

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

Meridian Mail Setting with Mobility Server

This document outlines the steps necessary to implement Meridian Mail with the Ascom Mobility Server. Contained within the document are the steps and procedures that are required to integrate the voice mail system with the Mobility Server, as well as screen shots of examples.

During the Integrations, it is required that there be available someone knowledgeable about the Mobility Server, and someone knowledgeable about the Meridian mail system

The method of integration will depend upon the dialing plan. The preferred method is that the Portable Phone Number in the Mobility Server is also the Voice Mail Box number. However, in some cases this is not the customer's plan. In the event that the customer wishes to make the Portable Number utilize a mailbox that is not the same as the Portable extensions, then it is simply a matter of specifying the proper mailbox number under the subscribers profile in the Mobility Server.

If the integration is using QSIG as the Mobility Server to PBX Protocol, and the Mailbox is not the same as the Portable, then the mailbox will have to have an "alias" assigned to it, and the subscriber's profile in the Mobility Server will need to be modified to reflect this.

When using Meridian Mail, if **Express Messaging** is available, then the preference is to utilize it for Mobility Server Portable Users.

The steps involved are:

1. Identify the *MWI Pager Number* to be used for Meridian Mail Remote Notification. This is preferably a non-did number that the Meridian Mail will use to trigger a Message Waiting Indication on the Portable.
2. Identify the *Personal Assistant Number* (if desired). This will enable Portable Users to log into the TUI to check Messages, as well as turn off the MWI Icon on their Portable Phone.
3. Assign the *Default Voice Mail numbers*.
4. Change any Message Waiting Parameters necessary in the Mobility Server.
5. Create the Procedure Code #91# so Portable Users can manually turn off the Icon without calling into the Personal Assistant (Required if there is no Personal Assistant number or no access to it).
6. Allow the Portable Users to use the Voice Mail via the PA.
7. Set up Remote Notification Class of Service in the Meridian Mail.
8. Create/change the Meridian Mailbox to use Remote Notification.
9. Test all situations.

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

Step 1, 2 and 3: Modification of the Customer in the Mobility Server (See Figure 1)

Go to Customer → Modify → Modify Settings

The screenshot shows a web browser window titled "Enterprise Mobility Node - Microsoft Internet Explorer". The address bar shows "http://beta:8080/er/|www_main:star?client_user_id=sysar". The page header includes the "ascom" logo, "Hostname: beta", "Customer:", and "Authority level: Supplier". The main content area is titled "Modify customer" and contains a form with the following fields:

Field Name	Value
Customer	Ascom Alpha
Operation	Modify settings
Common answering position	
Personal Assistant number	6657
Message Waiting Paging Number	6653
SMS diversion number	
Default retrieval voice mail address	7000
Default delivery voice mail address	7002
Initial voice	No
Default TCD	1
Default TMC	15

Buttons at the bottom of the form include "Reset", "Apply", and "Help". A "Logout" button is located in the left sidebar under "System information". The status bar at the bottom shows "Applet Alarm_applet started" and "Local intranet".

Figure -1 Modification of the Customer in Mobility Server

- Assign the Personal Assistant Number (6657 in this example)
- Assign the Message Waiting Paging Number (6653 in this example)
- Assign the Default Retrieval Voice Mail Address (7000 in this example). This is the Voice Mail Number dialed by Portable users to check their voice mail.
- Assign the Default Delivery Voice Mail Address (7002 in this example). This is the Voice Mail Number used to leave a message for the Portable user.

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

Step 4: Message Waiting Parameters in the Mobility Server. (See Figure 2)

Go to System → System Parameters → Browse (or Modify).

- Locate the Message Waiting Section.
- Make any changes as required.
- The default Message Waiting Cancellation Code is #91#. This can be changed if the code causes a conflict.
- Store MWI allows the Mobility Server to hold the Message Waiting Indication in the event that the Portable is switched off. When the Portable registers with the Mobility Server, the MWI will be triggered at that point. If set for NO, then the MWI is sent one time. If the Portable is switched off, the MWI will be lost.
- Pager Tone sends a tone when the Voice Mail calls the MWI Pager Number. This is audible confirmation to the Voice Mail to enter the pager number (Portable) at that point.
- Pager Delay specifies the amount of time (in milliseconds) that the Voice Mail must wait before sending the pager number after connection to the MWI Pager. Default is 3 seconds.
- Retry Interval specifies the amount of time between MWI indications the Mobility Server will wait once the page has been sent (disregarded if retry is set for NO).

