

Cut-Through Paging User's Guide

NuPoint Voice Release 5.0
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1.0 Feature Description

Cut-through Paging is available in NuPoint Voice Release 5.01 Revision G. Cut-through Paging is only supported in the English language.

Cut-through Paging (CTP) is an enhancement to the current paging feature. CTP allows the caller/user to input a telephone number for the page recipient to call. The telephone number can be between 1 and 25 digits. The telephone number will be sent to the recipient's pager as part of the paging notification.

In addition, the CTP feature allows the page recipient the option of requesting a page notification receipt. If requested, a page notification receipt is deposited in the page recipient's mailbox after each cut-through page. A page notification receipt allows a page recipient to keep a record, through NuPoint Voice messages, of all messages received.

The CTP feature is configurable by Feature Class of Service (FCOS) bits. A page recipient's mailbox can be configured four different ways:

- 1) The mailbox can receive a telephone number or a recorded message but not both. And the mailbox will not receive page notification receipts.
- 2) The mailbox can receive a telephone number, a recorded message, or both a telephone number and a recorded message. The mailbox will not receive page notification receipts.
- 3) The mailbox can receive a telephone number or a recorded message but not both. The mailbox will receive page notification receipts.
- 4) The mailbox can receive a telephone number, a recorded message or both. The mailbox will receive page notification receipts.

CTP is only supported for single addressee messages. A system user creating a multiple addressee message will not be able to access CTP.

Like all pages, the cut-through page will only be sent when the current time is within the mailbox's configured page "start" time and "stop" time window. In addition, the CTP recipient will only be paged once.

The page notification receipt is not supported for broadcast mailboxes.

2.0 Configuration

CTP is controlled at the mailbox level through FCOS bits. There are no other configuration changes to the system. Configure the NuPoint Voice system as before. Configure Pager line groups and regular pager mailboxes as before.

2.1 CTP FCOS bits.

CTP introduces three new FCOS bits. The CTP FCOS bits are as follows:

- 1) FCOS bit 171: If added to a mailbox's FCOS, it activates CTP for the mailbox. The caller/user can leave a telephone number or a message. However, the caller/user cannot leave both a telephone number and a message at the same time.
- 2) FCOS bit 172: If added to a mailbox's FCOS, it activates CTP for the mailbox. The caller/user can leave a telephone number, a message, or both a telephone number and a message.
- 3) FCOS bit 173: If added to a mailbox's FCOS, the mailbox will receive a notification receipt for each CTP page. Otherwise, the mailbox will not receive a notification receipt for each CTP page.

2.2 Other FCOS bits.

This section describes the other FCOS bits which affect the functionality of the CTP feature.

- 1) FCOS bit 70 & 77 - CTP paging is an extension of regular paging, therefore, paging must also be configured.
- 2) FCOS bit 10 - English prompts. CTP is only supported in English, therefore, the English prompts FCOS bit should be set.
- 3) FCOS bit 4 - Outside Caller Functions On/Off. If On, the caller must enter the feature activation key ("1" the 4 key) to activate CTP. If Off, the caller can enter the telephone number directly, without using the feature activation key.
- 4) FCOS bit 5 - Outside Caller Menu On/Off. If the outside caller menu is off, the outside caller will not receive outside caller function prompts. Note FCOS bit 5 requires that FCOS bit 4 be set.
- 5) FCOS bit 75 - Audit Receipt Messages. If not configured(i.e. not on), the page recipient configured for page receipt notification will not be able to play the message associated with the page receipt.

For example: Caller A leaves a telephone number and a message for mailbox B. Mailbox B is configured with CTP (FCOS bits 172 & 173) but not FCOS bit 75. Mailbox B's owner will be paged with a telephone number and receive a page receipt in his/her mailbox. When B calls into his/her mailbox, it will have a receipt. When B plays the receipt message, he/she will only hear the phone number. The message will not be played and B will have no way to play the associated message.

A mailbox configured with page receipt notification should be configured with FCOS bit 75 set on.

