

Application Note

Product: All Mobility Server software releases.
Purpose: To provide instructions on how to integrate the Mobility Server with the Meridian Mail and Call Pilot voicemail systems.
Date: 8/16/2005

Introduction

The Mobility Server can be integrated to a voice mail system during the initial Mobility Server installation or later on if needed. This application note will outline the procedure for integrating the Ascom Mobility Server with the Meridian Mail and Call Pilot voicemail system after the system has already been installed and the users have already been created. Please make note of the following:

When integrating the Mobility Server with a Meridian Mail or Call Pilot voicemail system, the use of the voicemail system's Express Messaging component is needed for voice mail delivery to Ascom Mobility Server users.

Only users with the Call Forward feature enabled can be integrated with a voicemail system because the call forward absent profile gets set to direct a call to voicemail.

How MWI Works

If MWI indication on the Ascom handsets is to be used, then a Message Waiting Paging number will need to be provided from the PBX administrator to be data filled on the Mobility Server. This should be a NON-DID number. This number will need to be setup in the PBX's CDP dialing plan to that it is routed to the Mobility Server. The reason for this is because Meridian voicemail system will need to use out calling notification in order to send an MWI to an Ascom handset.

Here is what happens after a voicemail is left in a Mobility Server use's mailbox. The Meridian voicemail system will dial the message waiting paging number on the Mobility Server, wait for a tone (produced by the Mobility Server) and then send the digits for the Ascom handset that needs the MWI. The Ascom Handset will then display a message waiting indication.

Quick Overview of Setup Step

There are 7 steps that need to take place for the integration to be complete. Each step has a corresponding section in this application note in case greater detail is needed.

- 1.) Have the PBX administrator issue a non-DID number to be used for MWI notification for the Ascom handsets.
- 2.) In the Ascom Mobility Server, modify the customer by adding in the voicemail delivery and retrieval numbers and the Message Waiting Paging number. The delivery number will be the Express Messaging" number and the retrieval number will be the Meridian Mail or Call Pilot main number.
- 3.) Modify each End User and add the users voicemail box in the voicemail sub address field and voicemail access fields followed by the "#" sign.

For example if the user's mailbox number is 2515 then the value to be entered in the voicemail sub address and voicemail access fields would be 2515#

- 4.) Modify the End User's personal number so that one of the Absent profile positions is set to Voicemail with a status of Active.

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- 5.) Set the Mobility Server MWI system parameters to produce a tone.
- 6.) Create a procedure in the Ascom Mobility Server with the characters #91#, Minimum digits = 4.
- 7.) Configure the Meridian Mail system to send the Mobility Server a MWI for the handset. This is done by setting the Outcalling field on the voicemail system on a per mailbox basis. Refer to Page 10 for setup information on the Meridian Mail.

NOTE:

If the Meridian is integrated with QSIG and the Voice Mail Box number does not match the Mobility Server End User number, and you are not using Express Messaging, then the Meridian Mail must have an alias assigned to the proper mailbox that corresponds to the End User number in the Mobility Server.

For example, the Mobility Server End User = 3300, but the Meridian Mail Box number = 4500. The Mail Box 4500 must have an alternate DN = 3300 to accept the Voice Mail. This is only necessary with QSIG in a non-Express Messaging installation, as the Supplemental Services identifies the caller as 3300, and Meridian Mail will terminate the call since there is no Mail Box = 3300.

Detailed Configuration Procedures

Modifying the Customer Group

Login to the Mobility Server maintenance GUI. In the Service Area click **Customer**, then click **Modify**, then select **Modify Settings**. You will see the following window.

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Modify customer

↓ <u>Customer</u>	Ascom Alpha
↓ <u>Operation</u>	Modify settings
<u>Common answering position</u>	<input type="text"/>
<u>Personal Assistant number</u>	1212
<u>Message Waiting Paging Number</u>	6653 - Number VM system needs to call
<u>SMS diversion number</u>	<input type="text"/>
<u>Default retrieval voice mail address</u>	7000 - Meridian Mail number
<u>Default delivery voice mail address</u>	7001 - Express Messaging Number
<u>Initial voice</u>	No
➔ <u>Default TCD</u>	1
➔ <u>Default TMC</u>	15

Figure 1

Click **Apply** after you have added in the **Message Waiting Paging Number**, **Default retrieval voicemail address**, and **Default delivery voice mail address**. Then proceed to modify the end user.

Note: The Message Waiting Paging number needs to be part of the Customer Number Series before it can be added to the Customer Parameters. If the number is already part of the Route Number Series then you will need to cut out the number from the Route Number series and add it into the Customer Number series. Refer to the Mobility Server Administration Manual on how to do this.

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Modifying the End User

Click **End User**, then click **Modify**. Enter the extension number to be modified and hit TAB. Enter in the End User's **voice mailbox number** followed by a # in the **subaddress** and **voicemail access fields**.

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Modify end user

↓ <u>End user number</u>	From	To
	<input type="text" value="6615"/>	<input type="text"/>
<u>End user name</u>	<input type="text" value="John Smith"/>	
<u>TCD</u>	<input type="text" value="1"/>	
<u>TMC</u>	<input type="text" value="15"/>	
<u>ID presentation restriction</u>	Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>	
<u>Retrieval voice mail address</u>	<input type="text" value="Default value"/>	
<u>Delivery voice mail address</u>	<input type="text" value="Default value"/>	
<u>Voice mail subaddress</u>	<input type="text" value="6615#"/>	
<u>Voice mail access</u>	<input type="text" value="6615#"/>	
<u>Feature operation</u>	No change <input checked="" type="checkbox"/> Add <input checked="" type="checkbox"/> Remove <input checked="" type="checkbox"/>	
<u>Features</u>	<input type="text" value="Call Forward"/> <input type="text" value="Call Screening"/> <input type="text" value="Caller's Control"/> <input type="text" value="Call Waiting"/>	

Figure 2

Click **Apply** after you have added the voicemail subaddress and the voicemail access information. You will next need to modify the user's **Absent profile**.

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Modifying the Absent Profile

In the Service Area, click **Personal Number**, then click **Call Forward**, then click **Modify Personal Profile**, then select the number you want to add voicemail to.

Select Absent Profile

Modify personal profile

↓ Personal number 6615

↓ Profile Absent profile

<u>Telephone number</u>	<u>Terminal type</u>	<u>Status</u>
<input type="text"/>	Voice mail box	Active
<input type="text"/>		
<input type="text"/>		
<input type="text"/>		

Figure 3

Leave the **TELEPHONE** number BLANK. That value gets set from the information enters in the Customer section. For Terminal Type select **Voice Mail Box**. Select **Active** as the status. Click **Apply** when done.