The screenshot shows the Ascom Mobility Server web interface. The main content area is titled "Browse" and displays a table of parameters for the "Message waiting" application. The table has the following data:

Application	Section	Parameter	Value	Type
Message waiting	Behavior	Pager_tone	yes	Load
Message waiting	Behavior	Store MWI	no	Load
Message waiting	Procedures	Cancellation code	"#91#"	Load
Message waiting	Timers	Pager_delay	1000	Load
Message waiting	Timers	Retry_interval	300000	Load

Below the table are "Refresh" and "Close" buttons. The left navigation menu includes "System", "Software Release", "Database Backup", "System Parameters", "Location Registers", "Log File Center", "SNMP Agent", "NT Parameters", "License control", "License type", "License key", "Network Roaming", "Call logging", "Security", "Tools", and "System information".

Figure -2 Message Waiting Parameters (Browse)

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

Step 5: Create the Procedure Code. (See Figure 3)

Go to Number Analysis → Procedure → Create

- The Procedure Code #91# must be created in order to allow the Portable User to turn off the MWI Icon on the phone. If the Portable user dials the Personal Assistant and connects to Voice Mail from there to check their messages, the icon is switched off automatically.
- However, if the user checks messages by calling directly to voice mail, the MWI icon will remain. Dialing #91# will turn off the icon regardless of the Voice Mail status.

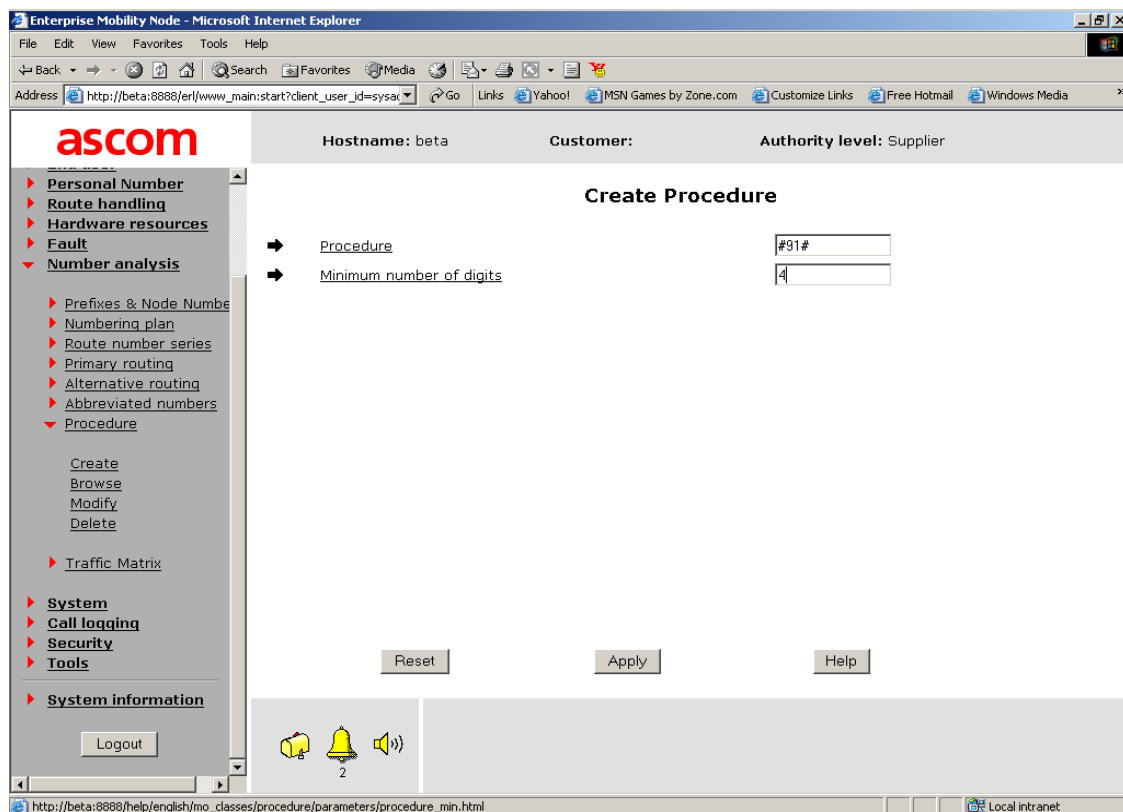


Figure -3 Create Procedure Code

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

Step 6: Allow the Portable Users to Use the Voice Mail via the PA. (See Figures 4 and 5)

