

Administering Express Messaging



Overview

The Lucent™ INTUITY™ Express Messaging feature for a Northern Telecom (Nortel) Meridian 1 switch allows a subscriber to leave a message for a mailbox without ringing the extension corresponding to the mailbox. This feature also allows a system subscriber to transfer a call directly to a mailbox. For this feature, administration is required on the switch and on the Lucent INTUITY system.

Purpose

This chapter provides information and procedures to configure the Express Messaging feature on the switch and on the Lucent INTUITY system. Procedures to use the feature to leave a message and transfer a called party are also provided.

Required Switch Administration

The following procedures are required on the switch for the customer to use the Lucent INTUITY Express Messaging feature:

- [“Configuring a Phantom Extension for Express Messaging”](#)
- [“Forwarding All Calls on the Phantom Extension”](#)

Configuring a Phantom Extension for Express Messaging

Ensure that the switch administrator configures a phantom extension, either analog or digital, as appropriate, with the directory number (DN) set to the Lucent INTUITY Express Messaging number.

Configuring an Analog Phantom Extension

The switch administrator can configure an analog phantom extension by using overlay 10 and entering the commands below at the switch administration terminal.

```
LD10
REQ NEW
TYPE 500
TN <TN_for_phantom_number>
DESC exp
DN <Express_Messaging_number>
CLS FNA FBA CFNA SFA
SCPW <xxxx>
FTR CFW 16
```

where:

- <TN_for_phantom_number> is the switch terminal number (TN) administered for the phantom number.
- <Express_Messaging_number> is the number Lucent INTUITY system subscribers dial to use the Express Messaging feature. See [Table 2-13](#) in [Chapter 2, “Planning for Switch Integration with Digital Station Interface”](#), for this number.
- <xxxx> is the value for the station control password (SCPW). The SCPW depends on the customer data block (CDB) setup, which sets the length of the SCPW. If necessary to determine this value, have the switch administrator see the Meridian switch documentation.

Configuring a Digital Phantom Extension

The switch administrator can configure a digital phantom extension by using overlay 11 and entering the commands below at the switch administration terminal.

```
LD11
REQ NEW
TYPE 2616
TN <TN_for_phantom_number>
DESC exp
CLS FNA FBA CFNA SFA
SCPW <xxxx>
KEY 0 SCR <Express_Messaging_number>
KEY 1 CFW 16
```

where:

- *<TN_for_phantom_number>* is the switch terminal number (TN) administered for the phantom number.
- *<xxxx>* is the value for the station control password (SCPW). The SCPW depends on the customer data block (CDB) setup, which sets the length of the SCPW. If necessary to determine this value, have the switch administrator see the Meridian switch documentation.
- *<Express_Messaging_number>* is the number Lucent INTUITY system subscribers dial to use the Express Messaging feature. See [Table 2-13](#) in [Chapter 2, "Planning for Switch Integration with Digital Station Interface"](#), for this number.

Forwarding All Calls on the Phantom Extension

Ensure that the switch administration uses the Remote Call Forward feature on the Meridian 1 or Meridian SL-1 switch to forward all calls on the phantom extension to the Lucent INTUITY Express Messaging number.

Required Lucent INTUITY Administration

The following procedures are required on the Lucent INTUITY system for the customer to use the Express Messaging feature:

- ["Configuring the Express Messaging Number as an Automated Attendant"](#)
- ["Recording a Greeting for the Automated Attendant Mailbox"](#)

Configuring the Express Messaging Number as an Automated Attendant

Use this procedure to configure the Express Messaging number as an automated attendant extension number on the Lucent INTUITY system:

1. Create a subscriber on the INTUITY AUDIX system with the extension number set to the Express Messaging mailbox number.
 - For the mailbox number, see the worksheet in [Table 2-13](#) of [Chapter 2, "Planning for Switch Integration with Digital Station Interface"](#).
 - For the procedure to create the subscriber, see "Adding, Changing, and Removing Users" in the "Administration" section of one of the following INTUITY Messaging Solutions Release 5 Documentation CDs:
 - *INTUITY Messaging Solutions Release 5 Documentation*, 585-313-803, Issue 3
 - *INTUITY Messaging Solutions Release 5 Documentation for Technicians*, 585-313-807, Issue 3
2. Make the subscriber you created an automated attendant by using the Subscriber Automated Attendant Menu screens.

