Extension:	Same as mailbox number	Enter the extension number of the telephone to which this mailbox and all associated mailboxes are linked.
Message Waiting Allowed:	***Y*** or ***N***	Enter ***Y*** to allow message waiting.
Destination Mailboxes: 1: 2: 3: 4: 5: 6: 7: 8: 9:	Existing mailbox number	In the nine fields, enter each mailbox number that shares the extension associated with this type 28 mailbox. You must create the voice-messaging mailboxes before you can enter their numbers in this field. The mailbox numbers entered in the ***Destination Mailboxes:*** fields must be type 0, 22, 51, 53, 54, or 60 mailboxes. When you enter a voice-messaging mailbox as a destination mailbox for an extension-mailbox application, the number automatically appears in the menu 9.1 ***Extension Mailbox:*** field for that voice-messaging mailbox. When you delete an associated mailbox from the server, it is removed automatically from the ***Destination Mailboxes:*** field. The order of the remaining associated mailboxes does not change. If you enter only one mailbox number in the ***Destination Mailboxes:*** fields, callers to an extension mailbox go directly to the called party's voice-messaging mailbox. Messages are left only in the voice-messaging mailbox. If you enter only one mailbox number in the ***Destination Mailboxes:*** field *and* the extension mailbox is added to a system or personal distribution list, messages sent to the distribution list are left only in the extension mailbox.

You must tell the subscribers who share the extension what their destination numbers are on the callers menu, if they will be accessing their personal mailboxes from the type 28 mailbox Main Menu.

Customizing the Type 28 Extension Mailbox

You can designate a mailbox manager or, if messages can be left in the type 28 mailbox, any of the sharing subscribers can initialize the group mailbox and customize it through the mailbox menus. Figure 8-28 shows the mailbox-management options for the type 28 mailbox.

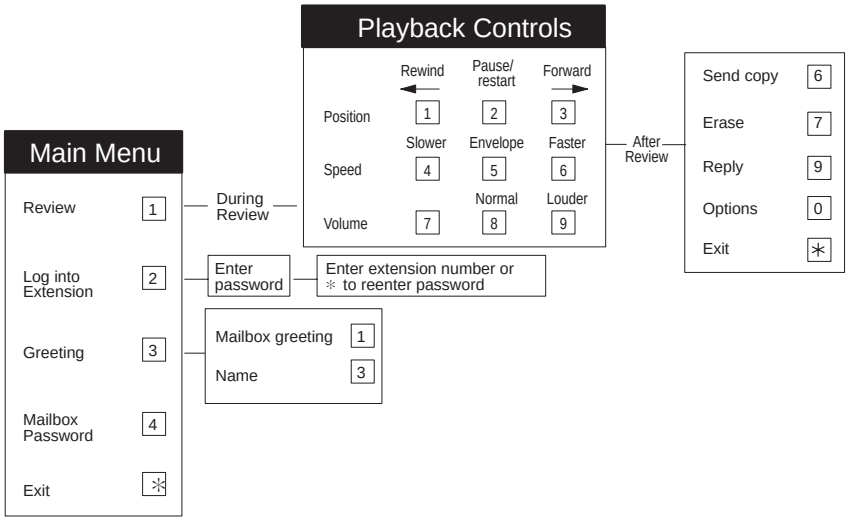


Figure 8-28. Type 28 Extension-Mailbox-Management Menus.

Customize the type 28 mailbox, as follows:

- ❑ Establish the extension-mailbox password.
- ❑ Record the extension-mailbox name.
- ❑ Record a group-mailbox greeting or leave the standard greeting.

Changing the Extension-Mailbox Password

The mailbox manager or any person sharing the application can access the type 28 mailbox for the first time by using the initial password entered in menu 8. Replace this temporary password with a permanent password. Make sure that the password is long enough to discourage illegal entry. To change the password, refer to Figure 8-28 and use the following key sequence:

4 > Enter new password > ***#***

All subscribers associated with this extension mailbox can share this password, if messages are allowed in the type 28 mailbox.

Recording the Extension-Mailbox Name

Refer to Figure 8-28 and use the following key sequence to record or change the mailbox name:

3 > ***3*** > Record name > ***#***

Recording the Extension-Mailbox Greeting

Record a personal greeting or use the standard greeting. If the standard greeting is selected, the server plays recorded names or mailbox numbers, and callers hear the following:

> "Your call has been forwarded to an automatic voice-message system. To leave a voice message for [recorded name or mailbox number], press one. To leave a voice message for [recorded name or mailbox number], press two. If you need assistance, press zero or simply stay on the line to leave a voice message."

If a personal greeting is recorded in the type 28 mailbox, the greeting should prompt callers to choose the subscribers sharing this extension in the order they were listed in the menu 8 ***Destination Mailboxes:*** fields. For example, if mailbox number 1011 belongs to Sally Smith and is the first mailbox listed in the ***Destination Mailboxes:*** field, then the greeting should tell the caller to press ***1*** for Sally Smith.

The multiple-greetings feature is not available for the type 28 mailbox.

Refer to Figure 8-28, and use the following key sequence and the mailbox prompts to record or change the type 28 mailbox greeting:

	#	accept greeting
3 > ***1*** > ***2*** >	⁎	rerecord greeting
	1	listen to greeting

Refer to Figure 8-28 and use the following key sequence and the mailbox prompts to delete the mailbox greeting:

3 > ***1*** > ***1*** > ⁎

Using the Extension Mailbox

An extension mailbox can be used to collect common messages for the shared extension. Subscribers who share this extension will need to know both the extension-mailbox password and their personal-mailbox passwords. There will be messages in the type 28 mailbox only if you set the menu 1.2 ***Disallow Leaving Messages in Extension Mailbox:*** field to ***N***. Refer to the "Setting Configuration Parameters" section, page 8-63, for details.

Accessing the Extension Mailbox

Subscribers who share the extension can access the extension mailbox to listen to their messages and hear whether there are new, unheard messages in the associated mailboxes. You must set message waiting to *Y* in the mailbox profile for this feature to work correctly. To access the extension mailbox to hear new messages, use the following key sequence:

> Enter extension-mailbox number > Enter password > ***1 1***

If there are new group messages, subscribers hear "You have [x] new messages." If messages are waiting for associated-mailbox members, subscribers hear a prompt similar to the following: "Extension one has new messages. Extension three has new messages." After this prompt, the server offers Main Menu options for the extension mailbox.

All normal playback controls are allowed in the extension mailbox while subscribers are reviewing messages. They can delete, skip, and forward messages.

Messages cannot be sent from or saved in the extension mailbox; however, they *can* be forwarded, if ***6*** is pressed at the end of the message. After recording an introduction and pressing ***#***, enter the group-mailbox number to send a copy to an associated personal mailbox. When prompted, enter the number of the person to whom the message should be sent, or use the dial-by-name feature.

The message-waiting indicator is turned on if the extension mailbox or any of the associated personal mailboxes has a new, unheard message. After all unheard messages for the extension mailbox and associated personal mailboxes have been heard, the message-waiting indicator is turned off.

Accessing Personal Mailboxes

Subscribers associated with a extension mailbox can access their personal mailboxes to initialize the mailbox, change the recorded name and personal greeting, send messages, and check messages using the following key sequence:

> Enter extension-mailbox number > Enter personal password > ***1 1***

Envelope information for messages sent from a subscriber with a shared extension to another subscriber plays the personal mailbox number of the sender.

Subscribers cannot redirect the routing or cancel a connection with an associated mailbox. Only you can perform these functions, from the SMT.

Delivering Message to an Extension Mailbox

To send a message to a subscriber with a shared extension, use the following key sequence:

2 > record message > **#** > enter destination
extension-mailbox number

Networked messages can be sent to the extension mailbox or to a member's personal mailbox using the direct network address or dial by name. Senders of networked messages do not hear the prompt to select the mailbox.

Accessing the Extension Mailbox as a Caller

Callers to the shared extension hear the extension-mailbox greeting (caller's menu), similar to the following:

> "To leave a voice message for Susan Green, press one; to leave a voice message for Bob Wood, press two; to leave a voice message for Jack Bean, press three; to leave a voice message for mailbox 5050, press pound."

Callers who select a particular subscriber are routed to that subscriber's mailbox, hear the subscriber's personal greeting, and can leave a message. If they press # or stay on the line, they can leave a message in the extension mailbox. If they press ***0***, the server transfers the call to the attendant extension noted in the type 28 mailbox profile, if an attendant is available.

Creating Monitored Mailboxes

The type 60 mailbox is an optional subscriber mailbox designed for applications for which several subscribers need access to the same mailbox. Type 60 mailboxes have the following characteristics:

- ❑ Access to the type 60 mailbox is shared by the subscribers and their manager or supervisor.
- ❑ The type 60 monitored mailbox restricts subscribers from changing their passwords because passwords cannot be changed from the mailbox Main Menu. You assign the mailbox password when you add the mailbox in menu 8.
- ❑ Octel Communications must approve the monitored-mailbox option before it can be enabled for a customer, because of the password-reset feature. Customers must sign a waiver indicating that the right to privacy of the subscriber will not be violated and that the subscriber will be informed.

Figure 8-29 shows menu 8 for a type 60 mailbox. Refer to Chapter 4 for procedures for completing each of the fields for this mailbox type. Refer to Volume II, Chapter 3 for descriptions of all the fields in menu 8.

```
                          Menu 8 – Add Mailbox                      OCTEL#1

Mailbox Number:               Mailbox Type: 60 – Monitored Mailbox
                              Application Mailbox:
Mailbox Name:                 Community No.:          Group ID:
Department:                   Express Address:
Subscriber's Extension:       Alias Address:
Attendant Destination:        Extension Mailbox:
Calling Group:                Attendant Schedule:
Class of Service:             After Hours Mailbox:
Initial Password:             Forwarding Destination Node:
Initial Entry Tutorial:       Forwarding Dest. Mailbox:
Initialize Outcalling:        Int. Link Number:
Init. Outcall No.:            Tel. Ans. Language  1: 1  2:   3:
Outcalling Auth. Code:        EMAIL Access:
Pager Type:                   Setup Information Service:
Caller Prompting:             Mailbox VPMOD ID: OCTEL#1
Message Waiting Allowed:      Fax Cover Sheet Type:
Mailbox Lang.:
Bulletins 1:          2:         3:          4:          5:
```

Figure 8-29. Menu 8 for a Type 60 Mailbox.

Managing External Applications

Several applications reside on the 500D Data Module, which is connected to the server through X.25 lines. You use two menus on the SMT to manage these external applications:

Use . . .	To . . .
Menu 17 – External Applications Management	Enable and disable information-processing phrase management. Add, modify, and delete applications that use the X.25 link between the server and the data module.
Menu 18 – X.25 Interface Management	Establish and maintain the physical interface between the server and the data module. Refer to the *Octel 500D Data-Module Service Manual* for additional information.

Figure 8-30 shows menu 17, and Figure 8-31 shows menu 18.

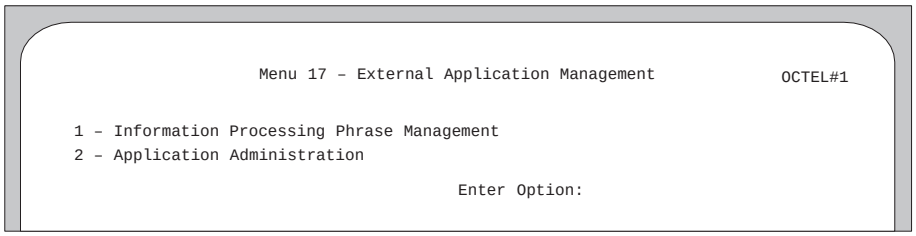


Figure 8-30. Menu 17– External Application Management.

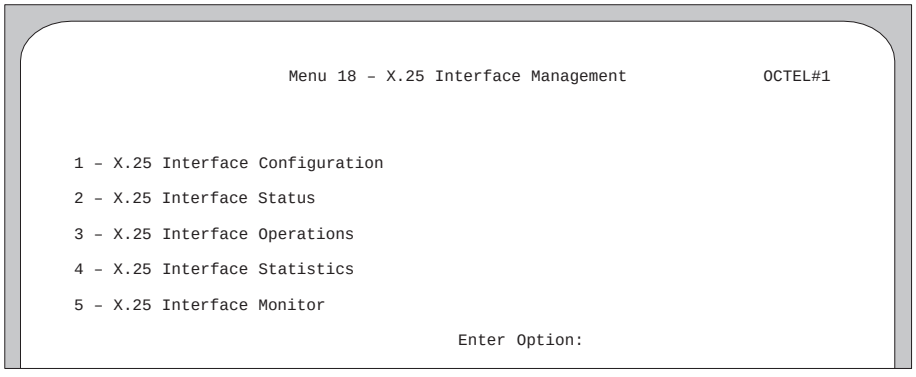


Figure 8-31. Menu 18 – X.25 Interface Management.

Establishing Information-Processing Phrase Management

Establish information-processing phrase management using menu 17.1. Use the following steps:

Step	Action	Result
1.	From the Main Menu, enter ***17***.	Menu 17 – External Application Management appears on the screen.
2.	From menu 17, select ***1 – Information Processing Phrase Management***	Menu 17.1 is displayed on the screen, as shown in Figure 8-32.
3.	Complete the fields, as described in Table 8-17.	Phrase management is enabled for the current day.

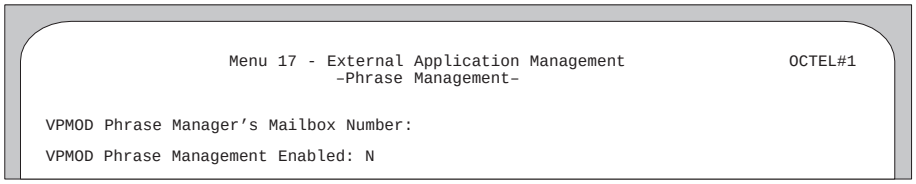


Figure 8-32. Menu 17.1 Phrase Management.

Table 8-17. Menu 17.1 Fields for Establishing Phrase Management.

Field	Possible Values	Comments
VPMOD Phrase Manager's Mailbox Number:	Established type 40 mailbox number	Enter the mailbox number of the type 40 mailbox to be used for recording and managing phrases for the FaxCall application. (For TransAct, type 40 mailboxes with an application ID of 249 or 250 automatically receive phrase-management privileges when you use the Recording utility in the data module.) You can enter and use only one mailbox at any given time as the phrase manager mailbox. However, you can change the entry at any time and designate another mailbox as the phrase-manager mailbox. This scheme allows several languages to be used for FaxCall or TransAct phrases. If a phrase-manager mailbox already exists, the menu 17.1 field displays the number for that mailbox. It is not necessary to change it, as the same mailbox can be used.
VPMOD Phrase Management Enabled***:***	Y or N	Enter a ***Y*** to enable phrase management. The default value of ***N*** always appears in the field if it was not set to ***Y*** during the current day. Phrase management is disabled automatically each day, at midnight, so the feature must be enabled daily. The phrase manager can extend the phrase-management privileges until midnight of the following day, by using the phrase-manager mailbox menus. To disable phrase management manually, enter ***N***.

Administering Applications in Menu 17.2

You administer applications from menu 17.2 and its submenus. Access menu 17.2 as follows:

Step	Action	Result
1.	From the Main Menu, select ***17***.	Menu 17 – External Application Management appears on the screen.
2.	From menu 17, select ***2 – Application Administration***.	Menu 17.2 is displayed on the screen, as shown in Figure 8-33.

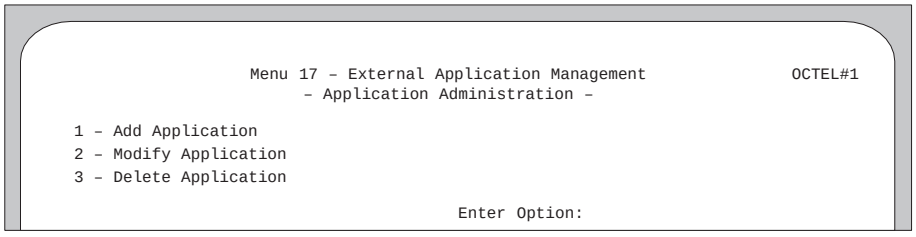


Figure 8-33. Menu 17.2, Application Administration.

Adding an Application

Use the following steps to access menu 17.2.1 and add an application:

Step	Action	Result
1.	From menu 17.2, select ***1 – Add Application.***	Menu 17.2.1 is displayed on the screen, with only the ***Application ID:*** field displayed.
2.	Enter a value from Table 8-18 in the ***Application ID:*** field.	The remaining fields appear, as shown in Figure 8-34.
3.	Complete the fields, as described in Table 8-18.	The application has been added.

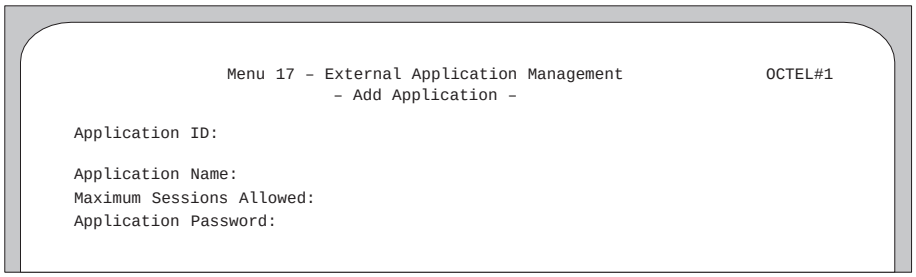


Figure 8-34. Menu 17.2.1, Add Application Screen.

Table 8-18. Menu 17.2.1 Fields for Adding an Application to the Server.

Field	Possible Values	Comments
Application ID:	100 (FaxCall) 255 (CSA) 251 or 252 (TransAct) 249 or 250 (TransAct, Record)	Enter the appropriate identification number for the application, and press ***Return***. Refer to the *TransAct Manual,* the *FaxCall Manual,* and the *CSA Manual* for details about application IDs.
Application Name:	Up to 20 characters	Further identify the application with a name.
Maximum Sessions Allowed:	1 through 32 (FaxCall) 1 through 8 (CSA) 1 through 32 (TransAct) 0 or 1 (TransAct, Record)	This number represents the number of simultaneous transactions that can occur for each established application. You *must* enter a number in this field. If you do not or if the number is too large, an error message appears. Correct the error before continuing. Make sure that the number for FaxCall or TransAct does not exceed ***32*** and that TransAct, Record is set to ***0*** or ***1***, even though valid entries are ***0*** through ***255***.
Application Password:	Up to 10 digits	The data-module manager uses this same password in the ADD A VOICE PROCESSING MODULE screen on the data module when establishing the server to use an application. Record the password or print the screen to ensure password consistency in both locations.

Modifying an Application

Access menu 17.2.2, and use the following steps to modify an application:

Step	Action	Result
1.	From menu 17.2, select 2 – Modify Application.	Menu 17.2.2 is displayed on the screen, with only the ***Application ID:*** field displayed.
2.	Enter the identification number for the application.	The remaining fields appear on the screen, showing entries that were previously established for that application in menu 17.2.1.
3.	Complete the fields as described in Table 8-18. Change entries by typing the new information over the old field entry. When the changes are complete, press ***Return***.	The ***Application modified.*** message appears at the bottom of the screen.

Deleting an Application

Access menu 17.2.3 to delete an application from the server. Perform the following steps:

Step	Action	Result
1.	From menu 17.2, select ***3 – Delete Application***.	Menu 17.2.3 is displayed on the screen, with only the ***Application ID:*** field displayed.
2.	Enter the identification number for the application to be deleted.	The ***Application Name*:** field appears, with the name of the application shown. The following prompt appears at the bottom of the screen: ***Enter "Y" to delete Application, enter "N" to cancel deletion:***
3.	Verify that the application to be deleted is the correct one.	. . .
4.	Enter ***Y*** to delete the application or ***N*** to cancel the deletion.	If you entered ***Y***, the message ***Application deleted.*** appears at the bottom of the screen. *This procedure deletes the application only from the server. The data-module manager must also delete the application from the data module.*

Managing the X.25 Interface

Manage the X.25 link through menu 18. Select option ***18*** from the Main Menu. Menu 18 – X.25 Interface Management appears on the screen, as shown in Figure 8-35. Descriptions of the Menu 18 options and procedures to manage the X.25 link interface are found in the *500D Data-Module Manual*.

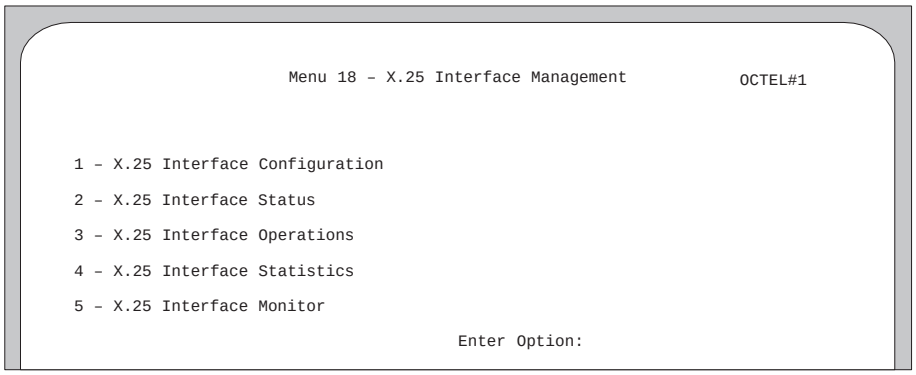


Figure 8-35. Menu 18 – X.25 Interface Management.

PowerCall Agent Access

The optional PowerCall Agent Access feature allows subscribers to visit an application.

When . . .	Then . . .
Subscribers press an application-access key from their own mailbox Main Menus	They can visit an application, if their mailboxes are configured for PowerCall Agent Access.
The subscribers complete their visits to the application	They are returned automatically to their mailbox Main Menus. They do not have to reenter their mailbox numbers or passwords.
You have set the class of service to allow subscriber selection of applications to visit	Subscribers can select the PowerCall Agent applications themselves.

Visiting Internal Applications

You can develop numerous PowerCall Agent Access applications on the server. These applications offer subscribers convenient access to information without requiring them to restart or exit their own mailboxes, thereby simplifying access to applications. Subscribers can visit various types of mailboxes.

If they visit . . .	Then . . .
An information-center mailbox (ICMB)	They can hear the information message(s) contained in the ICMB. If they are visiting a type 2 listen-and-reply ICMB, they can reply to messages sent by contributors and still be returned to their mailboxes. *PowerCall Agent Access ignores the caller's destination mailbox for an ICMB.* ICMB access passwords are still required for a PowerCall Agent Access visit. Refer to Volume II, Chapter 4 for details about an ICMB.
An OctelForms mailbox	They can access the forms mailbox directly or through the transcriber mailbox. They complete the questions in the form and are then returned to their mailbox Main Menus. Subscribers do not hear operator prompts for an OctelForms mailbox that is visited through PowerCall Agent Access. The ***Callers Destination Mailbox:*** field in menu 8 of the forms mailbox is ignored, and subscribers are returned to their mailbox Main Menus. Refer to Volume II, Chapter 7 for details about OctelForms.
A type 31 ECP mailbox	They hear a menu of up to nine options. Each single-digit menu option routes then to a specified mailbox or application on the server. To ensure that subscribers are returned to their mailbox Main Menus, these ECP applications destination can include *only* the following mailbox types: 1, 2, 3, 10, 11, 31, and 40. Refer to Volume II, Chapter 10 for details about ECP mailboxes.

Visiting External Applications

PowerCall Agent Access applications offer subscribers convenient access to external applications residing on the data module, without requiring the subscribers to restart or exit their own mailboxes.

If they visit . . .	Then . . .
TransAct	They can access database information during a voice-messaging session. Specific configurations are required in the TransAct application to return callers to their subscriber mailboxes at the end of their visits. Refer to the *TransAct Manual* for details.
FaxCall	They enter FaxCenter mailboxes on the server, listen to a series of customized prompts, and request that specific faxes be sent to them. These faxes can be sent immediately or, if the caller is not calling from a fax machine, the fax can be sent later, to a fax machine of the caller's choice. Refer to the *FaxCall Manual* for details.

Establishing Powercall Agent Access for Subscribers

Follow these steps to establish PowerCall Agent Access for subscribers:

1. Verify that the PowerCall Agent feature is available on your system. From the SMT main menu, enter ***13*** to select Menu 13 – System Maintenance.
2. Select ***7***, to display software features installed. If PowerCall Agent is enabled, a ***Y*** precedes the ***PowerCall Agent Access*** field in menu 13.7.
3. Design and establish the applications that subscribers can visit. Refer to the appropriate chapter in Volume III for the steps to create the desired applications.
4. The ***Application Access:*** field determines whether or not subscribers have access to external applications. It also determines who controls subscribers' access to various application mailboxes in subscribers' class of service. Set the ***Application Access:*** field to one of the following values:
   - ❑ ***0 – None.*** Leave the default of ***0*** for no application access.
   - ❑ ***1 – Sys. Mgr. Only.*** Subscriber access is allowed, only if you set or change the application mailbox that subscribers visit when they press ***6*** from their mailbox Main Menus.
   - ❑ ***2 – User/Sys. Mgr.*** Subscriber access is allowed. Both you and the subscribers can set or change the application mailboxes to visit. Subscribers establish or change the mailboxes through the Administrative Options submenu in their mailboxes.
5. In the ***Application Mailbox:*** field in menu 8 (or menu 9.1 for established mailboxes), enter the number of the mailbox that subscribers visit when they press ***6*** from their mailbox Main Menus. They are returned to their mailbox Main Menus at the end of the visit. The mailbox number must be a type 1, 2, 3, 10, 11, 29, 31, 33, or 40 mailbox. You can leave this field blank if subscribers are allowed to select the mailbox they visit.
6. Inform subscribers of their type of access and the available applications.

Configuring the Application Mailbox

Subscribers with the menu 7 ***Application Access:*** field set to ***2*** can establish or change their designated application mailbox. Refer to Figure 8-36 and the following sections to establish or change the application mailbox.