Go to End User → Modify

- Normally, the user's Retrieval Voice Mail Address and Delivery Address can be left blank, as these will inherit the default values specified in the Customer Settings. However, if there is more than one voice mail system, and the end user does not use the default voice mail, then specify the voice mail numbers for the user here.
- The Voice Mail Access Subaddress is the Voice Mail Box that the callers are sent to when this user does not answer. If the PBX Integration type is QSIG and the mailbox to be used does not match the Portable number, then leave this field blank. QSIG will use a Facility Message containing the Portable Number which will match an assigned "Alias" in the Meridian Mail.
- The Voice Mail Access is the mailbox that the user will be connected to when using the Personal Assistant to check their messages. This should be the actual mailbox and not an Alias.

Enterprise Mobility Node - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://beta:8888/erl/www_main:start?client_user_id=sysac Go Links Yahoo! MSN Games by Zone.com Customize Links Free Hotmail Windows Media

ascom Hostname: beta Customer: Authority level: Supplier

Modify end user

End user number From: 2050 To:

End user name: Test

TCD: 1

TMC: 15

ID presentation restriction: Yes No

Retrieval voice mail address:

Delivery voice mail address:

Voice mail subaddress:

Voice mail access: 8101#

Feature operation: No change Add Remove

Features: Call Forward, Call Screening, Caller's Control

Reset Apply Help

Logout

Local intranet

Figure -4 Modify End User

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

Step 6 (continued) Modify Personal Profile to use Voice Mail

Go to Personal Number → Call Forward → Modify Personal Profile → Absent Profile

- Set the Terminal Type to Voice Mail, and Status to Active. Leave the Telephone Number Blank (it will show Predefined due to the default values in the Customer after you press Apply and browse/modify it again).

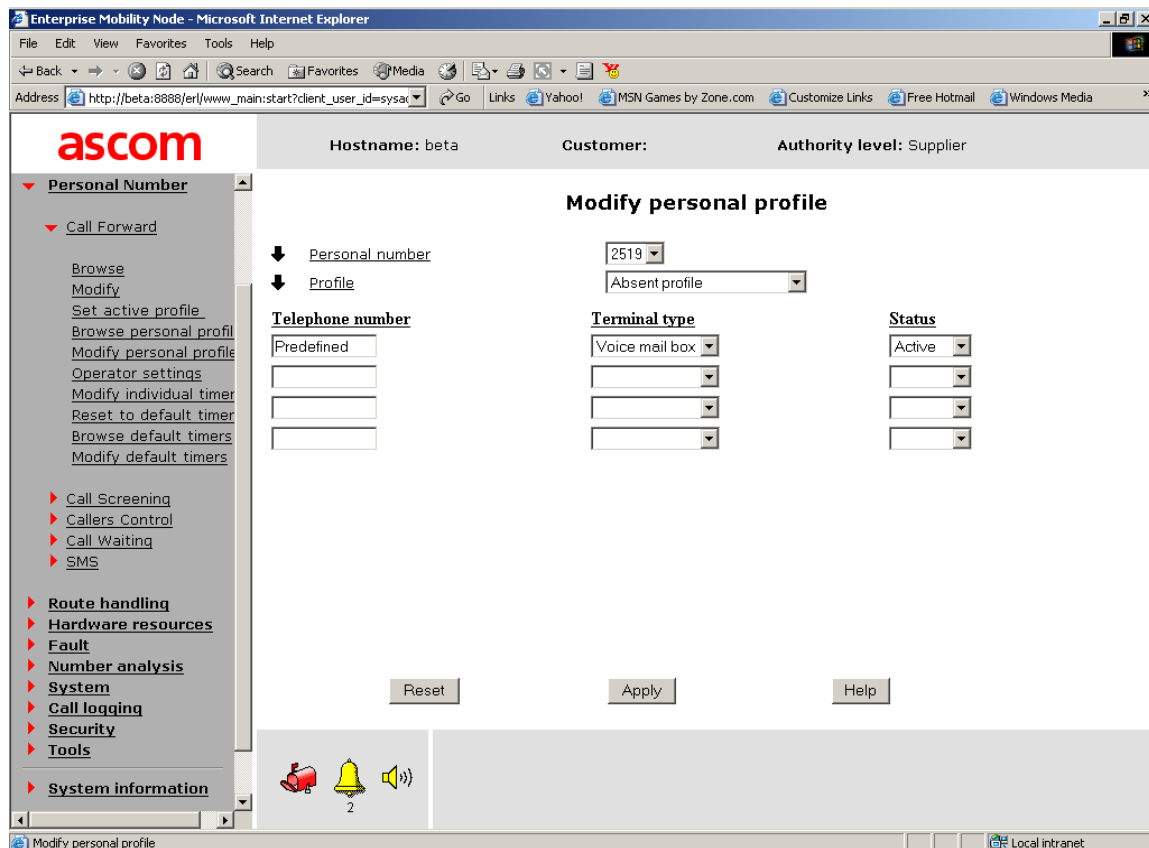


Figure -5 Modify Personal Profile

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

Step 7: Set up Remote Notification Class of Service in the Meridian Mail. (See Figures 6 – 8)