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Setting the Mobility Server MWI Parameters

In the Service area click **System**, then click **System Parameters**, then click Modify

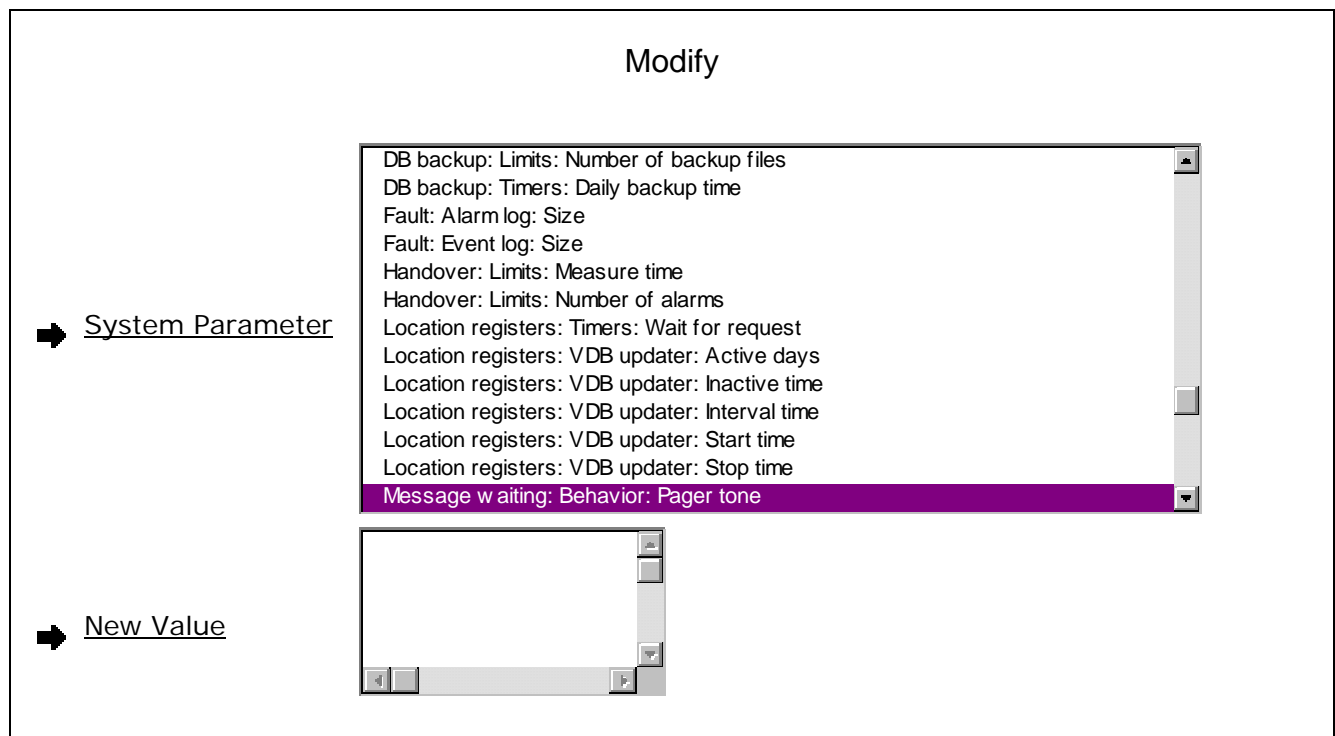


Figure 4

Select **Message Waiting: Behavior: Pager tone**. In the New value box type: **yes**
Click **Apply**

If you dial the message waiting paging number you should now hear a tone.

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Creating a Procedure to Clear the MWI

To allow users to manually clear the MWI from the Ascom Handset create a procedure with characters **#91#** and a minimum number of digits of **4**. Log into the Mobility Server. In the Service Area **click Number Analysis**, then click **Procedure**, then click **create**. Click **APPLY** after you have entered in the information.

Create Procedure

➔	<u>Procedure</u>	<input type="text" value="#91#"/>
➔	<u>Minimum number of digits</u>	<input type="text" value="4"/>

Figure 5

Configuring Meridian Mail v. 13 for Out calling

Configure the following Outcalling parameters in the voicemail system for the user's mailbox:

View/Modify Local Voice User – Outcalling Fields

Current State of Remote Notification: **ON**

Business Days Schedule:

Period 1 from (hh:mm) : **00:00** to (hh:mm) : **23:59** - **Enabled**
For successful notification, mailbox login: **not required**
Message Type for Remote Notification: **ANY**

Target 1 DN: **XXXX** – Mobility Server Message Waiting Paging number

Device Type: **Numeric**
Numeric Page Content: **Call Back**
Pager Callback Number: **XXXX** – MS Extension number

Figure 6

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Clearing the handset MWI

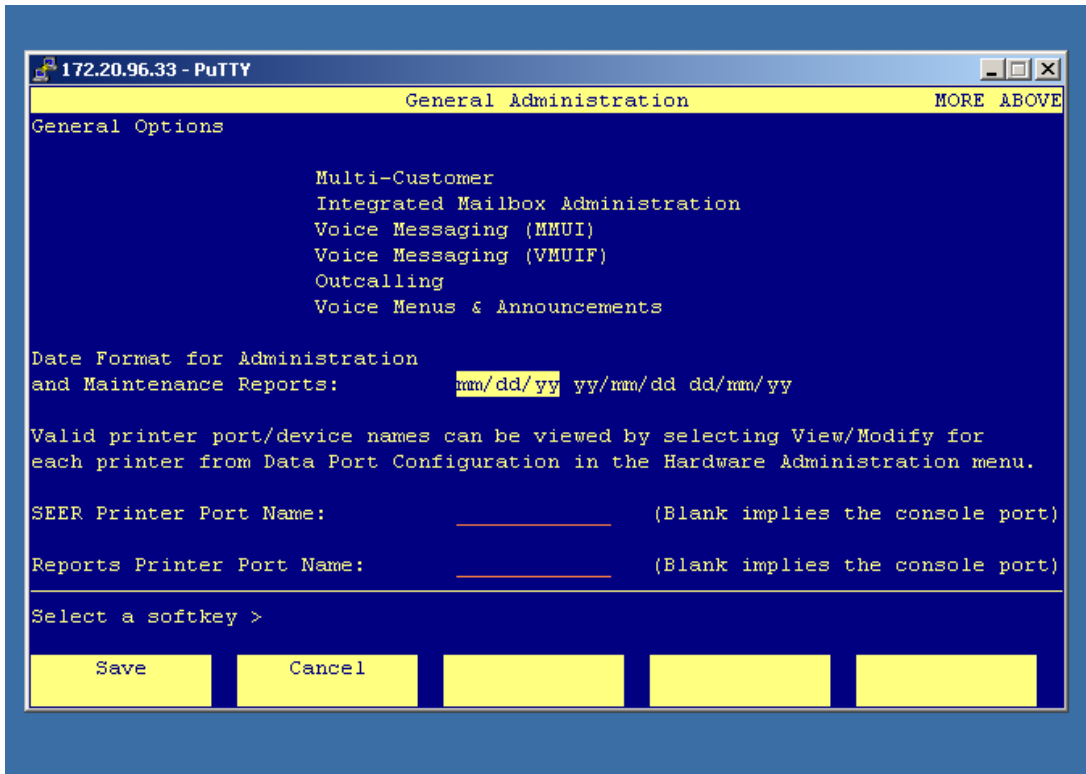
There are two ways that the end user can clear the MWI on the Ascom Handset.