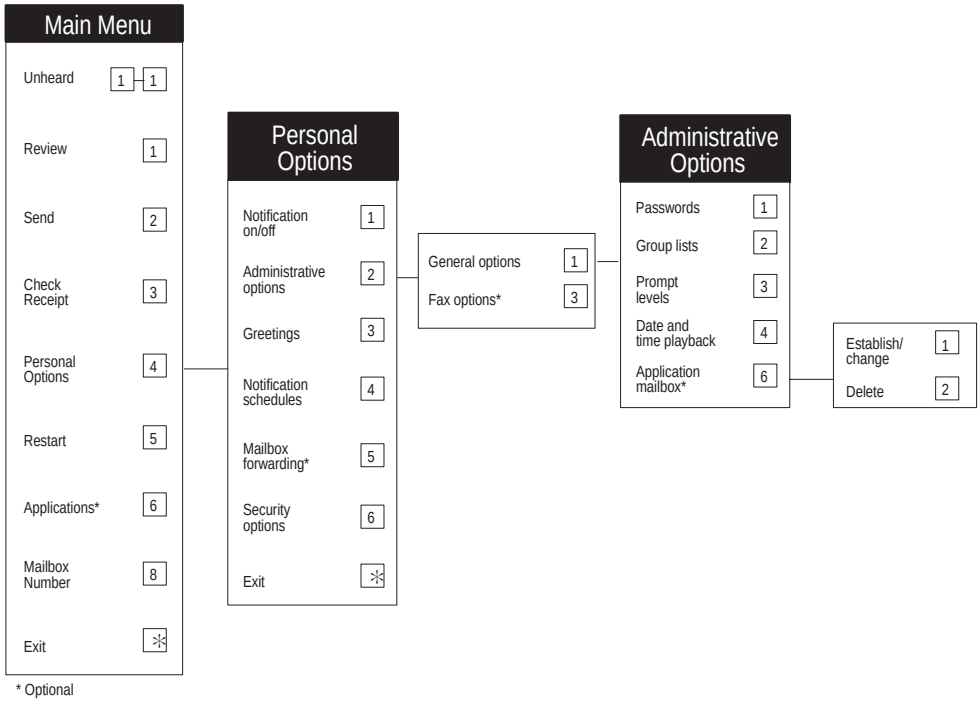


Figure 8-36. Mailbox Menus Showing Application-Mailbox Option in Administrative Options Submenu.

Establishing or Changing the Application Mailbox

To establish or change the application mailbox, refer to Figure 8-36 and follow these steps:

1. From the Main Menu, press ***4*** for personal options.
2. Press ***2*** for administrative options.
3. Press ***2*** for general options. (This step is required only if the subscriber also has FaxAgent enabled.)
4. Press ***6*** for the application mailbox.
5. The server plays the number of the current application mailbox, if established. To establish or change the application mailbox, press ***1***.
6. Enter the application mailbox number. Valid mailbox types are type 1, 2, and 3 ICMBs; type 10 and 11 OctelForms mailboxes; type 29 dial by name mailboxes; type 31 and 33 ECP mailboxes; and type 40 mailboxes for TransAct and FaxCall.

7. The server repeats the mailbox number entered. Press **#** to confirm the mailbox number entered, or press ⁎ to change the application mailbox number and return to step 6.
8. If you pressed **#**, the server returns to the Personal Options submenu. Press ⁎ twice to exit the mailbox.

The number of the application mailbox defined in the mailbox administrative options submenu automatically appears in the menu 9.1 ***Application Mailbox:*** field as it is changed or added.

Deleting the Application Mailbox

To delete the application mailbox, refer to Figure 8-36, and use the following key sequence:

4 > 2 > 1 > 6 > 2 > ⁎ ***>*** ⁎

When an application mailbox is deleted through the mailbox Administrative Options submenu, it is also deleted from the menu 9.1 ***Application Mailbox:*** field. If a subscriber deletes the application mailbox, another application mailbox can be accessed from the mailbox Main Menu when the subscriber presses ***6*** for applications.

TDD/TTY Support

Telecommunication Device for the Deaf/TeleType (TDD/TTY) as a mailbox language is supported in Aria 2.0. When this language is installed, hearing- and speech-impaired subscribers can use voice mail and messaging. They use a device to display text that is equivalent to voice prompts and to process messages.

A TDD has a keyboard and a display. Like a TeleType (TTY), a TDD receives Baudot tones sent to it over standard telephone lines, and it translates the tones into the corresponding characters for display. The TDD also generates and transmits Baudot tones for each character typed on its keyboard. (Octel does not supply TDDs.)

To communicate by telephone with someone who can speak and hear but does not have a TDD, a hearing- or speech-impaired person with a TDD works with a special operator who has a TDD and who serves as an “interpreter.” The text typed by the hearing-impaired person is transmitted as Baudot tones and displayed on the operator’s TDD; the operator then reads it aloud to the hearing/speaking person. The operator also types the hearing/speaking person’s speech for transmission to and display on the hearing-impaired person’s TDD. If both people in the call have TDDs, the TDDs are connected directly to each other during the call, without using an operator.

Messages in the form of Baudot tones can be stored in voice mailboxes and subsequently retrieved by hearing-impaired people for display on their TDDs. However, when they call the server, their hearing impairment can prevent them from hearing its voice prompts. To address this limitation, Aria 2.0 software supports Baudot tones as a new “language” that you establish in the subscriber’s mailbox profile. For this language, all phrases supported by Aria 2.0 are recorded in Baudot tones so that, when hearing-impaired subscribers reach their TDD/TTY mailboxes or a TDD/TTY application, they see the prompts on their TDD displays. No operator interaction is required to access the message server.

Use the following steps to establish TDD/TTY in mailboxes:

1. Enter the number for ***Ameri Eng (TDD/TTY)*** in the ***Mailbox Lang.:*** field in menu 8 or menu 9.1, to specify use of Baudot tones for the subscriber's mailbox profile. Enter the same number in the ***Tel. Ans. Language:*** field in menu 8 or menu 9.1 to prompt callers in Baudot tones. Refer to menu 13.10 for the correct number.

2. For subscribers who use TDDs, Octel recommends that you set the ***Caller Prompting:*** field in menu 8 or menu 9.1 to ***3 – None***. If this field were set to ***1*** or ***2***, any outside caller who uses a TDD would first read the subscriber's personal greeting, then a prompt that describes pressing various numbers; the caller would have to remember to stop typing on the TDD keyboard and enter those numbers as DTMF tones.

Some TDD/TTY devices use acoustic couplers that allow users to send DTMF tones by pressing keys on the standard telephone set. Other TDD/TTY devices have a special "tone" key that determines whether numbers pressed on the TDD keyboard are to be transmitted as part of text or as DTMF tones. Users of TDD/TTY mailboxes need to know that numbers in the body of a message must be typed as text, and numbers that are responses to server prompts must be sent as DTMF tones in "tone" (DTMF) mode. Users who do not have acoustic couplers might have difficulty using dial-by-name; they would need to determine and enter the DTMF tone digit that corresponds to each letter in the name.

Some prompts recorded in Baudot format for TDD/TTY users are worded slightly different from standard voice prompts, to clarify whether a number should be typed or entered as a DTMF tone. Also, speed and volume controls are not applicable for TDD/TTY users, so these prompts are not played.

Advise TDD/TTY users not to press the speed-control keys (***4*** and ***6***) as they review messages, because doing so could affect the baud rate setting on their TDD/TTY devices. If a user mistakenly presses one of the speed-control keys until the TDD display becomes unreadable, the user must press the reverse speed-control key the same number of times to make the display readable again.

Aria 2.0 software does *not* translate voice messages to text or text to voice. Hearing- and speech-impaired users still need assistance with voice messages recorded in their TDD/TTY mailboxes.

9

SETTING UP FAX MAIL PLUS

Overview

Fax Mail Plus™ is a software application that consists of the following features:

- **FaxAgent™.** Subscribers with type 0, 22, 51, or 60 mailboxes can receive and access both fax and voice messages in a single mailbox.
- **FaxBroadcast™.** FaxBroadcast uses a type 45 mailbox. The type 45 mailbox can be part of a personal-group or system distribution list and can be configured to print automatically to a designated fax-machine telephone number each time a message is received.
- **FaxStation™.** FaxStation also uses a type 45 mailbox. The type 45 mailbox collects faxes that the PBX forwards to the server from fax machines that are unavailable. The server then calls the telephone number defined as the primary fax-printing destination (typically the same fax machine that was previously busy) and delivers the fax.

Establishing FaxAgent in Subscriber Mailboxes

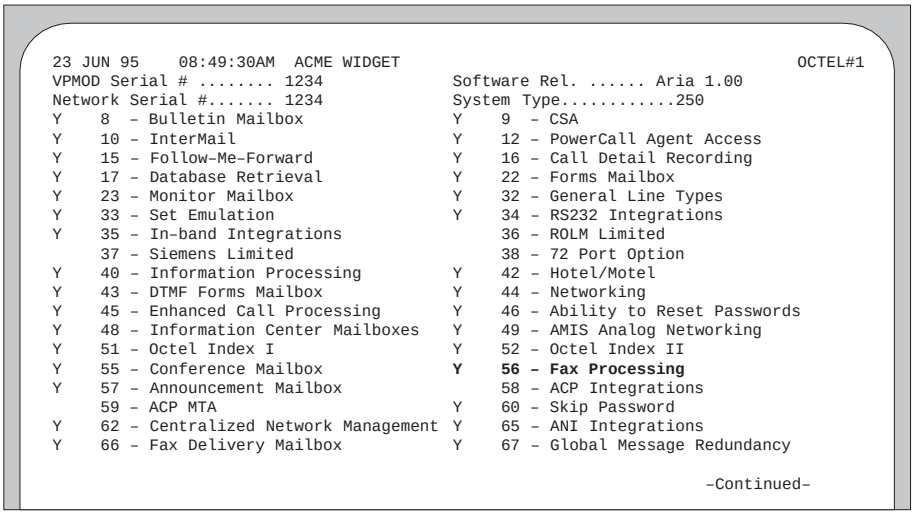
You must configure entries in specific menus on the SMT for FaxAgent to function correctly. Establishing FaxAgent requires five major steps, as follows:

Step	Action	Performed in . . .
1.	Verify that the FaxAgent software feature is installed.	Menu 13.7
2.	Establish subscriber class-of-service profiles.	Menu 7
3.	Enable the feature in subscriber mailboxes.	Menu 8 or 9
4.	Establish fax-printing parameters.	Menu 1.4
5.	Establish port assignments for fax printing.	Menu 4

Verifying That the Feature Is Enabled

For FaxAgent to function, make sure that option ***56 – Fax Processing*** is enabled. Do the following to verify that fax processing is enabled:

Step	Action	Result
1.	From the Main Menu, enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears.
2.	Select option ***7 – Display Software Features Installed***.	A screen similar to the one shown in Figure 9-1 appears.
3.	Verify that the 56 – Fax Processing, is preceded by a ***Y***.	. . .



```
23 JUN 95    08:49:30AM  ACME WIDGET                                    OCTEL#1
VPMOD Serial # ........ 1234            Software Rel. ...... Aria 1.00
Network Serial #....... 1234            System Type.............250
Y    8  – Bulletin Mailbox              Y    9  – CSA
Y    10 – InterMail                     Y    12 – PowerCall Agent Access
Y    15 – Follow–Me–Forward             Y    16 – Call Detail Recording
Y    17 – Database Retrieval            Y    22 – Forms Mailbox
Y    23 – Monitor Mailbox               Y    32 – General Line Types
Y    33 – Set Emulation                 Y    34 – RS232 Integrations
Y    35 – In–band Integrations               36 – ROLM Limited
     37 – Siemens Limited                    38 – 72 Port Option
Y    40 – Information Processing        Y    42 – Hotel/Motel
Y    43 – DTMF Forms Mailbox            Y    44 – Networking
Y    45 – Enhanced Call Processing      Y    46 – Ability to Reset Passwords
Y    48 – Information Center Mailboxes  Y    49 – AMIS Analog Networking
Y    51 – Octel Index I                 Y    52 – Octel Index II
Y    55 – Conference Mailbox            Y    56 – Fax Processing
Y    57 – Announcement Mailbox               58 – ACP Integrations
     59 – ACP MTA                       Y    60 – Skip Password
Y    62 – Centralized Network Management Y    65 – ANI Integrations
Y    66 – Fax Delivery Mailbox          Y    67 – Global Message Redundancy

                                                              –Continued–
```

Figure 9-1. Example of First Screen of Menu 13.7, Display of Software Features Installed.

Establishing Subscriber Class-of-Service Profiles

Use menu 7 to create fax-enabled classes of service. Assign these classes of service to subscriber mailboxes in menu 8. To create the class of service, follow these steps:

Step	Action	Result
1.	From the Main Menu, enter ***7,*** and press ***Return***.	Menu 7 **–** Class of Service Profile appears, with only the ***Class of Service:*** field displayed.
2.	Enter the class-of-service number, and press ***Return***.	The remaining fields on the first screen appear.
3.	Use the information in Chapter 2 to complete all fields, except for those listed in Table 9-1. Use Table 9-1 to complete the fields listed.	. . .
4.	Press the ***SEND***, ***Print Send***, or down-arrow key until the class of service is updated.	The ***Press any key to continue.*** prompt appears.
5.	Press the ***Break*** key twice to return to the Main Menu.	The fax-enabled class of service has been created.

Table 9-1. Menu 7 Fields Used for FaxAgent.

Field	Possible Values	Comments
Fax Messaging Code:	0 – No Access 1 – Compound Fax 2 – Simple Fax	Determines whether subscribers can receive faxes in their mailboxes. It also specifies whether callers can leave only a fax or will be offered the option of attaching a voice message, called an annotation, to the fax. The default ***0*** denies fax messaging. Enter ***1*** to allow compound fax messages (faxes with voice annotations) or ***2*** to allow simple fax messaging only (no voice annotations).
Max No. of Fax Pages:	0–250	Establishes the maximum number of pages that a subscriber can receive in a single fax message. Leave the default ***0*** for no fax access. Carefully consider the entry in this field. Selecting a large number for a large group of subscribers could affect overall message space and port-access time on the server. The number of fax pages that can be accepted in a single message also depends on the density of the text on each page and the resolution that is set on the sending fax machine. The maximum amount of storage for a single fax message is 5 megabytes.
Max Messages (total):	1–135	Fax messages are included in the count of the maximum number of messages allowed in a mailbox. Make sure to include both voice and fax messages in the total.
Type of Outcalling:	0 – Not Allowed 1 – On-Premise 2 – Local 3 – Long Distance A – Area Code Grp A B – Area Code Grp B C – Area Code Grp C D – Area Code Grp D E – Area Code Grp E F – Area Code Grp F	Controls where subscribers can receive an outcall. With FaxAgent, this field also controls where subscribers are allowed to print their faxes. Make sure that the entry in this field is compatible with the area codes to which subscribers in this class of service will want to print their faxes. The entry ***3 – Long Distance*** includes outcalls to international numbers for fax printing only.

Enabling the Feature in Subscriber Mailboxes

Use the ***Fax Cover Sheet Type:*** field in menus 8 and 9.1 for mailbox types 0, 22, 45, 51,and 60 to specify whether value-added text (VAT), a cover sheet only, or a cover sheet plus VAT is sent when fax messages are sent to a fax machine for printing.

VAT is information that is included at the top of each printed page of the fax. This information includes the fax ID number, the date and time the fax was printed, and the number of pages in the fax. The number of pages in the fax is printed in the format PAGE XXX OF YYY.

Cover sheets contain information that identifies the subscriber for whom the fax is intended. Refer to Volume II, Chapter 13 for a description of cover sheets.

Follow these steps to configure cover sheets for subscriber mailboxes:

Step	Action	Result
1.	From the Main Menu, enter ***8,*** and press ***Return***.	Menu 8 – Add Mailbox appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	In the ***Mailbox Number:*** field, enter the number for a new mailbox and press ***Return***. Do not start the mailbox number with a zero.	The default 0 – Voice Messaging appears in the ***Mailbox Type:*** field.
3.	In the ***Mailbox Type:*** field, change the entry to the desired mailbox type, and press ***Return***.	The rest of the fields for the specified mailbox type appear. Figure 9-2 shows menu 8 for a type 0 mailbox, with the ***Fax Cover Sheet Type:*** field highlighted.
4.	Refer to Table 9-2 for information about the ***Fax Cover Sheet Type:*** field. Complete the rest of the fields in menu 8 using the information in Volume II, Chapter 3, and press ***Return***.	The mailbox has been created.

```
                          Menu 8 – Add Mailbox                OCTEL#1

Mailbox Number:                   Mailbox Type: 0 – Voice Messaging
                                  Application Mailbox:
Mailbox Name:                     Community No:          Group ID:
Department:                       Express Address:
Subscriber's Extension:           Alias Address:
Attendant Destination:            Extension Mailbox:
Calling Group:                    Attendant Schedule:
Class of Service:                 After Hours Mailbox:
Initial Password:                 Forwarding Destination Node:
Initial Entry Tutorial:           Forwarding Dest. Mailbox:
Initialize Outcalling:            Int. Link Number:
Init. Outcall No.:                Tel. Ans. Language 1:     2:     3:
Outcalling Auth. Code:            EMAIL Access:
Pager Type:                       Setup Information Service:
Caller Prompting:                 Mailbox VPMOD ID: OCTEL#1
Message Waiting Allowed:          Fax Cover Sheet Type:
Mailbox Lang.:
Bulletins  1:          2:         3:          4:          5:
```

Figure 9-2. Menu 8 for a Type 0 Mailbox, With the Fax Cover Sheet Type: Field Highlighted.

Table 9-2. Values for the Fax Cover Sheet Type: Field.

Value	Comments
0 – None	Faxes are sent without a cover sheet; VAT is not printed on the fax.
1 – VAT Only	VAT is printed on the top of each page of the fax; faxes are sent without a cover sheet.
2 – Cover Sheet	A cover sheet is sent as the first page of the fax. VAT is not printed on the fax.
3 – Both	Both a cover sheet and VAT are sent with each fax that is printed.

Establishing Fax Printing Parameters

Use menu 1.4 to design cover sheets to accompany faxes printed by subscribers. Also use menu 1.4 to specify fax-printing retry parameters for the server at large and for each community on the server.

If . . .	Then . . .
A subscriber's mailbox is in a community	The subscriber receives a cover sheet with the logo of that community.
A mailbox is not assigned to a community	Community 0, the default community, is assigned for fax-printing purposes, and the subscriber receives a cover sheet with a logo for the server.

Menu 1.4 has three screens. The first two are used for FaxAgent; the third is used for FaxResponse. Refer to the "Configuring the First Screen of Menu 1.4" section, page 9-7, and the "Configuring the Second Screen of Menu 1.4" section, page 9-8, for descriptions of the procedures for the first two screens of menu 1.4. Refer to Chapter 10 for procedures for configuring the third screen of menu 1.4.

Configuring the First Screen of Menu 1.4

Follow these steps to create cover sheets:

Step	Action	Result
1.	From the Main Menu, enter ***1***.	Menu 1 – System Parameters appears.
2.	Select option ***4 – Community Fax Printing,*** and press ***Return***.	Menu 1,4, Community Fax Printing, appears, with only the ***Community Number:*** field displayed.
3.	Enter a valid community number, or enter ***0*** to create a logo for all mailboxes on the server at large). Valid community numbers are those that you created in menu 1.3.1. Press ***Return***.	The first page of menu 1.4 appears, as shown in Figure 9-3.
4.	Complete the fields on the first page of menu 1.4, as described in Table 9-3.	The fax cover sheet has been created and saved and is ready for use.
5.	Refer to the “Configuring the Second Screen of Menu 1.4” section, page 9-8, for procedures for specifying fax-printing retry parameters.	. . .

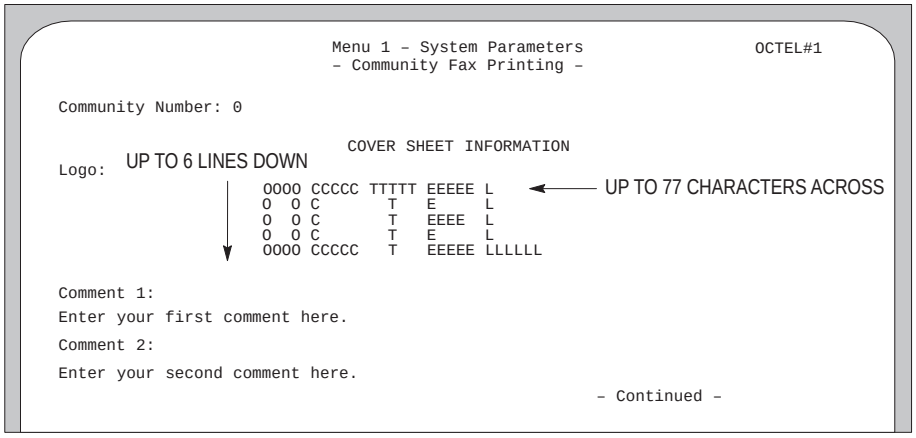


Figure 9-3. Example of Completed First Page of Menu 1.4, Community Fax Printing, Showing Cover-Sheet Information Fields.

Table 9-3. Fax Cover-Sheet Information Fields on the First Screen of Menu 1.4.

Field	Default Value	Possible Values	Comments
Community Number:	0	Valid community number, or ***0*** for the server at large	Entry must be ***0*** or a valid community.
Logo:	. . .	Up to 77 characters across and 6 lines down	Type each line across and then continue down to the next line by using the down-arrow key or pressing ***Return***. It might be useful to plot out the logo on graph paper first and then enter it, line by line, in the ***Logo:*** field.
Comment 1:	. . .	Single line, up to 76 characters	Field can be used to place advertising or community-specific information on the cover sheet of every fax that the subscriber prints.
Comment 2:	. . .	Single line, up to 76 characters	Field can be used to place advertising or community-specific information on the cover sheet of every fax that the subscriber prints.

The cover sheet is generated only if the subscriber who is printing the fax has a class of service that allows fax cover sheets. The server uses information from several menus when printing a cover sheet. The cover sheet also reflects data about the specific subscriber who is printing the fax. These elements are described in Volume II, Chapter 13.

Configuring the Second Screen of Menu 1.4

Certain situations prevent the server from successfully sending a document to a fax machine. Using the second page of menu 1.4, determine what action the server should take for urgent and normal fax messages, in each of the following situations:

- ***Busy.*** The telephone number is busy.
- ***No Ans.*** The telephone number is not answered.
- ***Nonfax Dv.*** The telephone number is answered by something other than a fax device (for example, a person or an answering machine).
- ***Print Fail.*** The fax machine fails to print the document.
- ***Oth.*** The call is unsuccessful for some other reason.
- ***Tot.*** The total number of times the server can attempt to deliver the fax, regardless of the reason.

Follow these steps to specify fax-printing retry parameters:

Step	Action	Result
1.	When all the desired cover-sheet information has been entered in the first page of menu 1.4, press ***Return*** or the down-arrow key until the second page of menu 1.4 appears.	Menu 1.4 appears, as shown in Figure 9-4.
2.	Refer to Figure 9-4 and Table 9-4 and complete the fields under ***A) Retry Parameters for Urgent Fax Messages*** and the ***B) Retry Parameters for Non-Urgent Fax Messages*** message-delivery retry schedules for each community allowed to print faxes. Several regulatory restrictions, described in Table 9-5, apply to message-delivery retry schedules.	. . .
3.	Press the ***SEND***, ***Print Send***, or down-arrow key until Menu 1 – System Parameters reappears. *Do not* make changes to the third screen of menu 1.4. The third screen is used only for FaxResponse. Refer to Chapter 10 for details.	The fax-printing parameters have been established.

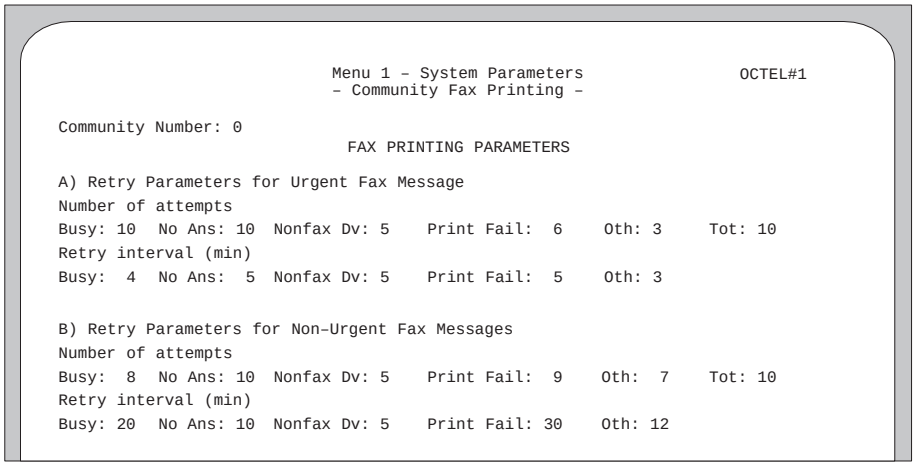


Figure 9-4. Example of Second Page of Menu 1.4, Community Fax Printing, Showing Fax-Printing-Parameters Fields.

Table 9-4. Fax Retry Parameters on the Second Screen of Menu 1.4.

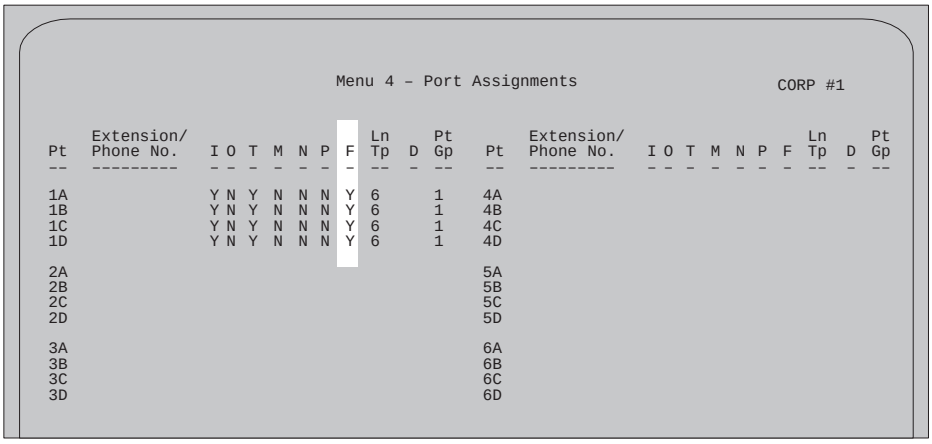
Field	Possible Values	Comments
Number of attempts Busy: No Ans.: Nonfax Dv.: Print Fail: Oth. Tot.:	1–15	The number of times the server should attempt to send a fax under each circumstance. Refer to Table 9-5 for restrictions.
Retry Interval (min) Busy: No Ans.: Nonfax Dv.: Print Fail: Oth. Tot.:	1–99	The amount of time, in minutes, that the server should wait between attempts to send a fax. Refer to Table 9-5 for restrictions.

