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Meridian Mail
Outcalling Application Guide

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Chapter 1

Introduction

In this chapter

Overview

Introduction

Outcalling is an optional feature of Meridian Mail that provides two types of external messaging:

- Remote Notification
- Delivery to Non-User

Definition: Remote Notification

Remote Notification (RN) monitors a user's mailbox for new messages. When a message is received, it informs the user of the new message by contacting a remote device such as a pager (voice, tone-only, or numeric), a paging service, or another telephone. For example, a user may wish to be informed of all new messages that arrive after business hours by being contacted at home.

Note: On systems with Hospitality Voice Services messaging (HVS), Remote Notification is available for both staff and guest mailboxes.

Definition: Delivery to Non-User

The Delivery to Non-User feature allows users to create and send a message to someone who does not have a mailbox. The non-user may be someone else within the organization or someone at a remote location.

Note: On systems with Hospitality Voice Services messaging (HVS), Delivery to Non-User is not available for guest mailboxes.

Multi-Customer systems

On Multi-Customer systems, the Outcalling feature is administered at both the system administration level and the customer administration level.

Verifying that Outcalling is installed

Procedure

If you are not certain that Outcalling is installed on your system, follow this procedure to verify that it is installed.

Starting Point: The Main Menu

Step	Action
1	Select General Administration.
2	Select General Options.
3	Check that Outcalling is listed as one of the available features.

Typographic conventions

Description

The following conventions are used in this guide:

- ***Softkeys*** These are displayed on the various administration menus and screens and indicate which keyboard function keys carry out specific Meridian Mail tasks. These are referred to in the document by using the label of the softkey (as displayed in the given menu), enclosed in square brackets (for example, [Exit], [OK to Delete]).
- ***Keyboard keys*** These are referred to by indicating the label of the key, enclosed in angle brackets (for example, <1>, <2>, <Return>).
- ***Text input*** Where you are required to input specific text, the characters are presented in bold print (for example, **abcd**, as opposed to <a><b><c><d>).
- ***Spoken words*** Where you are required to speak into the telephone, such as in the recording of greetings and announcements, any suggested words appear in quoted italics (for example, say *"Please wait on the line. An attendant will be with you shortly."*).
- ***Variable information*** Information of a certain type that varies in its wording from system to system is presented in angle brackets < >. For example, the custom system greeting varies from system to system since it is customized by the owner of the Meridian Mail system. Therefore, wherever this greeting appears, such as in a prompt, it appears in angle brackets. Example: *"Hello. <Custom System Greeting> has received a message for <name or number>."*
- ***Menus*** Meridian Mail administration menus display a list of options or items from which you can make a selection.
- ***Screens*** Meridian Mail administration screens contain fields in which you can enter information or make a choice between two or more options such as Enabled and Disabled or Yes and No. They may also contain read-only fields.

References

Description

In this manual, where reference is made to another part of the manual, or to another document, the following conventions are used:

- A reference to text in the same chapter appears surrounded by double quotation marks, giving the heading under which the required text is found (for example, see “Receiving greetings” in this chapter).
- A reference to text in another section appears with double quotation marks, giving the name of the chapter and, where necessary, the heading under which the required text is found (for example, see “Assigning users to a Class of Service” in the “Configuring Outcalling” chapter).
- A reference to text in another manual appears in italics, giving the title of the manual in which the required text is found (for example, see the *Meridian Mail System Administration Guide*).

Section A Remote Notification

In this section

Overview of the Remote Notification feature

Introduction

This section introduces you to the Remote Notification feature. It does the following:

- identifies the types of remote notification devices
- provides definitions of some of the key concepts associated with remote notification
- introduces schedules and how they work
- shows an example of a remote notification session

How Remote Notification works

Introduction

Remote Notification provides a means for users to be notified of new messages in their mailboxes at remote telephones or paging devices.

Supported notification devices

Meridian Mail supports a number of remote notification devices:

- ***Phone*** The specified phone number is called. Once it has been answered, an interruptible notification prompt followed by delay prompts (to remind the user which keys initiate which actions) is played. If no action is taken within a specified time by the called party, the call is disconnected.
- ***Tone-only pager*** The tone pager number is called, and an interruptible notification prompt followed by delay prompts (if enabled) is played out to the tone pager. The service is then disconnected.
- ***Tone and voice pager*** An interruptible notification prompt followed by delay prompts is played out to the voice pager. Then the contents of the voice message are delivered or the service is disconnected, depending on the Remote Notification option selected.
- ***Numeric pager*** The defined callback number is sent to the specified numeric pager. Then, if Remote Notification is configured to display the primary DN or calling line ID of the originator of the message that caused the notification, this number is appended after the callback number, separated by a user-defined separator. If the option is specified, delay prompts are played out to the pager. Otherwise, the service disconnects.
- ***Paging service*** This is similar to the numeric pager, except that a personal identification number (PIN) is sent to the paging service to identify the page recipient before the callback number is sent. If the option is specified, delay prompts may be played to the pager. Then the service disconnects.

Definition: notification prompt

A notification prompt is a system-generated prompt indicating that Meridian Mail has a message for the recipient.

Definition: delay prompt

A delay prompt is played after a period of inactivity in the call to prompt the called party to take action.

Valid interrupts

Notification prompts for phone pagers, tone-only pagers, and tone and voice pagers are interruptible from the telset keypad. Valid interrupts are as follows:

1	login
3	disable remote notification
*****	help
#	stop playback

Receiving greetings

Greetings that are played

The wording of the remote notification greeting varies, depending on a number of factors:

- The type of device (phone or pager) that has been called. If a phone has been called, the greeting includes this statement: *"To log in and listen to the message, press 1. To turn off Remote Notification, press 3."*

  If the target device is a pager, then for MMUI users who have opted to receive the notification greeting only, the greeting simply says: *"To listen to the message, please log in to Meridian Mail."* For VMUIF users, the message is: *"To listen to the message, please log in to Call Answering."*
- If a custom greeting has been recorded, it is played as part of the greeting: *"Hello, <Custom System Greeting> has received a message ...."* If no custom greeting has been recorded, the prompt is as follows: *"Hello, Meridian Mail has received a message ...."*
- If the user has recorded a personal verification, it is used.

  For example: *"Hello, Meridian Mail has received a message for David."*

  If the user has not recorded a personal verification, the mailbox number is used instead.

  For example: *"Hello, Meridian Mail has received a message for mailbox 2331."*

Receiving both greeting and message

When setting up the remote notification schedule for a voice pager user, the administrator can specify whether the user should receive

- the notification greeting only; that is, *"Hello, Meridian Mail has just received a message for <Spoken Name>. To listen to the message, please log in to Meridian Mail."*
- both a shortened notification greeting and the contents of the new voice message; that is: *"Hello, Meridian Mail has just received a message for <Spoken Name>"* and the contents of the new voice message up to the length limit specified in one of these fields:
  - the Voice Pager Notification Length (Seconds) field in the Outcalling Administration screen
  - the Max Length for Voice Notification field in the RN Administration tool at the Tools level)

Receiving system messages

System messages are messages placed in a user's mailbox by the system. These include nondelivery notifications, voice form notification messages, acknowledgments, and SEER notification messages.

System messages are treated differently from regular voice messages during header and message sessions. For these message types, the system plays a prompt similar to the one played during notification-only sessions: *"Meridian Mail has Just received a message for <spoken name>. To listen to the message, please log in to Meridian Mail."*

Creating a notification schedule

Overview

A remote notification schedule can be created either by the user through the user's telephone set (if you have a Single-Customer system with MMUI installed, or if the user belongs to an MMUI customer group on a Multi-Customer system), or by the administrator (using the Add or View/Modify Local Voice User screen).

Note: To create a schedule, Remote Notification must be enabled in the class of service to which the user belongs.

Notification schedules

The remote notification schedule consists of up to three different schedules:

- a business days schedule (with business days that you define)
- a nonbusiness days schedule (with nonbusiness days that you define)
- a temporary schedule (used to override the other two schedules when special circumstances make those schedules, or the specified target DNs, inappropriate)

Example: typical remote notification schedule

This example shows a typical remote notification schedule with both business days and nonbusiness days.

Business days schedule
Period 1 from 9:00 to 17:00
For successful notification, mailbox login: Required NotRequired
Target DN 1 555-1111 (Phone)
Target DN 2 555-2332 (Voice pager)
RN Type: Notification Notification&Msg

Period 2 from 17:01 to 18:30
For successful notification, mailbox login: Required NotRequired
Target DN 1 555-2913 (Cellular car phone)

Period 3 from 18:31 to 22:00
For successful notification, mailbox login: Required NotRequired
Target DN 1 555-9292 (Home phone)

Nonbusiness days schedule
Period 1 from 11:00 to 17:00
For successful notification, mailbox login: Required NotRequired
Target DN 1 555-9292 (Home phone)

What a schedule consists of

Each schedule contains this information:

- time period (up to three periods for each type of schedule)
- target DN (up to three per time period)
- whether mailbox login is required for a successful notification (specified for each time period)
- type of notification required (for voice pagers or numeric pagers or paging services only)
  - for voice pagers, notification only or notification and message
  - for numeric pagers or paging services, callback number only or callback number and caller number

Time period

Each schedule has up to three time periods associated with it. This allows users to be notified at different numbers at different times of the day. Either the user or the administrator can define the time periods.

Target DN

Within each time period, up to three target DNs can be specified.

Mailbox login required or not required

For each time period, you define whether login is required or not required for a remote notification to be considered successful. For more information, see "Determining a successful page" on page 1-19.

Type of notification

There are two notification options available for a voice pager, as there are for a numeric pager or paging service.

For a voice pager, these are the notification options:

- notification only
- notification and message

How the schedules work

When a new message is left in a user's mailbox during one of the defined time periods, Meridian Mail places a remote notification call (Meridian Mail rings the target number). If a message arrives in a user's mailbox outside any of the defined time periods, Meridian Mail does not use remote notification to notify the user of the new message's arrival.

Depending on how Remote Notification is configured and on the status of the remote notification call, Meridian Mail responds differently. For example, say that a skip greeting character has not been defined for a voice pager. If the user answers the call and voice is detected, the Remote Notification service plays a message indicating that messages have been received. If the device is busy, the system waits the amount of time specified as the Busy Retry Limit and then calls again. If the call is not answered (or is answered but the user does not log in), a remote notification is immediately sent to the next target DN (if one is defined).

How the schedules work (continued)

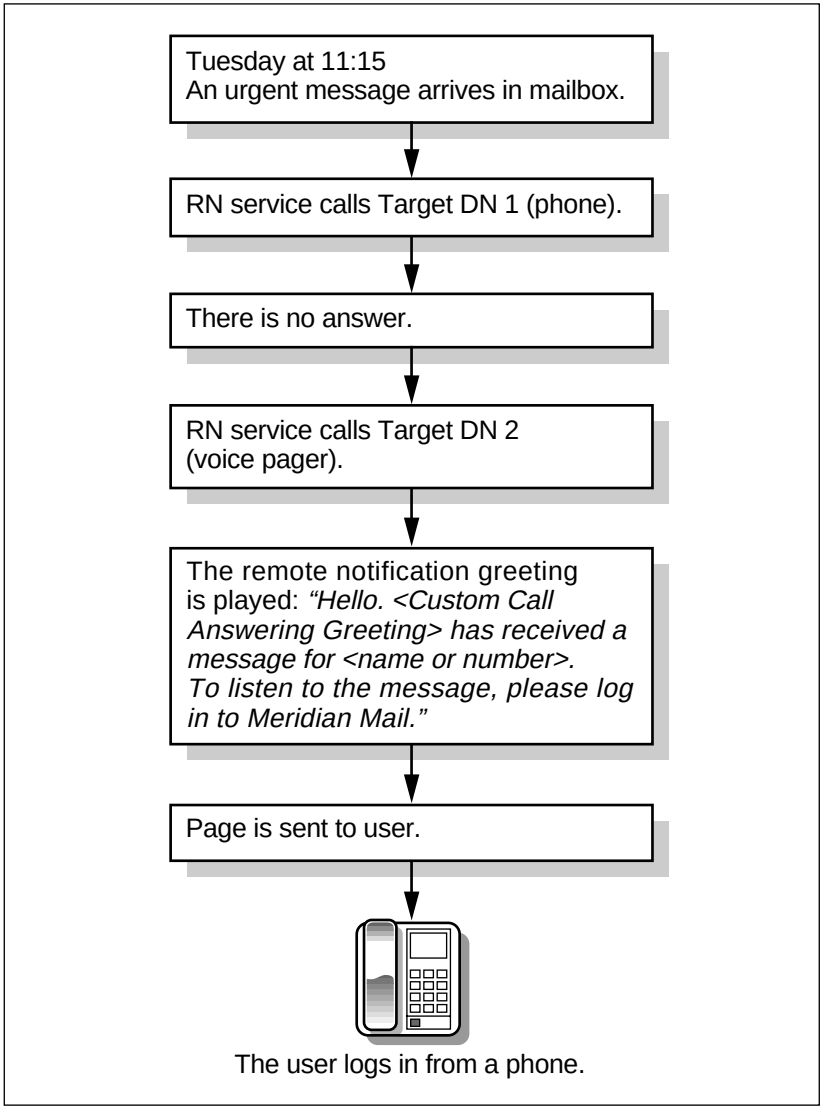
If the call is not answered at any of the target DNs (or answered with no login), Meridian Mail reschedules a remote notification retry according to the retry limits and time intervals that have been defined. Retry limits determine the maximum number of times that the Meridian Mail system attempts to remotely notify a user of a new message. Retry intervals determine the amount of time between retries.

Temporary schedules and remote notification

A temporary schedule is usually used only to override the business and nonbusiness days schedules when they temporarily do not apply because of some special circumstance. For example, say that you are working but temporarily cannot be reached at the usual target directory numbers (DNs). Rather than redo your remote notification schedule, you create a temporary schedule. When the unusual circumstances no longer apply, you delete the temporary schedule and restore the normal business and nonbusiness days schedules.

Sample Remote Notification session

This is an example of how Remote Notification works. The voice pager at Target DN2 is set up to receive a notification only (not notification and voice message).



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Determining a successful page

Overview

In previous releases of Meridian Mail, notifications were considered successful only when the user logged in to the mailbox (that is, successful notifications were not possible to any device other than a phone).

This means that even though a notification was successfully received by the paging company or user (in the case of a phone notification), notification would be reattempted until one of the retry limits was exhausted or the user logged in to the mailbox.

This was not a problem in these releases of Meridian Mail, because the user could not differentiate notifications. In other words, it was not possible to tell which message or how many messages triggered the notification. Notifications simply signified that one or more messages were waiting in the user's mailbox.

Voice pager storage capacity

However, with the advent of digital voice pagers with voice storage capability, the paging system ensures that notifications are sent the user's pager the next time it is turned on. This means that the Meridian Mail system should not send multiple notifications to voice pagers, because users will then have multiple copies of the same voice message transmitted to their voice pagers.

Different types of notification

In this release of Meridian Mail, the user is able to differentiate between different messages (using calling line ID (CLID) for numeric and paging service pagers, or message playback for voice pagers). If the user receives multiple notifications for the same message, it may not be clear how many messages are in the mailbox. Such a user may prefer not to receive multiple notifications.

At the same time, other users (such as physicians or support personnel) must receive their remote notification messages.

The Mailbox Login Required/Not Required field addresses the fact that different users have different notification needs.

Mailbox login required or not required

For each time period, you define whether login is required or not required for a remote notification to be considered successful.

Login required

When login is required, notifications to the first target DN are repeated until the user logs in to the mailbox or the busy retry limit is exhausted.

If the notification is not successful (that is, the user does not log in or the busy retry limit is exhausted), the Remote Notification system repeats the process for each target DN in the period.

After it has attempted each target DN in the time period, it then cycles through them all again, according to the no-answer or answered retry limits.

Login not required

If login is not required, then the following occurs:

- For Busy or No-Answer cases, the process is the same as when login is required.

  Notifications to the first target DN are repeated until the user logs in to the mailbox or the retry limit is exhausted. If the notification is not successful, the Remote Notification system repeats the process for each target DN in the period.
- If the call is answered, the criteria in the table on the next page determine whether the notification is successful.