- In the Meridian Mail, Remote Notification must be turned on to leave the MWI icon for the Mobility Server Users. The first step is to set up the Remote Notification Class of Service. This is done in the general settings.
- Refer to figures 6 through 8 for an example of a Remote Notification Class of Service.

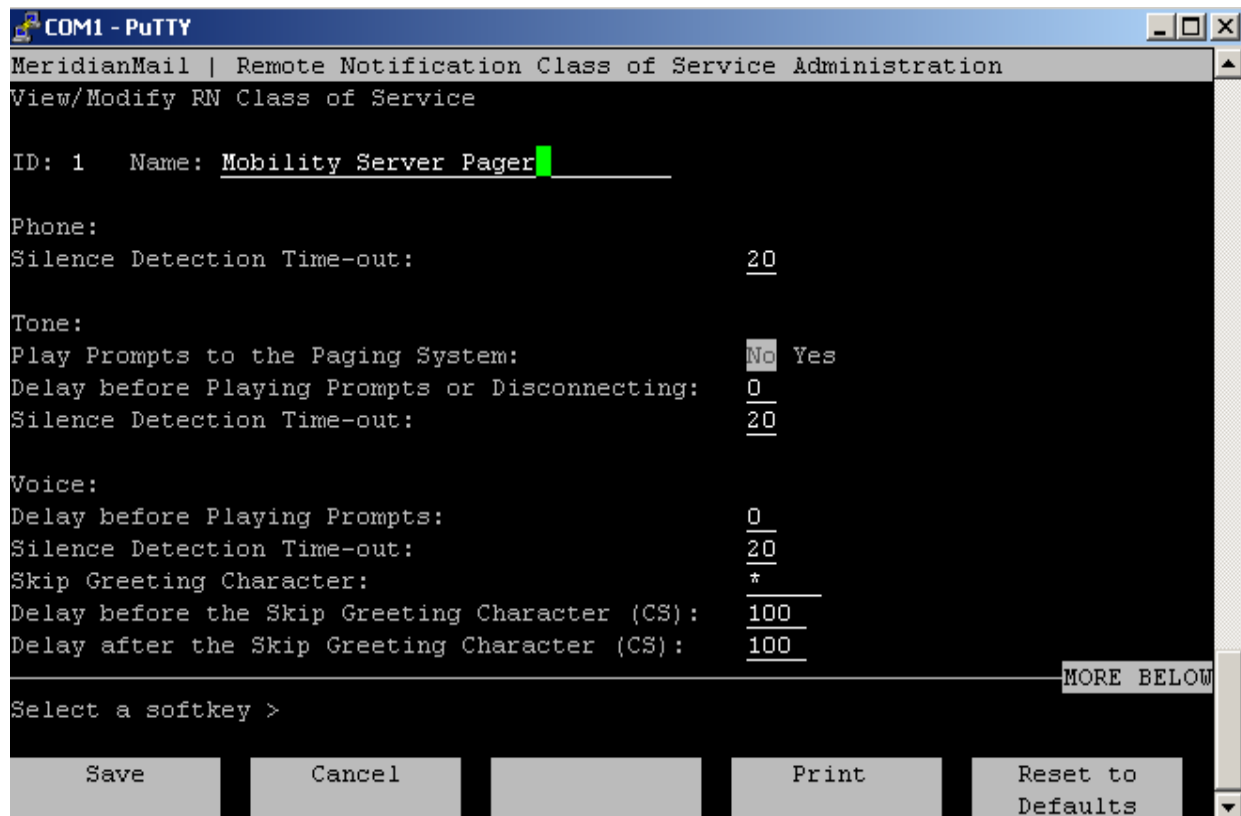


Figure -6 Remote Notification Page 1

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

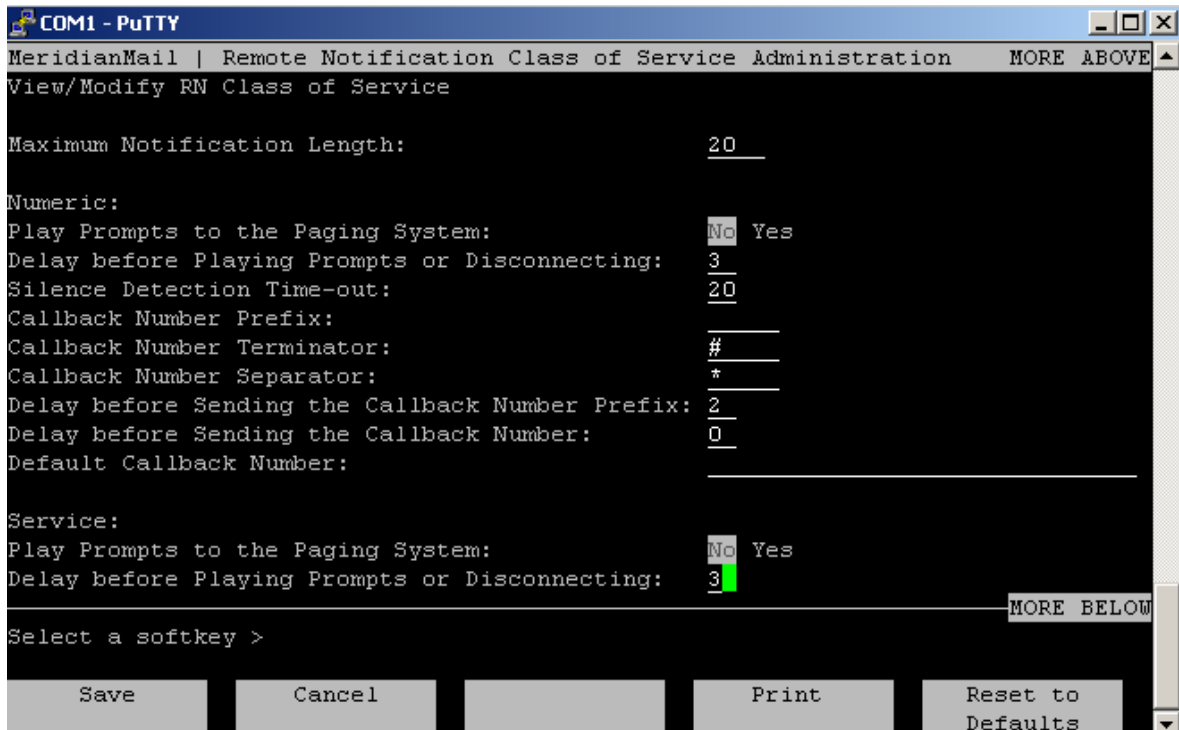


Figure -7 Remote Notification Page 2