Table 9-5. Message-Delivery Retry Restrictions.

Country	Message-Delivery Retry Restrictions
United States	The Federal Communications Commission (FCC) requires that the server attempt a call no more than 15 times.
United Kingdom	The British Approvals Board for Telecommunications (BABT) requires that, for up to 7 call attempts, the server can call no more than once every 3 minutes. For more than seven call attempts, the server can call no more than once every 11 minutes.

Establishing Port Assignments for Fax Printing

The ***F*** column in menu 4.1 is used to place outcalls for printing faxes. Figure 9-5 is an example of menu 4.1, with this column highlighted.



```
                          Menu 4 – Port Assignments                CORP #1

    Extension/                                  Ln    Pt      Extension/                                  Ln    Pt
Pt  Phone No.   I O T M N P F                   Tp  D Gp  Pt  Phone No.   I O T M N P F                   Tp  D Gp
--  ----------  - - - - - - -                   --  - --  --  ----------  - - - - - - -                   --  - --

1A              Y N Y N N N Y                   6     1   4A
1B              Y N Y N N N Y                   6     1   4B
1C              Y N Y N N N Y                   6     1   4C
1D              Y N Y N N N Y                   6     1   4D

2A                                                      5A
2B                                                      5B
2C                                                      5C
2D                                                      5D

3A                                                      6A
3B                                                      6B
3C                                                      6C
3D                                                      6D
```

Figure 9-5. Example of Menu 4.1, Port Assignments, With the "F" Column Highlighted.

Perform the following steps to allow outcalling for printing faxes:

Step	Action	Result
1.	From the Main Menu, enter ***4,*** and press ***Return***.	Menu 4 – Port Assignments appears.
2.	Select ***1 – Configure Ports,*** and press ***Return***.	Menu 4.1 appears (Figure 9-5).
3.	In the ***F*** column, enter ***Y*** for each port to be used to place outcalls to print fax messages. Enter ***N*** to disallow outcalls to fax machines from a specific port. (When subscribers call their mailboxes from fax machines, faxes can be printed from ports even if the ***F*** column is set to ***N***.)	. . .
4.	Enter ***Y*** in the ***I*** and ***T*** columns for each port. These must be enabled to allow the server to receive faxes. (The ***I*** column of some ports must be enabled to allow subscribers to print their faxes when calling directly from a fax machine.)	. . .

Establishing the Type 45 Mailbox for FaxAgent Applications

The type 45 mailbox and its applications are described in Volume II, Chapter 13. Follow these basic steps to create a type 45 mailbox:

Step	Action	For additional information . . .
1.	Establish a class of service.	Refer to the “Creating the Class of Service” section, page 9-13.
2.	Create the mailbox in menu 8 on the SMT.	Refer to the “Creating the Mailbox” section, page 9-14.
3.	Customize the mailbox from a touch-tone telephone, including initializing the mailbox and recording the greeting. Typically, the system manager acts as mailbox manager or assigns this task to another person.	Refer to the “Customizing the Type 45 Mailbox” section, page 9-15.

Table 9-6 shows the recommended settings for the type 45 mailbox applications.

Table 9-6. Recommended Settings for Type 45 Mailbox Applications.

Mailbox Application	Auto Print (Personal Options)	Auto Delete (Menu 8)	Cover Sheet (Menu 7)	VAT (Menu 7)
General Fax Message	Yes	No	No	Yes
FaxStation	Yes	Yes	No	Optional
Batching	Yes	Yes	No	No
Broadcast	Yes	Yes	Yes	No

Creating the Class of Service

Use menu 7 to create a class-of-service profile for the type 45 mailbox. Assign this class of service to the type 45 mailbox in menu 8. To create the class of service, follow these steps:

Step	Action	Result
1.	From the Main Menu, enter ***7,*** and press ***Return***.	The first screen of Menu 7 – Class of Service Profile appears, with only the ***Class of Service:*** field displayed.
2.	Enter the desired class-of-service number and press ***Return***.	The remaining fields on the first screen appear.
3.	Use the information in Chapter 2 to complete all fields except for those listed in Table 9-7. Use Table 9-7 to complete the fields listed.	. . .
4.	Press the ***SEND***, ***Print Send***, or down-arrow key until the class of service is updated.	The ***Press any key to continue.*** prompt appears.
5.	Press the ***Break*** key twice to return to the Main Menu.	The desired class of service has been created.

Table 9-7. Menu 7 Class-of-Service Parameters for Creating a Type 45 Mailbox.

Field	Possible Values	Comments
Max Message Length (min:sec):	0:15–30:00	Determines the length of a voice message. The entry in this field overrides the entry in the ***Max No. of Fax Pages:*** field if the number of pages being transmitted takes longer to receive than the amount of time allowed in the ***Max Message Length (min:sec):*** field. The number of pages that can be sent per minute varies, depending on the density of the text on each page and the resolution quality that is set on the sending fax machine. Enter a value that will allow sufficient time to transmit the allowed number of pages in a fax message.
Max Future Delivery Messages:	1–135	Number of future-delivery messages that can reside in a mailbox at one time. Subscribers can forward copies of fax messages to a type 45 mailbox. Make sure that the value you enter does not limit the type 45 mailbox's capability for receiving new messages.
Type of Outcalling:	Refer to Volume II, Chapter 3	Controls where subscribers can receive an outcall. With FaxAgent, also controls where subscribers are allowed to print faxes. Make sure that the value you enter is compatible with the area codes to which faxes will be printed.
Max. No. of Fax Pages:	0–250	Maximum number of pages for a single fax message. The default is ***0***.

Creating the Mailbox

Create type 45 mailboxes in menu 8, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***8,*** and press ***Return***.	Menu 8 – Add Mailbox appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	In the ***Mailbox Number:*** field, enter the number for a new mailbox, and press ***Return***. Do not start the mailbox number with a zero.	The default ***0 – Voice Messaging*** appears in the ***Mailbox Type:*** field.
3.	In the ***Mailbox Type:*** field, change the entry to ***45,*** and press ***Return***.	The rest of the fields for the type 45 mailbox appear, as shown in Figure 9-6.
4.	Complete the rest of the fields in menu 8, using the information in Table 9-8 and Volume II, Chapter 3. Press ***Return***.	The mailbox is created.

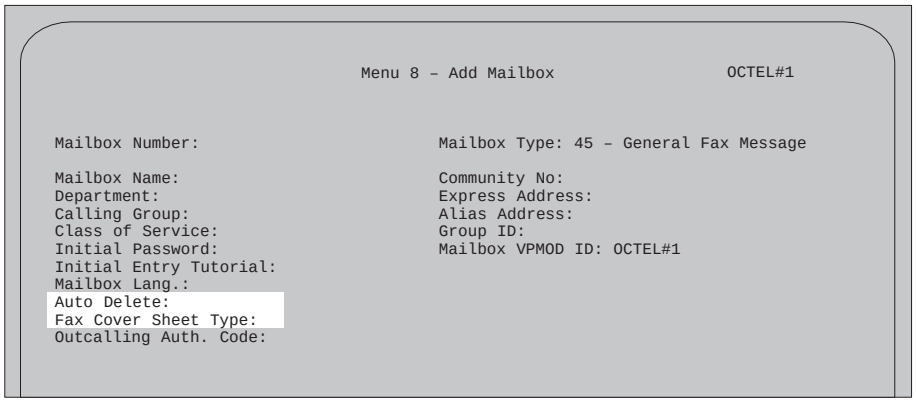


Figure 9-6. Menu 8 for a Type 45 Mailbox, With the Auto Delete: and Fax Cover Sheet Type: Fields Highlighted.

Table 9-8. Menu 8 Fields For Type 45 Mailboxes.

Field	Default	Possible Values	Comments
Auto Delete:	N	Y or N	Specifies whether faxes should be deleted automatically from the mailbox after they have been printed successfully. Enter **Y** to delete faxes automatically. Enter **N** if faxes should remain in the mailbox until the mailbox manager deletes them manually. For auto delete to function correctly, you must enable auto print in the mailbox Personal Options menu. If auto print is off, auto delete does not function.
Fax Cover Sheet Type:	0 – None	0 – None 1 – VAT 2 – Cover Sheet 3 – VAT and Cover Sheet	Specifies whether value-added text (VAT), a cover sheet only, or a cover sheet plus VAT is sent when fax messages are sent to a fax machine for printing. Refer to the "Enabling the Feature in Subscriber Mailboxes" section, page 9-5, for information about VAT.

Customizing the Type 45 Mailbox

Figure 9-7 shows the mailbox-manager options for the type 45 mailbox. These options, a primary fax-printing destination and automatic printing, are described in the following sections.

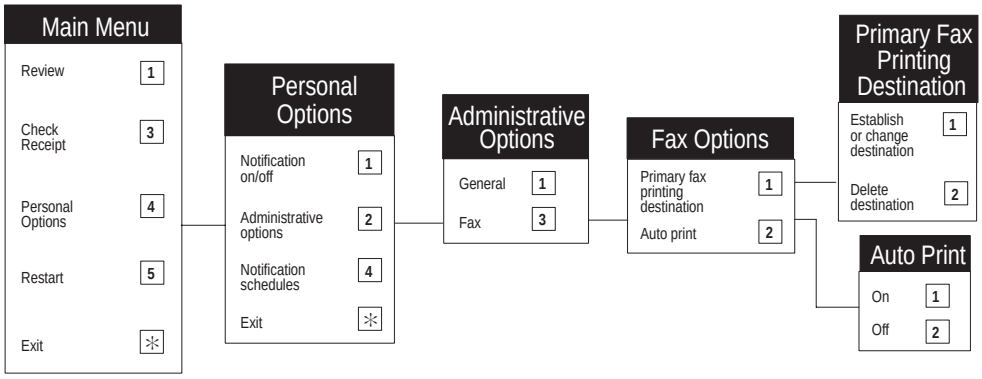


Figure 9-7. Type 45 Mailbox Main Menu.

Using the Primary Fax-Printing Destination With the Type 45 Mailbox

You can establish a primary fax-printing destination to provide a convenient means of having faxes printed to a selected fax machine. Only one type 45 mailbox per server can use a particular fax-machine telephone number as the primary fax-printing destination. To establish the primary fax-printing destination, refer to Figure 9-7 and use the following key sequence:

4 > 2 > 3 > 1 > Enter telephone number

To change the existing primary fax-printing destination, refer to Figure 9-7 and use the following key sequence:

4 > 2 > 3 > 1 > 1 > Enter telephone number

To delete the primary fax-printing destination, refer to Figure 9-7 and use the following key sequence:

4 > 2 > 3 > 1 > 2

Auto print is automatically disabled when the primary fax-printing destination is deleted.

Using Auto Print With the Type 45 Mailbox

You can use auto print to send faxes received in a type 45 mailbox directly to a fax machine for printing. Auto print functions *only* if the mailbox manager has established a primary fax-printing destination. For a description, refer to the "Using the Primary Fax-Printing Destination With the Type 45 Mailbox" section, page 9-16. To turn auto print on or off, refer to Figure 9-7 and use the following key sequence:

4 > 2 > 3 > 2 > 1 (to turn on)
2 (to turn off)

Reviewing Messages in a Type 45 Mailbox

The mailbox manager reviews messages in a type 45 mailbox in the same manner as in a voice-messaging mailbox. Refer to the *User Reference Manual* for details.

ESTABLISHING FAXRESPONSE 10

Overview

FaxResponse™ provides a fax-on-demand capability for the server. Using a combination of fax-delivery mailboxes, Enhanced Call Processing™ (ECP) mailboxes, and Information Center Mailboxes™ (ICMBs) that can accept fax documents, callers and subscribers can select from a prompted menu of faxes and receive those faxes at the fax machine telephone number they specify. The mailbox types required for building a FaxResponse application, are as follows:

- ❏ Type 1 ICMB that accepts faxes
- ❏ Type 7 fax-delivery mailbox
- ❏ Type 31, 32, or 33 ECP mailbox (optional)

You can use additional mailbox types in a FaxResponse application, depending on the application design.

Refer to Volume II, Chapter 14 for a description of FaxResponse.

Major Steps

The major steps required to establish a FaxResponse application are as follows:

1. Diagram and size the application (refer to the “Diagramming and Sizing the FaxResponse Application” section, page 10-2).
2. Verify that the required feature options are enabled (refer to the “Verifying That the Required Feature Options Are Enabled” section, page 10-2).
3. Create the ECP mailboxes, if required (refer to the “Creating the ECP Mailboxes for the Application” section, page 10-3).
4. Create and customize the type 7 mailbox (refer to the “Creating and Customizing the Type 7 Fax-Delivery Mailbox” section, page 10-3).
5. Create and customize the required number of type 1 fax ICMBs (refer to the “Creating and Customizing the Type 1 Fax ICMB” section, page 10-7).
6. Send faxes to the type 1 fax ICMBs, using the type 7 mailbox (refer to the “Sending Faxes to the Type 1 Fax ICMB” section, page 10-11).
7. Record the ECP mailbox greeting, and establish the caller’s menu (refer to the “Recording the ECP Mailbox Greeting and Establishing the Caller’s Menu” section, page 10-12).
8. Configure the outcall-blocking table (if desired) in menu 1.4 (refer to the “Configuring the Outcall-Blocking Table” section, page 10-12).
9. Test the application (refer to the “Testing the FaxResponse Application” section, page 10-17).

Diagramming and Sizing the FaxResponse Application

You can combine mailboxes into an application in many ways, depending on your organization’s requirements. Before establishing the application on the server, diagram the application on paper, so that you can see the relationships among the various mailbox types and ensure that the application leads callers through a logical, easy-to-follow call flow. Also use the diagram as a guide for creating and customizing mailboxes or for troubleshooting the application.

Adding FaxResponse applications to the server consumes user records, requires some disk space, and might increase port traffic. If you anticipate high traffic as a result of adding FaxResponse applications to the server, consult your Octel support representative to make sure your server’s current capacity can support the desired FaxResponse applications.

Verifying That the Required Feature Options Are Enabled

For FaxResponse to function, the Fax Delivery Mailbox, the Enhanced Call Processing, and the Information Center Mailbox feature options must be enabled.

Verify that the required feature options are enabled as, follows:

Step	Action	Result
1.	From the Main Menu, enter ***13***.	The first screen of menu 13 appears.
2.	Enter option ***7 – Display Software Features Installed***.	A screen similar to the one shown in Figure 10-1 appears.
3.	Verify that the ***45 – Enhanced Call Processing***, ***48 – Information Center Mailbox***, and ***66 – Fax Delivery Mailbox*** feature options are each preceded by a ***Y***.	If the feature options are not enabled, consult your Octel representative.

```
23 JUN 95    08:49:30AM  ACME WIDGET                                    OCTEL#1
VPMOD Serial # ........ 1234             Software Rel. ...... Aria 1.00
Network Serial #....... 1234             System Type.............250
Y    8  – Bulletin Mailbox               Y    9  – CSA
Y    10 – InterMail                      Y    12 – PowerCall Agent Access
Y    15 – Follow–Me–Forward              Y    16 – Call Detail Recording
Y    17 – Database Retrieval             Y    22 – Forms Mailbox
Y    23 – Monitor Mailbox                Y    32 – General Line Types
Y    33 – Set Emulation                  Y    34 – RS232 Integrations
Y    35 – In–band Integrations                36 – ROLM Limited
     37 – Siemens Limited                     38 – 72 Port Option
Y    40 – Information Processing         Y    42 – Hotel/Motel
Y    43 – DTMF Forms Mailbox             Y    44 – Networking
Y    45 – Enhanced Call Processing       Y    46 – Ability to Reset Passwords
Y    48 – Information Center Mailboxes   Y    49 – AMIS Analog Networking
Y    51 – Octel Index I                  Y    52 – Octel Index II
Y    55 – Conference Mailbox             Y    56 – Fax Processing
Y    57 – Announcement Mailbox                58 – ACP Integrations
     59 – ACP MTA                        Y    60 – Skip Password
Y    62 – Centralized Network Management Y    65 – ANI Integrations
Y    66 – Fax Delivery Mailbox           Y    67 – Global Message Redundancy

                                                              –Continued–
```

Figure 10-1. Menu 13.7, Display Software Features Installed, With the Options Required for FaxResponse Highlighted.

Creating the ECP Mailboxes for the Application

If you design a FaxResponse application that uses ECP mailboxes, create them first, so that you can enter the mailbox numbers in the menu 8 ***Callers Destination Mailbox:*** field for the type 1 and type 7 mailboxes. Refer to Volume II, Chapter 10 for descriptions of the various types of ECP mailboxes. Refer to Chapter 8 for procedures for creating ECP mailboxes.

Creating and Customizing the Type 7 Fax-Delivery Mailbox

You use the type 7 mailbox for two purposes: to contribute faxes to fax ICMBs and to deliver requested faxes to the fax machines specified by callers to the FaxResponse application. At least one type 7 mailbox is required for FaxResponse. Octel Communications recommends that you establish one type 7 mailbox for each FaxResponse application.

Creating a Class of Service for Fax-Delivery Mailboxes

Use menu 7 to create a class of service for fax-delivery mailboxes. Assign this class of service to the type 7 mailbox in menu 8. Create the class of service, as follows:

Step	Action	Result
1.	From the Main Menu, select option ***7 – Class of Service Profile***, and press ***Return***.	The first screen of menu 7 appears, with only the ***Class of Service:*** field displayed.
2.	Enter the class-of-service number and press ***Return***.	The remaining fields of menu 7 appear.
3.	Leave the default class-of-service values for all fields except the ***Type of Outcalling:*** field, which is used to control the destinations to which the type 7 mailbox delivers faxes. Use Table 10-1 to determine the value for the ***Type of Outcalling:*** field, and enter that value.	. . .
4.	Press the ***SEND***, ***Print Send***, or down-arrow key until the class of service is updated.	The ***Press any key to continue.*** prompt appears.
5.	Press the ***Break*** key twice to return to the Main Menu.	The class of service has been created.

Table 10-1. Values for the Type of Outcalling: Field in Menu 7.

Value	Definition
0 – Not Allowed	Callers cannot receive faxes from the mailbox. You should never use this option, because the application will not function correctly.
1 – On-Premise	Callers can receive faxes at local PBX or Centrex extensions only.
2 – Local	Callers can receive faxes at local PBX or Centrex extensions or at any 7-digit telephone number within the local area code.
3 – Long Distance	Callers can receive faxes at any 11-digit telephone number (1 plus area code and number) in the United States or 15-digit telephone number in other countries. Callers can also receive on-premise and local faxes.
A – Area Code Grp [A through F]	Callers can receive faxes at local PBX or Centrex extensions, at any telephone number within the local area code, or at any telephone number within the area codes specified in the ***Local Area Code Group [Letter]:*** fields in menu 5.

Creating the Type 7 Mailbox

Create the type 7 mailbox as follows:

Step	Action	Result
1.	From the Main Menu, enter ***8***, and press ***Return***.	Menu 8 – Add Mailbox appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	In the ***Mailbox Number:*** field, enter the number for a new mailbox, and press ***Return***. Do not start the mailbox number with a zero.	The default ***0 – Voice Messaging*** appears in the ***Mailbox Type:*** field.
3.	In the ***Mailbox Type:*** field, change the entry to ***7***, and press ***Return***.	The entry ***7 – Fax Delivery Mailbox*** and the rest of the fields for a type 7 mailbox appear, as shown in Figure 10-2.
4.	Complete the fields in menu 8 using the information in Table 10-2, and press ***Return***. Refer to Volume II, Chapter 3 for descriptions of the menu 8 fields.	The mailbox is created.
5.	Give the mailbox name and the initial password to the application owner. The application owner should follow the initial-entry tutorial to establish the permanent password and record a mailbox name. A personal greeting *should not* be recorded for the type 7 mailbox.	. . .

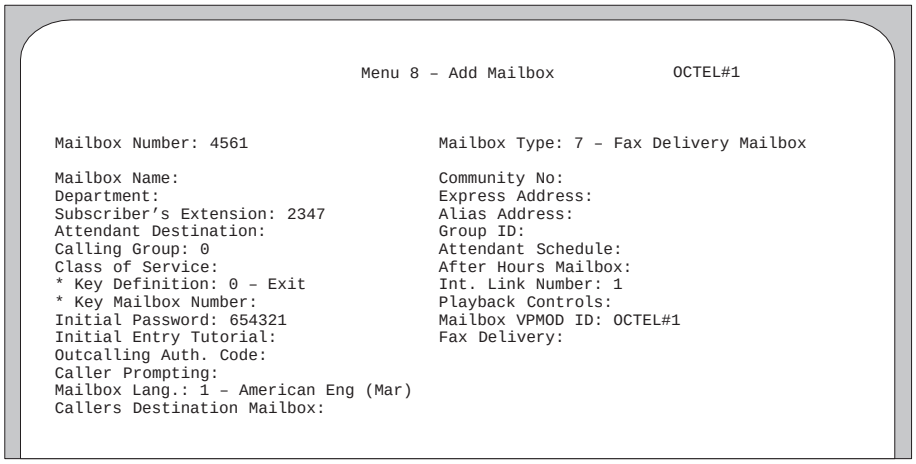


Figure 10-2. Menu 8 for a Type 7 Fax Delivery Mailbox.

Table 10-2. Defining the Type 7 Fax Delivery Mailbox.

Field	Possible Values	Comments
Calling Group:	0–999	If the ECP mailboxes in the application are in a calling group, the type 7 mailbox must be in the same calling group. Enter the calling group number if the mailbox is to be included in a specific calling group. The default is ***0 – No Call Restrictions***.
Class of Service:	1–64	Enter the number of the class of service created in menu 7.
⁎ Key Definition:	1 – Ignore	To avoid caller confusion and enhance application security, set this field to ***1 – Ignore*** so that callers, when in the fax ICMB, cannot access other mailboxes.
⁎ Key Mailbox Number:	. . .	Leave this field blank.
Caller Prompting:	2 – Limited/ None	Enter ***2 – Limited/None*** to suppress all caller prompting.
Callers Destination Mailbox:	Mailbox number or blank	Enter a mailbox number in this field to route callers to the destination specified in the application design. If this field remains blank, the server informs callers that their fax requests have been sent, then politely disconnects.
Playback Controls:	. . .	Do not use this field.
Fax Delivery:	0 – None 1 – Call Back Only 2 – Same Call Only 3 – Both	***0 – None.*** The mailbox is disabled so that it cannot deliver faxes to any destination. Use this option *only* to disable the mailbox temporarily. Because disabling the mailbox does not disable the application, callers could go through the entire application and become frustrated, when they are prompted at the end to try again later. ***1 – Call Back Only.*** Callers can access the FaxResponse application from their DTMF telephones, request faxes, and specify the fax machine to which the faxes are to be delivered. *The owner of the server pays the cost of transmitting faxes.* Faxes cannot be printed to a subscriber mailbox or overflow mailbox on the same server as the application.

Table 10-2. Defining the Type 7 Fax Delivery Mailbox (continued).

Field	Possible Values	Comments
		2 – Same Call Only. Callers must access the FaxResponse application from their fax machines. The application uses this connection to transmit the requested faxes. Faxes are delivered immediately. The caller pays the cost of delivery, unless the access number of the FaxResponse application is toll-free. If you select option ***2***, the initial greeting for the application should inform callers that they must place their calls from a fax machine. ***3 – Both.*** Callers can access the FaxResponse application from either their fax machines or their DTMF telephones. They are prompted to indicate whether they are calling from a fax machine. This option provides the most flexibility, because callers can decide how to access the application. Faxes cannot be printed to a subscriber mailbox or overflow mailbox on the same server.

Creating and Customizing the Type 1 Fax ICMB

A type 1 mailbox can function as either a voice ICMB or a fax ICMB. However, voice and fax messages *cannot* reside in the same type 1 mailbox. Once a fax message is sent to a type 1 mailbox from a type 7 mailbox, voice messages are not accepted. A fax ICMB contains faxes only; *voice annotations cannot be attached to a fax in the type 1 mailbox.* You can record a mailbox greeting that provides callers with a brief description of a fax selection.

The fax ICMB transmits only the faxes contained within the mailbox. If a cover sheet is to be sent with a fax, the cover sheet must be sent to the fax ICMB as part of the fax message or as a separate message in another fax ICMB. Refer to Chapter 8 for descriptions of how to create and customize the fax ICMB.

Creating a Class of Service for Fax ICMBs

Use menu 7 to create a class of service for fax ICMBs. Assign this class of service to the type 1 mailbox in menu 8. Create the class of service, as follows:

Step	Action	Result
1.	From the Main Menu, enter option ***7 – Class of Service Profile***, and press ***Return***.	The first screen of menu 7 appears, with only the ***Class of Service:*** field displayed.
2.	Enter the class-of-service number, and press ***Return***.	The remaining fields appear.
3.	Leave the default class-of-service values for all fields, except those listed in Table 10-3. Use Table 10-3 to enter those values.	. . .
4.	Press the ***SEND***, ***Print Send***, or down-arrow key until the class of service is updated.	The ***Press any key to continue.*** prompt appears.
5.	Press the ***Break*** key twice to return to the Main Menu.	The class of service is created.

Table 10-3. Important Class-of-Service Fields for Fax ICMBs.