- 1.) Have the end user check their voicemail through the Ascom Personal Assistant.
- 2.) The end user can press **#91#** then **ON** from the Ascom Handset. When the MWI clears, then press **OFF** on the Ascom Handset

The following pages are for Meridian Mail setup. Please refer to the proper documentation when making these changes.

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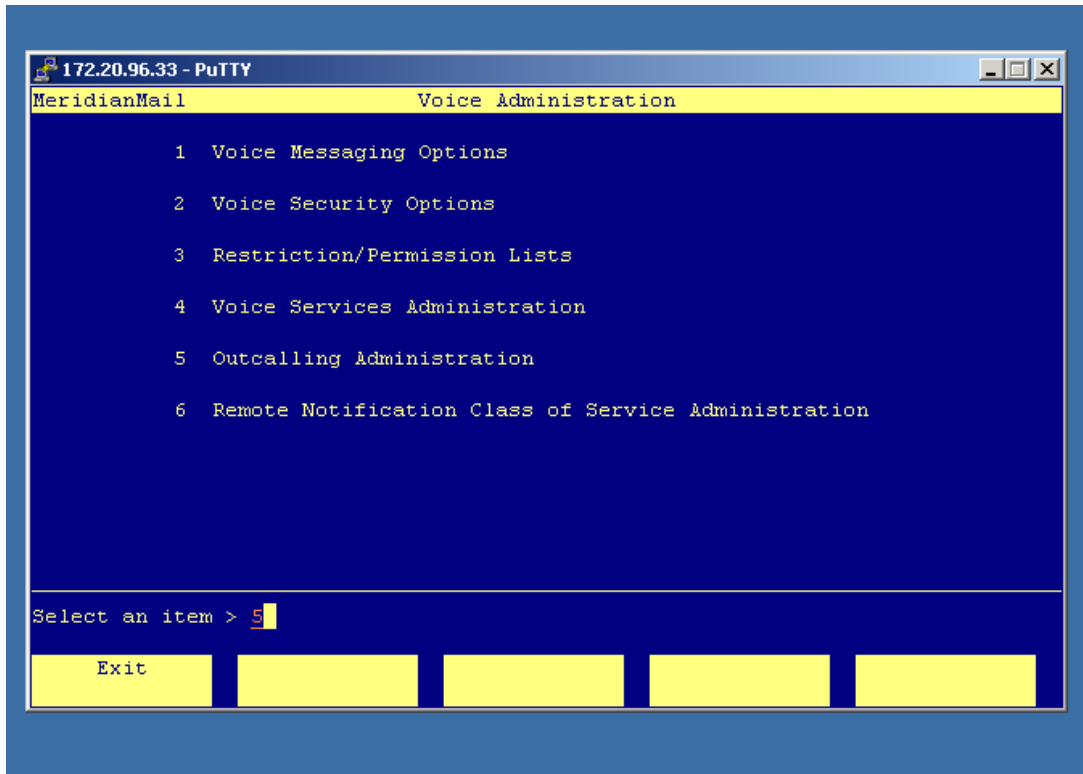


Meridian Mail: General Administration, General Options.

Ensure that Outcalling is an available Option.

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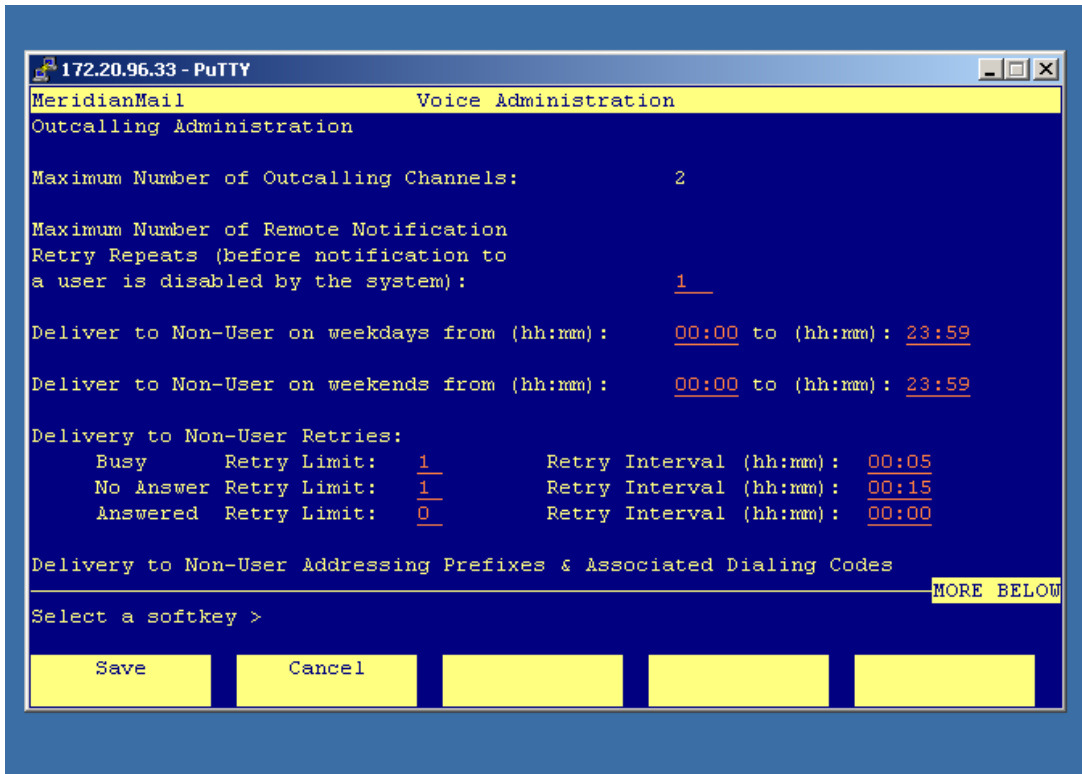


Meridian Mail: Customer, General, Voice Administration.

