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Meridian Mail
Fax on Demand Application Guide

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Meridian Mail

Fax on Demand Application Guide

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Standard release 1.0. This version documents the Meridian Mail Fax on Demand feature for Release 9.0 base software.

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About this document

This application guide is intended as a step-by-step guide to the successful implementation of Fax on Demand. It includes planning information and administration procedures to guide you through the configuration of a Fax on Demand application. Worksheets and forms are provided to help you plan your applications. Following each worksheet are descriptions of the fields on the worksheet. Illustrations of the Meridian Mail administration screens are provided in the sections of this guide that document how to configure an application in Meridian Mail.

Using Fax on Demand documentation

Before you begin creating your first Fax on Demand application, it is recommended that you read through all of the relevant information to be sure that you understand what is involved.

1   Read this *Fax on Demand Application Guide* to get an overview of fax services, to see some examples of how they can be used, and to learn how to plan an application effectively.

2   Plan your application using the worksheets that are provided.

3   When you have completed the planning phase, proceed to the chapter "Configuring Fax on Demand" for instructions on how to configure the application in Meridian Mail.

If you come across terms that you are unfamiliar with, see the "List of terms" at the end of this guide.

Typographic conventions

In the text

Names of documents are set in italics. For example, the *Meridian Mail System Administration Guide*.

The names of worksheets referred to in text are set in italics. For example, the *Fax Item Definition worksheet*.

Spoken prompts are enclosed in double quotation marks and are set in italics. For example: "*If you require assistance, press 0 to speak with an operator.*"

Chapter titles and section headings are enclosed in double quotation marks. For example: See the section, "Configuring Fax on Demand."

Square brackets [ ] are used to enclose the names of softkeys. For example, "Press [Cancel]" means press the key which has been designated for the Cancel function.

Square brackets [ ] are used to enclose optional information. For example, *"You have entered: <phone number> [extension <extension>]"* means that the word "extension" followed by the extension number may or may not be spoken, depending on the circumstances.

Angle brackets < > are used to enclose variable information. For example, *"You have entered: <phone number>"* means that an actual phone number will be substituted for "<phone number>."

Angle brackets < > are used to enclose the names of touch-tone telephone keypad keys. For example, "The caller presses <1>" means that the caller presses the key marked "1" on the keypad of the touch-tone telephone.

In screen samples

Underscores in a field indicate that you can type in the field.

Square brackets [ ] are used to indicate the default or selected option in fields where you can select from two or more options. For example,

No [Yes]

indicates that you can select Yes or No, and that Yes is the default or is selected.

Boldface is used in fields where a selection from two or more options was made before, although no selection can be made at this time. Boldface indicates the default or selected option. For example,

No **Yes**

indicates that Yes was selected or was the default.

Related documents

Throughout this guide, you may be asked to refer to any of the following documents.

NTP number	Title
555-7001-301	*Meridian Mail System Administration Guide* (for Meridian Mail systems that are connected to a Meridian 1 switch and do not have the Multi-Customer feature installed)
555-7001-302	*Meridian Mail System Administration Guide for Multi-Customer Systems* (for Meridian Mail systems that are connected to a Meridian 1 switch and have the Mutli-Customer feature installed)
555-7051-307	*Meridian Mail System Administration Guide* (for Meridian Mail Modular Option GP systems that are connected to a DMS family or SL-100 switch and do not have the Multi-Customer feature installed)
555-7051-308	*Meridian Mail System Administration Guide for Multi-Customer Systems* (for Meridian Mail Modular Option GP systems that are connected to a DMS family or SL-100 switch and have the Multi-Customer feature installed)
555-7001-325	*Meridian Mail Voice Services Application Guide*
555-7001-215	*System Installation and Modification Guide*
555-70x1-200	*Site and Installation Planning Guide*

If you are using Meridian Mail MSM, refer to the following documents.

NTP number	Title
557-7001-301	*Meridian Mail MSM System Administration Guide* (for Meridian Mail MSM systems that do not have the Multi-Customer feature installed)
557-7001-302	*Meridian Mail MSM System Administration Guide for Multi-Customer Systems* (for Meridian Mail MSM systems that have the Multi-Customer feature installed)

If you need to configure voice menus to access fax items, you will find a brief outline of the process in this guide. It is assumed that you are familiar with the planning and configuration of voice menus. If you are not, consult the *Meridian Mail Voice Services Application Guide* (NTP 555-7001-325).

Chapter 1: Overview of Fax on Demand

What is Fax on Demand?

Fax on Demand is a Meridian Mail voice service that allows a caller to obtain information in the form of a fax. The fax information is stored in Meridian Mail and is sent on request to the caller's fax device.

Depending on how the Fax on Demand application is configured, fax documents may be stored as stand-alone, directly dialed fax announcements, or as items selected from voice menus.

Depending on how the Fax on Demand application is configured and whether the caller is using a fax phone, fax information may be delivered as part of the call requesting the information, or later, by callback to the caller's fax device.

If the Fax on Demand application is configured to force or to permit same call delivery from a DN, calls to that DN must terminate on a multimedia port. The outgoing call for callback delivery also requires a multimedia port. However, if same call delivery is not permitted on calls to a certain DN, calls to that DN may terminate on a port with full voice capabilities.

Fax transmission from Meridian Mail is fax Group 3 compatible. Fax on Demand transmits an average text page in approximately 40 seconds in normal resolution. Because Fax on Demand does not use call progress tone detection (CPTD), it can communicate successfully with any Group 3 fax device worldwide.

Fax on Demand is an optional feature which can be purchased for a Meridian Mail system. An individual customer in a multi-customer system who wants to use Fax on Demand must be configured for the service by the system administrator.

Features and services used to manage Fax on Demand

Several Meridian Mail features and services are used to manage Fax on Demand.

To configure and manage system-wide Fax on Demand parameters, use

- Fax administration

- Dialing translation

To create Fax on Demand applications, use

- Fax item definition

- VSDN session profile

- Voice menu service

To provide caller access to Fax on Demand applications, use

- Fax information service

To maintain Fax on Demand applications, use

- Fax item maintenance service

To monitor or troubleshoot Fax on Demand applications, use

- Services Detail report

- Fax Audit Trail report

- Service Summary report

- Fax Delivery Detail report

- Disk Usage Detail report

Fax administration

Parameters that apply to all fax usage in a Meridian Mail system, or to the fax setup of each individual customer in a multi-customer system, are set up under fax administration. Examples of parameters are

- the number of channels made available for callback delivery of faxes

- the times on weekdays, and weekends, when callback fax delivery is permitted

Depending on the size of the system and whether more than one customer group shares the system, the person administering Fax on Demand applications may or may not be the same person as the Meridian Mail system administrator. In this guide, the term "administrator" is used to indicate whichever of these functions is being performed at the time.

Unless otherwise stated, instructions in this guide apply to either a multi-customer or a single customer system.

Dialing translation

Dialing translations are the means by which Meridian Mail transforms a number into a dialable directory number (DN). For callback delivery of faxes, the phone number supplied by the caller may need to be translated into a number that can be dialed by the switch.

For example, translation may be required for callers from certain exchanges within the same numbering plan area (NPA), or for callers from certain exchanges within an adjacent NPA.

Translation involves any or all of the following:

- suppression or insertion of an area code or country code

- insertion of a network access prefix

- insertion of a long distance dialing prefix

- insertion of an international direct distance dialing (IDDD) prefix

Fax item definition

Fax item definition associates each fax document and its confirmation prompt within Meridian Mail with a unique ID and set of characteristics, such as an access password. The fax item ID is used to load, retrieve, configure, and modify the fax item.

VSDN session profile

Each DN used for Fax on Demand is assigned to a fax item for direct access, or to a voice menu.

The VSDN session profile holds a number of parameters that affect a call session. For Fax on Demand, this includes such values as error recovery and provision of a system-generated cover sheet. In addition, a call session may be configured to deliver fax information during the call requesting the information, or by calling back to the requestor's fax device.

Depending on the facilities needed for the menu or fax item, you may use a default session profile or a custom profile.

Voice menu service

A voice menu service may be used for Fax on Demand to allow a number of fax items to be selected, one after the other, during a single call.

Fax information service

The fax information service is the service by which a caller accesses faxes stored in Meridian Mail. A fax item can be set up to be dialed directly, or to be accessed indirectly through a voice menu.

Fax item maintenance service

The fax item maintenance service is used to maintain the content and characteristics of fax items through a telephone set (telset) from a remote location. When fax content is changed, the new fax content can be checked by having a verification fax sent immediately to the administrator or to the owner/sponsor of the information.

Table 6-1 explains which fax item characteristics can be maintained by Fax Item Maintenance, and which can be maintained from the administrative terminal.

Reports

A variety of reports, some applying to all voice services and others designed specifically for Fax on Demand, provide statistics, status, and troubleshooting information to help you get the best out of your Fax on Demand applications.

Recognizing the need for a Fax on Demand application

If large numbers of callers typically request the same information, and if many callers have access to fax machines, Fax on Demand may reduce the amount of employee time being spent collecting, mailing, or faxing information to callers.

Some applications suitable for Fax on Demand are the provision of

- health benefit information for employees

- promotional information for sales people

- product information and price lists

- service bulletins

Additional benefits are that callers may call during off-peak hours and have information sent at times when their fax machine is not busy. With callback delivery, a caller may call from home and have the information faxed to the office in time for collection first thing the next morning.

This service is suitable for relatively static information. Once loaded, the content of a fax item can only be changed by transmitting a replacement item.

Implementing Fax on Demand

The implementation of a Fax on Demand application has four principal stages:

1   The administrator plans and configures the application using information supplied by the department that "owns" the application.

2   Callers to the application select fax items.

3   The requested faxes are transmitted.

4   The department that "owns" the application updates the fax items and confirmation prompts as required.

The administrator

The administrator plans and configures the application in Meridian Mail. Once the Fax on Demand application has been created, the administrator also tests it by calling and requesting faxes. He or she also manages any technical problems that may arise. The administrator is generally the person who manages the overall Meridian Mail system. The administrator may be responsible for training "owners" of applications.

The "owner" or sponsor

If the authority to do so is delegated by the administrator, the department that owns a Fax on Demand application keeps it up to date by modifying or deleting fax item definitions, and transmitting new and updated fax items as the need arises. Normally, the sponsoring department will use fax item maintenance. The administrator will make changes that are beyond the capabilities of fax item maintenance on request from the sponsor.

Sponsor fax item
Each fax transmission may optionally be preceded by a fax item which identifies the sponsor of the fax information service.

The caller

This is the person who calls in and uses the fax information service to request information by fax. Depending on how the fax application is configured, the caller may select fax items from a voice menu, or by dialing a separate stand-alone number for each fax needed.

Stand-alone fax applications

After a caller calls the DN of a stand-alone fax information service, the fax application transmits the fax item whose ID is associated with the DN.

Access to fax information by voice menu

If voice menus are to be used, a caller can access fax items by selecting items from a voice menu. Each fax item which may be selected occurs at the end of a branch of a voice menu tree, just like a voice announcement.

In addition, a Fax on Demand application can be configured to use one of the following delivery methods: callback, same call, and caller's choice.

Callback delivery

The caller is asked to provide the phone number of a fax machine so that the fax can be delivered later. When Meridian Mail is ready to deliver the requested faxes, it places a call from a multimedia port to the fax number provided. If the fax is not successfully delivered, Meridian Mail retries the callback number, several times if necessary.

Same call delivery

The caller must call from a fax phone, and the call must terminate on a Meridian Mail multimedia port. The requested faxes are delivered at the end of the same call session.

Caller's choice of a delivery method

The caller is given the choice of either of the above two delivery methods. The call must terminate on a Meridian Mail multimedia port.

Examples

A product price list may be a suitable application for a stand-alone fax application. Callers needing to access the price list call the advertised DN and receive a prompt confirming connection to the correct fax item followed by delivery instructions. At the end of the call, the price list is transmitted.

A product catalog may be distributed by having the caller select items from a voice menu. When a customer calls the DN set up for this purpose, a greeting advises that information may be transmitted by fax. A voice menu for a catalog might list categories of available items with the menu choices needed to select each category. A further voice menu for each category might then list available items with the menu choices needed to select each item. After navigating through the appropriate menu choices and selecting the products desired, the catalog pages for the chosen products are faxed.

For detailed examples of caller sessions, including sample prompts, see Appendix B.

Managing Fax on Demand applications—an overview

Managing a Fax on Demand application involves planning, configuring, monitoring, and maintaining the components of the application.

The planning and configuration chapters of this manual are organized according to the steps needed to set up a Fax on Demand application from scratch.

Planning Fax on Demand

Fax on Demand is a powerful application. Time spent in the planning process will pay off later in ease of use and maintenance, and in ease of control of Meridian Mail resources.

The results of planning are recorded on a series of worksheets. Later, the information recorded on the worksheets is used to configure the system.

The following tasks are performed:

1   Determine the multimedia ports and ACD/UCD queues to be configured.

2   Identify the fax items, including sponsor fax items.

3   Complete a *Fax Item Definition worksheet* for each fax item identified.

4   Separate items into those for direct access and those for access by voice menu.

5   Group together items that will be accessed from the same menu.

   You may also want to group sponsor fax items together with each other, but separately from other fax items. Alternatively, you may want to keep each sponsor fax item with the fax items for the same menu, or with the stand-alone fax item it belongs to.

6   Complete a *VSDN/Session Profile worksheet* for each direct access item.

7   Complete a *VSDN/Session Profile worksheet* for each voice menu used to access fax items.

8   Complete the *VSDN/Session Profile worksheets for fax item maintenance*.

9   Complete the *Fax Administration worksheet.*

10   Complete the *Dialing Translation Defaults worksheet* if needed.

11   Complete the *Dialing Translation Table worksheet* if needed.

12   Evaluate the impact of additional traffic from the Fax on Demand application on the grade of service provided by full service and multimedia ports.

Tasks 8 to 12 are normally performed only at system installation, or after a major upgrade of hardware or software. The other tasks are performed as the need arises.

See the *Voice Services Application Guide* (NTP 555-7001-325) for details of planning voice menus.

Configuring Fax on Demand

Once you have completed all the planning steps, configuration is easy. All of the necessary decisions have been made and recorded. The configuration tasks consist of transferring information from the worksheets to the Meridian Mail screens.

The following tasks are performed:

1   Configure multimedia ports and ACD/UCD queues.

2   Configure the fax administration parameters for the system.

3   Configure the dialing translation defaults if needed.

4   Configure the dialing translation table if needed.

5   Configure the fax administration parameters for the customer.

6   Configure the VSDN and its session profile for fax item maintenance.

7   Define each fax item.

8   Load the fax items into Meridian Mail.

9   Configure each menu used to access fax items. This procedure is described in detail in the *Voice Services Application Guide* (NTP 555-7001-325).

10   Configure the VSDN and corresponding session profile for each menu used to access fax items.

11   Configure the VSDN and corresponding session profile for each fax item with direct access.

12   Test Fax on Demand delivery.

13   Make the Fax on Demand application available to callers.

Task 1 must be performed before you can implement a Fax on Demand application. The procedures in this manual assume that multimedia ports and ACD queues have been configured. For information on how to do this, refer to the following:

- the "Comprehensive upgrade" chapter in the *System Installation and Modification Guide* (NTP 555-7001-215) for configuring multimedia ports

- the "Voice administration" chapter in the *System Administration Guide* (NTP 555-7001-301 or 555-7001-302) for configuring ACD queues on the Card Option, EC 11, Modular Option, or Modular Option EC

  For information on how to configure UCD queues on the Modular Option GP platform, refer to the "Voice administration" chapter in the *System Administration Guide* (NTP 555-7001-307 and 555-7001-308).

  For information on how to configure UCD queues on the Message Services Module (MSM) platform, refer to the "Voice administration" chapter in the *System Administration Guide* (NTP 557-7001-301 or 557-7001-302).

Tasks 2 to 6 are normally performed only at system installation, or after a major upgrade of hardware or software. The other tasks are performed as the need arises.

See the *Voice Services Application Guide* (NTP 555-7001-325) for details of configuring voice menus.

Monitoring and troubleshooting Fax on Demand

The system administrator monitors usage of resources by Fax on Demand and looks for warning signs that things may be starting to go wrong.

For example, reports may show any, or all, of the following:

- delivery errors

- excessive delivery delays

- disk volumes approaching their storage limit

- items that are receiving little or no traffic

In addition to highlighting problems and potential problems, reports may indicate ways to make access to faxes easier for callers.

See the "Operational Measurements" chapter in your *System Administration Guide* for more information about operational measurements and for information on accessing the report screens.

Maintaining Fax on Demand

Because the information needed by callers may change, or your company may introduce new or improved products, you will probably need to replace some faxes, and add or delete others. Also, as a result of monitoring, you may want to change the way some information is offered.

The following tasks are performed:

- Plan and make changes to the system-wide fax administration parameters.

- Plan and make changes to the customer fax administration parameters.

- Reconfigure menus that point to fax items.

- Add, delete, and modify fax items.

- Test the changes.

Billing back for callback fax delivery calls

The calls Meridian Mail makes to deliver faxes by callback may involve toll charges.

There are two ways to bill the departments which own Fax on Demand applications:

- Use the Fax Audit Trail report. This report identifies the numbers called, the call duration, and the application responsible for the call.

- Purchase the Meridian Mail Reporter (MMR, formerly AdminPlus) software option and install it into Meridian Mail. You may then download the audit trail information in ASCII format to a PC. Because the downloaded call information is in a computer-readable format, it can be manipulated and fed into a billing program without manual processing.

  For more information on MMR, refer to the *Meridian Mail Reporter User's Guide* (P0847870).

Record keeping

It is important to keep good records of your Fax on Demand configuration parameters and the configurations of your other voice applications.

It is recommended that you keep the worksheets up to date, and file them in an organized manner along with copies of your fax items.

Chapter 2: System engineering

Before you configure any faxes on your system, you will have to consider whether your current system configuration is capable of supporting this feature.

Determining system size

Review your system size and configuration with a qualified engineer. This is especially important if you are also using voice menus or voice forms, or both, because voice menus, voice forms, and faxes share voice services storage, and all may use a significant portion of storage space. The channel allocations and number of storage hours required may change as a result of adding Fax on Demand. Identify all your voice service needs in as much detail as possible—how many menus, forms, and faxes you plan on creating, how long they will be, and so on. The more detail you can provide, the more accurate the engineer can be when determining an appropriate system size.

Fax applications require

- full service port capacity

- multimedia port capacity

- disk storage capacity

For the Modular Option, Modular Option GP, and Modular Option EC platforms, refer to the "Determining system size" chapter in the *Site and Installation Planning Guide* (NTP 555-70x1-200). For the Message Services Module (MSM) platform, refer to the "Determining service requirements" chapter in the *MSM Planning and Engineering Guide* (NTP 557-7001-100).

To estimate the capacity demands of the Fax on Demand applications, do the following:

- Estimate the Busy Hour centicall seconds (CCS) for full service ports for each application. The full service ports should be sized to handle the additional Fax on Demand traffic.

- Estimate the Busy Hour CCS for multimedia ports for each application. The multimedia ports should be sized to handle the fax on demand traffic.

Storage

Meridian Mail can support up to 212 normal resolution 8.5 x 11 inch fax pages per storage hour of disk space, or up to 106 fine resolution pages per storage hour.

Faxes, voice menus, and voice forms are normally stored in Volume Server 1 (VS1), regardless of the number of nodes on the system. After you have configured your faxes, back up VS1 to ensure you have a copy for restore and recovery. Continue to back up this volume regularly.

If you plan to implement a large number of faxes, voice menus, or voice forms, or if any of your faxes, voice menus, or voice forms are lengthy, review this information with your system engineer. It may be necessary to move your voice services storage to another volume. This can only be done by your distributor, so planning ahead is important.

If the system becomes full while you are in the process of creating faxes, voice menus, or voice forms, contact your distributor. They will probably have to reassign your voice services storage to another volume.

Channel and port configuration

Because different delivery methods need different system resources, call sessions for each method must terminate on specific port types.

Call type	Port requirement
Request for fax, callback forced	Full voice or full multimedia
Request for fax, same call forced	Full multimedia
Request for fax, caller choice	Full multimedia
Call back to deliver fax	Full multimedia
Fax item maintenance	Full multimedia

Channel and port configuration is dealt with in detail in the *System Installation and Modification Guide* (NTP 555-7001-215).

Most Fax on Demand applications will be set up as forced callback because most callers do not have fax phones and will choose callback fax delivery if given the choice.

To configure the smallest possible number of multimedia ports, have all of your incoming calls, including Fax on Demand requests, terminate on full voice ports, and use the multimedia ports exclusively for callback fax delivery.

The procedures in this manual assume that ports of the appropriate type are available as required.

Chapter 3: Planning a Fax on Demand application

Planning a Fax on Demand application proceeds in general from the detail level to the overall level. For instance, planning of individual fax items to be accessed through a voice menu should be done before planning of the menus that they are part of.

Each customer or sponsor should plan all of the fax items they need before they can say how many full voice and full multimedia ports are required. The system administrator needs to know what facilities each customer or sponsor wants in order to plan effectively at the system level.

Fax planning worksheets

Make copies of the worksheets you need. There is a blank copy of each worksheet in Appendix A.

You will need

- one copy of the *Fax Administration worksheet* for the system, and one copy for each customer in a multi-customer system

- one copy of the *Dialing Translation Defaults worksheet*

- one or more copies of the *Dialing Translation Table worksheet* for the area code of your site, if at least one exchange in your area code is a long distance call for your site

  There is room for 120 exchange codes on a worksheet.

  For example, if you are in area code 214, and there are exchanges in area code 214 which are long distance for you, you need one worksheet for every 120 such exchanges.

- one or more copies of the *Dialing Translation Table worksheet* for each area code, other than your own, in which at least one exchange is a local call for your site

  For example, if you are in area code 214, and there are exchanges in area code 817 which are local calls for you, you need one worksheet for every 120 such exchanges.

- one copy of the *VSDN/Session Profile for Fax Item Maintenance worksheet* for each customer or sponsor

- one copy of the *Fax Item Definition worksheet* for each fax item

- for each direct-access fax item, one copy of the *VSDN/Session Profile for a Direct-access Fax Item worksheet*

- for each top-level voice menu used to access fax items, one copy of the *VSDN/Session Profile for a Main Menu worksheet*

- for each voice menu used to access fax items, one copy of the *Voice Menu Definition worksheet*

As you plan, fill in the worksheets. Then, when you are ready to configure Fax on Demand, all you have to do is copy the information from the worksheets onto the appropriate screens. You will also have a written record of the fax parameters. If you ever modify the parameters, change the existing worksheet or fill in new worksheets so that you always have the most up-to-date version on file.

Identify the fax items

Prepare the fax items you want to make available by Fax on Demand.

1   Decide what information you want to make available through Fax on Demand. Examples are price and specification information, and employee medical benefit information.

2   Decide how many pages of information to put in a single fax item. How you divide information into individual fax items affects how easy it is for you to maintain your Fax on Demand application.

    For example, it is more of a chore to update five fax items of three pages each than to update one fax item of 15 pages. However, you must balance this against the time and cost of possibly uploading 15 pages of fax item because one page has changed.

Also, you need one ACD-DN for each direct-access fax item, and one menu choice for each fax item accessed by menu.

3   Make sure you have a clean, clear copy of each page of information.

4   Because many fax machines print on plain paper measuring 8.5 x 11 inches, you may want to format your faxes to be no more than that size if it is convenient for you to do so.

5   You may want to ensure that your company logo is prominent on each page of each fax item to identify the source of the information.

6   Consider whether you should use a sponsor fax item.

If the application accepts callback requests from international locations, you may want to use a sponsor fax item in place of the automatically created American English cover sheet.

Complete a Fax Item Definition worksheet for each fax item identified

On the *Fax Item Definition worksheet*, you record all the information the system needs to know about a fax item. This information will later be transferred to the Add a Fax Item Definition screen.

The *Fax Item Definition worksheet* is divided into the following four sections:

•   Section A, Customer information, identifies the system or customer to which this fax item belongs.

•   Section B, Fax and password information, identifies the fax item and any password associated with the item.

•   Section C, Prompt information, identifies what should be recorded as the confirmation prompt, if the prompt has been recorded, if the fax content has been stored, and whether the prompt is modifiable using a telephone set.

•   Section D, Verification information, identifies the verification fax number, the contact ID, and whether the verification fax number is modifiable using a telephone set.

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Fax Item Definition worksheet

Section A: Customer information
These fields are not on the Fax Item Definition screen.

Worksheet type:	System ☐	Customer ☐

Customer name:

Customer ID:

Section B: Fax and password information

Sponsor Fax Item:	Yes ☐	No ☐

Not a field on the Fax Item Definition screen.