Field	Possible Values	Comments
Max Messages (total):	1–135	Enter the number of fax messages that the mailbox can contain. A single fax message consists of all pages faxed to the mailbox as a single message. Consider this number carefully, because each time callers select this mailbox, they receive *all* the faxes contained in the mailbox. Typically, a type 1 mailbox contains only one or two faxes.
Days New Messages Kept:	1–365 or 999	If fax messages in the ICMB should not be deleted, enter ***999*** in this field. Otherwise, they are deleted automatically after the specified time (for example, 30 days).
Max No. of Group Lists:	0–15	The entry in this field must be at least ***1*** so that a mailbox contributor list can be established.

The ***Fax Messaging Code:*** and ***Max No. of Fax Pages:*** fields do not apply.

Creating the Type 1 Fax ICMB

Create the type 1 mailbox, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***8***, and press ***Return***.	Menu 8 – Add Mailbox appears, with only the ***Mailbox Number:*** and ***Mailbox Type:*** fields displayed.
2.	In the ***Mailbox Number:*** field, enter the number for a new mailbox, and press ***Return***. Do not start the mailbox number with a zero.	The default 0 – Voice Messaging appears in the ***Mailbox Type:*** field.
3.	In the ***Mailbox Type:*** field, change the entry to ***1***, and press ***Return***.	The entry ***1 – Listen Only*** and the rest of the fields for a type 1 mailbox appear.
4.	Complete the fields in menu 8, using the information in Table 10-4, and press ***Return***. Refer to Volume II, Chapter 3 for descriptions of the menu 8 fields.	The type 1 mailbox has been created.
5.	Give the mailbox name and the initial password to the application owner. The application owner should follow the initial-entry tutorial to establish the permanent password and record a mailbox name. A personal greeting *should not* be recorded for the type 1 mailbox.	. . .

Table 10-4. Defining the Type 1 Fax ICMB.

Field	Possible Values	Comments
Calling Group:	0–999	If the ECP mailboxes in the application are in a calling group, the type 1 mailbox must be in the same calling group. Enter the calling-group number if the mailbox is to be included in a specific calling group. The default is ***0 – No Call Restrictions***.
Class of Service:	1–64	Enter the number of the class of service created in menu 7.
⁎ Key Definition:	1 – Ignore	To avoid caller confusion and enhance application security, set this field to ***1 – Ignore*** so that callers, when in the fax ICMB, cannot access other mailboxes.
⁎ Key Mailbox Number:	. . .	Leave this field blank.
Caller Prompting:	2 – Limited/ None	Enter ***2 – Limited/None*** to suppress all caller prompting.
Callers Destination Mailbox:	Mailbox number or blank	Enter a mailbox number in this field to route callers to the destination specified in the application design. If this field remains blank, the server informs callers that their fax requests have been sent, then politely disconnects.
Playback Controls:	. . .	Do not use this field.

Customizing the Type 1 Fax ICMB

Use the following major steps to customize the type 1 fax ICMB. Refer to Chapter 8 for detailed instructions.

1. Initialize the mailbox, as follows:
   a. Establish a permanent password.
   b. Establish an optional access password.
   c. Record the mailbox name.
2. Record the mailbox greeting. The greeting should provide the caller with an acknowledgment and a description of the fax selected; for example,

   "You have selected sales information about the Octel Overture 250. This is a five-page fax."

   This mailbox greeting is the only confirmation that the caller receives when selecting faxes. Refer to Chapter 8 for details about creating the mailbox greeting.
3. Establish the contributor list. A contributor list consists of only those type 7 fax-delivery mailboxes authorized to contribute faxes to the fax ICMBs. If no contributor list is established, any type 7 mailbox from any FaxResponse application (perhaps managed by a different application manager) can be used to contribute faxes to the fax ICMBs. You must create the type 7 mailboxes before you can enter them in the contributor list.

Sending Faxes to the Type 1 Fax ICMB

Use the type 7 mailbox to send faxes to the type 1 fax ICMBs. If a contributor list was established for the destination type 1 fax ICMB, the type 7 mailbox must be part of that contributor list. If multiple type 7 mailboxes are used to send faxes, you must add each one to the correct contributor list for each type 1 fax ICMB.

When sending faxes, it is important to include a cover sheet for the application. In FaxResponse applications, cover sheets are not automatically generated by the server. Include a cover sheet that describes the contents of the fax or application. Although it will not contain information about the recipient, you can use the cover sheet to assist in identifying the recipient of the requested fax.

Cover sheets can be sent to a fax ICMB that contains other fax messages, or you can design a FaxResponse application to route callers through a fax ICMB containing only a cover sheet, then through the applications, and as a last destination before printing faxes, to another fax ICMB containing a feedback form.

Each document can be sent to the fax ICMB as a separate fax. Sending faxes separately to the same mailbox is convenient when the faxes in the mailbox change frequently. However, care must be taken to ensure that duplicate faxes are not entered in the application. *All faxes in the type 1 fax ICMB are delivered to callers each time they access the type 1 fax ICMB.*

Send faxes to the type 1 fax ICMB, as follows:

Step	Action	Result
1.	From a fax machine, access the type 7 mailbox, using the mailbox password.	. . .
2.	From the mailbox Main Menu, press ***3*** to send a fax.	. . .
3.	Enter the mailbox number of the destination fax ICMB.	The server repeats the mailbox number or recorded name for confirmation. If the destination fax ICMB has a mailbox contributor list, the type 7 mailbox must be part of that contributor list or faxes will not be accepted.
4.	Press ***1*** to send the fax with normal deliver or ***2*** to send the fax with urgent delivery.	. . .
5.	Place the document in the feeder of the fax machine, then press the ***Start*** key. The fax machine transmits the document to the type 1 fax ICMB.	The server prompts you that the fax has been sent and returns you to the mailbox Main Menu. (This prompt is heard only if the speaker of the fax-machine is active or if the handset is lifted off-hook.)
6.	To send another fax, repeat steps 2 through 5. To exit the mailbox, press ⁎.	. . .

Recording the ECP Mailbox Greeting and Establishing the Caller's Menu

After you create and customize the type 1 and type 7 mailboxes, establish the ECP mailbox greetings and caller's menus. Refer to Chapter 8 for the procedure for recording ECP mailbox greetings. If the fax-delivery mailbox associated with this application allows ***SameCall delivery only*** (option 2), the initial greeting for the application should inform callers that they must place their calls from a fax machine.

Refer to Chapter 8 for procedures to establish the ECP mailbox caller's menu.

Configuring the Outcall-Blocking Table

You can establish one optional, outcall-blocking table for the server at large and one for each community on the server. Include telephone numbers from which to accept or block FaxResponse printing outcalls. If an outcall-blocking table is not activated for a community, all outcalls for FaxResponse printing are allowed. If all outcalls for FaxResponse printing are allowed, telephone charges could be affected.

An outcall-blocking table lists leading digits of telephone numbers to which outcalls are either placed or blocked. The list cannot combine accepted and blocked leading digits. Each outcall-blocking table can contain up to 30 entries.

Configure the outcall-blocking table, as follows:

Step	Action	Result
1.	From the Main Menu enter ***1.***	Menu 1, System Parameters appears.
2.	Select option ***4 – Community Fax Printing***, and press ***Return***.	Menu 1.4, Community Fax Printing appears with only the ***Community Number:*** field displayed.
3.	Enter a valid community number or enter ***0*** to create an outcall-blocking table for all mailboxes not in a community (mailboxes on the server at large). Valid community numbers are those that you created in menu 1.3.1. Press ***Return***.	The remaining fields of the first screen of menu 1.4 appears.
4.	Press the down-arrow or ***Print/Send*** key, and scroll through the first two screens of menu 1.4 until the outcall-blocking table appears, as shown in Figure 10-3.	. . .

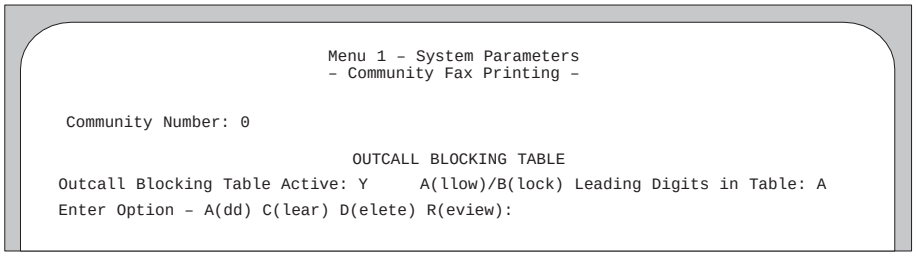


Figure 10-3. Third Screen of Menu 1.4, Showing the Outcall Blocking Table.

You have four options for configuring the outcall-blocking table:

- ❑ Allow all outcalls for FaxResponse printing (refer to the “Allowing All Outcalls for FaxResponse Printing” section, page 10-14).
- ❑ Allow outcalls for FaxResponse printing to specific numbers (refer to the “Allowing Outcalls to Specific Numbers for FaxResponse Printing” section, page 10-14).
- ❑ Block all outcalls for FaxResponse printing (refer to the “Blocking All Outcalls for FaxResponse Printing” section, page 10-15).
- ❑ Block outcalls for FaxResponse printing to specific numbers (refer to the “Blocking Outcalls to Specific Numbers for FaxResponse Printing” section, page 10-15).

Allowing All Outcalls for FaxResponse Printing

Refer to Figure 10-3 and follow these steps on the third screen of menu 1.4 to allow all outcalls for FaxResponse printing:

Step	Action	Result
1.	Enter ***Y*** in the ***Outcall Blocking Table Active:*** field, and press ***Return***.	The ***A(llow)/B(lock) Leading Digits in Table:*** field appears.
2.	Enter ***B***, and press ***Return***.	The ***Enter option – A(dd) C(lear) D(elete) R(eview):*** field appears.
3.	Press ***Return*** without entering any numbers.	All outcalls are allowed. (Leaving the outcall-blocking table blank means that all outcalls are allowed.)

Allowing Outcalls to Specific Numbers for FaxResponse Printing

Refer to Figure 10-3 and follow these steps to allow outcalls to specific numbers for FaxResponse printing:

Step	Action	Result
1.	Enter ***Y*** in the ***Outcall Blocking Table Active:*** field, and press ***Return***.	The ***A(llow)/B(lock) Leading Digits in Table:*** field appears.
2.	Enter ***A***, and press ***Return***.	The ***Enter option – A(dd) C(lear) D(elete) R(eview):*** field appears.
3.	Enter ***A***, and press ***Return***.	The ***Add the Leading Digits of a Phone Number To Which Faxes Will Be Allowed:*** field appears.
4.	Enter the leading digit or digits of the first telephone number for which fax-printing outcalls will be allowed, and press ***Return***. The leading digits can be a country code, area code, or any other leading digits required for the outcall. You can enter up to 15 digits.	After the number has been entered, the screen displays the prompt ***[number] added. Enter another number to be added or press "Return" to return to option selection.***
5.	Enter the next number to be added. When finished, press ***Return*** to exit.	. . .

Blocking All Outcalls for FaxResponse Printing

Refer to Figure 10-3 and follow these steps to block all outcalls for FaxResponse printing:

Step	Action	Result
1.	Enter ***Y*** in the ***Outcall Blocking Table Active:*** field, and press ***Return***.	The ***A(llow)/B(lock) Leading Digits in Table:*** field appears.
2.	Enter ***A***, and press ***Return***.	The ***Enter option – A(dd) C(lear) D(elete) R(eview):*** field appears.
3.	Press ***Return*** without entering any numbers into the blocking table.	All outcalls are blocked. (Leaving the outcall-blocking table blank means that all outcalls are blocked.)

Blocking Outcalls to Specific Numbers for FaxResponse Printing

Refer to Figure 10-3 and follow these steps to block outcalls to specific numbers for FaxResponse printing:

Step	Action	Result
1.	Enter ***Y*** in the ***Outcall Blocking Table Active:*** field, and press ***Return***.	The ***A(llow)/B(lock) Leading Digits in Table:*** field appears.
2.	Enter ***B***, and press ***Return***.	The ***Enter option – A(dd) C(lear) D(elete) R(eview):*** field appears.
3.	Enter ***A***, and press ***Return***.	The ***Add the Leading Digits of a Phone Number To Which Faxes Will Be Allowed:*** field appears.
4.	Enter the leading digit or digits of the first telephone number for which fax-printing outcalls will be blocked, and press ***Return***. The leading digits can be a country code, area code, or any other leading digits required for blocking the outcall. You can enter up to 15 digits.	The screen displays the prompt ***[number] added. Enter another number to be added or press "Return" to return to option selection.***
5.	Enter the next number to be added. When finished, press ***Return*** to exit.	. . .

Administering the Outcall-Blocking Table

After you have created the outcall-blocking table, refer to the "Clearing an Outcall-Blocking Table of All Numbers" section, page 10-16, through the "Reviewing the Numbers in the Outcall-Blocking Table" section, page 10-17, and use those procedures to clear the outcall-blocking table, delete individual numbers, and review the list.

Clearing an Outcall-Blocking Table of All Numbers

Refer to Figure 10-3 and follow these steps to clear an outcall-blocking table of all numbers:

Step	Action	Result
1.	Move the cursor down the screen, past the ***Outcall Blocking Table Active:*** field and the ***A(llow)/B(lock) Leading Digits in Table:*** field.	The ***Enter option – A(dd) C(lear) D(elete) R(eview):*** field appears.
2.	Enter ***C***, and press ***Return***. The C(lear) option deletes all entries. Do not use the C(lear) option to edit the outcall-blocking table; use the D(elete) and A(dd) options.	The ***Enter "Y" to confirm deletion of all entries from the Outcall Blocking Table. Enter "N" to cancel clear.*** prompt appears.
3.	Enter ***Y***, and press ***Return***.	The outcall-blocking table is cleared.

Deleting a Number From the Outcall-Blocking Table

Refer to Figure 10-3 and follow these steps to delete a number from the outcall-blocking table:

Step	Action	Result
1.	Move the cursor down the screen, past the ***Outcall Blocking Table Active:*** field and the ***A(llow)/B(lock) Leading Digits in Table:*** field.	The ***Enter option – A(dd) C(lear) D(elete) R(eview):*** field appears.
2.	Enter ***D***, and press ***Return***.	The ***Delete Leading Digits from the Outcall Blocking Table:*** field appears.
3.	Enter the number to be deleted, and press ***Return***. The number must match a number in the table.	The screen displays the prompt ***[number] deleted. Enter another number to be deleted or press "Return" to return to option selection***.
4.	Enter the next number to be deleted. When finished, press ***Return*** to exit.	. . .

Reviewing the Numbers in the Outcall-Blocking Table

Refer to Figure 10-3 and follow these steps to review the numbers in the outcall-blocking table:

Step	Action	Result
1.	Move the cursor down the screen, past the ***Outcall Blocking Table Active:*** field and the ***A(llow)/B(lock) Leading Digits in Table:*** field.	The ***Enter option – A(dd) C(lear) D(elete) R(eview):*** field appears.
2.	Enter ***R***, and press ***Return***.	The screen displays the numbers in the outcall-blocking table.
3.	If a printout of the list is needed, press ***P***. When finished printing, press ***Return*** to exit.	. . .

Testing the FaxResponse Application

Before making FaxResponse available to subscribers and outside callers, test all application options. Verify that the application has the following:

- ❑ All options for the ECP caller's menus point to the correct mailboxes.
- ❑ No loops occur in which callers could get stuck.
- ❑ All mailbox greetings are clear, informative, and descriptive.
- ❑ All of the options lead somewhere. (There are no "dead ends".)
- ❑ The application is designed so that callers exit gracefully.
- ❑ The correct faxes are delivered from each fax ICMB.
- ❑ The outcall-blocking table functions as intended.
- ❑ The same-call and call-back options are configured correctly.

TROUBLESHOOTING AND MAINTENANCE 11

Overview

Octel provides a number of features that can assist you in troubleshooting and maintaining the server. This chapter describes the following features and provides procedures for using them:

- ❑ Disk monitoring (menu 12)
- ❑ System maintenance (menu 13)
- ❑ Status log and status codes
- ❑ Port-testing utility
- ❑ Network diagnostic messages
- ❑ Reports
- ❑ System backup

Monitoring Disk-Storage Space in Menu 12

Use menu 12 for the following functions:

- ❑ Manage the storage space of the disk drives installed on the server.
- ❑ Monitor disk condition and capacities.

Access menu 12 for disk-management information, as follows:

Step	Action	Result
1.	Log onto the system manager terminal (SMT).	The Main Menu appears.
2.	Enter ***12***, and press ***Return***.	Menu 12 – Disk Management appears. Figure 11-1 shows menu 12 for the Octel Overture™ 250. Figure 11-2 shows menu 12 for the Octel Overture 350.

```
                          Menu 12 – Disk Management                    OCTEL#1

Number of Disks:
   Installed:   1
   Running:   1

Message Space (Hours):
   Installed: 6:12:36
   Authorized: 65535
   Free: 6:11:14
   Percent Free: 99%

 Press any key to return to Main Menu:
```

Figure 11-1. Example of Menu 12 – Disk Management for an Octel Overture 250.

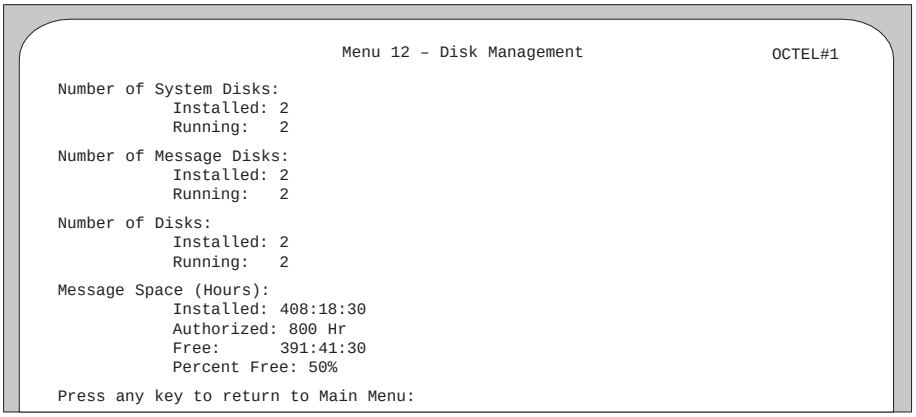


Figure 11-2. Example of Menu 12 – Disk Management for an Octel Overture 350.

Menu 12 differs for the Octel Overture 250 and Octel Overture 350, because the hardware architectures are different. Menu 12 for the Octel Overture 250 displays the number of system disks installed and running. Message and system disks are not distinguished, because system disks are used to store messages.

The fields in menu 12 also display information about the capacity of message-storage hours. The number of message hours can be set in the software and authorized in increments, independent of the hardware. Refer to Table 11-1 for the Octel Overture 250 or Table 11-2 for the Octel Overture 350, and use the following information to determine whether you require additional authorized message hours:

Table 11-1. Menu 12 Fields for the Octel Overture 250.

Field/Message	Comments
Number of Disks:	
Installed:	The number of disk drives installed in the server.
Running:	The number of disk drives running in the server.
Message Space (Hours):	
Installed:	The number of hours of message space installed.
Authorized:	The number of hours of message space authorized.
Free:	The number of hours of available message space. This field entry is the authorized message space minus the used message space. If the authorized message space is greater than the installed capacity, then this field is equal to the installed capacity minus the used message space. When you order message-storage hours before the drive is installed, the number of authorized message-storage hours can be greater than the number of message-storage hours allowed by the hardware. In this case, free message space is calculated from the number of drives that are physically installed.
Percent free:	The percentage of available message space.
THIS SYSTEM HAS REDUNDANT MESSAGE DRIVES	This message appears only on servers that have Global Message Redundancy (GMR) installed. If your server has GMR installed and this field does not appear, contact the Octel Customer Services Center or your Octel distributor for assistance.

Table 11-2. Menu 12 Fields for the Octel Overture 350.

Field/Message	Comments
Number of System Disks:	
Installed:	The number of system disk drives installed in the server.
Running:	The number of system disk drives running in the server.
Number of Message disks:	
Installed:	The number of message disk drives installed in the server.
Running:	The number of message disk drives running in the server.
Message Space (Hours):	
Installed:	The number of hours of message space installed.
Authorized:	The number of hours of message space authorized.
Free:	The number of hours of available message space. This field shows the authorized message space minus the used message space. If the authorized message space is greater than the installed capacity, then this field is equal to the installed capacity minus the used message space. When you order message-storage hours before the drive is installed, the number of authorized message-storage hours can be greater than the number of message-storage hours allowed by the hardware. In this case, free message space is calculated from the number of drives that are physically installed.
Percent free:	The percentage of available message space.
THIS SYSTEM HAS REDUNDANT MESSAGE DRIVES.	This field appears only on servers that have Global Message Redundancy (GMR) installed. If your server has GMR installed and this field does not appear, contact the Octel Customer Services Center or your Octel distributor for assistance.

If one or more drives fail, the following message automatically appears on menu 12:

WARNING: THE FOLLOWING DISKS ARE INSTALLED AND NOT RUNNING.

The numbers of the drives not running are then displayed. If this message is displayed, contact the Octel Customer Services Center or your Octel distributor for assistance.

Performing System Maintenance Through Menu 13

Use menu 13 to perform system maintenance. There are 15 options on menu 13 that help you to maintain the server. Follow these steps to access menu 13:

Step	Action	Result
1.	Log onto the SMT.	The Main Menu appears.
2.	Enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears, as shown in Figure 11-3.

The options on menu 13 (Figure 11-3) are described in the following sections, in the order in which they are presented on the menu.



Caution!

Only certified service engineers should open the server cabinets. Cabinets contain high voltages and currents, which could cause damage to components if they are not handled correctly. Physical damage could also be incurred by untrained personnel.

```
                        Menu 13 – System Maintenance            OCTEL#1

 1 – Shut Down with Dump
 2 – Review Status Log
 3 – Scroll Status Log
 4 – Display Software Levels
 5 – Turn Message Waiting Indicators Back On
 6 – Reset RS232 Integration Link
 7 – Display Software Features Installed
 8 – Review Current Alarm Status
 9 – Bad Password Disconnect Error (Enabled/Disabled):
10– Review Phrase Management
11– Review Card Management
12– CPU Switchover – Normal: N    Abnormal: N
13- Block Automated Attendant Transfer Error (Enable/Disable):
14- Purge and Convert Follow-Me-Forward Mailboxes
15- Display Capacity Information

                                                 Enter Option:
```

Figure 11-3. Menu 13 – System Maintenance.

Shutting Down the Server

Before some types of hardware and software changes are made, the server must be shut down. Use the following steps to shut down the server before some types of system maintenance can be performed on the server:

Step	Action	Result
1.	Log onto the SMT.	The Main Menu appears.
2.	Enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
3.	Select option ***1 – Shut Down with Dump***, and press ***Return***.	The server returns all microprocessors and memory areas located on the various logic cards to an initial (clear) state. The server also provides a detailed list (dump) of all actions taken as the server is being shut down.
4.	Enter one of the three options in the following prompt: ***Enter "1" – allow lines to clear before shutdown, "2" – immediate shutdown, or "Break" – cancel the shutdown***. Press ***Return***.	The prompt ***System shutdown initiated*** appears, and the server shuts down, as instructed, and then displays the ***ENTER BOOT COMMAND:*** prompt.
5.	Service personnel can now safely turn off the power.	. . .

When the power is restored, the server runs diagnostics and reboots. *Building the AMT and NMT can take as long as 30 minutes,* with the server appearing to be locked up. If the reboot process does not continue after 30 minutes, call service personnel. *Do not turn off or restart the server while it is building the AMT and NMT. System data can be damaged or lost.*

Reviewing the Status Log

The software in the server can detect a variety of conditions and report these conditions in the status log. The status log contains codes that provide information about how the server is running. Some status codes are informational only, to let you know that the server is checking itself .

You must check the status log regularly, because status-code entries can be logged even if there is no interruption in service. Because of limited space in the status-log buffer, you should print and clear the status log at least once a week.

Use menu 13, option ***2 – Review Status Log*** to display the status log, which includes a variety of status messages in chronological order, starting with the oldest entry. Print out this information so that service personnel can analyze the contents and determine the chain of events that lead to a malfunction.

Use menu 13, option ***3 – Scroll Status Log*** for a real-time view of the status-log buffer. Typically, service personnel use option 3 to scroll through the entire status log to see entries logged as they occur.

Service-affecting (SA) and non-service-affecting (NSA) errors are also logged in the status log. You need to locate and interpret correctly the various status codes found in each entry of the status log, to determine the action that should be taken, if any. Follow these steps to view the status log:

Step	Action	Result
1.	Log onto the SMT.	The Main Menu appears.
2.	Enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
3.	Select option ***2 – Review Status Log*** and press ***Return***.	The status log appears and scrolls to the end of the file. You can pause the scroll by pressing any key. To resume scrolling, press any key.
4.	Print a copy of the log by pressing ***P***.	A copy of the status log is available for perusal by a service person.
5.	Print and clear the status log at least once a week, because of limited space in the status-log buffer (2-KB). Status-code entries can be logged even if there is no interruption in service. Refer to the "Interpreting the Status Log" section, page 11-26, for information about interpreting the status codes. If conditions exist in which you might require a service person, you should first print and then clear the log by pressing ***C***. This provides space for future entries and prevents overwriting existing entries.	. . .



Caution!

If you access the status log through a modem, the port stays open after the modem is disconnected. This could allow unauthorized entry from another modem connection. Therefore, exit the status log and log out of the SMT before disconnecting. This process avoids leaving the port open after viewing the status log.

Reviewing Software Levels

Review software levels to determine the release of the software installed on the server. You must check software revision levels before any new software releases are installed on the server or when reporting any problems to service personnel. Follow these steps to review software levels:

Step	Action	Result
1.	Log on to the SMT.	The Main Menu appears.
2.	Enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
3.	Select option ***4 – Display Software Levels***, and press ***Return***.	Software revision levels appear on the screen, as shown in Figure 11-4.