Make sure both Outcalling Administration and Remote Notification Class of Service Administration are present.
Select Outcalling Notification.

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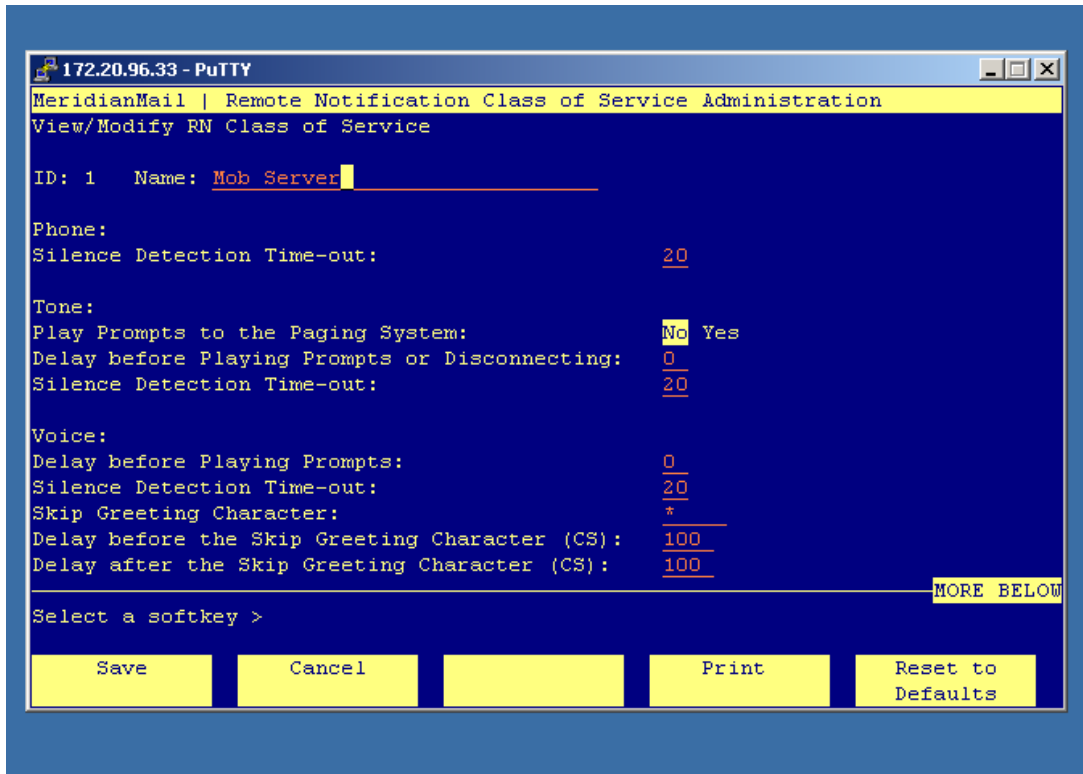
Meridian Mail: Customer Outcalling Administration

You may wish to adjust the Answered Retry Limit = 0, otherwise the Meridian Mail will continue to trigger the MWI according to the Limit and Interval settings.

Make any necessary changes, and save.

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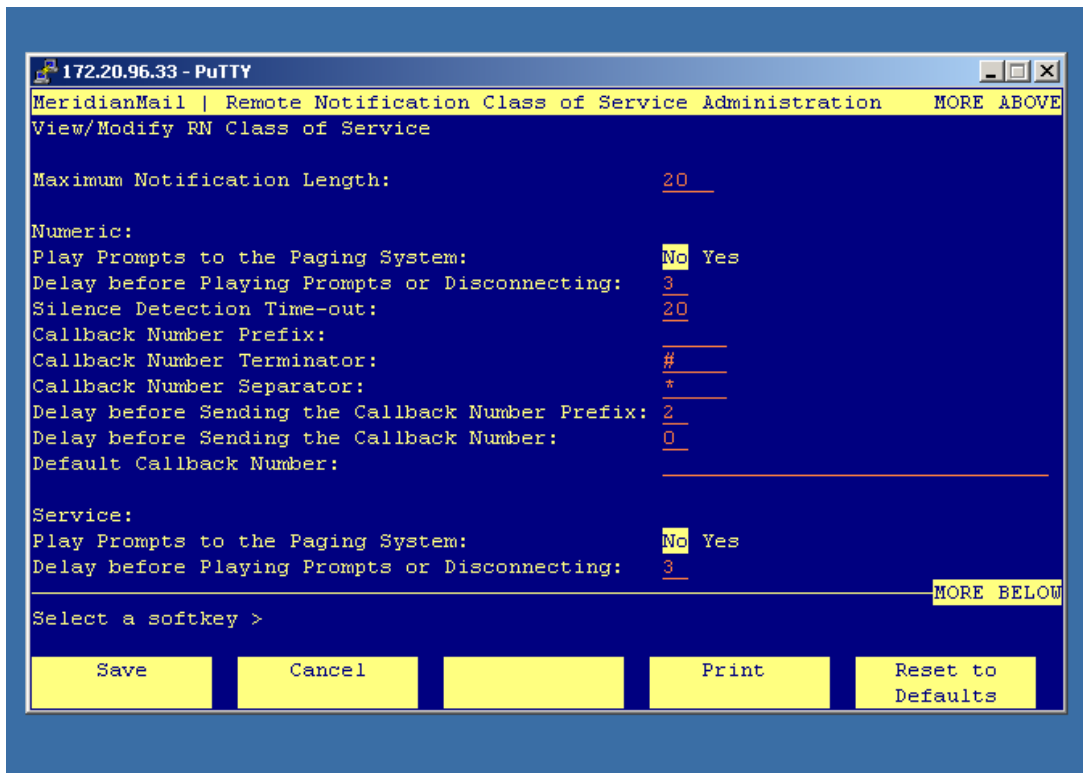


Meridian Mail: Remote Notification Class of Service Administration, Screen 1

Make any necessary changes, and go to screen 2 (More)

