NP OnDemand Manual

Optional Feature
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Distributed Courtesy of

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1   NP OnDemand Features and Functions

NP OnDemand is an optional feature that offers carriers and organizations the opportunity to provide their customers or subscribers with temporary mailboxes created at the time there is a need for a caller to leave a message. Mailboxes created on demand can be deleted after an administrator-determined period of time.

Mailboxes on demand inherit the characteristics of a template mailbox that is used as a model. Although an NP OnDemand mailbox could have all the features of a permanent mailbox, the features available to a subscriber are usually limited to playing, keeping, and deleting messages, much like a hotel mailbox.

The following scenario illustrates a typical implementation of NP OnDemand.

Jay makes a telephone call to Celia at her cellular number. When Jay calls, Celia is not able to answer, whether she's on another call, has her phone turned off, or is out of the service area. Although Celia does not have a regular mailbox with RF Mobilenet, her cellular service, RF Mobilenet has taken a leap ahead of its competition by establishing NP OnDemand as a special benefit to its subscribers. When Celia doesn't answer, Jay hears a greeting that the system administrator has recorded in the template mailbox:

The party you have called is not available. Please leave a message at the tone.

NuPoint Voice™ instantaneously creates a mailbox for Celia identified by her cellular telephone number, and Jay leaves his message. If he does not terminate the message by hanging up, he hears

Thank you.

NP OnDemand then sets a message waiting indicator for Celia. Whether Celia calls in to NuPoint Voice or she is notified by message delivery, she hears

You have one unplayed message.

Celia then hears the message automatically, if message auto-play is a feature assigned to the template mailbox, or she hears

Press P to play the first message.

If Celia receives no more messages during the day, Jay's message and her mailbox are deleted at the nightly purge. If Celia does not retrieve her message within the time limit specified in the LCOS for mailboxes on demand, both accumulated messages and the mailbox are similarly deleted at the next scheduled purge.

System Requirements

NP OnDemand makes no special hardware requirements on NuPoint Voice systems.

With respect to NuPoint Voice software:

- NP OnDemand requires software Release 5.04B or later.

- NP OnDemand works with all Mitel Networks integrations. The mailbox number is the called number provided by the integration.

- NP OnDemand complements NuPoint Voice features defined by FCOSs, and does not in any way alter their operation.

- A mailbox created on demand requires the same account space as a regular mailbox. If a large number of NP OnDemand mailboxes are allowed to persist, a system could run out of account sectors.

- NP OnDemand **cannot** be used with NP Forms or NP Net.

2 Software Configuration

This section provides detailed installation and configuration instructions for NP OnDemand.

Switch

The switch or PBX to which your NuPoint Voice system is connected must be programmed to forward the telephone number or extension for calls that will be handled by NP OnDemand to the NuPoint Voice system rather than treating them as RNA or busy.

Installation

1. NP OnDemand is configured on a line group basis. Define the line groups and assign the lines you want to use for NP OnDemand (S, R, R, F). Refer to DP 5010, "Define a Line Group."

2. To install NP OnDemand, see chapter 3 in the *Installation and Service Manual*
   Model 70
   Model 120
   Model 640.

Configuration

Configure an FCOS

Configure an FCOS for the template mailbox that will be used as the model for mailboxes on demand (S, R, F). Refer to DP 5007, "Customize an FCOS Copy," to modify a copy of an existing FCOS or CP 5004, "Create a New FCOS," to create a new FCOS.

Note: Because NP OnDemand is configured on a line-group basis, each line group must have its own template mailbox.

Required FCOS Features

1. A new FCOS feature has been created for NP OnDemand, Feature bit 255: Delete mailbox without unplayed messages. Mailboxes on demand are identified by this feature, which causes those mailboxes without unplayed messages to be deleted at the nightly purge.

   The FCOS you create for the NP OnDemand template **must** include feature bit 255.

2. Feature bit 001: Login to mailbox. Without this feature, users will not be able to log into their NP OnDemand mailboxes and retrieve messages.

3. Feature bit 218: Passcode not needed on direct calls. Because NP OnDemand assigns a random passcode when the mailbox is created, users will not be able to retrieve their messages unless this feature is included

Note: You should take care in assigning features to the NP OnDemand template. Once an NP OnDemand mailbox is created, it is not differentiable from any other mailbox, and it will make available to its owner all the features contained in the template.