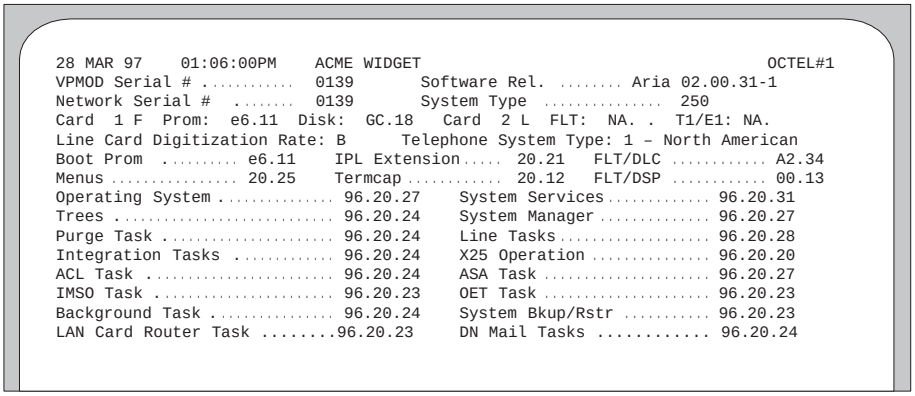


Figure 11-4. Example of Menu 13.4, Display Software Levels.

Refreshing Message-Waiting Indicators

The server can refresh all message-waiting indicators at a predetermined time of day, based on the parameters set in menu 1.2. Use menu 13.5 to activate message waiting manually, for example, in the case of an unexpected power outage. Through this option, the server reactivates its message commands to the switch. Use the following steps to refresh message-waiting indicators manually:

Step	Action	Result
1.	Log onto the SMT.	The Main Menu appears.
2.	Enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
3.	Select option ***5 – Turn Message Waiting Indicators Back On***, and press ***Return***.	The server displays a prompt indicating that message-waiting indicators were turned back on.

If you perform this procedure on a large server during a period of peak traffic, it could take several hours to complete the process of turning on message-waiting indicators. Some PBXs will not allow you to select this option.

Resetting the RS-232 Integration Link

Several switch integrations use an RS-232 data link to exchange information. Communications on the link can be severed during transmission. When your switch configuration includes an RS-232 integration link and if a power outage or accidental disconnect occurs, service personnel must restore all hardware to full operational status and then reset the link.

Reset the link using menu 6.5.5. Menu 13.6 *only refers you* to menu 6.5.5. Refer to Volume I, Chapter 5 for details about menu 6.5.5.

Displaying Software Features Installed

You can display the server's software features to ensure which ones are currently enabled. Use the following steps to review the installed software features:

Step	Action	Result
1.	Log onto the SMT.	The Main Menu appears.
2.	Enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
3.	Select option ***7 – Display Software Features Installed***, and press ***Return***.	The first screen of Menu 13.7 appears, as shown in Figure 11-5(a).
4.	Press ***Return*** to display the second screen of menu 13.7.	The second screen of menu 13.7 appears, as shown in Figure 11-5(b).

```
23 Mar 97    08:49:30AM  ACME WIDGET                          OCTEL#1
VPMOD Serial # ........ 1234          Software Release ...Aria 02.00.31–1
Network Serial #....... 1234
Y    8  – Bulletin Mailbox             System Type.....................250
Y    10 – InterMail                    Y    9  – CSA
Y    15 – Follow–Me–Forward            Y    12 – PowerCall Agent Access
Y    17 – Database Retrieval           Y    16 – Call Detail Recording
Y    23 – Monitor Mailbox              Y    22 – Forms Mailbox
Y    33 – Set Emulation                Y    32 – General Line Types
Y    35 – In–band Integrations         Y    34 – RS232 Integrations
     37 – Siemens Limited                   36 – ROLM Limited
Y    40 – Information Processing            38 – 72 Port Option
Y    43 – DTMF Forms Mailbox           Y    42 – Hotel/Motel
Y    45 – Enhanced Call Processing     Y    44 – Networking
Y    48 – Information Center Mailboxes Y    46 – Ability to Reset Passwords
Y    51 – Octel Index I                Y    49 – AMIS Analog Networking
Y    55 – Conference Mailbox           Y    52 – Octel Index II
Y    57 – Announcement Mailbox         Y    56 – Fax Processing
     59 – ACP MTA                           58 – ACP Integrations
Y    62 – Centralized Network Management Y    60 – Skip Password
Y    66 – Fax Delivery Mailbox         Y    65 – ANI Integrations
                                       Y    67 – Global Message Redundancy
                                                          –continued–
```

(a) First Screen of Menu 13.7.

```
23 MAR 97    08:49:30AM  ACME WIDGET                          OCTEL#1
VPMOD Serial # ........ 1234          Software Release ...Aria 02.00.31–1
Network Serial #....... 1234          System Type.....................250
Y    68 – Extension Mailbox            Y    73 – Connectivity
Y    74 – Digital Networking                75 – Octel Admin
Y    77 – System Backup & Restore




Press any key to return to option selection:
```

(b) Second Screen of Menu 13.7.

Figure 11-5. Example of Menu 13.7, Display Software Features Installed.

Each optional feature that is enabled is preceded by a ***Y*** (yes). Refer to Table 11-3 for an overview of each optional software feature available on the Octel Overture server.

Table 11-3. Software Features Listed in Menu 13.7.

Feature	For more information, go to . . .
8 – Bulletin Mailbox. A mailbox that allows subscribers to distribute information to a large number of other subscribers by sending the message to the bulletin mailbox.	Volume II, Chapter 5
9 – CSA. The Centralized Server Administration (CSA) management package that resides on the data module and allows up to eight mailbox administrators to perform mailbox additions, deletions, and changes.	*Centralized Server Administration (CSA™) Manual*
10 – InterMail. Not available.	. . .
12 – PowerCall Agent Access. Software feature that allows subscribers to access their own mailboxes, press an application-access key from the mailbox Main Menu, and visit an application.	Volume II, Chapter 17
15 – Follow-Me-Forward. A networking feature that allows a subscriber to designate a mailbox destination on another OctelNet™ node to receive all messages. It is included when ***44 – Networking*** is enabled.	Volume II, Chapter 15
16 – Call Detail Recording. A software feature that records events that occur in the server from the time a port goes off-hook to receive a call to the time when the port goes back on-hook when the call is completed.	*Octel PC/CDR™ Manual*
17 – Database Retrieval. When this feature is enabled, the PC/CDR or DecisionPro reporting packages can download CDR events from the server to a PC for processing.	*Octel PC/CDR Manual* or *DecisionPro™ Voice Processing Reporting Package* manual
22 – Forms Mailbox. The OctelForms application that uses the server as an information-collection tool. Callers access the forms mailbox, listen to the questions, and respond to them verbally. The responses are then transferred to a transcriber mailbox, where they are transcribed.	Volume II, Chapter 7
23 – Monitor Mailbox. The type 60 mailbox designed for applications where several subscribers, such as service technicians, need access to the same mailbox.	Volume III, Chapter 9
32 – General Line Types. The line type depends on the integration and the types of TICs used in the server.	Configuration Note and Volume I, Appendix C
33 – Set Emulation. This feature option must be enabled when an Octel Overture 250 has an FLT–M or FLT–A card.	. . .
34 – RS232 Integration. Form of integration where personal greetings and message-waiting indicators are obtained by passing information through an RS-232 data link.	Configuration Note

Table 11-3. Software Features Listed in Menu 13.7 (continued).

Feature	For more information, go to . . .
35 – In-band Integration. Form of integration in which personal greetings, message-waiting indication, and return to operator are obtained by sending DTMF tones between the PBX and the server. Provides called-party and calling-party identification if ANI is supported.	Configuration Note
36 – ROLM Limited. No longer available.	. . .
37 – Siemens Limited. No longer available.	. . .
38 – 72 Port Option. Does not apply to the Octel Overture 250 and 350.	. . .
40 – Information Processing. Enables the interactive voice response (IVR) feature TransAct, which resides on the data module. It provides caller access to stored database information through the telephone network.	Volume II, Chapter 18
42 – Hotel/Motel. Special mailboxes that can be created for hotel guests that offer review-only message capabilities. The front-desk mailbox administers the guest mailboxes.	Volume II, Chapter 8
43 – DTMF Forms Mailbox. The OctelForms software option uses the server as an information-collection tool, where callers access the forms mailbox, listen to the questions, and respond to them by pressing the touch-tone keys on their telephones.	Volume II, Chapter 18 and *DTMF OctelForms Manual*
44 – Networking. The OctelNet feature allows subscribers to send messages to subscribers on other servers at remote locations.	Volume II, Chapter 15
45 – Enhanced Call Processing. A feature that allows the rapid routing of incoming calls to specific destinations through the use of up to nine single-digit-menu options in ECP mailboxes.	Volume II, Chapter 10
46 – Ability to Reset Passwords. The password-reset feature allows the system manager to reset subscriber passwords in menu 9.1, if they have forgotten their passwords and cannot access their mailboxes. The password-reset feature is neither a standard nor a recommended feature, because of Octel Communications' commitment to high security. Customers must specifically request this feature, which is installed and enabled at the factory.	Volume II, Chapter 1
48 – Information Center Mailboxes. Mailboxes that store recorded information or announcements that callers can access by dialing the mailbox number.	Volume II, Chapter 4
49 – AMIS Analog Networking. A software feature that allows subscribers with mailboxes on an Octel server to exchange messages with subscribers on non-Octel voice-messaging systems.	Volume II, Chapter 16
51 – Octel Index I. The software feature that allows the server to be segmented into a maximum of 10 communities.	Volume II, Chapter 12

Table 11-3. Software Features Listed in Menu 13.7 (continued).

Feature	For more information, go to . . .
52 – Octel Index II. The software feature that allows the server to be segmented into a maximum of 4000 communities.	Volume II, Chapter 12
55 – Conference Mailbox. A mailbox structured to record messages up to 3 hours long; typically used for recording and sending messages recorded during conferences or meetings.	Volume II, Chapter 11
56 – Fax Processing. Software feature that allows subscribers with type 0, 51, or 60 mailboxes to receive and access both fax and voice messages through a single mailbox. Uses the type 45 mailbox for fax-printing applications. This option is enabled when fax-capable mailboxes are purchased.	Volume II, Chapter 13
57 – Announcement Mailbox. A mailbox that records messages to be played as announcements at specific intervals through an overhead paging system connected to the PBX.	Volume II, Chapter 6
58 – ACP Integrations. A software feature that enables multiple switch access (MSA) through the asynchronous communications processor (ACP). Applies only to the Octel Overture 350 server and is set up in menu 6.	Volume I, Chapter 5
59 – ACP MTA. A software feature that enables multiple terminal access (MTA) through the ACP. Applies only to the Octel Overture 350 server and is set up in menu 6.	Volume I, Chapter 5
60 – Skip Password. Feature that allows subscribers to bypass the password-entry part of the mailbox login process.	Volume II, Chapter 3
62 – Centralized Network Management. A software package that allows a network of servers to be managed from a central location. CNM coordinates changes and additions to the network through the Octel 500D™ Data Module.	Centralized Network Management (CNM™) Manual
65 – ANI Integrations. A software feature that provides automatic number identification (ANI) processing for in-band integrations.	Configuration Note
66 – Fax Delivery Mailbox. A mailbox used to contribute faxes to the fax Information Center Mailboxes™ (ICMBs) and to deliver requested faxes to the fax machines specified by callers to the application.	Volume II, Chapter 14
67 – Global Message Redundancy. A software feature that duplicates messages across message drive pairs on the Octel Overture 250 and 350. If one drive fails, no messages are lost.	Installed by Octel service personnel. Contact your sales representative for information.
68 – Extension Mailbox. A software feature that allows subscribers to share a single telephone extension and still have their own mailboxes.	Volume II, Chapter 9

Table 11-3. Software Features Listed in Menu 13.7 (continued).

Feature	For more information, go to . . .
73 – Connectivity. This feature option must be enabled to add a digital networking node, to add a LAN application ID or for LAN interface management.	Volume IV, Chapter 1 Volume III, Chapter 8 Volume IV, Chapter 4
74 – Digital Networking. A feature that allows users to send voice and fax messages over a digital network.	Volume IV, Chapter 4
75 – Octel Admin. A software feature that allows subscribers with mailboxes on one Octel message server to exchange messages with subscribers on other Octel servers.	Volume IV, Chapter 1
77 – System Backup and Restore. A feature that allows data on the server to be backed up to tape and later restored. Restore must be performed by Octel service personnel.	Volume III, Chapter 11 (backup only)

Interpreting Alarms

Software or hardware malfunctions activate alarms. The server uses three methods to show an alarm condition:

- **The Review Current Alarm Status menu.** You can review and print the current alarm status, as described in the following section.
- **Status log.** Refer to the "Interpreting the Status Log" section, page 11-26, for information about viewing and interpreting the status log.
- **LEDs.** Because LEDs are internal to the server, only service personnel have access to observe LED activity and perform troubleshooting, based on LED information.

Reviewing the Current Alarm Status Menu

When you log onto the SMT, a notification of any alarm recorded by the server appears in the upper right corner of the Main Menu. If this notification appears, access menu 13.8 to view the current alarm status, as follows:

Step	Action	Result
1.	From the Main Menu, enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
2.	Select option ***8 – Review Current Alarm Status***, and press ***Return***.	The current alarm status is displayed on the screen. Figure 11-6 is an example of menu 13.8 for the Octel Overture 250. Figure 11-7 is an example of menu 13.8 for the Octel Overture 350.

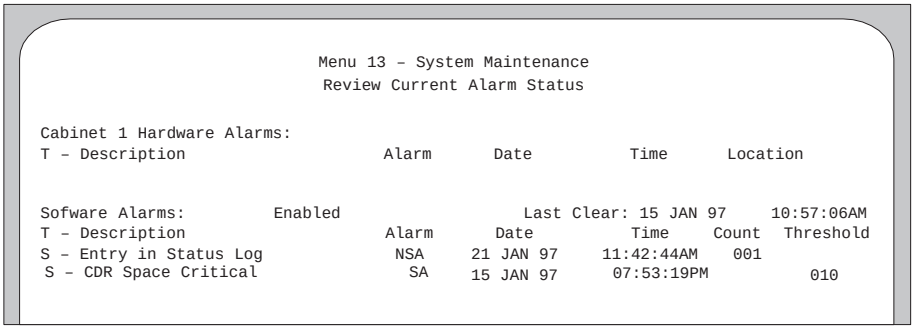


Figure 11-6. Example of Menu 13.8, Current Alarm Status for the Octel Overture 250.

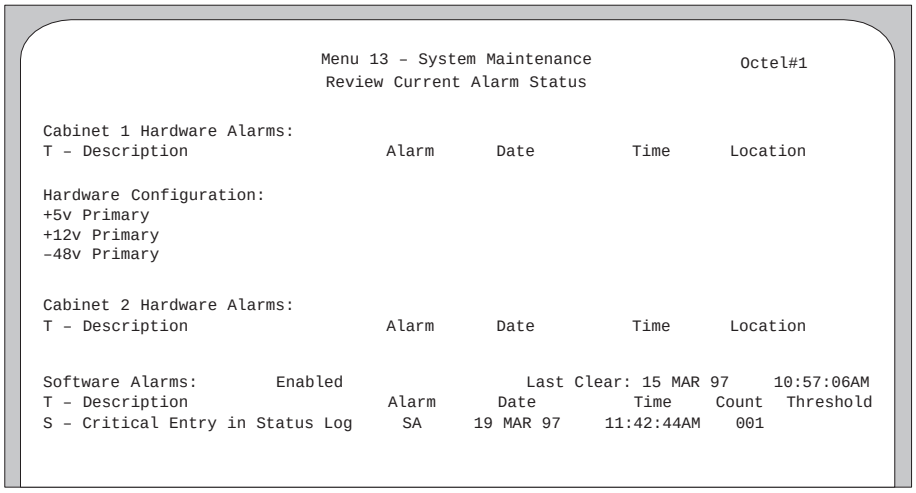


Figure 11-7. Example of Menu 13.8, Current Alarm Status for the Octel Overture 350.

The fields in Figure 11-6 and Figure 11-7 are as follows:

Table 11-4. Description of Menu 13.8 Fields and Columns.

Field/Column	Comments
Cabinet 1 or 2 Hardware Alarms:	Information pertaining to hardware alarms in cabinet 1 or cabinet 2 (cabinet 2 is not present on the screen for the Octel Overture 250). The columns following provide details.
T	Alarm designation; ***H*** appears in the column for a hardware alarm.
Description	Description of the hardware alarm.
Alarm	The alarm condition for hardware alarms: ❑ ***NSA*** is a non-service-affecting alarm. ❑ ***SA*** is a service-affecting alarm. ❑ ***OOS*** is an out-of-service alarm. This alarm is displayed only after the alarm condition has been corrected and the server rebooted.
Date and Time	The date and time the alarm registered for the first time.
Location	The location of the hardware alarm.
Hardware Configuration:	Lists the hardware with which the server is equipped (only on the screen for the Octel Overture 350).
Software Alarms:	Shows whether these alarms are enabled or not: the columns following include statistics specific to the software alarm generated.
T	Alarm designation; ***S*** appears for a software alarm.
Description	Description of the software alarm.
Alarm	The alarm condition for software alarms: ❑ ***NSA*** is a non-service-affecting alarm. ❑ ***SA*** is a service-affecting alarm. ❑ ***OOS*** is an out-of-service alarm. This alarm is displayed only after the alarm condition has been corrected and the server rebooted.
Date and Time	The date and time the alarm registered for the first time.
Count	Shows the number of times the alarm condition has occurred since the alarm was last reset.
Threshold	Indicates the point at which an alarm condition is activated. All software and hardware alarm thresholds are fixed. The threshold-level definitions for each alarm is provided in the ***Description*** column.
Last Clear:	Indicates the date and time that software alarms were last reset when ***C*** (clear) was entered. If an alarm condition is still present when the alarms are cleared (reset), that alarm condition will reappear on the menu 13.8 screen within 1 minute.

The server updates the alarms every minute. You should view and print the status log at the same time that you view the alarm status. Refer to the "Interpreting the Status Log" section, page 11-26, for more information about status logs.

Printing and Clearing the Current Alarm Status

You should print menu 13.8 weekly and file it in a system-maintenance notebook. A review of these printouts can alert you or a service technician to possible problems.

The server clears hardware alarms automatically when the problem is corrected. You must clear software alarms through menu 13.8, after the problems have been corrected. Perform the following steps to print and clear the Review Current Alarm Status menu.

Step	Action	Result
1.	Make sure that the terminal printer is on line and has sufficient paper.	The printer is ready to print.
2.	Log onto the SMT.	The Main Menu appears.
3.	Enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
4.	Select ***8 – Review Current Alarm Status***, and press ***Return***.	Menu 13.8, Review Current Alarm Status, is displayed on the screen.
5.	Press ***P*** to print the alarm menu (menu 13.8).	When printing is complete, this prompt appears on the screen: ***Printout Complete. Current alarm Status display complete. Enter "P" to print current status,"C" to clear software alarms, "S" to disable/enable the software alarms, or any other key to return to System Maintenance Menu***
6.	Press ***C*** to clear the current alarms	The following prompt appears on the screen: ***Enter "Y" to clear the current software alarms, or enter "N" to cancel clear:***
7.	Press ***Y*** and ***Return***. You are returned to menu 13.	If the cause of the alarm is not fixed, some software alarms reappear immediately. The cause of the alarm must be fixed to be cleared.
8.	Press ***Y*** and ***Return*** again to return to the Main Menu.	. . .

Step	Action	Result
9.	Press **Break** or **Ctrl+C** to log out of the SMT. When finished with the SMT, *always* log off.	The screen clears and the cursor moves to the upper left (home) position. This action denies access to the server software by unauthorized personnel. If other system-management functions are to be performed, *do not* log off.
10.	Remove the printout from the printer and review it for possible maintenance action.	If no action is required, file the printout in your system-maintenance notebook. If action is required, call service personnel. Refer to the “Interpreting the Status Log” section, page 11-26, for information about status logs.



Caution!

To prevent losing current software-alarm data, do not press ***C*** to clear the alarms or ***S*** to disable the software alarms before printing the screen.

Describing Menu 13.8 Alarms

The server can set three major types of alarms in menu 13.8, as described in Table 11-5:

Table 11-5. Menu 13.8 Alarm Types.

Alarm Type	Comments
Non-Service-Affecting (NSA) Alarms	Warns you and service personnel of conditions that could degrade service if not corrected, for example, low message-storage space.
Disk Space Low	Activated when 20% of the message space remains.
CDR Space Low	Activated when 20% of the buffer space for Octel Call Detail Records (CDR) remains.
Status Log Space Low	Activated when 20% of the status-log buffer space remains. If the status-log space is low, print out the status log and clear it, review and print menu 13.8, and clear all alarms.
Entry in Status Log	Activated when an NSA condition is recorded in the status log. This alarm indicates that a noncritical event was logged in the status log. Print and then clear the status log. If the alarm recurs often, print the status log and refer to the “Interpreting the Status Log” section, page 11-26, for descriptions of the status codes to determine corrective action.
TP Link Down	Activated when a transaction-processing link fails.
Yellow-Line Temperature	Indicates excessive, but not critical, operating temperatures above 45°C (110°F).
Service-Affecting (SA) Alarms	Alerts you and service personnel to a condition that could affect service. Voice messages in process or stored could be lost. An SA alarm condition can also result in a loss of data that cannot be recovered.
Disk Space Critical	Activated when 10% of the message space remains. If disk space is less than 10%, send a broadcast message to all subscribers requesting that they purge all unneeded messages. Other methods of resolving this problem are to evaluate classes of service and to run reports to identify those subscribers who might be abusing the system.
RS-232 Link Failure	Activated when the RS-232 link fails. An RS-232-C link failure is reported in menu 6.5, Integration Link Management.
CDR Space Critical	Activated when only 10% of the CDR buffer space remains. CDR data should be downloaded when the CDR buffer becomes 30% to 50% filled with new CDR records. Refer to the *Octel PC/CDR Manual* for detailed instructions about collecting CDR data.
Status Log Space Critical	Activated when only 10% of the status-log buffer space remains. When this alarm occurs, print the status log, using menu 13.2. Refer to “Interpreting the Status Log” section, page 11-26, for status-code information.

Table 11-5. Menu 13.8 Alarm Types (continued).

Alarm Type	Comments
Logic-Card Failure Or Disk-Drive Failure	Occurs when a logic card or disk drive fails. Call service personnel.
Fan Failure	Activated when any fan in the power-distribution tray has failed. Call service personnel.
Partial Power Failure	Occurs when one or more redundant power supplies fail. The alarm-status screen does not indicate the specific power supply that failed. Call service personnel.
Blown Fuse	Occurs if a fuse has blown on the main backplane or disk backplane. Call service personnel.
Out-of-Service (OOS) Alarms	This alarm does not show in menu 13.8, because the server has shut down and you cannot access menus. It appears after rebooting and you access menu 13.8, to verify that the server was shut down for an OOS alarm. You must type ***C*** to clear this alarm. An OOS alarm is set when the CPU does not reset the system-alive pulse within the 1-second polling interval. The OOS alarm indicates a CPU, hardware, or software failure.
System Software Failure	Results in the server being out of service. A system software failure requires that the server be rebooted. The alarm appears in menu 13.8 only *after* the server is rebooted. The alarm is not cleared until you type ***C*** to clear the alarm.
System Manager Shutdown	Logged as an OOS alarm because the server is shut down; it does not indicate any problems with the server.
Red-Line Temperature	Indicates critical operating temperatures above 60°C (140°F) in the server. Call service personnel.
Power Loss	Indicates that power to the logic cards and drives has been lost. Call service personnel.
AC Input Power Loss	Indicates that power to the server has been lost. Call service personnel.
Auxiliary Power Board Failure	Occurs if a component or connector on the auxiliary power board has failed. Call service personnel.



Caution!

OOS alarms do not appear in menu 13.8 until after the server is rebooted. All OOS alarms, except for a system-manager shutdown, require immediate resolution.

The server might not reboot if an OOS alarm has occurred. Call service personnel immediately.

Enabling or Disabling Bad-Password Disconnect

When a subscriber or caller attempts to access a mailbox and enters the incorrect password on a number of consecutive attempts, a status-code 84 is logged in the status log and an NSA alarm is generated. The number of attempts allowed before a subscriber is disconnected can be one, two, or three (default), set in menu 1.2. The server disconnects the subscriber or caller after the prescribed number of incorrect entries, and status-code 84 is logged. You can enable or disable the bad-password-disconnect status-code entry 84 from appearing in the status log through option 9 on menu 13.

The status code helps you to determine possible unauthorized activity in the server. This information also identifies subscribers who are having problems in accessing their mailboxes. The status-code 84 entry does *not* indicate a problem with the server. Perform the following steps to enable or disable the bad-password-disconnect feature.

Step	Action	Result
1.	Log onto the SMT.	The Main Menu appears.
2.	Enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
3.	Select option ***9 – Bad Password Disconnect Error (Enabled/Disabled): [current status]***, and press ***Return***.	The entries ***Enabled*** and ***Disabled*** are toggled. If the error was enabled, it is disabled, and vice versa.

Reviewing Phrase Management

Use menu 13.10, Review Phrase Management, to view the languages installed on the server. Menu 13.10 also includes the prompt level, phrase level, in-RAM phrase level, and phrase-digitization rate for each language installed. The only parameter you can change is the format of the date and time for prompting in voice mail.

The ***In-RAM Phrase Level:*** field shows the release level for the file-card memory (RAM), where the most commonly used phrases are loaded during the boot process, so that the server does not need to access the disk so often. The file-card memory includes the phrase-mapping table and TransAct™ application phrase pointers that require the correct phrase level to ensure correct TransAct operation.

The ***Phrase Space Available (Hours):*** fields show the total number of hours for the phrase drives and the number and percentage of free hours available.

Figure 11-8 is an example of menu 13.10.

