

MAILBOX BLOCK

Description

The Mailbox Block is used to implement the Voice Mail messaging features on the SVMi-20E. It also controls the operating characteristics specific to an individual mailbox such as whether the Mailbox is announce only or if the subscriber has Mailbox Administration capabilities. This Block maintains the message notification details. The Mailbox is where a subscriber receives, sends, and manages messages. The public caller may record a message after hearing a personal greeting from the Mailbox User and choose to review, re-record, send, or discard his message.

Event pointers are used to provide the flexibility to handle messaging differently for various modes of operation (typically at different times of the day).

SVMi-20E	MAILBOX - 01	TEMPLATE MBX	Page 1 of 6
Number.....d	Extension:		
Language: None	Mclass: 01:Standard		
Mailbox Controls		Authorizations	
Announce only mailbox.....	N	Forced messages allowed.....	N
Subscriber administrator...	N	Workload Manager.....	Y
Use LIFO message ordering...	N	Commitment/Follow Up allowed.....	N
New message beep(s).....	N	Message grouping allowed.....	N
Directory Public: Y	User: Y	Mailbox greeting allowed.....	Y
Subscriber password: *****		Message alert control allowed.....	Y
Retention days left.....	0	Extended prompting enabled.....	Y
		Auto Play of new messages enabled:	Y
		Auto Play of message info enabled:	Y
Mailbox number used to address and send a message to this mailbox			

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The Mailbox Group Number is located to the left of the Mailbox Block Name. Group Numbers are convenient for organizing Mailboxes and/or Subscribers into application specific groups. This number must be the same as the Group Number for the MClass used to control this Block. In most applications, the default value of 01 is normally used. Values from 01 to 99 are valid. You select which group the Mailbox Block belongs to before you create the Mailbox Block. In a 'Multi-Tenant' installation groups in the SVMi-20E can be used to partition the application between tenants.

MAILBOX The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A block name may not be the same as another Block name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

The SVMi-20E stores the subscriber name in either 'lastname,firstname' or 'firstname lastname'. When entering the subscriber name it is suggested you follow one for mat or the other for the entire application. If the name is entered as 'firstname lastname' The SVMi-20E will NOT automatically re-sort it to 'lastname,firstname', but the subscriber would still be able to be accessed correctly from the directory. However by mixing and matching formats with in an application would cause the list of blocks to appear to be out of order.

This format ('lastname,firstname' vs 'firstname lastname' is only important because the directory feature will search on a specific field, 'lastname' or 'firstname'. If you did not put a comma after the 'lastname' in the 'lastname,firstname' format or put a comma after 'firstname' in the 'firstname lastname' format the directory search would not be accurate and subscribers entered out of format could not be accessed from the Directory.

General Parameters

NUMBER This is the number of the mailbox. It can not be the same as any other mailbox block or list block. This is the number that is used to give the block a unique identity. It is also the number that is used to call the mailbox and can be referred to as it's "Key" Value.

LANGUAGE This is a language option. You may select from any installed language and from that point on the extension will respond to the authorized owner in the language selected. Authorized owner means a user who has entered a valid password.

The Extension block also has a Language field, and the SVMi-20E will try to resolve these fields to a single value (make them match). If conflicting information is contained in these fields, the Extension block has priority and the Mailbox block will be automatically changed to match.

This selection is based on the order of the defined languages in page 3 of the System Wide Parameters. If the languages are to be reordered, added to or changed in page 3 of the System Wide Parameters then this field should be re-entered.

EXTENSION The Extension number to which the mailbox belongs. To edit this field, press ENTER to bring up the Target Generator. Select and open Extension. Choose a new or existing Block from the Target Generator pick list and press ENTER. Press 'Ctrl + O' to review or edit the chosen Block.

MCLASS This is the name of the mailbox class of service that defines operating characteristics for this Mailbox. To change the MCLASS, press ENTER at this field to bring up the Target Generator. Select and open a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block.

Important Note: When enabling E-Mail Gateway for a Subscriber, make sure the MCLASS with the appropriate Mail Server is assigned.

Mailbox Controls

ANNOUNCE ONLY MAILBOX A 'Y' in this field designates this as an announcement only mailbox. When a public caller accesses this mailbox, it will play the greeting message (announcement) and exit immediately without recording a message. This may be used for bulletin boards and other simple audiotex applications. After playing the announcement, the SVMi-20E will pass control to the block defined by the <No Msg Left> pointer.

SUBSCRIBER ADMINISTRATOR A 'Y' in this field gives the mailbox user the ability to send a broadcast message to all subscribers on the system.