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

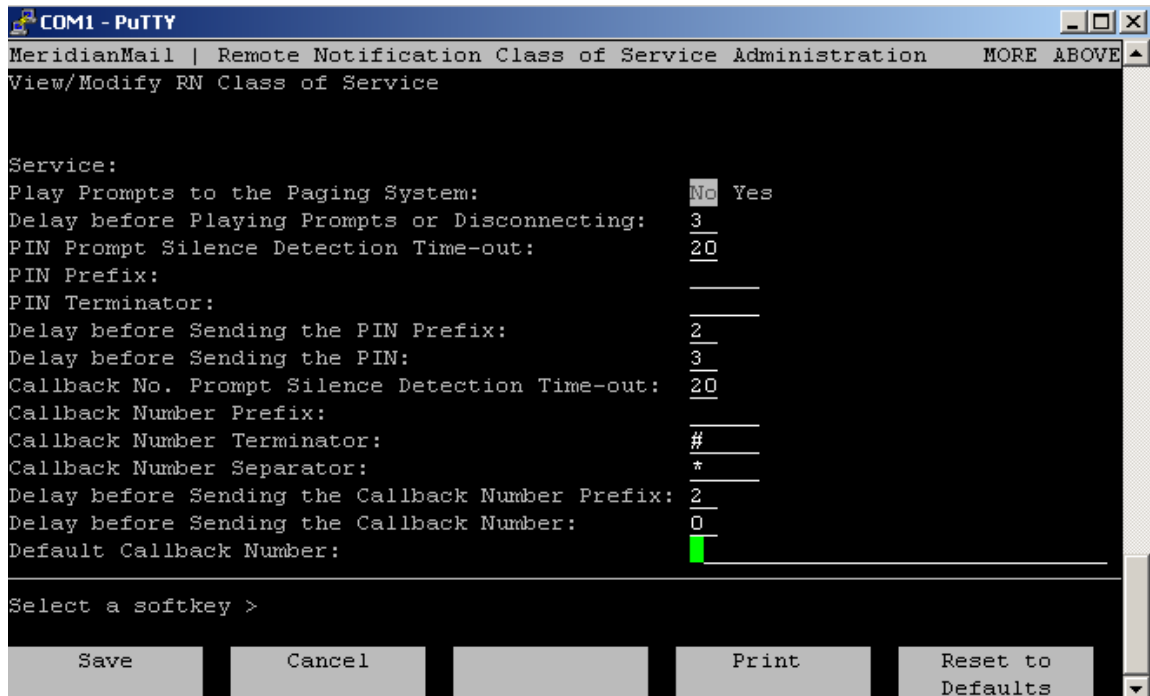


Figure -8 Remote Notification Page 3

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

Step 8: Set up Meridian Mail for the Users. (see Figures 9 – 12)

- In the User Administration, assign the Mailbox number, name, and Class of Service.
- The class of service must be modified to allow Remote Notification before the RN Class of Service will appear for the user. Use the MORE key when positioned on the Class of Service to do this.