Fax Item ID:	Title:
Access Password:	Update Password:
Password required to access the fax item.	Password required to update the fax item remotely.

Section C: Prompt information

Silent disconnect after direct access:	Yes ☐	**No** ☐

Language for Prompts:

Confirmation prompt:

_____

_____

_____

_____

_____

<div align="right">continue on back if necessary</div>

Confirmation Prompt Recorded:	Yes ☐
Fax Content Stored:	Yes ☐

Confirmation Prompt Modifiable via Telset?:	Yes ☐	**No** ☐

Section D: Verification Fax information

Verification Fax Number:

Verification Fax Number Modifiable via Telset?:	Yes ☐	**No** ☐

Verification Contact ID:

Complete the following fields:

Worksheet type	
Description	Indicates if this worksheet is for the system or a customer.
Comments	System/Customer is not a field on the Fax Item Definition screen.

Customer name	
Description	The name of the customer.
Comments	Customer name is not a field on the Fax Item Definition screen.

Customer ID	
Description	The ID of the customer.
Comments	Customer ID is not a field on the Fax Item Definition screen.

Sponsor Fax Item	
Description	Indicates if the definition is for a sponsor fax item. If the definition is for a sponsor fax item, check the Yes box; otherwise, check the No box.
Comments	The sponsor fax item is not a field on the Fax Item Definition screen.

Fax Item ID	
Description	The code used to uniquely identify the fax item.
Valid characters	0–9
Valid length	1–8 characters
Comments	For each customer in a Meridian Mail system, every ID must be unique.

Title	
Description	The title of the fax item.
Valid characters	0–9, A–Z, a–z, and all characters except the underscore (_), plus sign (+), and question mark (?).
Valid length	1–29 characters

Access Password	
Description	The password a caller has to know in order to access the fax item.
Valid characters	0–9
Valid length	4–16 digits
Default	Blank
Comments	If the field is left blank, no password is needed to access the item. You do not have to complete the Access Password field if this worksheet is for a sponsor fax item.

Update Password	
Description	The password the owner needs to know in order to allow him or her access to the maintenance functions.
Valid characters	0–9
Valid length	4–16 digits
Default	Blank
Comments	For initial setup, a password must be entered.
	If the field is left blank, after the initial setup, the fax item cannot be updated.

Silent disconnect after direct access

Description	Indicates if the system "Good-bye" prompt is played when a caller is disconnected from the directly dialed Fax Information Service.
Default	No
Comments	If No, the "Good-bye" prompt is played on disconnection. If yes, the prompt is not played.

Language for Prompts

Description	The language used for system prompts.
Comments	Applies only to multilingual systems.

Confirmation prompt

Description	This is the recording that callers hear after they have called the DN for a direct-access fax item, or after selecting the item from a voice menu.
Duration	The maximum duration of the prompt is set in the Maximum Prompt Size for Other Recordings field in the Voice Services Profile screen.
Comments	Leave the field blank for a sponsor fax item.
	Not a field on the Fax Item Definition screen.

Confirmation Prompt Recorded

Description	Indicates that the confirmation prompt has been recorded.
Action	Check the Yes box on the worksheet when the field on the screen shows Yes.

Fax Content Stored

Description	Indicates that the fax item has been stored.
Action	Check the Yes box on the worksheet when the field on the screen shows Yes.

Confirmation Prompt Modifiable via Telset

Description	Indicates if the confirmation prompt is modifiable by touch-tone phone.
Default	No (the prompt is not modifiable)
Comments	For a new fax, this field should be set to Yes so that a prompt may be recorded.

Verification Fax Number

Description	The default fax number used for callback verification of updates made to a fax item.
Valid characters	0–9
Comments	This field is used in conjunction with the Verification Fax Number Modifiable via Telset field.
	If you leave this field blank, the person updating the fax item has the choice of not requesting a verification fax.

Verification Fax Number Modifiable via Telset

Description	Indicates if the verification fax number is modifiable by touch-tone phone.
Default	No (the prompt is not modifiable)
Comments	If No, the number entered in the Verification Fax Number field is always used for the verification fax. This increases the security of the update process as the same person always receives a verification fax when the fax item is updated.
	If Yes, the system prompts for a verification fax number every time a caller updates the fax item. The number entered by the caller when updating a fax is used for one update only, temporarily replacing the number entered in the Verification Fax Number field.

Verification Contact ID	
Description	The name and extension number of the person or department responsible for maintaining this fax item.
Valid characters	Any character
Valid length	1–39 characters
Comments	The contact ID appears on the callback verification fax.

Decide how each fax item will be accessed

Decide which items should be grouped under a voice menu, and which should be available directly, without going through a voice menu. The following are some factors to consider in deciding which fax items to set up for direct access, and which for access by voice menu:

- You need to allocate a separate DN for every direct-access item, whereas one DN can be used for a multilayered voice menu to access many fax items.

- Direct access is simpler for the end user because there are no menus to navigate. However, it can be annoying to a caller who needs several fax items because a caller can request only one fax item per direct-access call.

- The user cannot access any other information (for example, announcements) during a direct-access call.

    Note: Fax items to be selected from a menu should be logically related in some way. If the menu is multilayered, the structure of the menu should reflect the relationship of the items to each other.

Group together sets of fax items to be accessed through a common menu in preparation for completing the *Voice Menu Definition worksheets* for each group.

Fax items that can be selected from a single menu share a DN and the DN's session profile. Be sure the items you want to put on the menu have the same session profile requirements. Look at a *VSDN/Session Profile worksheet*, and identify common parameters for your fax items. For example, fax items that require different sponsor fax items cannot be selected from the same menu.

Decide whether to use same call or callback delivery

A major decision you have to make for each VSDN is whether to force same call or callback fax delivery, or to allow the caller to choose the delivery method.

> *Note:* This decision is made for a VSDN. This means that it has to be decided for each individual fax to be accessed directly, and for each main voice menu DN that is used to access fax items. This is true whether the fax items are main menu choices or choices on submenus.

The following are some factors to consider in deciding whether to deliver faxes on the same call or by callback:

- Can you reasonably expect all callers to an application to have fax phones?

  Unless you are certain that every caller to a particular fax application has a fax phone, do not force same call delivery. Most people do not have fax phones, and so will not be able to use same call delivery.

- Do you have multimedia ports available?

  Accepting fax on demand call requests only on full service voice ports and using the multimedia ports exclusively for callback fax delivery allows you to configure the smallest possible number of multimedia ports.

- Who pays any long distance charges?

  If you use callback, *you* pay. On same call delivery, the *caller* pays.

- Do you want to use your multimedia ports more cost effectively?

  Same call delivery allows the *caller* to choose when the faxes are sent. With callback delivery, *you* choose when faxes are sent. This allows you to distribute calls over busy and non-busy periods, assuming stale dating is not a problem.

- Do you have enough multimedia ports for the potential number of simultaneous incoming calls for same call delivery and outgoing calls for callback fax delivery?

  Using callback delivery allows you to spread out delivery (assuming stale dating is not a problem) and use fewer ports.

- Whatever delivery type you decide on for a menu applies to all items in the menu. You cannot mix same call delivery and callback delivery on one voice menu.

Deciding which callback number format to use

Session profiles for fax services or services that invoke fax services must specify the fax delivery method. When the fax delivery method is callback, the fax is delivered on a separate call. Callers are prompted to enter a callback number during the session. When the session is terminated, Meridian Mail phones the callback number in order to deliver the fax.

When the delivery method is callback or caller choice (in which case the caller might choose callback), the callback number format must be specified.

When a caller enters a callback number, it must be translated into a number that Meridian Mail can dial so that the fax can be delivered. This means that callers must enter callback numbers in certain formats depending on where they are located relative to the Meridian Mail system.

The format in which callers must enter their callback numbers is specified in the Treat Call Back Number As field in the Session profile. There are four callback number treatment options:

- *National* This treatment option is intended for services aimed at callers within your country code. For example, if your Meridian Mail system was located in California and your callers were located in Los Angeles or Washington, you would use National as the treatment option.

  Both local and long distance callers hear the following prompt if this treatment is specified in the Session profile:

  "Please enter the fax number, including area or city code, followed by number sign."

- *International*   This treatment option is intended for services aimed at international callers that have country codes different from yours. For example, if your Meridian Mail system was located in California, and your callers were located in Los Angeles, Washington, Italy, and France, you would use International as the treatment option.

  Local (that is, the Los Angeles) and long-distance (that is, the Washington) callers within your country code can use this type of service. However, they need to know their country code. If they do not enter their country code, their numbers cannot be processed.

  All callers hear the following prompt if this treatment is specified in the Session profile:

  "Please enter the fax number, including country code and area or city code, followed by number sign."

- *Dial as Entered*   This treatment option is intended for services aimed at callers that

  — are on the same switch

  — are within the same Coordinated Dialing Plan (CDP) as the Meridian Mail system

  — want to be able to enter a callback number in any format, and know how to enter the number so that it is dialable from the Meridian Mail system

  For example, if you had a sales force that traveled extensively and were conversant with dialing formats, you could specify Dial_as_Entered in the Session profile.

  Callers hear the following prompt:

  "Please enter the fax number, followed by number sign."

- *ESN*   This treatment option is intended for callers (that is, employees) who are on your ESN network. For example, if your Meridian Mail system was located in San Francisco and your callers were employees of your Los Angeles branch, you could specify ESN as your treatment option in the Session profile.

  Callers hear the following prompt if this option is specified:

  "Please enter the ESN number of the fax machine, followed by number sign."

Once a callback number is entered, Meridian Mail translates it into a dialable number. All callback formats, except Dial_as_Entered, require translations. The way in which Meridian Mail translates each callback format is described in further detail in Chapter 17, "Dialing Translations," of your *System Administration Guide*.

Complete a Voice Menu Definition worksheet for each voice menu

The *Voice Menu Definition worksheet* is reproduced here for your convenience, as are brief instructions for completing it. For full details, see the *Voice Services Application Guide* (NTP 555-7001-325).

You will transfer this information later to the Voice Menu Definition screen. This procedure is fully documented in the *Voice Services Application Guide*.

The *Voice Menu Definition worksheet* is divided into the following three sections:

- Section A, Voice Menu and password information, identifies the voice menu and any password associated with the menu.

- Section B, Recording information, identifies what should be recorded, the greeting for the voice menu and menu choices, whether the greeting has been recorded, what should happen upon disconnection, and the language which should be used for the system prompts.

- Section C, Key information, identifies what action has been assigned to a key.

Decide how the voice menu will be accessed

How will the voice menu be accessed by callers? A voice menu can be accessed in one of three ways:

1   Directly. The caller dials the VSDN of the voice menu.

2   Indirectly through another voice menu application. The published number connects the caller to a voice menu. The caller accesses the voice menu by pressing the appropriate menu key in a higher-level menu.

3   Indirectly through a time-of-day controller. If the voice menu is associated with the time of day at which the call is received (business hours, off-hours, or a holiday), the caller is connected to the voice menu service.

For simplicity, this guide assumes that access to the menu is direct. For details of using another method of access, see the *Meridian Mail Voice Services Application Guide* (NTP 555-7001-325).

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Voice Menu Definition worksheet

Section A: Voice Menu and password information	
Voice Menu ID:	Title:
Revert DN:	
Access Password:	Update Password:
Password required to access the voice menu.	Password required to access the voice menu in order to update the prompts using the voice prompt maintenance service.

Section B: Recording information			
Voice Menu Greeting:			

continue on separate page if necessary

Menu Choices Prompt:

continue on separate page if necessary

Greeting Recorded (Voice):	Yes ❏	Menu Choices Recorded (Voice):	Yes ❏
Silent Disconnect:	Yes ❏	No ❏	
Language for Prompts:			

continued

Voice Menu Definition worksheet

Voice Menu ID:

Title:

Section C: Key information

Key	Action	*Other data Enter any associated IDs or calling numbers.	Comments
1			
2			
3			
4			
5			
6			
7			
8			
9			

Initial No Response:

The action to be taken if the caller does not respond to the initial greeting within a certain amount of time.

_____   _____   _____

Delayed Response:

The action to be taken if the caller does not respond to a prompt within a certain amount of time.

_____   _____   _____

Reference-only information

The following does not appear on the Voice Menu Definitions screen. The information is for reference purposes only.

Method of access: Direct ❏   via Voice Menu ❏   Time-of-day Controller ❏

VSDN:

Complete the following fields on the *Voice Menu Definition worksheet*:

Voice Menu ID	
Description	The ID of the voice menu.
Valid characters	0–9
Valid length	1–8 digits
Comments	Must be unique among service definitions.
	Must be the same as the Voice Menu ID on the *VSDN/Session Profile for a Main Menu worksheet*.
Title	
Description	A descriptive title of the voice menu.
Valid characters	Any
Valid length	1–29 characters
Revert DN	
Description	Optional. The DN to which callers are transferred if they press 0.
Valid characters	0–9
Comments	If a DN is not specified, callers will hear the following message if they press 0: "*That selection is not recognized. Please make another selection.*"
Access Password	
Description	Optional. The password required by callers to access the voice menu.
Valid characters	0–9
Valid length	4–16 digits

Update Password	
Description	Optional. The password required by the administrator to access the voice menu in order to update the prompts using the voice prompt maintenance service.
Valid characters	0–9
Valid length	4–16 digits

Voice Menu Greeting	
Description	The script of the first prompt callers hear when they are connected to a voice menu.

Menu Choices Prompt	
Description	The script that explains the options that are available to the caller and asks the caller to make a selection, after which the system waits for the caller to press a key.

Greeting Recorded (Voice)	
Description	Indicates that the voice menu greeting has been recorded.
Action	Check the Yes box on the worksheet when the field on the screen shows Yes.

Menu Choices Recorded (Voice)	
Description	Indicates that the menu choices prompt has been recorded.
Action	Check the Yes box on the worksheet when the field on the screen shows Yes.

Silent Disconnect	
Description	Indicates if the system "Good-bye" prompt is played when a caller is disconnected from the voice menu.
Default	No
Comments	If No, the "Good-bye" prompt is played on disconnection. If Yes, the prompt is not played.

Language for Prompts

Description	The language in which all system prompts are to be played.
Comments	Applies only to multilingual systems.

Action

Description	The action to take place when each key is pressed.

Other data

Description	Optional. Any IDs, calling numbers, or expansion digits associated with the action.

Comment

Description	Optional. Any characteristic or notes associated with the action.

Initial No Response

Description	For main menus only. The action that should be taken if the caller does not respond to the initial menu greeting by pressing a key on the telephone keypad within a certain amount of time.
Duration	The amount of time is defined as the Command Entry time-out value in the Voice Services Profile.
Comments	This action is primarily intended to deal with callers who use rotary phones.

Delayed Response

Description	The action to be taken if the caller does not respond to any prompt, other than the initial menu greeting, within the specified time.
Comments	The Delayed Response is different from Initial No Response in that it is used only if the caller has already provided keypad input (therefore, it is known that the caller has a touch-tone phone), but is now delaying in providing subsequent input.

Method of Access	
Description	Identifies how the voice menu is accessed by callers.
Comments	For reference purposes only.

Complete a VSDN/Session Profile worksheet for each main menu

A VSDN needs to be allocated for each top-level voice menu that will be used to access fax items. A session profile is selected or customized for each main menu.

Information from the worksheet will be transferred later to the Add DN Information screen and its corresponding session profile if a custom profile is chosen.

The session profile controls many aspects of a caller session with the Fax on Demand application. For example, there are session profile settings for the maximum length of a call session, the maximum number of fax selections a caller may make during a single call, and the maximum number of pages of fax that can be requested during a single call.

The *VSDN/Session Profile for a Main Menu worksheet* is divided into the following sections:

- Section A, VSDN information, identifies the VSDN for the voice service (in this case, MS for Voice Menu Service).

- Section B, Session profile information, identifies the session for the service.

- Section C, Fax delivery options, identifies how the fax item will be delivered.

- Section D, Call back delivery options, identifies the treatment of callback or call-choice deliveries.

- Section E, Custom dialing restrictions, identifies the dialing prefixes to which the fax can or cannot be sent.

Page 1 of 2

VSDN/Session Profile for a Main Menu worksheet

Section A: VSDN information

Access DN: _____

Service: **MS** (Voice Menu Service)   Voice Menu ID: _____

Session Profile: Custom ❑   Full_MultiMedia ❑   **Full_Voice** ❑

If you select Custom, you can modify any of the fields on this worksheet unless otherwise noted. If you select Full_MultiMedia or Full_Voice, you cannot modify the fields that have default values. Defaults are indicated by bold or parentheses.

Note: The Basic session profile cannot be used for a menu which contains a fax item, or for a submenu which contains a fax item.

Comment: _____

Section B: Session profile information

Channel Capability Required: Full_MultiMedia ❑   **Full_Voice** ❑

If you select Full_Voice, the Fax Delivery Option field is restricted to Call_Back.

Session Time Limit (minutes):	_____	Default is 10 minutes.
Maximum Number of Invalid Selections:	_____	Default is 10 selections.
Maximum Number of Fax Selections:	_____	Default is 5 selections.
Page Limit for Fax Selections:	_____	Default is 40 pages.

Fax Activity Revert DN: _____

Sender Fax Number: _____

Sponsor Fax Item ID: _____

Billing DN: _____

Page Transmission Error Handling: Quit ❑   **Continue** ❑

Section C: Fax delivery options

Fax Delivery Option: **Call_Back** ❑   Same_Call ❑   Caller_Choice ❑

If Full_Voice was selected as the Session Profile type, or as the Channel Capability Required, then this field will be restricted to Call_Back.

continued

VSDN/Session Profile for a Main Menu worksheet

Section D: Call back delivery options
Complete this section if you have selected Call_Back or Caller_Choice as the Fax Delivery Option.

Call Back Extension Prompt:	No ❏ **Yes** ❏
Treat Call Back Number As:	**National** ❏ International ❏ Dial_as_Entered ❏ ESN ❏
Automatic Cover Sheet:	No ❏ **Yes** ❏

Sender Name Display: _____

Call Back Dialing Restrictions: _____   List Name: _____

Section E: Custom dialing restrictions
Complete this section if you have selected Custom dialing restrictions.

Restriction Codes:

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

continue on separate page if necessary

Permission Codes:

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

continue on separate page if necessary

Complete the following fields:

Access DN	
Description	The DN a caller dials to access the menu.

Service	
Description	MS for Voice Menu Service.

Voice Menu ID	
Description	The ID assigned to the menu.
Comments	This ID must be the same as the Voice Menu ID on the *Voice Menu Definition worksheet*.

Session Profile	
Description	The call session type.
Valid entries	Custom, Full_MultiMedia, or Full_Voice
Default	Full_Voice
Comments	If you select Full_MultiMedia or Full_Voice, you will not be able to modify the default settings. If you select Full_Voice, callers will be restricted to callback delivery for this menu.

Comment	
Description	Any notes you want to appear on the VSDN Table and on the Fax Audit Trail report.
Valid characters	Any
Valid length	0–19 characters

If you have selected a Custom session profile, complete the following Session Profile information fields on the *VSDN/Session Profile for a Main Menu worksheet*:

Channel Capability Required	
Description	The channel capability required for the service.
Valid entries	Full_MultiMedia or Full_Voice
Default	Full_Voice
Comments	If you select Full_Voice, the Fax Delivery Option field will be read-only and restricted to callback delivery.

Session Time Limit (minutes)	
Description	The maximum amount of time a call requesting a fax is to last. Session time includes the following: • connection time • time required for the greeting and prompts • time required to navigate the menus and make selections • time it takes the caller to press RECEIVE on a same call delivery
Default	10 minutes
Range	0–99 minutes
Comments	When the time limit expires, Fax on Demand proceeds to end-of-call processing. If the caller has not selected any faxes, the call is disconnected. If the caller has selected faxes, the application prepares to deliver the faxes.

Maximum Number of Invalid Selections

Description	The number of invalid selections a caller is allowed to make before the caller is disconnected. An invalid selection occurs when the caller presses a key which has no defined action.
Default	10 selections
Range	1–99 selections
Comments	When the number is reached, Fax on Demand proceeds to end-of-call processing. If the caller has not selected any faxes, the call is disconnected. If the caller has selected faxes, the application prepares to deliver the faxes.

Maximum Number of Fax Selections

Description	The maximum number of faxes a caller may select on a single call. This number does not include the cover sheet, or the sponsor fax item, if any.
Default	5 selections
Range	1–99 selections
Comments	If you set this field to 0, no faxes can be accessed from this menu.
	When the maximum is reached, Fax on Demand prepares to deliver the selected faxes.

Page Limit for Fax Selections

Description	The maximum number of pages allowed for all fax items selected on a single call. This number includes the cover sheet plus the number of pages in the sponsor fax item, if any.
Default	40 pages
Range	1–99 pages
Comments	When a fax is selected which causes the maximum to be reached or exceeded, Fax on Demand prepares to deliver the selected faxes. The item which caused the maximum to be reached is included in the delivery.

Fax Activity Revert DN

Description	The DN to which a call should revert if the caller presses 0 during the call session.
Valid characters	0–9
Valid length	1–30 digits
Comments	Pressing 0 while in a voice menu, and not while in a Fax item selection, will revert the caller to the DN defined in the voice menu.

Sender Fax Number

Description	The calling terminal ID which is displayed in the trim tab, and on the display of the recipient's fax machine.
Default	Blank
Valid length	20 digits
Format	+, country code, space, area code, space, fax number

Sponsor Fax Item ID

Description	The ID of the sponsor fax item. The sponsor fax item may be used in addition to, or as a replacement for, an automatic cover sheet.
Comments	A sponsor fax item may be more appropriate where an Automatic English cover sheet is not—especially for international applications.

Billing DN

Description	The DN against which callback delivery calls are to be tracked.
Comments	If this field is left blank, billing is tracked against the customer billing DN (entered on the Voice Messaging Options screen), or against the access DN for the fax information service.

Page Transmission Error Handling

Description	The action to be taken if there is an error while transmitting a fax to the caller.
Valid entries	Quit or Continue
Default	Continue

Fax Delivery Option

Description	The method in which the fax will be delivered.
Valid entries	Call_Back, Same_Call, or Caller_Choice
Default	Call_Back

If you have selected callback or caller choice as the delivery option, complete the remaining fields on the *VSDN/Session Profile for a Main Menu worksheet*:

Call Back Extension Prompt

Description	Indicates if the caller will be prompted to enter an identifying extension number for callback delivery.
Valid entries	Yes or No
Default	Yes
Comments	This number is not used in call processing. It only appears on the automatic cover sheet if applicable.

Treat Call Back Number As

Description	Indicates the type of prompt the caller will hear when he or she is prompted to enter the callback number when accessing a Fax Information Service.
	This field also indicates the type of translation the entered callback number will undergo.
Default	National
Valid entries	National, International, Dial_as_Entered, or ESN

Automatic Cover Sheet

Description	Indicates if an American English automatic cover sheet should be included as part of the fax delivery.
Valid entries	Yes or No
Default	Yes
Comments	The cover sheet is included in the page count for the page limit for selections, but not in the item count for the maximum number of selections.

Sender Name Display

Description	Appears on screen only if you have responded Yes to the Automatic Cover Sheet prompt. The name of the entity (person, department, or company) that is sending the fax.
Valid characters	Any
Valid length	1–20 characters

Call Back Dialing Restrictions

Description	The number and name of the restriction/permission list to be used for dialing restrictions.
Valid entries	0 for Custom, or 1–80
Comments	The name of the associated Restriction/Permission list does not appear until the cursor is moved off the field.

If you have selected Custom as the dialing restriction, complete the Custom Dialing Restriction fields on the *VSDN/Session Profile for a Main Menu worksheet*:

Restriction Codes

Description	Identifies which dialing prefixes should be rejected.
Maximum entries	30 codes
Entry length	1–20 digits

Permission Codes	
Description	Identifies which dialing prefixes should be accepted, overriding restricted prefixes if necessary.
Maximum entries	30 codes
Entry length	1–20 digits

Preparing to configure menu-access fax items

When you have completed the *Voice Menu Definition*, *VSDN/Session Profile for a Main Menu*, and *Fax Item Definition* worksheets, gather them together in preparation for configuring the menu-access fax items (see Figure 3-1).

