

# NP RapidDial Reference Manual

## Optional Feature

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## About This Manual

This manual is about NP RapidDial, an optional feature that allows users to enter an abbreviated phone number to address mailboxes on a NuPoint Messenger™ system.

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## Who Should Read This Manual?

This manual is for administrators who must install and configure NP RapidDial on a NuPoint Voice™ server.

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## Conventions Used in this Manual

This manual uses certain conventions to describe how to enter configuration data and to indicate information displayed on the server console.

These conventions are described below:

Press <b>Enter</b>	Press the <b>Enter</b> key. For example, “Press Enter if the current number is correct.” On some keyboards, this key is labeled “Return” or has a return arrow.
Enter	Type the text shown, then press the <b>Enter</b> key. For example, “Enter the line <b>number</b> (1-24)” means to type a number from 1 through 24, then press the <b>Enter</b> key.
bold	Words or characters in bold type either indicate a value to be entered exactly as shown or, when used to indicate a variable entry, describe the type of value to be supplied.

**Note:** Unless otherwise stated, press **Enter** after each response.

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## 1 Introduction

This chapter provides an introduction to NP RapidDial.

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### About NP RapidDial

NP RapidDial uses a table to map a subscriber group of abbreviated mailbox numbers to the complete mailbox numbers on the NuPoint Messenger system. For example, mailbox numbers in a Subscriber Group might be seven digits long, but NP RapidDial allows you to use only part of each mailbox number to make and send a message or create a distribution list. Members of a Subscriber Group must use the complete phone number to address messages to mailboxes

outside of their Subscriber Group.

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## Using Configuration Menus

This manual describes many operations that are performed through the NuPoint Voice Main Menu and its submenus:

MAIN MENU

- (M) Mailbox maintenance
- (R) Report generation
- (S) System maintenance
- (X) Exit

Select a menu option by typing the character shown in parenthesis next to the menu option, or pressing **Enter** to accept the current terminal setting.

Input data at any prompt by typing a value, then pressing **Enter**. If the value you enter is out of range or not valid, an error message appears.

To exit from a prompt without changing the current value, press **Enter**.

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## 2 Installing NP RapidDial

This chapter describes how to install the NP RapidDial Optional Feature software onto the server.

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### Software Requirements

The NP RapidDial software is supplied on the CD-ROM. To install NP RapidDial, do the following:

- Follow the instructions in the *Installation and Service Manual*, chapter 3 for the appropriate manual, to install an optional feature
  - Model 70
  - Model 120
  - Model 640

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## 3 Configuring NP RapidDial

This section provides the information required to configure the NP RapidDial feature on a NuPoint Messenger system.

After you install NP RapidDial, you must:

- Determine Subscriber Groups
- Configure a variable dialing plan for the linegroup
- Create a Features Class of Service (FCOS) for NP RapidDial

- Create the NP RapidDial Table
- Configure mailboxes for NP RapidDial

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## Determine Subscriber Groups

NP RapidDial can only be used to address messages to mailboxes within a Subscriber Group. The NP RapidDial Table defines the groups of subscribers and lists the mailbox numbers in each group.

The NP RapidDial Table separates mailbox numbers into two parts, the prefix and the suffix. The prefix consists of the leading digits in the mailbox number. The suffix consists of the remaining digits in the mailbox number and becomes the NP RapidDial address for the mailbox. For example, the following parameters might appear in the NP RapidDial Table:

Prefix length:	<b>5</b>
Suffix length:	<b>2</b>
Prefix:	<b>23422</b>
Suffix range:	<b>10-99</b>

In this example, mailbox numbers in the Subscriber Group use seven-digit numbers that begin with a five-digit prefix of 23422 and end with a two-digit suffix in the range of 10 through 99. With NP RapidDial, members of this Subscriber Group can address messages to another mailbox in this group by entering only the last two digits of the mailbox number.

## Configuration Requirements for Prefixes and Suffixes

NP RapidDial mailbox numbers can include up to 11 digits. The prefix can include up to nine digits. In the preceding example, the Subscriber Group supports 90 phone numbers.