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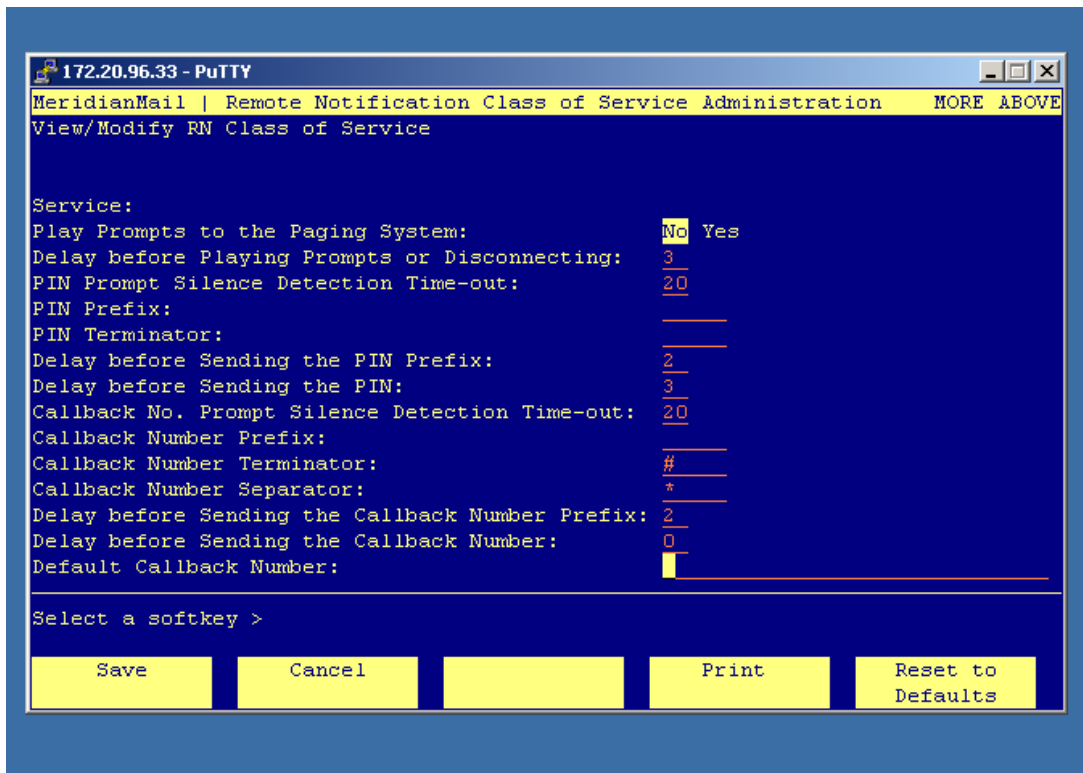
Meridian Mail: Remote Notification Class of Service Administration, Screen 2

With Message Waiting Confirmation Tone turned ON in the Mobility Server, the RN Class of Service for Numeric are:
Play Prompts to Paging System = NO
Callback Number Terminator = #
Delay before Sending the Callback Number = 0 (Meridian Mail waits for the tone)

Make any necessary changes, and go to screen 3 (More).

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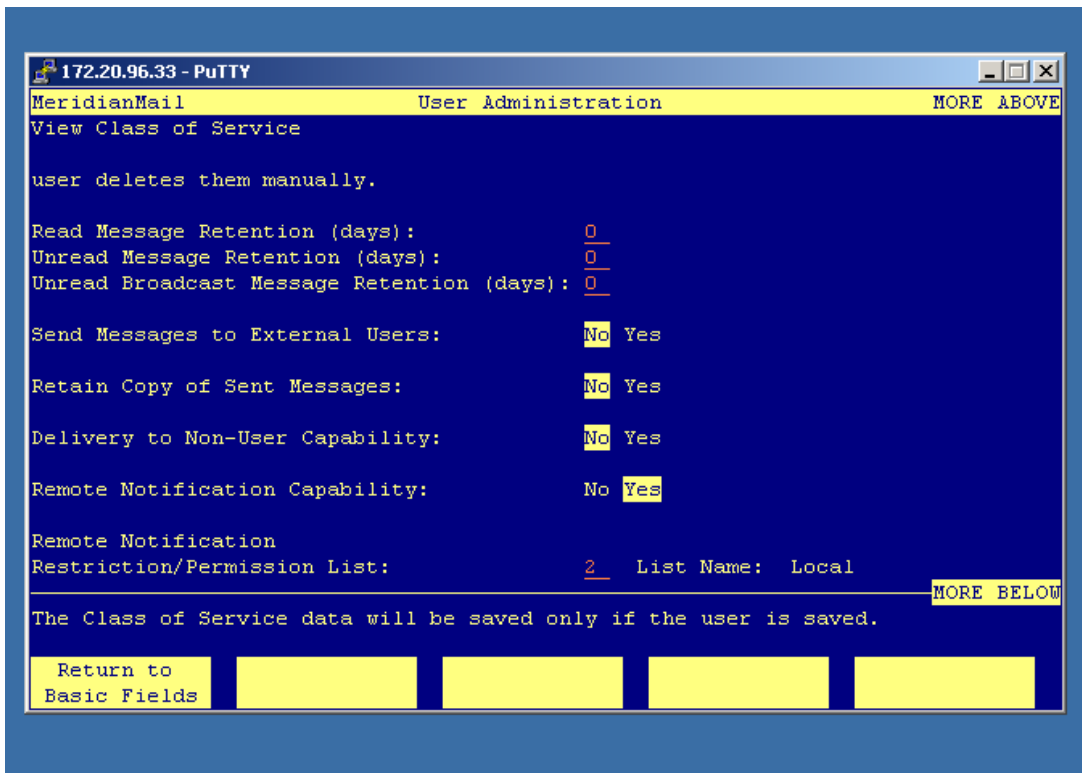
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Meridian Mail: Remote Notification Class of Service Administration, Screen 3