Figure 3-1
Worksheets for fax items accessible through a voice menu

FID worksheet = Fax Item Definition worksheet   VSDN/SP=VSDN/Session Profile
FI=Fax item
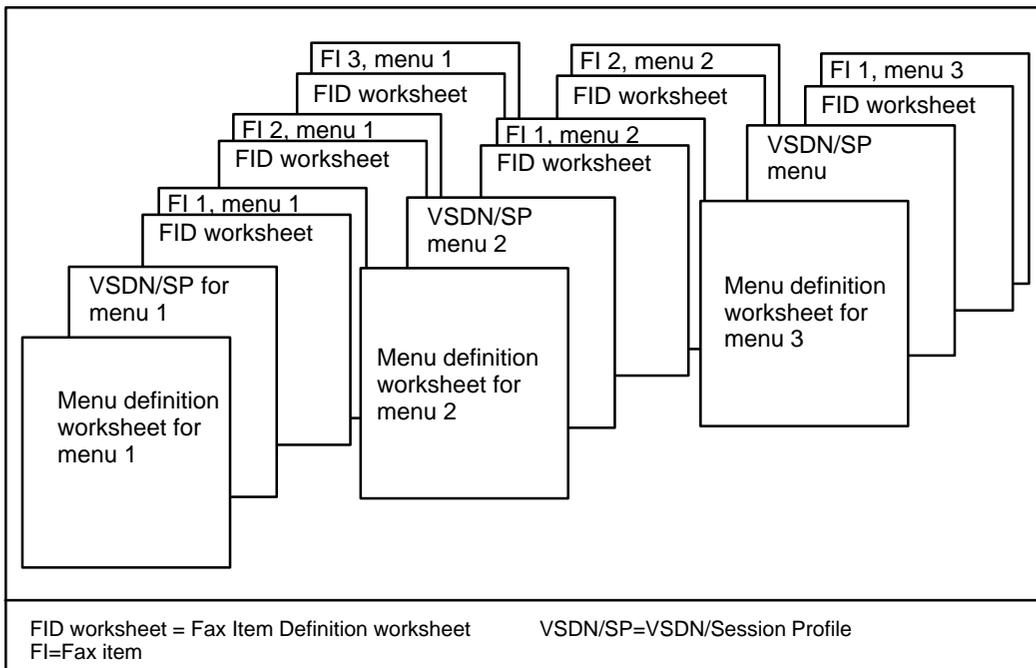
Complete a VSDN/Session Profile for a Direct-access Fax Item worksheet

A VSDN needs to be allocated for each fax item that will be accessed directly. A session profile is selected or customized for each item.

Information from the worksheet will be transferred later to the Add DN Information screen, and to its corresponding session profile if a custom profile is chosen.

The session profile controls many aspects of a caller session with the Fax on Demand application. For example, there are session profile settings for the maximum length of a call session and the selection of delivery type.

The *VSDN/Session Profile for a Direct-access Fax Item worksheet* is divided into the following sections:

- Section A, VSDN information, identifies the VSDN for the voice service (in this case, FI for Fax Information Service).

- Section B, Session profile information, identifies the session for the service.

- Section C, Fax delivery options, identifies how the fax item will be delivered.

- Section D, Call back delivery options, identifies the treatment of callback or call-choice deliveries.

- Section E, Custom dialing restrictions, identifies the dialing prefixes to which the fax can or cannot be sent.

VSDN/Session Profile for a Direct-access Fax Item worksheet

Section A: VSDN information

Access DN: _____

Service: **FI** (Fax Information)   Fax Item ID: _____

Session Profile: Custom ❏   **Full_MultiMedia** ❏   Full_Voice ❏

If you select Custom, you can modify any of the fields on this worksheet unless otherwise noted. If you select Full_MultiMedia or Full_Voice, you cannot modify the fields that have default values. Defaults are indicated by bold or parentheses.

__Note__: The Basic session profile cannot be used for a menu which contains a fax item, or for a submenu which contains a fax item.

Comment: _____

Section B: Session profile information

Channel Capability Required: Full_MultiMedia ❏   **Full_Voice** ❏

If you select Full_Voice, the Fax Delivery Option field is restricted to Call_Back.

Session Time Limit (minutes):	_____ Default is 10 minutes.
Maximum Number of Invalid Selections:	_____ Default is 10 selections.
Maximum Number of Fax Selections:	**1**
Page Limit for Fax Selections:	_____ Default is 40 selections.
Fax Activity Revert DN:	_____
Sender Fax Number:	_____
Sponsor Fax Item ID:	_____
Billing DN:	_____
Page Transmission Error Handling:	Quit ❏ **Continue** ❏

Section C: Fax delivery options

Fax Delivery Option: **Call_Back** ❏   Same_Call ❏   Caller_Choice ❏

If Full_Voice was selected as the Session Profile type, or as the Channel Capability Required, then this field will be restricted to Call_Back.

continued

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VSDN/Session Profile for a Direct-access Fax Item worksheet

Section D: Call back delivery options
Complete this section if you have selected Call_Back or Caller_Choice as the Fax Delivery Option.

Call Back Extension Prompt:	No ❑ **Yes** ❑
Treat Call Back Number As:	**National** ❑ International ❑ Dial_as_Entered ❑ ESN ❑
Automatic Cover Sheet:	No ❑ **Yes** ❑

Sender Name Display: _____

Call Back Dialing Restrictions: _____   List Name: _____

Section E: Custom dialing restrictions
Complete this section if you have selected Custom dialing restrictions.

Restriction Codes:	

_____   _____   _____
_____   _____   _____
_____   _____   _____
_____   _____   _____
_____   _____   _____
_____   _____   _____
_____   _____   _____

continue on separate page if necessary

Permission Codes:	

_____   _____   _____
_____   _____   _____
_____   _____   _____
_____   _____   _____
_____   _____   _____
_____   _____   _____
_____   _____   _____

continue on separate page if necessary

Complete the following fields:

Access DN	
Description	The DN a caller dials to access the fax item.
Service	
Description	FI for Fax Information Service.
Fax Item ID	
Description	The ID assigned to the fax item.
Session Profile	
Description	The call session type.
Valid entries	Custom, Full_MultiMedia, or Full_Voice
Default	Full_MultiMedia
Comments	If you select Full_MultiMedia or Full_Voice, you will not be able to modify the default settings. If you select Full_Voice, callers will be restricted to callback delivery for this item.
Comment	
Description	Any notes you want to appear on the VSDN Table and on the Fax Audit Trail report.
Valid characters	Any
Valid length	0–19 characters

If you have selected a Custom session profile, complete the following
Session Profile information fields:

Channel Capability Required

Description	The channel capability required for the service.
Valid entries	Full_MultiMedia or Full_Voice
Default	Full_Voice
Comments	If you select Full_Voice, the Fax Delivery Option field will be read-only and restricted to callback delivery.

Session Time Limit (minutes)

Description	The maximum amount of time a call requesting a fax is to last. Session time includes the following: • connection time • time required for the greeting and prompts • time it takes the caller to press RECEIVE on a same call delivery
Default	10 minutes
Range	0–99 minutes
Comments	When the time limit expires, Fax on Demand proceeds to end-of-call processing. If the caller has not selected any faxes, the call is disconnected. If the caller has selected faxes, the application prepares to deliver the faxes.

Maximum Number of Invalid Selections

Description	The number of invalid selections a caller is allowed to make before the caller is disconnected. An invalid selection occurs when the caller presses a key which has no defined action.
Default	10 selections
Range	1–99 selections
Comments	For a direct-access fax item, all keys are invalid.

Maximum Number of Fax Selections

Description	Always 1.
Comments	Read-only field.

Page Limit for Fax Selections

Description	The maximum number of pages allowed for the fax item.
Comments	This number is ignored for direct-access fax items.

Fax Activity Revert DN

Description	The DN to which a call should revert if the caller presses 0 during the call session.
Valid characters	0–9
Valid length	1–30 digits

Sender Fax Number

Description	The calling terminal ID which is displayed in the trim tab, and on the display of the recipient's fax machine.
Default	Blank
Valid length	20 digits
Format	+, country code, space, area code, space, fax number

Sponsor Fax Item ID

Description	The ID of the sponsor fax item. The sponsor fax item may be used in addition to, or as a replacement for, an automatic cover sheet.
Comments	A sponsor fax item may be more appropriate where an Automatic English cover sheet is not—especially for international applications.

Billing DN

Description	The DN against which callback delivery calls are to be tracked.
Comments	If this field is left blank, billing is tracked against the customer billing DN (entered on the Voice Messaging Options screen), or against the access DN for the fax information service.

Page Transmission Error Handling

Description	The action to be taken if there is an error while transmitting a fax to the caller.
Valid entries	Quit or Continue
Default	Continue

Fax Delivery Option

Description	The method in which the fax will be delivered.
Valid entries	Call_Back, Same_Call, or Caller_Choice
Default	Call_Back

If you have selected callback or caller choice as the delivery option, complete the remaining fields on the *VSDN/Session Profile for a Direct-access Fax Item worksheet*:

Call Back Extension Prompt

Description	Indicates if the caller will be prompted to enter an identifying extension number for callback delivery.
Valid entries	Yes or No
Default	Yes
Comments	This number is not used in call processing. It only appears on the automatic cover sheet if applicable.

Treat Call Back Number As

Description	Indicates the type of prompt the caller will hear when he or she is prompted to enter the callback number when accessing a Fax Information Service.
	This field also indicates the type of translation the entered callback number will undergo.
Valid entries	National, International, Dial_as_Entered, or ESN
Default	National

Automatic Cover Sheet

Description	Indicates if an American English automatic cover sheet should be included as part of the fax delivery.
Valid entries	Yes or No
Default	Yes
Comments	The cover sheet is included in the page count for the page limit for selections, but not in the item count for the maximum number of selections.

Sender Name Display

Description	Appears on screen only if you have responded Yes to the Automatic Cover Sheet prompt. The name of the entity (person, department, or company) that is sending the fax.
Valid characters	Any
Valid length	1–20 characters

Call Back Dialing Restrictions

Description	The number and name of the restriction/permission list to be used for dialing restrictions.
Valid entries	0 for Custom, or 1–80
Comments	The name of the associated Restriction/Permission list does not appear until the cursor is moved off the field.

If you have selected Custom as the dialing restriction, complete the Custom Dialing Restriction fields on the *VSDN/Session Profile for a Direct-access Fax Item worksheet*:

Restriction Codes	
Description	Identifies which dialing prefixes should be rejected. That is, if a caller enters a number that contains a restricted dialing prefix, the requested fax item will not be sent.
Maximum entries	30 codes
Entry length	1–20 digits
Permission Codes	
Description	Identifies which dialing prefixes should be accepted, overriding restricted prefixes if necessary.
Maximum entries	30 codes
Entry length	1–20 digits

Preparing to configure direct-access fax items

When you have completed the *VSDN/Session Profile for Direct-Access Fax Items* and *Fax Item Definition* worksheets, gather them together in preparation for configuring the direct-access fax items (see Figure 3-2).

Figure 3-2
Worksheets for direct-access fax items
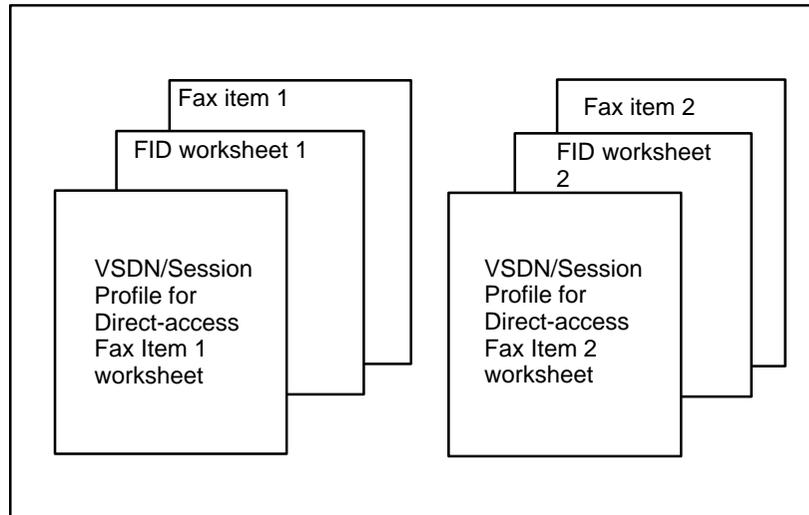
Fax administration

On single-customer systems, parameters set on the Fax Administration screen apply to all fax services on the system. On multi-customer systems, the fax administration screen can be accessed from both the system administrator level and the customer administration level. The administrator sets one system-wide fax parameter relating to callback delivery, and sets parameters for each customer group that affect only fax applications that are created by that customer group.

In a multi-customer system, complete a separate *Fax Administration worksheet* for each customer, as well as one for the system.

Complete the Fax Administration worksheet

Fax administration parameters are normally set once at system installation, and are then rarely changed unless there is a substantial change in system capacity. Changes may also be needed due to a system upgrade, or to a change in the way the users of the system make use of the various services offered.

Fax Administration worksheet

Section A: System and Customer information (The following are not fields on the Fax Administration screen.)

Worksheet type: System ❏   Customer ❏   Sponsor ❏

Customer Name: _____

Customer ID: _____

Section B: System-wide parameters

Maximum Number of Fax Delivery Channels: _____ Default is 2.

Section C: Per customer parameters

Maximum Resolution of Fax Receptions: **Normal** ❏   Fine ❏

Maximum Number of Pages Allowed
per Fax Item Received into the System   _____ Default is 50.

Section D: Fax delivery retries parameters

No Carrier

        Retry Limit: _____ Default is 1.   Retry Interval (hh:mm): _____ Default is 10 (5).

Transmit Error

        Retry Limit: _____ Default is 2.   Retry Interval (hh:mm): _____ Default is 5.

Fax Delivery on Weekdays

        from (hh:mm): _____ Default is 00:00. to (hh:mm): _____ Default is 23:59.

Fax Delivery on Weekends

        from (hh:mm): _____ Default is 00:00.2 to (hh:mm): _____ Default is 23:59.

Delivery Time Limit: _____ Default is 36:00.

Note: The number shown in parentheses applies when call progress tone detection (CPTD) is set to "France."

Complete the following fields:

Worksheet type

Description	Indicates if this worksheet is for the system, customer, or sponsor.
Comments	This is not a field on the Fax Administration screen.

Customer name

Description	The name of the customer or sponsor.
Comments	This is not a field on the Fax Administration screen.

Customer ID

Description	The ID of the customer or sponsor.
Comments	This is not a field on the Fax Administration screen.

Maximum Number of Fax Delivery Channels

Description	The maximum number of channels that can be used simultaneously for callback fax delivery.
Default	2 channels
Range	0 to the maximum number of multimedia ports on your system
Comments	If the multimedia ports are used exclusively for callback fax delivery, set the maximum number of multimedia ports in your system to allow their full utilization.

Maximum Resolution of Fax Receptions

Description	The resolution in which the fax item is to be received during fax item maintenance.
Valid entries	Normal or Fine
Default	Normal
Comments	Fine mode takes more time to transmit, and uses more storage space.

Maximum Number of Pages Allowed per Fax Item Received into the System

Description	The maximum number of pages that may be loaded into Meridian Mail for any single fax item.
Range	1–99 pages
Default	50 pages
Comments	

No Carrier—Retry Limit

Description	The number of times the system should retry an unsuccessful delivery after failure to connect.
Range	0–10 times
Default	1 time
Comments	If CPTD is set to France, the range is 0–5.

No Carrier—Retry Interval (hh:mm)

Description	How long the system should wait between retries specified in hours and minutes.
Range	00:00–99:59
Default	00:10
Comments	If CPTD is set to France, the range is 00:00–00:12, and the default is 00:05.

Transmit Error—Retry Limit

Description	The number of times the system should retry an unsuccessful delivery after a transmission error.
Range	0–10 times
Default	2 times
Comments	If CPTD is set to France, the range is 0–5.

Transmit Error—Retry Interval (hh:mm)

Description	How long the system should wait between retries specified in hours and minutes.
Range	00:00–99:59
Default	00:05
Comments	If CPTD is set to France, the range is 00:00–00:12.

Fax Delivery on Weekdays—from (hh:mm)

Description	The time at which fax deliveries on weekdays start.
Range	00:00–23:59
Default	00:00

Fax Delivery on Weekdays—to (hh:mm)

Description	The time at which fax deliveries on weekdays end.
Range	00:00–23:59
Default	23:59

Fax Delivery on Weekends—from (hh:mm)

Description	The time at which fax deliveries on weekends start.
Range	00:00–23:59
Default	00:00

Fax Delivery on Weekends—to (hh:mm)

Description	The time at which fax deliveries on weekdays end.
Range	00:00–23:59
Default	23:59

Delivery Time Limit	
Description	The maximum amount of time that may elapse between the request for callback delivery and the attempt to deliver the item specified in hours and minutes (that is, the time in which a fax becomes "stale").
Range	00–99:59
Default	36:00 (that is, 36 hours)
Comments	If Fax on Demand calculates that the time of the first or next attempt to deliver a fax is outside the delivery time limit, the fax is deleted from the outstanding callback queue. A SEER records the deletion.

Dialing translations

Dialing translations are the means by which Meridian Mail transforms a number into a dialable directory number (DN). For instance, translation determines how to dial a DN depending on whether a number is local, national, international, or ESN. Certain features, such as Fax on Demand, use dialing translations in order to generate a dialable DN.

The system administrator uses dialing translations as follows:

- *Default dialing prefixes* These prefixes handle normal situations for local, national, international, and ESN calls.

- *Dialing translations tables* These tables handle exceptional situations such as calls to other area codes which are considered local calls.

Dialing translation converts a callback phone number entered by a caller into a string of digits that can be dialed by the switch. The conversion may involve any combination of

- suppression or insertion of an area code or a country code

- insertion of a network access prefix

- insertion of a long distance dialing prefix

- insertion of a DDD or IDDD dialing prefix

Dialing translation parameters are used to build a complete number that can be dialed by the switch from whatever callback delivery number the caller enters. Unnecessary country and area codes are stripped out.

Translation may be required for callers from certain exchanges within the same NPA (area code) or for callers from certain exchanges within an adjacent NPA.

Fax on Demand uses dialing translations only for callback delivery of faxes including callback verification of changes to a fax item.

> *Note:* Dialing translations are not unique to Fax on Demand. Any translations you set up may affect other Meridian Mail applications such as AMIS.

For further details on dialing translations including how to set up translations for ESN systems, see the "Setting up dialing translations" chapter in your *System Administration Guide*.

Complete the Dialing Translation Defaults worksheet

Information recorded here will be entered later on the Dialing Translation Defaults screen.

	Page 1 of 1
Dialing Translation Defaults worksheet	
Default Dialing Prefixes	
Local Dialing:	_____
Long Distance Dialing:	_____
International Dialing:	_____
ESN Dialing:	_____
Local System Defaults	
Local Country Code:	_____
Local Area/City Code:	_____
Capture External CLID with Unknown Format	**No** ❏ Yes ❏
Default Translation for CLID with Unknown Format	_____

Complete the following fields:

Local Dialing	
Description	The prefix that needs to be added to a DN to access the public telephone network to make local calls.
Comments	Typically 9.
Long Distance Dialing	
Description	The prefix that needs to be added to a DN to make long distance calls.
Comments	Typically 91.

International Dialing

Description	The prefix that needs to be added to a DN to dial a country with a different country code.
Comments	Typically 9011 from within North America.

ESN Dialing

Description	The prefix that needs to be added to a DN to place calls over the electronically switched network (ESN).
Length	3 digits

Local Country Code

Description	The country code for the country in which the Meridian Mail system is located.

Local Area/City Code

Description	The area or city code in which the Meridian Mail system is located.

Capture External CLID with Unknown Format

Description	Indicates if the system should capture external calling line IDs (CLIDs) with an unknown DN type. Setting this field to No means that messages from external DNs with unknown format (that is, DN type is set to Unknown) will be played as "external" and call sender will not be available. If this field is set to Yes, the *Default Translation for CLID with Unknown Format* field appears.
Valid entries	Yes or No
Default	No
Comments	This field only appears on systems configured for AML or DIAL.

Default Translation for CLID with Unknown Format	
Description	Specifies what translation is to occur on external CLIDs presented to Meridian Mail in an unknown format.
Valid entries	None, Local, National, International, or ESN
Default	None, which means the CLID will be left as is.
Comments	This field needs to be completed if the Capture External CLID with Unknown Format field is set to Yes.
	Setting this field to anything else other than None will result in the DN being translated as though the DN was of a local, national, international, or ESN format respectively.

Complete the Dialing Translation Table worksheet

The dialing translation tables take care of the details of creating a string of digits that the switch can use to dial a valid number for callback delivery of faxes. They are responsible for adding required area codes, or for removing unneeded area codes from the callback numbers supplied by callers. For example, a caller may insert an area code in a number not realizing that, from the location of your system, that area code is redundant.

Before you can complete the worksheet, you need to determine the dialing translations for the following:

1   your own area code

    If there is at least one exchange in your own area code which is long distance to the system, you should complete a worksheet for your own area code.

2   other area codes

    Find all area codes, other than the one the switch is located in, for which at least one exchange is not long distance to the system. You need to complete a worksheet for each such area code.

Information recorded here will be entered later on the View/Modify Translation Table screen.

Dialing Translation Table worksheet

Table ID: _____   Area/City Code: _____

Prefix for exchange codes in the table: _____

Prefix for exchange codes NOT in the table: _____

The following exchange codes are defined:

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

Complete the following fields:

Table ID	
Description	The ID of the translation table.
Comments	It is a display-only field on the View/Modify Translation Tables screen.

Area/City Code	
Description	The area/city code for the translation table.
Maximum length	8 digits
Comments	It is a display-only field on the View/Modify Translation Tables screen.

Prefix for exchange codes in the table	
Description	The prefix used to dial telephone numbers with exchange codes defined in the translation table.
Maximum length	12 digits
Comments	It is a display-only field on the View/Modify Translation Tables screen.

Prefix for exchange codes NOT in the table	
Description	The prefix needed to dial telephone numbers with exchange codes not defined in this translation table.
Maximum length	12 digits
Comments	It is a display-only field on the View/Modify Translation Tables screen.

The following exchange codes are defined	
Description	The exchange codes to which the prefix specified for exchange codes listed in this table is applied.
Valid length	0–8 digits
Maximum entries	120 exchange codes

Complete a VSDN/Session Profile for Fax Item Maintenance worksheet

A VSDN and session profile need to be configured (unless the default session profile is sufficient) for fax item maintenance for the system, each customer, or each sponsor.

Information from the worksheet will be transferred later to the Add DN Information screen and its corresponding session profile if a custom profile is chosen.

In a multi-customer system, complete a separate *VSDN/Session Profile for Fax Item Maintenance worksheet* for each customer. In a single customer multi-sponsor system, complete one *VSDN/Session Profile for Fax Item Maintenance worksheet* for each sponsor or group of sponsors if you can dedicate sufficient ACD-DNs to fax item maintenance. In a single-customer system, complete one *VSDN/Session Profile for Fax Item Maintenance worksheet* for the system.

Page 1 of 1

VSDN/Session Profile for Fax Item Maintenance worksheet

Section A: VSDN information

Access DN: _____

Service: **FIM** (Fax item maintenance)

Session Profile: Custom ❏   **Full_MultiMedia** ❏

If you select Custom, you can modify any of the fields on this worksheet unless otherwise noted. Defaults are indicated by bold or parentheses.

Comment: _____

Section B: Session profile information

Channel Capability Required: **Full_MultiMedia**

Sender Fax Number: _____

Billing DN: _____

Page Transmission Error Handling: Quit ❏   **Continue** ❏

Treat Call Back Number As: **National** ❏   International ❏   Dial_as_Entered ❏   ESN ❏

Call Back Dialing Restrictions: _____   List Name: _____

Restriction Codes:

_____   _____   _____
_____   _____   _____
_____   _____   _____

continue on back if necessary

Permission Codes:

_____   _____   _____
_____   _____   _____
_____   _____   _____

continue on back if necessary

Complete the following fields:

Access DN	
Description	The DN dialed to access fax item maintenance.
Service	
Description	FIM for Fax Item Maintenance.
Session Profile	
Description	The call session type.
Valid entries	Custom or Full_MultiMedia
Default	Full_MultiMedia
Comments	If you select Full_MultiMedia, you will not be able to modify the default settings.
Comment	
Description	Any notes you want to appear on the VSDN Table and on the Fax Audit Trail report.
Valid characters	Any
Valid length	0–19 characters

If you have selected a Custom session profile, complete the following Session Profile information fields:

Channel Capability Required	
Description	Always Full_MultiMedia.
Comments	Read-only field.

Sender Fax Number

Description	The calling terminal ID which is displayed in the trim tab, and on the display of the recipient's fax machine.
Default	Blank
Valid length	20 digits
Format	+, country code, space, area code, space, fax number

Billing DN

Description	The DN against which callback delivery calls are to be tracked.
Comments	If this field is left blank, billing is tracked against the customer billing DN (entered on the Voice Messaging Options screen), or against the access DN for the fax information maintenance.