USE LIFO MESSAGE ORDERING If set to 'Y', messages are reviewed in "Last In First Out" order. If set to 'N', they are reviewed in "First In Last Out" order.

NEW MESSAGE BEEPS If set to 'Y', the SVM will beep at the subscriber before requesting they enter their password when trying to log in. The beep signifies whether they have messages or not. This is useful when a caller is calling in from their cell phone and does not want to stay on the phone any longer then they have to so they can save minutes on their phone. The SVM will beep once for a single message and twice if there is more then one message

DIRECTORY PUBLIC/USER A 'Y' in these parameters, and the subscribers' name recorded in the mailbox, allows this object to be listed in either of the appropriate Directories. The Public directory is the directory that callers access, the User directory is the directory that subscribers access.

SUBSCRIBER PASSWORD Allows the mailbox password to be changed, to the default digits, specified by Default password in the System Wide Parameters or removed completely. Inputs are "DEFAULT" or "NONE". In the SVMi

products, subscribers usually have both an Extension Block and a Mailbox Block (but may have only one of them). Since each of these blocks have a password option, if different password values are entered in each of these blocks (extension and mailbox), the SVMi-20E will try to resolve these two password fields into one value. The extension password will override the value in the mailbox field.

RETENTION DAYS The number of days remaining before this block is automatically discarded during system maintenance. This only applies to unused mailboxes.

Authorizations

FORCED MESSAGES ALLOWED This option makes the mailbox capable of sending Forced Messages. Forced Messages are messages that have either "Reply Required" or Delivery Imperative.

When a message is designated as Reply Required, the messages recipient MUST reply to the message before the message can be saved or deleted.

When a message is designated as Delivery imperative, the SVMi-20E will take extra steps to deliver it. The recipient's pager will be called and then each of his stored telephone numbers will be tried.

WORKLOAD MANAGER This allows access to the subscriber workload manager in the subscriber telephone interface. It makes available option #1 (dial #1 at the Subscriber Main Menu), and will allow the subscriber to group their reminders as Commitments, Follow-ups or Tasks.

COMMITMENT / FOLLOW UP ALLOWED If this is enabled, subscribers can designate the reminders they create as either a Commitment, Follow-up or Task. The individual meaning of these labels may vary from person to person, their intent is to provide a way of separating reminders into different categories. These categories can be reviewed in the subscriber Workload Manager. Workload Manager must be Y to make Commitment / Follow up Allowed Work.

MESSAGE GROUPING ALLOWED If this is enabled a subscriber may group messages for playback. Reminders, messages from a specific sender, Urgent messages, Call back messages and Private messages may all be grouped separately. (Reminders may be further sub divided in the Subscriber Workload manager).

MAILBOX GREETING ALLOWED When set to yes the caller is allowed to record a mailbox greeting.

MESSAGE ALERT CONTROL ALLOWED When set to yes the caller is allowed to turn on and off the message alert and set the alert number.

ENABLE EXTENDED PROMPTING A 'Y' in this field enables the full length, extended prompting to play to the subscriber the next time he logs into his mailbox. Once the flag is set to 'N', extended prompting does not play again and the subscriber does not have to listen to all the dialing options. The extended prompting is used to aid the new mailbox user.

AUTO PLAY NEW MESSAGES If set to "Y", any new messages, or those messages not saved, will automatically begin to play when the subscriber logs in to their Subscriber Services Menu.

AUTO PLAY MESSAGE INFO If this option is set, the sender information and time will be automatically played for each message. If this is not set to Y, the caller can still get this information on demand by pressing '00' while a message is playing.

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Message Alert Message alert is currently on..... <input type="checkbox"/> N Alert on urgent messages only..... <input type="checkbox"/> N Alert phone number: <input type="text"/>			Message Waiting Indicators This mailbox has an MWI... <input type="checkbox"/> Y MWI number: d <input type="text"/>		
Delivery Schedule					
Sunday.....	12:00A	12:00A	Monday.....	12:00A	12:00A
Tuesday.....	12:00A	12:00A	Wednesday.....	12:00A	12:00A
Thursday.....	12:00A	12:00A	Friday.....	12:00A	12:00A
Saturday.....	12:00A	12:00A			
Message Autoforward Enable autoforward..... <input type="checkbox"/> N Delete after forwarding... <input type="checkbox"/> N Auto forward delay.... 0:00					
'Y' to enable Message Alert, 'N' to disable Message Alert					

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Message Alert Controls (Notification)

Message Alert allows the subscriber to be notified at an alternate number (home, cell phone, etc.) of any new messages in their mailbox.