**Note:** When defining a Subscriber Group, make the suffix large enough to identify all phone numbers in the Subscriber Group.

You can add several prefixes and suffixes to a subscriber group, however ranges of suffix numbers cannot overlap.

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## Configure a Variable Dialing Plan for the Line Group

In order for the NP RapidDial feature to function, you must set the line group dialing plan for variable length mailboxes. For information on configuring the dialing plan, refer to CP 5002 in the *Reference and Configuration Manual*.

With a variable length dialing plan, the voice mail system uses a timeout to determine when data entry is complete. With NP RapidDial, the user enters as few as two digits or as many as 11 digits. Then, the user either waits for the system to time out or presses the pound (#) key to indicate that data entry is complete.

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## Create a Features Class of Service (FCOS) for NP RapidDial

To enable NP RapidDial, create a Features Class of Service (FCOS) that contains feature bit 265.

For information on configuring an FCOS, refer to CP 3342, CP 5004, CP 5008, and Chapter 7 on the Features Class of Service, in the *Reference and Configuration Manual*.

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## Create the NP RapidDial Table

The NP RapidDial Table (Figure 3-1) maps each NP RapidDial number to its complete mailbox number. This table shows the Subscriber Groups and the mailbox numbers associated with each Subscriber Group. All mailbox users in a Subscriber Group can dial a partial mailbox number to access another mailbox in that group. Those users must dial a complete phone number to reach any mailbox not included in their Subscriber Group.

**Figure 3-1 NP RapidDial Table**

To create the NP RapidDial Table, log into the console, enter **M** at the Main Menu, then enter **T** at the Mailbox Maintenance menu (Figure 3-2). The NP RapidDial Table Menu appears (Figure 3-3).

**Figure 3-2 The Mailbox Maintenance Menu**

```
MAILBOX MAINTENANCE
(B) Mailbox block inquiry
(C) Create/Modify/Delete mailboxes
(E) Mailbox dump
(I) Inquire about mailboxes
(K) Copy/delete/enable mailbox greetings
(L) List maintenance
(N) Trace Utility Report
(O) Trace Utility Delete
(P) Set passcode/tutorial
(R) Rotational mailboxes
(S) Search for mailboxes
(T) NP RapidDial Table Utility Maintenance
(W) Mailbox disk speech usage
(X) Exit
```

**Figure 3-3 The NP RapidDial Table Menu**

```
NP RAPIDDIAL TABLE MENU
(A) Add new record(s)
(C) Clear NP RapidDial table
(D) Delete existing record(s)
(E) Export NP RapidDial table
(I) Import NP RapidDial table
(P) Purge Subscriber Group
(R) Report all Subscriber Groups
(V) View Subscriber Group
(X) Exit
```

Use the NP RapidDial Table menu to access the NP RapidDial configuration menus. These menu options are described in the following sections in the order in which they appear in the NP RapidDial Table menu.

**(A) Add new record(s)**

To add a new record to the NP RapidDial Table, select **A** from the NP RapidDial Table menu (Figure 3-3). After you create or modify the NP RapidDial Table, save a copy of the table with the Export NP RapidDial table menu option, described later in this section.

Table 3-1 shows you how to add a new Subscriber Group record to the NP RapidDial Table (using Subscriber Group 10 as an example).

<b>Table 3-1 Add New Records</b>		
<b>Prompts</b>	<b>Example of User Input</b>	<b>Comments</b>
Enter Subscriber Group (1-1000):	<b>10</b>	Assign a Subscriber Group ID of 10.
Subscriber Group 10 does not exist. Create new Subscriber Group 10? (Y/N)	<b>Y</b>	Begin creating Subscriber Group 10.
Enter prefix length:	<b>5</b>	Sets the first five digits of the phone number as the prefix.
Enter suffix length:	<b>2</b>	Sets the last two digits of the phone number as the suffix.
Enter prefix:	<b>12345</b>	Sets all phone numbers in this group to begin with 12345.
Enter suffix range (start-end):	<b>10-99</b>	Sets all phone numbers to end with a number from 10 through 99.
Enter prefix:	<b>Enter</b>	Enter another prefix or press <b>Enter</b> to end.
Enter Subscriber Group (1-1000):	<b>Enter</b>	Enter a new Subscriber Group or press <b>Enter</b> to end.
1 record(s) added.	<b>Enter</b>	A notification appears that the group was created.