Page Transmission Error Handling

Description	The action to be taken if there is an error while transmitting a fax to the caller.
Valid entries	Quit or Continue
Default	Continue

Treat Call Back Number As

Description	Indicates the type of prompt the caller will hear when he or she is prompted to enter the callback number when accessing a Fax Information Service.
	This field also indicates the type of translation the entered callback number will undergo.
Valid entries	National, International, Dial_as_Entered, or ESN
Default	National

Call Back Dialing Restrictions

Description	The number and name of the restriction/permission list to be used for dialing restrictions.
Valid entries	0 for Custom, or 1–80
Comments	The name of the associated Restriction/Permission list does not appear until the cursor is moved off the field.

If you have selected Custom as the dialing restriction, complete the Custom Dialing Restriction fields:

Restriction Codes

Description	Identifies which dialing prefixes should be rejected.
Maximum entries	30 codes
Entry length	1–20 digits

Permission Codes

Description	Identifies which dialing prefixes should be accepted, overriding restricted prefixes if necessary.
Maximum entries	30 codes
Entry length	1–20 digits

Preparing to configure the fax application

When you have completed the *Fax Administration*, *Dialing Translation Defaults*, *Dialing Translation Table*, and *VSDN/Session Profile for Fax Item Maintenance* worksheets, gather them together in preparation for configuring the fax application. See the following figure.

Figure 3-3
Worksheets gathered in preparation of configuring the fax application
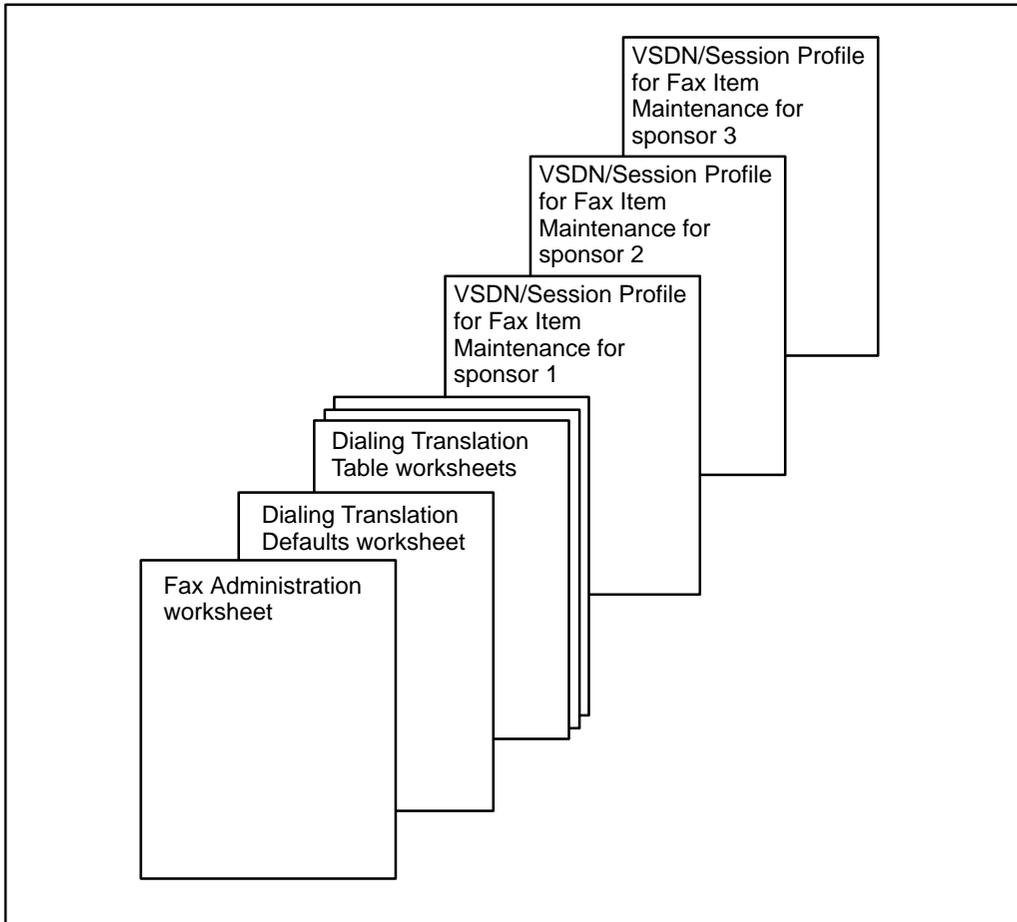
Considerations for greetings and confirmation prompts

A menu greeting prompt is played once and only once when the menu is first activated. It is not repeated if the user subsequently "returns" to the same menu or "repeats" it.

For faxes that are accessed by a voice menu, use the greeting to advise the caller of any significant restrictions or limitations on what can be done in this call.

For faxes that are accessed directly, use the confirmation prompt to advise the caller of any significant restrictions or limitations on what can be done in this call.

The following are some suggestions for information the caller should be given, according to the type of call, in order to use the application more effectively.

If you are going to give the caller lengthy instructions, you may need to adjust the maximum prompt size for other voice recordings on the Voice Services Profile screen.

Delivery method

Same call delivery

If this fax item or menu allows same call delivery only, tell the caller immediately that they must be calling from a fax phone, and what will happen if they hang up before the call is complete.

For example, the prompt may say

> *"Welcome to ABC Corporation's 'Just the FAX' service. To receive fax copies of our product specifications, you must be calling from a fax phone.*

> *"If you are not calling from a fax phone, please hang up now and call back from a fax phone, or wait on the line and an operator will be with you shortly."*

> *"If you are calling from a fax phone and you hang up before the call is complete, your faxes will not be delivered to you."*

Callback delivery

If callback delivery is being forced or is chosen by the caller, inform the caller that a phone number for a fax machine must be entered.

For example, the initial prompt may say

"Welcome to ABC Corporation's 'Just the FAX' service. To receive a fax copy of our price list, you must be able to supply the phone number of a fax machine for us to send it to."

Restricted delivery times

If callback delivery is being used and fax delivery times are restricted, tell the caller what time periods have been chosen. Otherwise, the caller may assume, after a period of time, that the request has been lost, and may call to request the same faxes again.

The greeting or confirmation prompt may say

"The requested information will be transmitted between 10 p.m. and midnight. If you do not receive the information at that time, please call and request it again."

Stale dating

If callback delivery is being used, tell the caller what the delivery time limit is for the system.

The greeting or confirmation prompt may say

"The information you request will be transmitted within four hours. If you do not receive the information in that time, please call and request it again."

Multiple selections

If you allow the caller to request more than one fax item during the same call session, tell the caller that this is possible and that voice prompts will explain how to do it.

Note: The instructions that tell the caller how to make the next selection are system prompts, so you do not need to build this kind of information into your voice menu scripts.

You also need to indicate if the caller is limited in how many faxes can be requested in one call, or in how many pages the requests may total. It would be helpful if the confirmation prompt for each fax item could then say how many pages it contains.

The prompt may say

"You may select up to four spec sheets per phone call. Voice prompts will walk you through the process of selecting more than one. If you need more than four, please call again to request the additional spec sheets."

Help

Tell the caller what key to press to talk to an operator, or during what hours to call if they need to talk to a person.

The prompt may say

"At any time you may press zero to talk to an operator."

Chapter 4: Configuring a Fax on Demand application

During the planning of Fax on Demand, you completed worksheets for

- Fax administration

- Fax item maintenance VSDN and its session profile

- Fax item definitions

- Direct access fax item VSDNs and their session profiles

- Voice menu access fax item VSDNs and their session profiles

- Voice menu definitions

- Dialing translation defaults

- Dialing translation tables

Now that you have all the configuration information recorded, you can configure Fax on Demand by transferring the information from the worksheets to the Meridian Mail screens.

Each configuration procedure tells you which worksheet to use.

Note 1: When you transfer the information from the worksheets, do common worksheets at the same time (for example, complete *Fax Item Definition* worksheets together, *Voice Menu Definition* worksheets together, and so on). When you do this, however, keep the worksheets in the order in which they were planned, and simply check them off when they have been transferred. This will save time during configuration and ensure proper organization of the worksheets.

Note 2: Detailed information about the fields on each screen is found in the "Planning Fax on Demand" chapter and is not repeated in this chapter.

The worksheets form a record of the current configuration of the Fax on Demand application, and should be kept up to date.

Sequence of configuration

When you are setting up your Fax on Demand application for the first time, you need to configure

- fax administration parameters

- network dialing prefixes

- dialing translations

- fax item maintenance

Unless you upgrade your system, you may never have to look at these functions again.

In addition, as part of your initial setup, you will configure

- fax items

- VSDNs and their session profiles for direct access to fax items

- voice menus

- VSDNs and their session profiles for access to fax items through voice menus

These functions are repeated as the need arises.

Preparing to configure the fax application

Gather together the *Fax Administration*, *Dialing Translation Defaults*, *Dialing Translation Tables*, and *VSDN/Session Profile for Fax Item Maintenance* worksheets in preparation for configuring the fax application.

Configuring the fax administration parameters

The Fax Administration screen is used to set up parameters that control system-wide and customer-specific aspects of fax services.

Procedure 4-1
Configuring the fax administration parameters

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

Use: The *Fax Administration worksheet*

1 Select Fax Administration.

The Fax Administration screen (Figure 4-4) is displayed.

Figure 4-4
The Fax Administration screen

```
                         Fax Administration

  Fax Administration

  *Maximum Number of Fax Delivery Channels              6

  Maximum Resolution of Fax Reception.          [Normal] Fine

  Maximum Number of Pages Allowed
  per Fax Item Received Into the System.               50

  Fax Delivery Retries
       No Carrier        Retry Limit: 1   Retry Interval (hh:mm): 00:10
       Transmit Error    Retry Limit: 2   Retry Interval (hh:mm): 00:05

  Fax Delivery on Weekdays    from (hh:mm):   00:00    to (hh:mm):   23:59

  Fax Delivery on Weekends    from (hh:mm):   00:00    to (hh:mm):   23:59

  Delivery Time Limit:                         36:00



  _____

  Select a softkey>

   [  Save  ]    [  Cancel  ]    [        ]    [        ]    [        ]
```

* These fields are read_only to the customer administrator, read_write to the system administrator.

Refer to the "System-wide parameters" section of the Fax administration worksheet.

2 Enter the maximum number of fax delivery channels.

Refer to the "Per customer parameters" section of the Fax administration worksheet.

3 Select the maximum resolution of fax reception for fax item maintenance.

4 Enter the maximum number of pages allowed per fax item received into the system.

5 Enter the maximum number of retries and the retry interval for delivery failure due to lack of carrier.

6 Enter the maximum number of retries and the retry interval for delivery failure due to a transmit error.

7 Enter the fax delivery time range for weekdays.

8 Enter the fax delivery time range for weekends.

9 Enter the delivery time limit for stale dating.

10 Do you want to save your changes?

    a. If yes, press [Save].

       The system saves the new parameters and redisplays the Main Menu.

    b. If no, press [Cancel].

       The new parameters are discarded and the Main Menu is redisplayed.

Setting up or modifying the dialing translation defaults

Procedure 4-2
Setting up the dialing translation defaults

Starting point: The Main Menu

Use: The *Dialing Translation Defaults worksheet*

1 Select General Administration.

2 Select Dialing Translation.

3 Select Dialing Translation Defaults.

The Dialing Translation Defaults screen (Figure 4-5) is displayed.

Figure 4-5
The Dialing Translation Defaults screen

```
                        Dialing Translation

 Dialing Translation Defaults

 Default Dialing Prefixes
     Local Dialing:
     Long Distance Dialing:                _____
     International Dialing:                _____
     ESN Dialing:

 Local System Defaults
     Local Country Code:                   _____
     Local Area/City Code:                 _____

 Capture External CLID with Unknown Format:    [No]   Yes

 *Default Translation for CLID with Unknown Format: [None]  Local  Natl  Intl  ESN




 _____

 Select a softkey >

 ┌──────────┐  ┌──────────┐  ┌──────────┐  ┌──────────┐  ┌──────────┐
 │   Save   │  │  Cancel  │  │          │  │          │  │          │
 └──────────┘  └──────────┘  └──────────┘  └──────────┘  └──────────┘
```

* Appears if Capture CLID field is set to Yes.

Refer to the Dialing Translation Defaults worksheet.

4   Enter the Default Dialing Prefixes. These prefixes are prepended to the DNs for

— local dialing

— long distance dialing

— international dialing

— ESN dialing

5   Enter the Local System Defaults. These defaults include the

— local country code

— local area/city code

6   Do you want the system to capture external calling line IDs (CLIDs) with an unknown DN type?

Note: Step 6 applies only to users who have either AML or DIAL.

a.   If yes, set the *Capture External CLID with Unknown Format* field to Yes and go to step 7.

b.   If no, set the field to No and go to step 8.

7   What translation occurs on an external CLID with an unknown format?

IF the external CLID with an unknown format is to be	**THEN set the *Default Translation for CLID with Unknown Format* field to**
left as is	None.
translated as though the DN were of a local format	Local.
translated as though the DN were of a national format	Natl.
translated as though the DN were of an international format	Intl.
translated as though the DN were of an ESN format	ESN.

8   Do you want to save your changes?

    a.   If yes, press [Save].

       The system saves the new parameters and redisplays the Dialing Translation menu.

    b.   If no, press [Cancel].

       The new parameters are discarded and the Dialing Translation menu is redisplayed.

Setting up dialing translations

Procedure 4-3
Configuring translation tables

Starting point: The Main Menu

Use: The *Dialing Translation Table worksheet*

1   Select General Administration.

2   Select Dialing Translation.

3   Select Translation Tables.

The Translation Tables screen (Figure 4-6) is displayed.

Figure 4-6
The Translation Tables screen

```
                          Dialing Translation

Translation Tables

                              Prefix for exchange    Prefix for exchange
Table ID      Area/City Code  codes in the table     codes NOT in the table
    1             416             91416                  9
    2             416             91                     9
    3             905             9905                   91905
    4             Empty
    5             Empty
    6             Empty
    7             Empty
    8             Empty
    9             Empty
   10             Empty
   11             Empty
   12             Empty
   13             Empty
   14             Empty
   15             Empty


Move the cursor to the item and press the space bar to select.

    Exit            Add          View/Modify        Delete
```

4   Move the cursor to the empty table you want to set up, or to an existing table you want to modify.

5   Press the <SpaceBar> to select the table.

6   Press [Add] to set up a new table or [View/Modify] to modify an existing table.

The View/Modify Translation Table screen (Figure 4-7) is displayed if you press [View/Modify].

Refer to the Dialing Translation Table worksheet.

7   If you are creating a new table, enter the area/city code for the table.

Figure 4-7
The View/Modify Translation Table screen

```
                         Dialing Translation

View/Modify Translation Table

                               Prefix for exchange   Prefix for exchange
     Table ID     Area/City Code  codes in the table  codes NOT in the table
        1            416            9_____            9416_____

The following exchange codes are defined:
_____  _____  _____   _____   _____   _____   _____   _____




Select a softkey >
```

Save	Cancel			More Fields

8 Enter the prefix to be used before the exchange codes you will enter in this table in the *Prefix for exchange codes in the table* field. This prefix is applied to DNs entered by callers, or users, in order to generate the appropriate dialable DN.

9 Enter the prefix to be used before the exchange codes other than those you will enter in this table in the *Prefix for exchange codes NOT in the table* field. This prefix is applied to DNs entered by callers, or users, in order to generate the appropriate dialable DN.

10 Enter the exchange codes that can be accessed using the prefix (entered in the *Prefix for exchange codes in the table* field) for this area code.

In this example, these are the exchange codes for which the network dialing code, 9, is needed, but no area code needs to be dialed. Other exchanges in this area code need the network dialing code, 9, plus the area code 416.

a. To create another line of blank fields to enter exchange codes, press [More Fields]. You can have up to 120 codes.

Note: If you run out of exchange code fields for an area/city code, create another table for that area/city code and return to step 4. The values you enter for the *Prefix for exchange codes in the table* and *Prefix for exchange codes Not in the table* fields in the second table must match those of the first table.

11 Do you want to save your changes?

a. If yes, press [Save].

The system saves the new parameters and displays an updated Dialing Translation Tables screen.

b. If no, press [Cancel].

The new parameters are discarded, and the Dialing Translation Tables screen is redisplayed.

Configuring the fax item maintenance VSDN and its session profile

Procedure 4-4
Configuring the fax item maintenance VSDN and its session profile

Starting point: The Main Menu

Use: The *VSDN/Session Profile for Fax Item Maintenance worksheet*

1 Select Voice Administration.

2 Select Voice Services Administration.

3 Select Voice Services–DN Table.

The Voice Services–DN Table screen is displayed, showing VSDNs which have been defined previously.

4 Are you defining the fax item maintenance service DN for the first time?

IF	THEN
yes (that is, you are defining the DN for the first time)	press [Add]. *Result*: The Add DN Information screen (Figure 4-8) is displayed.
no (that is, you are modifying or viewing the existing fax item maintenance service DN)	1. position the cursor beside the DN you want to view or modify. 2. press the <SpaceBar>. 3. press the [View/Modify] softkey. *Result*: The View/Modify DN Information screen is displayed.

Figure 4-8
The Add DN Information screen (fax item maintenance)

```
                        Voice Services Administration

     Add DN Information

*    Choice of Services:

     AN    AMIS Networking        AS   Announcement Service      EM  Express Messaging
     FI    Fax Info Service       FIM  Fax Item Maintenance      HM  Hospitality Messaging
     ACC   Meridian Access        NW   Meridian Networking       CO  Post Checkout Mailbox
     PM    Prompt Maintenance     RA   Remote Activation         TS  Thru-Dial Service
     TD    Time-of-Day Controls   TR   Transcription Service     VF  Voice Forms Service
     MS    Voice Menu Service     VM   Voice Messaging

¥    Customer Number:    2     Customer Name: Pearimeter Park

     Access DN:          1234

     Service:            FIM          %Language of Service:    [American_English]
                                                              Canadian_French

     Session Profile:    Custom  [Full_MultiMedia]

     Comment:            _____

   ──────────────────────────────────────────────────────────────────────

     Select a Softkey >

       Save              Cancel            Session
                                       Profile Detail
```

* All possible services are listed in this screen for illustration. ¥ Customer information appears for multi-customer systems.
% Typical languages shown for illustration.

Refer to the VSDN/Session Profile for Fax Item Maintenance worksheet.

5 Enter the access DN for the service.

6 In the *Service* field, enter FIM for Fax Item Maintenance.

An additional selection field, Session Profile, is displayed.

7 Do you have a multilingual system?

a. If yes, select the language to be used for system prompts.

b. If no, go to step 8.

8 Do you want to customize the session profile for the fax item maintenance service?

a. If yes, select Custom in the *Session Profile* field and go to step 9.

b. If no, select Full_MultiMedia and go to step 19.

9 Press [Session Profile Detail].

The Session Profile screen (Figure 4-9) is displayed.

Figure 4-9
The Session Profile screen (fax item maintenance)

```
                        Voice Services Administration

     Session Profile

¥   Customer Number: 2  Customer Name: Pearimeter Park

     Channel Capability Required:        Full_Multimedia

     Sender Fax Number:                  _____

     Billing DN:                         _____

     Page Transmission Error Handling:   Quit  [Continue]

     Treat Call Back Number As:          [National]  International  Dial_as_Entered  ESN

%   Call Back Dialing Restrictions:     0___    List Name:  Custom

$   Restriction Codes:
     0_____    1_____    2_____

     3_____    4_____    5_____
     _____ MORE BELOW

     The Session Profile will be saved only if the Previous Form is saved.

       Return to
     Previous Form
```

¥   These fields appear on a multi-customer system.

%   The restriction/permission set names shown here are the defaults. The names in your system may be different.

$ These fields appear only if you select Custom callback dialing restrictions.

> *If you have selected Custom as the session profile type, continue with the following steps:*

10 Do you want the number of the sending fax machine to appear in the fax trim tab?

   a. If yes, enter the number of the sending fax machine in the *Sender Fax Number* field.

   b. If no, go to step 11.

11 Do you want calls to this VSDN to be reported as a specific number (as the billing DN) other than this VSDN?

   a. If yes, enter the DN you want callback verification calls to be billed to in the *Billing DN* field.

   b. If no, go to step 12.

12 Do you want fax delivery to continue if an error is encountered during transmission?

   a. If yes, select Continue in the *Page Transmission Error Handling* field.

   b. If no, select Quit.

13 Select the kind of callback numbers to which you want to allow verification fax delivery.

IF you want faxes to be delivered to	THEN set the *Treat Call Back Number As* field to
callback numbers within your country code only	National.
international numbers	International.
on-switch extensions, to numbers in a CDP network, or to numbers as they are entered	Dial_as_Entered.
numbers that are on your ESN network only	ESN.

14 Do you want to create a custom restriction/permission list for this service?

   a. If yes, go to step 15.

   b. If no, enter the number of the restriction/permission list you want to assign to this service and go to step 18.

15 Enter 0 (zero) in the *Call Back Dialing Restrictions* field.

   Additional fields appear on the screen.

16 Enter, or change, the restriction codes as appropriate.

17 Enter, or change, the permission codes as appropriate.

18 Press [Return to Previous Form] to return to the Add, or View/Modify, DN Information screen.

19 Do you want to save your changes?

   a. If yes, press [Save].

   The system saves the new parameters and displays the updated Voice Services-DN Table screen.

   b. If no, press [Cancel].

   The new parameters are discarded and the Voice Services-DN Table screen is redisplayed.

Initial setup and ongoing application management

As the need arises, you will configure and update fax items, including sponsor fax items, and VSDNs and their session profiles for direct access to fax items, and for access to fax items through voice menus.

Defining the fax items in Meridian Mail

Procedure 4-5
Defining the fax items including sponsor items

Starting Point: The Main Menu

Use: The *Fax Item Definition worksheet*

1   Select Voice Administration.

2   Select Voice Services Administration.

3   Select Fax Item Definitions.

The Fax Item Definitions screen (Figure 4-10) is displayed.

Figure 4-10
The Fax Item Definitions screen (before any fax items have been defined)

```
                          Voice Services Administration


   Fax Item Definitions

      ID     Title








   _____

   There are no fax item definitions. Select Add to define one.

      Exit            Add                              Find
```
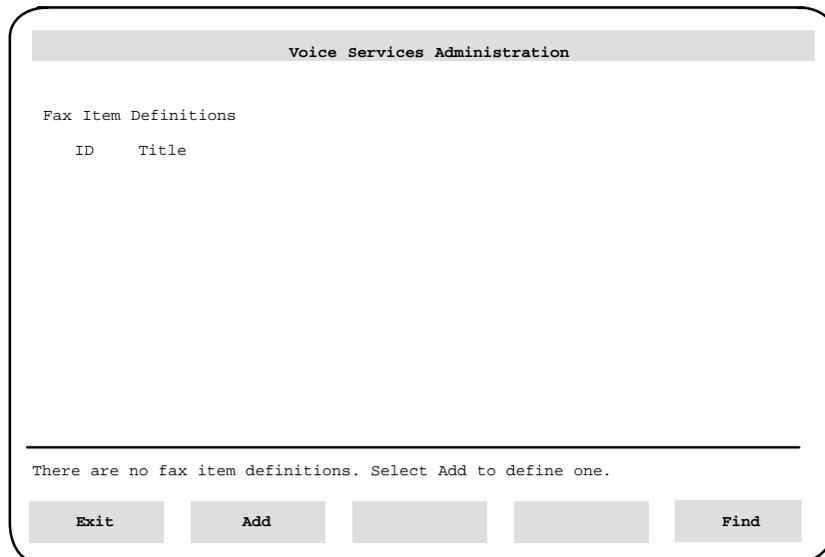
Figure 4-11
The Fax Item Definitions screen (after fax items have been defined)
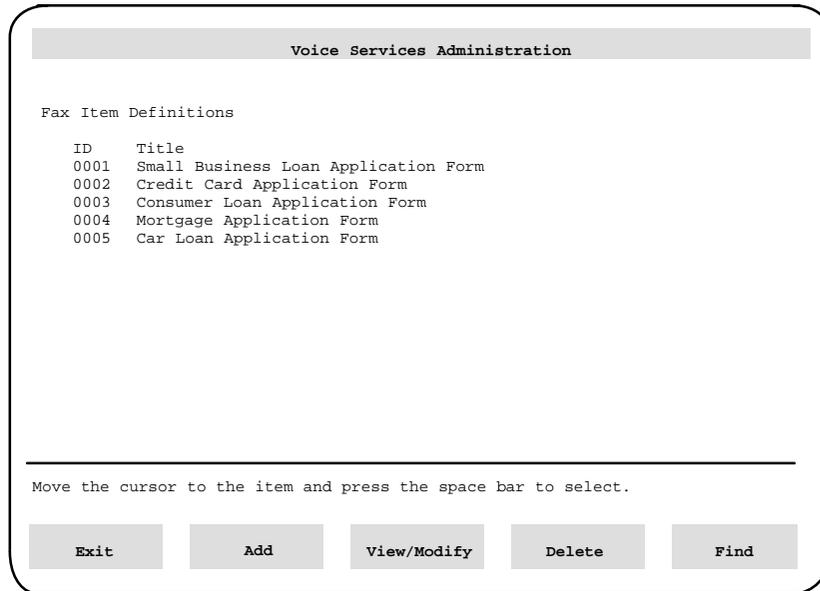
```
                    Voice Services Administration


 Fax Item Definitions
    ID     Title
    0001   Small Business Loan Application Form
    0002   Credit Card Application Form
    0003   Consumer Loan Application Form
    0004   Mortgage Application Form
    0005   Car Loan Application Form







_____

 Move the cursor to the item and press the space bar to select.


    Exit           Add        View/Modify      Delete        Find
```

The following information is displayed for each existing fax item definition:

— *the fax item ID number*

— *the title of the fax item*

4   Are you adding or modifying a fax item?

   a.   If you are adding a fax item, press [Add].