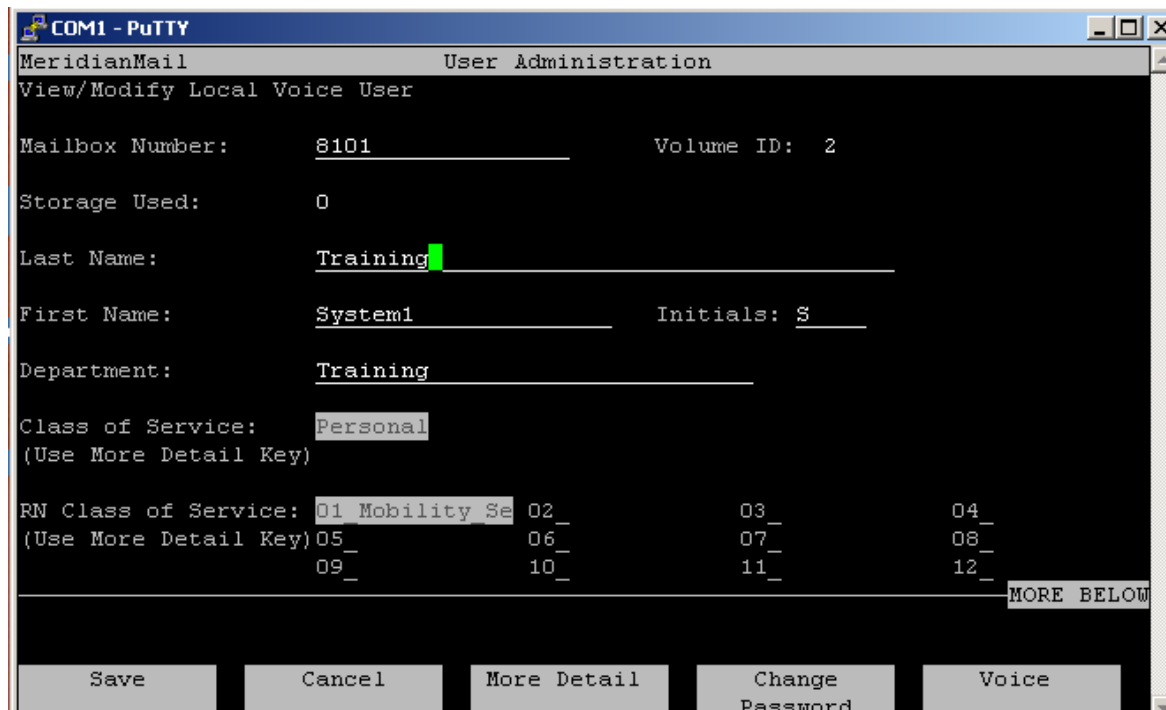


Figure -9 Main User Administrations

- While still in the User Administration window, assign any Extension DN necessary. This will be used when the PBX integration type is QSIG and the Portable Extension number is NOT the same as the mailbox number. This creates the "Alias" mailbox.
- The user must log in to the actual mailbox to check the messages.
- This example shows Mailbox 8101 with alias of 2050. Where 2050 is the Portable Extension, and using QSIG is used for the integration.