ALERT ON A 'Y' in this field enables Message Alert capabilities for this mailbox. An 'N' disables the Message Alert feature. This parameter setting may be overridden by the phone interface.

ALERT ON URGENT MESSAGE ONLY Alerts the subscriber only if the message left was designated as urgent.

ALERT PHONE NUMBER This is the phone number where you want to be notified of your new messages, if you have enabled message alert in your mailbox.

Delivery Schedule

Enter the from-to times for each day of the week that this subscriber should be notified of new messages. Enter 2 digit for the hour (12 or 24 hour clock) and 2 digits for the minute. This schedule may also be set by the subscriber.

Message Auto Forward

ENABLE AUTO FORWARD This option turns Auto Forward on. When set any messages arriving in this mailbox will be automatically forwarded to the destination specified on Mailbox Block page 4 of 5.

DELETE AFTER FORWARDING If this parameter is set to 'Y', the new message that is to be Auto Forwarded will be discarded from this mailbox, when the forwarding takes place. If this parameter is set to 'N' the mailbox will retain a copy of the message that is Auto-Forwarded. This parameter is only active when 'Enable Auto-Forward' parameter is set to 'Y'.

AUTO-FORWARD DELAY The number of hours and/or minutes before a new message is automatically forwarded to another mailbox. Auto Forwarding is disabled if this parameter is left blank. The range for this is from 0 (no forward) to 23:59 (almost one day).

SVMi-20E		MAILBOX - 01		TEMPLATE MBX	Page 3 of 6
Pager Notification			Fax Mail		
Pager notification is enabled.... <input type="checkbox"/> N			Mailbox can receive faxes.. <input type="checkbox"/> Y		
Notify on urgent messages only... <input type="checkbox"/> N			Mailbox can send faxes.... <input type="checkbox"/> Y		
Station..... Beepers			Fax delivery is on..... <input type="checkbox"/> N		
Dial: d			Deliver urgent faxes only.. <input type="checkbox"/> N		
			Fax number..		
Notification Schedule			Delivery Schedule		
Sunday.....	12:00A	12:00A	Sunday.....	12:00A	12:00A
Monday.....	12:00A	12:00A	Monday.....	12:00A	12:00A
Tuesday.....	12:00A	12:00A	Tuesday.....	12:00A	12:00A
Wednesday.....	12:00A	12:00A	Wednesday....	12:00A	12:00A
Thursday.....	12:00A	12:00A	Thursday.....	12:00A	12:00A
Friday.....	12:00A	12:00A	Friday.....	12:00A	12:00A
Saturday.....	12:00A	12:00A	Saturday.....	12:00A	12:00A
'Y' to enable pager notification of new messages, 'N' to disable					

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Pager Notification (Beeper)

PAGER NOTIFICATION ENABLED A 'Y' enables the pager notification of new messages received. An 'N' disables this option.

NOTIFY ON URGENT MESSAGE ONLY Alerts the subscriber only if the message left was designated as urgent.

STATION The type of station block to use for pager outdials. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl+0' to review or edit the selected Station Block.

DIAL The pager number to dial to notify of new messages.

Notification Schedule

Enter the from-to times for each day of the week that this pager should be notified of new messages. Enter 2 digit for the hour (12 or 24 hour clock) and 2 digits for the minute. This schedule may also be set by the subscriber.

Fax Mail The SVMi-20E also requires at least one VPFM-E installed for FaxMail functionality.

MAILBOX CAN RECEIVE FAXES A 'Y' enables the subscriber to receive Fax Mail messages. An 'N' disables this option.

MAILBOX CAN SEND FAXES A 'Y' enables the subscriber to send (Forward) Fax Mail messages received to another subscriber. An 'N' disables this option.