         The Add a Fax Item Definition screen (Figure 4-12) is displayed.

   b.   If you are modifying or viewing an existing fax item, position the cursor beside the fax item, press the <SpaceBar> to highlight the item, and press [View/Modify].

         The View/Modify a Fax Item Definition screen is displayed.

Figure 4-12
The Add a Fax Item Definition screen

```
                        Voice Services Administration

Add a Fax Item Definition

Fax Item ID:            34567          Title:    Credit Card Application

Access Password:        6060           Update Password:    7070

%Language for Prompts:    [American_English]
                          Canadian_French

Silent disconnect after direct access: [No] Yes

Confirmation Prompt Recorded:          No

Fax Content Stored:                    No

Confirmation Prompt
Modifiable via Telset                  [No] Yes

Verification Fax Number:               8050

Verification Fax Number
Modifiable via Telset                  [No] Yes


Select a Softkey >
      Save              Cancel
```

%   Typical languages shown for illustration.

Refer to the Fax Item Definition worksheet.

5   Enter the unique fax item ID.

6   Enter the fax item title.

7   Is a password needed to access the fax item?

  a.   If yes, enter the password in the *Access Password* field.

  b.   If no password is required to access the fax item, leave the field blank.

8   Is this a new fax item?

  a.   If yes, enter the update password in the *Update Password* field and go to step 10.

  b.   If no, go to step 9.

9   Can the existing fax item be maintained, or updated, remotely?

  a.   If yes, enter the update password in the *Update Password* field.

  b.   If no, leave the field blank.

10 Should the system "Good-bye" prompt be played when a caller is disconnected from the service?

    a.   If the prompt should be played, set the *Silent disconnect after direct access* field to No.

    b.   If the prompt should not be played, set the field to Yes.

Read-only fields indicate that the confirmation prompt has not been recorded, and that the fax content has not been stored.

    Note: All Fax on Demand confirmation prompts are recorded using a telephone set interface. There is no [Voice] softkey.

11 Is this a multilingual system?

    a.   If yes, select the language to be used for all system prompts.

    b.   If no, go to step 12.

12 Can the confirmation prompt be modified during a fax item maintenance (FIM) session using a telephone set?

    a.   If yes, set the *Confirmation Prompt Modifiable via Telset* field to Yes.

    b.   If no, set the field to No.

13 Enter the verification fax number.

14 Select whether to allow the verification fax number to be modified during the FIM session.

15 Can the verification fax number be modified using a telephone set?

    a.   If yes, set the *Verification Fax Number Modifiable via Telset* field to Yes.

    b.   If no, set the field to No.

16 Enter the verification contact ID.

17 Do you want to save your changes?

    a.   If yes, press [Save].

        The system saves the new parameters and displays the updated Fax Items Definition screen.

    b.   If no, press [Cancel].

        The new parameters are discarded, and the Fax Items Definition screen is redisplayed.

Loading the faxes into Meridian Mail

Procedure 4-6
Loading a fax including sponsor items

Starting point: You must be at a fax phone.

Use: The *Fax Item Definition worksheet* and the fax item

> *Note:* Appendix B contains a sample fax item maintenance call session.

1 Refer to the *Fax Item Definition worksheet*.

2 Call the DN for the Fax Item Maintenance Service.

3 When prompted, enter the ID of the fax item to be loaded.

4 When prompted, enter its update password.

5 If you want to change the password

   a. Enter the password change command <8><4>.

   b. Enter the new password twice, followed by the old password. End each password with number sign <#>.

   c. Remember to update the *Fax Item Definition worksheet*.

If "Confirmation Prompt Modifiable via Telset" is Yes on the Fax Item Definition screen, you can record a prompt. This prompt is what callers hear when they select this fax item.

6 If you want to record a confirmation prompt

   a. Enter the Record command <5>.

   b. Dictate the confirmation prompt.

   c. Press number sign <#> to end the recording.

   d. Enter the Play command <2> to review what you recorded.

   e. If necessary, enter the Record command and record the prompt again.

   f. Check the "Confirmation Prompt Recorded" box on the *Fax Item Definition worksheet*.

7 If you want to delete the confirmation prompt, enter the Delete command <7><6>.

8 To scan in the fax content, press <9>.

If "Verification Fax Number Modifiable via Telset" is Yes on the Fax Item Definition screen, you are prompted to enter a verification fax number.

9 If you want to change the verification fax number, enter the fax number followed by number sign <#>.

   Note: Remember that this change of verification fax number is effective for this caller session only.

10 If you do not want to change the verification fax number, enter number sign <#>.

11 You are prompted to initiate transfer of the new fax item.

12 Put the fax item in the fax machine, press the "Start/Send" key on the fax machine, and hang up the phone.

   The call is terminated when transmission is complete. The new content, confirmation prompt, and update password take effect immediately.

   If the appropriate flag is set in the Voice Services Profile, an information-level SEER is generated, recording the fact that the item was updated.

   The fax content is faxed by callback delivery either to the "Verification Fax Number" specified in the fax item definition, or to the number entered by you (the caller). This enables you or the sponsor to verify the correctness of the update. If the verification number is blank, and you do not enter a number, no verification fax is transmitted.

   If the upload transmission fails to complete successfully, the fax item and prompt are not updated, but retain their previous content. If a fax number for verification is available, a special "negative verification" fax is sent to this number.

13 If the transmission is successful, check the "Fax Content Stored" box on the *Fax Item Definition worksheet*.

   Note: Appendix C contains sample confirmation cover sheets for successful and unsuccessful uploads, and a sample trim tab for a verification fax.

Configuring the VSDN and session profile for each direct-access fax item

Callers access the fax by dialing a DN that gives them direct access to the fax item without going through a voice menu.

Procedure 4-7
Configuring the direct-access fax item VSDN and its session profile

Starting point: The Main Menu

Use: The *VSDN/Session Profile for a Direct-access Fax Item worksheet*

1   Select Voice Administration.

2   Select Voice Services Administration.

3   Select Voice Services-DN Table.

The Voice Services-DN Table screen is displayed.

4   Are you defining the direct-access fax item DN for the first time?

IF	THEN
yes (you are defining the DN for the first time)	press [Add]. ***Result***: The Add DN Information screen (Figure 4-13) is displayed.
no (that is, you are modifying or viewing the existing fax item DN)	1. position the cursor beside the DN you want to view or modify. 2. press the <SpaceBar>. 3. press the [View/Modify] softkey. ***Result***: The View/Modify DN Information screen is displayed.

Figure 4-13
The Add DN Information screen (direct access fax item)

```
                        Voice Services Administration

     Add DN Information

*    Choice of Services:

     AN    AMIS Networking        AS   Announcement Service    EM  Express Messaging
     FI    Fax Info Service       FIM  Fax Item Maintenance    HM  Hospitality Messaging
     ACC   Meridian Access        NW   Meridian Networking     CO  Post Checkout Mailbox
     PM    Prompt Maintenance     RA   Remote Activation       TS  Thru-Dial Service
     TD    Time-of-Day Controls   TR   Transcription Service   VF  Voice Forms Service
     MS    Voice Menu Service     VM   Voice Messaging

     Access DN:        2345

     Service:          FI       Fax Item ID:        34567

     Session Profile:  Custom  [Full_MultiMedia]  Full_Voice

     Comment:              _____


     _____

     Select a Softkey >

         Save              Cancel            Session
                                         Profile Detail
```

*   All possible services are listed in this screen for illustration purposes.

Refer to the VSDN/Session Profile for a Direct-access Fax Item worksheet.

5   Enter the Access DN for the service.

6   In the *Service* field, enter FI for Fax Item.

An additional input field, Fax Item ID, and an additional selection field, Session Profile, are displayed.

7   In the *Fax Item ID* field, enter the ID you gave the item in the Fax Item Definition screen.

8   Do you want to customize the session profile for the fax item?

   a.   If yes, select Custom in the *Session Profile* field and go to step 9.

   b.   If no, select Full_MultiMedia or Full_Voice, and go to step 29.

   If you have selected Full_MultiMedia or Full_Voice, you may only view the default settings. In addition, if you have selected Full_Voice, callers are restricted to callback delivery.

9   Press [Session Profile Detail].

The Session Profile screen (Figure 4-14) is displayed.

Figure 4-14
The Session Profile screen (direct-access fax item)

```
                              Voice Services Administration
      Session Profile

      Channel Capability Required:          Full_Multimedia    [Full_Voice]

      Session Time Limit (minutes):         10

      Maximum Number of Invalid Selections: 10

      Maximum Number of Fax Selections:     1

      Page Limit for Fax Selections:        40

      Fax Activity Revert DN:               _____

      Sender Fax Number:                    _____

      Sponsor Fax Item ID:                  _____

      Billing DN:                           _____

      Page Transmission Error Handling:     Quit  [Continue]
  #   Fax Delivery Option:                  Call_Back  Same_Call  Caller_Choice
  *   Call Back Extension Prompt:           No  [Yes]
  *   Treat Call Back Number As:            National  International  Dial_as_Entered  ESN
  *   Automatic Cover Sheet:                    No  [Yes]
  *&  Sender Name Display:                     _____
  *@  Call Back Dialing Restrictions:  ____    List Name:
  *$  Restriction Codes:
  0_____  1_____  2
  *$  Permission Codes:

      _____  _____


     _____

     Select a softkey >

       Return to
     Previous Form
```

This field is read-only and is set to Call_Back if "Channel Capability Required" is Full_Voice (the default).
@ The restriction/permission set names shown here are the defaults. The names in your system may be different.
* These fields appear only if "Fax Delivery Option" is Call_Back or Caller_Choice.
& This field appears only if "Automatic Cover Sheet" is Yes.
$ These fields appear only if "Call Back Dialing Restriction" is Custom.

If you have selected Custom as the session profile type, continue with the following steps:

10 Select the channel capability that is required for this direct-access fax item service.

IF the service is for a fax item AND the fax delivery mode is	THEN set the *Channel Capability Required* field to
callback	Full_Voice.
same call or caller choice	Full_MultiMedia.

11 Enter, or change, the session time limit.

12 Enter the maximum number of invalid selections.

13 Enter the page limit for fax selections.

14 Enter the fax activity revert DN if you want callers to be reverted to a specific DN if they press 0 (zero) during the session.

15 Enter the sender fax number.

16 If there is a sponsor fax item for this VSDN, enter the sponsor fax item ID.

17 Enter the DN to which you want callback fax delivery calls to be billed.

18 Select the action the system should take if there is an error when transmitting the fax item.

19 If the Channel Capability is Full_MultiMedia, select the fax delivery option.

IF you want	THEN set the *Fax Delivery Option* field to
faxes to be delivered on the same call on which the caller dialed in to Meridian Mail	Same_Call and go to step 28.
faxes to be delivered on a separate call, placed by Meridian Mail, to a callback number specified by the caller	Call_Back and go to step 20.
callers to choose how they want their fax selections delivered (same call or callback)	Call_Choice and go to step 20.

20 Do you want callers to be prompted for an extension number so that it appears on the automatic cover sheet?

   a.   If yes, select Yes in the *Call Back Extension Prompt* field.

   b.   If no, select No.

21 Select the format of callback numbers to which you want to allow fax delivery.

IF you want faxes to be delivered to	THEN set the T*reat Call Back Number As* field to
callback numbers within your country code only	National.
international numbers	International.
on-switch extensions, to numbers in a CDP network, or to numbers as they are entered	Dial_as_Entered.
numbers that are on your ESN network only	ESN.

22 Do you want the system-generated automatic cover sheet to be transmitted with the selected fax items?

   a.   If yes, select Yes in the *Automatic Cover Sheet* field and go to step 23.

   b.   If no, select No and go to step 24.

23 If the automatic coversheet is selected, enter the sender name as it is to be displayed.

24 Do you want to create a custom restriction/permission list for this service?

   a.   If yes, go to step 25.

   b.   If no, enter the number of the restriction/permission list you want to assign to this service and go to step 28.

25 Enter 0 (zero) in the *Call Back Dialing Restrictions* field.

Additional fields appear on the screen.

26 Enter, or change, the restriction codes as appropriate.

27 Enter, or change, the permission codes as appropriate.

28 Press [Return to Previous Form] to return to the Add DN Information screen.

29 Do you want to save your changes?

a. If yes, press [Save].

The system saves the new parameters and redisplays the Voice Services Administration Menu.

Note: Using [Save] on the Add DN Information screen also saves information entered on the Session Profile screen.

b. If no, press [Cancel].

The new parameters are discarded and the Voice Services Administration Menu is redisplayed.

Note: Using [Cancel] on the Add DN Information screen also discards information entered on the Session Profile screen.

Configure each voice menu

Use the *Voice Menu Definition worksheets* to configure the voice menus you are going use. This procedure is described in detail in the *Voice Services Application Guide* (NTP 555-7001-325).

Configuring the VSDN and session profile for each main menu

Callers access fax items by dialing a DN that gives them access to the voice menu, and by choosing the faxes from the menu.

**Procedure 4-8
Configuring the main menu VSDN and its session profile**

Starting point: The Main Menu

Use: The *VSDN/Session Profile for a Main Menu worksheet*

1 Select Voice Administration.

2 Select Voice Services Administration.

3 Select Voice Services-DN Table.

The Voice Services-DN Table screen is displayed.

4   Are you defining the fax voice menu DN for the first time?

IF	THEN
yes (you are defining the DN for the first time)	press [Add]. **Result**: The Add DN Information screen (Figure 4-15) is displayed.
no (that is, you are modifying or viewing the existing fax menu DN)	1. position the cursor beside the DN you want to view or modify. 2. press the <SpaceBar>. 3. press the [View/Modify] softkey. **Result**: The View/Modify DN Information screen is displayed.

Figure 4-15
The Add DN Information screen (main menu)

```
                          Voice Services Administration

      Add DN Information

  *   Choice of Services:

      AN    AMIS Networking         AS   Announcement Service   EM Express Messaging
      FI    Fax Info Service        FIM  Fax Item Maintenance   HM Hospitality Messaging
      ACC   Meridian Access         NW   Meridian Networking    CO Post Checkout Mailbox
      PM    Prompt Maintenance      RA   Remote Activation      TS Thru-Dial Service
      TD    Time-of-Day Controls    TR   Transcription Service  VF Voice Forms Service
      MS    Voice Menu Service      VM   Voice Messaging

      Access DN:        2345

      Service:          MS_        Voice Menu ID:        345678_

      Session Profile:  Custom  Full_MultiMedia  [Full_Voice]  Basic

      Comment:          _____


    _____

      Select a Softkey >

         Save              Cancel            Session
                                          Profile Detail
```

*   All possible services are listed in this screen for illustration purposes.

Refer to the VSDN/Session Profile for a Main Menu worksheet.

5   Enter the DN required to access this service.

6   In the *Service* field, enter MS for voice menu.

An additional input field, Voice Menu ID, and an additional selection field, Session Profile, are displayed.

7 In the *Voice Menu ID* field, enter the ID you gave the item in the Voice Menu Definition screen.

8 Do you want to customize the session profile for the fax item?

a. If yes, select Custom in the *Session Profile* field and go to step 9.

b. If no, select Full_MultiMedia or Full_Voice, and go to step 31.

If you select Full_Multimedia or Full_Voice, you may only view the default settings. If you select Full_Voice, callers are restricted to callback delivery for faxes selected through this menu.

Note: The Basic profile cannot be used for a menu which contains a fax item, or for a menu which contains a menu which contains a fax item.

9 Press [Session Profile Detail].

The Session Profile screen (Figure 4-16) is displayed.

Figure 4-16
The Session Profile screen (main menu)

```
ABC Company                    Voice Services Administration

Session Profile

Channel Capability Required:          Full_Multimedia [Full_Voice] Basic

Session Time Limit (minutes):         10

Maximum Number of Invalid Selections: 10

Maximum Number of Fax Selections:     5

Page Limit for Fax Selections:        40

Fax Activity Revert DN:               _____

Sender Fax Number:                    _____

Sponsor Fax Item ID:                  _____

Billing DN:                           _____

Page Transmission Error Handling:     Quit  [Continue]

#  Fax Delivery Option:               Call_Back  Same_Call  Caller_Choice

*  Call Back Extension Prompt:        No  [Yes]

*  Treat Call Back Number As:         National  International  Dial_as_Entered  ESN

*  Automatic Cover Sheet:             No  [Yes]

*& Sender Name Display:               _____

*  Call Back Dialing Restrictions:    ____   List Name: _____

*$ Restriction Codes:

0 _____    1 _____    2 _____

*$ Permission Codes:

_____    _____


   Select a softkey >

   Return to
 Previous Form
```

This field is read-only and is set to Call_Back if "Channel Capability Required" is set to Full_Voice (the default).
* These fields appear only if "Fax Delivery Option" is Call_Back or Caller_Choice.
& This field appears only if "Automatic Cover Sheet" is Yes.
$ These fields appear only if "Call Back Dialing Restriction" is Custom.

If you have selected Custom as the session profile type, continue with the following steps:

10 Select the channel capability that is required for this fax menu service.

IF the service is for a voice menu and it invokes any of the following	**THEN set the *Channel Capability Required* field to**
▪ voice messaging ▪ express messaging ▪ fax items using callback delivery mode ▪ other voice menus or time-of-day controllers that invoke any of the above services	Full_Voice.
▪ fax item maintenance ▪ fax items using same call or caller choice delivery mode	Full_MultiMedia.

11 Enter the session time limit.

12 Enter the maximum number of invalid selections.

13 Enter the maximum number of fax selections.

14 Enter the page limit for fax selections.

15 Enter the fax activity revert DN if you want callers to be reverted to a specific DN if they press 0 (zero) during the session.

16 Enter the sender fax number.

17 If there is a sponsor fax item for this VSDN, enter the sponsor fax item ID.

18 Enter the DN to which you want callback fax delivery calls to be billed.

19 Select the action to be taken if there is an error when transmitting a fax item.

20 If the *Channel Capability* field is set to Full_MultiMedia, select the fax delivery option.

IF you want	THEN set the *Fax Delivery Option* field to
faxes to be delivered on the same call on which the caller dialed into Meridian Mail	Same_Call and go to step 28.
faxes to be delivered on a separate call, placed by Meridian Mail, to a callback number specified by the caller	Call_Back and go to step 21.
callers to choose how they want their fax selections delivered (same call or callback)	Call_Choice and go to step 21.

21 Select whether the caller will be prompted to enter an extension for a callback delivery.

22 Do you want callers to be prompted for an extension number so that it appears on the automatic cover sheet?

   a. If yes, select Yes in the *Call Back Extension Prompt* field.

   b. If no, select No.

23 Select the format of callback numbers to which you want to allow fax delivery.

IF you want faxes to be delivered to	THEN set the *Treat Call Back Number As* field to
callback numbers within your country code only	National.
international numbers	International.
on-switch extensions, to numbers in a CDP network, or to numbers as they are entered	Dial_as_Entered.
numbers that are on your ESN network only	ESN.

24 Do you want the system-generated automatic cover sheet to be transmitted with the selected fax items?

a. If yes, select Yes in the *Automatic Cover Sheet* field and go to step 25.

b. If no, select No and go to step 26.

25 If the automatic coversheet is selected, enter the sender name as it is to be displayed.

26 Do you want to create a custom restriction/permission list for this service?

a. If yes, go to step 27.

b. If no, enter the number of the restriction/permission list you want to assign to this service and go to step 30.

27 Enter 0 (zero) in the *Call Back Dialing Restrictions* field.

Additional fields appear on the screen.

28 Enter, or change, the restriction codes as necessary.

29 Enter, or change, the permission codes as necessary.

30 Press [Return to Previous Form] to return to the Add DN Information screen.

31 Do you want to save your changes?

a. If yes, press [Save].

The system saves the new parameters and redisplays the Voice Services Administration Menu.

Note: Using [Save] on the Add DN Information screen also saves information entered on the Session Profile screen.

b. If no, press [Cancel].

The new parameters are discarded and the Voice Services Administration Menu is redisplayed.

Note: Using [Cancel] on the Add DN Information screen also discards information entered on the Session Profile screen.

Testing Fax on Demand

Before you make a Fax on Demand service available to callers, you must test it thoroughly.

You need to ensure that the following conditions are met:

1 All items, whether direct access or menu access, can be retrieved, and are of acceptable quality.

2   The delivery type for each menu and direct access item works as described in the greeting or confirmation prompt.

Note: Because a single fax item may be accessed directly and may appear on more than one menu, you must be sure that the confirmation prompt is suitable for all of the circumstances under which it will be heard.

Because of possible conflicts in the requirements for an item to be accessed both directly and by menu, you may want to make two fax items with the same content, so that each access type can have an appropriate confirmation prompt.

3   The instructions are adequate to tell a caller the following information:

a.   if they need to be calling from a fax phone (This is one of the first things that needs to be mentioned.)

b.   if they have a choice of delivery methods

c.   during what hours to expect delivery if they select callback, or if callback delivery is forced

4   If you make changes as a result of testing, test again to make sure the changes were carried out correctly, and update the worksheets.

In addition, you need to assess the impact of adding the application to your system.

Run the disk usage detail report to check whether VS1 is approaching 80% full as a result of the addition of the Fax on Demand application. If so, the voice services definitions will have to be moved to another volume. See the "System Engineering" chapter in this guide.

Differences between multi-customer and single-customer systems

The following are differences between a multi-customer and single-customer Fax on Demand system:

1   Fax item definitions can only be created at the customer administration level. Either log on to the Meridian Mail administration terminal with the Customer Administrator password, or use the System Administrator password and then select Customer Administration.

However, fax item definitions can be maintained at the customer administration level or at the system administration level.

2   Customer Administration screens in a multi-customer system display the customer's name in the upper left corner. The upper left corner of screens in single-customer systems is blank.

3   In multi-customer systems, voice administration screens are invoked from the Customer Administration Menu. However, in single-customer systems, voice administration screens are invoked from the Main Menu.

Chapter 5: Monitoring and troubleshooting a Fax on Demand application

There are two fax audit trail reports which you can use to monitor or troubleshoot fax services. They are

- Summary Fax Audit Trail report

- Detail Fax Audit Trail report

In addition, you can use the following Operational Measurement traffic reports to monitor the utilization of your Meridian Mail system and your Fax on Demand application:

- Fax Delivery Detail report

- Services Summary report

- Services Detail report

- Disk Usage Detail report

The traffic reports are described in greater detail in the "Operational Measurements" chapter of the *System Administration Guide*.

Fax Audit Trail reports

Fax audit trail statistics allow you to monitor how users are using the Fax on Demand feature. There are actually two Fax Audit Trail reports that you can generate:

- *Summary report* The report shows each fax outcall that was made during the reporting interval, along with the called DN and the status of the call.

- *Detail report* The report provides a more thorough account of each outcall request including the DN of the channel that was used to place the call and the number of retries (if any).

Each report provides fax data for a period specified by you.

Note: Before you can generate a Fax Audit Trail report, the Meridian mail system must be set so that the collection of audit trail data is enabled. For more information on audit trail reports, refer to Chapter 32, "Audit Trail reports, " in your *System Administration Guide*.

The Summary Fax Audit Trail report

The Summary Fax Audit Trail report lists each fax callback attempt. Use this report to determine which fax delivery attempts are causing the high retry counts and failures that were detected by the Fax Activity report. To explore the cause of the problems in greater detail, run the Detail Fax Audit Trail report.

The summary report displays the following information:

- *Date* The date the call was made.

- *Description* The name (acronym) of the application.

- *Billing DN* The billing DN that originated the call.

- *Start (hh:mm)* The time at which the call was made.

- *Duration (mm:ss)* The length of the call in minutes and seconds.

- *Calling DN* The destination DN for the fax delivery.

- *Call Status* This field displays the result of the call:

  — *Transmitted* This status indicates that fax transmission completed without error.

  — *Transmit Error* This status indicates that the fax transmission started but was not completed successfully.

  — *No Carrier* This status indicates that the fax transmission was not started because the call was not answered, or was answered but not by a compatible fax device.