Login not required success criteria

Device	Success criteria
Phone	The user presses 1 to log in.
Voice pager	The paging company answers the call, and Meridian Mail plays the notification prompt (and the voice message, if this option has been selected).
Tone-only pager	The paging company answers the call.
Numeric pager	The paging company answers the call, and Meridian Mail pulses the callback digits (and the calling line ID (CLID), if this option has been selected).
Paging service	The paging company answers the call, and Meridian Mail pulses the callback digits (and the calling line ID (CLID), if this option has been selected).

If the notification is successful according to the appropriate criteria, it is not retried, and the mailbox is scanned for other messages appropriate for Remote Notification.

If the call is answered but the applicable success criteria are not met, notifications continue according to the retry limits until the first successful session occurs or the retry limits are exhausted. Then notification ceases for that message.

Suppressing Remote Notification after answering a call

Description

For phone notifications, tone-only pagers, numeric pagers, and paging services, a user may suppress further remote notification in one of two ways after a remote notification call is answered.

If the user has answered a phone, he or she can press 3 to disable Remote Notification. This disables all further remote notifications until the user logs in to his or her mailbox. This does not apply to voice pagers, which ignore all keypresses.

Or, if a user logs in to a mailbox and new messages are announced, but the user does not listen to them, Remote Notification is disabled until the next new message arrives.

Section B Delivery to Non-User

In this section

Overview of the Delivery to Non-User feature

Introduction

This section introduces you to the Delivery to Non-User (DNU) feature. It does the following:

- explains what the feature does
- provides an overview of DNU setup
- explains how DNU messages are sent and received
- shows an example of a DNU session

How Delivery to Non-User works

Introduction

The Delivery to Non-User (DNU) feature allows users to compose and send messages to people who do not have a mailbox. This includes people within the organization and outside of it (on or off the local switch).

Non-users do not have to have a touch-tone phone in order to be able to receive messages. As with Remote Notification, Meridian Mail uses retry limits and intervals when attempting to deliver messages to non-users.

What the administrator must do

You must define *which* non-users can receive messages by using restriction/permission tables and *when* non-users can receive messages by specifying the time windows during which message delivery is allowed. You also determine which users have access to this feature by assigning users to classes of service (COSs) in which DNU is enabled. These tasks are explained in more detail in the remainder of this guide.

When DNU is used

Meridian Mail uses the Delivery to Non-User feature to send a message under one of the following conditions:

- The address is preceded by the Delivery to Non-User prefix. A number of DNU prefixes can be defined in the Outcalling Administration screen. On Multi-Customer systems, these prefixes are configured at the customer level.
- A user enters an address that is not preceded by the DNU prefix and is not a valid mailbox number. The message is successfully delivered if the field Send Message via DNU if Mailbox Not Found is set to Yes and the number is valid (for example, a valid local number). This field is configured in the Add or View/Modify Class of Service screen. If this field is set to No, a message is not delivered to a non-user if the DNU prefix has not been entered.

When DNU is used (continued)

Note: If you are concerned about messages being inadvertently sent to wrong destinations, set this field to No.

Greeting format

When the system announces who the message is from, the user's name is spoken if the user has recorded a personal verification. If there is no personal verification, the user's mailbox number is given instead.

Message playback

Depending on how you set up the DNU feature, the message is played back

- as soon as voice is detected when the call is answered
- after the listener presses 2 (Meridian Mail prompts the listener to press 2 to hear the message)

  This is called DTMF confirmation.

  DTMF confirmation is desirable if you believe DNUs will be sent to answering machines. If there is no DTMF confirmation required, the answering machine's greeting triggers the DNU message. The DNU message then begins playing before the answering machine is ready to begin recording.
- as soon as voice is detected, and then played a second time

  This method also guards against answering machines inadvertently triggering the DNU message and then not recording the full message because the answering machine is still playing its greeting.

  The assumption is that by the time Meridian Mail has finished playing the DNU message the first time, the answering machine will be finished its greeting and will be ready to record the full DNU message.

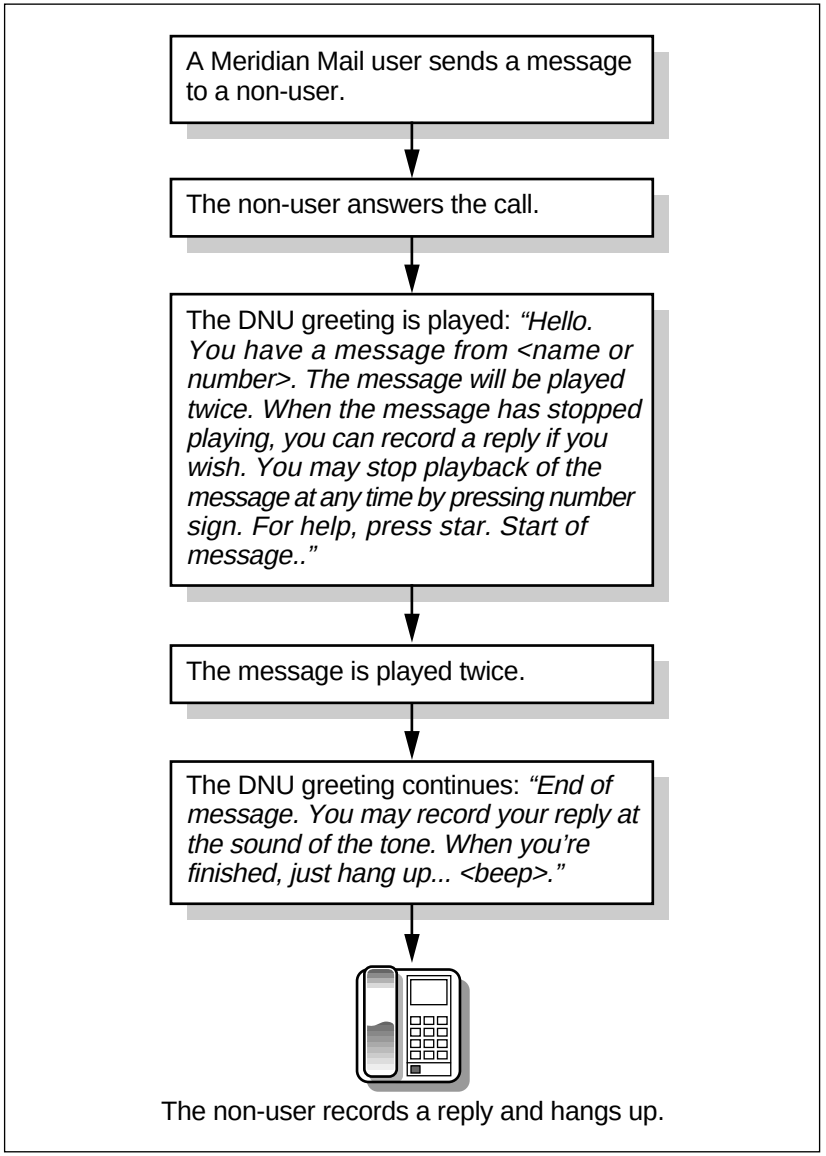
How you know the message was received

The sender has three ways of knowing that the DNU message was received:

- The recipient of the message can record and send a reply.
- The sender can tag the message for acknowledgment.

  If the non-user does not record a reply and the original message was tagged for acknowledgment, a reply in the form of a system acknowledgment will be sent to the originator of the message.
- If the message is not received at all, the sender receives a non-delivery notification.

Sample DNU session This is an example of how Delivery to Non-User works.



DNUs in Personal Distribution Lists

Description

DNUs can be included in a personal distribution list (PDL). A DNU prefix must be inserted before the DNU address, as with normal compose and send to a non-user.

Automatic deletion of invalid DNU addresses

There is a field in the Class of Service screen, Auto Deletion of Invalid PDL addresses, that instructs Meridian Mail to delete DNU addresses from PDLs if the DNUs become invalid (the number is now restricted or the user has lost the capability to use DNU).

The field must be set to Yes for the auto deletion to work.

How auto deletion of invalid addresses works

If a PDL is used to send a message, and the message cannot be delivered to the DNU address because the number is no longer valid, then Meridian Mail will automatically remove the DNU address from that PDL.

How DNU messages are sent

Introduction

The *Meridian Mail Voice Messaging User Guide* (P0 875938) describes how to use the Delivery to Non-User feature.

DNU Prefix

Inform users of the DNU prefix so that they can include it in DNU addresses, as described in the paragraphs below.

What the user must do

To send a message to a non-user, a Meridian Mail user must use the compose command (75). When entering the non-user's number, the DNU prefix must be entered before the number. This prefix tells the system that the number about to be entered is that of a non-user.

Note: If the field Send Message via DNU if Mailbox Not Found is set to Yes, the message is still delivered to the non-user even if the sender did not enter the DNU prefix.

Example: sending a message to a non-user

A user wants to send the same message to three users at mailbox numbers 2334, 2390, and 2351, and two non-users, one at 555-9901 and the other at 555-1010. The DNU prefix is 9. (Note that the DNU prefix must be entered in front of each non-user's number.)

In this example, the user would enter the following:

75	**compose command**
2334#	
2390#	
2351#	
95559901#	
95551010#	
#	**to indicate the end of mailboxes/numbers**
5	**to record the message**
#	**to end recording**
79	**to send the message**

Example: sending a message to a non-user (continued)

After a mailbox number is entered during message addressing, the mailbox owner's personal verification or mailbox number (if no verification is recorded) is played back to the user for confirmation. In the case of a non-user, the system plays the following prompt: *"Phone number: <number>."* Therefore, in this example, the user would hear *"Phone number: 555-9901"* as confirmation of the number that was entered.

Section C Implementation and maintenance

In this section

Overview of implementation and maintenance

Introduction

This section provides a preview of what you need to do to implement and maintain the Outcalling feature.

Stages of implementation

Planning

The following steps are required to plan the Outcalling feature:

1. Identify the users that require Outcalling (Remote Notification, Delivery to Non-User, or both).
2. Identify the Outcalling Class of Service parameters.
3. Ensure that appropriate Classes of Service have been defined and enabled.
4. Assign users to the appropriate Class of Service.
5. Identify system-wide Outcalling administration parameters.
6. Identify customer-specific Outcalling administration parameters (for Multi-Customer systems).
7. Identify the remote notification schedules for users who will not be creating and maintaining their own schedules.
8. Perform a final check.

Worksheets

Please ensure that you read Chapters 2, 3, and 4, and complete the planning worksheets referred to there, before you begin configuring Outcalling. A blank copy of all worksheets can be found in Appendix B, “Overview of the worksheets”.

See also

The *System Administration Guide* for your platform discusses how to dedicate channels to a particular service, if you should dedicate channels, and any other elements of this process that you should be aware of. It also discusses dedicating channels on a multi-customer system.

The Outcalling Audit Trail reports

Introduction

The Outcalling Audit Trail reports will help you monitor how the Outcalling feature is being used in your system. By keeping good records and monitoring Outcalling operational measurements, you can manage your Outcalling service efficiently.

In addition to monitoring reports, you should make sure all worksheets are kept up-to-date and filed. Whenever a change is made to an Outcalling parameter, update the worksheets. You may want to print each of the screens as you configure them. This is another way of keeping an accurate record of the current configuration.

Summary Report and Detail Report

There are two Outcalling audit trail reports that you can generate: a Summary Report and a Detail Report. Each report provides Outcalling data for a certain period of time (as specified by you).

Summary Report

The Summary Report provides information only on completed Remote Notification or Delivery to Non-User calls, grouped by user. The information includes the following:

- the user's name
- the user's mailbox number
- the type of call (DNU or RN)
- the call status (answered, busy, and so on)

Detail Report

The Detail Report provides a more comprehensive report on each Remote Notification or Delivery to Non-User attempt, also grouped by user. The information provided includes

- the user's name
- the user's mailbox number
- the time at which the outcall attempt started
- the duration of the outcall attempt
- the specific outcall process
- the device (pager, phone, pager service) and the target number
- the channel DN of the channel that was used to place the outcall
- the number of retries

See also

For details on the Outcalling Audit Trail Reports, including how to enable the collection of audit trail data, refer to the *Meridian Mail System Administration Guide* for your platform.

Chapter 2

Planning Class of Service parameters

In this chapter

Overview

Introduction

The purpose of the planning phase is to identify all aspects of the Outcalling service. If you will not be using the Remote Notification feature or Delivery to Non-User, when you come to a procedure relating to that feature, ignore it and move on to the next step.

Identifying the Outcalling Class of Service parameters required

Identify which Meridian Mail users require Outcalling (Remote Notification, Delivery to Non-User, or both). Make a list of these users. Then identify what specific needs these users may have for the Outcalling service. With this information, decide what specific Class of Service parameters these users require. If the needs of users vary, you must define a different Class of Service for each group of users with similar needs.

The instructions in the remainder of this chapter will help you decide what parameters you need to specify, and how many different Classes of Service you must define to satisfy the varying needs of your users.

At a minimum, you probably need three different Classes of Service: one for users that require Remote Notification only, one for users that require Delivery to Non-User only, and one for users who require both Remote Notification and Delivery to Non-User.

Worksheet

Make a copy of the Class of Service—Outcalling Parameters Worksheet in Appendix B, "Overview of the worksheets", for each Class of Service required. Use the worksheets to record values as you plan what the Remote Notification and Delivery to Non-User parameters should be.

Section A Planning Remote Notification parameters

In this section

Overview of planning Remote Notification parameters

Introduction

As you read the following sections, fill in the Class of Service—Outcalling Parameters Worksheet (found in Appendix B, "Overview of the worksheets"). When you are ready to configure Outcalling in Meridian Mail, simply copy the information from the worksheet into the system. Each section relates directly to a field (or fields) on the worksheet.

Fill in a separate worksheet for each different Class of Service required.

Remote Notification Capability

Description In this field, you identify that you want the user to have the ability to receive Remote Notification messages.

Remote Notification restriction/permission list

Description

Because the Remote Notification feature will be placing calls outside your switch, decide which dialing codes you want to restrict in order to protect your system against abuse.

For example, if you do not want users to be notified at long distance numbers, you can prevent the Remote Notification feature from making long distance calls by restricting the long distance dialing code (such as 91).

Selecting restriction/ permission codes

The restriction/permission sets are defined in the Voice Security Options screen (on Multi-Customer systems, this is done at the system administration level). The default sets are On Switch, Local, Long Distance 1, and Long Distance 2. To access the Voice Security Options screen, select Voice Administration from the Main Menu, and then select Voice Security Options.

When selecting the restriction/permission set in the Class of Service, select one of the defined restriction/permission sets by entering the corresponding number as follows.

Number	Name
1	On Switch
2	Local
3	Long Dist 1
4	Long Dist 2
5	Administrator defined
. . .	. . .
80	Administrator defined
0	Unrestricted

Selecting restriction/ permission codes (continued)

Do not choose a restriction/permission set that restricts all off-switch dialing. If you do, Remote Notification will not work. However, if you have a restriction/permission set that restricts international dialing only, or both international and long distance dialing, you may wish to choose this set.

Remote Notification Keypad Interface

Description

Note: This step is necessary only for MMUI customer groups. In the VMUIF interface, this is not a parameter that can be configured.

If you want to give users the ability to create and change their own remote notification schedules from their telephone sets, set the Remote Notification Keypad Interface field to Yes. If this feature is disabled in the Class of Service, you must create and maintain remote notification schedules for users assigned to this Class of Service.

Default

The default is Yes.

Retry limits and intervals—an overview

Description

When a remote notification attempt is unsuccessful, Meridian Mail uses retry limits to determine how many times it should attempt to contact the user. The retry interval or frequency determines how often the retries should be attempted (that is, the amount of time between retries, from 00:00 to 23:59 [hh:mm]).

There are three types of unsuccessful remote notification attempts: Busy, No Answer, and Answer no Login (where the user answers the phone or pager, but does not log in to his or her mailbox to listen to the message on the same call). Each of these three conditions has a retry limit and retry interval associated with it.

Example

Examples of how the retry limits and intervals work for remote notification are provided on pages 2-11, 2-13, 2-15, and 2-18.

Notes

Note 1: All intervals are specified in hours and minutes (hh:mm).

Note 2: In the case of retry limits, the original remote notification call does not count. For example, if the no answer retry limit is 10, the original call does not count as the first retry. Instead, this means that the system calls once (the original remote notification) plus 10 retries, for a total of 11 remote notification calls.

Note 3: In multiple target DN scenarios, retry limits and intervals apply only after all target DNs have been tried, not in between target DNs (unless a busy DN is encountered).