The table below offers an example of other features that might be included for an NP OnDemand mailbox. The actual features granted to an NP OnDemand mailbox are left to your discretion.

Table 1 Example NP OnDemand template features	
Feature No.	**Feature Name**
001	Login to mailbox
010	English Language prompts
039	Notification tone when new msg arrives
041	Receive messages from outside callers
047	Notification prompt when new msg arrives
050	Play messages
052	Auto-play unplayed messages
056	Auto-Discard messages
058	Play unplayed messages in FIFO order
088	Receive urgent messages
190	Receive fax messages
195	Specify fax delivery number
218	Passcode NOT needed on direct calls
255	Delete mailbox without unplayed messages

Configure an LCOS

Configure an LCOS to be assigned to mailboxes on demand (S, R, L). Refer to CP 5017, "Modify LCOS Limits." In the "Message Retention Limit Menu" set desired values for Played Message Retention and Unplayed Message Retention. The default value for Played Message Retention is 672 hours and for Unplayed Message Retention, 336 hours.

A value of zero in the Played Message Retention field would cause an NP OnDemand mailbox that had no unplayed messages to be deleted at the next nightly purge. A value of 24 hours in the Unplayed Message Retention field would give the mailbox owner at least one full day to retrieve unplayed messages.

You must set values for length of message retention in order for NP OnDemand to be effective. If the default values for message retention are left unchanged, then an NP OnDemand mailbox is

effectively permanent.

Determine the Message Waiting Type

In order for NP OnDemand to be effective, users who are not accustomed to receiving messages must be notified when they have a message waiting. You must therefore decide which message waiting type is appropriate for your application of NP OnDemand.

Same MWI as Regular Mailboxes

If subscribers who will be beneficiaries of mailboxes on demand can be informed about the new service and instructed how to respond to an MWI light or stutter dial tone, then you can use the same message waiting type as you do for your regular NuPoint Voice users.

NP OnDemand also has the capability to dial out to your subscribers and notify them of waiting messages by message delivery.

Notification by Message Delivery

NP OnDemand makes use of the pager function to call a subscriber and tell the subscriber that a message is waiting. To enable this feature when you create the template mailbox:

1. Define either message waiting type #1 or message waiting type #2 as **5**, pager.

2. If you already have message delivery enabled on your system, then just enter the appropriate pager access type in the template mailbox.

3. If you do not have message delivery enabled, you must set up a line group for out-dialing and define a pager access type.

Note: **Leave the pager number field blank**. NP OnDemand places the mailbox owner's number in this field.

4. Set message delivery attempts and interval as you wish.

Create a Template Mailbox

This section describes how to create a template mailbox, then set it up and prepare it for use. General considerations for creating and setting up the template mailbox are discussed first; detailed instructions follow the general considerations.

Template Mailbox Security

In order to ensure security of the template mailbox, Mitel Networks recommends that, once you have created a template mailbox, you change its number to one that is *not* in the dialing plan so that callers cannot leave messages in it or inadvertently log into it. Further, you should assign a nontrivial passcode to the mailbox so that you can log into it to perform maintenance as needed.

Setup and End User Introduction

You can record speech in the template mailbox if you wish; for example:

*   A generic greeting that all callers will hear when they reach a person without a mailbox.

*   A "name" that the NP OnDemand mailbox owner will hear when the owner logs into the mailbox to retrieve messages.

- From the administrator's mailbox, a welcoming message or invitation to become a regular mailbox owner.

Mitel Networks suggests that, if you wish to record speech in the template mailbox, you use the following procedure:

- Create a template mailbox *in* the dialing plan.

- Record name, greeting, and message as desired.

- Change the mailbox number to one *not* in the dialing plan.

Creating and Setting up the Template Mailbox

1. Create a mailbox named "NP OnDemand Template" within the dialing plan (M, C). Refer to CP 3310, "Mailbox Configuration."

2. Assign the FCOS and LCOS you defined above to the NP OnDemand Template mailbox, and assign your selected Message Waiting Type.

3. Log into the NP OnDemand Template Mailbox and record a name (for example, "RF Mobilenet") and a greeting that callers will hear when they leave a message for someone without a regular mailbox.