2.3 Configuring a CTP Mailbox

To configure a CTP Mailbox follow these steps:

- 1) Define a CTP FCOS. Refer to the *Reference and Configuration Manual* for general information on defining FCOSs.
 - a) First, copy/add all FCOS bits from your regular pager mailbox's FCOS to the CTP FCOS.
 - b) Next, If not already included, add the English prompts feature (FCOS bit #10) to the CTP

- FCOS. This is because the feature is only supported in English. It would be a good idea to delete all other language prompts from the CTP FCOS.
- c) Then, add the desired CTP features.
 - i) FCOS bit 171. A mailbox which can receive a telephone number or a recorded message but not both; no page notification receipt.
 - ii) FCOS bit 172. A mailbox which can receive a telephone number and/or a recorded message; no page notification
 - iii) FCOS bits 171 & 173. A mailbox which can receive a telephone number or a recorded message but not both; with page notification receipt.
 - iv) FCOS bits 172 & 173. A mailbox which can receive a telephone number and/or a recorded message; with page notification receipt.
 - 2) Define a Mailbox. Refer to the *Reference and Configuration Manual* for general information on Defining mailboxes (Chapter 6) and Paging (Chapter 4).
 - a) Assign the CTP FCOS, defined above, to the mailbox.
 - b) Set the message waiting type to "5". This is required for all pager mailboxes (CTP or regular).
 - c) Set all other page parameter as before.
 - 3) To define another CTP Mailbox of the same type, repeat step 2. To define another type of CTP Mailbox, repeat step 1 and 2.

3.0 User Interface

There are five parts to the user interface for CTP. First, how the CTP mailbox owner should setup his/her greeting. Second, the feature activation key. Third, the Outside Caller interface. Fourth, the System User interface. Fifth, the CTP Recipient (Mailbox Owner) interface.

3.1 CTP Mailbox Owner Greeting

The CTP mailbox owner's greeting should inform the caller that CTP is available. This is because the NuPoint Voice greeting will not prompt the caller to access CTP.

3.2 Feature Activation Key

The feature activation key defined for CTP is "1" the 4 key on the telephone set. This key is used by the caller/system user to access CTP.

3.3 Outside Caller Interface

This section describes the outside caller CTP access scenarios. Depending on the mailbox configuration, the outside caller can access CTP at two different points within the NuPoint Voice session. Either immediately after the mailbox owner greeting or after recording a message. As previously mentioned, it is the responsibility of the mailbox owner to inform the caller about CTP in his/her greeting. The NuPoint Voice greeting will not prompt the caller for CTP.

Scenario 1: Leave a telephone number (activate CTP), for a CTP Mailbox which has Outside Caller Functions On and Outside Caller Menu On.

- 1) Dial the desired party. If the called party is unavailable, you will be forwarded to the NuPoint Voice system.
- 2) After the mailbox owner greeting, Enter "I" the 4 key.
- 3) NuPoint Voice will prompt you to leave a telephone number.
- 4) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, NuPoint Voice will time out and prompt you again for the telephone number. After the second time out NuPoint Voice will hang-up.
- 5) After the telephone number is entered, NuPoint Voice will repeat the telephone number entered.
- 6) NuPoint Voice will prompt you with options as before; including the new option to delete and reenter your telephone number.
- 7) If you do not wish to delete and reenter your telephone number, skip to step 13.
- 8) Enter "I" the 4 key.
- 9) NuPoint Voice will prompt you to leave a telephone number.
- 10) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, NuPoint Voice will timeout and prompt you again for the telephone number. After the second timeout NuPoint Voice will hang-up.
- 11) After the telephone number is entered, NuPoint Voice will play it back.
- 12) NuPoint Voice will prompt you with options as before.
- 13) Enter "X" the 9 key.
- 14) NuPoint Voice will confirm the sending of your telephone number with "Your page sent."
- 15) Hang-up.

Scenario 2: Leave a telephone number (activate CTP), for a CTP Mailbox which has Outside Caller Functions Off:

- 1) Dial the desired party. If the called party is unavailable, you will be forwarded to the NuPoint Voice system.
- 2) After the mailbox owner greeting, Enter your telephone number (1-25 digits) followed by a "#". The feature activation key is not required when the outside caller functions are off. If you do nothing, NuPoint Voice assume you are recording a message.
- 3) If a telephone number was entered, NuPoint Voice will repeat the telephone number entered.
- 4) NuPoint Voice will confirm the sending of your telephone number with "Your page sent."
- 5) NuPoint Voice will hang-up unless the line group is configured for caller multiple messages. If the line group is configured for multiple messages, NuPoint Voice will prompt the caller to send another message or forward to the attendant.
- 6) Hang-up.

Scenario 3: Leave a telephone number after recording a message (Note: this option is only available if the CTP mailbox is configured with FCOS bit 172 and Outside Caller Functions On and Outside Caller Menu On)

- 1) Dial the desired party. If the called party is unavailable, you will be forwarded to the NuPoint Voice system.