For more information on the Summary Fax Audit Trail report, refer to Chapter 32, "Audit Trail reports," in your *System Administration Guide*.

The Detail Fax Audit Trail report

In addition to the information displayed in the summary report, the detailed report contains the following information:

- *Transaction (hh:mm)* The time at which the delivery should have taken place.

- *Start (hh:mm)* The time at which the current outcall process started.

- *Duration (mm:ss)* The length of the call.

- *Called DN* The destination DN for the delivery.

- *Channel DN* The DN that was used to originate the call.

- *Retry* The number of retries that have been made at the time of the attempt. This field is incremented by one each time a DN is retried.

- *Request #* This is the number of the transaction request.

- *Outcall Process* The type of audit trail entry. This could be one of the following:

  — *Submission* indicates that a request has been made for an outcalling service.

    Instead of "Submission," you may also see "Recovery."

  — *Recovery* indicates that faxes for outcalling have been detected and submitted after a system reboot.

  — *Validation* indicates a checking process just before a call was, or is, made.

  — *Call Results* indicates information regarding the Call Status and Outcall Action in the adjacent fields.

- *Call Status* This field indicates the status of the call attempt. The status can be one of the following:

  — *Transmitted* indicates that the fax transmission completed without error.

  — *Transmission Error* indicates that the fax transmission was started but not successfully completed.

  — *No Carrier* indicates that the fax transmission was not started because the call was not answered, or was answered but not by a compatible fax device.

— *Illegal Window* indicates that the fax became stale during an illegal time window and could not be delivered. (The stale date parameter defaults to 36 hours. If a message cannot be delivered within this time, a message becomes stale.)

— *Stale Date* indicates that the fax was not delivered immediately (either because it was sent during a restricted time period, or the fax was not transmitted and was, therefore, rescheduled). The fax became stale during a permitted time period and could not be delivered. (The stale date parameter defaults to 36 hours. If a fax cannot be delivered within this time, a fax becomes stale.)

— *Bad Called DN* indicates that during an outcall, the target DN was dialed, and a bad called DN was detected by the local switch. (In other words, the target DN is invalid for some reason.) The callback fax is not delivered and is removed.

— *Resource Delay* indicates that the outcall was not completed because the line on which the call was to be made was taken away due to an incoming call which was given priority. The outgoing call is retried on a different channel. If this is a persistent problem, reserve channels for outcalling and make sure no ACD queues line DNs terminate on them.

— *Incomplete* indicates that the outcall could not be completed. The call attempt will be treated as a busy attempt, and a retry attempt will be scheduled if the busy and no answer retries have not been exhausted. If there is an accompanying SEER, follow the action described in the *Maintenance Messages (SEERs)* (NTP 555-7001-510).

- **Outcall Action** This field indicates the action performed on the request. The possibilities are as follows:

  — *Continue* indicates that the validation has been passed and a call attempt is to be made.

  — *Remove, retry limit reached* indicates that after the call, the retry was not rescheduled because the retry limit had been reached.

  — *Remove* indicates that the fax was successfully delivered.

  — *Reset* indicates that a problem was encountered retrieving information. Requests will be discarded and recovered from disk.

— *Delayed 1* indicates that a channel on which to call out could not be obtained. Will retry later.

— *Delayed 2* indicates that a channel was obtained, but it was taken away before the call was made. Will retry later.

— *Defer* indicates that another call attempt has been scheduled.

For more information on the Detail Fax Audit Trail report, refer to Chapter 32, "Audit Trail reports," in your *System Administration Guide*.

Generating and viewing a fax audit trail report

The Fax Audit Trail Report screen is accessed from the Operational Measurements menu. This is a report selection screen in which you specify the type of report you want to retrieve (summary or detail) as well as the duration of the report period.

You must specify whether you want to generate a report for a particular billing DN, called DN, or all. You can either generate a report that includes all of the information currently stored on disk for that billing DN or called DN, or generate a shorter report for a specific time period. The report can either be viewed on your terminal or printed.

Procedure 5-1
Generating a fax audit trail report

Starting point: The Main Menu

1   Select Operational Measurements.

2   Select Fax Audit Trail Report.

The Fax Audit Trail Report screen (Figure 5-1) is displayed.

Figure 5-1
The Fax Audit Trail Report

```
ABC Company                    Operational Measurements

 Fax Audit Trail Report

 Report Type:              [Summary]    Detail

 Selection Criteria:       [All]    Billing_DN        Called_DN

   *   Billing_DN:  _____

   *   Called_DN:   _____




 Report Start   (dd/mm/yy hh:mm):   _____   (or blank for oldest)
 Report End     (dd/mm/yy hh:mm):   _____   (or blank for newest)



 Select a softkey >

     Exit                      View          Print
                             Reports        Reports
```

```
* Only one of these fields will be displayed depending on the Selection
  Criteria. See the field descriptions below.
```

3   Do you want a summary fax audit trail report?

   a.   If yes, set the *Report Type* field to Summary.

   b.   If no, set the field to Detail.

4   Specify the selection criteria (Billing DN, Called DN, or All).

IF you want to view	THEN set the *Selection Criteria* field to
all entries in the database	All.
database entries matching the specified billing DN	Billing_DN.
database entries matching the specified called DN only	Called_DN.

5   Enter the report start and end times.

If these fields are left blank, all fax outcalling data that is currently stored on disk will be retrieved.

6   Do you want to view or print the report?

IF you want	THEN
to view the report(s) on screen	go to step 7.
to print the reports	go to Procedure 5-2.
to cancel the request	go to step 9.

7   Use [View Reports].

The first fax audit trail report is displayed or printed.

See the next section, "The Summary Fax Audit Trail Report."

8   Use [Next Page] to view the next page of the report.

When the last page has been displayed, a prompt appears indicating it is the end of the report.

9   Use [Exit].

You are returned to the Fax Audit Trail Report screen.

Procedure 5-2
Printing the Fax Audit Trail Report

Starting point: The Main Menu

1   Select Operational Measurements.

The Operational Measurements menu appears.

2   Select Fax Audit Trail Report.

3   Change the selection criteria as desired.

4   Ensure that the printer is online and has paper.

5   Use [Print Reports]. (Ensure that the printer is online.)

A new set of softkeys are displayed: [Cancel Printing] and [Continue Printing].

6   Use [Continue Printing] to print the report or [Cancel] if you do not want to print the report.

If you selected [Continue Printing], a [Cancel] softkey is displayed which can be used to cancel printing once printing has started.

You are returned to the Operational Measurements menu.

Traffic reports

Meridian Mail traffic reports show how much the system is being used. That is, the reports identify the number of calls processed, and the number of times a user logs in to Meridian Mail or accesses particular features such as voice menu applications and outcalling.

For more information on the traffic reports, refer to Chapter 31, "Operational Measurements traffic reports," in your *System Administration Guide*.

The Fax Delivery Detail report

The Fax Delivery Detail report details activity for the Fax services. This report is only available if Fax on Demand is installed on the system.

The system administrator monitors the Fax Delivery Detail report for indications of delivery errors and excessive delivery delays. High numbers of failures or complaints of non-delivery will prompt the administrator to run the Fax Audit Trail report to determine the cause of the problem.

The Fax Delivery Detail report is key for monitoring the system's Fax on Demand activity. Besides providing the number of faxes delivered, it provides two monitor points:

- The difference between the number of successes and the number of new requests is the number of fax requests the system failed to deliver. If the number is unusually large, you may want to use the Fax Audit Trail report to investigate the circumstances.

- The average and maximum wait times (in seconds) for outcalling resources. If these times exceed your service targets for wait time, you should use the Channel Summary Report to ensure that all your multimedia ports are operational. If they are, then you should consider adding more multimedia ports to the system.

The Fax Delivery Detail report shows statistics on requests for fax callback delivery, and attempts to service the requests (successful connections, retries, unreachable calls, waiting times).

You can specify the start and end dates and times for which you want the report data to be displayed.

Fields on the report
The report displays the following fields:

- *Interval Start-End*   Data is divided into intervals. The length of the interval depends on the entry made in the *Traffic Commit Interval* field in the Operational Measurement Options screen. The number of intervals displayed depends on the entries made in the *Traffic Period Start* and *Traffic Period End* fields in the Operational Measurement Options screen.

  The amount of data displayed in this report depends on the *Report Start* and *Report End* entries that were made in the Traffic Reports screen. If no report start and end dates and times were given, all data currently stored on disk are displayed.

  For example, if data is collected 24 hours a day (from 01:00 to 01:00), and the commit interval is one hour, the report will divide the data into 24 intervals for each day included in the report.

- *Number of New Requests*   The total number of new requests that were made for the Fax Call Back services during the interval.

- *Number of New Attempts*   The number of attempts made to process new requests for Fax Call Back services during the interval.

- *Number of Retries*   The number of attempts made to process old requests for Fax Call Back services during the interval because one of the following occurred at the destination number:

  — No carrier was received.

  — A transmission error occurred.

- *Number of Successes*   The number of successful Fax callbacks during the interval.

  Note: A callback is successful if the call status on the audit trail is "Transmitted."

- *Wait Time (Avg)*   The average amount of time, based on all Fax callback attempts made during the interval, that the Fax outcalling agent (FOC) needed to acquire the resources necessary to make the call.

- *Wait Time (Max)* This number represents the Fax callback attempt that took the longest amount of time during the interval to acquire the resources necessary to make the call.

Report Analysis

If there is minimal use of the fax outcalling features, there could be several reasons for this, including the following:

- The users do not know how to use the service. If so, train all fax outcalling users on how to use the service.

- The users are unaware that the service exists. If so, inform the users of the service, and provide training if necessary.

- There is a technical problem with the service. Have the problem investigated and fixed.

If the number of retries is high, the reason may be one of the following:

- The destination number was busy.

- There was no answer at the destination.

- There was an incompatible device at the target DN.

- A transmit error prevented the fax from being received.

The number of new attempts should equal the number of new requests. If the number of new requests is greater than the number of new attempts, then the system is not keeping up with the demand for fax outcalling. The system may need more multimedia channels.

If the wait time is high, this also indicates a need for more channels. The wait time indicates how long the fax outcalling agent has to wait for a free channel.

The number of successes should equal the number of attempts. If the numbers are not equal, the reason may be one of the following:

- There may be a problem with the destination fax device.

- Although Meridian Mail may not have any outcalling restrictions, the switch might have some restrictions. For example, long–distance dialing may be restricted.

- The fax outcalling feature may have been set up incorrectly by either the administrator or the user.

For more information on the Fax Delivery Detail report, refer to Chapter 31, "Operational Measurements traffic reports," in your *System Administration Guide*.

- If the channels were tied up for a long time, the retry timeouts may have expired. If the wait times are high, then this is probably what happened. You may need to dedicate channels to fax outcalling (or increase the number of channels dedicated to fax outcalling).

The Services Summary report

The Services Summary report provides statistics for each of the services installed in your system. The total number of times a user dialed a service (number of accesses), and the average length of each access, are given.

Fields on the report

The report displays the following fields:

- *Interval Start-End*   Data is divided into intervals. The length of the interval depends on the entry made in the *Traffic Commit Interval* field in the Operational Measurement Options screen. The number of intervals displayed depends on the entries made in the *Traffic Period Start* and *Traffic Period End* fields in the Operational Measurement Options screen.

- *Service Name*   This field displays the name of the service that was accessed.

- *Number of Accesses*   This field displays the number of calls (peg count) made to the corresponding service.

    Note: If a call continues past the interval, the access is counted only in the second interval (when the call is completed), although the call length is properly divided between the two intervals.

- *Average Length (in seconds)*   This field displays the average length of the corresponding voice service session during the specified interval.

- *Voice Mail Usage (in CCS)*   This field displays the amount of time that a Meridian Mail service was active in the defined interval. The value is given in CCS (hundred call seconds), a traffic measurement statistic.

For more information on the Services Summary report, refer to Chapter 31, "Operational Measurements traffic reports," in your *System Administration Guide*.

The Services Detail report

The Services Detail report is available only if Fax on Demand, Voice Forms, or Voice Menus is installed on your system. The Services Detail report records the number of times that each menu option in a voice menu application was used during the reporting period. This report details all accesses, direct or indirect, to voice menus, announcements, fax items, Thru-Dial service, time-of-day controllers, and voice forms. Direct access occurs when a user dials the DN of the menu, announcement, or fax item. Indirect access occurs when a service is accessed from another service through a menu selection.

Fields on the report

The report displays the following fields:

- *Interval Start-End* Data is divided into intervals. The length of the interval depends on the entry made in the *Traffic Commit Interval* field in the Operational Measurement Options screen. The number of intervals displayed depends on the entries made in the *Traffic Period Start* and *Traffic Period End* fields in the Operational Measurement Options screen.

  The amount of data displayed in this report depends on the *Report Start* and *Report End* entries that were made in the Traffic Reports screen. If no report start and end dates and times were given, all data currently stored on disk are displayed.

  For example, if data is collected 24 hours a day (from 01:00 to 01:00), and the commit interval is one hour, the report will divide the data into 24 intervals for each day included in the report.

- *ID* This field displays the service name and ID. The service name and ID can be

  — AS for Announcements

  — MS for Voice Menus

  — FI for Fax Information

  — VF for Voice Forms

  — TD for Time of Day

— TS for Thru-Dial

- *Service Accesses*   This field displays the number of times the service was accessed (either directly or indirectly) during the measurement period.

- ***For each menu item, the number of accesses are***   This is the total number of times that each menu option was used during the measurement period. For stand-alone announcements and fax items, all frequencies are 0 (zero). If announcements or fax items are accessed through a voice menu, then there is an access count if a caller presses 0 to revert to the attendant.

    Note: The number of access of the individual menu items may not add up to the number of access for the menu itself (Service Accesses) because some callers will hang up after reaching the menu if they do not want to choose any of the menu options, or if they want to talk to a live person.

    Similarly, calls from rotary dial phones that are able to directly access a menu will be counted in the Service Access column but not in the number of access for individual menu items, since the rotary dial phone does not have the touch-tone capability required to select a menu item.

- ***For time-of-day controllers***   All frequencies are 0 (zero) and are denoted by dashes (–).

- ***For voice forms and thru-dials***   Only the 0 (zero) key can have a valid value of 0 or 1. The 0 key will have a value of 1 if a caller presses "0" to revert to the attendant. Keys 1–9 will be denoted by dashes (–).

For more information on the Services Detail report, refer to Chapter 31, "Operational Measurements traffic reports," in your *System Administration Guide*.

The Disk Usage Detail report

The Disk Usage Detail report provides information on disk space usage on the voice storage volumes.

Fields on the report

The report displays the following fields:

- *Interval Start-End*   Data is divided into intervals. The length of the interval depends on the entry made in the *Traffic Commit Interval* field in the Operational Measurement Options screen. The number of intervals displayed depends on the entries made in the *Traffic Period Start* and *Traffic Period End* fields in the Operational Measurement Options screen.

- *Volume Name*   This field shows the name of the user volume (for example, VS1, VS2, VS202, and so on). Volumes are sections on disks.

- *Voice Volume Size (hh:mm)*   This field show the amount of disk space that has been used, displayed in hours and minutes. One hour of voice storage is equivalent to 8.5 Mbytes.

- *Voice Volume Used (%)*   This field indicates the percentage of voice disk space used at the end of the interval.

- *Text Space Used (%)*   This field indicates the percentage of text disk space used at the end of the interval.

For more information on the Disk Usage Detail report, refer to Chapter 31, "Operational Measurements traffic reports," in your *System Administration Guide*.

Viewing and printing traffic reports

Use the traffic reports screen to view or print a particular report. The following procedure describes how to do this.

Procedure 5-3
Viewing and printing traffic reports

Starting point: The Operational Measurements screen

1   Select Traffic Reports.

   The Traffic Reports screen appears.

2   Select the reports you wish to view.

3   (This step is optional.) Specify start and stop times for the report period by entering the values in the *Report Start* and *Report End* fields.

4   Choose step 4a to view the reports on the terminal, 4b to print the reports, or 4c to cancel.

   a.   Use [View Reports].

The selected report screens are displayed (see the following pages for descriptions of each report).

When you select the various reports screens, you will see <Next Page>, <Next Report>, and <Exit> softkeys at the bottom of the screen. <Next Report> lets you exit from the current report screen to the next report screen,while <Exit> lets you exit from all the report screens back to the Traffic Reports screen.

Use [Next Page] to view subsequent pages of the current report.

b.   Use [Print Reports].

You are prompted to ensure the printer is ready and online.

Use [Continue Printing] to print the reports, or use [Cancel Printing] at any time to cancel printing. There may be some delay before control is returned to the screen because it waits for the printer to stop printing.

c.   Use [Cancel].

The Operational Measurements menu is redisplayed.

Chapter 6: Maintaining a Fax on Demand application

Overview

For many Fax on Demand maintenance functions, the procedures used to configure the service initially can also be used for modifying parameters.

This chapter lists each possible maintenance function and refers you to the appropriate procedure in the "Configuring a Fax on Demand application" chapter, or, if the procedure is sufficiently different from initial configuration, to the procedure in this chapter.

In each case, remember to update the appropriate worksheets so that your records will be up to date.

If you want to	See	Page
Modify fax administration parameters	Procedure 4-1	4-3
Modify network dialing prefixes	Procedure 4-2	4-4
Modify dialing translations	Procedure 4-3	4-6
Modify the fax item maintenance VSDN and session profile	Procedure 4-4	4-9
Modify a fax item by touch-tone phone	Procedure 6-1	6-3
Modify a fax item using an administrative terminal	Procedure 6-2	6-5

Note: See page 6-2 for a list of which fax parameters can be modified by touch-tone phone and which can be modified using the administrative terminal.

Delete a fax item	Procedure 6-3	6-7

Modifying and deleting fax items

Certain characteristics of fax items can be changed by touch-tone phone using the Fax Item Maintenance service. Others can be changed from the administrative terminal. Some can be changed by either means. Table 6-1 below summarizes what changes may be made by which means.

As you change and delete fax items and menus, be sure to make corresponding changes to the VSDN table, to prompts, and to fax menus.

Table 6-1
Modifying a fax item

	by fax phone using the Fax Item Maintenance Service	using the administrative terminal
Change fax item ID	No	Yes
Change fax image using a fax phone	Yes	No
Change title	No	Yes
Change access password	No	Yes
Change update password	Yes	Yes
Change confirmation prompt	Yes*	No
Change verification fax number	Yes**	Yes
Change verification contact ID	No	Yes
Delete fax item	No	Yes
* If so configured using the administrative terminal. ** On a per-session basis.		

Modifying a fax item by touch-tone phone (fax item maintenance)

Procedure 6-1
Modifying a fax item by touch-tone phone

Starting Point: If you want to change the fax item content, you must be at a fax phone.

Use: The *Fax Item Definition worksheet*

> *Note:* The sample fax item maintenance session in Appendix B shows the system prompts and typical user prompts.

1   Update and refer to the *Fax Item Definition worksheet.*

2   Call the Fax Item Maintenance Service DN.

3   When prompted, enter the ID of the fax item to be changed and press <#>.

4   When prompted, enter its update password and press <#>.

You are prompted to create or change the confirmation prompt, scan the fax content, or change the update password.

> *Note:* If you are going to change the confirmation prompt and the update password, it does not matter which change you make first.

If the confirmation prompt is set in the session profile to "Modifiable via Telset," and a confirmation prompt exists, you are prompted to record a new one or to delete the existing one. If a confirmation prompt has not yet been recorded, you are prompted to create one.

5   If you want to record a confirmation prompt

    a.   Press <5> for the Record command.

    b.   Dictate the new confirmation prompt and press <#>.

    c.   Press <2> to review what you recorded.

    d.   If necessary, enter the Record command (that is, <5>) and record the prompt again.

6   If you want to change the update password

    a.   Press <8><4>.

    You are prompted to enter the new password twice.

    b.   Enter the new password twice followed by <#> each time.

    You are prompted to enter the old password.

    c.   Enter the old password and press <#>.

7   If you want to delete an existing confirmation prompt, press <7><6>.

You are prompted to initiate transfer of the new fax item.

8   If you want to transmit a new fax item, press <9>.

If the verification fax number is set to "Modifiable via Telset," you are prompted to change the verification fax number.

Note: Any change you make to the verification fax number is effective for this callback verification only. The verification fax number recorded for the fax item is not changed.

9   If you want to change the verification fax number, enter the fax number and press <#>.

10   If you do not want to change the verification fax number, press <#>.

11   Put the fax item in the fax machine, press the "Start/Send" key on the fax machine, and hang up the phone.

If you transmitted a new fax item, the call is terminated when transmission is complete. The changes you made take effect immediately.

An information-level SEER is generated recording the fact that the item was updated.

If the fax content was changed, it is faxed by callback delivery to the "Verification Fax Number" specified in the fax item definition, or the number you entered. This enables you to verify the correctness and clarity of the update. If there is no verification fax number, no verification is transmitted.

If the transmission fails, the fax item and confirmation prompt are not updated and revert to their previous contents. However, the update password is changed. If a verification fax number exists, an error notification cover sheet is sent to the number.

If the fax content is not changed, no verification fax is sent.

Modifying a fax item using the administrative terminal

Procedure 6-2

Modifying a fax item using the administrative terminal

Starting Point: The Main Menu

Use: The *Fax Item Definition worksheet*

1   Update the *Fax Item Definition worksheet* for the item. See the "Planning a Fax on Demand application" chapter in this guide.

2   Select Voice Administration.

3   Select Voice Services Administration.

4   Select Fax Item Definitions.

The Fax Item Definitions screen (Figure 6-1) is displayed.

Figure 6-1
The Fax Item Definitions screen

```
                       Voice Services Administration


   Fax Item Definitions

      ID     Title
      0001   Small Business Loan Application Form
      0002   Credit Card Application Form
      0003   Consumer Loan Application Form
      0004   Mortgage Application Form
      0005   Car Loan Application Form








   _____

   Move the cursor to the item and press the space bar to select.


     Exit          Add         View/        Delete        Find
                                Modify
```

The following information is displayed for each existing fax item definition:

- *the fax item ID number*

- *the title of the fax item*

5 Move the cursor to the fax item you want to update.

6 Select the item by pressing [SpaceBar].

7 Press [View/Modify].

The View/Modify a Fax Item Definition screen (Figure 6-2) is displayed.

Figure 6-2
The View/Modify a Fax Item Definition screen

```
                        Voice Services Administration

 View/Modify a Fax Item Definition

 Fax Item ID:           34567          Title:        Credit Card Application

 Access Password:       6060           Update Password:          7070

 %Language for Prompts:     [American_English]
                            Canadian_French

 Confirmation Prompt Recorded:        No

 Fax Content Stored:                  No

 Confirmation Prompt
 Modifiable via Telset                [No] Yes

 Verification Fax Number:             8050

 Verification Fax Number
 Modifiable via Telset                [No] Yes

 Verification Contact ID:             Product Marketing Ext 8765
```

Select a Softkey >

Save	Cancel			

% Typical languages shown for illustration.

Refer to the Fax Item Definition worksheet. Change values as needed by following the applicable steps.

8 Enter the unique fax item ID.

9 Enter the fax item title.

10 If a caller has to know a password to access the item, enter the password.

11 If the item can be maintained from a touch-tone phone, enter the password needed.

Read-only fields record whether the confirmation prompt has been recorded, and whether the fax content has been stored.

12 Select whether the "Good-bye" prompt should be played when a caller is disconnected from the service.

13   If this is a multilingual system, select the language in which all system prompts should be played.

14   Select whether the confirmation prompt can be modified by touch-tone phone.

15   Enter the verification fax number.

16   Select whether the verification fax number can be modified by touch-tone phone.

17   Enter the verification contact ID.

18   To save the new parameters, go to 18a. To cancel the addition, go to 18b.

a.   Press [Save].

The system saves the new parameters and displays the updated Voice Services Administration screen.

b.   Press [Cancel].

The new parameters are discarded and the Voice Services Administration screen is redisplayed.

Deleting a fax item

Procedure 6-3
Deleting a fax item

Starting Point: The Main Menu

1   Discard the *Fax Item Definition worksheet*, or mark it as obsolete.

2   Select Voice Administration.

3   Select Voice Services Administration.

4   Select Fax Item Definitions.

The Fax Item Definitions screen (Figure 6-3) is displayed.

