

# NP WakeUp

2700-0853-B1, Issue 2 - July 2000

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The NP WakeUp optional feature for NuPoint Messenger™ provides automatic wakeup calls. These calls can be set either at the server by the system administrator or at a telephone by the user.

Wakeup call requests are stored in the mailbox and in the Wakeup Administrator. In the Wakeup Administrator, a timer checks every minute for wakeup requests for all mailboxes, then delivers all wakeup requests with a time less than the current time. When a daily call is completed, the request is incremented by 24 hours and added to the end of the list.

Standard NP Wakeup, enabled by Feature Classes of Service (FCOS) feature bit 015, allows the user to set up multiple wakeup calls. These can be one-time only, or on a long-term basis every day, Monday through Friday, or Saturday and Sunday. The user can cancel the call(s) at any time.

The standard NP Wakeup telephone user interface (TUI) is located in the User Options menu, choice A, Automatic wakeup.

Enhanced NP Wakeup, designed for hospitality settings and enabled by FCOS feature bit 287, allows the user to set up one daily call. The system administrator can configure a snooze function, as well as how many times and how often the server can repeat a call that is not answered. If the user chooses snooze (presses any key within 10 seconds) or the call is ring no answer or busy, the request will be retried at the configured interval for the configured number of times.

The enhanced NP Wakeup TUI is located at the Main menu, choice A, Automatic wakeup.

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## Configuring NP WakeUp

When configuring NP WakeUp, remember that like paging, NP WakeUp requires dedicated outdial ports.

For both standard and enhanced wakeup, check that the value for the LCOS parameter, Maximum wakeups per billing, is large enough to accommodate the users' needs. Each time a user sets a wakeup call, the billing counter is incremented, even if the user changes or cancels the call before the server places the call.

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### Standard NP WakeUp

Follow these steps at the server console:

1. Install the NP WakeUp optional feature. See the *Installation and Service Manual*, chapter 3.
2. Define an FCOS that includes feature bit 015, NP WakeUp. See the *Reference and Configuration Manual*, Chapter 7.
3. Define a pager with a dial string for the PBX at the site. See the *Reference and Configuration Manual*, chapter 4. This dial string will be combined with the wakeup number for the mailbox to make the complete dial string.
4. To configure NP WakeUp in a mailbox, assign the FCOS that includes NP WakeUp.

## Enhanced NP WakeUp

Follow these steps at the server console:

1. Install the NP WakeUp optional feature. See the *Installation and Service Manual*, chapter 3.
2. Define an administrative mailbox that will receive notification of failed wakeup calls. See the *Reference and Configuration Manual*, chapter 6.
3. A wakeup call fails if it is not answered within the allowed number of retries. You cannot delete the administrative mailbox unless you first set the notification function to another mailbox.
4. Define an FCOS that includes feature bit 287, Enhanced Auto WakeUp. See the *Reference and Configuration Manual*, Chapter 7.

**CAUTION: Do not use feature bit 015 with 287; they are not compatible.**

5. Define a pager with a dial string for the PBX at the site. See the *Reference and Configuration Manual*, chapter 4. This dial string will be combined with the wakeup number for the mailbox to make the complete dial string.
6. Set up the mailbox(es) for Enhanced Auto WakeUp.
  - (a) Assign the FCOS that includes Enhanced Auto WakeUp.
  - (b) At the prompt to "New wakeup Parameters?," enter **Y**.
  - (c) At the prompt to "Define wakeup for this mailbox?," enter **Y**.
  - (d) At the prompt for "New wakeup pager access type," enter the pager access **code** defined in step 3.
  - (e) At the prompt for "New wakeup number," enter the phone **number** to dial for wakeup calls, typically the extension for the mailbox.
7. From the Main menu, select (S) System maintenance.
8. At the System Maintenance menu, select (A) NP WakeUp.
9. At the Wakeup menu, select (G) General wakeup parameters, then enter values for these parameters:
  - Enter the number of wakeup attempts: Set the **number** of times to try the wakeup call; default is 5 tries.
  - Enter the number of minutes between wakeup attempts: Set the **time** between wakeup tries; default is 5 minutes.
  - Enter the number of snoozes: Set the **number** of times the user can select snooze for a call; default is 3 snoozes.
  - Enter the number of minutes between snoozes: Set the **time** between snoozes; default is 9 minutes.
  - Mailbox in which failure notification to be delivered: Enter the mailbox **number** that the wakeup administrator can check for failures; typically, this is the administrator's mailbox; no default.
10. To exit to the System Maintenance menu, select (X) Exit.

To manage wakeup calls from the server console:

1. From the Main menu, select (S) System maintenance.
2. At the System Maintenance menu, select (A) NP WakeUp.
3. At the Wakeup menu, select one of these options:

**Note:** Standard NP WakeUp allows multiple calls on selected days in each mailbox. Enhanced Auto WakeUp allows one call scheduled for every day in each mailbox.

- (S) Schedule a wakeup call: At the prompts, enter the **number** of the mailbox to receive the call, then enter the **time** as hh:mm with am or pm.
  - (C) Cancel wakeup calls: At the prompt, enter the **number** of the mailbox to cancel scheduled calls
  - (L) List wakeup calls: At the prompt, enter the **number** of the mailbox to view scheduled calls.
  - (R) Review wakeup calls: At the prompt, enter the **number** of the mailbox to view scheduled calls; you must choose to Keep or Delete each call.
  - (F) List future deliveries: At the prompt, enter the **number** of the mailbox to view scheduled calls.
4. To exit to the System Maintenance menu, select (X) Exit.

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## User Interface

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### Standard TUI

1. At the telephone, log in to the mailbox and press the **U** key to reach the User Options menu.
2. At the User Options menu, press the **A** key to reach NP WakeUp.
3. At the NP Wakeup menu, schedule or cancel calls.
  - (a) To schedule a call, press the **S** key, then at the Prompts, enter the time for a wakeup call: two digits for the hour, two digits for the minute, then press the **A** key for a.m. or the **P** key for p.m.
    - To make this a daily call, press the **D** key.
    - To cancel the call, press the **C** key.
    - To change the time, press the **R** key.
  - (b) To cancel all calls, press the **C** key.
  - (c) To schedule another call, repeat step a.
  - (d) To exit to the User Options menu, press the **X** key.

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### Enhanced TUI

1. At the telephone, log in to the mailbox and press the **A** key to reach NP WakeUp. If a call is already scheduled, a Prompt announces it.
2. To keep a scheduled call, press the **K** key.

3. To delete a scheduled call, press the **D** key.
4. To set a new call (this automatically replaces any scheduled call), press the **A** key.
  - (a) Follow the Prompts to schedule a call. Enter the time for the call: two digits for the hour, two digits for the minute, then press the **A** key for am or the **P** key for pm.

The call will be made daily at this time until the user changes or deletes the call through the TUI or the administrator changes or cancels the call at the console.

**Note:** If the user does not set AM or PM, the server will call at the next occurrence of that time. For example, if the user sets a call for "8:00" at 9 PM, the server will call at 8:00 AM. If the user sets a call for "8:00" at 7 PM, the server will call at 8:00 PM.

- (b) To exit the mailbox, press the **X** key.

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## Call Records

Wakeup calls will be entered in the Event Recorder for these reasons:

- The user answered the call.
- The user chose snooze.
- The user did not answer, but the system allows more retries.

If the call is not answered and all snoozes and retries are used, the system records the failure in the Error Log and sends a message to the wakeup administrator's mailbox.