Note 4: Call Progress Tone Detection (CPTD) affects Outcalling. CPTD is set during Meridian Mail installation. There are a number of possible settings for CPTD, the default being Standard. If CPTD is set to France, the valid ranges and defaults for the retry limits and intervals are different, as outlined in the following sections.

Busy retry limits and intervals

Busy retry limit

This is the number of times notification is retried at a remote phone, pager, or paging service if the destination number is busy.

If more than one target DN is defined in the user's schedule, Meridian Mail does *not* try the next target DN if the current one is busy. Instead, the system retries the same DN after the time specified as the busy retry interval has elapsed.

If the busy retry limit is exhausted, Meridian Mail uses the no answer limit and no answer interval limit for further instances of busy. Therefore, the total number of retries is actually Busy Retries plus No Answer Retries. If this limit is also exhausted, remote notification stops.

Valid values

The valid range is from 0 to 10.

Default

The default is 3.

Note: If the CPTD country is set to France, the valid range is 0 to 5 and the default is 1.

Busy retry interval

This field determines how long Meridian Mail waits before retrying remote notification if the target DN is busy.

Valid values

The valid range is from 00:00 to 23:59.

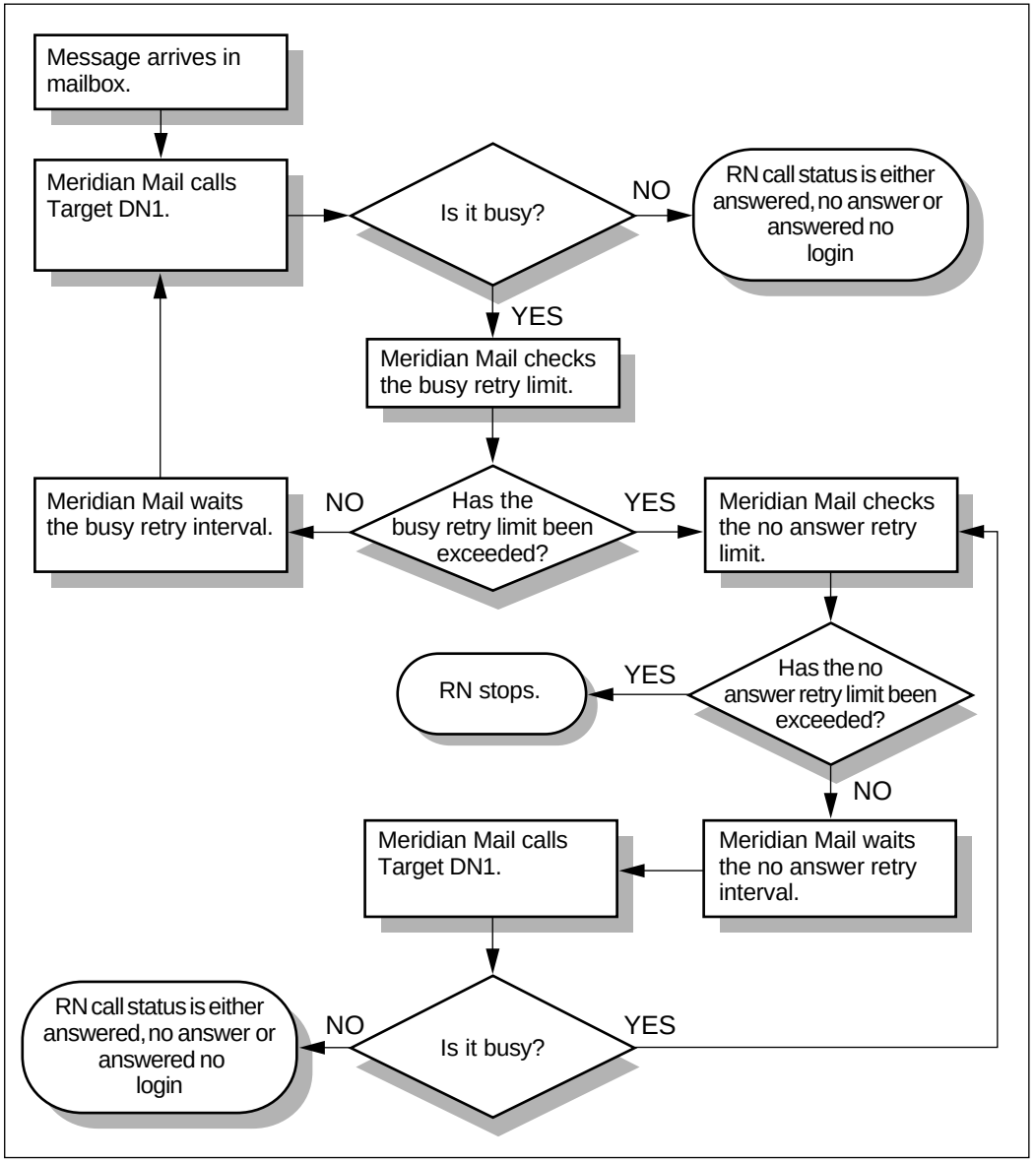
Default

The default is 00:05.

Note: If the CPTD country is set to France, the valid range is 00:00 to 00:12 and the default is 00:05.

Sample Remote Notification session—target DN busy

The flowchart below shows what happens when the target DN is busy.



G100441

No-answer retry limits and intervals

No answer retry limit

This is the number of times notification is retried at a remote phone, pager, or paging service if the destination number is not answered. Note that when a remote notification is sent to a phone, the phone rings a default of seven times before it is considered not answered, not four times as it does with a mailbox.

If more than one target DN is defined in the user's schedule, Meridian Mail tries calling the first target DN. If there is no answer, Meridian Mail *immediately* tries calling the second target DN. (The no answer retry interval is not observed between DNs, only between retries.) If there is no answer at this DN, Meridian Mail calls the third target DN (if defined). If it too is not answered, the system waits the amount of time specified as the no answer retry interval before retrying remote notification to the first target DN.

If there is a mixture of no answer and answer results in a multiple DN scenario, the answered retry interval and answered retry limit are used. This result is preferred over a no answer result.

Valid values

The valid range is from 0 to 10.

Default

The default is 10.

Note: If the CPTD country is set to France, the valid range is 0 to 5 and the default is 4.

No answer retry interval

This is the amount of time that Meridian Mail waits before retrying remote notification if the target DN is not answered.

Valid values

The valid range is from 00:00 to 23:59.

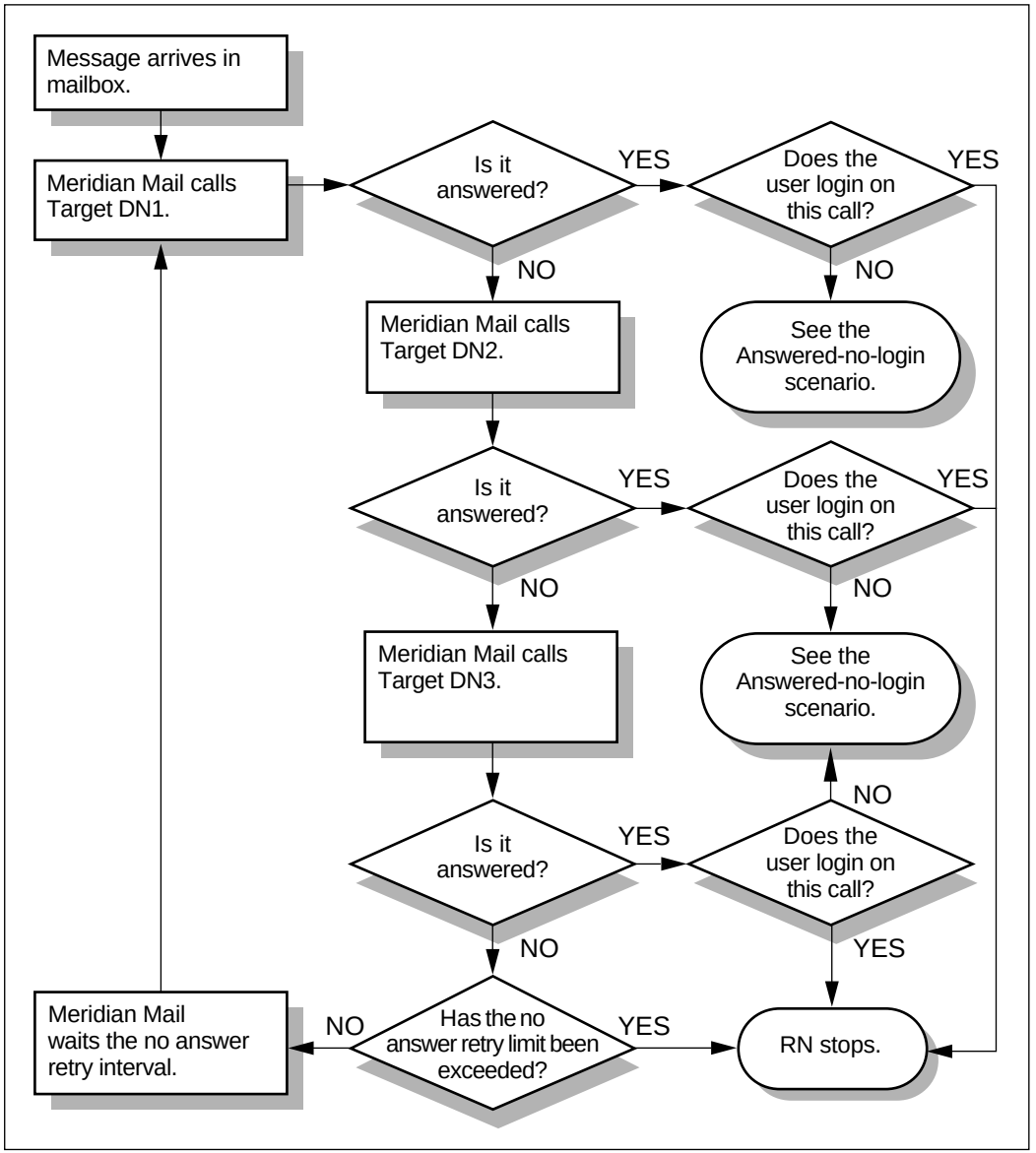
Default

The default is 00:15.

Note: If the CPTD country is set to France, the valid range is 00:00 to 00:12 and the default is 00:05.

Sample Remote Notification—no answer

The flowchart below shows what happens when the target DN is not answered.



G100442

Answered-no-login retry limits and intervals

Answered retry limit

This is the number of times Meridian Mail retries a remote number when the number is answered but

- the user does not log in during the same call if login is required for a session to be successful

  or

- if the criteria in the Login not required success criteria table on page 1-21 are not met if login is not required for a session to be successful

If more than one target DN is defined, and the first target DN is answered with no login, Meridian Mail *immediately* tries calling the second target DN. (The answered retry interval is not observed between DNs, only between retries.) If it too is answered with no login, Meridian Mail calls the third target DN (if defined). If it is answered with no login, the system waits the answered retry interval before retrying remote notification to the first target DN.

If there is a mixture of no answer and answered results in a multiple DN scenario, the answered retry interval and answered retry limit are used. This result is preferred over a no answer result.

Remote Notification continues to call the target DN the number of times specified by the answered retry limit. If the telephone target is a telephone, it is a good idea to keep this number low so that the user is not continually bothered. For pagers, however, you may want Meridian Mail to keep paging the user until he or she logs in, in which case you should set this value higher. If you do not want to keep on paging the user, use the default.

Valid values

The valid range is from 0 to 10.

Default

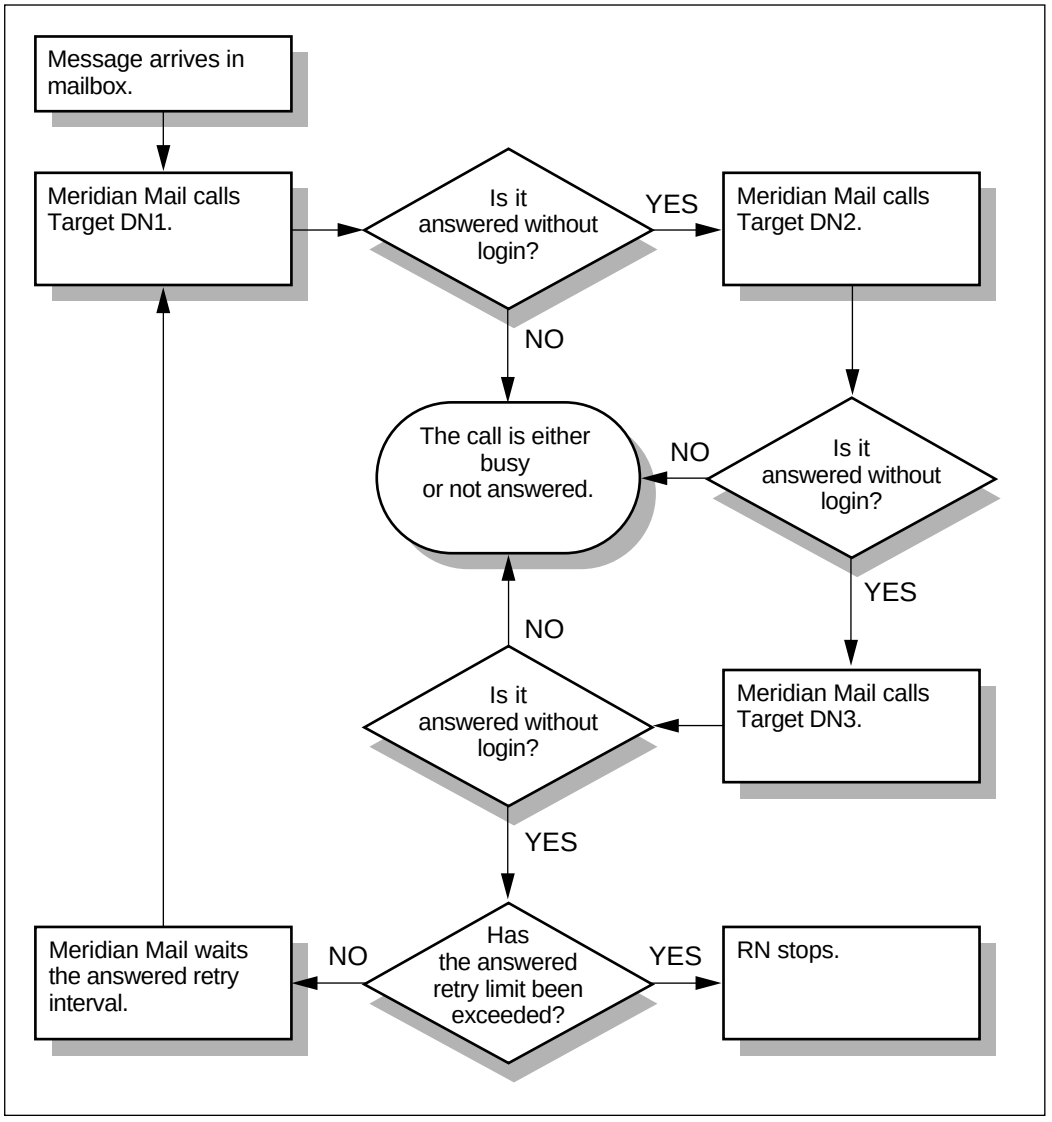
The default is 1.

Note: If the CPTD country is set to France, the valid range is 0 to 5 and the default is 0.

Sample Remote Notification session—answered but no login

The flowchart below shows what happens when the target DN is answered, but the user does not log in to retrieve the messages.

Note: Login is required for a notification to be declared a success in this time period.



G100443

Answered retry interval

This is the length of time the system waits before retrying remote notification if the target DN is answered, but the user does not log in to listen to the message on the same call.

Valid values

The valid range is from 00:00 to 23:59.

Default

The default is 00:05.

Note: If the CPTD country is set to France, the valid range is 00:00 to 00:12 and the default is 00:05.

More retry scenarios

Introduction

This section provides a number of examples and retry scenarios to give you an idea of how Remote Notification uses retry limits and intervals. The scenarios are true only for phone notifications.

The RN retry sequences that result depend on the type of unsuccessful RN attempt (busy, no answer, answered no login), and whether there is only one target DN or multiple targets specified in the time period. In Scenario 1 there is only one target DN specified for the time period, whereas in Scenario 2 there are three target DNs associated with the time period.