Figure 6-3
The Fax Item Definitions screen

```
┌─────────────────────────────────────────────────────────────────┐
│                                                                   │
│                    Voice Services Administration                  │
│                                                                   │
│                                                                   │
│   Fax Item Definitions                                            │
│                                                                   │
│       ID     Title                                                │
│       0001   Small Business Loan Application Form                 │
│       0002   Credit Card Application Form                         │
│       0003   Consumer Loan Application Form                       │
│       0004   Mortgage Application Form                            │
│       0005   Car Loan Application Form                            │
│                                                                   │
│                                                                   │
│                                                                   │
│                                                                   │
│   ─────────────────────────────────────────────────────────────  │
│                                                                   │
│  Move the cursor to the item and press the spacebar to select.    │
│                                                                   │
│  ┌────────┐  ┌────────┐  ┌────────┐  ┌────────┐  ┌────────┐       │
│  │  Exit  │  │  Add   │  │ View/  │  │ Delete │  │  Find  │       │
│  │        │  │        │  │ Modify │  │        │  │        │       │
│  └────────┘  └────────┘  └────────┘  └────────┘  └────────┘       │
└─────────────────────────────────────────────────────────────────┘
```
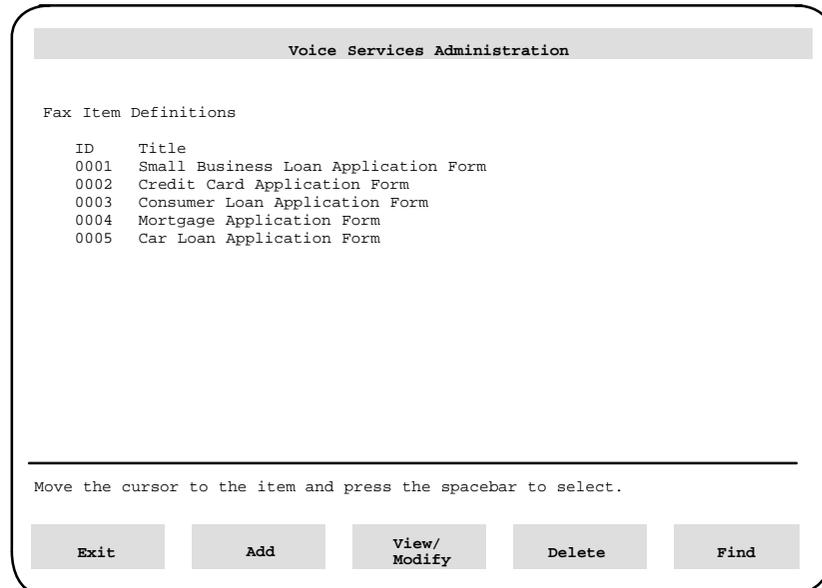
The following information is displayed for each fax item definition:

- *the fax item ID number*

- *the title of the fax item*

5   Move the cursor to the fax item you want to delete.

6   Select the item by pressing [SpaceBar].

7   Press [Delete].

The Delete a Fax Item Definition screen (Figure 6-4) is displayed.

Figure 6-4
The Delete a Fax Item Definition screen

```
┌─────────────────────────────────────────────────────────────────────┐
│ ABC Company                    Voice Services Administration          │
│                                                                       │
│ Delete a Fax Item Definition                                          │
│                                                                       │
│ Fax Item ID:                   34567       Title:        Credit Card Application │
│                                                                       │
│                                                                       │
│ Access Password:               6060        Update Password:        7070 │
│                                                                       │
│ %Language for Prompts:    American_English                            │
│                           Canadian_French                             │
│                                                                       │
│                                                                       │
│ Confirmation Prompt Recorded:          No                             │
│                                                                       │
│ Fax Content Stored:                    No                             │
│                                                                       │
│ Confirmation Prompt                                                   │
│ Modifiable via telset                  No Yes                         │
│                                                                       │
│ Verification Fax Number:               8050                           │
│                                                                       │
│ Verification Fax Number                                               │
│ Modifiable via Telset                  No Yes                         │
│                                                                       │
│ Verification Contact ID:          Product Marketing Ext 8765          │
│ ───────────────────────────────────────────────────────────────────  │
│ Select a Softkey >                                                    │
│   ┌──────────┐   ┌──────────┐   ┌──────────┐  ┌──────────┐ ┌────────┐ │
│   │  OK to   │   │  Cancel  │   │          │  │          │ │        │ │
│   │  Delete  │   │          │   │          │  │          │ │        │ │
│   └──────────┘   └──────────┘   └──────────┘  └──────────┘ └────────┘ │
└─────────────────────────────────────────────────────────────────────┘
```

8   To delete the fax item definition, go to 8a. To cancel the deletion, go to 8b.

a.   Press [OK to Delete].

The system deletes the fax item definition, and displays the updated Fax Item Definitions screen.

b.   Press [Cancel].

The deletion is canceled and the Fax Item Definitions screen is redisplayed.

Appendix A: Worksheets

This appendix contains a blank copy of each of the worksheets used in the planning stages of Fax on Demand.

Use the worksheets on the following pages to plan your application. Make copies of them as the need arises.

Page 1 of 1

Fax Item Definition worksheet

Section A: Customer information
These fields are not on the Fax Item Definition screen.

Worksheet type:	System ☐	Customer ☐	

Customer name:

Customer ID:

Section B: Fax and password information

Sponsor Fax Item:	Yes ☐	No ☐

Not a field on the Fax Item Definition screen.

Fax Item ID:	Title:
Access Password:	Update Password:
Password required to access the fax item.	Password required to update the fax item remotely.

Section C: Prompt information

Silent disconnect after direct access:	Yes ☐	**No** ☐

Language for Prompts:

Confirmation prompt:

_____

_____

_____

_____

_____

continue on back if necessary

Confirmation Prompt Recorded:	Yes ☐
Fax Content Stored:	Yes ☐

Confirmation Prompt Modifiable via Telset?:	Yes ☐	**No** ☐

Section D: Verification Fax information

Verification Fax Number:

Verification Fax Number Modifiable via Telset?:	Yes ☐	**No** ☐

Verification Contact ID:

Page 1 of 2

Voice Menu Definition worksheet

Section A: Voice Menu and password information	
Voice Menu ID:	Title:
Revert DN:	
Access Password: Password required to access the voice menu.	Update Password: Password required to access the voice menu in order to update the prompts using the voice prompt maintenance service.

Section B: Recording information
Voice Menu Greeting: _____ _____ _____ _____ _____ _____ _____ _____ continue on separate page if necessary
Menu Choices Prompt: _____ _____ _____ _____ _____ _____ _____ _____ continue on separate page if necessary

Greeting Recorded (Voice):	Yes ❑	Menu Choices Recorded (Voice):	Yes ❑
Silent Disconnect:	Yes ❑	No ❑	
Language for Prompts:			

continued

			Page 2 of 2
	Voice Menu Definition worksheet		

Voice Menu ID:

Title:

Section C: Key information

Key	Action	*Other data Enter any associated IDs or calling numbers.	Comments
1			
2			
3			
4			
5			
6			
7			
8			
9			

Initial No Response:
The action to be taken if the caller does not respond to the initial greeting within a certain amount of time.

_____   _____   _____

Delayed Response:
The action to be taken if the caller does not respond to a prompt within a certain amount of time.

_____   _____   _____

Reference-only information

The following does not appear on the Voice Menu Definitions screen. The information is for reference purposes only.

Method of access: Direct ❑   via Voice Menu ❑   Time-of-day Controller ❑

VSDN:

Page 1 of 2

VSDN/Session Profile for a Main Menu worksheet

Section A: VSDN information

Access DN: _____

Service: **MS** (Voice Menu Service) | Voice Menu ID: _____

Session Profile: Custom ❏   Full_MultiMedia ❏   **Full_Voice** ❏

If you select Custom, you can modify any of the fields on this worksheet unless otherwise noted. If you select Full_MultiMedia or Full_Voice, you cannot modify the fields that have default values. Defaults are indicated by bold or parentheses.

Note: The Basic session profile cannot be used for a menu which contains a fax item, or for a submenu which contains a fax item.

Comment: _____

Section B: Session profile information

Channel Capability Required: Full_MultiMedia ❏   **Full_Voice** ❏

If you select Full_Voice, the Fax Delivery Option field is restricted to Call_Back.

Session Time Limit (minutes):	_____ Default is 10 minutes.
Maximum Number of Invalid Selections:	_____ Default is 10 selections.
Maximum Number of Fax Selections:	_____ Default is 5 selections.
Page Limit for Fax Selections:	_____ Default is 40 pages.
Fax Activity Revert DN:	_____
Sender Fax Number:	_____
Sponsor Fax Item ID:	_____
Billing DN:	_____
Page Transmission Error Handling:	Quit ❏ **Continue** ❏

Section C: Fax delivery options

Fax Delivery Option: **Call_Back** ❏   Same_Call ❏   Caller_Choice ❏

If Full_Voice was selected as the Session Profile type, or as the Channel Capability Required, then this field will be restricted to Call_Back.

continued

VSDN/Session Profile for a Main Menu worksheet

Section D: Call back delivery options
Complete this section if you have selected Call_Back or Caller_Choice as the Fax Delivery Option.

Call Back Extension Prompt:	No ❏ **Yes ❏**
Treat Call Back Number As:	**National ❏** International ❏ Dial_as_Entered ❏ ESN ❏
Automatic Cover Sheet:	No ❏ **Yes ❏**

Sender Name Display: _____

Call Back Dialing Restrictions: _____ List Name: _____

Section E: Custom dialing restrictions
Complete this section if you have selected Custom dialing restrictions.

Restriction Codes:	

_____ _____ _____
_____ _____ _____
_____ _____ _____
_____ _____ _____
_____ _____ _____
_____ _____ _____
_____ _____ _____

continue on separate page if necessary

Permission Codes:	

_____ _____ _____
_____ _____ _____
_____ _____ _____
_____ _____ _____
_____ _____ _____
_____ _____ _____

continue on separate page if necessary

VSDN/Session Profile for a Direct-access Fax Item worksheet

Section A: VSDN information

Access DN: _____

Service: **FI** (Fax Information Service)	Fax Item ID: _____

Session Profile: Custom ❏ **Full_MultiMedia** ❏ Full_Voice ❏

If you select Custom, you can modify any of the fields on this worksheet unless otherwise noted. If you select Full_MultiMedia or Full_Voice, you cannot modify the fields that have default values. Defaults are indicated by bold or parentheses.

Note: The Basic session profile cannot be used for a menu which contains a fax item, or for a submenu which contains a fax item.

Comment: _____

Section B: Session profile information

Channel Capability Required: Full_MultiMedia ❏ **Full_Voice** ❏

If you select Full_Voice, the Fax Delivery Option field is restricted to Call_Back.

Session Time Limit (minutes):	_____ Default is 10 minutes.
Maximum Number of Invalid Selections:	_____ Default is 10 selections.
Maximum Number of Fax Selections:	**1**
Page Limit for Fax Selections:	_____ Default is 40 selections.
Fax Activity Revert DN:	_____
Sender Fax Number:	_____
Sponsor Fax Item ID:	_____
Billing DN:	_____
Page Transmission Error Handling:	Quit ❏ **Continue** ❏

Section C: Fax delivery options

Fax Delivery Option: **Call_Back** ❏ Same_Call ❏ Caller_Choice ❏

If Full_Voice was selected as the Session Profile type, or as the Channel Capability Required, then this field will be restricted to Call_Back.

continued

VSDN/Session Profile for a Direct-access Fax Item worksheet

Section D: Call back delivery options
Complete this section if you have selected Call_Back or Caller_Choice as the Fax Delivery Option.

Call Back Extension Prompt:	No ❏ **Yes** ❏
Treat Call Back Number As:	**National** ❏ International ❏ Dial_as_Entered ❏ ESN ❏
Automatic Cover Sheet:	No ❏ **Yes** ❏

Sender Name Display: _____

Call Back Dialing Restrictions: _____   List Name: _____

Section E: Custom dialing restrictions
Complete this section if you have selected Custom dialing restrictions.

Restriction Codes:

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

continue on separate page if necessary

Permission Codes:

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

continue on separate page if necessary

Page 1 of 1

Fax Administration worksheet

Section A: System and Customer information (The following are not fields on the Fax Administration screen.)

Worksheet type: System ❏   Customer ❏   Sponsor ❏

Customer Name: _____

Customer ID: _____

Section B: System-wide parameters

Maximum Number of Fax Delivery Channels: _____ Default is 2.

Section C: Per customer parameters

Maximum Resolution of Fax Receptions: **Normal** ❏   Fine ❏

Maximum Number of Pages Allowed
per Fax Item Received into the System _____ Default is 50.

Section D: Fax delivery retries parameters

No Carrier

        Retry Limit: _____ Default is 1.   Retry Interval (hh:mm): _____ Default is 10 (5).

Transmit Error

        Retry Limit: _____ Default is 2.   Retry Interval (hh:mm): _____ Default is 5.

Fax Delivery on Weekdays

        from (hh:mm): _____ Default is 00:00. to (hh:mm): _____ Default is 23:59.

Fax Delivery on Weekends

        from (hh:mm): _____ Default is 00:00. to (hh:mm): _____ Default is 23:59.

Delivery Time Limit: _____ Default is 36:00.

Note: The number shown in parentheses applies when call progress tone detection (CPTD) is set to "France."

Dialing Translation Defaults worksheet

Default Dialing Prefixes	
Local Dialing:	_____
Long Distance Dialing:	_____
International Dialing:	_____
ESN Dialing:	_____
Local System Defaults	
Local Country Code:	_____
Local Area/City Code:	_____
Capture External CLID with Unknown Format	**No** ❏ Yes ❏
Default Translation for CLID with Unknown Format	_____

Page 1 of 1

Dialing Translation Table worksheet

Table ID: _____ | Area/City Code: _____

Prefix for exchange codes in the table: | _____

Prefix for exchange codes NOT in the table: | _____

The following exchange codes are defined: |

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

_____ _____ _____ _____ _____ _____ _____ _____ _____ _____

Page 1 of 1

VSDN/Session Profile for Fax Item Maintenance worksheet

Section A: VSDN information

Access DN: _____

Service: **FIM** (Fax Item Maintenance)

Session Profile: Custom ❑ **Full_MultiMedia** ❑

If you select Custom, you can modify any of the fields on this worksheet unless otherwise noted. Defaults are indicated by bold or parentheses.

Comment: _____

Section B: Session profile information

Channel Capability Required: **Full_MultiMedia**

Sender Fax Number: _____

Billing DN: _____

Page Transmission Error Handling: Quit ❑ **Continue** ❑

Treat Call Back Number As: **National** ❑ International ❑ Dial_as_Entered ❑ ESN ❑

Call Back Dialing Restrictions: _____ List Name: _____

Restriction Codes:

_____ _____ _____
_____ _____ _____
_____ _____ _____

continue on back if necessary

Permission Codes:

_____ _____ _____
_____ _____ _____
_____ _____ _____

continue on back if necessary

Appendix B: Sample callback sessions

The first four callback sessions in this appendix illustrate the setup and use of each of the four callback types individually:

- National

- International

- Dial as Entered

- ESN

The remaining two sessions illustrate some common combinations of callback options that can be configured to meet specific Fax on Demand needs:

- national and international requirements

- flexible fax item maintenance

For the sake of simplicity, all examples assume that the fax delivery is set to callback, that a single fax item has been selected, and that only the basic dialing translation is performed on a number.

A National Fax on Demand application

The most common application of the Fax on Demand (FOD) Fax Information (FI) service is expected to be a service targeted at callers within the same country code (such as Canada). In this scenario, a retail company in Toronto wishes to set up a Fax on Demand service for their North American market (for example, 1-800-FAX-BACK). Callers may request product information be delivered (by fax callback) to a fax machine within North America. Since the service offers a single fax item, a Fax Information (FI) VSDN is defined.

Setting up the service

In the Session Profile, set the *Treat Call Back Number As* field to National.

Figure 8-1
FIS Session Profile for National FOD

```
                         Voice Services Administration

Session Profile

Channel Capability Required:            [Full_Multimedia]   Full_Voice

Session Time Limit (minutes):           10

Maximum Number of Invalid Selections:   10

Maximum Number of Fax Selections:       1

Page Limit for Fax Selections:          40

Fax Activity Revert DN:                 _____

Sender Fax Number:                      _____

Sponsor Fax Item ID:                    _____

Billing DN:                             _____

Page Transmission Error Handling:       Quit  [Continue]

Fax Delivery Option:                    [Call_Back]  Same_Call  Caller_Choice

Call Back Extension Prompt:             No  [Yes]

Treat Call Back Number As:              [National]  International  Dial_as_Entered  ESN

Automatic Cover Sheet:                  [No]  Yes


Call Back Dialing Restrictions:  3    List Name:  Long_Distance_1



_____

 Select a softkey >

   Return to
 Previous Form
```

This setting has two effects:

1   Callers will be prompted to include their area/city code with their fax number.

2   Dialing translations will assume that the fax number provided by the caller is within the same country code as the system, and that the first digits of the number correspond to the area/city code. Dialing translations are set up as follows:

Figure 8-2
Dialing Translation Setup for Sample FOD scenarios

```
                          Dialing Translation

  Dialing Translation Defaults

  Default Dialing Prefixes
     Local Dialing:                          9
     Long Distance Dialing:                  91
     International Dialing:                   9011
     ESN Dialing:                            6

  Local System Defaults
     Local Country Code:                     1
     Local Area/City Code:                   416

  Capture External CLID with Unknown Format:    [No]   Yes


  Select a softkey >

    Save            Cancel
```

Using the service

A local or long–distance caller (within North America) may obtain a fax
from this service as follows:

1   Call the service.

    User dials the service number 1-800-FAX-BACK.

    System plays greeting:

    Welcome to the Mighty Maxx product fax service.

    System prompts for fax number:

    *Please enter the fax number, including area/city code, followed by
    number sign.*

2   Enter the callback number.

    User enters fax number 919-555-1234 (the caller is in North Carolina).

    System prompts for optional extension number:

    *To have an extension number shown in the fax, please enter it now,
    followed by number sign. To continue, just press number sign.*

3   Enter optional extension number for routing purposes.

User presses 7-5-0-5-#.

System performs translation and verifies restriction/permissions for callback number. If callback to the given fax number is allowed, playback original entries for confirmation:

You have entered <919-555-1234>, extension <7505>. If this is correct, press 1. To reenter the number, press 2.

4   Confirm numbers are correct.

User presses 1.

System responds:

The requested information will be transmitted when an outgoing line is available. Good-bye.

The fax is delivered to 9-1-919-992-5000 (the long distance dialing prefix, 91, is prepended to the number).

An International Fax on Demand application

In this scenario, the same Toronto retail company wishes to set up a FOD service for their European market (for example, 1-800-FAX-EURO). Callers may request product information be delivered (by fax callback) to a fax machine outside of North America.

Setting up the service

On the Session Profile screen, set the *Treat Call Back Number As* field to International.

```
Treat Call Back Number As:        National [International] Dial_as_Entered ESN
```

This setting has two effects:

1   Callers will be prompted to include their country code and the area/city code with their fax number.

2   Dialing translations will assume that the fax number provided by the caller begins with a country code. If the first digits of the fax number match the local country code defined for the service site, the country code will be stripped and the fax number will be treated as a national call. If the country code is different than the local country code, dialing translations will prepend the default prefix defined to international dialing.

Using the service

A caller from France may obtain a fax from this service as follows:

1   Call the service.

User dials the service number, 1-800-FAX-EURO.

System plays greeting:

Welcome to the Mighty Maxx product fax service for Europe.

System prompts for fax number:

Please enter the fax number, including country code and area/city code, followed by number sign.

2   Enter the callback number.

User enters fax number 33-1-64767676 (a number in Marne-La-Vallée, France).

System prompts for optional extension number:

To have an extension number shown in the fax, please enter it now, followed by number sign. To continue, just press number sign.

3   Enter optional extension number for routing purposes.

User presses 2-4-0-8-8-#.

System performs translation and verifies restriction/permissions for callback number. If callback to the given fax number is allowed, playback original entries for confirmation:

You have entered <33164767676>, extension <24088>. If this is correct, press 1. To reenter the number, press 2.

4   Confirm numbers are correct.

User presses 1.

System responds:

The requested information will be transmitted when an outgoing line is available. Good-bye.

The fax is delivered to 9-011-33-1-64767676 (international dialing prefix, 9011, is prepended to the number).

A Dial-as-entered Fax on Demand application

A company would like to give their sales force access to product information by fax through a single Fax Information service DN. The users are expected to require fax callback to a variety of types of numbers, including national public network numbers, ESN, and on-switch extensions.

Since the service will be used by a limited number of users who are all employees (that is, not a public service), the company can use the dial-as-entered callback option to allow flexibility in callback number format. The consideration of the type of users expected is important since they must know or be told what dialing prefixes to use for various types of callback numbers.

Setting up the service

Since the service is targeted at callers with a variety of fax callback needs, the session profile is configured to treat the fax callback number as Dial-as-Entered. The setting of the callback dialing restriction controls the restriction/permission checking done on Meridian Mail.

```
Treat Call Back Number As:          National International [Dial_as_Entered] ESN
```

This setting has two effects:

1   Callers will be prompted simply to enter their fax number (that is, no specific format is requested).

2   The system will assume that the fax number provided by the caller is dialable "as entered," and will attempt to place the call using only the digits provided by the caller (that is, there will be no translation).

Using the service

The sales force is provided with written instructions to follow depending on the type of callback required in any given situation.

- *Within the head office*   The caller will enter the four-digit extension number of the fax machine (for example, 7100).

- *For an ESN site*   The caller will enter 6 followed by the ESN fax number (for example, 6-338-1234).

- *For a local external call*   The caller will enter 9 followed by the fax number (for example, 9-555-7878).

- *For a long-distance call*   The caller will enter 91 followed by the area/city code and fax machine number (for example, 91-306-456-1234).

An ESN Fax on Demand application

A company wishes to provide up-to-date benefits information through Fax on Demand to employees at various ESN sites. Employees will call the Benefits FaxLine (667-INFO) and select fax information to be sent by fax callback to any internal fax machine at an ESN site.

Setting up the service

Since the service is targeted at internal fax machines through ESN, the session profile is configured to treat the callback number as ESN.

```
Treat Call Back Number As:          National International Dial_as_Entered [ESN]
```

This setting has two effects:

1   Callers will be prompted to enter the ESN number of their fax machine.

2   Dialing translations will assume that the fax number provided by the caller is an ESN number, and will simply prepend the ESN dialing prefix defined in the Dialing Translations Defaults set up for the site. The ESN dialing prefix is defined as shown in Figure 8-2.

Using the service

An employee at an ESN site (343) may obtain a fax from this service as follows:

1   Call the service.

    User dials the service number (6-667-INFO).

    System plays greeting:

    Welcome to the Mighty Maxx Benefits FaxLine.

    System prompts for fax number:

    Please enter the ESN number of the fax machine, followed by number sign.

2   Enter the callback number.

    User enters fax number 343-8900.

    System prompts for optional extension number:

    To have an extension number shown in the fax, please enter it now, followed by number sign. To continue, just press number sign.

3   Enter optional extension number for routing purposes.

    User presses 8-9-9-1-#.

    System performs translation and verifies restriction/permissions for callback number. If callback to the given fax number is allowed, playback original entries for confirmation:

    You have entered <343-8900>, extension <8991>. If this is correct, press 1. To reenter the number, press 2.

4   Confirm numbers are correct.

    User presses 1.

    System responds:

    The requested information will be transmitted when an outgoing line is available. Good-bye.

    The fax is delivered to 6-343-8900 (ESN dialing prefix, 6, is prepended to the number).

National/International Fax on Demand requirements

In most cases, it is expected that FOD services will be created for a particular caller (callback) market. For example, if a company wanted to provide fax information services for both national and international customers, they would set up two separate VSDNs and publish marketing materials instructing callers to use one of the two numbers depending on their location.

In some situations, however, a company may prefer to publish a single number for a Fax Information service targeted at both national and international callers.

In this scenario, a mail-order company in Bonn, Germany, has been providing catalog offerings through Fax on Demand to callers across Europe (123-BONNFAX). Their largest market, however, is German callers. Depending on their particular needs, the service provider may select from several setup options:

1   separate VSDNs for each caller market with corresponding marketing materials instructing callers to use one of the two numbers depending on their location (within or outside of Germany)

   In this case, the setup and use of the two services would be the same as those described for a national and international Fax on Demand application.

The company wants to use their catchy 123-BONNFAX service number for both markets so the remaining options are

2   a single voice menu VSDN with caller options: "*If your fax machine is in Germany, press 1. If your fax machine is in any other country, press 2.*" The most common option (in this case, national German caller) would be handled within the voice menu session profile, and the other option would result in a transfer to a second VSDN setup for international callback. See Case 1.

3   a single VSDN for International callback

   Callers will always be prompted to include their country code in the fax callback number. If a caller enters the country code for Germany, 49, it will be stripped from the number, and the callback will be treated as national. While this approach allows a single VSDN to be used for both international and national callback, it is a less effective solution since all callers are required to enter their country code. See Case 2.

Case 1: Voice Menu with user option for callback format

Two VSDNs must be defined to support the two callback formats required.