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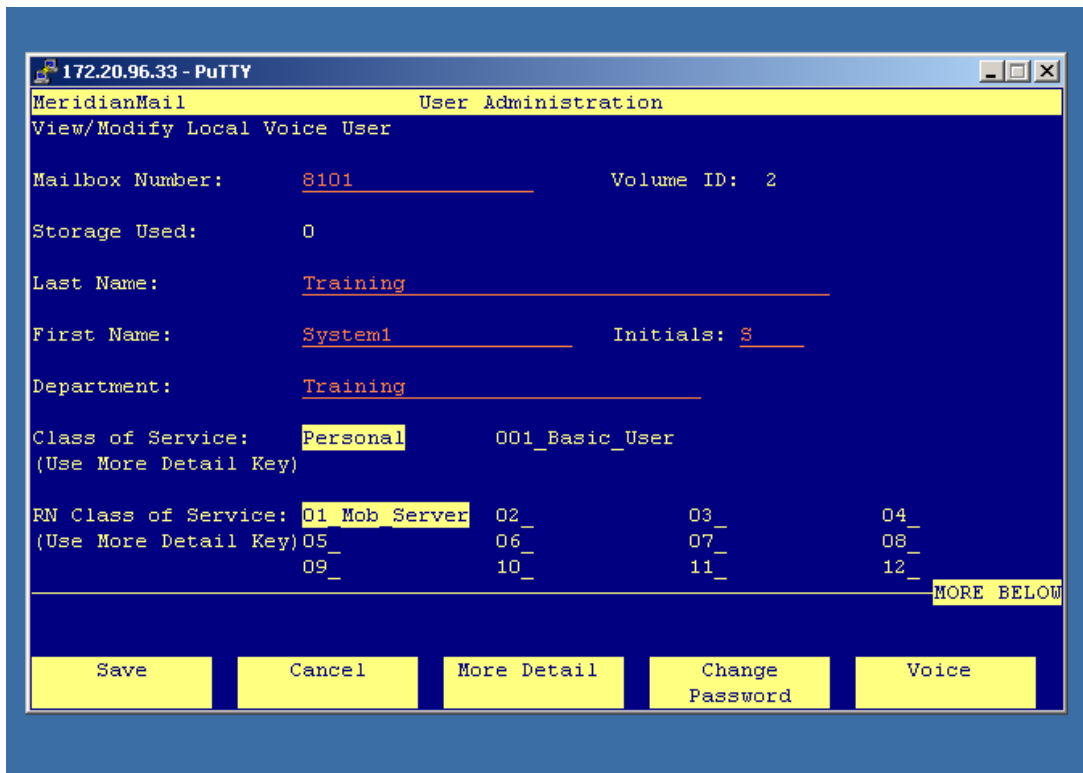


Meridian Mail: End User Administration

Turn on Remote Notification, and assign Class of Service as created for Mobility Server.
Return to Basic Fields.

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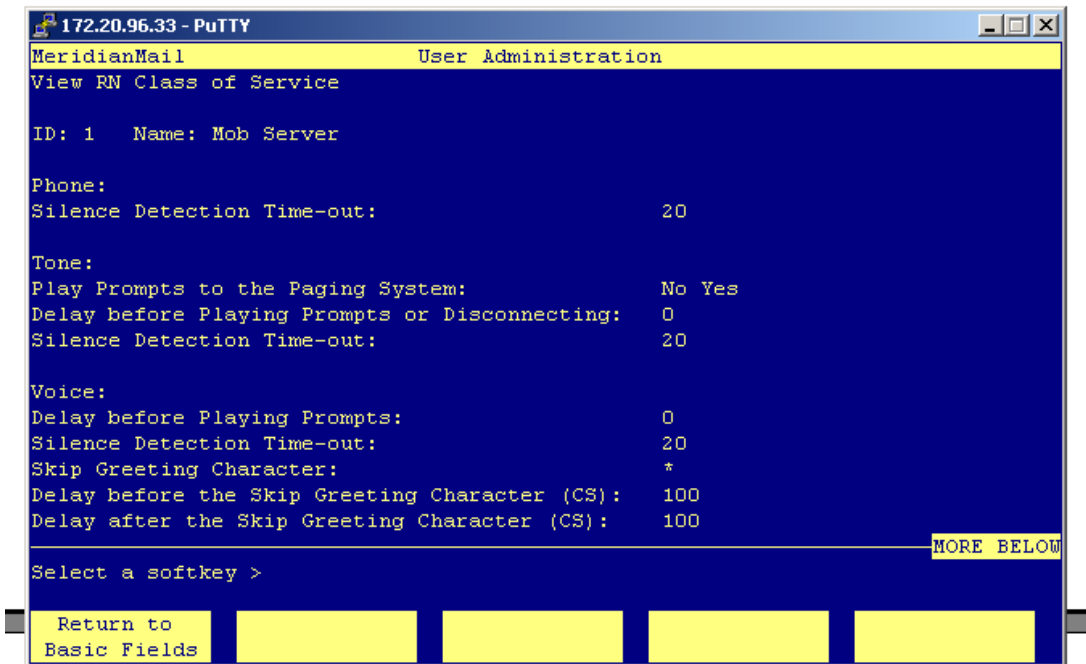


Meridian Mail: End User Administration

Select RN Class of Service, and press F3

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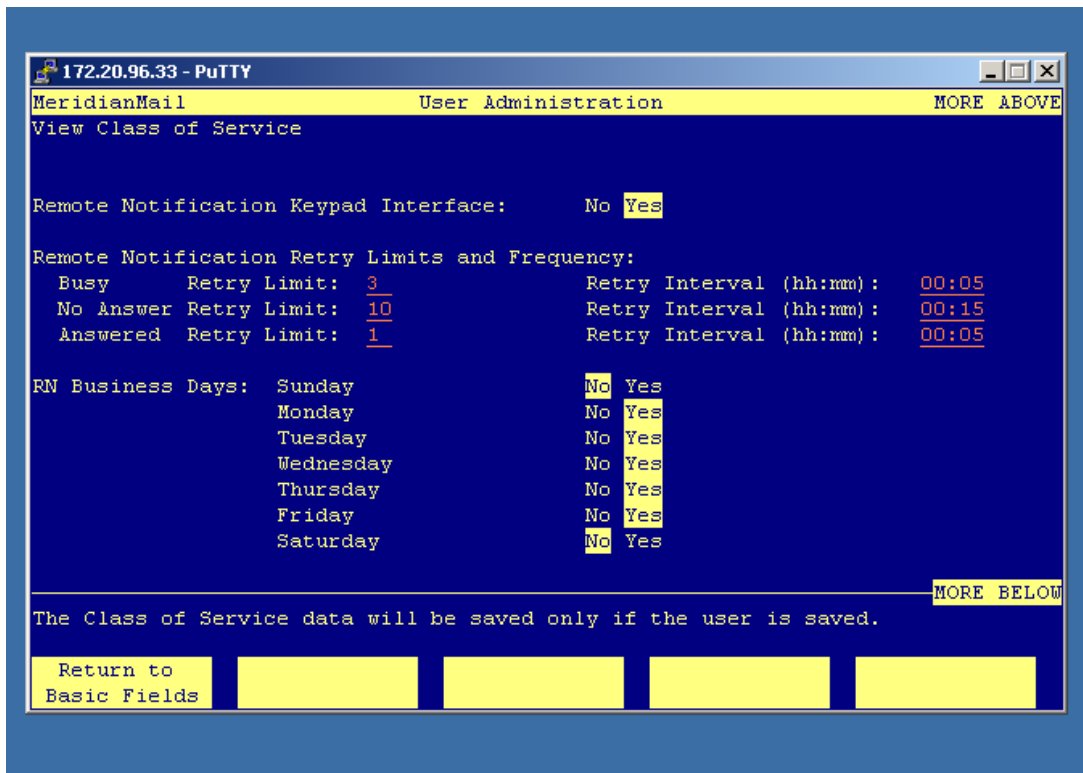
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Meridian Mail: User Remote Notification Class of Service, Screen 1