When creating a Subscriber Group, the following rules apply:

- Mailbox numbers in Subscriber Groups can be up to 11 digits.
- The prefix can be a maximum of nine digits.
- The suffix is the NP RapidDial number that group members will use to access mailboxes in their Subscriber Group.

In the example in Table 3-1, the mailbox numbers are set at seven digits with five digits in the prefix and two digits in the suffix. All mailboxes numbers have the prefix 12345. Members of Subscriber Group 10 can use the two-digit suffix to address messages to other mailboxes in the group. For example, the user for mailbox 1234510 can press 99 to address a message to mailbox

1234599.

### (C) Clear NP RapidDial Table

To delete all data in the NP RapidDial Table, select **C** from the NP RapidDial Table menu (Figure 3-3). Do this only if the NP RapidDial Table is corrupt, recently entered data is not valid, or you need to replace the table with another NP RapidDial Table. Clearing the NP RapidDial Table lets you restore a valid, previously saved version with the Import NP RapidDial table option, described later in this section.

Table 3-2 shows you how to clear all records from the NP RapidDial Table.

**Note:** Use the password "RdtUtil" for all functions that delete data from the NP RapidDial Table.

Table 3-2 Clear NP RapidDial Table		
Prompts	Example of User Input	Comments
Please enter the passcode:	RdtUtil	RdtUtil is the passcode. It is case sensitive.
Do you really want to delete all entries in the rapid dial table? (Y/N)	Y or N	
NP RapidDial Table cleared.		

### (D) Delete existing record(s)

To delete the record for a single Subscriber Group from the NP RapidDial Table, select **D** from the NP RapidDial Table menu (Figure 3-3). Table 3-3 shows you how to delete a single record from a Subscriber Group (using Subscriber Group 10 as an example).

Table 3-3 Delete Existing Records		
Prompts	Example of User Input	Comments
Enter Subscriber Group	10	Delete Subscriber Group 10.
Subscriber Group: nn Number of record(s) : nn Prefix length nn, Suffix length nn		
Enter prefix:	12345	Sets all phone numbers in this group to begin with 12345.
Enter suffix range (start-end):	10-99	Sets all phone numbers to end with a number from 10 through 99.

Prefix Suffix Range Start Suffix Range End nn                    nn nn Do you want to delete above record? (Y/N)	Y	
Record deleted.		
Enter Subscriber Group (1- 1000):		Enter another Subscriber Group number or press <b>Enter</b> to end.

### (E) Export NP RapidDial Table

To export and save a copy of the NP RapidDial Table, select **E** from the NP RapidDial Table menu (Figure 3-3). You can use the export option to back up the current NP RapidDial Table before you modify it. Table 3-4 shows you how to export the current NP RapidDial Table. The NP RapidDial Table is automatically saved when you back up the server, but you cannot selectively restore the NP RapidDial Table, only.

**Note:** At the prompt, enter a file name. You can enter a full path and file name to store the file in any directory on the hard disk or on a diskette. The export option uses the .rdt extension.

Table 3-4 Export NP RapidDial Table		
Prompts	Example of User Input	Comments
Enter export filename:	<filename>	Enter a name for the saved file. If you enter the name of an existing file, that file is overwritten and its contents are lost. To save the file to floppy disk, enter a full path name in the following format: /fd0/<path><filename> If you do not specify a path, the file is stored in this location: /usr/vm/config/<filename>.rdt
Export file <filename> is created		

### (I) Import NP RapidDial Table

To import an NP RapidDial Table from diskette or another directory, select **I** from the NP RapidDial Table menu (Figure 3-3). When you import a file, the program searches for the specified file in the "/usr/vm/config" directory. To import a file from a diskette or another directory, you must include a path in the file name. Do not specify an extension. NP RapidDial automatically appends .rdt as the extension.