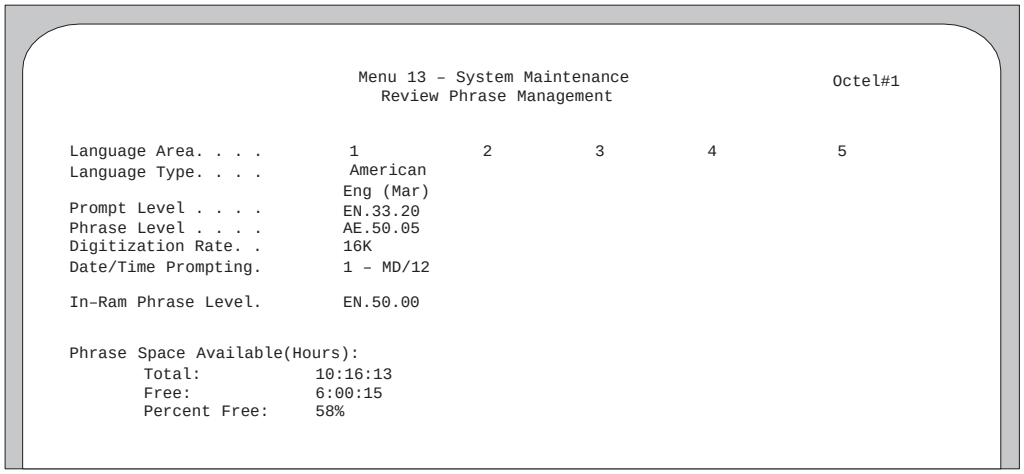


Figure 11-8. Example of Menu 13.10, Review Phrase Management.

Perform the following steps to change the format for the date and time prompting:

Step	Action	Result
1.	From the Main Menu, enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
2.	Enter ***10***, and press ***Return***.	Menu 13.10, Review Phrase Management appears (Figure 11-8).
3.	In the ***Date/Time Prompting:*** field, enter the format for the date and time prompt. The date and time are established in menu 3. The date-and-time format is shown as month-day or day-month, using either 12-hour or 24-hour clock time. Enter one of the following: ***1 – MD/12*** ***2 – MD/24*** ***3 – DM/12*** ***4 – DM/24*** where ***M*** is the month, ***D*** is the day, ***12*** is a 12-hour clock, and ***24*** is a 24-hour clock. Press ***Return***.	The format for the date and time prompt is set and affects only the date and time in voice mail; that is, envelope information, date and time playback, and so on.

Reviewing Card Management

Service personnel use menu 13.11 to replace cards on the server. You can view the active cards installed, as follows:

Step	Action	Result
1.	Log onto the SMT.	The Main Menu appears.
2.	Enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
3.	Enter ***11***, and press ***Return***.	Menu 13.11, Review Card Management appears.
4.	You can now review the status of the logic cards.	. . .

Setting Normal/Abnormal CPU Switchovers

Only service personnel perform this function in option 12 on menu 13. Use this option with the Octel Overture 350 only. When you reboot, if the server has standby-redundancy, it can switch from the primary CPU and file cards to redundant CPU and file cards. This option allows you to specify when the server should switch over for normal, abnormal, or all shutdowns, depending on the parameters selected.

Blocking-Automated-Attendant-Transfer Error

Option 13 on menu 13 allows you to enable or disable status-code 62, block automated-attendant transfer, in the status log. If status-code 62 is enabled, an entry appears in the status log each time a caller attempts to transfer to a number whose first digit matches a number that has been blocked in the menu 6.1 ***Block Automated Attendant Transfer:*** field.

Status-code 62 is for information only; however, you should monitor this status code. If there are numerous instances of status-code 62 in the status log, it could indicate attempts to gain unauthorized access to an outside line.

Perform the following steps to block or allow the automated-attendant-transfer error:

Step	Action	Result
1.	From the Main Menu, Enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
2.	Select option ***13 – Block Automated Attendant Transfer Error***, and press ***Return***.	When you press ***13***, the entries ***Disabled*** and ***Enabled*** are toggled.
3.	If the entry is not what you want, reselect option ***13 – Block Automated Attendant Transfer Error***, and press ***Return***.	The entry changes.

Converting Follow-Me-Forward Mailboxes to NameNet Directory Entries

If follow-me-forward mailboxes were previously established and used for network dial-by-name, use menu 13.14 as part of the procedures to convert these mailboxes to NameNet directory entries. Follow-me-forward mailboxes are converted on a node-by-node basis. As each remote server in the local server's network is upgraded to Aria 1.0 or newer, perform this conversion. Refer to Volume IV, Chapter 2 for procedures to convert follow-me-forward mailboxes to NameNet directory entries.

Displaying Capacity Information

Monitor the authorized number of mailboxes, fax-capable mailboxes, and visual mailboxes by viewing menu 13.15. Perform the following steps to review capacity information:

Step	Action	Result
1.	From the Main Menu, enter ***13***, and press ***Return***.	Menu 13 – System Maintenance appears (Figure 11-3).
2.	Select ***15 – Display Capacity Information***, and press ***Return***.	Menu 13.15, Display Capacity Information appears, an example of which is shown in Figure 11-9.
3.	You can view both authorized and used capacity information for mailboxes, fax-capable mailboxes, and visual mailboxes.	. . .

```
                          Menu 13 – System Maintenance                  Octel#1
                          System Capacity Information


                      Authorized                    Used
Mailboxes:               4000                        15

Fax Agent:               5119                        0

Visual Mailbox:          0                           0


Press any key to return to option selection:
```

Figure 11-9. Menu 13.15, System Capacity Information.

The capacity information in menu 13.15 for the number of mailboxes authorized and used considers only type 0, 22, 51, 53, 54, 58, and 60 subscriber mailboxes. For these mailboxes, the server software stores the number that are authorized. The server software then keeps track of the number of these mailboxes created. You can create these types of mailboxes until the authorized number is reached (the other types of mailboxes are not subject to this limit). If you attempt to exceed the authorized number, an error message appears. The fields and columns in menu 13.15 are described in Table 11-6.

Table 11-6. Menu 13.15 Field Descriptions.

Fields/Columns	Comments
Mailboxes:	
Authorized	Number of mailboxes authorized on the server. If you attempt to exceed the number of authorized mailboxes, an error message appears. Additional mailboxes can be authorized without rebooting the server.
Used	Number of mailboxes currently in use on the server.
Fax Agent:	
Authorized	Number of fax-capable mailboxes authorized on the server. If you attempt to exceed the number of authorized fax-capable mailboxes, an error message appears. Additional fax-capable mailboxes can be authorized without rebooting the server.
Used	Number of fax-capable mailboxes currently in use on the server.
Visual Mailbox:	
Authorized	Number of visual mailboxes authorized on the server. If you attempt to exceed the number of authorized visual mailboxes, an error message appears. Additional visual mailboxes can be authorized without rebooting the server.
Used	Number of visual mailboxes currently in use on the server.

Interpreting the Status Log

A variety of information about the status of the server is recorded in the status log. Using the status log, you can monitor system performance and discover potential problems before they affect the server. Refer to the “Reviewing the Status Log” section, page 11-7, for the procedure for reviewing the status log. This section provides information about the following:

- ❑ The status-code entry format
- ❑ List of status codes

Status-log entries are displayed in chronological order, beginning with the oldest. To pause and to resume scrolling, press any key. For descriptions of most status codes and their interpretations, refer to the *Octel Overture 250 Service Manual* or to the *Status Log Interpretation Guide*.

Figure 11-10 is an example of the entries that can appear in the status log.

```
19 APR 97    01:06:00PM    ACME WIDGET                                OCTEL#1
VPMOD Serial # ..........  0139       Software Rel. ........ Aria 02.00.31-1
Network Serial #  ........  0139       System Type ..............  250
Card  1 F  Prom:  e6.11           GC.18   Card  2 L  FLT: NA.   T1/E1: NA.
Line Card Digitization Rate: B      Telephone System Type: 1 – North American
Boot Prom  ......... e6.11    IPL Extension.....  20.21   FLT/DLC ............ A2.34
Menus ................ 20.25    Termcap ............  20.12   FLT/DSP ............ 00.13
LAN Card/OS ....... NA.      LAN Card/APP ..... NA.
Operating System ..............  96.20.27    System Services.............. 96.20.31
Trees ............................ 96.20.24    System Manager .............. 96.20.27
Purge Task ....................... 96.20.24    Line Tasks................... 96.20.28
Integration Tasks ..............  96.20.24    X25 Operation ............... 96.20.20
ACL Task ......................... 96.20.24    ASA Task ..................... 96.20.27
IMSO Task ........................ 96.20.23    OET Task ..................... 96.20.23
Background Task ...............  96.20.24    System Bkup/Rstr ........... 96.20.22
LAN Card Router Task ..........  96.20.23    DN Mail Tasks ..........  96.20.24

29 APR 97    08:12:56AM
*** Error Log Cleared by System Manager
>>> INFORMATION ONLY
00000   14COCC00 05000000 0000380C 1B300100   *..L.......8..0..*
00010   57A48062                              *W..b            *

16 APR 97    02:00:50PM
*** Bad Password Disconnect
>>> INVESTIGATE SYSTEM ENVIRONMENT
00000   24C00800 84000000 000032A8 81300100   *$.........2..0..*
00010   AF0B0800 AE000100 03000331 40FFFFFF   *...........1@...*
00020  341F0020                              *4..             *

23 APR 97    08:18:03AM
*** System Date and Time Reset Forced
>>> INVESTIGATE SYSTEM ENVIRONMENT
00000   5DC04B02 CB000000 000003B2 A7300100   *].K..........0..*
00010   00000015 09042601 0006F909 3D000000   *......&.....=...*
00020  THRU 00040 CONTAIN 00
00040   00000000 00000000 00D90518  00000000  *................*
00050  0074C6BF 032CEC2C EC442074 41          *.t...,.,.D  tA  *

26 APR 97    09:28:00AM
*** System Restarted
>>> INVESTIGATE SYSTEM ENVIRONMENT
00000  1BC04C00 00000000 000000D8 B8300100    *..L..........0..*
00010  300415B2 B83000DF A58062              *0....0....B      *

Press “P” to print status log, “C” to clear log or any other key to return to option
selection:
```

Figure 11-10. Example of Entries in the Status Log.

A status-code entry includes many areas of interest. Figure 11-11 is an example of a status code.

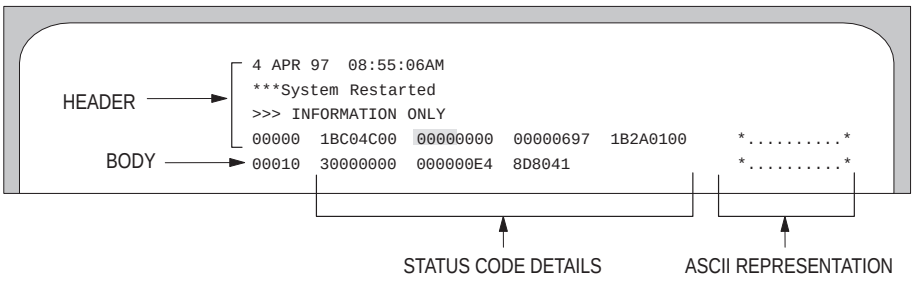


Figure 11-11. Example of Status-Code.

As shown in Figure 11-11, each status-code is preceded by the time and date that the entry occurred. Each entry has two parts: the fixed-length header and the variable-length body.

- The header contains the date and time the event occurred, a brief description of the status code, the action to be taken by the system manager, and the status code.
- The body contains information specific to the type of entry.

The offset is the position of a byte, counting from zero. The status code is located at offsets 04 and 05, which must be transposed before it is read correctly. Offsets 04 and 05 contain status-code ***0000*** in the example shown in Figure 11-11.

The first character of the offset number is determined by the number to the left of each row (the row label). For example, in the row labeled 00000, all the offsets begin with 0. The second character of the offset is in hexadecimal values 1 through F. Therefore, the offsets for row 00000 are 00 through 0F, with each offset comprising two characters in the status-code-entry row. The rows in the body of the entry have similar offsets, with the first character determined by the fourth number of the row label.

Use the status code to determine whether to call service personnel. If a status code requires further interpretation, call service personnel.

The status-log header includes one of the four following categories, which can assist you in determining the action required:

- **INFORMATION ONLY.** This entry does not require you to take any action.
- **MONITOR CLOSELY.** This entry requires your attention, but does not require immediate action. It is an advisory that problems or situations could develop.
- **INVESTIGATE SYSTEM ENVIRONMENT.** This entry requires that you evaluate the status-code entry to determine the cause of its appearance. Your immediate efforts might resolve the problems associated with these entries; however, the situation could require assistance from service personnel.
- **NOTIFY SUPPORT REPRESENTATIVE.** Notify service personnel. These status-code entries are serious enough to require assistance from service personnel.

Table 11-7 lists possible status-log entries.

Table 11-7. Status-Code Entries in Status Log.

Status Code[a]	Description
00	System restarted
01	SST (system status table) bad at write
03	Caller on remote access hung up without entering system
04	RS-232-C link reset
05	Status log reset
06	Error during garbage collect
07	SMT internal error
08	Software alarms cleared
09	Software download utility error
0A	SMT invalid user record lock state—user record locked for longer than timeout value
0B	File system I/O error
0C	SMT-related OCL error
0D	SMT-related file management error
0E	SMT-related X.25 line error
0F	File creation informational entry
10	SMT-related audio message interchange specification (AMIS) internal error
11	Error during upgrade performed by SMT
12	SMT could not get new user record
13	SMT could not find internal community number (ICN) in AMT
14	Summary of internal record usage
15	MDS file creation problem
16	LAN card initialization failed
17	IP address netmask not sent
18	TCP/IP not initialized
19	Scanner task internal error
1A	Scanner task protocol error
1B	Switch busy during message waiting operation
1C	Message waiting, illegal extension
1D	Error counters reported by scanner
1E	Error information from PID
1F[b]	RS-232 link is down
20	SMDI task internal error
21	SMDI protocol error
22	Internal error in the X interface code
23	Internal error in the OCL interface code
24	EAP-related error
25	Error in the OCL system utility routine
26	Internal error occurred during IVR application
27	Internal error occurred during ASA application

Table 11-7. Status-Code Entries in Status Log (continued).

Status Code[a]	Description
28	Internal error in the OCL task
29	Internal error in the router code
2E	Debug messages in X.25
2F	OCL debug error
30	SP-related OCL error
31	Task loop—task running for more than 4 seconds without performing I/O
32	Task locked out—task has not run for more than 5 minutes although in a ready state
33	Fatal inconsistency in operating system
34	Fatal inconsistency for requester in application task
35	Control-bus error—minor
36	Control-bus error—major
37	Control-bus error—indeterminate
38	Privileged violation interrupt
39	Spurious interrupt
3A	Data-bus error—unsolicited device interrupt
3B	Data-bus error—unsolicited software timer interrupt
3C	Data-bus error—device timeout
3D	DMA error—unsolicited device interrupt
3E	DMA error—unsolicited software timer interrupt
3F	DMA error—device timeout
40	Scanner card error—minor
41	Scanner card error—major
42	Scanner card error—indeterminate
43	System manager I/O error; transmission error
44	DUART-0 (dual universal asynchronous receiver/transmitter) spurious device interrupt
45	Scanner card error—acknowledgment bad channel
46	Scanner card error—acknowledgment not expected
47	Scanner card error—bad checksum
48	Scanner card error—transmit timeout
49	Scanner card error—transmit timeout maximum
4A	Scanner card error—duo errors
4B	Scanner card error—parity error
4C	Scanner card error
4D	ACP-related error (Octel Overture 350 only)
4E	PIPL flash upgrade error
50	Control-bus error—checksum error
51	Control-bus error—checksum errors exceeded limit
52	Control-bus error—checksum NAK on response
53	Control-bus error—checksum NAK on transmission

Table 11-7. Status-Code Entries in Status Log (continued).

Status Code[a]	Description
54	Control-bus error—checksum exceeded limit
55	Control-bus error—invalid channel reference
56	Control-bus error—empty control bus slot
57	Control-bus error—reset peripheral
58	Control-bus error—transmit error
59	SBI (serial bus interface) DMA FIFO underrun
5A	SBI DMA FIFO overrun
5B	SBI failed to cycle in CB input read
5C	SBI failed to cycle in CB output write
5D	Soft reset of CB peripheral
5E	SBI DMA CRC error
5F	X.25 task crashed
60	Logic card status
61	Standby-redundant card status (Octel Overture 350 only)
62	First digit was blocked for Automated Attendant transfer
63	Channel reset was successful
64	File system/central processor software error—restart system or session/task
65	Line card protocol error—restart system or session/task
66	Line task internal error—restart system or session/task
67	Tree invalid parameter to action—restart system or session/task
68	Tree invalid action sequence—restart system or session/task
69	Tree invalid user record lock state—restart system or session/task
6A	Tree missing event
6B	Interpreter temporary area overflow
6C	Bad user record at read—restart system or session/task
6D	Bad user record during processing—restart system or session/task
6E	Bad user record at write—restart system or session/task
6F	Tree internal error (error action)
70	File system drive I/O error—restart system or session/task
71	File system DMA timeout—restart system
72	Scramble code error or I/O error during message operation
73	Scanner unexpected error acknowledgment
74	Scanner wrong incoming message
75	Line task seize line timeout—log error and continue
76	Scanner incoming message at write
77	Scanner incoming queue overflow
78	Scanner error request prior to reset
79	Scanner/ITIC line failure
7A	Message-waiting bad telephone number

Table 11-7. Status-Code Entries in Status Log (continued).

Status Code[a]	Description
7B	Data-bus checksum error
7C	File system out of synchronization
7D	Batch network transmit error
7E	Batch network receive error
7F	Batch network file system I/O error
80	Batch network internal error
81	Debug information message
82	Error status from operating system
83	Catastrophic error signalled by scanner
84	Disconnect because of incorrect password
85	Subscriber exited with unheard messages
86	Line-task read or response timeout
87	Batch network returned message-sender's mailbox full
88	Bad community record at read
89	Batch network informational error
8A	SMDI integration-related error
8B	Bad command code for InfoTex
8C	AMIS-related error
8D	AMIS extended absence record (EAR) array at least 90% full
8E	AMIS directory at least 90% full
8F	Unknown network prefix in group number
90	Outcalling attempted but no outcalling telephone number found in user record
91	Message waiting on denied extension for digital MID (DMID)—class of service does not allow message waiting
92	OctelNet scheduler error
93	Fax queue full
94	Return fax user is full
95	Return fax user is gone
96	File system/central processor software error
97	Purge task internal error
98	Bad user record at read
99	Bad user record during processing
9A	Bad user record at write
9B	File system drive I/O error
9C	File system DMA timeout
9D	Data checksum mismatch
9E	Data-bus error return code
9F	Scramble code error or I/O error during message
A0	SST bad at write
A1	User record message directory out of order

Table 11-7. Status-Code Entries in Status Log (continued).

Status Code[a]	Description
A2	Invalid user record lock state
A3	Unknown network prefix in group list member
A4	Purge task encountered an error while accessing the IVR message directory
A5	Bad member found in personal group list: either invalid internal reference number (IRN) or incorrect length
A6	Error detected by MDS functions
A8	SP general error
AA	EDBN directory not cleared after two passes
B0	Node-management error
B1	Network-message-queue error
B2	Error with bulletin mailbox
B3	Bad mailbox name has been found or software error
B4	Bad network alias or software error has been found
B5	Failed to read network alias record from disk
B6	Failed to write network alias record to disk
B7	System restarted by software—failed to allocate memory for alias data
B8	Failed to write company record to disk
B9	Error in notification library
BA	Error in the queueing module of the notification library
BB	Error in the lock module of the notification library
BC	Error in the lock module of the notification library
BD	Bad company record found during startup process
BE	Bad user records found while building AMT/NMT during system startup
BF	Bad INN or function code found while building network maps for node serial number and mailbox length
C1	Bad AMIS transmission table found or software error
C2	Failed to write AMIS transmission table to disk
C3	Bad AMIS EAR has been found or software problem
C4	Failed to write AMIS EAR record to disk
C5	Bad AMIS directory has been found or software error
C6	Failed to write AMIS directory back to disk
C7	T1 error counter report
C8	Unable to read clock chip (continuous ripple status set)
C9	Clock chip went bad while running (after boot)
CA	System timer drifted too far from clock chip date/time
CB	Clock chip bad or too different from SST timer at boot
CC	Minute task internal error
CD	Hard-disk error detected by minute task alarm
CE	Drive not running detected by minute task alarm
CF	T1 alarm activity

Table 11-7. Status-Code Entries in Status Log (continued).

Status Code[a]	Description
D0	CPU file system protocol out of sequence
D1	Operating system reported failed data-bus operation with file system
D2	Data-bus checksum error between central processor and file system
D3	Control-bus operation failed while preparing or checking data-bus operation with file system
D4	Inconsistent or no status from operating system on control-bus/data-bus operation
D5	Operating system reported control-bus error
D6	File system returned bad status in control-bus message
D7	File system reported drive error in returned control-bus message
D8	File system reported DMA failure on some previous operation
D9	File system failed to respond within timeout period
DA	General file system control-bus status log
DB	General file system data-bus status log
DC	General directory-related error
DD	Failed to read user record from disk
DE	Failed to read company record from disk
DF	Failed to write user record to disk
E0	System error
E1	Failed to start application; application not found; partition header damaged; or application requested cold start and not available
E2	AMT error
E3	Phrase concatenation library failure
E4	ASA system partition (SP) routine general error
E5	ASA SP routine I/O error
E6	Line card control-bus error
E7	Line card message contains unexpected value
E8	Central processor/line card protocol (low-level) error
E9	Line card failed to respond within timeout period
EA	Line card data-bus error
EB	Message library failure
EC	IVR message directory error
ED	Phrase library error
EE	Mailbox library
EF	Name announcement library error
F0	System name announcement library failure
F1	System MID library failure
F2	System MIDG library failure
F4	Bad AMIS message array found or software error
F5	Failed to write AMIS message array back to disk
F6	Bad AMIS dialing sequence table found or software error

Table 11-7. Status-Code Entries in Status Log (continued).

Status Code[a]	Description
F7	Failed to write AMIS dialing sequence table back to disk
F8	SP AMIS I/O error
F9	Integration general error
FA	InterMail error—VPMOD-to-Host task
FB	InterMail error—Host-to-VPMOD task
FC	Error in overflow event task
FD	File access error
FE	Invalid error code
FF	Invalid error code
100	CDR RAM buffer overflowed
101	CDR disk write error
102	Short message service error
104	LAN card router task non-service errors
105	LAN card router task service error
106	LAN card API error
107	CP/LAN card protocol out of sequence
108	LAN card timeout
110	CB error in getting new IUN
111	No IUN available
112	Error reading MDS record
113	MDS record validity check error
114	Error writing MDS record
115	Error in AMT search for MDS
116	MDS file validity check error
11B	Fax queue error
120	DMD entry read error
121	DMD entry write error
130	Bad security checksum
131	Security checksum revalidated
132	SBR internal error
141	SBR general error code
148	RMM general error code
150	MDS file access error
151	NSA alarm for port test
152	SA alarm for port test
154	CDR review utility error
155	CIP MDS file error
156	NWPL MDS access error
164	Digital networking internal error

Table 11-7. Status-Code Entries in Status Log (continued).

Status Code[a]	Description
165	Digital networking connect retries exhausted
1C0	SP error
1C1	LP error
1C2	Arbitration master error
1E0	Network directory error
1E1	Network directory I/O errors
1E2	Number of network directory entries exceeds critical space threshold
1E3	Number of network directory entries exceeds directory full alarm threshold
1E4	Network directory completely full
1E5	OctelNet error
1E6	Administrative message error
1E7	Network directory access error
1E8	Debug logs snapshot
1FC	Local lock error
200	Abnormal system shutdown
202	R2 control table error
228	Background task error

[a] Although status codes are four characters long, the leading zeroes are not shown in this table.
[b] Refer to menu 6.5 for integration-link status.

Using the Port-Testing Feature

Use the port-testing feature to test the basic outcalling functions of each port on the server. You access the port-testing feature through Menu 20 – Service Operations. The port-testing feature does not require that the service option be enabled; therefore, both system managers and service personnel can access this feature. The port-testing feature can be accessed *only* in the online mode and can be used at scheduled intervals or immediately, if necessary.

Use the following steps to access the port-testing-utilities menu:

Step	Action	Result
1.	From the Main Menu, enter ***20***, and press ***Return***.	Menu 20 – Service Operations appears.
2.	Select option ***12 – Port Testing Utilities***, and press ***Return***.	Menu 20.12 appears, as shown in Figure 11-12.

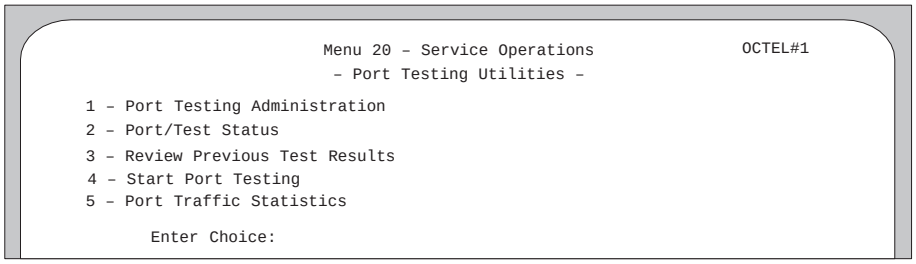


Figure 11-12. Menu 20.12, Port Testing Utilities.

The port-testing-utilities menu offers the following options:

- ❑ Administering and scheduling port tests (refer to the following "Administering and Scheduling Port Tests" section)
- ❑ Checking port and test status (refer to the "Checking Port and Test Status" section, page 11-43)
- ❑ Reviewing previous test results (refer to the "Reviewing the Status Log" section, page 11-45)
- ❑ Starting manual port testing (refer to the "Starting Manual Port Testing" section, page 11-49)

Administering and Scheduling Port Tests

Use the port-testing-administration option to establish the port-test parameters. Once established, port-test parameters are used for all port tests on the server.

You can schedule port tests to run automatically up to twice daily, or they can be started manually at any time. Two types of port tests, dial-tone-detect and loop-back-pass tests, can be run. Only one type of test can be run at any one time. To access the port-testing-administration menu, follow these steps:

Step	Action	Result
1.	From the Main Menu, enter ***20***, and press ***Return***.	Menu 20 – Service Operations appears.
2.	Select option ***12 – Port Testing Utilities***, and press ***Return***.	Menu 20.12 appears (Figure 11-12).
3.	Select option ***1 – Port Testing Administration***, and press ***Return***.	The Port Testing Administration menu appears, as shown in Figure 11-13.