- 2) After the mailbox owner greeting, record a message.
- 3) NuPoint Voice will prompt you with options as before; including the option to enter your telephone number.
- 4) 4)Enter "1" the 4 key.
- 5) NuPoint Voice will prompt you to leave a telephone number.
- 6) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, NuPoint Voice will timeout and prompt you again for the telephone number. After the second time out NuPoint Voice will hang-up.
- 7) After the telephone number is entered, NuPoint Voice will play it back.
- 8) NuPoint Voice will prompt you with options as before; including the new option to delete and reenter your telephone number.
- 9) If you do not wish to delete and reenter your telephone number, skip to step 15.
- 10) Enter "1" the 4 key.
- 11) NuPoint Voice will prompt you to leave a telephone number.
- 12) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, NuPoint Voice will timeout and prompt you again for the telephone number. After the second time out NuPoint Voice will hang-up.
- 13) NuPoint Voice will repeat the telephone number entered.
- 14) NuPoint Voice will prompt you with options as before.
- 15) Enter "X" the 9 key.
- 16) NuPoint Voice will confirm the sending of your telephone number and message with "Your message and page sent".
- 17) Hang-up.

Scenario 4: Leave a telephone number after recording a message (Note: this option is only available if the CTP mailbox is configured with FCOS bit 172 and Outside Caller Functions Off):

- 1) Dial the desired party. If the called party is unavailable, you will be forwarded to the NuPoint Voice system.
- 2) After the mailbox owner greeting, record a message.
- 3) Enter your telephone number (1-25 digits) followed by a "#" before the end of recording timeout. If you do nothing, NuPoint Voice will timeout the recording.
- 4) After the telephone number is entered, NuPoint Voice will play back the number.
- 5) NuPoint Voice will confirm the sending of your telephone number and message with "Your message and page sent".
- 6) NuPoint Voice will hang-up unless the line group is configured for caller multiple messages. If the line group is configured for multiple messages, NuPoint Voice will prompt the caller to send another message or forward to the attendant.
- 7) Hang-up.

Scenario 5: Leave a telephone number before recording a message. (**Note:** this option is only available if the CTP mailbox is configured with FCOS bit 172 and Outside Caller Functions On and Outside Caller Menu On.)

- 1) Dial the desired party. If the called party is unavailable, you will be forwarded to the NuPoint Voice system.

- 2) After the mailbox owner greeting, Enter "I" the 4 key.
- 3) NuPoint Voice will prompt you to leave a telephone number.
- 4) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing NuPoint Voice will timeout and prompt you again for the telephone number. After the second time out NuPoint Voice will hang-up.
- 5) After the telephone number is entered, NuPoint Voice will play it back.
- 6) NuPoint Voice will prompt you with options as before, including the option to delete and reenter your telephone number
- 7) If you do not wish to delete and reenter your telephone number, skip to step 13.
- 8) Enter "I" the 4 key.
- 9) NuPoint Voice will prompt you to leave a telephone number.
- 10) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, NuPoint Voice will timeout and prompt you again for the telephone number. After the second time out NuPoint Voice will hang-up.
- 11) After the telephone number is entered, NuPoint Voice will repeat the telephone number entered.
- 12) NuPoint Voice will prompt you with options as before.
- 13) Enter "D" the 3 key. NuPoint Voice will prompt you to record a message.
- 14) Record a message. NuPoint Voice will confirm the completion of your recording.
- 15) NuPoint Voice will prompt you with options as before.
- 16) Enter "X" the 9 key.
- 17) NuPoint Voice will confirm the sending of your telephone number and message with "Your message and page sent."
- 18) Hang up.

Scenario 6: Leave a message only, dial the party as always and record your message after the NuPoint Voice recording beep.

3.3 System User Interface

The CTP feature is only available for single addressee messages. It is not available for multiple addressee messages.

Scenario 1: Leave a telephone number (activate CTP):

- 1) Dial NuPoint Voice and enter as a system user.
- 2) Select to make a new message as normal. However, address the message to only one addressee.
- 3) After the recording beep, enter "I" the 4 key. NuPoint Voice will prompt you to leave your telephone number.
- 4) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, NuPoint Voice will timeout and prompt you again for the telephone number. After the second time out NuPoint Voice will return you to the "Make" menu.
- 5) After the telephone number is entered, NuPoint Voice will play it back.

- 6) NuPoint Voice will prompt you with options as before; including the option to delete and reenter your telephone number.
- 7) If you do not wish to delete and reenter your telephone number, skip to step 13.
- 8) Enter "I" the 4 key.
- 9) NuPoint Voice will prompt you to leave a telephone number.
- 10) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, NuPoint Voice will timeout and prompt you again for the telephone number. After the second time out NuPoint Voice will return you to the "Make" menu
- 11) After the telephone number is entered, NuPoint Voice will play it back.
- 12) NuPoint Voice will prompt you with options as before.
- 13) Enter "X" the 9 key.
- 14) NuPoint Voice will confirm the sending of your telephone number with "Your page sent."
- 15) Hang-up.