4. Log into the Administrator's mailbox and record a message to the NP OnDemand Template mailbox. Do not play this message. It will be the first message NP OnDemand mailbox owners hear when they log in to retrieve their messages. (This message might be an introduction of NuPoint Voice or a promotional message urging your subscribers to get their own personalized mailboxes.)

   If someone responds to this message by pressing A, that response will go to the Administrator's mailbox, not to the NP OnDemand Template mailbox.

5. Change the NP OnDemand Template mailbox number to one that it is *not* in the dialing plan.

6. Configure NP OnDemand by modifying the active configuration from the on-line menu (S, R, R, N, M).

   A new menu item for NP OnDemand appears:

```
      NuPoint Voice Application
      --------------------
      (N) Day/Night
      (D) Dialing Plan Menu
      (Z) Dial String and Mailbox Menu
      (K) KEY_0 for attendant transfer during greeting (y/n) = []
      (W) Prompts "Enter mailbox # or wait" (y/n) = []
      (M) Allow multiple messages for outside caller (y/n) = []
      (L) Default language for prompts (D/E/F/G/J/S/M/C/W/K) = []
      (E) Delay Before Answer (.01sec increments) = []
      (F) Dial-by-Name Menu
      (P) Passcode Menu
      (O) Enable Integration (y/n) = []
      (A) Allow Dial an Extension Menu
      (Q) Speech Quality Menu
      (R) Receptionist Menu
      (S) Analog Networking Configuration Menu
      (B) Mailbox On Demand Menu
      (X) Exit
```

   Select B, NP OnDemand.

   A new menu appears:

```
Mailbox On Demand Menu
---------------------------------
(C) Turn ON NP OnDemand for callers in this line group
(U) Turn ON NP OnDemand for users in this line group
(M) Template mailbox
```

Who	ON/OFF	Effect
Callers	ON	On call forward, callers hear the NP OnDemand greeting.
	OFF	On call forward; callers hear the general greeting.
Users	ON	On direct call to the pilot number, users are logged in to NP OnDemand and hear the NP OnDemand greeting.
	OFF	On direct call to the pilot number, users hear the general greeting.

If NP OnDemand is ON for callers, then forwarded calls are treated the same way as they are for a regular mailbox. If NP OnDemand is on for users, then they are treated the same way as the owner of a regular mailbox, except that they are logged in to the NP OnDemand mailbox automatically. When NP OnDemand is on for either callers or users, account space is required.

If NP OnDemand is OFF for either callers or users, then a call (from whichever category is OFF) is treated as if NP OnDemand were not installed.

7. Select first C, and respond Y, then U, and respond Y to turn on NP OnDemand for both callers and users.

8. Select M, then enter the number of the NP OnDemand Template mailbox.

9. Run a Configuration Report (R, C from the Main Menu) to verify that the correct Template Mailbox number has been assigned to NP OnDemand, and that NP OnDemand is installed and turned on for callers and users.

Configure Call Detail Recorder

Call Detail Recorder features that define an NP OnDemand mailbox are Call Type 11 (Mailbox Purge) and Access Type 40. A CDR record is generated for mailboxes on demand for the following activities:

•   Mailbox created, including time and date

•   Message received, including time and date; shows the number of unplayed, played, urgent, and fax messages

•   Message played, including time and date; shows the number of unplayed, played, urgent, and fax messages

•   Mailbox deleted, *n* unplayed messages (could be zero) , including time and date

•   Number of minutes a subscriber was logged in to an NP OnDemand mailbox

You must configure CDR in order for call information about NP OnDemand mailbox creation and deletion to appear in CDR reports (R, A, A from the Main Menu). Refer to CP 6425.

1. Enable modules and lines as required by your installation.

2. Include Call Type 11.

A Call Type 11 in CDR record field 13 indicates that an NP OnDemand mailbox has deleted during the scheduled purge. An Access Type 40 in CDR field 14 indicates an NP OnDemand access.

3   Billing and Statistics

Billing statistics are tabulated for existing mailboxes on demand by a gather, the same as for any regular mailbox. This characteristic of mailboxes on demand and gather with respect to regular billing procedures has two effects that you should be aware of:

•   NP OnDemand mailboxes that are active when the gather is run will be included in the billing report.

•   NP OnDemand mailboxes that have been purged will not be included in the billing report.