Only new records are imported into the NP RapidDial Table. An existing record is not affected unless a command in the import file deletes that record in the current NP RapidDial Table. To import a completely new table, first clear (C) the current NP RapidDial Table, then import the replacement table.

Import files are text files. You can edit these text files in a text editor and insert the following commands before importing the file:

- “add” inserts a record in the NP RapidDial Table. If a record overlaps or is redundant, the add command fails and an error message appears.
- “del” removes a record from the NP RapidDial Table. If the record does not exist, an error message appears. You can delete an existing record with the del command and then insert a replacement record with a subsequent add command.
- “end” stops the import process. It must appear at the end of the imported data.

A text file for import might include the following example commands and data:

```
add 5,622,2100
add 25,345,5000-6999
add 300,7954,100-550
del 4,621,3000-4999
add 4,621,5000-5050
end
```

This example causes the following changes in the NP RapidDial Table:

- Creates Subscriber Group 5 with prefix 622 and suffix 2100
- Creates Subscriber Group 25 with prefix 345 and suffixes from 5000 through 6999
- Creates Subscriber Group 300 with prefix 7954 and suffixes from 100 through 550
- Removes Subscriber Group 4 with prefix 621 and suffixes from 3000 through 4999
- Creates Subscriber Group 4 with prefix 621 and suffixes from 5000 through 5050
- Ends the import process

Table 3-5 shows you how to import an NP RapidDial Table.

Table 3-5 Import NP RapidDial Table		
Prompts	Example of User Input	Comments

<p>Enter import filename:</p>	<p>&lt;file name&gt;</p>	<p>Enter the path and file name to import. Do not specify the default .rdt extension in the filename. Records with settings that overlap existing records in the current NP RapidDial Table are not imported.</p> <p>To import the file from diskette or another directory, specify a full path name in the following format: /fd0/&lt;path&gt;&lt;filename&gt;</p> <p>If you do not specify a path, the program searches for the file in the default directory: /usr/vm/config/</p>
<p>n records added, n records deleted, 1 failed.</p>		<p>The number of imported records appears as n records added. If the import file includes redundant records, an error message appears. Each error increments the "failed" counter.</p>

### (P) Purge Subscriber Group

To remove a Subscriber Group from the NP RapidDial Table, select **P** from the NP RapidDial Table menu (Figure 3-3). Table 3-6 shows you how to purge a Subscriber Group (using Subscriber Group 10 as an example).

Table 3-6 Purge Subscriber Group		
Prompts	Example of User Input	Comments
<p>Enter Subscriber Group (1-1000):</p>	<p>10</p>	<p>Purge Subscriber Group 10.</p>
<p>Please enter the passcode:</p>	<p>RdtUtil</p>	<p>The passcode is case sensitive.</p>
<p>Do you really want to remove Subscriber Group 10? (Y/N)</p>	<p>Y</p>	
<p>Subscriber Group nn with nn record(s) deleted.</p>		
<p>Enter Subscriber Group (1-1000):</p>		<p>Enter a new Subscriber Group number or press <b>Enter</b> to exit.</p>

### (R) Report on all Subscriber Groups

To obtain a report of the Subscriber Groups in the NP RapidDial Table, select **R** from the NP RapidDial Table menu (Figure 3-3). You can view the report on the console or save it to a file. Table 3-7 shows you how to obtain an NP RapidDial Table report.

Table 3-7 Report on all Subscriber Groups		
Prompts	Example of User Input	Comments
<pre> DISPLAY RAPID DIAL TABLE MENU (C) Display to console (F) Output to file (X) Exit                     </pre>		Option <b>C</b> sends the report to the console screen. Option <b>F</b> sends the report to a file. Option <b>X</b> exits this function.
<pre> Subscriber Suffix Suffix Group      Prefix Range Start Range End ===== = nn          nn      nn      nn                     </pre>	<b>C</b>	If you select <b>C</b> , a report appears on the console. This display shows 24 lines at a time. To continue scrolling, press the <b>space bar</b> or to scroll a single line, press <b>Enter</b> .
<pre> Enter filename:                     </pre>	<b>F</b> <b>&lt;file name&gt;</b>	If you select <b>F</b> , you must specify a full <b>&lt;path&gt;</b> and <b>&lt;filename&gt;</b> . If you do not specify a path, the program uses the <b>.rpt</b> extension to save the report to this location: <b>/usr/vm/config/&lt;filename&gt;.rpt</b>
<pre> Total of nn tables and nn records stored to file /usr/vm/config/&lt;filename&gt;.rpt                     </pre>		After the file is saved, a message similar to this appears on the console.