Scenario 1

One target DN defined for the first time period
(9:00 a.m. to 12:00 p.m. in a business day schedule)

Login is required for a notification to be declared a success.
Busy Retry Limit = 3 and Interval = 5 mins
No-Answer Retry Limit = 10 and Interval = 15 mins
Answered-No-Login Retry Limit = 1 and Interval = 5 mins

Time of message	RN action	RN result	Further action
8:55 a.m. message arrives	No RN activated (before the first time period)	None	None
9:30 a.m. message arrives	RN sent	Busy	RN rescheduled using busy retry limit and interval
9:35 a.m.	First Busy Retry	Busy	RN rescheduled using busy retry limit and interval
9:40 a.m.	Second Busy Retry	No answer	RN rescheduled using no answer retry limit and interval
9:55 a.m.	First No Answer Retry	Busy	RN rescheduled using busy retry limit and interval
10:00 a.m.	Third Busy Retry	Busy	Busy retry limit is exhausted; RN rescheduled using no answer retry limit and interval
10:15 a.m.	Second No Answer Retry	No Answer	RN rescheduled using no answer retry limit and interval
10:20 a.m. message arrives	None (*see Note*)		
10:30 a.m.	Third No Answer Retry	Answered no login	RN rescheduled using answered no login retry limit and interval
10:35 a.m.	First Answered No Login Retry	Answered no login	Answered no login retry limit exhausted; RN stops until a new message arrives
11:52 message arrives	RN sent	Busy	RN rescheduled using busy retry limit and interval
11:57 a.m.	First Busy Retry	Busy	The RN retry falls outside of the time period; RN stops.

Scenario 1 (continued)

Note: While within an RN cycle (a series of retries initiated by a new message arriving in a mailbox), new messages do not initiate a new notification attempt. The first retry cycle is used to notify the user of all messages. A message initiates RN only when there is no RN cycle currently in progress.

When the retry limits have been exhausted, remote notification stops until another new message is deposited into the user's mailbox. Further limits are placed on the number of retry cycles — a cycle refers to one pass through the number of allowed retries. See the description of the Maximum Number of Remote Notification Retry Repeats field on page 3-7.

Scenario 2

Three target DNs defined for the first time period (9:00 a.m. to 12:00 p.m.) in a business day schedule.

Login is required for a notification to be declared a success.
Busy Retry Limit = 3 and Interval = 5 mins
No-Answer Retry Limit = 10 and Interval = 15 mins
Answered-No-Login Retry Limit = 1 and Interval = 5 mins

Time of message	RN action	RN result	Further action
9:10 a.m. message arrives	RN sent to Target DN 1	No answer	Next target DN is called immediately
	RN sent to Target DN 2	No answer	Next target DN is called immediately
	RN sent to Target DN 3	Answered with login	Remote notification stops
9:20 a.m. message arrives	RN sent to Target DN 1	No answer	Next target DN is called immediately
	RN sent to Target DN 2	No answer	Next target DN is called immediately
	RN sent to Target DN 3	Answered no login	The answered no login retry limit and interval are used
9:25 a.m.	DN 1 is retried after the Answered Interval has passed	Busy	RN is rescheduled using the busy retry limit and interval; the same target DN will be called
9:30 a.m.	RN sent to Target DN 1	No answer	Next target DN is called immediately
	RN sent to Target DN 2	Busy	RN is rescheduled using the busy retry limit and interval
9:35 a.m.	Target DN 2 is retried	Busy	RN is rescheduled using the busy retry limit and interval
9:40 a.m.	Target DN 2 is retried	Busy	Busy retry limit is exhausted; reschedule call to same DN using no answer retry limit
9:55 a.m.	RN sent to Target DN 2	No answer	Next target DN called immediately
	RN sent to Target DN 3	No answer	RN rescheduled using no answer retry limit and interval
10:10 a.m.	Target DN 1 is retried	Answered with login	The subject of the notification is the message that arrived at 9:10 a.m.
10:11 a.m.	RN sent to Target DN 1	Answered with login	The subject of the notification is the message that arrived at 9:20 a.m.

Scenario 2 (continued)

Note: There are six retries in this example (at 9:25, 9:30, 9:35, 9:40, 9:55, and 10:10). When there are multiple target DNs, a retry occurs only after all DNs have been tried or when a busy DN is encountered. For example, if target DNs 1, 2, and 3 are not answered or there is an answer without login, when target DN 1 is called again this is considered a retry.

Business days

Description

The default business days are Monday to Friday. However, if your business days are different, you must change the default settings. The business days must be accurate since they are referred to in each user's remote notification schedules.

Default

Default business days are Monday to Friday.

Section B Planning Delivery to Non-User parameters

In this section

Overview of planning Delivery to Non-User parameters

Introduction

As you read the following sections, fill in the Class of Service—Outcalling Parameters worksheet (found in Appendix B, "Worksheets"). When you are ready to configure Outcalling in Meridian Mail, simply copy the information from the worksheet into the system.

Fill in a separate worksheet for each different Class of Service required.

Delivery to Non-User restriction/permission codes

Introduction

Because the DNU feature will be placing calls outside of your switch, you must decide which dialing codes you want to restrict in order to protect your system against abuse.

For example, if you do not want users to be able to send messages to non-users at long distance numbers, you can prevent DNU from making long distance calls by restricting the long distance dialing code (such as 91).

Selecting restriction/ permission sets

The restriction/permission sets are defined in the Voice Security Options screen (on Multi-Customer systems, this is done at the system administration level). The default sets are On Switch, Local, Long Distance 1, and Long Distance 2. To access the Voice Security Options screen, select Voice Administration from the Main Menu, and then select Voice Security Options.

When selecting the restriction/permission set in the Class of Service, select one of the defined restriction/permission sets by entering the corresponding number as follows.

Number	Name
1	On Switch
2	Local
3	Long Dist 1
4	Long Dist 2
5	Administrator defined
. . .	. . .
80	Administrator defined
0	Unrestricted

Selecting restriction/ permission sets (continued)

You do not want to choose a restriction/permission set that restricts all off-switch dialing. If you did, Delivery to Non-User would not work. However, you may want to choose a restriction/permission set that restricts international dialing only, or both international and long distance dialing, if this is how your restriction/permission sets are set up.

Send message via DNU if mailbox not found

Description

When enabled, this feature allows a user to send a message to a non-user without having to first enter the DNU prefix. If, for example, a user enters the number of a non-user during message composition and forgets to enter the DNU prefix, the system first tries to find an associated mailbox within Meridian Mail. When this fails, the message is successfully delivered as long as the DN entered by the user is valid and not restricted.

For example, say that the non-user's DN is 555-1234, and the DNU prefix is 9. The user fails to enter 9 when composing a message, and Meridian Mail cannot find a mailbox numbered 5551234. The system, therefore, checks the restriction/ permission codes that have been placed on Delivery to Non-User, and if allowed, sends the message to the non-user.

Default

The default is No.

DNU DTMF confirmation

Description

If DTMF confirmation is enabled, recipients of DNU messages are required to confirm that they want to hear the message by pressing 2. When disabled, the message is played immediately upon voice detection.

When deciding whether to implement DTMF confirmation, consider the following points:

- If an answering machine answers the DNU call, the message begins playing while the answering machine greeting is still playing and part of the DNU message will not be recorded. You can, therefore, either configure DNU to play the message twice so that the entire message will be recorded, or enable DNU DTMF confirmation so that the message does not play at all if the call is answered by an answering machine.
- If DTMF confirmation is enabled, rotary phone users are not able to receive a DNU message since they cannot press 2.

Default

The default is No.

Note: DTMF confirmation is also configured in the Outcalling Administration screen. Settings in this screen can override the setting in the Class of Service if the field labeled DTMF confirmation overrides user preferences in the Outcalling Administration screen is set to Yes.

Auto Deletion of Invalid PDL addresses

Description

DNU addresses can be included in a personal distribution list (PDL). A DNU prefix must be inserted before the DNU address, as with normal compose and send to a non-user.

If the Auto Deletion of Invalid PDL Addresses field is set to Yes in the user's Class of Service, then DNUs that become invalid are deleted from the PDL.

How Auto Deletion of Invalid PDL Addresses works

If a PDL is used to send a message, and the message cannot be delivered to the DNU address because the number is no longer valid (the number is now restricted or the user has lost the capability to use DNU), then Meridian Mail automatically removes the DNU address from that PDL. For this to occur, the Auto Deletion of Invalid PDL Addresses field in the user's Class of Service must be set to Yes.

Section C Assigning users to the appropriate Class of Service

In this section

Using the Assign Users worksheet

Introduction

After completing Section A and B of this chapter, you should have one or more Classes of Service planned that meet the needs of your organization. You then need to decide which Class of Service to assign to individual users.

Using the worksheet

Make a copy of the Assign Users Worksheet (found in Appendix B, “Worksheets”) for each Class of Service you have planned.

On each worksheet, write the names and DNs of the users that should be assigned to that Class of Service. Then attach the list to the Class of Service — Outcalling Parameters Worksheet. This way, you will have a record of the Class of Service configuration and the users who are assigned to it.

Chapter 3

Planning Outcalling Administration parameters

In this chapter

Overview

Introduction

Outcalling parameters are configured in the Outcalling Administration screen, which is accessed through the Voice Administration Menu. There are three different categories of fields in this screen:

- those that affect the Outcalling server (all Outcalling functions)
- those that affect Remote Notification
- those that affect Delivery to Non-User

As you identify values for each parameter, fill in the Outcalling Administration Worksheet found in Appendix B, "Worksheets". Even if you accept all of the default parameters, you should fill in the worksheet for your records.

multi-customer systems

On multi-customer systems, the fields of the first category (affecting the Outcalling server) are configured at the system administration level. Remote Notification and Delivery to Non-User fields are configured at the customer administration level.

Worksheet

Make a copy of the Outcalling Administration Worksheet in Appendix B, "Worksheets". Use the worksheet to record values as you plan what the Outcalling parameters should be.

Section A Planning parameters that affect the Outcalling server

In this section

Maximum number of Outcalling channels

Description

This parameter is used for channel management and puts a limit on the number of Outcalling channels or agents that can be used at any given time by the Outcalling service.

Multi-customer systems

On multi-customer systems, this parameter is defined on the Outcalling Administration screen at the system administration level.

Note: The setting is the same for all customer groups.

Default

The default is 2. This is the recommended maximum for moderate use. For high usage of the Outcalling server, you may have to increase this number. The danger in entering a high value in this field is apparent in the following example. If a broadcast message is sent and many users have RN enabled, the number of channels specified here could temporarily be taken for Outcalling use, leaving no channels available for call answering and message retrieval.

Note for Meridian 1 systems: This number should not exceed the total number of channels supported by the 32K NVP card(s).

ATTENTION

Do not set the maximum number of Outcalling channels field to zero. If you do, the system will not be able to send remote notification or delivery to non-user calls.

Section B Planning Remote Notification parameters

In this section

Overview of planning Remote Notification parameters

Introduction

This section discusses how to complete the fields on the Outcalling Administration Worksheet (found in Appendix B, "Worksheets") that specifically affect Remote Notification.

Maximum number of Remote Notification retry repeats

Description

This parameter determines the number of retry cycles or sets allowed before the system disables a user's Remote Notification feature due to consecutive failures of notification calls. This occurs if the user does not log in and retrieve messages.

Valid values

The valid range is from 0 to 255.

Default

The default is 5.

Example

For example, if the system attempts to notify a user of a message, but the notification numbers are not answered, the system will stop notification attempts after the No-Answer limit has been exhausted for the user. This is considered one retry repeat.

If another new message is left for the user, and retry attempts are again exhausted, this would be counted as the second retry repeat.

This continues until the maximum number of retry repeats set in this field is reached, at which time the Meridian Mail system no longer attempts to notify the user of new messages. If a user logs on to the mailbox and retrieves the messages, the counter is reset to 0, and Remote Notification is re-enabled for the user.

Numeric pager data terminator

Description

Some general access paging services require a special terminator character. When the Meridian Mail system calls the paging service and the call is answered, Meridian Mail sends the pager (or personal) identification number (PIN), the terminator digit (using it as a delimiter), then the callback number, followed by the terminator digit.

The following characters are acceptable: # , e , and E. Number sign (#) is used by many paging services (such as SkyPager) as a terminator character. If you want to configure a terminator character other than #, you must choose “E” or “e” for this field and then use the RN Administration tool to define the actual terminator character (among other things).

“E” signifies external file—the parameters file that is saved when you use the RN Administration tool. In essence, this allows a different set of parameters, including the data terminator and the data separator characters, to be specified. This set of parameters is defined on a system-wide basis, which means that all customers that have their Numeric Pager Data Terminator field completed with “E” or “e” use this set of parameters instead of those defined in the Outcalling Administration screens.

See the *System Administration Tools Guide* (NTP 555-7001-305) for information about using the RN Administration tool.

Note: On multi-customer systems, you can define only one set of enhanced characteristics per system, and this set can be assigned to different customer groups.

If users subscribe to a general access paging service that does not accept this character, leave this field blank.

Default

The default is #.

Numeric pager data separator

Description

Through the system administrator, the user is able to specify the type of notification delivered to a numeric pager or paging service:

- callback number only
- both the callback number and the caller's primary DN or CLID, separated by a special character, such as a blank

In the Numeric Pager Data Separator field, you specify the keypad character used to insert a separator (such as a blank) between the callback number and the caller's number.

This keypad character is defined on a per-customer basis.

Valid values

The valid values are #, *, and blank. Blank indicates that no data separator character is sent.

Default

The default is *.

Voice pager skip greeting character

Description

In this field, you specify the keypad character or characters that can be used to skip the greeting in a voice paging system.

The skip character is necessary because some paging systems allow a subscriber to record a very long greeting, which may exceed the Silence Detection Timeout limit on a Meridian Mail system. (The maximum value is 30 seconds; some systems allow a greeting up to 320 seconds in length.) If the 30-second limit is exceeded, the call is dropped.

To prevent this from happening, the skip character, if specified, is always sent as the first character for a voice pager device to skip the greeting.

If the pager subscriber does not have a greeting, the character is ignored.

The keypad character is defined on a per-customer basis.

Valid values

The valid values are 0 to 99, # , * , and blank. Blank indicates that no skip greeting character is sent.

Default

The default is blank.

Limitations

On some systems, there is a system-wide parameter that controls the skip greeting function. If this parameter is turned off, the skip greeting character is transmitted and the Meridian Mail system begins playing the notification prompt followed by the message, if applicable. But the paging system will not have started to record, and so the user receives an incomplete notification or no notification at all.

This limitation can be circumvented by leaving the skip greeting character field undefined (blank), so that the Meridian Mail system uses silence detection. The pager subscriber greeting must be less than 30 seconds in length (the maximum time that can be assigned to the Silence Detection Timeout parameter at the Tools level).

Voice pager notification length (seconds)

Description

Through the system administrator, the user can specify the type of notification sent to a pager:

- notification only
- both the notification and the contents of the voice message

In this field, you specify the maximum length of time the Meridian Mail system spends playing prompts and voice to a voice paging system during a notification and message session.

This period begins as soon as the Meridian Mail system sends the skip greeting character or detects silence. Once the period has ended, Meridian Mail disconnects, with one exception. If the value in this field specifies a period of time shorter than the time required to play the notification prompt, Meridian Mail waits until the notification prompt has finished playing before it disconnects (that is, it does not disconnect while the notification prompt is playing).

Exceptions

This field does not apply to notification-only sessions. For these sessions, the Meridian Mail system always plays the entire notification prompt before initiating a disconnect.

Valid input

This field accepts input in the range of 1 to 6000.

Default numeric pager data

Description

This step is necessary if any of the users in this customer group on the system do one of the following:

- subscribe to a general access pager service

  or

- use numeric pagers and the pager callback number is not defined in the user's schedule

This number is generally the voice messaging access DN. The pager data can only be up to 8 digits in length. Therefore, if the actual access DN is longer than 8 digits, you will have to enter a number that indicates Meridian Mail (such as the number without the area code).

In the first case, this number is used as the callback number (since the user's PIN has to be entered where the callback number is usually defined in the user's schedule). When a remote notification call is sent to a target DN that is defined as "Service" in the user's schedule, this number will be displayed on the user's pager. It indicates to the user that the Meridian Mail system has a message waiting for him or her.

In the case of numeric pagers, the callback number can be customized for each user. However, if for some reason the user has not defined a callback number (if the Pager Callback Number field in the user's schedule is blank), this number will be used instead.