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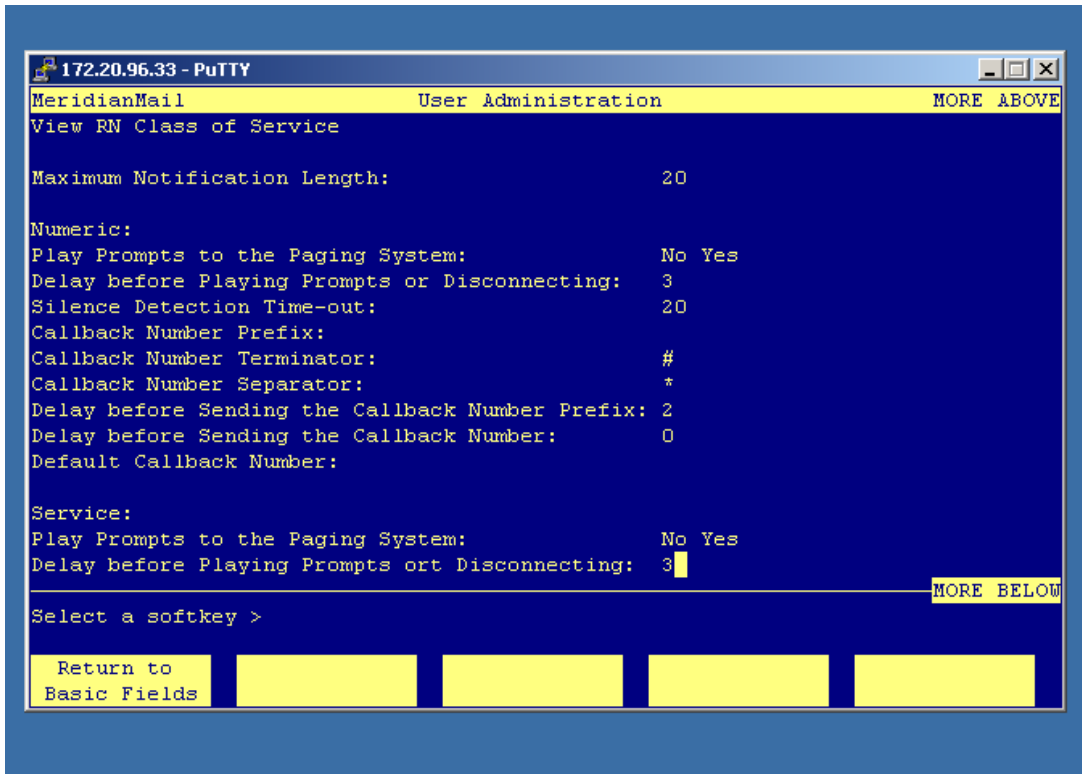
Meridian Mail: User Remote Notification Class of Service, Screen 2

You may wish to adjust the Retry Limits for Answered = 1 or 0. Otherwise, Meridian Mail will continue to send the MWI to the handset according to the Retry Limit and Interval.

Make any necessary changes.

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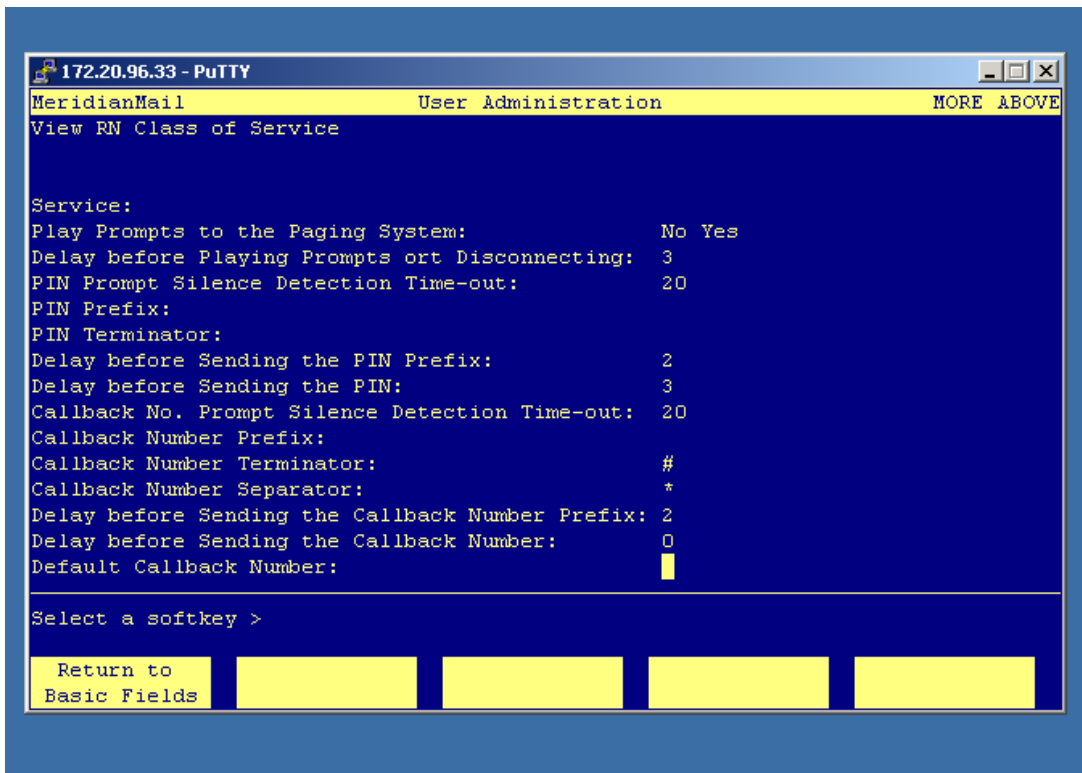
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Meridian Mail: User Remote Notification Class of Service, Screen 3