### (V) View Subscriber Group

To see a specific Subscriber Group in the NP RapidDial Table, select **V** from the NP RapidDial Table menu (Figure 3-3). You can view the prefix, suffix range start, and suffix range end for the selected Subscriber Group.

Table 3-8 shows you how to view a Subscriber Group (using Subscriber Group 10 as an example).

Table 3-8 View Subscriber Group		
Prompts	Example of User Input	Comments
<pre> Enter Subscriber Group (1-1000):                     </pre>	<b>10</b>	View Subscriber Group 10.

<pre>Prefix      Suffix  Suffix Range      Start  Range End ===== nn          nn          nn</pre>		The record for the Subscriber Group appears on the console in a format similar to that shown on the left.
<pre>Enter Subscriber Group (1-1000)</pre>		Enter a new Subscriber Group to view or press <b>Enter</b> to exit.

## Configure Mailboxes for NP RapidDial

Before the NP RapidDial feature can be used, each mailbox must be assigned to a Subscriber Group.

To configure mailboxes to use the NP RapidDial feature, reach the Mailbox Maintenance menu (Figure 3-2) and select (C) Create/Modify/Delete Mailboxes.

Table 3-9 shows you an example of how to create or modify a group of mailboxes that will use NP RapidDial. For additional information on creating, deleting, and configuring mailboxes, refer to Chapter 6, Mailboxes, in the *Reference and Configuration Manual*.

Prompts	Example of User Input	Comments
Mailbox to create:	100-120	Creates or modifies 21 mailboxes numbered from 100 through 120.
Name:	Press Enter	Retains current value.
Department code:	Press Enter	Retains current value.
Access code:	Press Enter	Retains current value.
Receptionist day treatment:	Press Enter	Retains current value.
Receptionist day treatment:	Press Enter	Retains current value.
Mailbox's extension number:	Press Enter	Retains current value.
Mailbox's extension pre-dial index:	Press Enter	Retains current value.
Attendant extension number:	Press Enter	Retains current value.
Features Class of service:	60	Specify an FCOS containing FCOS bit 265.
Limits Class of service:	Press Enter	Retains current value.
Group Class of service:	Press Enter	Retains current value.
Network Class of service:	Press Enter	Retains current value.
Restriction Class of service	Press Enter	Retains current value.

Subscriber Group (1-1000)	Subscriber Group Number	Enter the Subscriber Group number. This prompt appears only if FCOS 265 is assigned to the mailbox.
Enter a temporary passcode:	Press Enter	Retains current value.
Tutorial (y/n):	Press Enter	Retains current value.
Enter the message speech quality (0,18,24,32):	Press Enter	Retains current value.
Enter the name and greeting speech quality (0,18,24,32):	Press Enter	Retains current value.
Enter Internal Outcall Index:	Press Enter	Retains current value.
Enter Billed Outcall Index:	Press Enter	Retains current value.
Enter Non-Billed Outcall Index:	Press Enter	Retains current value.
Message waiting type #1:	Press Enter	Retains current value.
Message waiting type #2:	Press Enter	Retains current value.
Message waiting type #3:	Press Enter	Retains current value.
Call placement pager access type:	Press Enter	Retains current value.
Time zone offset:	Press Enter	Retains current value.
Lists with change rights:	Press Enter	Retains current value.
Lists with review rights:	Press Enter	Retains current value.
Mailbox 100-101 created	Press Enter	Retains current value.
Mailbox to create:	Press Enter	Retains current value.
#	exit	Return to the Main Menu.