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

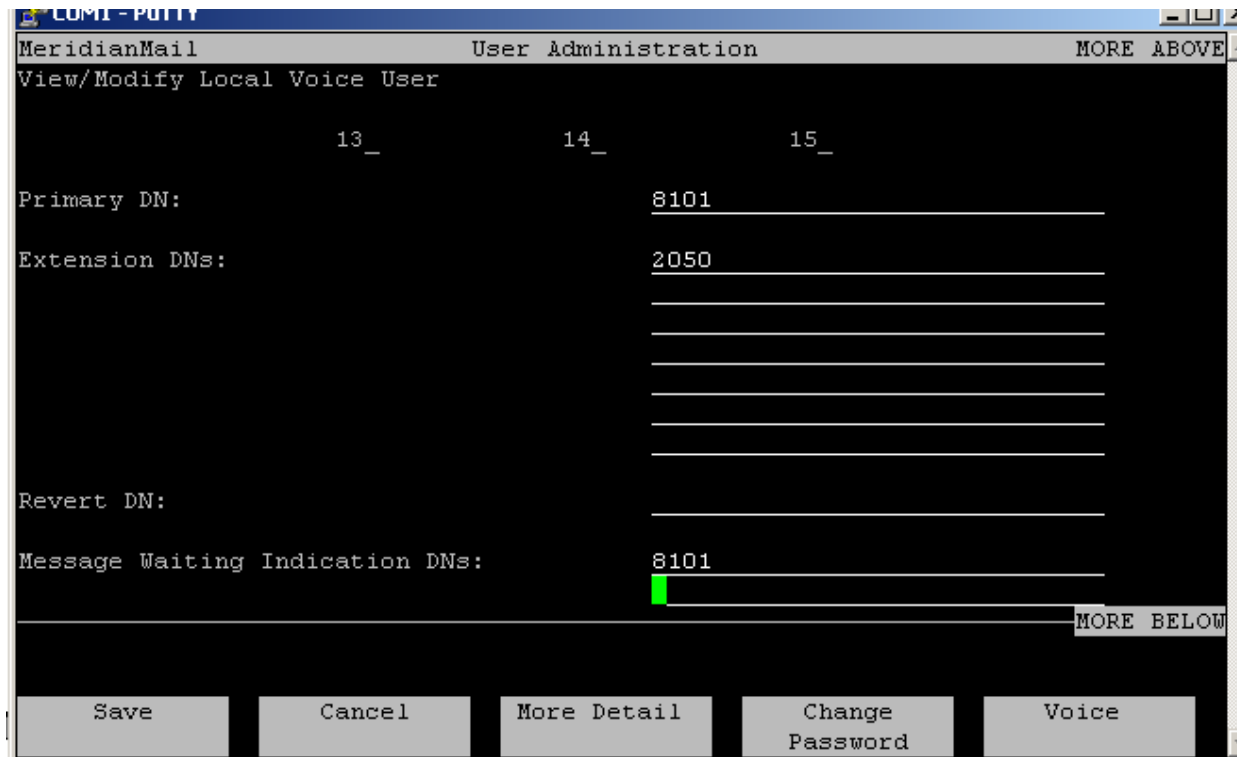


Figure -10 Assign "Alias"

Step 8 (continued)

- To complete the Remote Notification, continue down the User Administration screen to Remote Notification Schedule (you must have assigned Remote Notification in the Class of Service to see this). The schedule should be currently OFF. Position the cursor on the OFF and press MORE to enable the Remote Notification. (See Figure 11)