Section C Planning Delivery to Non-User parameters

In this section

Overview of planning Delivery to Non-User parameters

Introduction

This section discusses how to fill in the fields on the Outcalling Administration Worksheet (found in Appendix B, "Worksheets") that specifically affect the Delivery to Non-User feature.

Delivery to Non-Users on weekdays and weekends

Introduction

If you are going to enable DNU, make sure that you identify the times during which electronic messages are legally allowed to be sent in your area (see ATTENTION box below). You must define one permitted time window for weekdays and another for weekends (they are usually different).

> **ATTENTION**
>
> In most geographical areas, electronic delivery of phone messages is restricted by law to certain time periods during the day. Confirm and implement the restrictions that apply to your region. The default for both weekdays and weekends is 00:00 to 23:59. Therefore, if you do not modify this field, users are allowed to send messages to non-users 24 hours a day, 7 days a week, which may contradict the laws in your region.

Use the 24-hour clock format to specify from (hh:mm) and to (hh:mm) times. Remember that you are defining the *allowed* times, not the restricted times.

Stale dating

Description

Stale dating is the time period beyond which a delivery attempt to a non-user will no longer be made. This parameter cannot be configured by the system administrator. However, you should be aware of how it works.

When a user sends a DNU message, the system checks to see if it is allowed to send the message at this time. (Permitted delivery times are defined in the fields Delivery to Non-User on Weekdays and Delivery to Non-User on Weekends.) If the current time falls into the restricted time window, the system then checks the stale date parameter to see if the message will have become stale by the time the system is permitted to send messages again.

Default

The default is 36 hours. To change this default, contact a representative of your regional support center (RSC).

Examples: stale dating

The following examples describe possible scenarios to give you an idea of how permitted or restricted time windows interact with stale dating. They all use a permitted time window of 9:00 a.m. to 9:00 p.m. for weekdays. It is also assumed that the next day is a weekday.

Example 1: A user sends a DNU message at 10:00 p.m on a weekday. The stale period is defined as 36 hours. By 9:00 a.m., the message will only be 11 hours old. The system will send the message at 9:00 a.m. If the call result is not answered or busy, the system will use the defined retry limits and intervals (as described in the following section).

Example 2: A user sends a DNU message at 10:00 p.m. on a weekday. The stale period has been defined as 10 hours. By 9:00 a.m., the message will be 11 hours old and will have become stale. The system will not be able to send the message in the morning. The system sends a non-delivery notification (NDN) to the user explaining that the message could not be delivered. The NDN will also inform the user of the times during which Delivery to Non-User is permitted.

Examples: stale dating (continued)

Example 3: A user sends a DNU message at 8:30 p.m. The call is not answered. (The No-Answer Retry Limit is 10 and the No-Answer Retry Interval is 20 minutes). The system retries the message at 8:50 p.m. (Retry #1). There is still no answer. The system cannot retry the message 20 minutes later because this will be within the restricted time period. The stale period is 36 hours. The message will be 12.5 hours old by 9:00 am. The system will retry the message at 9:00 a.m. (Retry #2).

Retry limits and intervals—an overview

Description

When a DNU attempt is unsuccessful, the Meridian Mail system uses retry limits to determine how many times it should attempt to send a message to a non-user. Retry intervals determine how often these retries should be attempted (from 00:00 to 23:59 [hh:mm]).

There are three types of unsuccessful DNU attempts: “busy,” “no answer,” and “answered” (where the non-user answers the phone but does not provide DTMF confirmation or does not wait for the message to start playing before disconnecting). Each of these three conditions has a retry limit and retry interval associated with it.

Notes

Note 1: All intervals are specified in hours and minutes (hh:mm).

Note 2: In the case of retry limits, the original DNU call does not count. For example, if the no-answer retry limit is 10, the first call does not count as the first retry. Instead, this means that the system will call once (the first DNU attempt) plus 10 retries, for a total of 11 DNU calls or attempts.

Note 3: Call Progress Tone Detection (CPTD) affects Outcalling. CPTD is set during Meridian Mail installation. There are a number of possible settings for CPTD, the default being Standard. If CPTD is set to France, the valid ranges and defaults for the following retry limits and intervals will be different as outlined in the following sections. After initial installation, the CPTD setting can only be changed by Nortel personnel.

A detailed retry scenario is provided later in this section to illustrate how these retry limits and intervals are used.

Busy retry limits and intervals

Busy retry limit

This is the number of times the system attempts to deliver a message to a non-user if the destination number is busy. Between retries, the system waits the amount of time specified as the busy retry interval.

If the busy retry limit is exceeded, the Meridian Mail system uses the no-answer retry limit and no-answer retry interval for further instances of busy. Therefore, if a number remains busy, the number of call attempts would be Busy Retry Limit + No-Answer Retry Limit. If the no-answer retry limit is also exceeded, a non-delivery notification (NDN) is sent to the originator of the message and DNU attempts stop for that message.

Default

You may enter a value from 0 to 10. The default is 3.

Note: If the CPTD country is set to France, the valid range is 0 to 5 and the default is 1.

Busy retry interval

This is the length of time the system waits before attempting to send the message again if the previous attempt was unsuccessful because the destination number was busy.

Default

You may enter a value from 00:00 to 23:59. The default is 00:05.

Note: If the CPTD country is set to France, the valid range is 00:00 to 00:12 and the default is 00:05.

No-answer retry limits and intervals

no-answer retry limit

This is the number of times the system attempts to deliver a message to a non-user if the destination number is not answered. When the limit is exceeded, a non-delivery notification (NDN) is sent to the originator of the message and DNU attempts stop for that message.

Default

You may enter a value from 0 to 10. The default is 10.

Note: If the CPTD country is set to France, the valid range is 0 to 5 and the default is 4.

no-answer retry interval

This is the amount of time the system waits before attempting to send the message again if the previous attempt was unsuccessful because the destination number was not answered.

Default

You may enter a value from 00:00 to 23:59. The default is 00:15.

Note: If the CPTD country is set to France, the valid range is 00:00 to 00:12 and the default is 00:05.

Answered retry limits and intervals

Answered retry limit

This is the number of times the system attempts to deliver a message to a non-user when the destination number is answered but the recipient does not give required DTMF confirmation (by pressing 2 on the telephone keypad). When the limit is exceeded, a non-delivery notification (NDN) is sent to the originator of the message and DNU stops for this message.

Default

You may enter a value from 0 to 10. The default is 0.

Note 1: If DTMF confirmation is expected, you should not set the answered retry limit higher than one. If the recipient hangs up, he or she probably does not want to hear the message, and the Meridian Mail system should not continue to call the non-user. If the message is delivered to a rotary phone user, the recipient will not be able to press 2, and will become aggravated with repeated attempts to deliver a message.

Note 2: If the CPTD country is set to France, the valid range is 0 to 5 and the default is 0.

Answered retry interval

This is the amount of time the system waits before attempting to send a DNU message if the previous attempt was unsuccessful because the destination number was answered, but the recipient did not provide the required DTMF confirmation.

Default

You may enter a value from 00:00 to 23:59. The default is 00:00.

Note: If the CPTD country is set to France, the valid range is 00:00 to 00:12 and the default is 00:05.

More retry scenarios

Introduction

This section provides an example DNU session with retry attempts to give you an idea of how the DNU feature uses retry limits and intervals. The DNU retry sequences that result depend on the type of unsuccessful DNU attempt (busy, no answer, answered but no login).

Scenario

Busy Retry Limit = 3; Busy Retry Interval = 5 mins
no-answer Retry Limit = 10
no-answer Retry Interval = 15 mins
Answered (2 not pressed) Retry Limit = 0
Answered Interval = 0 mins
DTMF Confirmation is required

Time of message	DNU action	DNU result	Further action
9:30 a.m. Message 1	DNU message 1 sent to DN 1	Answered, 2 not pressed	Answer retry limit exceeded; there will be no retry attempt
9:50 a.m. Message 2	DNU message 2 sent to DN 2	Busy	DNU rescheduled using busy retry limit and interval
9:52 a.m. Message 3	DNU message 3 sent to DN 3	No answer	DNU rescheduled using no-answer retry limit and interval
9:55 a.m.	First busy retry for message 2	Busy	DNU rescheduled using busy retry limit and interval
10:00 a.m.	Second busy retry for message 2	Busy	DNU rescheduled using busy retry limit and interval
10:05 a.m.	Third busy retry for message 2	Busy	Busy retry limit exhausted; DNU rescheduled using no-answer retry limit and interval
10:07 a.m.	First no-answer retry for message 3	Answered, 2 is pressed	DNU attempts stop for message 3
10:20 a.m.	First no-answer retry for message 2	Answered, 2 is not pressed	Answer retry limit exceeded; DNU attempts stop for message 2

Delivery to Non-User addressing prefixes and associated dialing codes

Description

A DNU prefix is a number that indicates to the system that the DN that follows is not that of an internal Meridian Mail user or a distribution list number, but that of a non-user. When a user enters this number before a DN during message composition, the system knows that the number that follows is that of a non-user.

In the Outcalling Administration Worksheet, you will notice that there are two columns. The first column is where you enter the DNU prefix. This can be any number (although it is recommended that it be kept as short as possible so that users can remember it easily). The second column is where you enter the associated dialing code. This is the number that the Meridian Mail system actually uses to dial out of the system. The prefix and the dialing code may or may not be identical.

Note: These prefixes cannot conflict with Meridian networking location codes, distribution list numbers, or mailbox numbers. However, conflicts with DNs and network access codes (such as 9 to dial out) are allowed.

You should configure at least two DNU prefixes: one for external numbers and one for internal numbers.

DNU prefixes for internal numbers

The following example illustrates why you might need a DNU prefix for internal numbers. A phone in a meeting room is not likely to be associated with any particular user, and, therefore, does not have a mailbox, because it is used as a common phone. However, if a user wants to send a message to this phone, it will have to be sent as a DNU message.

The DNU prefix for internal numbers does not require an associated dialing code because Meridian Mail does not have to dial out of the system. For example, the extension of the phone in a meeting room is 8001 and the DNU prefix (for internal numbers) is defined as 12. The user enters 128001, and the system dials 8001.

DNU prefixes for external numbers

The DNU prefix for external numbers requires an associated dialing code. When Meridian Mail places the call, the prefix is replaced by the associated dialing code which is used to generate the actual phone number that is dialed by the system.

It is suggested that the prefixes match the outside-line access numbers whenever possible so that users do not have to remember an extra number. For example, if your outside-line access code is 9, then use a prefix of 9. The prefix 9 is replaced with the actual dialing code of 9 (used by Meridian Mail to dial outside of the system) when the DNU call is made.

Similarly, if you are going to allow long-distance numbers to be addressed, use 91 as the prefix if your long-distance dialing code is 91.

Note: You must at the very least define the trunk access code that is used for dialing out of the switch (usually 9). If you do not, DNU will not be able to deliver messages off-switch.

Prefixes can also be used to simplify the dialing process by replacing longer sequences of numbers with a one-digit number or a short number sequence. For example, your users often send messages to numbers in the 513 area code. Enter a prefix, such as 2, and define the dialing code as 91513.

Inform your users of any DNU prefixes that you create.

Number of times to play a message to a non-user

Description A DNU message can either be played once or twice to the called party. This feature is intended to guard against calls answered by answering machines or by people unfamiliar with automated Outcalling systems. By repeating the message, the answering machine is given time to make its announcement and start recording.

Default The default is 2 (this is also the maximum).

Should DTMF confirmation setting in this screen override the setting in the Class of Service?

Description DTMF confirmation can be enabled or disabled in the user's Class of Service. If the field labeled DTMF confirmation overrides user preferences in the Outcalling Administration screen is set to Yes, the setting in the following field, DNU DTMF Confirmation Required, overrides the setting in the Class of Service.

Default The default is Yes.

Should Non-User DTMF confirmation be required?

Description

DTMF confirmation means that a non-user who receives a message from a Meridian Mail system must press 2 on the telephone keypad to hear the message. If DTMF confirmation is enabled in the Outcalling Administration screen, all DNU messages require DTMF confirmation. When disabled, all DNU messages are delivered automatically upon voice detection.

Note: On multi-customer systems, whether or not DTMF confirmation is required is defined at the customer level, and can be defined differently for each customer.

When deciding whether or not to implement DTMF confirmation, consider the following points:

- When an answering machine answers a DNU call, the Meridian Mail system begins playing the message as soon as voice is detected (the answering machine greeting). This means that the start of the DNU message will not be recorded since it will have started before the answering machine begins recording. Therefore, you can either configure DNU to play the message twice so that the entire message will be recorded, or enable DNU DTMF confirmation so that the message will not play at all if answered by an answering machine.
- If DTMF confirmation is enabled, rotary phone users will not be able to receive DNU messages since they cannot press 2.

Note: This field can also be configured in the Class of Service. If the previous field, DTMF confirmation overrides user preferences, is set to Yes, the setting in this field overrides the setting in the Class of Service. However, if the previous field is set to No, the setting in the user's Class of Service is used.

Default

The default is No.

Chapter 4

Planning user administration parameters

In this chapter

Overview

Introduction

This chapter discusses remote notification devices (phone, pagers, paging service), and the setup of remote notification schedules for users.

Users who are on MMUI systems, or who belong to an MMUI customer group, can set up their own remote notification schedules, including the remote notification device (phone, pager, or paging service), and whether they are notified of urgent messages or all messages. The administrator needs to ensure that the field Remote Notification Keypad Interface is enabled in the user's Class of Service.

Voice pager setup options

When setting up the remote notification schedule for a voice pager user, you specify whether the user receives

- the notification only
- the notification and the contents of the new voice message

Numeric pager or paging service options

When setting up the remote notification schedule for a numeric pager or paging service, you specify whether the user receives

- the callback number only
- both the callback number and the caller's number (primary DN or CLID)

If the Remote Notification Keypad Interface field is not enabled in the user's Class of Service, then you must set up the user's remote notification schedule through the Add or View/Modify Local Voice User screen.

VMUIF systems or customer groups

Users on a VMUIF system or who belong to a VMUIF customer group on a Multi-Customer system cannot set up or modify their own remote notification schedules. The administrator must set up the user's remote notification schedule through the Add or View/Modify Local Voice User screen.

Note for VMUIF users: Ensure that user passwords are created for those users who need remote notification capability.

Section A Pager types and requirements

In this section

Overview of pager types and requirements

Introduction

If any Meridian Mail users want remote notifications sent to their pagers, read the following sections for information about pager types and requirements before setting up any remote notification schedules.

The Remote Notification feature can make calls to the following types of pagers:

- tone-only pager
- tone and voice pager
- digital or numeric (display) pager
- general access pager service

Typical pager activation methods

Pager services typically provide users with one of two pager activation methods. Services that cater to local markets tend to offer direct inward dialing (DID) numbers for pager activation. In this case, each pager is assigned a unique DID number. Tone-only and tone and voice pagers are almost always offered with DID numbers. Services that cater to large regional or national markets tend to offer 800 numbers.

With general access pager services, all pagers share a common local or 800 number. Meridian Mail dials this number. After the call has been answered, Meridian Mail dials the personal or pager identification number (PIN) of the pager. Meridian Mail waits for the pager to play a prompt and then sends the callback number (and the caller's number, if Meridian Mail is configured to send it). The callback number, which is typically the voice messaging access DN, indicates to the user that Meridian Mail has a message waiting.

See Also

Use the RN Administration tool (accessed from the Tools level) to fine-tune certain parameters such as the following:

- silence-detection timeouts
- the callback number prefix, separator, and terminator
- the PIN prefix and terminator
- the maximum length for voice notification
- the skip greeting character
- the delay before sending the skip greeting character
- whether login prompts are played when the user answers the remote notification call

For details, see the "RN Administration" chapter in the *System Administration Tools Guide* (NTP 555-7001-305).

Note: The parameters defined using the RN Administration tool are enabled only if the Numeric Pager Data Terminator field on the Outcalling Administration screen is set to "E". The letter "E" instructs Meridian Mail to use the parameters defined using the RN Administration tool.

Pager requirements

Introduction

Certain requirements must be met for Meridian Mail to work properly with the supported pagers and paging services. For a remote notification message to be delivered successfully, Meridian Mail must recognize that the paging company has responded to its call. A call is considered answered under the following conditions. (Note that any type of pager uses one of the following methods, and this varies from pager to pager.)