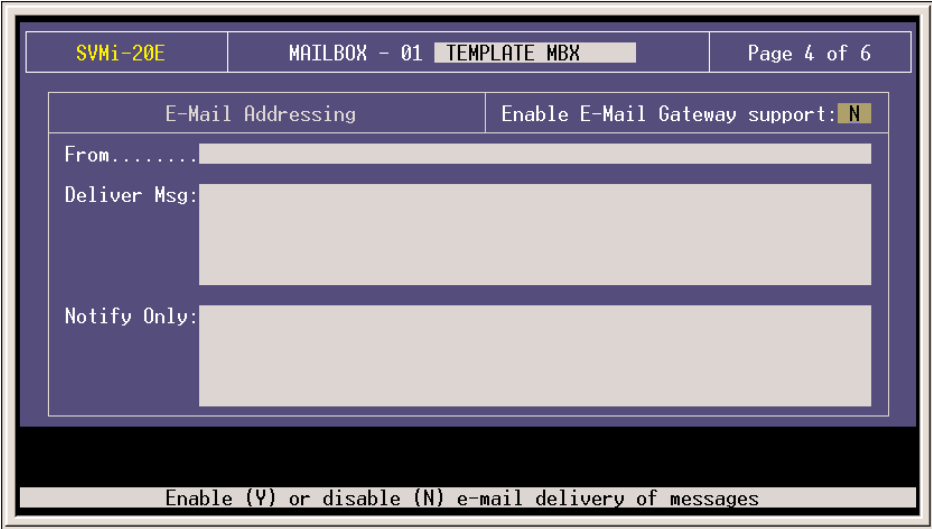
FAX DELIVERY IS ON A 'Y' enables that delivery of new fax messages received will automatically be sent to the subscriber's designated Fax Number during the delivery schedule times periods. An 'N' disables this option and the subscriber will manually have to ask the SVM to print his selected Fax Mail messages.

DELIVER URGENT FAXES ONLY Alerts the subscriber only if the fax left was designated as urgent.

FAX NUMBER This parameter contains the fax number of the fax machine where the subscriber prefers to have their faxes printed. If Fax Delivery is 'Y' and the time is between the Delivery Schedule times that the subscriber is receiving fax messages, then all Fax Mail messages received by this subscriber will be sent to this designated

fax number. If Fax Delivery is 'N' then this number will be offered to the subscriber, while trying to retrieve a Fax Mail message, as the default Fax number. The subscriber can elect to send their faxes here or temporarily override the number and enter a new number for that series of fax messages.

DELIVERY SCHEDULE Enter the from-to times for each day of the week that this pager should be notified of new messages. Enter 2 digit for the hour (12 or 24 hour clock) and 2 digits for the minute. This schedule may also be set by the subscriber.



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ENABLE E-MAIL GATEWAY SUPPORT This is a 'Y' or 'N' setting. 'Y' enables the E-Mail Gateway for that subscriber's Mailbox, and 'N' disables the functionality. If you try to enable more User then has been authorized by the License Key, a Red comment will appear in the comment help line at the bottom of the Screen to indicate that you have exceeded the user license. The "STAT" command in Port Activity will show you how many Users you have enabled with E-Mail Gateway Functionality.

FROM Put in the E-Mail address the Subscriber would like to receive Replies to if a recipient of a Voice Message from him wishes to reply via e-mail. When filled in with a valid e-mail address the receiving party will see the Sending subscriber's name as it appears in the Mailbox Label name. If left blank all Voice Messages sent by the subscriber will show the SVMi-20E in the From of the receiving parties Inbox.

DELIVER MSG Enter the e-mail address or addresses that the subscriber wishes to have E-Message Delivery sent to. (A subscriber or mailbox can have up to 5 different E-Mail addresses assigned.)

NOTIFY ONLY Enter the e-mail address or addresses that the subscriber wishes to have E-Message Notification sent to. (A subscriber or mailbox can have up to 5 different E-Mail addresses assigned.)

E-MAIL ADDRESS SYNTAX An e-mail address can be entered a couple of ways.

The traditional e-mail syntax is: username@mailserverdomain.domainsuffix (domain suffix = .com, .net, .org, etc...) in this case the name entered as the Mailbox label name will be displayed in the Inbox "From" field if the voice message was sent subscriber to subscriber.

In some cases the number of characters in a persons name is longer than the label name length in a Mailbox Block. Until now no-one saw that name so it didn't matter. If you do not want the Recipient to see the label name as it is typed you can use the following syntax:

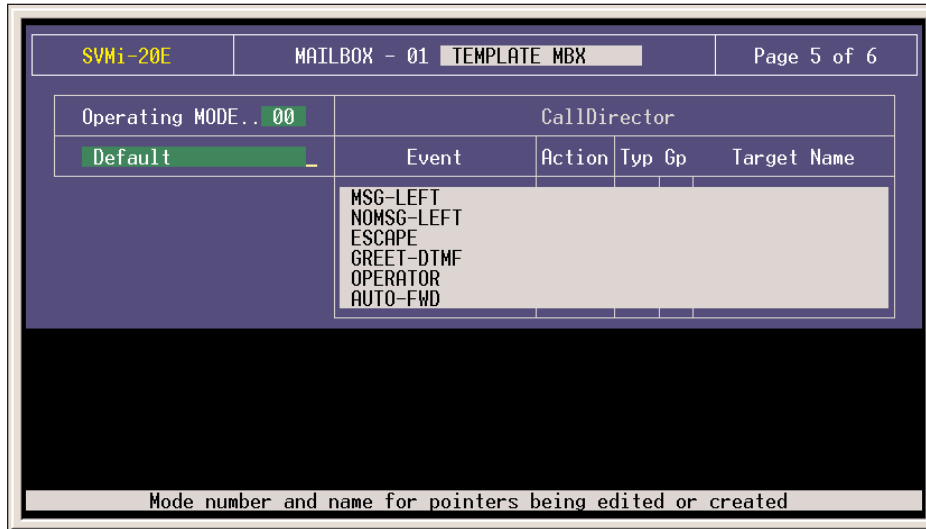
Firstname Lastname <username@mailserverdomain.domainsuffix>