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

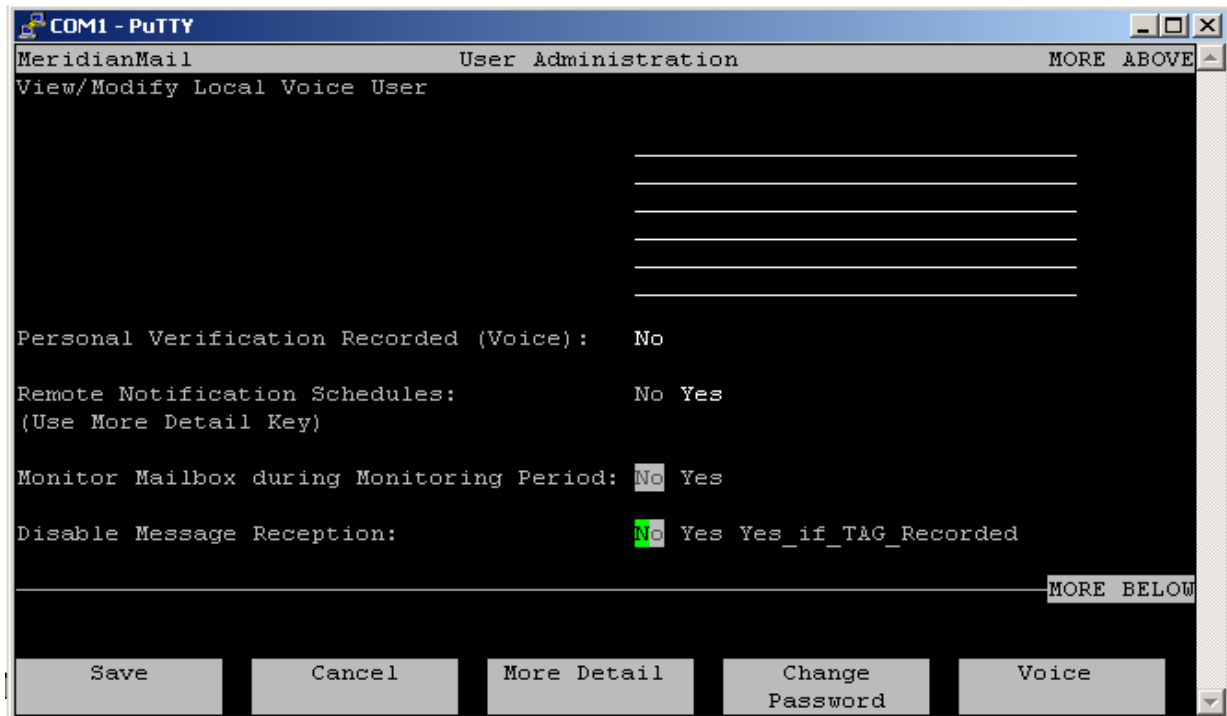


Figure -11 Getting to Remote Notification Schedule

Step 8 (continued)

Complete the Remote Notification schedule (see Figure 12).

- Set Period 1 from 00:00 to 23:59, Enabled. Set MailBox Login to Not Required, and Message Type to Any.
 - Target 1 DN = MWI pager number as specified in Mobility Server Customer.
 - Device Type = Numeric
 - Numeric Page Content = Callback
 - Pager Callback Number = Portable Extension
- Return to User Administration and save the changes. Proceed to testing.

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

MeridianMail User Administration
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 Disabled Enabled
For successful notification, mailbox login: Required NotRequired
Message Type for Remote Notification: Any Urgent

Target 1 DN: 8199
Device Type: Phone Tone Voice Numeric Service
Numeric Page Content: Callback Callback&CallerNum
Pager Callback Number: 8101

Target 2 DN:
Device Type: Phone Tone Voice Numeric Service

Target 3 DN:
Device Type: Phone Tone Voice Numeric Service

MORE BELOW

The Outcalling Fields data will be saved only if the user is saved.

Return to Basic Fields

Figure -12 Remote Notification Settings

Application Notes

Product: Meridian Mail with MS.

Purpose: Procedure to integrate Meridian Mail with Mobility Server

Date: 8/16/05

Step 9 - Testing

It is very important that all situations be tested to ensure proper operation of the integration.

- Set up a Portable User and Mail Box. Record a personal greeting and verification message in the Voice Mail System.

1. Testing MWI. This test ensures that the PBX can dial the MWI pager number, and that MWI is being sent and turned off properly.

Call the MWI Pager number from a desk phone. Wait for connect (or pager tone), and enter the test Portable number. The Portable should show MWI.

From the Portable, dial #91#. You should hear a fast busy, and the MWI should clear.

2. Voice Mail Delivery. This test will ensure that calls to the Portable are directed to the proper mail box.

Activate the Absent Profile for the Portable. Place a call to the Portable. Voice Mail should answer with the proper greeting. Leave Message. The Voice Mail should trigger MWI on the phone.

3. Activate the In-Office Profile with only the Portable as an active extension. Place a call to the Portable and press "DECLINE". The call should go the proper Voice Mail greeting.
4. Place a call to the Portable, but wait for the call to go un-answered. The call should go to the proper Voice Mail greeting.
5. Place a call to a busy Portable. The call should go the the proper Voice Mail greeting.
6. Call into the Personal Assistant. The announcement should indicate that there is a message waiting. Press 4, and you should be prompted to the voice mail system for your password. Enter the password, and check the message. The MWI icon should go off.
7. Other call situations as required.