1. There is voice detection (for example, the greeting of the paging company). This is the preferred method.

   If voice is detected, Meridian Mail waits a default maximum of 20 seconds for silence to be detected. This value can be changed using the RN Administration tool described in the *System Administration Tools Guide* (NTP 555-7001-305). (The maximum value you can configure is 30 seconds.) When silence is detected, or when the timeout period expires, Meridian Mail continues with notification delivery.

   You can also configure Meridian Mail to skip the greeting of a voice paging system. When a skip greeting character is specified, it is sent as the first one or two characters to a voice pager device and allows Meridian Mail to skip the greeting. If the pager subscriber does not have a greeting, this character is ignored.

2. There is tone detection. This tone can have one of the following frequencies:

   - 1400 Hz—the North American standard frequency
     This tone must have a maximum duration of 3.5 seconds.
   - 1000 Hz or 1800 Hz—only if a minimum of two on/off cycles are presented and the maximum duration is 5.0 seconds
     This parameter cannot be modified using the RN Administration tool. As soon as Meridian Mail detects the pager tone, it continues with the notification delivery.

Introduction (continued)

3. The paging company answers the call only *after* the calling side (Meridian Mail) has been allowed to hear the ringback tone cycle two times. At this point, a tone or voice prompt may be provided. Using this method, the frequency of the answering tone is no longer important, but the timing of the Meridian Mail interaction is delayed. The service must be prepared to wait for seven seconds after it has responded with an answering signal before receiving a reply from Meridian Mail.

If a pager fails to respond to a remote notification call, call the paging company to ensure that the user's pager meets one of the above requirements.

Once the tone or voice has terminated, the service must be immediately ready to accept the Meridian Mail response. What is received from Meridian Mail depends on the pager type that has been specified by the user. (This can be viewed in the user's remote notification schedule in the Add or View/ Modify Local Voice User screen.) See the following sections for more details.

The following sections describe how the different types of supported pagers and paging services are handled by Meridian Mail.

Tone-only pagers

When a tone-only pager answers a remote notification call, it responds with an audio signal (a tone or a beep).

You can configure the following parameters for tone-only pagers using the RN Administration tool.

Silence detection timeout	
Default	20
Delay before playing prompts or disconnecting	
Default	0
Whether to play Meridian Mail prompts to the paging system	
Default	Yes

These prompts are not necessary for tone-only pagers and can be turned off. They are, however, part of the protocol, and leaving them on should not cause any problems.

Note: These parameters apply to all customer groups (on Multi-Customer systems) and all users; you cannot customize by customer or user.

Tone and voice pagers

When a tone and voice pager answers a remote notification call, it responds with voice and an optional audio signal (a tone or beep).

Two notification options are available:

- notification only
- notification and voice message

You can limit the length of the voice page by specifying the maximum length in seconds that the voice message can be played out.

Tone and voice pagers (continued)

You can configure the following parameters for tone and voice pagers using the RN Administration tool.

Silence detection timeout	
Default	20
Delay before playing prompts	
Default	0
Max. Length for Voice Notification	
Range	1 to 6000
Voice pager skip greeting character	
Valid values	0 – 99, #, *, and blank (blank indicates no skip greeting character is sent)
Default	blank
Delay before sending skip greeting character	
Range	0 – 2000 (centi seconds)
Default	100

Since the criterion that Meridian Mail uses to detect that a call is answered is common to all pager types, tone-only and tone and voice pagers can almost be used interchangeably.

Note: These parameters apply to all customer groups (on Multi-Customer systems) and all users; you cannot customize by customer or user.

Numeric pagers

Two notification options are available for a display or numeric pager:

- callback only
- callback and caller's primary DN or CLID

Numeric pagers (continued)

If callback only is selected, Meridian Mail sends a callback number and a pager data terminator. In this scenario, the callback number is simply an indicator to the user that Meridian Mail has a message waiting; it does not have to be a dialable number. Once alerted by the pager, the user can call in to Meridian Mail, log in, and retrieve the message.

If the second option is selected, Meridian Mail displays the callback number and the caller's primary DN or CLID, separated by a special character (#, *, or blank).

Typically, the administrator uses the Meridian Mail access number as the default callback number for easy recognition (see the Default Numeric Pager Data field in the Outcalling Administration Worksheet in Appendix B, "Worksheets"). Users can define a different callback number if they set up their own remote notification schedule through their own phone.

The callback number may consist of up to eight characters, using the decimal digits 0 to 9 and the asterisk (*).

What happens during notification

When Meridian Mail recognizes that a notification call has been answered, it waits two seconds. If a callback number or pager data terminator is defined, it is outpulsed, and there is a three-second delay. A voice prompt is then played to notify the paging company that a message has been received in the user's mailbox.

When a CLID is not transmitted

In certain cases, where it is not possible to provide a CLID meaningful to the user, no CLID is transmitted to the pager. These cases are the following:

- the message originates from the system (for example, a SEER notification or acknowledgment)
- the message originates from an open AMIS user
- the message is a call answering message, and the caller called over trunks which do not support CLID
- message originates from a mailbox that not have a primary DN (for example, a non-hospitality guest user)

Parameters defined by the administrator

You can configure the following parameters for numeric pagers using the RN Administration tool.

Callback number prefix	
Default	no prefix
Callback number terminator	
Default	#
Callback number separator	
Default	*
Silence detection timeout	
Default	20
Delay between sending the prefix and sending data	
Default	0
Delay before playing prompts or disconnecting	
Default	3
Whether to play prompts to the paging system	
Default	Yes

These prompts are not necessary for numeric pagers and can be turned off. They are, however, part of the protocol, and leaving them on should not cause any problems.

Note: These parameters apply to all customer groups (on Multi-Customer systems) and all users; you cannot customize by customer or user.

General access pager services

If a user wants remote notifications to be sent to a general access pager service, the pager ID number must be defined. (If the administrator is creating the remote notification schedule, this number is defined in the Add or View/Modify Local Voice User screen where you normally define the callback number.) You, therefore, cannot customize the callback number for each user. Instead, Meridian Mail gets the callback number from the Outcalling Administration screen.

Pager data terminator

Some pager services require a special character to terminate both the pager ID number and the callback number. This is the pager data terminator. Number sign (#) is commonly used, and it is the default used by Meridian Mail.

This terminating character can be modified by setting the Numeric Pager Data Terminator field in the Outcalling Administration screen to “E” and then using the RN Administration tool to define the terminating character and other parameters. The letter “E” instructs Meridian Mail to use the parameters defined using the RN Administration tool. Some services use fixed-length PINs and do not accept a terminator character. Other services use prefixes. If your service uses a prefix, use the RN Administration tool to define it. If no terminator character is required, leave this field blank.

What happens during notification

After Meridian Mail recognizes that a notification call has been received, it waits two seconds before the pager ID and the pager data terminator are outpulsed. Meridian Mail then waits for the paging company to answer with voice or tone. When Meridian Mail receives an answer, there is a two-second delay. If a callback number or a pager data terminator are defined, they are outpulsed and there is a three-second delay. A voice prompt is then played to notify the paging company that a message has been received in the user’s mailbox.

Parameters defined by the administrator

You can configure the following parameters for general access paging services using the RN Administration tool.

Note: These parameters apply to all customer groups (on Multi-Customer systems) and all users; you cannot customize by customer or user.

Paging service PIN prefix	
Default	no prefix
Paging service PIN terminator	
Default	#
Callback number prefix	
Default	no prefix
Callback number terminator	
Default	#
Callback number separator	
Default	*
Silence detection timeout after the PIN prompt	
Default	20
Silence detection timeout after the callback number prompt	
Default	20
Delay between sending the prefix and sending data	
Default	0
Delay before playing prompts or disconnecting	
Default	3
Whether to play prompts to the paging system	
Default	Yes

Section B Remote Notification schedules

In this section

Overview of remote notification schedules

Introduction

In most cases, users set up their own remote notification schedules, and setup through the administration terminal is not necessary. This is the case if your system is a single-customer system with MMUI installed, or if the user belongs to an MMUI customer group (on a Multi-Customer system), and if the Remote Notification Keypad Interface field is set to Yes in the Class of Service to which the user belongs.

However, it is your responsibility to set up these schedules if

- MMUI is installed but the Remote Notification Keypad Interface field (in the Class of Service) is set to No
- MMUI is installed and the Remote Notification Keypad Interface field (in the Class of Service) is set to Yes, but the user does not want to create his or her own schedule
- VMUIF is installed, or the users belong to a VMUIF customer group on a Multi-Customer system

  With VMUIF, you do not have the option of enabling the Remote Notification keypad interface for the users.

If you are setting up remote notification schedules for any of your users, discuss with them the time periods they want set up, the target DNs to which remote notification will be sent, the device represented by the target DN (phone, tone and voice pager, tone-only pager, and so on), and whether they want to be notified of all messages or only urgent messages.

Worksheet

Make a copy of the Remote Notification Schedule Worksheets found in Appendix B, "Worksheets". Fill out a worksheet for each user for whom you are creating a schedule. Keep all remote notification schedule worksheets for a particular Class of Service together.

Remote Notification schedule

Introduction

As you read this section, fill out the Remote Notification Schedule Worksheet provided in Appendix B.

Notify the user of all new messages, or urgent messages only

If you set the Message Remote Notification Option field to Any, the user is notified of each new message that arrives during a defined time period. If it is set to Urgent, the user is notified of only those messages that are tagged as urgent during a defined time period.

Identify the schedules that are necessary

Does the user need a business days schedule, a nonbusiness days schedule, or both? Are there any special circumstances that require a temporary schedule?

The temporary schedule overrides the business and nonbusiness days schedules until midnight of the date specified, including the current day. When the duration of the temporary schedule expires, the temporary schedule is automatically disabled.

Identify up to three time periods for each schedule

For each schedule that is required, identify how the day is to be split up into time periods. Each schedule can be divided into up to three different time periods. However, you do not have to define all three periods. A schedule can have only one time period if desired.

Make sure that

- the time periods are chronologically correct (for example, it is not valid if the second time period starts at 10:00 and ends at 14:00 and the first time period starts at 14:01 and ends at 19:00)
- the time periods do not overlap (for example, the second time period cannot start at 12:00 if the first time period ends at 13:00)

Identify whether mailbox login is required or not required

In the For successful notification, Mailbox login required/not required field for each time period, you identify whether login is required for a remote notification to be considered successful.

Login required

When login is required, notifications to the first target DN are repeated until the user logs in to the mailbox or the busy retry limit is exhausted.

If the notification is not successful (that is, the user does not log in or the busy retry limit is exhausted), the Remote Notification system repeats the process for each target DN in the period.

After it has attempted each target DN in the time period, it then cycles through them all again, according to the no-answer or answered retry limits.

Login not required

If login is not required, then the following occurs:

- For Busy or No-Answer cases, the process is the same as when login is required.

  Notifications to the first target DN are repeated until the user logs in to the mailbox or the retry limit is exhausted. If the notification is not successful, the Remote Notification system repeats the process for each target DN in the period.
- If the call is answered, the criteria in the table on the next page determine whether the notification is successful.

Login not required success criteria

Device	Success criteria
Phone	The user presses 1 to log in.
Voice pager	The paging company answers the call, and Meridian Mail plays the notification prompt (and the voice message, if this option has been selected).
Tone-only pager	The paging company answers the call.
Numeric pager	The paging company answers the call, and Meridian Mail pulses the callback digits (and the calling line ID (CLID), if this option has been selected).
Paging service	The paging company answers the call, and Meridian Mail pulses the callback digits (and the calling line ID (CLID), if this option has been selected).

If the notification is successful according to the appropriate criteria, it is not retried, and the mailbox is scanned for other messages appropriate for Remote Notification.

If the call is answered but the applicable success criteria are not met, notifications continue according to the retry limits until the first successful session occurs or the retry limits are exhausted. Then notification ceases for that message.

Identify the target DNs and target devices

For each time period, define the target DNs. Up to three DNs can be specified for each time period

ATTENTION

Do not enter the user's own extension as the target DN.

This causes a cyclical build-up of messages in the user's mailbox until the disk is full. The retry repeat cycle is not halted because each retry repeat causes a new message to be sent, which in turn starts remote notification all over again for the new messages.

For each target DN, note the type of device. The choices are

- ***Phone*** if the target DN is the number of a telephone
- ***Tone*** if the target DN is the number of a tone-only pager
- ***Voice*** if the target DN is the number of a tone and voice pager

  Specify whether the user receives notification only or notification and the contents of the voice message.
- ***Numeric*** if the target DN is the number of a digital or numeric pager with direct inward dialing (DID) access

  Specify whether the user receives the callback number only or the callback number and the caller's primary DN or CLID.

  With a numeric pager, you can customize the pager callback number for the user.

  Note that in the Meridian Mail scenario, the callback number is simply an indicator to the user that Meridian Mail has a message waiting; it does not have to be a dialable number. Once alerted by the pager, the user can call in to Meridian Mail, log in, and retrieve the message.

Identify the target DNs and target devices (continued)

Typically, the administrator uses the Meridian Mail access number as the callback number for easy recognition (see the Default Numeric Pager Data field on the Outcalling Administration Worksheet). The number can be up to eight digits long.

If you do not specify a callback number for the user, the number defined in the Default Numeric Pager Data field in the Outcalling Administration screen is used.

- ***Service*** if the target DN is the number of a digital or numeric pager with general access (that is, a general access number, such as a 1-800 number, is dialed first and then a PIN is entered to identify the user's pager)

  You must also identify the PIN of the user's pager. Enter this number in the worksheet where you normally would enter the callback number.

  Since you cannot customize the callback number for the user when the device is a general access paging service, the system uses the number defined in the Default Numeric Pager Data field in the Outcalling Administration screen.

Chapter 5

Configuring Outcalling

In this chapter

Overview

Introduction

This chapter provides procedures for entering the Outcalling information and parameters into the system. If you have completed the planning discussed in the previous chapters, then configuring Outcalling should just be a matter of copying the information into the system.

What you need to start

You have finished planning the Outcalling service. You should have the following completed worksheets:

- a list of all Outcalling users (this can be a printout of all DNs [DNB] or an internal phone list if applicable)
- one detailed Class of Service—Outcalling Parameters Worksheet for each Class of Service identified
- for each Outcalling Class of Service identified, a list of all users assigned to that Class of Service
- one completed Outcalling Administration Worksheet (for each customer group if yours is a multi-customer system)
- for each Remote Notification user for whom you must create a remote notification schedule, a completed Remote Notification Schedule Worksheet

You are now ready to configure Outcalling.

Do you need to dedicate channels to Outcalling?

In most cases, you do not need to dedicate channels to Outcalling. When you dedicate channels to one particular type of service, you reduce the overall efficiency of Meridian Mail.

However, in a situation where the ability to outcall without delay must be enhanced (for example, a doctor's pager), you may wish to dedicate some channels to Outcalling to ensure that there is always a channel free for Outcalling.

See also

The *System Administration Guide* for your platform discusses how to dedicate channels to a particular service, if you should dedicate channels, and any other elements of this process that you should be aware of. It also discusses dedicating channels on a multi-customer system.

Section A Class of Service administration

In this section

Overview of Class of Service administration

Introduction

This section discusses where to enter the Class of Service information you have collected from the planning done in Chapter 2, "Planning Class of Service parameters".

Configuring the Outcalling Classes of Service

Introduction

The first step in configuring the Outcalling service is to enable the Remote Notification and/or Delivery to Non-User feature in one or more Classes of Service. This is done in the Add (or View/Modify) Class of Service screen.

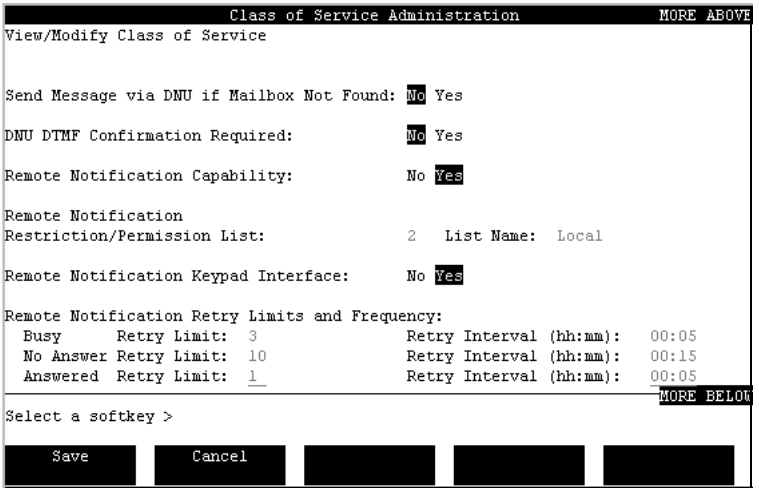
You can either add new Classes of Service and design them specifically for Outcalling users, or modify Classes of Service that you have already created to include Outcalling capability. The choice you make depends on the needs of your organization and users.