Scenario 2: Leave a telephone number after recording a message (Note: this option is only available the CTP mailbox is configured with FCOS bit 172):

- 1) Dial NuPoint Voice and enter as a system user.
- 2) Select to make a new message as normal. However, address the message to only one addressee.
- 3) Record your message. NuPoint Voice will prompt you to leave your telephone number.
- 4) NuPoint Voice will prompt you with options as before, including the option to enter your telephone number.
- 5) Enter "I" the 4 key. NuPoint Voice will prompt you to leave your telephone number.
- 6) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, NuPoint Voice will timeout and prompt you again for the telephone number. After the second time out NuPoint Voice will return you to the "Make" menu.
- 7) After the telephone number is entered, NuPoint Voice will play it back.
- 8) NuPoint Voice will prompt you with options as before; including the option to delete and reenter your telephone number.
- 9) If you do not wish to delete and reenter your telephone number, skip to step 15
- 10) Enter "I" the 4 key.
- 11) NuPoint Voice will prompt you to leave a telephone number.
- 12) Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, NuPoint Voice will timeout and prompt you again for the telephone number. After the second time out NuPoint Voice will return you to the "Make" menu
- 13) After the telephone number is entered, NuPoint Voice will play it back.
- 14) NuPoint Voice will prompt you with options as before.
- 15) Enter "X" the 9 key.
- 16) NuPoint Voice will confirm the sending of your telephone number and message with "Your message and :page sent.
- 17) Hang-up.

Scenario 3: Leave a message only, enter NuPoint Voice as a system user and address and

record you message as always.

3.4 CTP Recipient Interface

The User Interface for the CTP recipient is divided into two areas: Pager Interface and Mailbox Interface. The Pager Interface describes what the CTP recipient will receive through his/her pager. The Mailbox Interface describes what the CTP recipient will receive in is/her mailbox.

3.4.1 CTP Recipient Pager Interface

The cut-through page will only be sent when the current time is within the mailbox's configured page "start" time and "stop" time window. The cut-through page will be sent only once (pager frequency = 1). If the cut-through page is unsuccessful, then the page will follow the regular page recovery process as defined for the recipient's mailbox.

The telephone number entered by the caller/user will be sent as a post-pager string prefix with a "greet" command. The "greet" command signals NuPoint Voice not to send the telephone number until the pager has answered. The telephone number will override the recipient's default post-pager string (predefined in the mailbox configuration). If the recipient's pager is analog, the pager unit will beep and then play the DTMF tones for the telephone number to call. If the recipient's pager is digital, the digital readout will display the telephone number to call. If the recipient's pager is voice, the pager will say "Please call NNX-XXXX.," where NNX-XXXX is the telephone number entered by the caller/user.

If the page recipient's mailbox is configured for notification receipt, the recipient will receive one page if the caller/user leaves both a telephone number and a message. However, if the page recipient's mailbox is configured for no notification receipt, the recipient will be paged twice if the caller/user leaves both a telephone number and a message—once for the telephone number and once for the message.

3.4.2 CTP Recipient Mailbox Interface

The messages received in the CTP recipient's mailbox depends on the caller/user action and the mailbox configuration.

Case 1 - Caller/user leaves only a telephone umber:

- a) If the mailbox is configured for no page notification receipt, the mailbox will have no page notification receipt and no message.
- b) If the mailbox is configured for page notification receipt, the mailbox will have one page notification receipt.

Case 2 - Caller/user leaves only a recorded message:

- a) If the mailbox is configured for no page notification receipt, the mailbox will have one message.
- b) If the mailbox is configured for page notification receipt, the mailbox will have one message.

Case 3 caller/user leaves a telephone number and a recorded message:

- a) If the mailbox is configured for no page notification receipt, the mailbox will have no page notification receipt and one message.
- b) If the mailbox is configured for page notification receipt, the mailbox will have one page notification receipt and no message.

3.4.2.2 NuPoint Voice Interface

CTP results in two NuPoint Voice interface changes for the CTP mailbox owner.

- 1) When the CTP mailbox owner accesses NuPoint Voice, the greeting will now list the number of page receipts, number of unplayed messages, and the total number of messages. If there are no page receipts, the greeting will list the number of unplayed messages and the total number of message, as before.
- 2) When the CTP mailbox owner listens to the page notification receipt, NuPoint Voice will say:
"Receipt for page received <time stamp>. You were paged by NNX-XXXX. <recorded message>."

<time stamp>: gives the time the receipt was received.

<recorded message>: plays the recorded message. If nothing was recorded, <recorded message> will be empty.