OR

Departmentname <username@mailserverdomain.domainsuffix>

This applies to all fields that accept an e-mail address:

- System Wide Parameters: "Report" & "Reply To"
- Mailbox Block: "From", "Deliver MSG", & "Notify Only"



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Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Pointer Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows each Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references.

For example, the Message Left pointer might route callers to an operator during the 'Day' Mode, but after 5:00 PM, it would route them to a Bye block. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CALLDIRECTOR EVENT POINTERS To edit any Event Pointer, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the Block.

MSG-LEFT POINTER This is the Block that the SVMi-20E will pass control to if the caller leaves a message. The target block allows the caller the option of returning to the beginning of the application, or sending the caller to the Bye block if the organization or individual does not want to give the caller additional options.

NO MSG-LEFT POINTER This is the Block that the SVMi-20E will pass control to if the caller does not leave a message or if this is an announcement only mailbox. The target block may allow the caller the option of returning to the beginning of the application, or sending the caller to the Bye block, if the organization or individual does not want to give the caller additional options.

ESCAPE POINTER This is the Block that the SVMi-20E will pass control to if the caller presses the escape digit while listening to the mailbox greeting or while leaving a message in the mailbox. When the Escape digit is pressed the SVMi-20E will immediately exit the process it's in and go to the block defined in this pointer.

GREET-DTMF POINTER This is the Block that the SVMi-20E passes control to if the caller enters any valid DTMF while listening to the mailbox greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit are not considered valid for this pointer. The target block is a menu which performs a search operation to match the caller ENTRY to the INPUT value of a pointer, or Number of an Extension, Mailbox or Announcement.

OPERATOR POINTER This is the target Block that the SVMi-20E will pass control to if the caller presses the Operator digit while listening to the mailbox greeting or recording a message.

AUTO-FWD POINTER This is the Mailbox to forward new messages to when the time has expired in the 'Auto-Forward Message After' parameter. The target must be another mailbox and may not point back to itself.

The screenshot shows a terminal window with a dark background and light text. At the top, it displays 'SVMi-20E', 'MAILBOX - 01 TEMPLATE MBX', and 'Page 6 of 6'. Below this is a table with four columns: 'Activity', 'Public', 'Subscriber', and 'Totals'. The table contains several rows of statistics, all with values of 0. At the bottom of the terminal, it says 'Press Ctrl+U for page up or Ctrl+E to exit'.

Activity	Public	Subscriber	Totals
Mailbox Access Count	0	0	0
Messages Sent	0	0	0
Messages Received	0	0	0
Total Connect Minutes	0	0	0
Current Message Count	0	0	0
New Messages	0	0	0
Saved Messages	0	0	0
Date Last Accessed			

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Activity Counters

This page will keep track of this mailbox blocks activity. It contains the following statistics. Three columns of statistics exist, Outside or Public callers, Call from other subscribers and Totals.

MAILBOX ACCESS COUNT The number of times someone other than the subscriber ('Public Callers') accessed this Mailbox and the number of times the subscriber logged into this Mailbox, regardless of what functions they performed.

MESSAGES SENT The number of messages this subscriber has sent, regardless of destination.

MESSAGES RECEIVED The number of messages this subscriber has received, from 'Public Callers' and from other subscribers.

TOTAL CONNECT MINUTES The total amount of time connected to the mailbox.

The total number of messages in this Mailbox, listed according to those received from 'Public Callers' and from other subscribers.

NEW MESSAGES The current message count broken down to reflect how many have not been saved, from both 'Public Callers' and other subscribers.

SAVED MESSAGES The current message count from 'Public Callers' and other subscribers reflecting how many have been saved.

DATE LAST ACCESSED The last time the subscriber logged into this Mailbox.