Multi-customer systems

On multi-customer systems, Classes of Service are added and modified at the system administration level.

The Class of Service screen

The following is a portion of the View/Modify Class of Service screens. The Add Class of Service screen is identical.



Note: The fields immediately below the Delivery to Non-User and Remote Notification Capability fields are displayed only after the RN or DNU Capability is set to Yes.

Field descriptions

The fields relating to Delivery to Non-User and Remote Notification are described in Chapter 2, "Planning Class of Service parameters". The other fields in the Class of Service screen are described in the *System Administration Guide* for your platform.

Procedure

To configure Classes of Service for Outcalling, follow these steps.

Starting Point: The Main Menu

Step	Action
1	Select Class of Service Administration.
2	To add a Class of Service, go to step 2a. To modify an existing Class of Service, go to step 2b. a. Press [Add]. ***Result:*** You are prompted for the Class of Service number. b. Press [View/Modify]. ***Result:*** You are prompted for the Class of Service number.
3	Enter the Class of Service number (either a new number if adding a COS, or the number of the COS you want to modify). The number must be between 1 and 127 on a multi-customer system, or between 1 and 15 on a single-customer system. ***Result:*** The Add (or View/Modify) Class of Service screen is displayed.
4	If you are adding a Class of Service, continue with step 4a. If you are modifying a Class of Service, go to step 6. a. Give the Class of Service a name. When naming a Class of Service, keep in mind that only the first 10 characters show up in the user administration screens. Therefore, make sure that the first 10 characters of a Class of Service name easily identify it and distinguish it from other Classes of Service. This makes it clear which Class of Service to select when assigning users to Classes of Service in User Administration. b. On DMS systems, you must also choose the voice messaging interface type (MMUI or VMUIF). c. Press [Change Defaults] to access the Outcalling fields. Continue with step 5.
5	Cursor down to the Delivery to Non-User Capability field.

To configure Delivery to Non-User parameters, follow steps 6 to 9.

Step	Action
6	Enable Delivery to Non-User by setting the Delivery to Non-User Capability field to Yes.
7	Select a restriction/permission code set for DNU.
8	Specify whether messages should be sent using DNU if the mailbox number is not found in the system.
9	Specify whether DNU DTMF confirmation is required.

To configure Remote Notification parameters, follow steps 10 to 14.

Step	Action
10	Enable Remote Notification by setting the Remote Notification Capability field to Yes.
11	Select a restriction/permission code set for RN.
12	If MMUI is installed (or, for multi-customer systems, if the users belong to an MMUI customer group), you can allow users to create their own remote notification schedules by setting the Remote Notification Keypad Interface field to Yes.
13	Define remote notification retry limits and intervals.
14	Define remote notification business days. Set Business days to Yes and Nonbusiness days to No.

To complete the procedure, follow the steps below.

Step	Action
15	Press the [Save] softkey to save the new or modified Class of Service.
16	To add or modify another Class of Service, enter the number and press <Return>. To exit this screen, press [Cancel].
17	To view a list of the existing Classes of Service, press [Find]. Then press [List]. (Do not fill out the Find screen.) Verify that RN, DNU, or both features have been enabled in the classes you have just created or modified by checking the DNU/RN column.

Assigning Classes of Service to the system (single-customer system)

Introduction

Once Classes of Service have been defined, you must assign them to the system. This is done in the General Options screen. If users are to have access to either the Remote Notification feature or the Delivery to Non-User feature (or both), at least one Class of Service that has these features enabled must be assigned to the system.

See also

For more information about the General Options screen, refer to the *System Administration Guide.*

Procedure

To assign Classes of Service to the system, follow these steps.

Starting Point: The Main Menu

Step	Action
1	Select General Administration.
2	Select General Options. ***Result:*** The General Options screen is displayed.
3	In the Class of Service Selection field, enter the numbers of the Outcalling Classes of Service you want to make available.
4	Choose step 4a to save the changes, or 4b to cancel. a. Use [Save]. ***Result:*** The changes are saved and you are returned to the General Administration menu. b. Use [Cancel]. ***Result:*** You are returned to the General Administration menu.

Assigning Classes of Service to a customer group (multi-customer system)

Introduction

For each customer group, access the General Options screen (at the customer administration level). If the users in a customer group are to have access to either the Remote Notification feature or the Delivery to Non-User feature (or both), at least one Class of Service that has these features enabled must be assigned to the customer group.

See also

For more information about the General Options screen, refer to the *System Administration Guide.*

Procedure

To assign Classes of Service to the system, follow these steps.

Starting Point: The Customer Administration Menu

Step	Action
1	Select General Administration.
2	Select General Options. ***Result:*** The General Options screen is displayed.
3	In the Class of Service Selection field, enter the numbers of the Outcalling Classes of Service you want to make available to this customer group.
4	Choose step 4a to save the changes, or 4b to cancel. a. Use [Save]. ***Result:*** The changes are saved and you are returned to the General Administration menu. b. Use [Cancel]. ***Result:*** You are returned to the General Administration menu.

Section B Outcalling administration

In this section

Overview of Outcalling administration

Introduction

This section discusses where to enter the Outcalling Administration information you have collected from the planning done in Chapter 3, "Planning Outcalling Administration parameters".

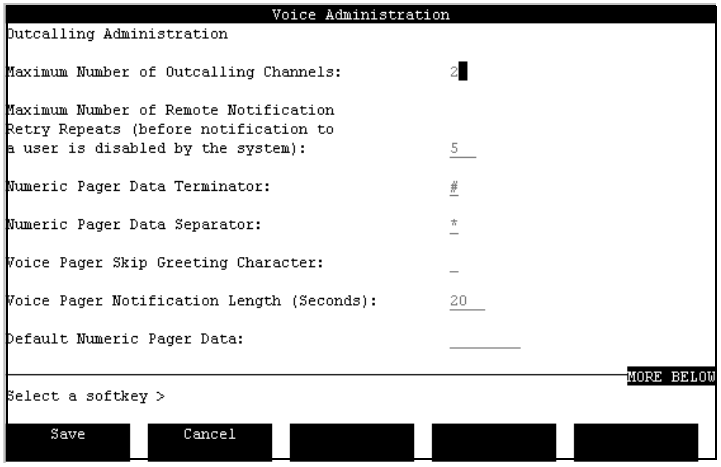
Configuring the Outcalling Administration parameters on a single-customer system

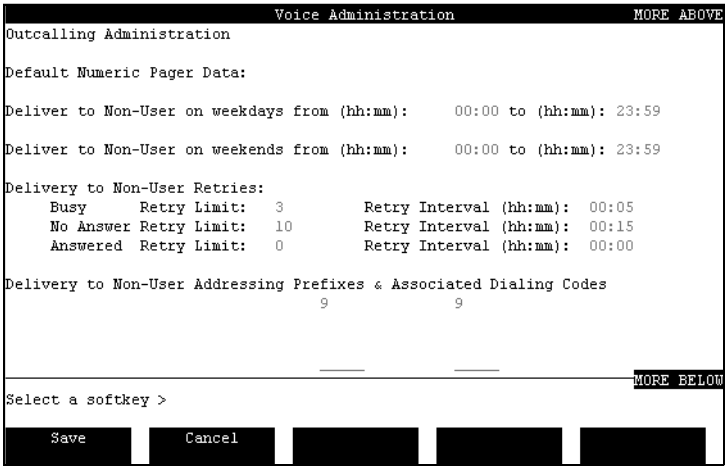
Introduction

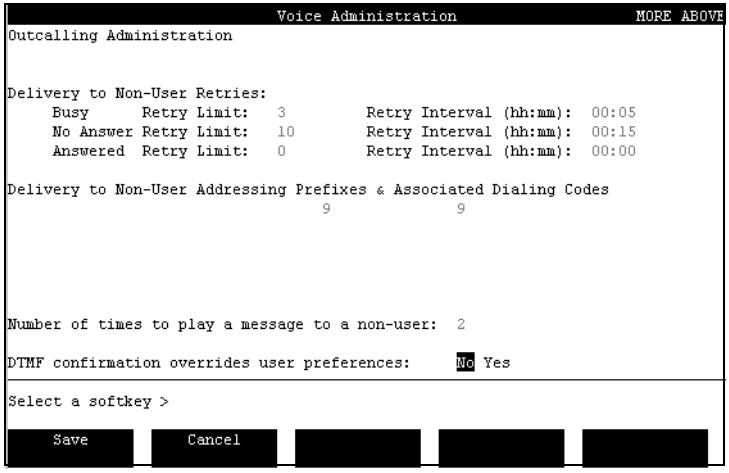
This section discusses how to enter information on the Outcalling Administration screen on a single-customer system. A screen example is provided, followed by a procedure.

The Outcalling Administration screen

The following is an example of the Outcalling Administration screen.







Field descriptions The fields in the Outcalling Administration screen are described in Chapter 3, "Planning Outcalling Administration parameters".

Procedure: Configuring Outcalling Administration parameters on a single-customer system

To fill in the Outcalling Administration screen for a single-customer system, follow these steps.

Starting Point: The Main Menu

Step	Action
1	Select Voice Administration.
2	Select Outcalling Administration. ***Result:*** The Outcalling Administration screen is displayed.
3	Specify the maximum number of Outcalling channels.

Steps 4 to 9 are necessary if any users require Remote Notification.

Step	Action
4	Specify the number of RN retry repeats.
5	Specify the numeric pager data terminator, if applicable.
6	Specify the numeric pager data separator, if applicable.
7	Specify the voice pager skip greeting character, if applicable.
8	Specify the voice pager notification length in seconds, if applicable.
9	Specify the default numeric pager data, if applicable.

Steps 10 to 15 are necessary if any users require Delivery to Non-User.

Step	Action
10	Specify the hours during which DNU calls are allowed to be placed on weekdays.
11	Change the DNU retry limits and retry intervals, if necessary.
12	Enter DNU addressing prefixes and their associated dialing codes.
13	Specify the number of times that a message is to be played to a non-user.
14	Set the field DTMF confirmation overrides user preferences to Yes if you want the setting in the next field, Delivery to non-user DTMF Confirmation Required, to override the setting in the user's Class of Service. If you want the Class of Service to control DTMF confirmation, set DTMF confirmation overrides user preferences to No.
15	Specify whether DTMF confirmation is required.

Step 16 deals with saving or cancelling your entries.

Step	Action
16	Choose step 16a to save the changes, or 16b to cancel. a. Use [Save]. ***Result:*** The changes are saved and you are returned to the Voice Administration menu. b. Use [Cancel]. ***Result:*** You are returned to the Voice Administration menu.

Configuring the system-wide Outcalling Administration parameters on a multi-customer system

Introduction

This section discusses how to enter the system-wide information on the Outcalling Administration screen for a multi-customer system. A screen example is provided, followed by a procedure.

See also

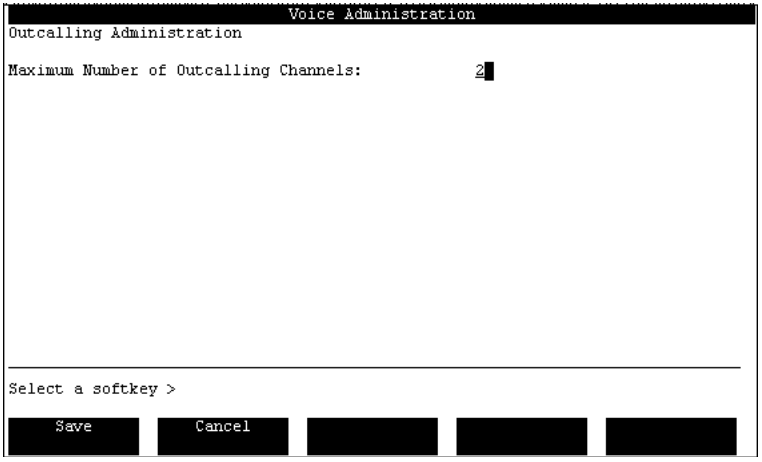
You will find important information about configuring the system-wide Outcalling Administration parameters on a multi-customer system in “Dedicating channels to Meridian Mail customers” in the “Configuring Meridian Mail services” chapter of the *System Administration Guide* for your platform.

Administration level

This procedure must be done at the system administration level.

The Outcalling Administration screen (system level)

The following shows an example of the Outcalling Administration screen at the system administration level.



Field descriptions

This field is described in Chapter 3, "Planning Outcalling Administration parameters".

Procedure: Configuring system-wide Outcalling Administration parameters on a multi-customer system

To fill in the system-wide parameters in the Outcalling Administration screen for a multi-customer system, follow these steps.

Starting Point: The Main Menu

Step	Action
1	Select Voice Administration.
2	Select Outcalling Administration. ***Result:*** The Outcalling Administration screen is displayed.
3	Specify the maximum number of Outcalling channels.
4	Select [Save]. ***Result:*** The changes are saved and you are returned to the Voice Administration menu.

Configuring the customer-specific Outcalling Administration parameters on a multi-customer system

Introduction

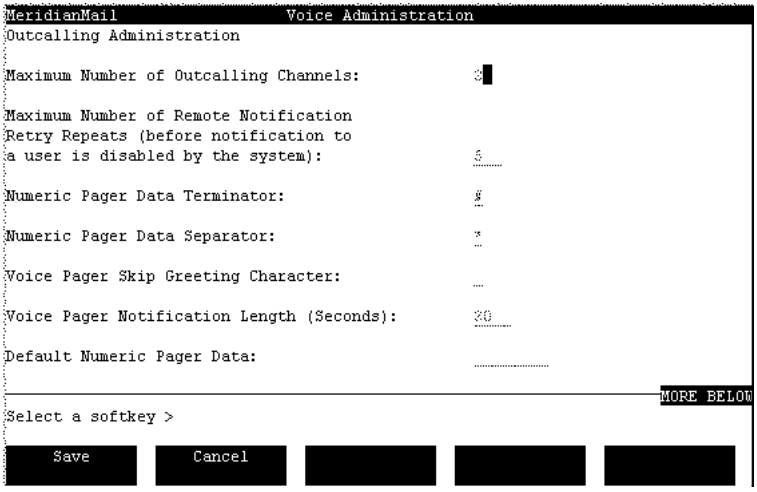
This section discusses how to enter the customer-specific information on the Outcalling Administration screen on a multi-customer system. A screen example is provided, followed by a procedure.

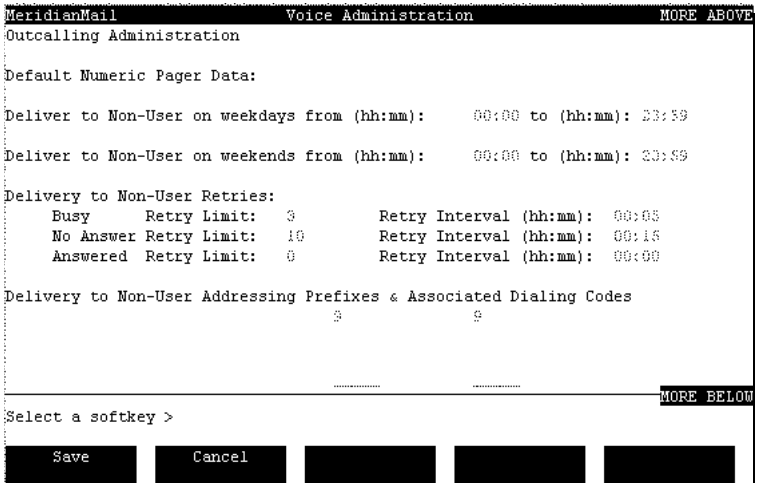
Administration level

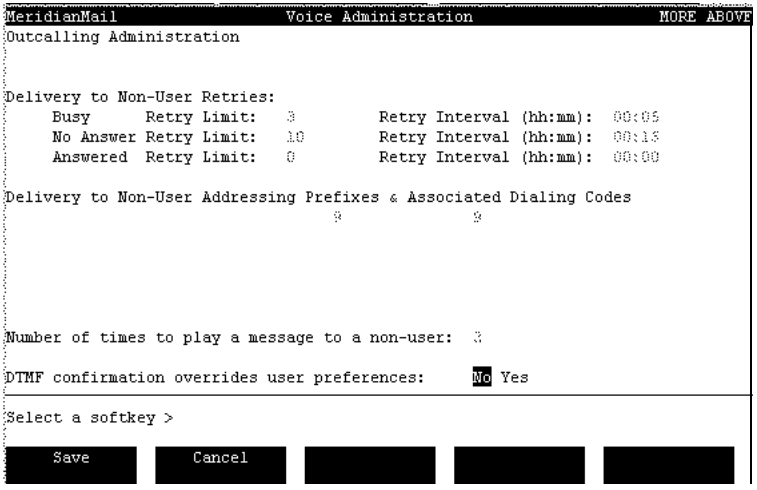
This procedure must be done at the customer administration level.