For the procedure to use the screens, see "Setting Up an Automated Attendant" in the "Administration" section of one of the following INTUITY Messaging Solutions Release 5 Documentation CDs:

- *INTUITY Messaging Solutions Release 5 Documentation*, 585-313-803, Issue 3
- *INTUITY Messaging Solutions Release 5 Documentation for Technicians*, 585-313-807, Issue 3

Observe the following guidelines:

- To make the subscriber an automated attendant, enter **auto-attendant** in the PERMISSIONS, Type: field on Page 2 of the screens.
- Configure the following fields on Page 3 of the screens as shown in [Figure A-1](#):
 - Allow Call Transfer?
 - Button
 - Extension
 - Treatment
 - Comment
 - Length Of Time-Out On Initial Entry

AUDIXActiveAlarms: mwALogins: 6

add subscriber testPage 3 of 3

SUBSCRIBER AUTOMATED ATTENDANT MENU

Allow Call Transfer? n

Button	Extension	Treatment	Comment
1:	e	call-answer	Mailbox starting with digit 1
2:	e	call-answer	Mailbox starting with digit 2
3:	e	call-answer	Mailbox starting with digit 3
4:	e	call-answer	Mailbox starting with digit 4
5:	e	call-answer	Mailbox starting with digit 5
6:	e	call-answer	Mailbox starting with digit 6
7:	e	call-answer	Mailbox starting with digit 7
8:	e	call-answer	Mailbox starting with digit 8
9:	e	call-answer	Mailbox starting with digit 9
0:	e	call-answer	Mailbox starting with digit 0

Timeout:

Length Of Time-Out On Initial Entry : 2

Enter A Value In This Field

enter command: add subscriber test

Figure A-1. Field Entries for the Automated Attendant Subscriber Screen, Page 3

Recording a Greeting for the Automated Attendant Mailbox

Use this procedure to create a greeting for the automated attendant mailbox for the Express Messaging feature:

- Record a greeting to be used for all calls to the Express Messaging automated attendant mailbox.

The greeting must prompt the caller to enter the extension number of a mailbox on the system. A greeting in the format of the following example is recommended:

"Welcome to the Lucent INTUITY Express Messaging service. Please enter the extension number of the person you want to reach."
- Configure this greeting as the greeting for all calls to the call routing automated attendant mailbox.

For the procedure to record the greeting, see “Record an Automated Attendant Menu Greeting (No Multiple Personal Greetings)” in “Automated Attendants and Bulletin Boards” in the “Administration” section of one of the following INTUITY Messaging Solutions Release 5 Documentation CDs:

- *INTUITY Messaging Solutions Release 5 Documentation*, 585-313-803, Issue 3
- *INTUITY Messaging Solutions Release 5 Documentation for Technicians*, 585-313-807, Issue 3

Using the Express Messaging Feature

The following procedures explain how to use the Express Messaging feature:

- [“Leaving a Message Directly in a Mailbox”](#)
- [“Transferring a Call to a Mailbox”](#)

Leaving a Message Directly in a Mailbox

By use of the Express Messaging feature a system subscriber can leave a voice message directly in the mailbox of another system subscriber without having to dial the physical extension associated with that mailbox.

Consider the example of a system subscriber who wants to leave a message for a mailbox extension number. If Expressing Messaging is *not* used, the system subscriber must dial the extension number of the mailbox and wait for a certain number of rings until the call is forwarded to the Lucent INTUITY system. Then, after the system plays the greeting associated with the mailbox, the system subscriber can leave a message. The Express Messaging feature makes the process more efficient.

Use this procedure to leave a message directly to a mailbox with the Express Messaging feature:

1. Dial the Express Messaging number and listen for the greeting.
2. Dial the mailbox number of the party who is to receive the message and press **#**.
3. Listen to the party's mailbox greeting.
4. Leave the message.

Transferring a Call to a Mailbox

The Express Messaging feature can be used to transfer a system subscriber who has been called *directly* to the mailbox of another system subscriber.

1. The transferring party calls a system subscriber (the called party).

2. The transferring party transfers the call to a destination mailbox number.

The procedure depends on whether the transferring party's station is analog or digital and has a transfer button or a conference button:

- ["Analog Transfer"](#)
- ["Digital Transfer with Transfer Button"](#)
- ["Digital Transfer with Conference Button"](#)

Analog Transfer

Use this procedure to transfer a party from an analog station using the Express Messaging feature.

1. Call the party.
2. Press **[SWITCHHOOK]** (flash).
3. Dial the Express Messaging number.

The Lucent INTUITY system answers the call and plays the greeting.

4. Dial the destination mailbox number.
5. Hang up (go on-hook) and disconnect.

The called party hears the greeting of the destination mailbox and can leave a message.

Digital Transfer with Transfer Button

Use this procedure to transfer a party from a digital station equipped with a transfer button using the Express Messaging feature.

1. Call the party.
2. Press **[TRANSFER]**.
3. Dial the Express Messaging number.

The Lucent INTUITY system answers the call and plays the greeting.

4. Dial the destination mailbox number and press **[#]**.
5. Press **[TRANSFER]**.

The called party hears the greeting of the destination mailbox and can leave a message.

Digital Transfer with Conference Button

Use this procedure to transfer a party from a digital station equipped with a transfer button using the Express Messaging feature.

1. Call the party.
2. Press **[CONFERENCE]**.

3. Dial the Express Messaging number.

The Lucent INTUITY system answers the call and plays the greeting.

4. Dial the destination mailbox number and press .

5. Hang up (go on-hook) and disconnect.

The called party hears the greeting of the destination mailbox and can leave a message.