Setting up the service

A Voice Menu service (MS) DN (123-BONNFAX) shown in the following figure is created to provide callers with the option of fax callback within Germany (national) or international.

Voice Services Administration				
View/Modify DN Information				
Customer Number: **1** Customer Name: **BACCA**				
Access DN: **1232666329**				
Service: **MS** Voice Menu ID: **2001**				
Session Profile: **[Custom]** Full_MultiMedia Full_Voice Basic				
Comment: National voice menu				
Select a softkey>				
Save	Cancel	SP Detail		

The most common callback type expected in this case, national, will be handled within the same session. The session profile for the voice menu DN, therefore, includes the following settings for the callback number format:

```
Treat Call Back Number As:          [National] International Dial_as_Entered ESN
```

Immediately after the service greeting, the voice menu will provide the callers with the following options:

> *If your fax machine is in Germany, press 1. If your fax machine is in any other country, press 2.*

If the caller presses 1, the session profile for the voice menu will be used to define the fax callback format, and lower-level menus can offer various fax items. The caller will be prompted to enter his or her fax number in national format described in the section entitled "A National Fax on Demand application."

If the caller presses 2, the second VSDN will be called from the first voice menu. (The caller does not need to know VSDN.) The VSDN will support international fax callback, and will be defined as follows:

```
┌────────────────────────────────────────────────────────────────┐
│                 Voice Services Administration                    │
│ View/Modify DN Information                                       │
│                                                                  │
│ Customer Number: 1          Customer Name: BACCA                 │
│ Access DN:       2000                                            │
│ Service:         MS         Voice Menu ID:  2001                 │
│ Session Profile: [Custom] Full_MultiMedia  Full_Voice  Basic     │
│ Comment:         International voice menu                         │
│                                                                  │
│ Select a softkey>                                                │
├──────────────┬──────────────┬──────────────┬────────┬───────────┤
│     Save     │    Cancel    │   SP Detail  │        │           │
└──────────────┴──────────────┴──────────────┴────────┴───────────┘
```

The session profile for this VSDN contains the following setting for the callback number format:

```
Treat Call Back Number As:          National [International] Dial_as_Entered ESN
```

This VSDN also offers the various fax items. However, in this case, the caller will be prompted to enter his or her fax number in the international format, as described in the section entitled "An International Fax on Demand Application."

Using the service

For callback within Germany
A local or long–distance caller within Germany may obtain a fax from this service as follows:

1 Call the service.

   User dials the service number 123-BONNFAX.

   System plays greeting:

   Welcome to the Bacca fax catalog service. If your fax machine is in Germany, press 1. If your fax machine is in any other country, press 2.

2 Select option for location of fax machine.

   User presses 1.

   System plays confirmation prompt:

   You have selected ...

System prompts for the fax number:

Please enter the fax number, including area/city code, followed by number sign.

3   Enter the callback number.

User enters fax number 228-1234-56-78.

System prompts for optional extension number:

To have an extension number shown in the fax, please enter it now, followed by number sign. To continue, just press number sign.

4   Enter optional extension number for routing purposes.

User presses 7-5-0-5-#.

System performs translation and verifies restriction/permissions for callback number. If callback to the given fax number is allowed, play back original entries for confirmation:

You have entered <22812345678>, extension <7505>. If this is correct, press 1. To reenter the number, press 2.

5   Confirm numbers are correct.

User presses 1.

System responds:

The requested information will be transmitted when an outgoing line is available. Good-bye.

The fax is delivered to 9-12345678 (the local dialing prefix, 9, is prepended to the number as it is a local call).

For callback outside of Germany

A caller from France may obtain a fax from this service as follows:

1   Call the service.

User dials the service number in Germany 011-49-123-BONNFAX.

System plays greeting:

Welcome to the Bacca fax catalog service. If your fax machine is in Germany, press 1. If your fax machine is in any other country, press 2.

2   Select location of fax machine.

     User presses 2.

     System transfers to VSDN for international calls. Caller hears ringing
     and is then connected to the international service.

3   Prompt for the callback fax number.

     System plays confirmation prompt for fax:

>   *You have selected ...*

     System prompts for the fax number:

>   *Please enter the fax number, including country code and area/city*
>   *code, followed by number sign.*

4   Enter the callback number.

     User enters fax number 33-1-64767676 (fax machine in
     Marne-La-Vallée, France).

     System prompts for optional extension number:

>   *To have an extension number shown in the fax, please enter it now,*
>   *followed by number sign. To continue, just press number sign.*

5   Enter optional extension number for routing purposes.

     User presses 8-5-5-3-#.

     System performs translation and verifies restriction/permissions for
     callback number. If callback to the given fax number is allowed, play
     back original entries for confirmation:

>   *You have entered <33164767676>, extension <8553>. If this is*
>   *correct, press 1. To reenter the number, press 2.*

6   Confirm numbers are correct.

     User presses 1.

     System responds:

>   *The requested information will be transmitted when an outgoing*
>   *line is available. Good-bye.*

     The fax is delivered to 9-011-33-1-64767676 (the international dialing
     prefix, 9011, is prepended to the number).

Case 2: Single VSDN for international callback

A single VSDN (123-BONNFAX) must be created to support international fax callback.

Setting up the service

The session profile for this VSDN contains the following setting for the callback number format:

```
Treat Call Back Number As:            National [International] Dial_as_Entered ESN
```

All callers will be prompted to enter their fax number in the international format, as described in the section entitled "An International Fax on Demand application." If a caller enters the country code for Germany (49), it will be stripped from the number, and the callback will be treated as national.

Using the service

For callback within Germany

A local or long–distance caller within Germany may obtain a fax from this service as follows:

1   Call the service.

   User dials the service number 123-BONNFAX.

   System plays greeting:

   Welcome to the BACCA ...

   System prompts for the fax number:

   Please enter the fax number, including country code and area/city code, followed by number sign.

2   Enter the callback number.

   User enters fax number 49-228-1234-56-78 (a local Bonn fax number).

   System prompts for optional extension number:

   To have an extension number shown in the fax, please enter it now, followed by number sign. To continue, just press number sign.

3   Enter optional extension number for routing purposes.

   User presses 6-5-0-4-#.

System performs translation and verifies restriction/permissions for callback number. If callback to the given fax number is allowed, play back original entries for confirmation:

You have entered <4922812345678>, extension <6504>. If this is correct, press 1. To reenter the number, press 2.

4   Confirm numbers are correct.

User presses 1.

System responds:

The requested information will be transmitted when an outgoing line is available. Good-bye.

The fax is delivered to 9-12345678 (the local dialing prefix, 9, is prepended to the number).

For callback outside of Germany

A caller from France may obtain a fax from this service as follows:

1   Call the service.

User dials the service number in Germany 011-49-123-BONNFAX.

System plays greeting:

Welcome to the Bacca fax catalog service...

2   Enter the callback number.

User enters fax number 33-1-23-45-67-89 (fax machine in France).

System prompts for optional extension number:

To have an extension number shown in the fax, please enter it now, followed by number sign. To continue, just press number sign.

3   Enter optional extension number for routing purposes.

User presses 3-5-5-3-#.

System performs translation and verifies restriction/permissions for callback number. If callback to the given fax number is allowed, play back original entries for confirmation:

You have entered <33123456789>, extension <3553>. If this is correct, press 1. To reenter the number, press 2.

4   Confirm numbers are correct.

User presses 1.

System responds:

The requested information will be transmitted when an outgoing line is available. Good-bye.

The fax is delivered to 9-011-33-123456789 (the international dialing prefix, 9011, is prepended to the number).

Flexible Fax Item Maintenance verification

The selection of callback type (national, international, dial-as-entered, and ESN) is also required for a given Fax Information Maintenance (FIM) service. Depending on the type of fax verification callback required, the corresponding callback type is selected for the FIM session. In general, this means that a given FIM service will support callback to only one of the four number formats.

However, the Dial_as_Entered option may also be used to allow callback to any type of number (limited only by restriction/permissions), as long as the user knows, or is told, what dialing prefixes must be included to make the number dialable from the location of the service. In general, users should not be forced to provide this information but, in situations where a small group of experienced users will be responsible for maintaining various fax items and verification callback is required to a variety of number formats, specific dialing instructions can be provided. This allows a single VSDN to accommodate all callback scenarios required. This application of the Dial_as_Entered callback option is expected to be more common for the FIM service than the "public" Fax on Demand (FOD) service because of the differences in end user characteristics (FIM will tend to have a limited number of users with more FOD experience).

Setting up the service

The session profile for the FIM VSDN includes the Dial_as_Entered setting for callback number format, and the On_switch setting for the callback dialing restrictions.

```
Treat Call Back Number As:      National  International  [Dial_as_Entered]  ESN
Call Back Dialing Restrictions: 1    List Name: On_switch
```

The verification fax number entered by the FIM caller must conform to this setting and must be provided in a dialable format. Once entered by the caller, the number will override the default verification number defined elsewhere (on the Fax Item Definition screen—not shown here).

Using the service

Users must be provided with instructions regarding the required dialing prefixes (if any) depending on the location of their fax machine and the routing options available. For example, users could be provided with the following written instructions:

> *Fax Item Maintenance Service: Entering callback numbers for fax verification.*

> *The service is based in Toronto, Ontario (area code 416). When prompted to enter your fax number for verification of updated fax items, please use the following dialing instructions:*

> ***Within the head office*** *Enter the four-digit extension number of the fax machine (for example, 7100).*

> ***For an ESN site*** *Enter 6 followed by your ESN fax number (for example, 6-338-7108).*

> ***For a local external call*** *Enter 9 followed by your fax number (for example, 9-234-7878).*

> ***For a long distance call*** *Enter 91 followed by your area/city code and fax machine number (for example, 91-306-456-1234).*

> ***For a call outside of North America*** *Enter 9011 followed by the country code, area/city code, and your fax number (for example, 9011-49-228-123-4567).*

Appendix C: Sample cover sheets and trim tabs

Introduction

If the VSDN session profile specifies Yes for "Automatic Cover Sheet," a system-generated cover sheet is attached to all callback Fax on Demand deliveries.

A cover sheet is always sent before a verification fax.

This appendix contains sample cover sheets produced under the following circumstances:

- normal callback delivery (The requestor has supplied an extension number.)

- normal callback delivery (The requestor has *not* supplied an extension number.)

- callback verification of a fax successfully uploaded by Fax Item Maintenance

- callback verification of an unsuccessful attempt to upload a fax using Fax Item Maintenance

In addition, typical trim tabs are displayed for

- normal delivery of a caller-requested fax item, whether same call or callback

- callback verification of a fax uploaded by Fax Item Maintenance

Normal callback cover sheet with extension number

The caller was prompted for, and supplied, an extension number for routing of the fax. A sample cover sheet is shown for this situation (see Figure 9-1).

Note: The cover sheets shown in this appendix are for reference only. Some of the symbols used in these samples may appear differently on "real" cover sheets (for example, the @ symbol may appear as a telephone).

Figure 9-1
Normal callback cover sheet with extension

02/14/99	17:28	214 555 1234	=>214 555 2345 # 1234	❏ 1/10

FACSIMILE TRANSMISSION
TO: THE PERSON AT EXTENSION 1234
FAX#:   555-1235
FROM: Mighty MAXX Corporation
                    (AUTOMATED FACSIMILE SERVICE)
PAGES: 2 (INCLUDING THIS COVER PAGE)

If this facsimile is not completely readable or is missing pages, please inform the person at extension 1234. That person will have to rerequest the information from this service.

The fax sample above illustrates the following:

- *TO* shows the extension number entered by the caller using a touch-tone phone. This is used for routing the fax.

- *FAX#* is the fax device number entered by the caller using a touch-tone phone. This is the number that Meridian Mail calls to deliver the fax.

- *FROM* is the Sender Name Display entered on the VSDN session profile.

- *PAGES* is the amount of pages (including cover).

Normal callback cover sheet without extension number

The caller was not prompted for, or declined to enter, an extension number. A sample cover sheet is shown below.

Figure 9-2
Normal callback cover sheet without extension

02/14/99 17:28 214 555 1234	=>214 555 2345	☐ 1/10

FACSIMILE TRANSMISSION
TO FAX#:   555-1234
FROM: ABC Corporation
               (AUTOMATED FACSIMILE SERVICE)
PAGES: 2 (INCLUDING THIS COVER PAGE)

If this facsimile is not completely readable or is missing pages, please inform the person who requested the information. That person will have to rerequest the information from this service.

The fax sample above illustrates the following:

- *T0 FAX #* is the fax device number entered by the caller using a touch-tone phone. This is the number that Meridian Mail calls to deliver the fax.

- *FROM* is the Sender Name Display entered on the VSDN session profile.

- *PAGES* is the amount of pages (including cover).

Verification cover sheet—transmission successful

A fax was uploaded using the Fax Item Maintenance service. The cover sheet below, which accompanied the verification fax, shows that transmission was successful.

Figure 9-3
Verification cover sheet for successful transmission

02/14/99 17:28 ID 12345	=>JOHN BLACK #		❑ 1/10

FACSIMILE TRANSMISSION
TO: Joanne Smith
FAX#:   555-1234
FROM: Fax Item Maintenance
PAGES: 2 (INCLUDING THIS COVER PAGE)
STATUS: OK FAX ITEM ID 12345 01/25/99 07:31 [PROMPT CHANGE]

If this facsimile is not completely readable or is missing pages, please inform the person mentioned above immediately; they will need to investigate and possibly retransmit the information.

Si la présente télécopie est incomplète, ou en partie illisible, prière de communiquer avec l'expéditeur immédiatement. Il devra examiner le problème et peut-être retransmettre l'information.

Si este fax no se recibe claro o faltan paginas, favor notificar inmediatamente a la persona arriba indicada; se debe investigar y posiblemente re-transmitir a informacion.

Falls dieses Fax nicht vollständig lesbar ist, oder Seiten fehlen, informieren Sie bitte unversüglich die oben genannte Person; die informationen müssen überprüft und möglicherweise new übermittelt werden.

The fax sample above illustrates the following:

- *TO* is the Verification Contact ID entered on the Fax Item Definition screen. If this field is left blank, it defaults to "Administrator of fax item ID nnnn."

- *FAX#* is the Verification Fax Number entered on the Fax Item Definition screen, unless overridden by a fax device number entered by the caller using a touch-tone phone. This is the number that Meridian Mail calls to deliver the verification fax.

- *FROM* is the Sender Name Display entered on the VSDN session profile.

- *PAGES* is the amount of pages (including cover).

- *STATUS* shows OK (success), the ID of the item, the date and time of the upload, and "Prompt Changed" if the prompt was also changed. Any change to the fax item (or its confirmation prompt) is logged by an information-level SEER.

  The instruction appears in four languages (English, French, Spanish, and German).

Verification cover sheet—transmission error

A fax was uploaded using the fax item maintenance service. The cover sheet below, which accompanied the verification fax, shows that transmission was unsuccessful.

Figure 9-4
Verification cover sheet for unsuccessful transmission

02/14/99   17:28   ID 12345   =>JOHN BLACK   #   ❏ 1/10

FACSIMILE TRANSMISSION

TO: Joanne Smith
FAX#:   555-1234
FROM: Fax Item Maintenance
PAGES: 1 (INCLUDING THIS COVER PAGE)
REASON: Premature disconnect was received during fax scan.
STATUS: ERROR FAX ITEM ID 12345 01/25/99 07:31

Please notify the person mentioned above immediately; they will need to investigate and retransmit the information.

Prière de communiquer avec l'expéditeur immédiatement. Il devra examiner le problème et retransmettre l'information.

Favor de notificar inmediatamente a la persona arriba indicada; se debe investigar y re-transmitir la informacion.

Bitte benachrichtigen Sie die oben genannte Person unverzüglich; Die informationen müssen überprüft und neu übermittelt werden.

This fax sample cover shows the following:

- *TO* is the Verification Contact ID entered on the Fax Item Definition screen. If this field is left blank, it defaults to "Administrator of fax item ID nnnn."

- *FAX#* is the Verification Fax Number entered on the Fax Item Definition screen, unless overridden by a fax device number entered by the caller using a touch-tone phone. This is the number that Meridian Mail calls to deliver the verification fax.

- *FROM* is the Sender Name Display entered on the VSDN session profile.

- *PAGES* is the amount of pages (including cover).

- *REASON* is the reason the upload failed.

- *STATUS* shows ERROR (failure), the ID of the item, the date and time of the upload, and "Prompt Changed" if the prompt was also changed. Any change to the fax item (or its confirmation prompt) is logged by an information-level SEER.

  The instruction appears in four languages (English, French, Spanish, and German).

Normal trim tab

A trim tab is printed at the top of every page transmitted by Meridian Mail.
A sample trim tab is shown below.

| 02/14/99 | 17:28 | 214 555 1234 | =>214 555 2345 | # 9999 | ❏ 1/10 |

where

- **02/14/99** is the date at the start of transmission, in system format.

- **17:28** is the time when the fax is submitted for delivery, in system format.

- **214 555 1234** is the sender fax number from the VSDN session profile.

- ⇒ **214 555 2345** is the callback fax number entered by the caller. It is omitted on same call delivery.

- **# 9999** is the extension number optionally entered by the caller. It is omitted on same call delivery, or if not entered by the caller on callback delivery.

- ❏**1/10** is the current page number and the total number of pages in the transmission, including any sponsor item and cover page added by the system. A system-generated cover sheet, if present, is always page 1.

Verification trim tab

A verification trim tab is printed at the top of every page transmitted by Meridian Mail for fax update verification. A sample trim tab is shown below.

02/14/99	17:28	ID 12345	=>JOE BLACK	#	❏ 1/10

where

- **02/14/99** is the date at the start of transmission, in system format.

- **17:28** is the time when the fax is submitted for delivery, in system format.

- **ID 12345** identifies the fax item being updated.

- ⇒ **JOE BLACK** is the name or phone number, or both, of the recipient from the *Verification Contact ID* field of the Fax Item Definition screen.

- # if present, indicates that the confirmation prompt was updated.

- ❏**1/10** is the current page number and the total number of pages in the transmission, including any sponsor item and cover page added by the system. A system-generated cover sheet, if present, is always page 1.

List of terms

AML

Application Module Link. This is the link between Meridian Mail and a Meridian 1 which is used to send call processing messages.

Area/City code

Identifies a geographic area (such as a state, province, or city) within a country code. It is also known as area code, NPA code, routing code, and DDD code.

Callback delivery

If the caller is not calling from a fax phone, or if the fax information service is so configured, fax items may be transmitted to the caller's fax after the call is complete. This is an alternative to same call delivery.

Caller choice

Depending on the configuration of the fax information service, and on the type of phone the caller is calling from, the caller may be able to choose same call delivery or callback delivery.

CDP

Coordinated Dialing Plan. This is the feature on the Meridian 1 which allows several switches to be networked together while providing unique DNs for each switch.

CLID

Calling Line ID. The number of the person who called (that is, the source DN).

CNG

Calling tone. This is a periodic tone emitted by a sending fax machine.

Confirmation prompt

Each fax item in a fax information service should have a verbal confirmation prompt to identify the fax item to be transmitted. This assures the caller that the correct fax item will be transmitted.

Country code

Identifies a large geographic area (such as a country or continent).

Cover sheet

The cover sheet is normally the first page of a callback fax transmission. It contains a page count and information about the sender and the recipient. Appendix C contains samples of the automatic cover sheet optionally sent by Fax on Demand.

DDD

Direct Distance Dialing format. This is the same as national significant number.

DIAL

The equivalent of AML on a Card Option system.

Dialing plan

A plan which specifies the formats used for dialing numbers within a given scope (for example, within a country code). Normally, each country code has its own dialing plan.

DN

Directory number. This is a number in the telephone directory.

Download

Transmit a fax to a fax device from Meridian Mail.

ECM

Error Correcting Mode. This is a feature available on fax machines which can automatically detect and correct bit errors.

ESN

Electronically Switched Network. This is a network of interconnected Nortel switches that allows cheapest-connection routing of dialed numbers. The ESN software, when available on the switch, allows the switch to be part of the ESN and to place calls using both the ESN and PSTN networks.

Exchange code

Identifies an exchange or central office within an area/city code. It is also known as office code, switch ID, or NXX.

FASCII

Internal Meridian Mail name for Fax–compatible ASCII.

Fax batch

A fax batch consists of one or more fax items, along with their corresponding cover and sponsor sheets (if applicable), which have been selected to be faxed.

Fax item

A fax item is an image stored in Meridian Mail in fax format, ready to be faxed to a caller. An individual fax item may require the caller to supply a password. Each fax item belonging to a customer has a unique ID number.

Faxphone

Any telephone that shares a DN with a facsimile device. The telephone may be built into the fax machine itself, or it may be a separate telephone dedicated for use with the fax device.

FaxRx

Fax receive

FaxTx

Fax transmit

FIM

Fax Item Maintenance. This is the service that is used to scan faxes into Meridian Mail for later delivery using the Fax Information service.

FIS

Fax Information Service. This is the service that is used to retrieve faxes from Meridian Mail.

FOD

Fax on Demand. This is the service used to send faxes upon request to callers.

G3

The most commonly used protocol for sending and receiving fax messages.

Header strip

This is also known as the trim tab. Located at the top of the fax transmittal, it includes the date and time, sender contact number, recipient fax number, extension number (if known), and page count of the fax being sent. It contains no words, making it suitable for international markets.

IDDD

International Direct Distance Dialing format. This is the same as international number.

International call

A call between two stations which are not within the same country code.

International number

A telephone number which uniquely identifies a number anywhere in the world. It consists of a country code and the national number.

Local call

A non-toll call (that is, calls within the same area/city code).

Local subscriber number

A telephone number which uniquely identifies a number within an area/city code. It is also known as local number.

Long distance call

A toll call (that is, calls to another area/city code).

Multimedia port

A port that is configured to support multimedia operations such as fax send or receive. *See* Voice port.

National significant number

A number which consists of the area/city code and the local subscriber number, and is unique on a national scale (that is, within one country code). It is also known as national number.

Non-toll call

A call which does not incur a charge.

NPA

Numbering Plan Area. This is the same as area/city code.

Numbering Plan

A plan which specifies the numbering of telephone stations within a given area (for example, the North American Numbering Plan).

PSTN

Public Switched Telephone Network

Same call delivery

If the caller uses a fax phone, and the fax information service is suitably configured, fax items may be transmitted at the end of the call by the caller switching the fax to "receive" when prompted by the Fax on Demand service. This is an alternative to callback delivery.

Softkey

One of a set of programmable keys used to enter commands on the administrative terminal. For example, one softkey may be set to the "Quit" function while another is set to the "Delete" function.

Softkeys are displayed at the bottom of the screen. Screen samples in this guide show softkeys on a grey background.

Sponsor

A party who owns, or has a commercial interest in, the information being provided in a Fax Item. The sponsor may or may not be the same as the customer who owns the Meridian Mail system. A good example of a sponsor is a department in a company or, in the case of a multi-customer system, a tenant in the building.

Sponsor fax item

The fax transmission may optionally be preceded by a fax item which identifies the sponsor of the fax information service. The sponsor fax item may be sent in addition to, or as an alternative to, the cover sheet.

Stale dating

The useful lifetime of a fax item may not be indefinitely long. When too much time has elapsed between the request for callback delivery of an item and the availability of an outgoing channel to deliver it, the item is considered "stale" and not to be delivered. The delivery request is removed from the queue.

Station

An end point in the telephone network (for example, a telephone set).

Station number

The number of a station with respect to the exchange or central office which services the station.

T.4, T.30

    CCITT protocol recommendations for G3 fax machines.

Telset

    A touch-tone telephone connected to a line which provides touch-tone service.

Toll call

    A call which incurs a charge.

Trim tab

    See Header strip.

Upload

    Transmit a fax from a fax device to Meridian Mail.

Voice port

    A port that is configured to run conventional applications. *See* Multimedia port.

VSDN

    Voice Service Directory Number. This is a directory number (DN) that is assigned to a particular voice service (for example, voice menus, announcements, fax on demand, and so on). When this number is called, the corresponding voice service is started.

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Reader's Response Form

NTP name:	**Meridian Mail Fax on Demand Application Guide**
NTP number:	555-7001-327
NTP issue:	Standard 1.0

Tell us about yourself

Name: _____ **Date:** _____

Company: _____

Address: _____

_____

Title: _____ **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   ❏ Problem solving   ❏ Reference

3. Did this book meet all of 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? (For example, books can also be evaluated in many other ways, including: ease of information retrieval, presentation, and use of reading aids, such as diagrams.)

    _____

Please return your comments by fax to (416) 597-7104, or mail your comments to: Toronto Information Products, Nortel, 522 University Ave., 14th Floor, Toronto, ON, Canada M5G 1W7.

Reader's Response Form

Meridian Mail

Fax on Demand Application Guide

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