The Outcalling Administration screen (customer level)

The following is an example of the Outcalling Administration screen at the customer administration level.







Field descriptions The fields in the Outcalling Administration screen are described in Chapter 3, "Planning Outcalling Administration parameters".

Procedure: Configuring customer-specific Outcalling Administration parameters on a multi-customer system

To fill in the customer-specific parameters for multi-customer systems in the Outcalling Administration screen, follow these steps.

Starting Point: The Customer Administration Menu

Step	Action
1	Select Voice Administration.
2	Select Outcalling Administration. ***Result:*** The Outcalling Administration screen is displayed.

Steps 3 to 8 are necessary if any users require Remote Notification.

Step	Action
3	Specify the number of RN retry repeats.
4	Specify the numeric pager data terminator.
5	Specify the numeric pager data separator.
6	Specify the voice pager skip greeting character.
7	Specify the voice pager notification length in seconds.
8	Specify the default numeric pager data.

Steps 9 to 15 are necessary if any users require Delivery to Non-User.

Step	Action
9	Specify the hours during which DNU calls are allowed to be placed on weekdays.
10	Specify the hours during which DNU calls are allowed to be placed on weekends.
11	Change the DNU retry limits and retry intervals, if necessary.
12	Enter DNU addressing prefixes and their associated dialing codes.

Step	Action
13	Specify the number of times that a message is to be played to a non-user.
14	Set the field DTMF confirmation overrides user preferences to Yes if you want the setting in the next field, Delivery to non-user DTMF Confirmation Required, to override the setting in the user's Class of Service. If you want the Class of Service to control DTMF confirmation, set DTMF confirmation overrides user preferences to No.
15	Specify whether DTMF confirmation is required.

Step 16 deals with saving or cancelling your entries.

Step	Action
16	Choose step 16a to save the changes, or 16b to cancel. a. Use [Save]. ***Result:*** The changes are saved and you are returned to the Voice Administration menu. b. Use [Cancel]. ***Result:*** You are returned to the Voice Administration menu.

Section C User administration

In this section

Overview of User administration

Introduction

This section discusses where to enter the user administration information you have collected from the planning done in the previous chapters. It also discusses how to test Outcalling when you are done assigning users to appropriate Classes of Service and defining all the necessary parameters.

Assigning users to a Class of Service

Introduction

To assign users to a specific Class of Service, use the Add or View/Modify Local Voice User screen. For each user, select the Class of Service you have assigned in the Assign Users to a Class of Service Worksheet in Appendix B, "Worksheets".

See also

For instructions on adding or modifying users, refer to the *System Administration Guide* for your platform.

Configuring remote notification schedules

Introduction

This section discusses how to add remote notification schedules for users using the Add or View/Modify Local Voice User screen.

Screen example

For an example of the Add or View/Modify Local Voice User screen, refer to the *System Administration Guide* for your platform.

Procedure

To create a remote notification schedule for a user, follow these steps.

Starting Point: The Main Menu on a single-customer system, or the Customer Administration Menu on a multi-customer system.

Step	Action
1	Select User Administration.
2	Select Local Voice User.
3	Press the [Add] softkey if you are adding a new user or the [View/Modify] softkey to create a schedule for an existing user. ***Result:*** You are prompted for a mailbox number.
4	Enter the user's mailbox number followed by <Return>. ***Result:*** If you are adding a new user, the Add Local Voice User screen is displayed. If you have entered the mailbox number of an existing user, the View/Modify Local Voice User screen is displayed.
5	Move the cursor to the Remote Notification Schedules (More Detail) field.
6	Press the [More Detail] softkey. ***Result:*** The Outcalling fields are displayed.
7	Specify whether the user wants to be notified of any messages or only urgent messages.

Step	Action
8	Create a business days schedule. For each time period necessary, follow these steps: a. Enter the From and To time. b. Enable the time period. c. Enter up to three target DNs. For each target DN, specify the type of device that will be called. d. For tone/voice pagers, specify the notification type: notification only, or notification and message. e. For numeric pagers, specify the Pager Callback Number. For general access pager services, enter the Pager ID Number. Also specify the notification type: callback number only, or callback number and the caller's primary DN or CLID.
9	Create a nonbusiness days schedule. For each time period necessary, follow these steps: a. Enter the From and to time. b. Enable the time period. c. Enter up to three target DNs. For each target DN, specify the type of device that will be called. d. For tone/voice pagers, specify the notification type: notification only, or notification and message. e. For numeric pagers, specify the Pager Callback Number. For general access pager services, enter the Pager ID Number. Also specify the notification type: callback number only, or callback number and the caller's primary DN or CLID.

Step	Action
10	Create a temporary schedule if necessary. Follow these steps: a. Enter the date on which the temporary schedule should be disabled. ***Note:*** The schedule will be disabled at midnight of that day, and the business days or nonbusiness days schedule will be used. For each time period necessary, follow these steps: b. Enter the From and To time. c. Enable the time period. d. Enter up to three target DNs. For each target DN, specify the type of device that will be called. e. For tone/voice pagers, specify the notification type: notification only, or notification and message. f. For numeric pagers, specify the Pager Callback Number. For general access pager services, enter the Pager ID Number. Also specify the notification type: callback number only, or callback number and the caller's primary DN or CLID.
11	Press the [Return to Basic Fields] softkey when you are done.
12	Press the [Save] softkey to save the user and remote notification schedule information.

Note: To temporarily disable a time period, select Disabled. To delete a time period, delete the associated From and To times and the target DNs. Then save.

Testing Outcalling

Introduction

Once you have completed entering all the user administration parameters for Outcalling, ensure that the Outcalling service is working properly.

Remote Notification

To verify that Remote Notification is working correctly, send a message that should cause a notification.

Wait about five minutes, and then run an Outcalling Audit Trail report. Search on the specific mailbox, and verify that a remote notification was initiated for that user.

If you are not responsible for creating remote notification schedules, users should be informed that they need to test Remote Notification after setting up or changing a schedule to ensure that it works as they expect it to.

Delivery to Non-User

For each Class of Service in which Delivery to Non-User is enabled, locate a phone with a mailbox and compose a message to a non-user. The non-user should be at the phone to pick up the call. Get feedback from the non-user to determine whether the service is working as you have planned it. Try composing to a variety of numbers to ensure that the appropriate restriction/ permission codes are being applied.

Appendix A

Summary of administration tasks

In this appendix

Administration tasks

Introduction

The table below lists all configurable fields that are related to the Outcalling feature.

Location of field	Remote notification (RN)	Delivery to non-user (DNU)
Class of Service (access from Main menu)	• Remote Notification Capability • RN Restriction/ Permission Codes • Keypad Interface • Retry Limits and Intervals • RN Business Days	• Delivery to Non-user Capability • DNU Restriction/ Permission Codes • Send Message via DNU if Mailbox not Found • DNU DTMF Confirmation Required
Outcalling Administration screen (access from Voice Administration; on Multi-Customer systems, through the Customer Administration menu)	• Maximum Number of Remote Notification Retry Repeats • Numeric Pager Data Terminator • Numeric Pager Data Separator • Voice Pager Skip Greeting Character • Voice Pager Notification Length (seconds) • Default Numeric Pager Data	• Delivery to Non-user Weekdays • Delivery to Non-user Weekends • Delivery to Non-user Retries and Intervals • Delivery to Non-user Addressing Prefixes and Associated Dialing Codes • Number of Times to Play a message to a non-user • DTMF confirmation overrides user preferences • DNU DTMF Confirmation Required

Location of field	Remote notification (RN)	Delivery to non-user (DNU)
User Administration (Local Voice User, RN Schedules)	• Current State of RN (on/off) • Message Remote Notification Option (notifies user of any or only urgent messages) • Remote Notification Schedules (business, nonbusiness, temporary)	

Appendix B

Worksheets

In this appendix

Overview of the worksheets

Introduction

This appendix contains a blank copy of each of the worksheets mentioned in this guide.

Class of Service — Outcalling Parameters Worksheet

Class of Service Number: _____

Class of Service Name: _____

Auto Deletion of Invalid PDL Addresses: **No** ❑ **Yes** ❑

Remote Notification

Remote Notification Capability **No** ❑ **Yes** ❑

Remote Notification Restriction/Permission Codes: _____
Which restriction/permission set (as defined in the Restriction/Permission Lists screen) is applied to the RN?

Remote Notification Keypad Interface: **No** ❑ **Yes** ❑
Do you want users to be able to create and modify their own RN schedules?

Remote Notification Retry Limits and Intervals:

Busy	Retry Limit: _____	Retry Interval: _____ (hh:mm)
No Answer	Retry Limit: _____	Retry Interval: _____ (hh:mm)
Answered	Retry Limit: _____	Retry Interval: _____ (hh:mm)

Remote Notification Business Days:

Monday:	**No** ❑ **Yes** ❑	Friday:	**No** ❑ **Yes** ❑
Tuesday:	**No** ❑ **Yes** ❑	Saturday:	**No** ❑ **Yes** ❑
Wednesday:	**No** ❑ **Yes** ❑	Sunday:	**No** ❑ **Yes** ❑
Thursday:	**No** ❑ **Yes** ❑		

Delivery to Non-User

Delivery to Non-User Capability **No** ❑ **Yes** ❑

Delivery to Non-User Restriction/Permission Codes: _____
Which restriction/permission set (as defined in the Restriction/Permission Lists screen) is applied to the DNU?

Send Message Via DNU if Mailbox Not Found: **No** ❑ **Yes** ❑
If the sender did not enter the DNU prefix and the address is not a valid mailbox number, should the message be sent using DNU?

DNU DTMF Confirmation Required: **No** ❑ **Yes** ❑
Is the non-user required to press 2 in order to hear the voice message?

Assign Users Worksheet			
Class of Service Number:			
Class of Service Name:			
User Name			**DN**

Outcalling Administration Worksheet page 1 of 2

Maximum Number of Outcalling Channels: _____
This number cannot exceed the number of full-service voice channels. The default is 2.

Remote Notification

Maximum Number of Remote Notification Retry Repeats: _____
This is the number of repeats allowed before the system disables remote notification to a user. The default is 5.

Numeric Pager Data Terminator: _____
This character is required by some general access paging services. The default is #.

Numeric Pager Data Separator: _____
This character is used to separate the callback number and the caller's number. The default is *.

Voice Pager Skip Greeting Character: _____
This is the keypad character or characters used to skip the greeting in a voice paging system. The default is blank.

Voice Pager Notification Length: _____
This is the length of time in seconds that a voice message can be played out. The range is from 1 to 6000.

Default Numeric Pager Data: _____
The callback number for general access pager services or the default callback number for numeric pagers.

Delivery to Non-User

Delivery to Non-User on Weekdays: from _____ to _____ (hh:mm)
The time period during which DNU is allowed on weekdays. The default is 00:00 to 23:59.

Delivery to Non-User on Weekends: from _____ to _____ (hh:mm)
The time period during which DNU is allowed on weekends. The default is 00:00 to 23:59.

Delivery to Non-User Retries:

Busy	Retry Limit: _____ (default: 3)	Retry Interval: _____ (default: 00:05)	(hh:mm)
No Answer	Retry Limit: _____ (default: 10)	Retry Interval: _____ (default: 00:15)	(hh:mm)
Answered	Retry Limit: _____ (default: 0)	Retry Interval: _____ (default: 00:00)	(hh:mm)

Outcalling Administration Worksheet page 2 of 2

Delivery to Non-User Addressing Prefixes and Associated Dialing Codes

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Number of times to play a message to a non-user: _____
This field can be set to 1 or 2.

DTMF Confirmation overrides user preference: **No** ❑ **Yes** ❑
If set to Yes, the setting in the following field overrides the setting in the user's class of service.

Delivery to Non-User DTMF Confirmation Required: **No** ❑ **Yes** ❑
If set to Yes, non-users must enter 2 on the telephone keypad in order to listen to a DNU message.

Remote Notification Schedule Worksheet — Business Days

For user (name): _____

Message Remote Notification Option: **Any** ❑ **Urgent** ❑
Does the user want to be notified of all new messages, or just those tagged as urgent?

Business Days Schedule (Period 1)

Period 1 from _____ **(hh:mm) to** _____ **(hh:mm)**

Target 1 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 2 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 3 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Remote Notification Schedule Worksheet — Business Days

For user (name): _____

Business Days Schedule (Period 2)

Period 2 from _____ **(hh:mm) to** _____ **(hh:mm)**

Target 1 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 2 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 3 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Remote Notification Schedule Worksheet — Business Days

For user (name): _____

Business Days Schedule (Period 3)

Period 3 from _____ **(hh:mm) to** _____ **(hh:mm)**

Target 1 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 2 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 3 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Remote Notification Schedule Worksheet —- Non-Business Days

For user (name): _____

Message Remote Notification Option: **Any** ❑ **Urgent** ❑
Does the user want to be notified of all new messages, or just those tagged as urgent?

Non-Business Days Schedule (Period 1)

Period 1 from _____ **(hh:mm) to** _____ **(hh:mm)**

Target 1 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 2 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 3 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Remote Notification Schedule Worksheet — Non-Business Days

For user (name): _____

Non-Business Days Schedule (Period 2)

Period 2 from _____ **(hh:mm) to** _____ **(hh:mm)**

Target 1 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 2 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 3 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Remote Notification Schedule Worksheet — Non-Business Days

For user (name): _____

Non-Business Days Schedule (Period 3)

Period 3 from _____ **(hh:mm) to** _____ **(hh:mm)**

Target 1 DN: _____ Phone Tone Voice Numeric Service

Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 2 DN: _____ Phone Tone Voice Numeric Service

Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 3 DN: _____ Phone Tone Voice Numeric Service

Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Remote Notification Schedule Worksheet — Temporary Schedule

For user (name): _____

Message Remote Notification Option: **Any** ❑ **Urgent** ❑
Does the user want to be notified of all new messages, or just those tagged as urgent?

Temporary Schedule up to midnight of (dd:mm:yyyy): _____

Temporary Schedule (Period 1)

Period 1 from _____ **(hh:mm) to** _____ **(hh:mm)**

Target 1 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 2 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 3 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Remote Notification Schedule Worksheet — Temporary Schedule

For user (name): _____

Temporary Schedule (Period 2)

Period 2 from _____ **(hh:mm) to** _____ **(hh:mm)**

Target 1 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 2 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 3 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Remote Notification Schedule Worksheet — Temporary Schedule

For user (name): _____

Temporary Schedule (Period 3)

Period 3 from _____ **(hh:mm) to** _____ **(hh:mm)**

Target 1 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 2 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

Target 3 DN: _____ Phone Tone Voice Numeric Service

For successful notification, mailbox login Required ❑ Not Required ❑
Pager Callback Number or Pager ID Number: _____

RN Type (voice pager) Notification Only ❑ Notification and Message ❑

RN Type (numeric service) Callback Only ❑ Callback and Caller Number ❑

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Reader Response Form

Meridian Mail 12
Outcalling Application Guide
NTP 555-7001-320

Tell us about yourself:

Name: _____

Company: _____

Address: _____

_____

Occupation: _____ **Phone:** _____

1. What is your level of experience with this product?

   ☐ New User ☐ Intermediate ☐ Experienced ☐ Programmer

2. How do you use this book?

   ☐ Learning ☐ Procedural ☐ Reference ☐ Problem solving

3. Did this book meet your needs?

   ☐ Yes ☐ No

   If you answered No to this question, please answer the following questions.

4. What chapters, sections, or procedures did you find hard to understand?

   _____

   _____

   _____

5. What information (if any) was missing from this book?

   _____

   _____

   _____

6. How could we improve this book?

   _____

   _____

   _____

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