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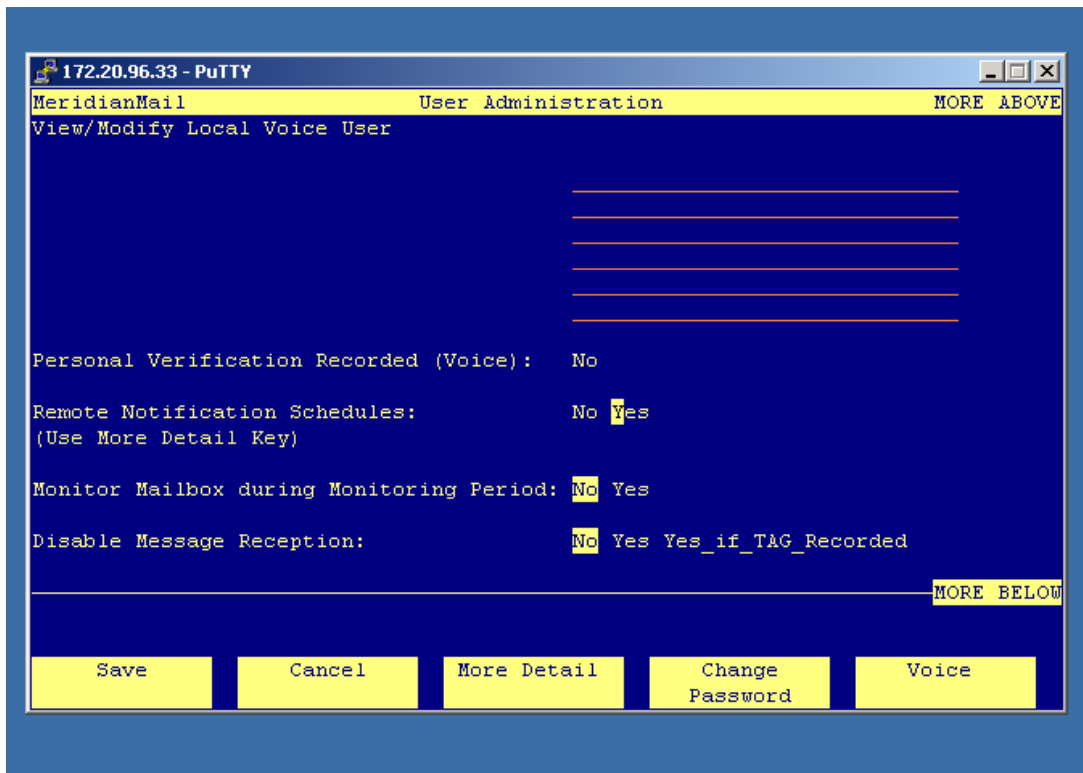


Meridian Mail: User Remote Notification Class of Service, Screen 4

Return to Basic Fields, and select Remote Notification Schedule.

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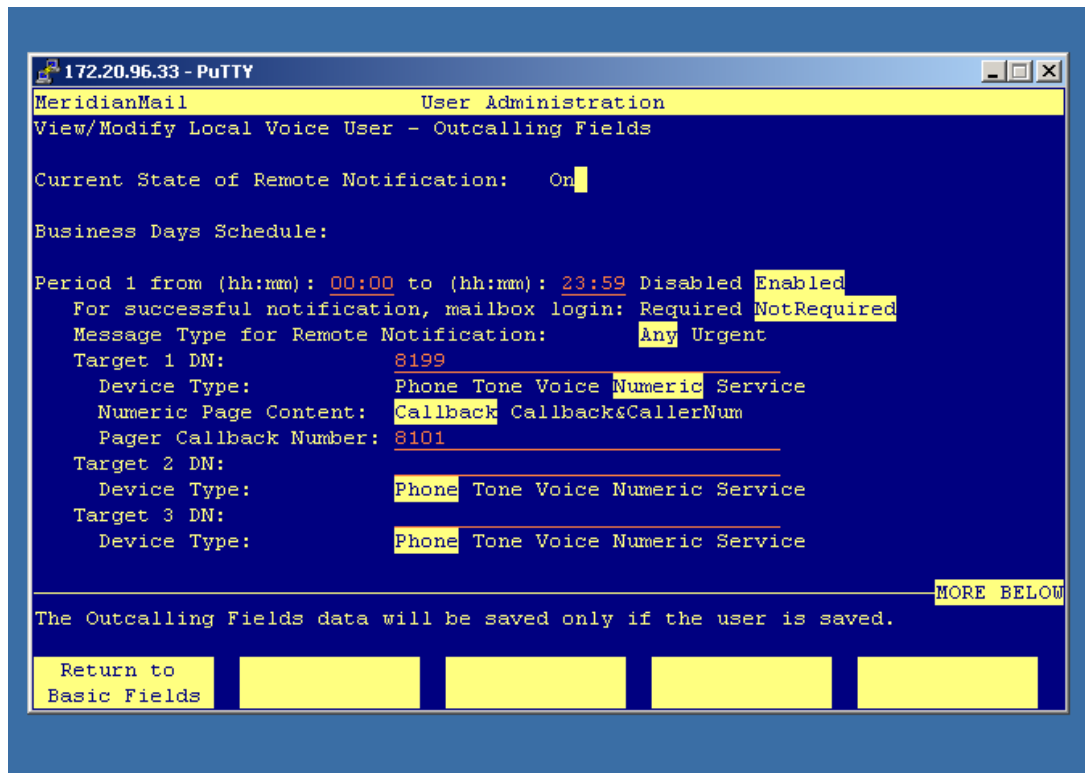


Meridian Mail: User Administration, Remote Notification Schedules

Highlight Remote Notification Schedules: YES, and press F3 (More Detail).

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Meridian Mail: User Administration, Remote Notification Schedule

Settings:

Current State of Remote Notification = ON

Period 1 from 00:00 to 23:59, Enabled.

For successful Notification, mailbox = Not Required

Message Type for Remote Notification = Any

Target 1 DN = MWI pager number as set in Mobility Server (this example = 8199)

Device Type = Numeric

Numeric Page Content = Callback

Pager Callback Number = End User Number in Mobility Server (this example = 8101)

Return to basic fields and save end user.

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Making test calls:

Testing the PBX/MS

1. Using a desk phone, dial the MWI pager number. Wait for the Confirmation Tone, and enter the Mobility Server End User number. The phone should indicate a MWI received.
2. Once the MWI is triggered on the handset, use the handset and dial #91#. The MWI icon should turn off.

Testing the End User:

1. Make sure the End User profile in the Mobility Server has: In Office Profile = Cordless Phone, Absent Profile = Voice Mail.
2. Make sure the End User has the VM Delivery and Access fields properly filled in, and the feature "VM Access via Personal Assistant".
3. Call the handset. Press Decline. Call should route to Voice Mail. Leave a message.
4. VM should trigger icon on the handset.
5. If assigned, use the handset and call the Personal Assistant. If not, dial #91#.
6. Login to the Personal Assistant. You should hear announcement stating that you have Voice Mail. Press "4".
7. MWI Icon should turn off.
8. Login to the Voice Mail and check messages.