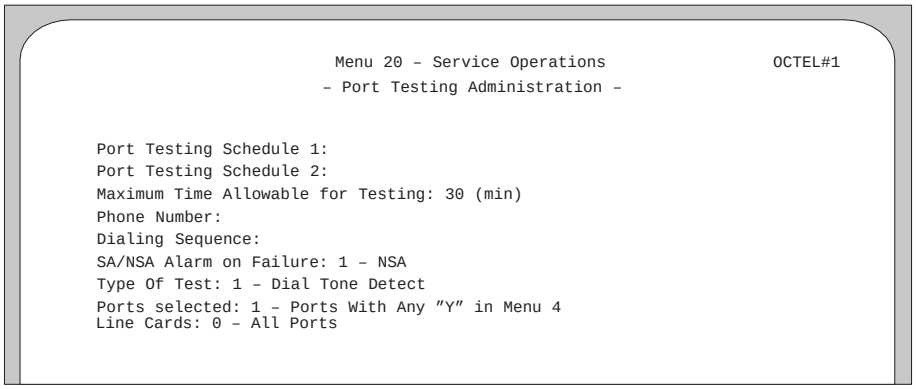


Figure 11-13. Example of Menu 20.12.1, Port Testing Administration.

Establishing Dial-Tone-Detect Port-Testing Parameters

Perform dial-tone-detect tests to verify that specified ports can go off hook and obtain a dial tone from the switch. If ports can successfully go off hook on digital switches that do not provide dial tone, the dial-tone-detect test passes. Ports are tested randomly, one at a time, until all ports are tested.

Perform the following steps in the port-testing-administration menu (Figure 11-13) to establish dial-tone-detect port-testing parameters:

Step	Action	Result
1.	In the ***Port Testing Schedule 1:*** field, enter the time that the first scheduled test should start, and press ***Return***. Use the format *HH:MMA* or *HH:MMP*. When performing scheduled maintenance on the server and a line card is out of service, you might need to suspend scheduled testing. To suspend scheduled tests, delete the entry in both of the ***Port Testing Schedule:*** fields. To resume scheduled tests, enter a new time in either of the ***Port Testing Schedule:*** fields.	If you establish a schedule in either the ***Port Testing Schedule 1:*** or ***2:*** field, the port test runs at the next scheduled start time. If no schedule is established, tests run only when manually started. If a manual test is running when a scheduled test is to start, the scheduled test is skipped. The scheduled test runs the next time it is due, unless there is another conflict with a manual test. Scheduled tests are either suspended or resumed, depending on your entry.

Step	Action	Result
2.	In the ***Port Testing Schedule 2:*** field, enter the time that the second scheduled test should start, and press ***Return***. Use the format *HH:MMA* or *HH:MMP*. When performing scheduled maintenance on the server and a line card is out of service, you might need to suspend scheduled testing. To suspend scheduled tests, delete the entry in both of the ***Port Testing Schedule:*** fields. To resume scheduled tests, enter a new time in either of the ***Port Testing Schedule 1:*** or ***2:*** fields.	If a schedule is established in either ***Port Testing Schedule:*** field, the port test runs at the next scheduled start time. If no schedule is established, tests run only when manually started. Scheduled tests cannot overlap each other. The server refers to the time entered in the ***Port Testing Schedule 1:*** and ***Maximum Time Allowable for Testing:*** fields to verify that the entry in the ***Port Testing Schedule 1:*** field does not overlap schedule 2. If you entered a second schedule that overlaps the first, the server prompts for a schedule that avoids the overlap. Scheduled tests are either suspended or resumed, depending on your entry. If a manual test is running when a scheduled test is to start, the scheduled test is skipped. The scheduled test runs the next time it is due, unless there is another conflict with a manual test.
3.	In the ***Maximum Time Allowable for Testing:*** field, enter the maximum amount of time, in minutes, that a scheduled test should run, regardless of whether the test is completed. For example, if a scheduled test should begin at midnight and be completed by 5:00 a.m. to ensure that all ports are available for heavy morning traffic, enter 300 minutes. Enter a number from **30** to **720** minutes. The default is **30**.	. . .
4.	If a dial-tone-detect test is being performed, the server ignores any entry in the ***Phone Number:*** field.	. . .
5.	If a dial-tone-detect test is being performed, the server ignores any entry in the ***Dialing Sequence:*** field.	. . .

Step	Action	Result
6.	In the ***SA/NSA Alarm on Failure:*** field, enter the type of alarm generated when the server detects a port failure. Leave the default of ***1 – NSA*** or enter ***2 – SA***.	If you entered ***1***, a non-service-affecting (NSA) alarm is generated when a port failure is detected (status code 0151). If you entered ***2***, a service-affecting (SA) alarm is generated when a port failure is detected (status code 0152). When a status-code 0151 or 0152 is logged in the status log, an outcalling error also is logged. If additional information is needed, analyze the outcalling errors logged with the port-test status-code entry. If a status-code 0151 or 0152 is logged in the status log and there is no accompanying outcalling error, verify that menu 20.1.1, Port Testing Administration (Figure 11-13), was configured correctly, and run the test again. It is possible that a configuration problem in the menu 20.1.1 screen caused a repeated busy or ring-no-answer situation on the port being tested.
7.	In the ***Type of Test****:* field, enter ***1 – Dial Tone Detect****.*	The parameter for the type of test is set.
8.	In the ***Ports selected:*** field, enter a number for the ports to be tested, as follows: ***0*** – All Ports ***1*** – Ports With Any “Y” in Menu 4 ***2*** – Outcall Ports Only	If you enter ***0***, all available ports are tested. A port is available and is tested whenever there is a ***Y*** for that port in ***any*** column in menu 4. If you enter ***1***, only ports that have a “Y” in menu 4 are tested. If you enter ***2***, only ports with a ***Y*** in the ***O*** (outcalling) column in menu 4 are tested.

Step	Action	Result
9.	In the ***Line Cards:*** field, enter a line card number for port testing, as follows: ***0*** – All ports ***1 –*** Ports on Line Card 1 ***2*** – Ports on Line Card 2 ***3*** – Ports on Line Card 3 ***4*** – Ports on Line Card 4 ***5*** – Ports on Line Card 5 ***6*** – Ports on Line Card 6 ***7*** – Ports on Line Card 7 ***8*** – Ports on Line Card 8 ***9*** – Ports on Line Card 9 ***A*** – Ports on Line Card 10 ***B*** – Ports on Line Card 11 ***C*** – Ports on Line Card 12 ***D*** – Ports on Line Card 13 ***E*** – Ports on Line Card 14 ***F*** – Ports on Line Card 15 ***G*** – Ports on Line Card 16 ***H*** – Ports on Line Card 17 ***I*** – Ports on Line Card 18	Enter ***0*** for ports to be tested on all line cards, enter ***1*** through ***9*** or ***A*** through ***I*** for testing ports on individual line cards.
10.	Press the ***SEND, Print Send***, or down-arrow key until the ***Parameter updated. Press any key to return to the Port Testing Menu.*** prompt appears.	The port-test parameters are updated.
11.	Press ***Ctrl+C*** until menu 20 reappears.	. . .

Establishing Loopback-Testing Parameters

Loopback testing is performed to verify that the a port can generate an outcall and detect that another server has received the outcall. The port being tested generates an autovon “A” tone and listens for an autovon “A” tone in response. Perform the loopback test by having a server call a hunt group on the same server or call a remote server’s port or hunt group. Ports are tested randomly, one at a time, until all ports are tested.

Perform the following steps, using the port-testing-administration menu (Figure 11-13), to establish loopback port-testing parameters:

Step	Action	Result
1.	In the Port Testing Administration menu, complete the following fields the same as for the dial-tone-detect parameters described in the "Establishing Dial-Tone-Detect Port-Testing Parameters" section, page 11-38. Press ***Return*** after each field is complete. ***Port Testing Schedule 1:*** ***Port Testing Schedule 2:*** ***Maximum Time Allowable for Testing:***	The schedules and testing time are established. The cursor moves to the next field.
2.	In the ***Phone Number****:* field, enter the telephone number that the server will use to place the test calls, and press ***Return***.	The cursor moves to the next field.
3.	In the ***Dialing Sequence****:* field, enter the complete dialing sequence used to place the test calls. The entry in this field must match the appropriate dialing-sequence (local, long-distance, or private network) field in menu 6.1. Press ***Return***.	The cursor moves to the next field.
4.	Complete the ***SA/NSA Alarm on Failure:*** field the same as for the dial-tone-detect parameters described in the "Establishing Dial-Tone-Detect Port-Testing Parameters" section, page 11-38.	The cursor moves to the next field..
5.	In the ***Type of Test:*** field, enter ***2 – Loopback Test***.	The cursor moves to the next field..
6.	Complete the ***Ports selected:*** field and the ***Line Cards:*** field the same as for the dial-tone-detect parameters described in the "Establishing Dial-Tone-Detect Port-Testing Parameters" section, page 11-38.	The cursor moves to the next field.
7.	Press the **SEND, Print Send**, or down-arrow key until the ***Parameter updated. Press any key to return to the Port Testing Menu.*** prompt appears.	The parameters are updated.
8.	Press any key.	The Port Testing Utilities menu reappears.

Checking Port and Test Status

To view the status of server ports or a test in process, follow these steps:

Step	Action	Result
1.	From the Main Menu, enter ***20***, and press ***Return***.	Menu 20 – Service Operations appears.
2.	Select option ***1 – Port Testing Utilities***, and press ***Return***.	Menu 20.1 appears (Figure 11-12).
3.	Select option ***2 – Port/Test Status***, and press ***Return***.	Menu 20.1.2 appears, as shown in the example in Figure 11-14.

```
                          – Port Testing Status –


Pt              Status                  Pt              Status
--------  --------------------------  --------  ------------------------------

1A              WAITING                 4A
1B              LOOP BACK PASS          4B
1C              LOOP BACK PASS          4C
1D              WAITING                 4D
2A              WAITING                 5A
2B              WAITING                 5B
2C              WAITING                 5C
2D              WAITING                 5D
3A                                      6A
3B                                      6B
3C                                      6C
3D                                      6D

Test in process. Screen will automatically update. Press Ctrl–C to exit.
Enter (A)bort current testing, (R)eturn to the first page, or
(N)ext page:
```

Figure 11-14. Example of Menu 20.1.2, Port Testing Status for the Octel Overture 350.

The port-testing-status display depends on whether a test is in process.

Displaying Port-Testing Status When Test Is Not in Process

If no test is in process, the port-testing-status screen is a real-time display for each specific port of the following:

- ❑ Subscriber use by mailbox number
- ❑ Outbound networking traffic, by node number

In the ***Status*** column, fields for those ports that are idle or in use for other reasons (outcalling, paging, fax delivery, telephone answering, inbound networking, and so on) remain blank. The port-testing-status menu (Figure 11-14) is automatically updated to display any changes in status. Use the following commands while a test is *not* in process:

- ❑ To exit the port-testing-status screen, press ***Ctrl+C***.
- ❑ To move to the next page of ports, press ***N***.
- ❑ To return to the previous page, press ***R***.

When . . .	Then . . .
The port status is being displayed at the same time that a scheduled test begins	The screen automatically changes to display the test status.
The test is complete	The screen returns to a display of port use. This occurs if no changes were made while the test status was displayed on the screen (no keys pressed) during the test.
Changes were made while the test status was displayed on the screen	The server returns to the port testing utilities menu (Figure 11-12) when testing is complete.

Displaying Port-Testing Status When Test Is in Process

If a test is in process, the port-testing-status screen (Figure 11-14) displays the real-time test status of each port.

- ❑ The screen is updated automatically as each port is tested to display changes in status.
- ❑ A port's status might change more than once during a port test.
- ❑ A port is not considered to have failed a test unless the test has been unsuccessful three times.

The retry interval for failed tests for a port is tied to the entry in the ***Maximum Time Allowable for Testing:*** field. When a port test fails, the server does the following:

1. Calculates the remaining time allowed for testing.
2. Divides the time into three equal amounts.
3. Schedules the retry to begin after one-third of the remaining time expires.

For example,

If a port fails and 30 minutes remain for testing, the server schedules the retry to begin in 10 minutes (1/3 of 30 minutes).

Status conditions are reported in the ***Status*** column during the port test. Error conditions are reported when a specific port test is unsuccessful; however, a port is not considered to have failed a port test unless the test has been unsuccessful three times. Other possible non-error-condition entries that are visible in the ***Status*** column when a port test is running are as follows:

- **WAITING.** The server is performing port tests but has not yet tested the specified port.
- **LOOP BACK PASS.** The server took the port off hook, obtained a dial tone, and dialed the telephone number entered in the ***Phone Number:*** field on the Port Testing Administration menu (Figure 11-13). The server then detected that the destination telephone was answered, generated an autovon "A" DTMF tone, and received an autovon "A" DTMF tone in response.
- **DIAL TONE PASS.** The server took the port off hook and obtained a dial tone successfully.

You can use the following commands while a test is in progress:

- To exit the port-testing-status screen, press ***Ctrl+C***.
- To move to the next page to view the status of additional ports, press ***N***.
- To return to the previous page, press ***R***.
- To cancel the port test, press ***A***, then enter ***Y*** and press ***Return*** to confirm the cancellation.

When a test is complete, the server automatically returns to the Port Testing Utilities menu (Figure 11-12). Results of the last four port tests run are stored in the server.

Reviewing Previous Test Results

To review the results of the last four port tests, follow these steps:

Step	Action	Result
1.	From the Main Menu, enter ***20***, and press ***Return***.	Menu 20 – Service Operations appears.
2.	Select option ***1 – Port Testing Utilities***, and press ***Return***.	Menu 20.1 appears (Figure 11-12).
3.	Select option ***3 – Review Previous Test***, and press ***Return***.	Menu 20.1.3 appears, as shown in Figure 11-15.
4.	Review the results of the last four port tests.	. . .
5.	Press ***Ctrl+C*** to exit.	. . .

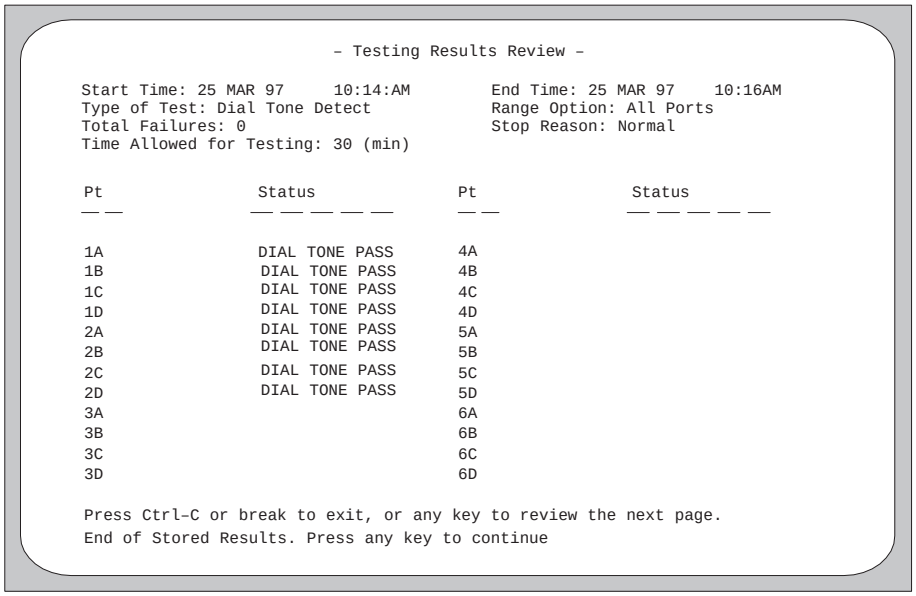


Figure 11-15. Example of the Testing Results Review Screen.

Each Testing Results Review screen (menu 20.1.3) displays the information described in Table 11-8 at the top of the screen.

Table 11-8. Fields in the Testing Results Review Screen.

Field	Comments
Start Time:	The date and time that the test began.
End Time:	The date and time that the test ended.
Type of Test:	The test type that you entered in the ***Type of Test:*** field on the Port Testing Administration screen (Figure 11-13).
Range Option:	The test range that you entered in the ***Port Range:*** field on the Port Testing Administration screen.
Total Failures:	The total number of ports that failed the test after all retries.
Stop Reason:	The reason that the port test ended. There can be one of the following three reasons: ❑ If set to ***Normal***, the port test ran successfully and completed all tests in the time allowed. ❑ If set to ***Aborted by System Manager***, you manually canceled the test. ❑ If set to ***Time Elapsed***, the port test was not completed within the time you entered in the ***Maximum Time Allowable for Testing:*** field on the Port Testing Administration screen.
Time Allowed for Testing:	The time that was entered in the ***Maximum Time Allowable for Testing:*** field on the Port Testing Administration screen.

In addition, the test results provide the status of each port when the test is complete. Table 11-9 describes the status and error conditions that might be reported after a port test and appropriate corrective actions, if required.

Table 11-9. Status Displayed on Testing Results Review Screen.

Status Column Entry	Description
WAITING	The server was unable to test the specified port before the time allowed for testing expired. If required, extend the maximum time allowed for testing and run the port test again.
SEIZE LINE FAIL	The server was unable to take the specified port off hook. If this error is reported, verify the following: ❑ The telephone line is connected correctly. ❑ The switch is providing dial tone to the port. ❑ The TICs and line cards are functioning correctly. If a port is ringing at the exact time that the test utility attempts to take the port off hook, the test call is aborted and the incoming call takes precedence.
NO DIAL TONE	The server was able to take the port off hook, but no dial tone was detected from the switch. If this error is reported, verify the following: ❑ The telephone line is connected correctly. ❑ The switch is providing dial tone to the port. ❑ The TICs and line cards are functioning correctly.
DIAL TONE PASS	The specified port successfully passed the dial-tone-detect test. No action is required.
RECV LINE BUSY	The server took the port off hook, obtained a dial tone, and dialed the telephone number that you entered in the ***Phone Number:*** field on the Port Testing Administration screen (Figure 11-13). However, a busy signal was detected when the telephone number was dialed. If this error is reported, verify the following: ❑ The telephone number was entered correctly in the ***Phone Number:*** field on the Port Testing Administration screen. ❑ The dialing sequence was entered correctly in the ***Dialing Sequence:*** field on the Port Testing Administration screen. ❑ A busy condition exists on the destination telephone line or hunt group. ❑ The line card is generating or detecting DTMF tones correctly.

Table 11-9. Status Displayed on Testing Results Review Screen (continued).

Status Column Entry	Description
RING NO ANSWER	The server took the port off hook, obtained a dial tone, and dialed the telephone number entered in the ***Phone Number:*** field on the Port Testing Administration screen (Figure 11-13). However, there was no answer when the telephone number was dialed. If this error is reported, verify the following: ❑ The telephone number was entered correctly in the ***Phone Number:*** field on the Port Testing Administration screen. ❑ The dialing sequence was entered correctly in the ***Dialing Sequence:*** field on the Port Testing Administration screen. ❑ The line card is generating or detecting DTMF tones correctly.
NO AV A RESP	The server took the port off hook, obtained a dial tone, and dialed the telephone number entered in the ***Phone Number:*** field on the Port Testing Administration screen. The server detected that the destination telephone line was answered, but the destination system did not generate an autovon “A” DTMF tone in response to the autovon “A” DTMF tone that was sent. If this error is reported, verify the following: ❑ The telephone number was entered correctly in the ***Phone Number:*** field on the Port Testing Administration screen. ❑ The dialing sequence was entered correctly in the ***Dialing Sequence:*** field on the Port Testing Administration screen. ❑ A person or another device answered the test call. ❑ The line card is generating or detecting DTMF tones correctly.
LOOP BACK PASS	The specified port successfully passed the loopback test. No action is required.
DID	The specified port is a direct-inward-dial (DID) port. DID ports are not tested. The ***Ln Tp*** (Line Type) column on menu 4 identifies DID ports. No action is required.

To exit the Testing Results Review screen, press ***Break*** or ***Ctrl+C***. To move to another page of the results, press any other key.

Starting Manual Port Testing

Before starting a manual (unscheduled) port test, verify that the information in the Port Testing Administration menu (menu 20.1.1) is correct for the type of test to be performed. Start manual port testing as follows:

Step	Action	Result
1.	From the Main Menu, enter ***20***, and press ***Return***.	Menu 20 – Service Operations appears.
2.	Select option ***1 – Port Testing Utilities***, and press ***Return***.	Menu 20.1 appears (Figure 11-12).
3.	Select option ***4 – Start Port Testing***, and press ***Return***.	The port test begins immediately, and the Port Testing Status screen appears, as shown in Figure 11-16.

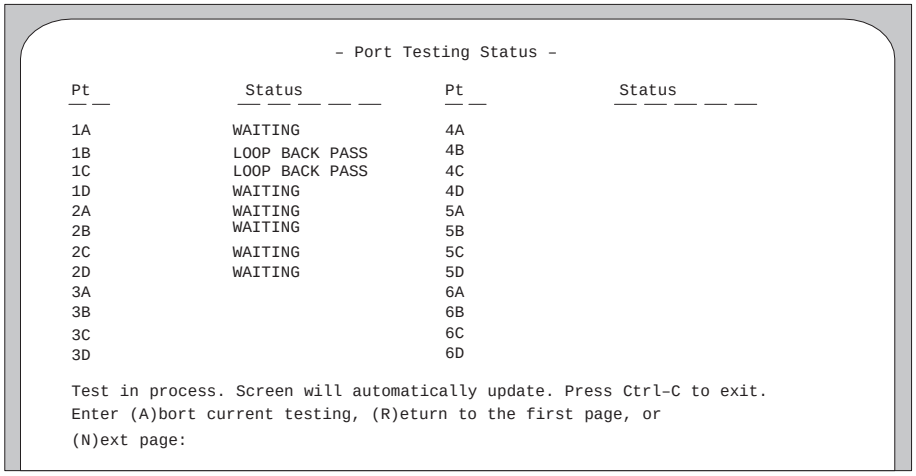


Figure 11-16. Example of Menu 20.12.2, Port Testing Status Screen for the Octel Overture 350.

As each port is tested, the following occurs:

- ❑ Menu 20.1.2, Port Testing Status (Figure 11-14), is updated to reflect any change in status.
- ❑ A port's status might change more than once during a port test.
- ❑ A port is not considered to have failed a port test unless the test has been unsuccessful three times.

When a test is complete, the server automatically returns to the Port Testing Utilities menu (Figure 11-12). You can use the following commands while a test is in process:

- ❑ To move to the next page to view the status of additional ports, press ***N***.
- ❑ To return to the previous page, press ***R***.
- ❑ To cancel the port test, press ***A***, then enter ***Y*** and press ***Return*** to confirm.

- ❏ To start another port test immediately, select option ***4 – Start Port Testing*** from the Port Testing Utilities menu.
- ❏ To exit the port-testing-status screen (Figure 11-14) *without* canceling a test in process, press ***Ctrl+C***. After exiting, you cannot reselect option ***4 – Start Port Testing*** while a test is running.
- ❏ To view the status of ports being tested or to cancel a test after exiting option ***4***, use option ***2 – Port/ Test Status***.

Port Traffic Statistics

The Port Traffic Statistics Utility shows the numbers of incoming and outgoing calls for each port, in real time, if required. Each time a call is made on a port, a counter for that port is incremented. The maximum count is approximately 4 billion calls per port. This display of activity can help you determine immediately whether there is a problem with a port accepting calls.

Using the Port Testing Utilities does not require that the service option be enabled; therefore, both system managers and service personnel can access this utility. Port Testing Utilities can only be accessed in the online mode.

Use the Port Traffic Statistics Utility, as follows:

Step	Action	Result
1.	From the Main Menu, select option ***20 – Service Operations***, and press ***Return***.	Menu 20 – Service Operations appears.
2.	Select the option ***12 – Port Testing Utilities***, and press ***Return***.	Menu 20.12, Port Testing Utilities, appears (Figure 11-12).
3.	Select option ***5 – Port Traffic Statistics***, and press ***Return***.	The Port Traffic Statistics Utility Menu appears, as shown in Figure 11-17.
4.	From the Port Traffic Statistics Utility menu, select option ***1***, ***2***, or ***3***, as follows:	
	❏ To display a snapshot of port traffic, select option ***1 – Port Traffic Statistics Display***, and press ***Return***.	The Port Traffic Statistics screen appears, as shown for an Octel Overture 250 in Figure 11-18.
	❏ To view repeatedly updated port traffic, select option ***2 – Port Traffic Statistics Monitoring***, and press ***Return***.	The Port Traffic Statistics screen appears, as shown for an Octel Overture 250 in Figure 11-19. The screen is automatically updated every 2 seconds.
	❏ To clear port-traffic statistics, select option ***3 – Clear Port Traffic Statistics***, and press ***Return***.	The prompt ***Are you sure you want to clear Port Traffic Statistics? (y/n)*** appears.
	Type ***Y*** or ***N***, and press ***Return***.	If Y, port-traffic statistics are reset to 0 for all ports.
5.	Type ***Ctrl+C*** to exit, ***R*** to return to the first page, or ***N*** to go to the next page.	The Port Traffic Statistics Utility screen reappears.

```
                    Menu 20 – Service Operations                OCTEL#1
                  – Port Traffic Statistics Utility –


  1 – Port Traffic Statistics Display
  2 – Port Traffic Statistics Monitoring
  3 – Clear Port Traffic Statistics
                                        Enter Choice:
```

Figure 11-17. Menu 20.12.5, Port Traffic Statistics Utility.

```
                          – Port Traffic Statistics –
                                                  Last Time Cleared: None
Pt              Statistics              Pt              Statistics
                IN          OUT                         IN          OUT
---         ----------  ----------      ---         ----------  ----------
1A                   2           0      2E
1B                   1           0      2F
1C                   0           0      2G
1D                   0           0      2H
1E                   0           0      3A
1F                   0           0      3B
1G                   0           0      3C
1H                   0           0      3D
2A                                      3E
2B                                      3F
2C                                      3G
2D                                      3H

Port Traffic Statistics Display complete. Press Ctrl–C to exit
Enter (R)eturn to the first page, (N)ext page:
```

Figure 11-18. Example of Menu 20.12.5.1, Port Traffic Statistics Screen.

```
                          – Port Traffic Statistics –
                                                  Last Time Cleared: None
Pt              Statistics              Pt              Statistics
                IN          OUT                         IN          OUT
---         ----------  ----------      ---         ----------  ----------
1A                   2           0      2E
1B                   1           0      2F
1C                   0           0      2G
1D                   0           0      2H
1E                   0           0      3A
1F                   0           0      3B
1G                   0           0      3C
1H                   0           0      3D
2A                                      3E
2B                                      3F
2C                                      3G
2D                                      3H

Screen will automatically update. Press Ctrl–C to exit
Enter (R)eturn to the first page, (N)ext page:
```

Figure 11-19. Example of Menu 20.12.5.2, Port Traffic Statistics Screen.

Clear statistics for all ports, either by using menu option ***3 – Clear Port Traffic Statistics*** from the Port Traffic Statistics Utility menu or by rebooting the server.

Using OctelNet Diagnostic Messages

OctelNet diagnostic messages that are left in the primary system manager's mailbox augment other troubleshooting tools available to you. These messages contain information about the network and network nodes that could require your immediate attention.

If the server is part of a network, there can be occasional difficulties in completing calls to other nodes. The called server could be busy repeatedly or could be unanswered. Poor line quality can also cause incomplete calls.

The server places a diagnostic message in the primary system manager mailbox after having tried all prescribed retry attempts, as defined in menu 15.1.1, and has not succeeded in sending messages to another node. The server sends a number of diagnostic messages to the system manager mailbox during repeated attempts to send messages. You hear the following message after you log into your system manager mailbox before any the Main Menu options are presented:

> ***"System manager diagnostic message: reporting error number XX, node YYY [node name], at [time and date]."***

The following sections explain the diagnostic codes for network messaging and the conditions under which they can occur.

Diagnostic-Message 40 – Bad Line

Call attempts to the location noted in the diagnostic message are repeatedly encountering poor-quality lines. Some of the reasons for diagnostic-message 40 are as follows:

- ❑ DTMF tone is not detected.
- ❑ The receiving node detects a line error and discontinues the dialogue, or the line goes dead and no disconnect is detected.
- ❑ An unexpected disconnect occurs. The receiving node disconnects because of a line error or a problem with the facilities on the receiving end.
- ❑ A wrong tone is detected. This is typically caused by cross-talk at some point in the network. Severe echo problems could also result in a wrong-tone detection.
- ❑ Too much noise is detected.
- ❑ The signal strength is low.
- ❑ Interference is found on the line.
- ❑ The time is not entered in menu 15.

Diagnostic-Message 41 – Wake-Up Error

Network calls are being sent, but the recipient never acknowledges the call. (A tone sequence is sent, and a specific tone sequence is expected in response.) Diagnostic-message 41 occurs for one of the following reasons:

- ❑ The node telephone number is entered incorrectly in menu 15. The receiving node has never received the incoming calls.
- ❑ The node is temporarily out of service and calls are forwarded to an operator or to the wrong extension.
- ❑ Poor line quality is encountered during all attempts. All calls have failed during the initial acknowledge phase of the call.
- ❑ A bad trunk, interfacing device, or configuration exists.

Diagnostic-Message 42 – Missing Serial Number

The sending server receives an acknowledgment from the receiving node, but repeatedly fails to receive proper identification (a serial number) from the receiving node. In this case, diagnostic-message 42 can also occur when the line quality is poor.

For proper security, enter the correct serial number of the node in menu 15. If no serial number has been entered, attempts are made to obtain it at the beginning of the first call to the node. This process causes a small delay, during which time the node security could be compromised.

If a wrong serial number is entered, security is not compromised, but diagnostic-message 42 results. If poor-quality lines are encountered while the server is trying to obtain the serial number, diagnostic-message 40 is also reported.

Diagnostic-Message 43 – Synchronization Errors

The server receives acknowledgment of the network call and a correct serial number from the receiving node, but the security-clearance handshake fails repeatedly. Diagnostic-message 43 occurs for one of the following reasons:

- ❑ The wrong node serial number was entered in menu 15.
- ❑ The wrong node was called.
- ❑ The lines are of poor quality.

Diagnostic-Message 44 – Session-Verification Errors

The two networked modules have passed through the security-clearance sequence, but failures consistently occur when the sending server attempts to transmit its first message. The probable cause is poor line quality.

Diagnostic-Message 45 – Repeated Transmit Errors

The server has successfully transmitted one or more messages during a session; then, when the server attempted to send the rest of the messages, failures occurred intermittently. Diagnostic-message 45 can result from one of the following:

- ❑ Lines are poor quality.
- ❑ Messages are poor quality. Excessive talk-off could cause this problem, although the probability is low.

Diagnostic-Message 50 – Mixture of Call-Process Errors

The sending server cannot establish a connection with the receiving node, because of unanswered and busy lines.

Diagnostic-Message 51 – Busy

The sending server is unable to establish a connection with the receiving node because the lines are always busy.

Diagnostic-Message 52 – Unanswered

The sending server cannot establish a connection with the receiving node because the lines are always unanswered.

Diagnostic-Message 53 – Wrong Number

The server places a switch-operator-assisted call to a receiving node; the operator is asked not to call again. This request is made in response to certain prompts from the receiving server, indicating that a wrong number was transmitted.

Diagnostic-Message 75 – AMIS Not Allowed

The server attempts to send an AMIS message, and AMIS networking is not allowed on the remote node. Transmission to the remote node is disabled.

Diagnostic-Message 76 – Version Not Supported

Your AMIS protocol is not supported by the remote node.

Diagnostic-Message 77 – Internal Error

An internal software error has occurred.

Diagnostic-Message 78 – Number Blacklisted

The remote node has your node blacklisted; the remote node will not accept messages from your node. Transmission to the remote node is disabled.

Diagnostic-Message 79 – Access Number Error

Your node has an incorrect telephone number defined for the remote node.

Using Reports To Monitor the Server

You can use Octel reports to troubleshoot the server. Refer to Table 11-10 for descriptions of the reports. Refer to Chapter 7 for procedures for creating .reports

Table 11-10. SMT Reports.

Report Number	Report Name	Report Description	Reporting Period	Mailbox-Selection Options	Data Options	Applications
1	Message Aging by Mailbox	Messages residing in a subscribers mailbox at the time the report is printed.	Current	❑ Mailbox ❑ Class of service ❑ Department ❑ Full mailboxes only	❑ New/archived/ future delivery ❑ Minimum age, length, storage ❑ Number of messages (selectable)	❑ Lengthy retention time ❑ Lengthy message identification ❑ Summary information
2	Individual Subscriber Usage	Details about port use, disk use, and message traffic for each mailbox. Includes up to 31 days of data accumulated during the collection interval.	Daily, weekly, or monthly	❑ Mailbox ❑ Class of service ❑ Department	❑ Incoming/outcalling connect time ❑ Message storage or messages received ❑ Messages recorded and sent (selectable) ❑ Details - Y or N	❑ Connect time ❑ Usage analysis ❑ Problem areas ❑ Billing summary ❑ Bad password disconnects
3	Short Form Subscriber Usage	Summary of connection time and disk storage use for each mailbox. One line of data per mailbox.	Daily, weekly, or monthly	❑ All mail-boxes except type 6 (automatic)	❑ Names, extensions, connect time ❑ Message storage (automatic)	❑ Directory ❑ Connect time by mailbox by port group ❑ Space abuse
4	Traffic Statistics by Port Group	Number of connections, connect time, amount of time all ports in a port group are busy.	Current (weekly)	❑ Not applicable to this report	❑ Not applicable to this report	❑ Capacity planning ❑ Traffic planning
5	Uninitialized Mailboxes	Active mailboxes that subscribers have never logged into nor heard the tutorial. Includes number of bad-password disconnects.	Current	❑ All uninitialized mailboxes	❑ Mailbox, name, department, extension ❑ Bad password disconnects (automatic)	❑ Security management ❑ Bad password disconnects
6	System List Activity	Number of times a system distribution list, or range of lists, was accessed.	Daily, weekly, or monthly	❑ System list ❑ Department	❑ Selected system lists ❑ All system lists	❑ System maintenance ❑ Efficient evaluation of system lists
7	System List Members	Members of a system-distribution list. Includes alias address, network address, and nested lists.	Current	❑ System list ❑ Department ❑ System list members	❑ Details of grouped-system-list members ❑ Number of members in a list	❑ Capacity planning ❑ System maintenance

System Backup

You can add an optional tape-backup drive to the server if needed. If you have a tape-backup drive installed, Octel recommends that you back up system data regularly to safeguard against loss of data on the server.

Performing the Backup

When you use this procedure, NameNet entries, the system database, application messages, IVR phrases, and all recorded subscriber names and greetings are always backed up. Messages are automatically backed up for all voice-application mailboxes. Voice-application mailboxes include types 1, 2, 3, 10, 11, 12, 30, 31, 32, 33, 34, 35, and 40.

You also can back up fax and voice messages for type 0 mailboxes. If you select this option, you are prompted to enter a class-of-service range (beginning and ending classes of service) to designate which mailboxes should have messages backed up. A single, continuous range of classes of service can be selected.

This procedure does *not* back up any information recorded in any of the submenus of menu 22, LAN Interface Management. Octel recommends that you write down this information and keep it with the backup tape.

While a backup is in process, the following menus cannot be accessed:

- ❏ Menu 13.11, Review Card Management
- ❏ Menu 20 – Service Operations

Although system managers do not normally open or need to open the doors of a server, you can open the front doors of the server to access the tape drive to perform a backup. Use the following steps:

Step	Action
1.	Open the server's front door.
2.	Place the backup DDS-2 tape into the tape-backup drive, as shown in Figure 11-21 and Figure 11-20. If a blinking amber LED is on, the tape drive must be cleaned. Refer to the "Cleaning the Tape-Backup Drive" section, page 11-65, for information about cleaning the tape drive.
3.	From the SMT Main Menu, access Menu 21 – System Backup, shown in Figure 11-22.
4.	Enter ***1*** to access menu 21.1, Backup, as shown in Figure 11-23.
5.	If the ***Cancel Currently Scheduled Backup (Y/N):*** prompt appears, enter ***Y*** to cancel a previously scheduled backup and continue, or enter ***N*** to retain the previous backup schedule.

Step	Action
6.	In the ***Backup Tape Label:*** field, enter the name of the backup tape. You can enter up to 15 alphanumeric characters. Octel recommends that the name include the date of the backup, plus the server ID if several servers are maintained at the same site. Press ***Return***.
7.	In the ***Scheduled Date:*** field, enter the date the backup is to start, in MM/DD/YY format. Press ***Return***.
8.	In the ***Scheduled Time:*** field, enter the time the backup is to start, in HH:MM A or P format. Press ***Return***.
9.	In the ***Include Fax and Voice Messages:*** field, enter ***Y*** or ***N*** to include or exclude fax and voice messages in the backup. Press ***Return***. Excluding fax and voice messages can shorten the backup time. If you enter ***Y***, the ***Starting Class of Service:*** and the ***Ending Class of Service:*** fields appear; proceed to step 10. If you enter ***N***, the ***Backup queued. Press any key to continue.*** prompt appears; skip to step 12.
10.	In the ***Starting Class of Service:*** field, enter the beginning class-of-service number of the range for the mailboxes to be backed up. Press ***Return***.
11.	In the ***Ending Class of Service:*** field, enter the last class-of-service number of the range for the mailboxes to be backed up. Press ***Return***. Any mailboxes that have classes of service out of this range will not be backed up.
12.	At the ***Backup queued. Press any key to continue.*** prompt, press any key to continue with the backup. The System Backup screen reappears.
13.	The backup takes approximately 1 minute for each hour of message space used. Use option ***2*** (described in the “Displaying Backup Status” section, page 11-60) to display the backup status at the bottom of menu 21. Press any key other than ***Break*** to refresh the screen. (Pressing ***Break*** clears the status information without stopping the backup) If the status information clears when you refresh the screen, the backup is finished. (No message appears.)
14.	Enter ***5*** at the System Backup menu to display the history of the last backup. Refer to the “Reviewing the History of the Last Event” section, page 11-60, for a description of this utility.
15.	Print this history screen, and store the printout with the backup tape.
16.	If the backup was successful, remove your backup tape and store it in a safe place. If the backup fails, a non-service-affecting alarm is generated.

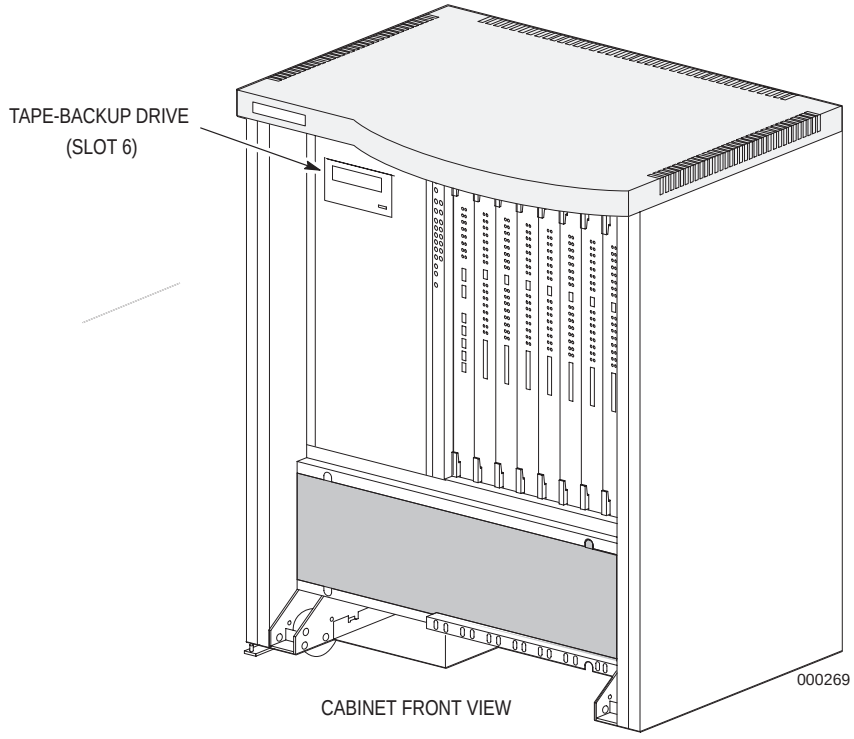


Figure 11-20. Tape-Backup Drive on an Octel Overture 250 Server.

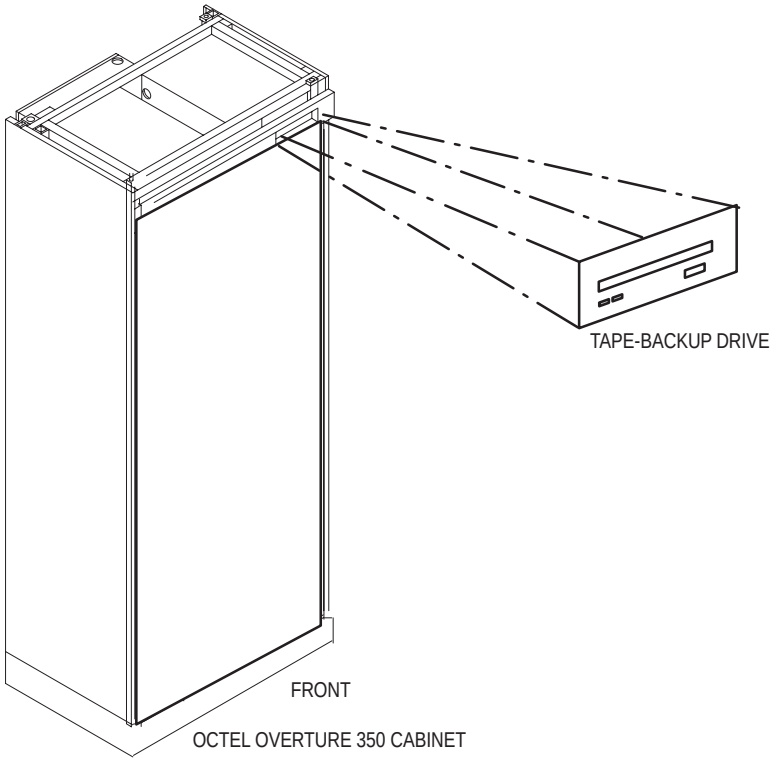


Figure 11-21. Tape-Backup Drive on an Octel Overture 350 Server.

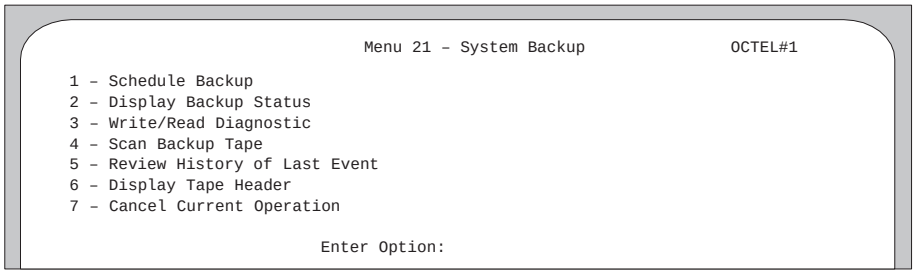


Figure 11-22. Menu 21 – System Backup.

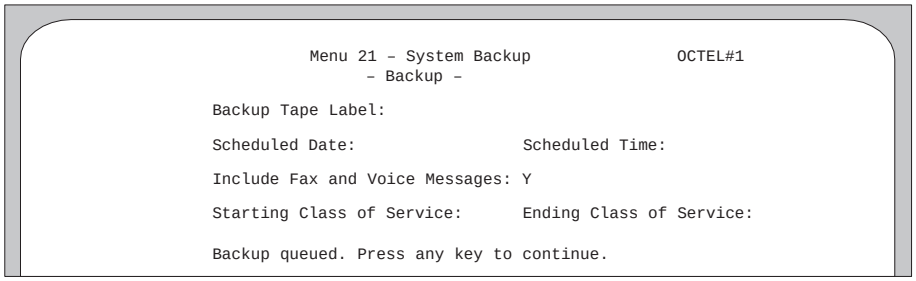


Figure 11-23. Menu 21.1, Backup.

Reviewing the History of the Last Event

This option displays the status of a backup operation in process. Display the backup status, as follows:

Step	Action	Result
1.	During a backup, the screen remains at menu 21, with information added at the bottom of the menu, depending on the option selected. Enter option ***2***, and press ***Return***.	A status area appears at the bottom of menu 21, as shown in Figure 11-24.
2.	Press any key to update the screen.	. . .
3.	Press ***Ctrl+C*** to return to menu 21.	The status area disappears, and your cursor returns to the ***Enter Option:*** field for menu 21.

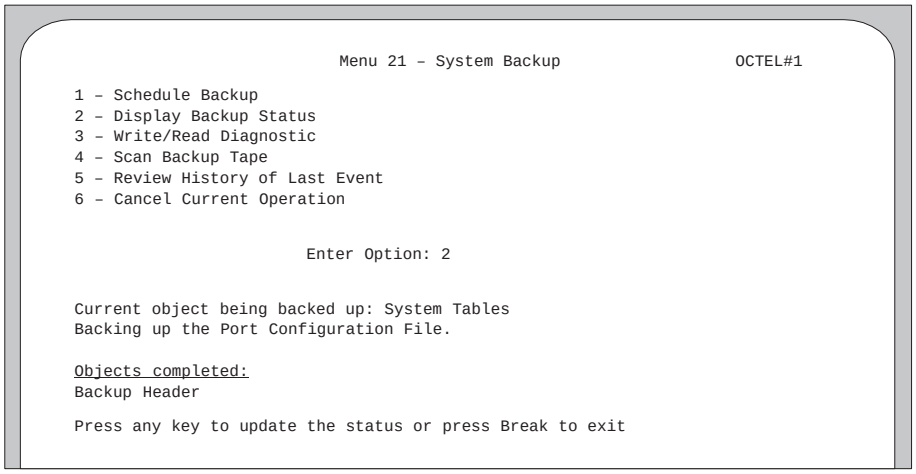


Figure 11-24. Menu 21 Screen With Option 2, Display Backup Status, Selected.

Write/Read Diagnostic

Option 3 on menu 21 is for use by service personnel only.

Scan Backup Tape

Option 4 on menu 21 is for use by service personnel only.

Reviewing the History of the Last Event

Select option ***5 – Review History of Last Event*** to display information about the last operation performed using the tape-backup drive. Octel recommends that you keep a printed copy of this information with the backup tape. Use this option as follows:

Step	Action
1.	Turn on your printer. Refer to the *Peripheral Equipment Manual* for specific instructions about your printer.
2.	From the SMT Main Menu, access Menu 21 – System Backup (Figure 11-22).
3.	Enter ***5*** to display the history of the last event, as shown in Figure 11-25. Refer to Table 11-11 for descriptions of the fields.
4.	Print this screen and keep it with the backup tape. If you know the initialized number of CDR blocks, write it on this printout.
5.	Press any key to return to menu 21.
6.	Press ***Return*** to return to the Main Menu.
7.	Turn your printer off.

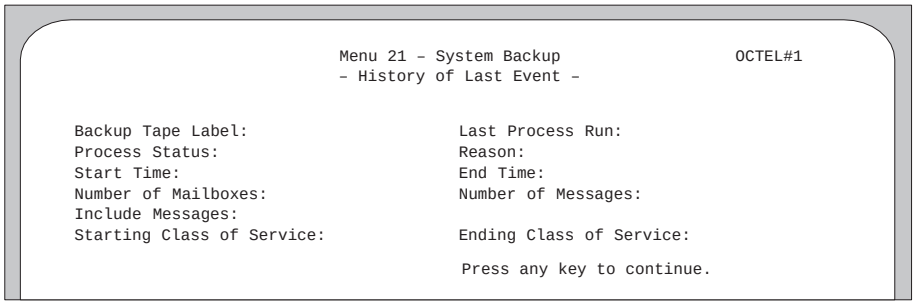


Figure 11-25. Menu 21.5, History of Last Event.

Table 11-11. Field Descriptions for Menu 21.5, History of Last Event.

Field	Possible Values	Comments
Backup Tape Label:	Up to 15 alphanumeric characters	This field contains the name of the tape.
Last Process Run:	Backup, Restore	This field displays the last process performed.
Start Time:	Date in format MM/DD/YY HH:MM A or P	This field contains the time the operation started.
End Time:	Date MM/DD/YY HH:MM A or P	This field contains the time the operation ended.
Process Status:	OK, Failed, Never Completed, or Cancelled	This field displays the status of the last operation.
Reason:	Successful	This reason appears with a process status of OK. The operation was successful. No further action is necessary.
	Tape Ejected	If the tape was ejected during the backup, no data was backed up, and you must run the operation again.
	No Tape in Device	If the tape drive was empty during the backup, no data was backed up. Run the operation again.
	Tape is Unusable	If the tape did not work during the backup, no data was backed up. Run the operation again with a new tape.
	Tape is Full	Octel currently supports a single tape for backup. If this reason appears, the tape in the drive cannot contain the complete backup. Try the backup again, but specify fewer classes of service, or do not back up subscriber messages.
	Tape Drive Error	Start the operation over. If this value reappears, contact the Octel Customer Services Center or your Octel distributor immediately.
	Tape or Device Problem	Start the operation over. If this value reappears, contact the Octel Customer Services Center or your Octel distributor immediately.
	Tape Internal Error	Start the operation over. If this value reappears, contact the Octel Customer Services Center or your Octel distributor immediately.
	App Internal Error	Start the operation over. If this value reappears, contact the Octel Customer Services Center or your Octel distributor immediately.

Table 11-11. Field Descriptions for Menu 21.5, History of Last Event (continued).

Field	Possible Values	Comments
	Tape Drive Offline	The tape drive was pulled out during a backup or restore operation, or it cannot be brought online. Retry the backup.
	Tape Drive Reset	The tape drive caused or received a reset. Retry the backup.
	Tape Write Protected	The tape cannot be recorded on, because its tab is set to write-protect the tape. Use another tape and retry the backup.
	No Tape Drive	No tape drive is installed.
	Not Enough Storage	Too little buffer storage is available on the server. Try the backup again (and if it fails, call for service).
	Device in Use	The tape drive is otherwise in use. Reschedule the backup.
Number of Mailboxes:	Number of user records	This field contains the number of mailbox records that were backed up. (This is *not* necessarily the same as the number of subscribers on the server.)
Number of Messages:	Number of messages	This field contains the number of subscriber and application messages that were backed up.
Include Messages:	***Y*** or ***N***	This field indicates whether messages were backed up during the last operation.
Starting Class of Service	Class-of-service number	This field contains the beginning number for the classes of service that were backed up.
Ending Class of Service	Class-of-service number	This field contains the ending number for the classes of service that were backed up.

Displaying the Tape Header

When a backup is performed, a header is created on the backup tape. This header contains information about the server being backed up and includes the following:

- ❑ The tape label specified at the time of the backup
- ❑ The date and time the backup occurred
- ❑ The backed-up server type (for example, Overture 250)
- ❑ The software version of the backed-up server

- ❑ The serial number of the backed-up server
- ❑ The number of initialized user records on the backed-up server
- ❑ The number of initialized CDR blocks of the backed-up server
- ❑ Whether messages were backed up
- ❑ If messages were backed up, the class-of-service range of the backed-up messages
- ❑ The tape header format type

Canceling the Current Operation

To cancel the current backup, enter option ***6 – Cancel Current Operation***, and press ***Return***. The backup is canceled.

Cleaning the Tape-Backup Drive

Octel recommends that you clean the tape-backup drive after every 25 hours of use. You must clean the tape-backup drive when the amber light on the front of the drive begins to blink. When the amber light becomes solid, no backup or restore procedures can be performed. Clean the tape-backup drive as follows:

Step	Action	Result
1.	Insert the cleaning cartridge, P/N 217–0001–000, into the tape-backup drive.	The drive automatically loads the cartridge and begins to clean the heads.
2.	When the cleaning is finished, the cartridge is automatically ejected. Remove the cartridge.	The cleaning is finished.
3.	Mark the date of the cleaning on the cleaning cartridge.	. . .
4.	If the cartridge has been used 25 times, discard the cartridge and purchase a new one.	. . .